County Assessor's Office
Department Management Report
June 2020

Overview

In April, the County Assessor's Office was featured in an article in the monthly Fair and Equitable Magazine. The article highlighted the 2019 revaluation process. The Board of Equalization and Review (BER) convened this month over Skype.

FY20-FY22 Strategic Business Plan Update

- During the month of April 2020, the internal Business Analyst worked closely with internal teams to setup correspondence folders for the batch mailings. The team supported the County Assessor's Office (CAO) employees to resolve technology issues as employees worked remotely.
- The Real Property team mailed new construction and exemption notices on April 3 with an appeal deadline of May 4. The notices advised the customers of a newly adjusted assessed value or a decision affecting its assessment. There were approximately 26,900 new construction notices and 580 exemption notices mailed.
- The Real Estate staff utilized the internet and software to virtually canvass properties throughout Mecklenburg County, and worked on BER and PTC appeals. The team continued to accept and review exemption applications, answered customer calls and emails. The revaluation appraisers continued to work on the 2023 countywide revaluation.
- The personal property team mailed 9,506 GAP bills remotely (registered motor vehicle bills for the months between the ending of the last vehicle renewal cycle and the actual renewal date for the current cycle if there is a "gap"). The team is continuing to work on annual billing.

Key Performance Indicators since January 1, 2019

	Annual	Monthly	% Y-T-D
Number of Property Tax Commission (PTC) appeals	740	157	21.21%
Number of informal appeals	[1]29,520	0	0.00%
Number of informal appeals closed	29,520	0	0.00%
Number of formal BER appeals (includes schedule & unscheduled)	[2]9,961	8	0.00%
Number of formal BER appeals closed 2019	9955	3	0.00%
Number of telephone calls	61,343	0	0.00%
Website Traffic (page visits)	1,009,611	53,433	[3]5.29%
Commercial canvassing	10	0	[4]0.00%
Residential canvassing	1,518	0	[5]0.00%

[1]Annual number adjusted because of voided informal appeals and duplicate requests.

[2.]Total appeals received includes all formal appeals requests.

[3]February 2019 (98,527), March 2019 (79,097), April 2019 (72,779)

[4]Commercial canvassing for this month (0/23,266= 0.0%). Canvassing for calendar years [2015] 12,854, [2016] 11,439, [2017] 11,746, and [2018] 361.

[5]Residential canvassing for this month (0/346,438=0.0). Canvassing for calendar years [2015] 36,185, [2016] 40,075, [2017] 97,861, and [2018] 54,571. This process involves inspecting every home in the designated neighborhood, measuring the exterior walls, identifying building elements, and verifying the interior of the home if possible.

Note: The 23,266 and 346,438 totals reflect the total parcels in Commercial and Real Property as of January 1, 2019.

Context for Key Performance Indicators

- There were 35 State Property Tax Commission (PTC) appeals closed and 705 appeals waiting for a resolution.
- The Assessor's Office closed the informal appeals in September 2019 that were mailed on January 23, 2019. The total closed were 29,520 informal appeals.
- Residential canvassing count for this 2019 calendar year is as follows: Jan=704, Feb=3,475, Mar=2,872, and Apr=3,162.