



Blaine County Assessor's Office
Fiscal Year 2021
Outcome-Based Budget

Assessor and Revaluation Budget
Contact Person: Jim Williams
Team Members: Jim Williams and Melissa Fry
Presentation Date: June 24, 2020

Office/Department Profile

The Blaine County Assessor's Office and Revaluation Department provide the following statutory services:

- Assessment and valuation of all taxable property in the county
- Collection, documentation, and maintenance of the characteristics and descriptions of every parcel and structure in the county
- Tracking of property ownership changes
- Mapping of property boundaries for each parcel in the county and the platting of newly created lots and subdivisions
- Management and application of various exemptions and tax relief programs, including the Homeowner's Exemption and the Circuit Breaker Program
- Providing the service of the Department of Motor Vehicles (DMV)

The Assessor's Office includes the assessor, the chief deputy assessor, and three DMV clerks. The Revaluation Department is comprised of five appraisers, one mapper/appraiser, and the two-member office support team.

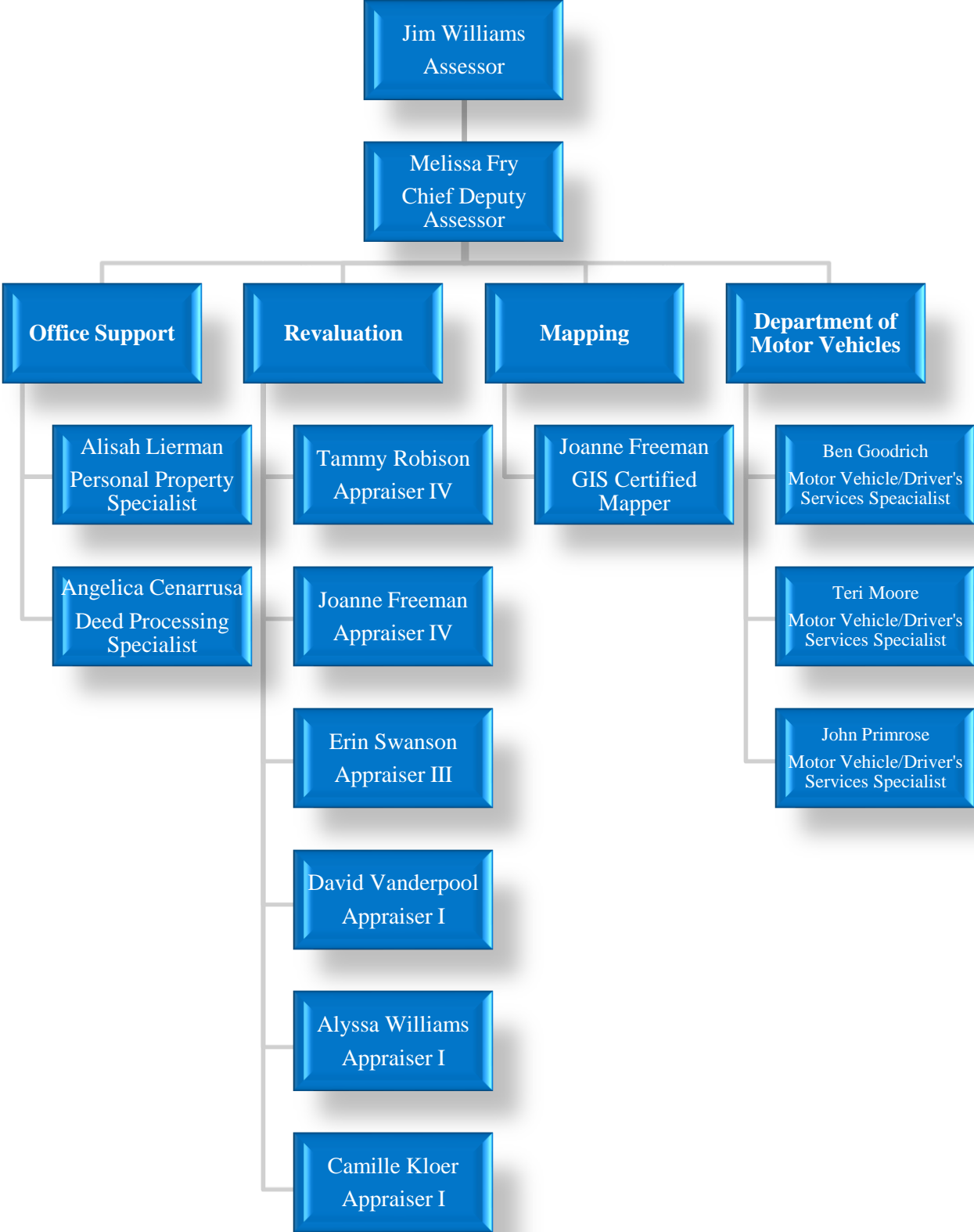
Mission

The mission of Assessor's Office is to change the perception of local government one person at a time by providing professional and courteous service through fair assessment, equitable valuation, accurate information, and consistent motor vehicle transactions to each person and agency.

Proposed Outcomes

1. Prepare and deliver accurate assessments to Blaine County property owners
2. Process information requests and map property changes efficiently for the public
3. Provide high-quality service to DMV customers
4. Create a sustainable and resilient Assessor's Office

Organizational Structure



Review of 2020 Proposed Outcomes

1. Improve the accuracy and efficiency of property appraisals in the Revaluation Department

- Goal 1 Appraisers develop methods to be more accurate throughout the year

The appraisal team has stepped up and worked together to produce accurate appraisals. They have all taken courses that help them accomplish this. We had two new appraisers gain certification, and they are finding creative ways to implement the things they have learned. There are fewer errors, and the overall quality of the product has improved.

- Goal 2 Develop a mentorship program for the newer appraisers by November 2019

The senior appraisers have built a strong mentorship program for the new appraisers. This program allows the newer appraisers to work with the more experienced people every day while they continue to develop their knowledge base. The senior appraisers provide advice and check over the work product to ensure consistency and accuracy. There are team meetings where specific issues can be addressed, and appraisal problems can be solved.

- Goal 3 Provide weekly updates to appraisers during the appraisal year

We have implemented weekly check-ins, so the appraisal team knows where they stand with the yearly workload. There is no question as to what work is outstanding and what is finished. Everyone completes work as it is assigned to them while maintaining new construction and parcel changes in their designated areas.

- Goal 4 Divide the workload more evenly between the appraisers by October 2019

With the addition of the new FTE we received last year, we have reorganized the workload to be dispersed more evenly between appraisers. We have ended the practice of assigning two or three appraisers the majority of the work, and everyone has enough time to produce more detailed appraisals. The result is an even distribution that falls in line with the Idaho State Tax Commission's (ISTC) recommendations.

2. Develop the Mapping Department to provide services and information to government agencies and the public more effectively

- Goal 1 Mapper to complete the build-up of plats by October

All of the recorded plats have been worked. Our mapping team has caught up on the minor backlog and continue to work the plats every week. Both office support workers dedicate time to this every week.

- Goal 2 Mapper develops better training methods

It has been incredible to see the growth in the mapper/appraiser as she has learned to train more effectively. She has developed an 'assign and check' method that allows the others to work independently and seek advice as needed. Then, a final review helps confirm that the work has been done correctly.

- Goal 3 Form new standards for information requests

We have developed standards to provide information requests to the public faster than required by public information codes. It involves immediately responding to email and phone requests with the name of the person who will fill the request. That team member then fills the request on the same day it is received. Every day we receive compliments on how fast we process requests and how the customer was not expecting our level of service.

3. Bolster the services of the DMV to provide faster services to the customers

- Goal 1 DMV works to increase the sense of urgency every day

We were in the process of achieving this goal, but COVID-19 has changed our focus. This goal, while still relevant, isn't the main focus as we are currently striving for quality over quantity

- Goal 2 Complete cross-training of office support team by May 2020

We completed the cross-training, and the office support team can capably fill in for the DMV team. With our processes changing, the need for crossover has lessened, but it is good to have them trained as a backup option.

- Goal 3 Track customer counts and plan for busy days

Our change in the DMV process has changed the way and the reason we track things. We no longer have busy days, as every day is now similar in customer count. We are currently tracking so we can knowledgeably tweak our system to allow for the peak amount of customers without overloading our people.

Outcome 1

Prepare and deliver accurate assessments to Blaine County property owners

The primary statutory duty of the Assessor's Office is to assess and value all of the taxable property in the county. These values are the foundation for the property tax system. The goal is to assess property fairly and equitably in the most efficient manner possible.

Blaine County has 19,652 taxable properties. State statute mandates that each property will be physically inspected every five years. These inspections are performed by the Revaluation Department and consist of the following:

- Visiting the property
- Noting the physical characteristics of the land
- Knocking on the door and verifying interior information with the property owner
- Checking the measurements of each structure
- Recording all miscellaneous improvements (decks, sheds, porches)
- Entering the data into the mass appraisal system

We have a fantastic team of appraisers who can accomplish this outcome. Our goal this year is to get better at what we do while finding the best way to do it.

One of the challenges we will face in the future is replacing senior appraisers who are nearing retirement. These two people accomplish a large amount of work, special projects, and lead the department with advice and knowledge. It will be impossible to replace the value that they bring daily to this office. They are currently working to pass down as much information as they can to the new generation. Education from the Idaho State Tax Commission's (ISTC) appraisal academy will also help bring the new appraisers up to a higher level and will be an essential part of moving forward.

The ISTC requires that all appraisers complete seventy hours of in-class training to gain certification and then maintain thirty-two hours of continuing education credit. The courses cover a wide range of appraisal topics, including mass appraisal techniques and the appraisal of high-end homes. These classes and related expenses are an essential part of our budget as the appraisers cannot appraise property without being certified. The knowledge they gain from attending is used in their daily work. We challenge our appraisers to take relevant and meaningful courses that will help them grow as appraisers.

This year, we will be reviewing the way we complete appraisals to find some best practices that will increase the quality and quantity of our work. There is some redundant work the appraisers do that takes extra time with no real benefit that we can end. There are also ways we can revise processes to use fewer resources and materials. These new processes will be put into place in July when we begin our reappraisal cycle and will be fine-tuned throughout the year.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Is prepared for unforeseen events not otherwise reflected in budget planning with sufficient contingency reserves
- ✓ Utilizes a stable, transparent and repeatable budget process

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Exhibits good morale
- ✓ Promotes a collaborative, team approach to issues and problem solving
- ✓ Provides a desirable, responsive work environment
- ✓ Optimizes employee training and improvement opportunities
- ✓ Strives for consistency
- ✓ Strives to exceed expectations

Results Teams

Partnerships

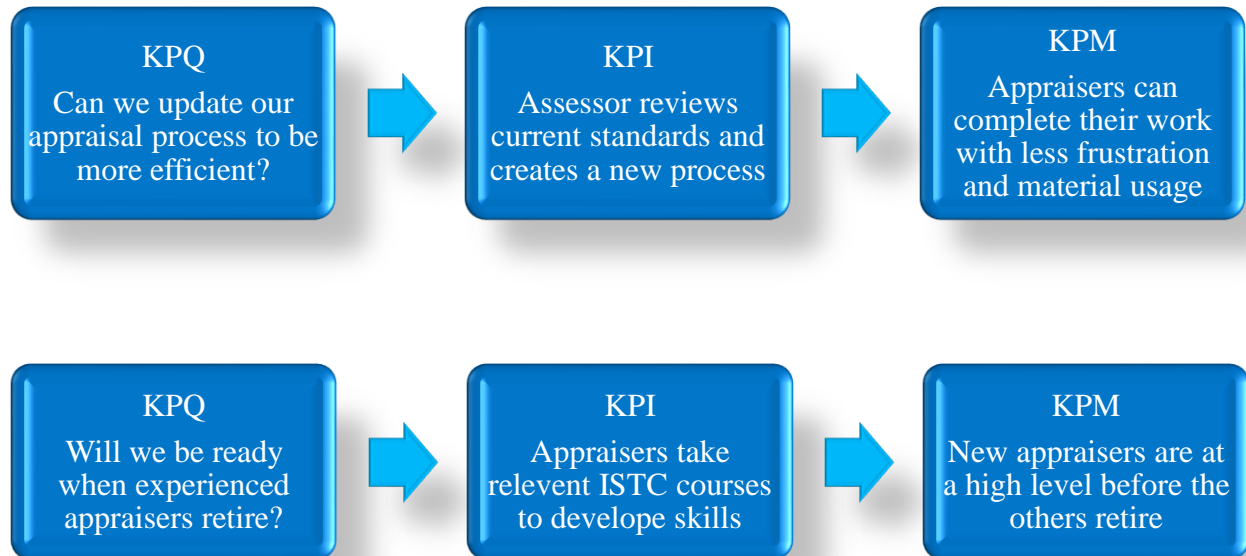
- Idaho State Tax Commission
- Computer Arts

Teams

- Assessor

- Revaluation Department
- Office Support Team

Performance Measurement



Goals and Performance Measures

Goal 1 Appraisers learn and apply appraisal methods to their daily work

- Activity Measure – Complete courses required to gain and maintain certification
- Output Measure – Application of knowledge to work situations will increase the quality of work

Goal 2 Experienced appraisers continue mentoring the newer appraisers

- Activity Measure – Senior appraisers help develop the appraisal skills of new appraisers
- Output Measure – The skills and thought process of new appraisers show growth through high quality, accurate appraisals.

Goal 3 The assessor reviews best appraisal practices and develops office processes to help appraisers achieve the outcome

- Activity Measure – The assessor will rework the way appraisals are completed to increase efficiency and end redundant processes
- Output Measure – The overall quality and quantity of work increases while appraisers feel less frustrated

Outcome 2

Process information requests and map property changes efficiently for the public

Another essential statutory duty of the Assessor's Office is to map the boundaries of each parcel in the county. The Mapping Department is also responsible for processing the many information requests that our office receives. Providing maps and information to property owners and local and state agencies is a valuable service this office provides. This department consists of one Mapper/Appraiser who is assisted by the Office Support Team.

Accomplishing this outcome means continuing the training program we have in place. It will also require our office support team to become certified mappers. Part of the ISTC appraisal academy is mapping courses that allow mappers to gain certification. Similar to appraisal certification, there are 70 hours of in-class training and then 32 hours of continuing education credits. This certification will fill in the blanks for our team and will increase the quality of work we produce.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Promulgates appropriate inter-governmental cooperative action

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Optimizes public accessibility to county services and information
- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Provides leadership reflecting the goals and values of the entire Blaine County community
- ✓ Is unified in its sense of purpose
- ✓ Exhibits good morale
- ✓ Engages in excellent intra- and inter-departmental communication
- ✓ Provides a desirable, responsive work environment
- ✓ Strives for consistency
- ✓ Strives to exceed expectations

Results Teams

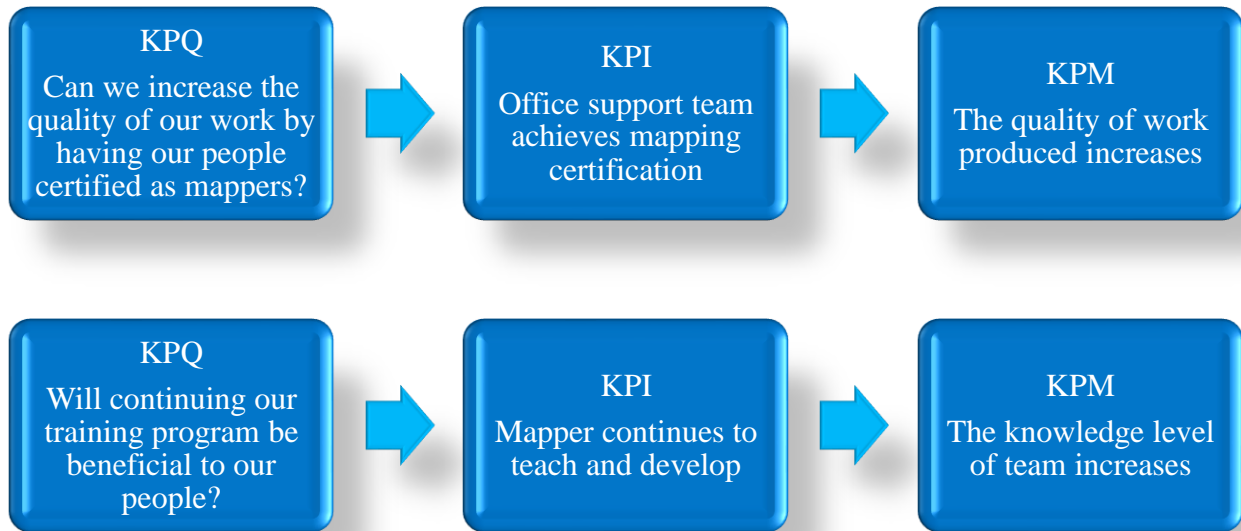
Partnerships

- Idaho State Tax Commission
- State and local government agencies
- Property Owners

Teams

- Assessor
- Mapper
- Office Support Team

Performance Measurement



Goals and Performance Measures

Goal 1 Office support team become certified mappers

- Activity Measure – Office support team takes the classes from ISTC
- Output Measure – These team members can map with confidence and apply the things they learn to daily work

Goal 2 Continue the mapping training program that is in place

- Activity Measure – The mapper/appraiser continues to develop the skills of the office support team
- Output Measure – Office support can accomplish all mapping and information tasks

Outcome 3

Provide high-quality service to DMV customers

DMV operations are a vital service to the community that the Assessor's Office is statutorily required to provide. This service includes the registration and titling of all vehicles, motorcycles, RVs, and trailers.

We started the year focused on quantity- how many people could we get through the DMV every day. There was some excellent progress made with the express lane and cross-training. COVID-19 caused us to change our focus and rethink our business process. During the shutdown, our clerks found creative ways to accomplish transactions leaving less of a backlog than most counties. Then, moving to an appointment-only system has allowed us to fine-tune the way we do things and develop more of a quality focus. We want to improve the DMV experience for each customer this year.

There are numerous benefits to the appointment system. We no longer cram 175 people each day into our lobby every day. The system allows us to stagger people throughout the day with no waiting in line. Our employees can take regular lunch breaks, and they have a little downtime to do mail and answer the phones. The customers love it because it is in and out for them. They can find the time that works best for them and plan around their appointments.

We continue to fine-tune the system, trying to find the right balance of appointments so we can serve the maximum number of people while still accomplishing the side work. Implementing a survey will help us understand the best ways to tweak things to provide the best level of service.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut
- ✓ Plans and prepares for capital improvements and repairs to maintain and protect county facilities for the future

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Optimizes public accessibility to county services and information
- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Provides leadership reflecting the goals and values of the entire Blaine County community
- ✓ Exhibits good morale
- ✓ Provides a desirable, responsive work environment
- ✓ Optimizes employee training and improvement opportunities
- ✓ Strives for consistency
- ✓ Sets clear employee performance and evaluation standards and upholds them
- ✓ Strives to exceed expectations
- ✓ Is equipped, trained and very well prepared to protect public safety and health

Results Teams

Partnerships

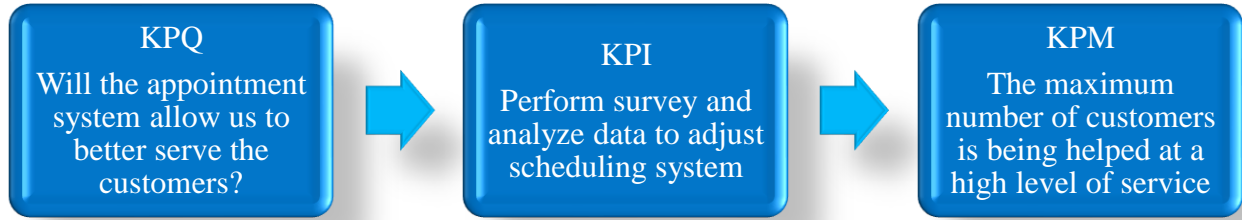
- Blaine County Sheriff's Office
- Idaho Department of Transportation

Teams

- Assessor
- Department of Motor Vehicles
- Office Support Team

Performance Measurement





Goals and Performance Measures

Goal 1 Improve the DMV experience for each customer

- Activity Measure – Attention to detail and customer service by the DMV team to ensure each is satisfied.
- Output Measure – Customers leave the DMV feeling content with the level of service provided

Goal 2 Develop a DMV survey to study what the public wants by November 2020

- Activity Measure – Assessor creates a survey
- Output Measure – Surveys are completed and returned with a thirty percent response rate.

Goal 3 Fine-tune the appointment system to maximize customer experience and allow for side work.

- Activity Measure – The Assessor analyzes customer surveys and adjusts the system to account for demand
- Output Measure – The appointment system and the DMV workers combine for a satisfactory experience for all customers

Outcome 4

Create a sustainable and resilient Assessor's Office

We have spent considerable time examining and contemplating the concepts of sustainability and resilience. From our research, we have borrowed some fundamental principles for both that we will be implementing for this fiscal year. By applying these values in our desired outcomes for the budget process, we can build them into the daily processes we use to meet our statutory requirements. Through team meetings, reviewing best practices, and constant awareness, we can change our office focus to include sustainability and resilience in all we do.

A widely accepted definition for sustainability is making sure that the actions we take today will provide us with the kind of life we want for tomorrow. There are three main pillars of sustainability:

- Social
- Economic
- Environmental

In the Assessor's Office, social sustainability is achieved by being involved in the community and treating our employees fairly. Economic sustainability can be realized in our office by wisely using the financial resources we have and maximizing our revenue. To accomplish environmental sustainability, we will need to review internal processes to ensure we are protecting natural resources, eliminating waste, and using the minimum amount of materials.

Resiliency is the ability to recover quickly from setbacks. The elements we found to be most useful to increase our office's resiliency are:

- Create a positive and confident atmosphere
- Accept responsibility for everything that happens
- Embrace the need to change and adapt to current conditions continuously
- Learn from mistakes
- Prioritize the well-being of our office

As we move into a new era with the realities of COVID-19 and the growing wariness of local government, creating resiliency in our office will be essential. By weaving these resiliency fundamentals into our office practices and behaviors, we can bounce back from any difficulties or hardships we encounter.

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- ✓ Uses citizen and taxpayer resources efficiently and effectively
- ✓ Considers fully the costs and benefits of each expense or cut

- ✓ Is prepared for unforeseen events not otherwise reflected in budget planning with sufficient contingency reserves
- ✓ Promulgates appropriate inter-governmental cooperative action
- ✓ Employs accounting best practices
- ✓ Takes the time to assess risk and incorporates risk management appropriately into its decision making

Internal Process Perspective

Create an organization and organizational culture which:

- ✓ Recognizes the federal and state constitutional and statutory environment in which it operates
- ✓ Models excellent government
- ✓ Promulgates county performance standards, performance measurement, and re-evaluation
- ✓ Plans, prepares, and responds to economic, social and environmental change

Customer Perspective

Create an organization and organizational culture which:

- ✓ Optimizes public accessibility to county services and information
- ✓ Understands its constituency and believes county government exists to serve their needs
- ✓ Understands and focuses on customer and client service
- ✓ Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- ✓ Provides leadership reflecting the goals and values of the entire Blaine County community
- ✓ Exhibits good morale
- ✓ Promotes a collaborative, team approach to issues and problem solving
- ✓ Maintains a strong ethical foundation
- ✓ Engages in excellent intra- and inter-departmental communication
- ✓ Provides a desirable, responsive work environment
- ✓ Optimizes employee training and improvement opportunities
- ✓ Strives for consistency
- ✓ Sets clear employee performance and evaluation standards and upholds them
- ✓ Strives to exceed expectations

Results Teams

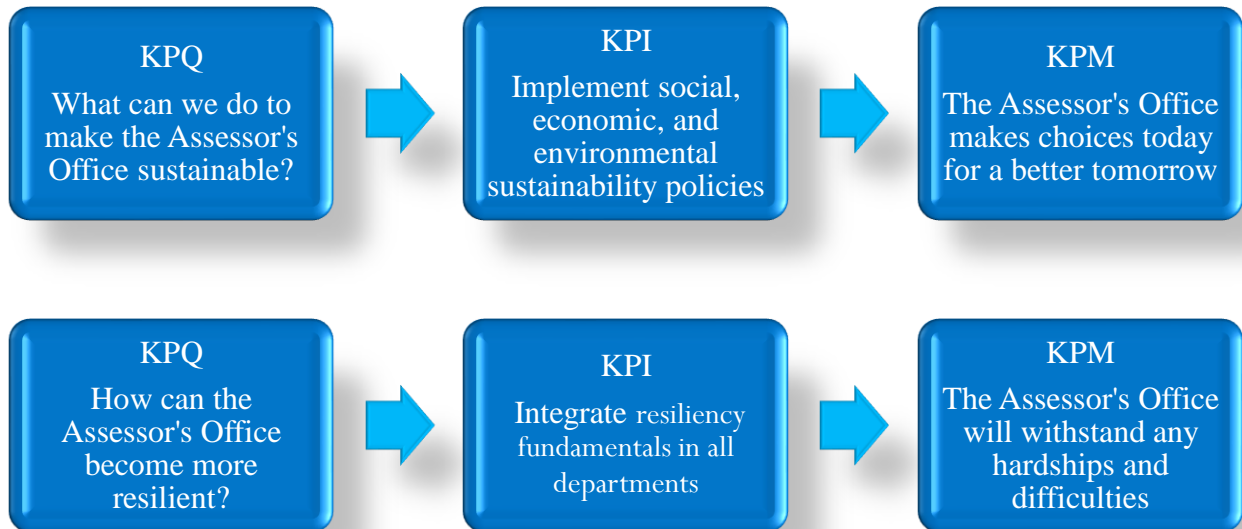
Partnerships

- Blaine County Commissioners

Teams

- Assessor
- Office Support Team
- Revaluation Team
- Mapping Team
- DMV Team

Performance Measurement



Goals and Performance Measures

Goal 1 Assist employees in finding the right work/home balance and form a family-friendly workplace

- Activity Measure – Assessor looks for ways to be flexible with scheduling and provide time for employees to manage home and work issues
- Output Measure – Employees are happy and productive

Goal 2 Increase community outreach

- Activity Measure – Assessor finds new ways to inform the community of our services and new programs or processes
- Output Measure – The community views our office as a good neighbor

Goal 3 Change office processes to use fewer materials and cut waste

- Activity Measure – Assessor reviews office procedures and implements plans to cut back our material use and waste

- Output Measure – The office prints less, reuses supplies, and steps up the recycling program

Goal 4 Grow office resiliency

- Activity Measure – Assessor begins sharing resiliency fundamentals with team members and integrating them in office processes
- Output Measure – Employees begin to apply the essential resiliency values into daily procedures, and the office is equipped to handle adversity

Revenue

Revenue	Assessor		
	2019	2020 (Projected)	2021 (Projected)
Admin Fees	\$ 116,879	\$ 239,250	\$ 255,175
Assessor Photo Copies	\$ 837	\$ 927	\$ 900
Duplicate Sticker Fee	\$ 2,433	\$ 2,258	\$ 2,200
Motor Vehicle Inquiry Fee	\$ 152	\$ 15	\$ 50
Vehicle Reminder Mailing	\$ 749	\$ 191	\$ 500
30 Day Temp	\$ 1,870	\$ 163	\$ 500
Vehicle Transfer Fee	\$ 8,735	\$ 8,314	\$ 8,600
Trailer House License Fee	\$ 2,582	\$ 2,506	\$ 2,500
Recreational Vehicle Fee	\$ 3,446	\$ 3,675	\$ 3,500
Boat and Snowmobile Fee	\$ 2,729	\$ 1,917	\$ 1,500
Office Fees	\$ 320	\$ 171	\$ 200
Title Investigator Fees	\$ 14,544	\$ 12,171	\$ 12,000
Title Penalty Fees	\$ 8,440	\$ 5,897	\$ 6,000
Release of Lien	\$ 1,232	\$ 1,182	\$ 1,200
Total Revenue	\$ 164,948	\$ 278,637	\$ 294,825

Requested Resources and Associated Costs

Assessor					
	2020	2021	Change	%	Change
A - Salaries					
Assessor	\$ 90,896	\$ 90,896	\$ -	0%	
Chief Deputy Assessor	\$ 74,243	\$ 78,359	\$ 4,116	6%	
Department of Motor Vehicles	\$ 123,722	\$ 127,629	\$ 3,907	3%	
Overtime	\$ 6,100	\$ 5,000	\$ (1,100)	-18%	
A - Salaries Total	\$ 294,961	\$ 301,884	\$ 6,923	2%	
D - Benefits					
Retirement	\$ 36,750	\$ 36,179	\$ (571)	-2%	
FICA	\$ 23,486	\$ 23,180	\$ (306)	-1%	
Life Insurance	\$ 368	\$ 368	\$ -	0%	
Medical Insurance	\$ 67,351	\$ 73,324	\$ 5,973	9%	
Dental Insurance	\$ 2,360	\$ 2,180	\$ (180)	-8%	
State Unemployment	\$ 2,010	\$ 1,970	\$ (40)	-2%	
Worker's Compensation Insurance	\$ 850	\$ 667	\$ (183)	-22%	
D - Benefits Total	\$ 133,175	\$ 137,867	\$ 4,692	4%	
B- Expenses					
Travel- Other	\$ 250	\$ 250	\$ -	0%	
Per Diem	\$ 500	\$ 250	\$ (250)	-50%	
Supplies- Office	\$ 6,500	\$ 6,000	\$ (500)	-8%	
Office Equipment	\$ 5,200	\$ 3,000	\$ (2,200)	-42%	
Maintenance Agreement & Equip	\$ 3,500	\$ 3,500	\$ -	0%	
Repairs DMV/Assessor	\$ 1,000	\$ 1,000	\$ -	0%	
Postage- Assessor/Motor Vehicle	\$ 20,000	\$ 20,000	\$ -	0%	
Conventions	\$ 1,000	\$ 800	\$ (200)	-20%	
Education- Other	\$ 500	\$ 500	\$ -	0%	
GIS	\$ 700	\$ 700	\$ -	0%	
B - Expenses Total	\$ 39,150	\$ 36,000	\$ (3,150)	-8%	
Assessor Total					
	\$ 467,286	\$ 475,751	\$ 8,465	2%	

Reval					
	2020	2021	Change	%	Change
A - Salaries					
Appraisers	\$ 357,607	\$ 367,458	\$ 9,851	3%	
Termination	\$ 4,000	\$ 4,000	\$ -	0%	
Overtime	\$ 7,000	\$ 5,000	\$ (2,000)	-29%	
A - Salaries Total	\$ 368,607	\$ 376,458	\$ 7,851	2%	
D - Benefits					
Retirement	\$ 42,974	\$ 46,553	\$ 3,579	8%	
FICA	\$ 28,930	\$ 29,827	\$ 897	3%	
Life Insurance	\$ 618	\$ 588	\$ (30)	-5%	
Medical Insurance	\$ 104,864	\$ 104,984	\$ 120	0%	
Dental Insurance	\$ 3,776	\$ 3,489	\$ (287)	-8%	
State Unemployment	\$ 2,280	\$ 2,534	\$ 254	11%	
Worker's Compensation Insurance	\$ 4,898	\$ 4,780	\$ (118)	-2%	
D - Benefits Total	\$ 188,340	\$ 192,756	\$ 4,416	2%	
B- Expenses					
Travel- Other	\$ 6,000	\$ 8,000	\$ 2,000	33%	
Per Diem	\$ 3,500	\$ 4,000	\$ 500	14%	
Supplies- Office	\$ 12,200	\$ 8,000	\$ (4,200)	-34%	
Vehicle- Gas Expense	\$ 2,000	\$ 1,500	\$ (500)	-25%	
Repairs/Software Maintenance	\$ 8,600	\$ 8,600	\$ -	0%	
Repairs/Maintenance- Vehicles	\$ 3,000	\$ 2,000	\$ (1,000)	-33%	
Dues/Memberships	\$ 750	\$ 750	\$ -	0%	
Education- Other	\$ 5,225	\$ 5,225	\$ -	0%	
B - Expenses Total	\$ 41,275	\$ 38,075	\$ (3,200)	-8%	
C- Capital Outlay					
Vehicles	\$ 30,000	\$ -	\$ (30,000)	-100%	
C - Capital Outlay	\$ 30,000	\$ -	\$ (30,000)	-100%	
Reval Total					
	\$ 628,222	\$ 607,289	\$ (20,933)	-3%	



BLAINE COUNTY ASSESSOR'S OFFICE

FY 2021 BUDGET PRESENTATION

INTELLIGENCE IS
THE ABILITY TO
ADAPT TO **CHANGE**

– STEPHEN HAWKING



MISSION

THE MISSION OF THE ASSESSOR'S OFFICE IS TO **CHANGE** THE PERCEPTION OF LOCAL GOVERNMENT ONE PERSON AT A TIME BY PROVIDING PROFESSIONAL AND COURTEOUS SERVICE THROUGH FAIR ASSESSMENT, EQUITABLE VALUATION, ACCURATE INFORMATION, AND CONSISTENT MOTOR VEHICLE TRANSACTIONS TO EACH PERSON AND AGENCY



Appraisal

- Accurate appraisals
- Mentorship program
- Weekly updates
- Even work distribution



Mapping

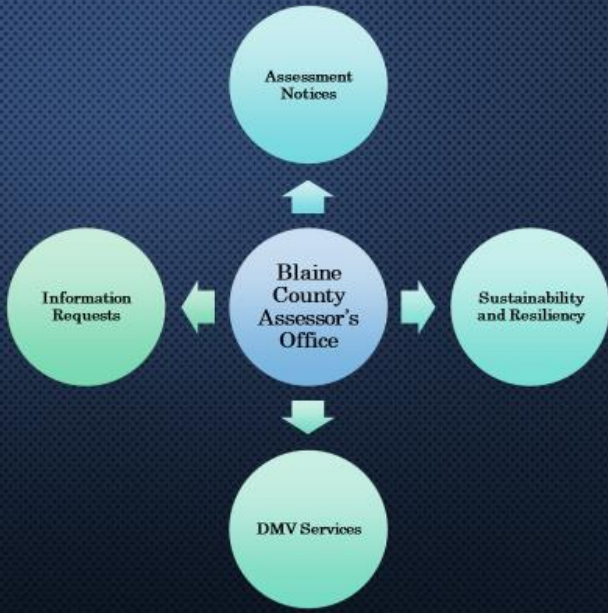
- Current on projects
- Training program
- Quick return on public information requests



DMV

- Quality > Quantity
- Cross-training complete
- Eliminated busy days

OUTCOME



SUSTAINABILITY



Do our actions today provide us with the kind of life we want for tomorrow?



Are we prepared for difficulties and hardships?



Assessor Revenue	+ \$ 16,188
------------------	-------------

Assessor Expenses	- \$ 3,150
Reval Expenses	- \$ 3,200
Reval Capital Outlay	- \$ 30,000
Total	- \$36,350

THANK YOU FOR THIS OPPORTUNITY
AND FOR YOUR SUPPORT

