

## Land Services 2018 Year End Report

### Customer Service

	2018	2017	% Change
Counter (Non Receipt)	6,046	7,708	-21.6%
iNovah (Recipted)	49,120	54,814	-10.4%
Phone	24,921	9,929	-
Email	1,292	3,014	-57.1%
<b>Total Contacts</b>	<b>83,397</b>	<b>77,482</b>	<b>7.6%</b>
Customer Surveys	1,392	1,820	-23.5%
Customer Service Score	98%	95%	3.2%

\*2017 phone count is for dates 8/21/17 thru 12/31/17 only

### Customer Service - Recording

Documents Recorded	2018	2017	% Change
Traditional	12,720	12,563	-7.3%
eRecordings	6,687	7,453	22.4%
Total	19,407	20,016	1.9%
Most Recorded Documents			
Satisfaction of Mortgage	3,324	3,576	1.2%
Mortgage	3,577	3,653	-2.0%
Warranty Deed	2,945	2,894	3.2%
Quit Claim Deed	1,621	1,400	2.5%
Certificate of Trust	730	649	26.8%
Modification of Mortgage	591	538	1.9%
Certificates of Title Created	1921	1870	7.5%
Average Document Cycle Time (Days)			
Traditional (10 day statutory)*	2.5	2.7	-78.0%
eRecordings (5 day statutory)*	2.9	2.2	-8.3%
<b>Total</b>	<b>2.7</b>	<b>2.5</b>	<b>-66.7%</b>

### Assessing Services

	2018	2017	% Change
Quintile Inspections	7,606	10,503	-17.4%
Bare Land Quintile	1,071	*	*
Permit Reviews	1,107	1,762	-37.2%
Review Inspections/Callbacks	853	1,067	-20.1%
Mileage	20,924	40,364	-48.2%
Certificates of Real Estate Value Received	2,942	2,952	-0.3%
Homesteads Applications Received	1,703	1,629	4.5%

\*Bare Land Quintile not tracked separately in 2017

### Environmental Services - Permitting

	2018	2017	% Change
Permits	786	807	2.6%
Permit Turnaround (Days)	3	3	0.0%
Septic Designs Submitted	454	437	-3.9%
Septic Compliance Inspections	838	937	10.6%
Septic Installs			
New	173	245	29.4%
Upgrades	97	45	-115.6%
<b>Total</b>	<b>270</b>	<b>290</b>	<b>6.9%</b>
Land Use Complaints/Actions	2018	2017	% Change
	74	93	20.4%

\*Closed 34 in 2017 with a 46% closure rate

### Environmental Services - Forestry

	2018	2017	% Change
Regeneration Survey Acres	1145	1112	3.0%
Forest Inventory Acres	450	1494	-69.9%
Firewood Permits	51	50	2.0%
Timber Acres Cruised (Oct to Oct Year)	1519	1423	6.7%

### Environmental Services - Timber/Land Sales

	2018	2017	% Change
TF Tracts Sold	112	71	57.7%
	2018 \$ Amt.	2017 \$ Amt.	% Change
TF Tracts Sold - Auction	48	19	152.6%
TF Tracts Sold - Direct	6	19	-68.4%
TF Tracts Sold - Contract	49	25	96.0%
TF Tracts Sold - OTC	58	33	75.8%
	2018 \$ Amt.	2017 \$ Amt.	% Change
Tax Forfeited Land Sale	\$1,609,986.30	\$1,078,324.24	49.3%
Timber Sales	\$813,588.07	\$1,116,007.71	-27.1%

\*Remaining amounts came from Rents & Royalties, Firewood Permits, Interest Earnings and Misc Revenue/Charges for Service