



## County Administration

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# Crook County Board of County Commissioners

Friday, December 19, 2025 at 1:00 PM

**County Annex Meeting Room | 320 NE Court St. | Prineville OR**

Members of the public and media are welcome to attend in person or via Zoom: 1-253-215-8782; Meeting ID: 958 2047 3536; Passcode: 666034

**Commissioners: Brian Barney, Chair; Susan Hermreck; Seth Crawford**

## Special Session Agenda

### Public Comment

Please note that each speaker is limited to a maximum of 5 minutes. This guideline helps ensure that everyone has an equal opportunity to speak.

### Discussion

#### 1. **Review of Core Services for the Clerk's Office, Assessor's Office, and Road Department**

##### **Requester:**

Will Van Vactor, County Manager

##### **Presenter(s):**

Brad Haynes, Road Superintendent

Jon Soliz, Assessor

Cheryl Seely, County Clerk

## Notice and Disclaimer

The Crook County Board of Commissioners is the governing body of Crook County, Oregon, and holds public meetings (generally on the first and third Wednesday of each month) to deliberate upon matters of County concern. As part of its efforts to keep the public apprised of its activities, the Crook County Board of County Commissioners has published this PDF file. This file contains the material to be presented before the Board of County Commissioners for its next scheduled regular meeting.

Please note that while County staff members make a dedicated effort to keep this file up to date, documents and content may be added, removed, or changed between when

this file is posted online and when the Board of County Commissioners meeting is held. The material contained herein may be changed at any time, with or without notice.

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Please also note that this file does not contain any material scheduled to be discussed at an executive session, or material the access to which may be restricted under the terms of Oregon law.

If you are interested in obtaining additional copies of any of the documents contained herein, they may be obtained by completing a Crook County Public Records Request form. Request forms are available on the County's website or at the County Administration office.

### **Additional Items**

Additional items may be discussed that arise too late to be included as a part of this notice. For information about adding agenda items, please contact the County Administration office at 447-6555. Crook County encourages persons with disabilities to participate in all programs and activities. This event/location is accessible to people with disabilities. If you need accommodation to make participation possible, please call (541) 447-6555.

Contact: Brian Barney ([brian.barney@crookcountyor.gov](mailto:brian.barney@crookcountyor.gov)) (541) 447-6555 | Agenda published on December 11, 2025.



## Agenda Item Request

**Date of Meeting:** December 19, 2025

**Subject:**

Review of Core Services for the Clerk's Office, Assessor's Office, and Road Department

**Background and Policy Implications:**

**Budget/Fiscal Impacts:**

**Legal Review (only if requested):**

**Legal Review (only if requested):**

Enter Text here.

**Elected official sponsor (if applicable):**

# Core Services

## Crook County

Board of Commissioners Special Meeting  
December 19, 2025

Core Service Description Review:

*County Clerk*  
*Assessor*  
*Road Department*



# Core Services

Core services in the public sector refer to the fundamental and essential functions that a government department or agency provides to fulfill its mission and serve the community. These services are vital for ensuring public welfare, security, and the effective administration of governmental responsibilities.

## **They typically include:**

- Primary Functions Critical to Mission Fulfillment
- Legally Mandated or Required Services
- Essential Public Goods and Services
- Operational Sustainability

## **Key Characteristics:**

- Centrally Aligned with Mission and Community Needs
- Subject to Public Expectation and Demand
- Prioritized in Strategic and Financial Planning
- Foundation of Public Trust and Accountability



# Crook County

## County Clerk: Core Services



# Clerk

## Mission and Core Purpose

- *Mission:* The Crook County Clerk's Office is committed to maintaining public records in accordance with the law and ensuring that election processes are conducted efficiently, fairly, and transparently for all citizens. The office strives to provide efficient, courteous, and high-quality service while upholding the highest standards of integrity.
- *Purpose:*
  - Serve as the County Election Official, County Recorder, and Public Records Officer, and act as the Clerk of the Property Value Appeals Board.
  - Maintain the records of the County Board of Commissioners, issues marriage licenses and domestic partnership certificates, serves as a federally appointed Passport Agent and manager of the Passport Acceptance Facility, and acts as a Notary Public for the State of Oregon.



# Clerk— Core Services

## Recording

- *Description:* The County Clerk's Office records documents that affect title to real property located in Crook County. When a document is received for recording, it is checked for compliance with Oregon recording statutes. If a document cannot be recorded, it is returned to the sender with an explanation of what is wrong. As a document is recorded, an index is created and the image is scanned for document retrieval.
- *Key Activities:*
  - Record, scan and index documents, including deeds, mortgages, liens, death certificates, subdivisions, partition plats, boundary surveys, mining records
  - Permanently archive and maintain all recorded documents per Oregon Administrative Rule
- *Impact:* Ensures statutory and constitutional compliance while maintaining essential records of deeds, mortgages, liens, and property divisions. These records secure property ownership, enable access to loans, define boundaries, and support legal and financial transactions, forming the backbone of property rights and county operations.
- *Alignment with BOC Goals and Priorities:* Goal #1, Goal #2, Goal #4, and Goal #5





# Clerk— Core Services

## Elections

- *Description:* The County Clerk is the Chief Election Official of the County.
- *Key Activities:*
  - Register voters and maintain current voting lists
  - Accept declarations of candidacy for public office
  - Plan, coordinate, and conduct all elections
- *Impact:* Ensures citizens' voices are represented through fair, transparent, and legally compliant elections, safeguarding the integrity, accessibility, and public trust of the electoral process, which is recognized as critical infrastructure.
- *Alignment with BOC Goals and Priorities:* Goal #1, Goal #2, Goal #4, and Goal #5



# Clerk— Core Services

## Public Records, Marriage Licenses, Domestic Partnerships, Military Records, Mining Records

- *Description:* The County Clerk's Office is the Public Records Office responsible for many other records and services
- *Key Activities:*
  - Issue, record, scan, index, and archive marriage licenses and domestic partnerships
  - Maintain military records and mining records
  - Preserve and archive Board of Commissioners' meeting minutes packets, orders, ordinances, and resolutions
  - Assure public has access to all allowable records, yet while maintaining the preservation of the records
- *Impact:* Ensures the accuracy, security, and accessibility of important public and legal records, protect citizens' rights, and uphold transparency and accountability in government operations. They also ensure continuity of governance by maintaining official documentation of laws, policies, and governmental actions.
- *Alignment with BOC Goals and Priorities:* Goal #1, Goal #2, Goal #4, and Goal #5



# Clerk— Core Services

## Passport Acceptance Agent

- *Description:* The County Clerk's Office is a Federally appointed Passport Acceptance Agent
- *Key Activities:*
  - Accept passport applications and related documents from applicants
  - Verify applicant identity and required information
  - Forward applications to the passport agency for processing
- *Impact:* Provides a unique and essential service to Crook County residents, ensuring they have local access to passport processing
- *Alignment with BOC Goals and Priorities:* Goal #1, Goal #2, and Goal #4.



# Clerk— Core Services

## Property Value Appeals Board

- *Description:* The county clerk is officially the clerk of the property value appeals board (PVAB). The clerk handles all the administrative duties of the board(s) and serves as the liaison between board members, taxpayers, and the assessor.
- *Key Activities:*
  - Identify, recruit, and appoint board members in coordination with the governing body
  - Receive, log, and screen petitions, including issuing defective petition notices
  - Schedule and notice board sessions and hearings, including postings and notifications
  - Ensure board members complete required trainings
  - Maintain official board and meeting records, as delegated
  - Prepare, amend (if delegated), and distribute orders for member signatures
  - Complete and submit the Summary of Actions report to the Department of Revenue
- *Impact:* Provides citizens with a formal, transparent process to challenge property assessments, ensuring fairness, potential tax relief, and a clear understanding of their rights in the property tax system, while the clerk ensures the process runs smoothly.
- *Alignment with BOC Goals and Priorities:* (Goal #1)



# Performance & Partnerships

- *Key Metrics:*
  - Accuracy of Recording and Elections
- *Strategic Partnerships:*
  - Assessor's Office (Property Value Appeals Board)
  - Finance Office (financial relationship – deposits, payables, etc)
  - Oregon Secretary of State & the Elections Division
  - Oregon Association of County Clerks (clerks and election officials)
  - County Leadership and departments
  - Technology and software partners
  - Public Stakeholders and voters
  - Title companies and document purchasers



# Clerk's Funding Overview

- **Clerk Operations:**

- Recording numbers decrease/increase depending on the housing market and interest rates, currently they are below average. This is the main source of revenue for this office.
- Security during elections
- Future election funding



# Conclusion

- *Questions?*



# Crook County

## Assessor: Core Services





# Assessor

## Mission and Core Purpose

- *Mission:* Serving the public through the administration of Assessment & Taxation of all taxable property as mandated by the state of Oregon, with proactive communication & excellent customer service aimed at the highest level of fairness, accuracy and integrity.
- *Purpose:* Determine the real market and assessed values of all property in Crook County, maintain property ownership and tax records, and prepare the annual tax roll, while providing services to the public, taxing districts, and other agencies in accordance with state law.



# Assessor – Core Services

## Appraisal

- *Description:* Maintain real market values and assessed values on all property types, as established by Oregon Statutes & Administrative Rules.
- *Key Activities:*
  - *Appraise new construction and maintain special assessments/exemptions*
  - *Reappraise underperforming areas and inspect damaged properties*
  - *Submit annual Appraisal Plan to the Department of Revenue*
  - *Defend property values before appeals boards and tax court*
  - *Conduct annual Sales Ratio Study, including sales verification and boundary identification*
- *Impact:* Fairness with up-to-date appraisals countywide will bring revenue and value consistency to Crook County, as it affects both budget and property tax amounts. Lack of accomplishing this brings compounding value issues as well as a lack of property tax consistency.
- *Alignment with BOC Goals and Priorities:* (Goal #1), (Goal #2), and (Goal #3)



# Assessor – Core Services

## Assessment Records

- *Description:* Maintain current property ownership, maintain and review tax district levy data, process Veteran Exemption applications, Senior Deferral applications, water districts and fire patrol, certify joint values involving other counties, calculate tax rates and taxes, and process omitted property and clerical error actions.
- *Key Activities:*
  - Day-to-day operational activities are involved here, as mentioned above.
- *Impact:* These day-to-day functions must be accomplished timely and accurately to reduce the number of issues to create an accurate tax roll each year.
- *Alignment with BOC Goals and Priorities:* (Goal #1) and (Goal #3)



# Assessor – Core Services

## Certify Property Tax Roll

- *Description:* Certify the county tax and assessment roll, extend taxes.
- *Key Activities:*
  - Certify the value of all properties and corresponding tax amounts in the county
  - Extend tax amounts to the tax collector for collection and distribution to all taxing districts
- *Impact:* Supplies operational revenue to the county and all taxing districts.
- *Alignment with BOC Goals and Priorities:* (Goal #2)



# Performance & Partnerships

- *Key Metrics:*
  - **County Assessment Roll:**
    - Timely certification of the annual assessment roll
    - Accuracy of real market, maximum assessed, and assessed values
    - Percentage of taxable accounts included and accepted by the Oregon Department of Revenue
  - **Annual Ratio Study:**
    - Completion and submission by statutory deadline
    - Oregon Department of Revenue approval with no or minimal findings
    - Assessment-to-sale price ratios within statutory compliance ranges
  - **Non-mandated services:**
    - Number of public and agency requests completed
    - Average turnaround time for tax estimates and record updates
    - Accuracy of property records, situs addresses, and manufactured structure data
- *Strategic Partnerships:*
  - Collaborates with county departments, local government, and regional organizations
  - Partners with state agencies, taxing districts, and other assessment offices
  - Engages with title companies, real estate professionals, attorneys, banks, businesses, and the general public



# Assessor Funding Overview

## Assessor Operations:

- **Continuing Education Costs:** Limited state options have increased reliance on more expensive third-party courses to meet annual requirements.
- **Reduced Grant Funding:** The CAFFA grant now covers only about 11–12% of the Assessor's Office budget, affecting available resources.
- **Technology Expenses:** Rising costs make it challenging to keep up with updates and maintain necessary tools for office operations.



# Conclusion

- *Questions?*



# Next Steps

- Continue Review of core service descriptions for all departments
  - 1/16- Fairgrounds, OSU, and Museum
  - 1/22- Juvenile Services and District Attorney
- Refine descriptions based on feedback
- After review of all department core services descriptions, all core services will be presented for acceptance by the Board





## Department Core Services Statement

Crook County Clerk's Office

### Department Mission Statement:

We do not have one.

The Crook County Clerk's Office is committed to maintaining public records in accordance with the law and ensuring that election processes are conducted efficiently, fairly, and transparently for all citizens. The office strives to provide efficient, courteous, and high-quality service while upholding the highest standards of integrity.

### Describe Essential Functions:

The County Clerk has many functions as stated in the Oregon Revised Statute Chapter 205. The Clerk is the County Election Official; County Recorder; Public Records Officer for the County; Clerk of the Property Value Appeals Board; also maintains the records, files, books and papers pertaining to County Board of Commissioners; issues and maintains Marriage Licenses & Domestic Partnership Certificates; a federally appointed passport agent/passport manager of the Passport Acceptance Facility; and is a Notary for the State of Oregon.

### Core Services Overview:

#### Service Area 1: Recording

- **Description:** The County Clerk's Office records documents that affect title to real property located in Crook County. When a document is received for recording, it is checked for compliance with Oregon recording statutes. If a document cannot be recorded, it is returned to the sender with an explanation of what is wrong. As a document is recorded, an index is created and the image is scanned for document retrieval.
- **Key Activities:**
  - Record, scan and index documents, including deeds, mortgages, liens, death certificates, subdivisions, partition plats, boundary surveys, mining records
  - Permanently archive and maintain all recorded documents per Oregon Administrative Rule
- **Impact:** Ensures statutory and constitutional compliance while maintaining essential records of deeds, mortgages, liens, and property divisions. These records secure property ownership, enable access to loans, define boundaries,

and support legal and financial transactions, forming the backbone of property rights and county operations.

- **Alignment with BOC Goals and Priorities:** Goal #1, Goal #2, Goal #4, and Goal #5

## **Service Area 2: Elections**

- **Description:** The County Clerk is the Chief Election Official of the County.
- **Key Activities:**
  - Register voters and maintain current voting lists
  - Accept declarations of candidacy for public office
  - Plan, coordinate, and conduct all elections
- **Impact:** Ensures citizens' voices are represented through fair, transparent, and legally compliant elections, safeguarding the integrity, accessibility, and public trust of the electoral process, which is recognized as critical infrastructure.
- **Alignment with BOC Goals and Priorities:** Goal #1, Goal #2, Goal #4, and Goal #5

## **Service Area 3: Public Records, Marriage Licenses, Domestic Partnerships, Military Records, Mining Records**

- **Description:** The County Clerk's Office is the Public Records Office responsible for many other records and services
- **Key Activities:**
  - Issue, record, scan, index, and archive marriage licenses and domestic partnerships
  - Maintain military records and mining records
  - Preserve and archive Board of Commissioners' meeting minutes packets, orders, ordinances, and resolutions
  - Assure public has access to all allowable records, yet while maintaining the preservation of the records
- **Impact:** Ensures the accuracy, security, and accessibility of important public and legal records, protect citizens' rights, and uphold transparency and accountability in government operations. They also ensure continuity of governance by maintaining official documentation of laws, policies, and governmental actions.
- **Alignment with BOC Goals and Priorities:** Goal #1, Goal #2, Goal #4, and Goal #5

#### **Service Area 4: Passport Acceptance Agent**

- **Description:** The County Clerk's Office is a Federally appointed Passport Acceptance Agent
- **Key Activities:**
  - Accept passport applications and related documents from applicants
  - Verify applicant identity and required information
  - Forward applications to the passport agency for processing
- **Impact:** Provides a unique and essential service to Crook County residents, ensuring they have local access to passport processing
- **Alignment with BOC Goals and Priorities:** Goal #1, Goal #2, and Goal #4.

#### **Service Area 5: Property Value Appeals Board**

- **Description:** The county clerk is officially the clerk of the property value appeals board (PVAB). The clerk handles all the administrative duties of the board(s) and serves as the liaison between board members, taxpayers, and the assessor.
- **Key Activities:**
  - Identify, recruit, and appoint board members in coordination with the governing body
  - Receive, log, and screen petitions, including issuing defective petition notices
  - Schedule and notice board sessions and hearings, including postings and notifications
  - Ensure board members complete required trainings
  - Maintain official board and meeting records, as delegated
  - Prepare, amend (if delegated), and distribute orders for member signatures
  - Complete and submit the Summary of Actions report to the Department of Revenue
- **Impact:** Provides citizens with a formal, transparent process to challenge property assessments, ensuring fairness, potential tax relief, and a clear understanding of their rights in the property tax system, while the clerk ensures the process runs smoothly.
- **Alignment with BOC Goals and Priorities:** Goal #1

**Performance Metrics & Service Delivery Standards:**

- Accuracy of Recording and Elections

**Key Partnerships:**

- Assessor's Office (Property Value Appeals Board)
- Finance Office (financial relationship – deposits, payables, etc)
- Oregon Secretary of State & the Elections Division
- Oregon Association of County Clerks (clerks and election officials)
- County Leadership and departments
- Technology and software partners
- Public Stakeholders and voters
- Title companies and document purchasers

**Potential Budgetary Considerations:**

- Recording numbers decrease/increase depending on the housing market and interest rates, currently they are below average. This is the main source of revenue for this office.
- Security during elections
- Future election funding

**Additional Notes (Optional):**

## Department Core Services Statement

*Crook County Assessor's Office*

### Department Mission Statement:

*Serving the public through the administration of Assessment & Taxation of all taxable property as mandated by the state of Oregon, with proactive communication & excellent customer service aimed at the highest level of fairness, accuracy and integrity.*

### Describe Essential Functions:

*Determine the real market and assessed values of all property in Crook County. In addition, the Assessor's Office maintains ownership, tax lots, and tax code areas and prepares an annual tax roll for almost 19,000 accounts. Most of the duties performed are mandated by State Statute and Administrative Rule under the supervision of the Oregon Department of Revenue, with other services to the public, taxing districts and other agencies.*

### Core Services Overview:

#### Service Area 1: Appraisal

- **Description:** Maintain real market values and assessed values on all property types, as established by Oregon Statutes & Administrative Rules.
- **Key Activities:**
  - Appraise new construction and maintain special assessments/exemptions
  - Reappraise underperforming areas and inspect damaged properties
  - Submit annual Appraisal Plan to the Department of Revenue
  - Defend property values before appeals boards and tax court
  - Conduct annual Sales Ratio Study, including sales verification and boundary identification
- **Impact:** Fairness with up-to-date appraisals countywide will bring revenue and value consistency to Crook County, as it affects both budget and property tax amounts. Lack of accomplishing this brings compounding value issues as well as a lack of property tax consistency.
- **Alignment with BOC Goals and Priorities:** (Goal #1), (Goal #2), and (Goal #3)

#### Service Area 2: Assessment Records

- **Description:** Maintain current property ownership, maintain and review tax district levy data, process Veteran Exemption applications, Senior Deferral

applications, process special assessments such as drainage districts, water districts and fire patrol, certify joint values involving other counties, calculate tax rates and taxes, and process omitted property and clerical error actions.

- **Key Activities:**

- Day-to-day operational activities are involved here, as mentioned above.

- **Impact:** These day-to-day functions must be accomplished timely and accurately to reduce the number of issues to create an accurate tax roll each year.

- **Alignment with BOC Goals and Priorities:** (Goal #1) and (Goal #3)

### **Service Area 3: Certify Property Tax Roll**

- **Description:** Certify the county tax and assessment roll, extend taxes.

- **Key Activities:**

- Certify the value of all properties and corresponding tax amounts in the county
- Extend tax amounts to the tax collector for collection and distribution to all taxing districts

- **Impact:** Supplies operational revenue to the county and all taxing districts.

- **Alignment with BOC Goals and Priorities:** (Goal #2)

### **Performance Metrics & Service Delivery Standards:**

#### **County Assessment Roll:**

- Timely certification of the annual assessment roll
- Accuracy of real market, maximum assessed, and assessed values
- Percentage of taxable accounts included and accepted by the Oregon Department of Revenue

#### **Annual Ratio Study:**

- Completion and submission by statutory deadline
- Oregon Department of Revenue approval with no or minimal findings
- Assessment-to-sale price ratios within statutory compliance ranges

#### **Non-mandated services:**

- Number of public and agency requests completed
- Average turnaround time for tax estimates and record updates
- Accuracy of property records, situs addresses, and manufactured structure data

**Key Partnerships:**

- Collaborates with county departments, local government, and regional organizations
- Partners with state agencies, taxing districts, and other assessment offices
- Engages with title companies, real estate professionals, attorneys, banks, businesses, and the general public

**Potential Budgetary Considerations:**

- **Continuing Education Costs:** Limited state options have increased reliance on more expensive third-party courses to meet annual requirements.
- **Reduced Grant Funding:** The CAFFA grant now covers only about 11–12% of the Assessor’s Office budget, affecting available resources.
- **Technology Expenses:** Rising costs make it challenging to keep up with updates and maintain necessary tools for office operations.