



Deschutes County **Administrative Information Technology**  
Policy No. **GAIT - 11-5** Effective Date: January 23, 2013  
**Updated:**

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

### **Web-Based Property Related Applications**

#### **STATEMENT OF POLICY**

It is the policy of Deschutes County that all property related web-based applications accessible through the County's Internet site conform to the provisions incorporated into this 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 through the Deschutes County Internet Site. 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.

This policy applies to all web-based property related applications that are released following the effective date of this policy. The policy applies to property related applications that provide information, documents, images, and maps that are sourced from multiple County Departments. The policy does not apply to applications that provide information or documents from a single department such as the Assessor's Office, the County Clerk's Office, 911, or the Road Department. The policy does not apply to applications that are available only through the County's Intranet site.

#### **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) currently [www.deschutes.org](http://www.deschutes.org), through which Dial is accessed.

## **POLICY & PROCEDURE**

### **In General**

This policy establishes the procedures by which Deschutes County manages the Dial online property information system, with the goal of appropriately balancing Internal Staff User needs and the public's need for access and privacy to Property-Related Information, with the privacy rights of individual citizens. 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 citizens, 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. This policy establishes procedures through which the County achieves an appropriate balance between the requirements for access to property-related information with the privacy needs for individual citizens. Using the Internet to provide public access to government services and information has been a huge success for the County. It allows easier access for citizens and businesses to conduct their business with the County and it saves staffing costs by reducing the number of customer visits to county facilities and the volume of phone calls and email requests that need to be responded to.

### **A. Procedures for Making Information Available**

A. In order to achieve the required balance between providing access to County property-related information and the privacy needs for individual citizens, there will be two versions of

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.

applications. The first version is a "Standard Version" that provides Internet access to County records in a manner so as to strategically limit access to information. The second version is an "Enhanced Version" that provides more extensive information but that is accessible through user accounts issued to individuals following the completion of an application registration process.

B. Procedures for Basic Access within Dial~~The Standard Versions of Applications will utilize the following procedures:~~

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 taxlot/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~~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. Individuals seeking these documents will be directed to the Clerk's Digital Research Room.
  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.
- 8. Property Related Information~~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.~~
1. ~~Links that provide access to the Standard Versions of applications will be provided on the County Internet site;~~

2. ~~There will be options to search for individual properties by entering an owner's name, by a map and taxlot number, a situs or street address, an assessor account or tax account number, or by other property identifiers;~~
3. ~~Except as otherwise set forth in this section, information including an owner's name and mailing address will be provided as part of the information reported by the application;~~
4. ~~Information such as detailed property tax information, property improvements and other assessment information such as sales and valuation information, development information and permits, environmental information, service provider information, transportation information, survey information and miscellaneous other information will be provided;~~
5. ~~Linked access to documents such as property sales deeds and other documents recorded at the County Clerks Office will not be provided. These documents are currently available through the Clerk's Office Web Query On-line Application;~~
6. ~~Access to pictures of building structures and building dimension sketches maintained by the Assessors Office will not be provided;~~
7. ~~Records that are exempt from public disclosure or in instances where individuals have followed state statutes to apply for and have been granted exemption from release of information will not be provided; and~~
8. ~~Records maintained and provided by individual cities and by other public agencies operating within Deschutes County will be reported through the application so long as the public agency has first given Deschutes County authorization to make the information accessible. Examples of such data are city building permits and development conditions, city property liens, as well as other information that could be beneficial to County residents and businesses.~~

C. Procedures for Enhanced Access within Dial~~The Enhanced Versions of Applications will utilize the following procedures:~~

1. Enhanced Access provides all information and functionality available through Basic Access, in addition to expanded Property Related Information~~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. Additionally, any further
5. Any limitations specific to Enhanced Access will be clearly published within the application.
6. Property Related Information –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 User 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 User Staff Access includes all information and functionality available through both Basic and Enhanced Access, as well as additional Property Related Information~~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 the public. Basic and Enhanced Access to Users, consistent with their job responsibilities, County policy, and applicable laws and regulations.
  4. Internal Staff User 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 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 during official business.
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- ~~1. Enhanced Versions of Applications will provide a full array of information, images, documents, and maps including those items allowed in the “Standard Version” as identified in Section B above;~~
  - ~~2. There will be options to search for individual properties by entering an owner’s name, by a map and taxlot number, a situs or street address, an assessor account or tax account number, or by other property identifiers;~~
  - ~~3. Links that provide access to the Enhanced Versions of applications will be provided on the County Internet site;~~
  - ~~4. Access to Enhanced Versions will require individual access accounts that will consist of a user name and password. The user name will be an email address and passwords will be selected by the applicant;~~
  - ~~5. Individuals who desire an access account will need to complete an application/registration process. The registration process will be on-line and will require information such as an email address (user name), a user assigned password, a type of business, and other pertinent information. Personal information such as a social security number or a credit card number will not be requested;~~
  - ~~6. There will be no formal review of access applications. Automated processes will be utilized to issue access accounts;~~
  - ~~7. There will be no financial charges for the creation of access accounts or for the use of the applications, although the County reserves the right to impose such charges based upon the costs of staffing this program;~~
  - ~~8. Records that are exempt from public disclosure or in instances where individuals have followed state statutes to apply for and have been granted exemption from release of information will not be provided; and~~
  - ~~9. Records maintained and provided by individual cities and by other public agencies operating within Deschutes County will be reported so long as the public agency has first~~

~~given Deschutes County authorization to make the information accessible. Examples of such data are city building permits and development conditions, city property liens, and other information that could be beneficial to County residents and businesses.~~

~~D.~~E. The County's Assessor, the County Clerk, the County Surveyor, and the County Legal Counsel's Office 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.

~~E. This policy will be brought back before the Board of County Commissioners for review six months following its initial adoption and every five years thereafter to assure that the policy's procedures are consistent with the current views of the Commissioners.~~

~~Approved by the Deschutes County Board of Commissioners January 23, 2013.~~

~~Tom Anderson, Interim Nick, Lelack County Administrator~~