



# Work and Performance Plan FY2019 (CAO)

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Kenneth Joyner, County Assessor's Office



## DEPARTMENT KEY INITIATIVES

### Key Initiative #1 -- Countywide Reappraisal, Quality Control, and Communication Strategy

**Link to Strategic Business Plan:**

No

**Description:**

Effectively schedule, plan and implement the 2019 countywide reappraisal; maintain a quality control process where appraisal, exemption, and appeal procedures are regularly audited by the CAO Quality Assurance team, and consistently monitored for adherence to North Carolina statutes, policies, and laws.

**Rationale:**

Effectively schedule, plan and implement the 2019 countywide reappraisal, enhance quality control, increase community outreach, strengthen relationships with community leaders, and educate constituents about value assessments.

**Completion Date:**

The quality control processes, communications, and trainings are ongoing as we prepare for and implement the 2019 Revaluation.

**Updates/Project Milestones:**

Include the following:

- Maintain and redefine quality control practices to ensure best practices in performance and communication throughout the organization.
- Implement trainings that will ensure employees are proficient with MODRIA Online Customer Dispute Resolution Cloud solution and the newly implemented NCPTS Appeals Module.
- Provide trainings for employees that is customer service focused.
- Review and verify parcels for listing accuracy based on the International Association of Assessing Officers (IAAO) standards.
- Audit the exemption/exclusion applications to ensure eligibility and proper documentation
- Send Sales/Income/Cost Qualification Letters for real property transactions that need further information for qualification/disqualification.
- Collaborate with County Public Information (PI) to schedule community engagement sessions, collect feedback, and participate in media interviews with a goal to meet or exceed 100 sessions leading up to the 2019 Revaluation; advertise and promote MeckReval.gov as an essential source of information for neighborhood information, Schedule of Values, and the upcoming 2019 Revaluation; and utilize the County's social media sites, website and board bulletin as channels for communicating information to commissioners and the general public.
- Promote improved communications by updating and developing brochures and handouts to inform external stakeholders about the countywide revaluation, provide public awareness about the assessment processes, offer an outreach to organizations that serve the elderly and disabled to make sure they are aware of exemptions/exclusion, and advertise how Modria can be used by citizens to review property listings.
- Work with Business Process Management (BPM) to map all processes related to the upcoming revaluation to include the mapping of the informal and formal BER appeals with customer service as a key indicator of success.
- Implement the paperless initiatives that includes: archive scanning, digital MLS, sales reports, SVQ mailings, and shared files.
- Redesign and improve the operational efficiencies within the Business and Personal Property Division.

**Outcomes/Measures:**



## Key Initiative #2 -- Research Technology Feasibility and Costs

**Link to Strategic Business Plan:**

No

**Description:**

Research alternate Computer Assisted Mass Appraisal (CAMA) system feasibility and cost

**Rationale:**

- A CAMA system is the primary tool used to list, notice, and assess Real Property. A stable, scalable, NC GS compliant system is essential for CAO operations and revaluations.
- The current CAMA system, while NC GS compliant, has stability and performance issues sufficient to merit considering alternatives. The vendor has acknowledged these issues and as of the end of FY18, is working diligently with CAO and ITS on corrective actions. However, if these corrective actions are not successfully implemented, we will need the pricing and feasibility information in FY19 if we are to successfully purchase and implement a new system and continue on the BOCC's desired four-year revaluation cycle.

**Completion Date:**

- Collaborate with Purchasing and ITS to author an RFI or RFP
- Issue the RFI/RFP per County policies and state laws
- Issue the RFI/RFP early enough to get responses prior to the FY20 budget planning start in January 2019
- Make a go/no go decision based on RFI/RFP response and the state of the current CAMA system (i.e. if the current vendor successfully fixes the system issues with stability and performance, we may elect to not proceed with a budget request)

**Updates/Project Milestones:**

- Milestones are based on management's implementation dates provided in their audit.

**Outcomes/Measures:**