



**Deschutes County Information Technology Policy No. IT - 5**  
**Effective Date: January 23, 2013**  
**Updated:**

## **Dial Property Information System Access and Use Policy**

### **STATEMENT OF POLICY**

It is the policy of Deschutes County that the Dial online property information system, accessible through the County's Internet Site, shall conform to the provisions set forth in this policy.

### **APPLICABILITY**

This policy applies to the Dial online property information system, as it is made available to the public. The policy governs the provision of Property Related Information within Dial, particularly where such information is sourced from multiple County departments and offices. This policy does not apply to any other web-based application, including those that provide information or documents solely from a single department, such as the Assessor's Office, the County Clerk's Office, or the Road Department, nor does it apply to any application or resource accessible only through the County's internal network or intranet.

### **DEFINITIONS**

*Dial (formerly DIAL)* - Deschutes County's official web-based public property information system, accessible via the County's Internet Site.

*Registered User* - An individual who has completed the Dial application registration process and has been granted credentials to gain enhanced access to features or additional information within Dial.

*Internal Staff User*: Any employee of Deschutes County who accesses Dial using authenticated internal credentials.

*Basic Access* - Access to information and basic features of the Dial application that is available to any user without registration.

*Enhanced Access* - Additional features, data, documents, or functionality within Dial reserved for Registered Users, as distinguished from features available thru Basic Access.

*Internal Staff Access* - The highest level of access within Dial, available only to authenticated Deschutes County employees for official County business.

*Property Related Information* - Data, documents, images, and maps pertaining to real property located within Deschutes County, as detailed in this policy.

*Exempt Records* - Records or information not subject to public disclosure under Oregon law, or those excluded by County policy or valid statutory exemption.

*County Internet Site* - The official Deschutes County website, [www.deschutescounty.gov](http://www.deschutescounty.gov), through which Dial is accessed.

## POLICY & PROCEDURE

### In General

This policy establishes procedures by which Deschutes County manages Dial, with the goal of appropriately balancing staff needs and the public's need for access and privacy to property-related information. Dial provides a secure, user-friendly platform that enables the public to access a wide range of property information online. The availability of Dial facilitates easier business transactions and information gathering for residents, businesses and County staff, while also allowing the County to improve service efficiency and reduce the volume of in-person visits, phone calls, and email inquiries received by County staff.

### Procedures for Making Information Available

- A. To achieve an appropriate balance between access to property-related information and protection of individual privacy, the Dial application utilizes role-based access controls within a single platform. All users receive Basic Access by default. Registered Users, upon successful registration, are granted Enhanced Access to additional features and information, as permitted by County policy and applicable law. Internal Staff Users are recognized by the system and provided Internal Staff Access, granting them access to features and information necessary to perform official County business in accordance with their job responsibilities and applicable regulations.
- B. Procedures for Basic Access within Dial:
  - 1. Links to access Dial with Basic Access will be made available on the County Internet Site.
  - 2. Users with Basic Access can search for individual properties using any of the following identifiers: owner's name, map and tax lot number, situs (street) address, subdivision, assessor account or tax account number, or other available property identifiers.
  - 3. Unless otherwise specified within this policy, Basic Access includes display of property owner name and mailing address.
  - 4. Basic Access includes property-related information such as tax and assessment details, sales and valuation data, development and permit status, environmental data, service provider information, transportation attributes, survey data, and other similar information, when authorized for public release.
  - 5. Access to official documents recorded at the County Clerk's Office (including property sales deeds and similar instruments) is not provided within Basic Access.
  - 6. Basic Access does not provide building photographs or building dimension sketches maintained by the Assessor's Office.
  - 7. Exempt Records are not made available via Basic Access.
- C. 8. Property-related information originating from cities or other public agencies within Deschutes County will be made available to Basic Access users only if the originating agency has authorized public release through Dial. Procedures for Enhanced Access within Dial:
  - 1. Enhanced Access provides all information and functionality available through Basic Access, in addition to property-related information authorized for enhanced release.
  - 2. Registration is required for Enhanced Access. Users must complete an online registration

process, which includes providing a unique email address (used as the username), selecting a password, indicating their business type, and supplying other information as determined by the County. Sensitive personal information, such as Social Security numbers or credit card data, will not be collected.

3. Access accounts are issued automatically through electronic processes without manual review. There are no fees to create or use Enhanced Access accounts, though the County reserves the right to assess charges in the future.
4. Enhanced Access is subject to the same restrictions on Exempt Records as Basic Access.
5. Any limitations specific to Enhanced Access will be clearly published within the application.
6. Property –related information originating from cities or other public agencies within Deschutes County is included in Enhanced Access only with the originating agency’s authorization.

D. Procedures for Internal Staff Access within Dial:

1. Internal Staff Access is automatically granted to authorized Internal Staff Users when they are connected to the Deschutes County network and authenticated using approved credentials.
2. Internal Staff Access includes all information and functionality available through both Basic and Enhanced Access, as well as additional property-related information necessary for the performance of official County duties.
3. Internal Staff Users may view and manage confidential or restricted records not available to Basic and Enhanced Access Users, consistent with their job responsibilities, County policy, and applicable laws and regulations.
4. Internal Staff Access may enable advanced administrative functions, such as editing, adding, or auditing property records, viewing detailed history or system logs, or utilizing specialized reporting features. These capabilities are provided only as necessary to support County operations and must be used solely for legitimate business purposes.
5. Property-related information originating from cities or other public agencies within Deschutes County is made available to Internal Staff Users only if the originating agency has authorized such access for County personnel doing official business.

- E. The County’s Assessor, the County Clerk, the County Surveyor, and the County Legal Counsel will monitor state legislation and statutes to assure that this policy remains in compliance with state public record laws and laws pertaining to the suppression of information on individual accounts. Where appropriate, the policy will be administratively amended to assure compliance with state regulations and legislation.

Nick, Lelack County Administrator