

Request to Release Funds from Restricted Contingency

1) **10 Real Property Appraisers - \$796,000**

These additional positions will bring the Assessor's Office (AO) in line with best practices of having 10,000 parcels per appraiser. The funding supports 5 Appraiser III and 5 Appraiser IV positions. This staffing level is critical for a number of reasons. First, there are the routine activities that need to be completed on an on-going basis which include:

- a) Resolving the 2013 informal appeals
- b) Resolving the 2012 BER appeals which in some instances will require site visits
- c) Completing the analysis and listing of all new construction for 2014

In addition, there are the extraordinary activities that the Assessor's Office is engaged in:

a) Completion of the major neighborhood review based on recommendations of Pearson's Appraisal Service. Pearson's is nearly complete with its field review of approximately 5,500 parcels in the neighborhoods classified as having "major issues". Upon completion, staff in the AO will continue with field reviews of the remaining 60,000 parcels. Staff from the AO and Pearson's has begun jointly working in the field and are focusing on the major neighborhoods with pending BER appeals. The additional staff will be needed to continue this process and efficiently complete the major neighborhood review.

b) Implementation of SB159 is now a reality. The law requires a review of all values by neighborhood in the County retroactive back to January 1, 2011. While these ten positions are in themselves not sufficient to complete the review, having additional staff on board will allow routine activities to continue as the review takes place.

Recent recruitments have demonstrated some difficulty in recruiting qualified appraisers. While the root cause is not known, one can surmise that property appraisals required by a significant increase in home mortgage refinancings has resulted in the Assessor's Office competing with private appraisal firms for qualified staff. To facilitate staffing in the Assessor's Office, temporary staff appraisers may be hired to ensure that routine activities continue. The County has a contract with Adecco, a temporary staffing company that can provide Real Property Appraisers. The use of temporary staffing can also provide a path to permanent employment for qualified individuals.

2) **5 Administrative/Customer Service Staff Dedicated to Real Property Valuation - \$214,000**

This staff includes an Administrative Support Supervisor and four Administrative Support Assistants. Duties of the Real Property Valuation Division include customer service, scheduling, data entry, research and assistance with the BER. Currently, the Real Property Valuation Division has no administrative support directly aligned to them. Administrative staff in the Personal Property Division is providing the critical administrative support. The implementation of SB159 will require dedicated administrative support to the Real Property Valuation Division to allow for a high level of customer service and accurate and efficient processing of value changes. These positions will bring the staffing back to FY2010 levels.

3) **Senior IT Program Analyst - \$52,000**

This position is critical to help support the various applications used in the Assessor's Office. Currently, there is one individual that has significant knowledge of the AssessPro application which is the most important application used for real property valuation. That individual works

for the IT Department and not the Assessor's Office. It is critical that some knowledge transfer take place in the Assessor's Office to build the needed capacity in the event the current staff person leaves the County. In addition, this position will help define and manage much needed automated interfaces between applications. These interfaces will automate current manual processes which will increase the quality and currency of real property valuation data. In addition, with the removal of the Assessor's Office from LUESA, the GIS resources needed by the Assessor's Office are housed in a different department. Having an additional IT resource within the Assessor's Office will allow some capacity building in this area as well.