

FULTON COUNTY GOVERNMENT

Board of Assessors Update



2nd Quarter 2017



Dwight Robinson
Chief Appraiser

❖ **PROCESS**

Board of Commissioners' Resolution
Management of the Process
Key Elements of the Revised Digest

❖ **PEOPLE**

Robust Stakeholder Communication Plan

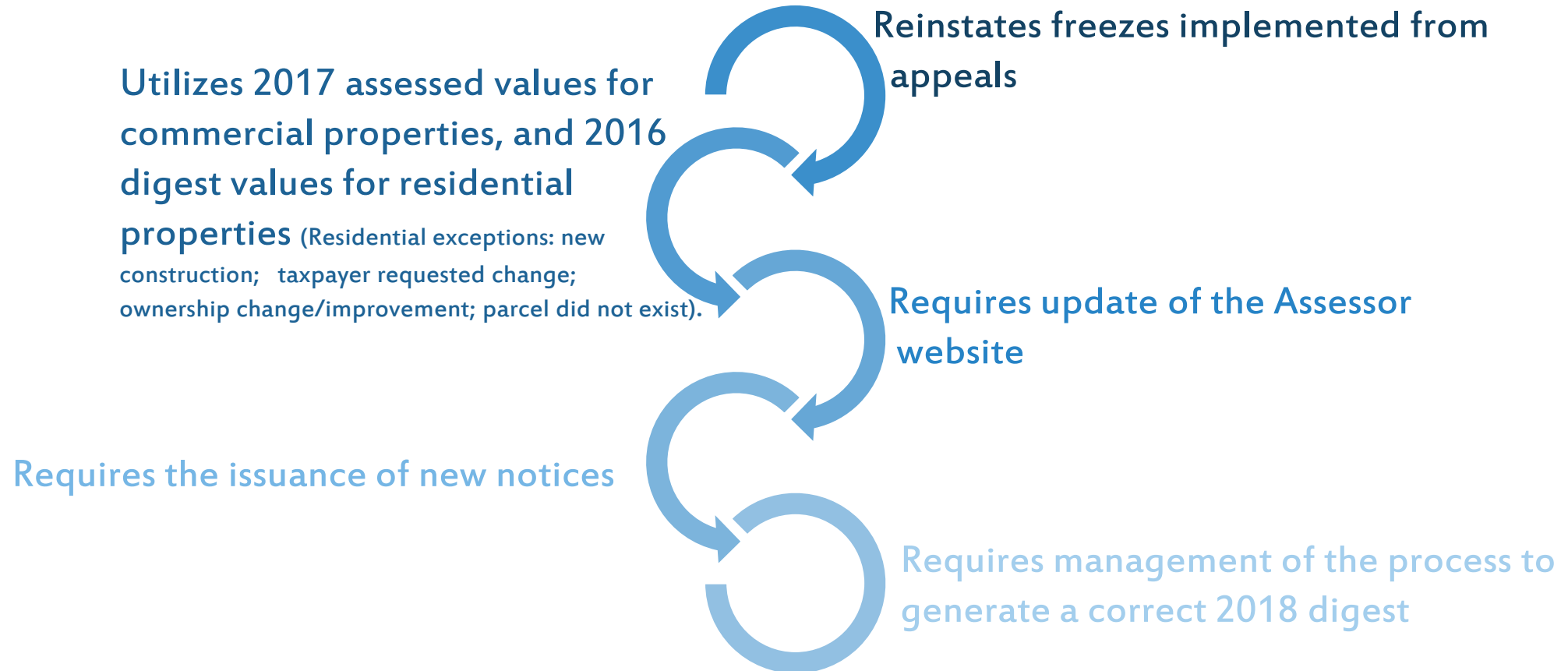
❖ **SYSTEMS**

Assessor Function of the Future

PROCESS: BOC Resolution



- ❖ Due to concerns raised, on June 21 the Fulton County Board of Commissioners passed a Resolution to correct the 2017 Tax Digest
- ❖ Key components of the Resolution:



PROCESS: Management of the Process

❖ In order to meet the Board’s Resolution requirements, we implemented a management process that includes:

Project Management System



Weekly Status Meetings



Communication Cadence



❖ KEY MILESTONES

SHORT TERM

Item	Due	Status
Develop communications plan	6/29/17	Achieved
Develop correction notices in test environment	7/11/17	Achieved
Move correction notices to production	7/21/17	On track
Issue/mail corrected notices & post to website	8/4/17	Not started
Perform digest consolidation runs	8/4/17	Not started
BOC meeting to approve millage rate	9/6/17	On track
Hold appeals process	9/18/17	Not started
Process collections and billing	12/31/17	Not started

LONG TERM

Item	Due	Status
BOC resolution on 2018 appeals – panels	11/1/17	Not started
Review business process	1/31/18	Not started
Develop process for physical inventory	6/29/18	Not started
Establish valuation process	6/29/18	Not started

PROCESS: Key Elements of the Revised Digest

62 Estimated Digest for Tax year 2017				
County: FULTON		County#: 60	Tax District: COUNTYWIDE - ALL TAX DISTRICTS	
INFORMATION FOR PORTIONS OF THIS SECTION MUST BE ENTERED				
DESCRIPTION	2016 DIGEST	REASSESSMENT OF EXISTING REAL PROP	OTHER CHANGES TO TAXABLE DIGEST	2017 ESTIMATED DIGEST
REAL	50,666,238,170	112,280,110	2,275,034,010	53,053,552,290
PERSONAL	7,498,426,506		114,567,424	7,612,993,930
MOTOR VEHICLES	1,035,809,530		- 324,061,910	711,747,620
MOBILE HOMES	790,984		1,933	792,917
TIMBER - 100%	5,000		57,192	62,192
HEAVY DUTY EQUIP	1,055,042		43,024	1,098,066
GROSS DIGEST	59,202,325,232	112,280,110	2,065,641,673	61,380,247,015
BOND EXEMPTIONS	3,286,052,760	- 24,022,020	487,843,079	3,749,873,819
M&O EXEMPTIONS	8,886,617,868	- 187,640,720	248,171,313	8,947,148,461
FLPA	9,183,860		69,685	9,253,545
NET MO DIGEST	50,315,707,364	299,920,831	1,817,470,360	52,433,098,554
NET BOND DIGEST	55,916,272,472	136,302,131	1,577,798,594	57,630,373,196
ADJ NET MO DIGEST	50,324,891,224	299,920,831	1,817,540,045	52,442,352,099

People: Stakeholder Communication Plan

TAXPAYER

Message & Goal

Be transparent; restore confidence; inform; be clear on process and timeline.

Communication Items

- ✓ Postcard notice
- ✓ District town hall meetings
- Revised notices sent to homes
- Revised notices posted on website

TAXING JURISDICTIONS

Message & Goal

Be transparent; be clear on process; emphasize due dates that affect timely billing.

Communication Items

- ✓ Letter communicating timeline
- Scheduled meetings (as requested) with the BOC

BOARD OF COMMISSIONERS

Message & Goal

Be transparent; provide frequent updates; communicate status of resolution execution.

Communication Items

- ✓ Standard, bi-weekly written update (ongoing)
- Interim reports/updates as needed
- Standing Assessors' Quarterly report

BOARD OF ASSESSORS

Message and Goal

Be transparent; inform; provide information necessary for BOA to make approvals.

Communication Items

- ✓ Special call meeting 6/22
- ✓ Written reports as requested
- ✓ Timeline for digest and billing
- Regular meeting 7/20

Systems: Assessor's Office of the Future



- ❖ **TODAY** – We have engaged Tyler Technologies to support our 2017 notice correction process.
- ❖ **FUTURE** – Our plan is to develop a technology strategy that will help us achieve an “Assessor’s Office of the Future” to include:
 - **CUSTOMER SERVICE ENHANCEMENTS**
 - Complete redesign of the Assessor’s website to be more citizen centered; enable faster updates of information; and provide improved transparency to the valuation process
 - iasWorld Smartfile Module – enables citizens to submit forms via web
 - **APPRAISER FUNCTION ENHANCEMENTS**
 - Enhance access to FMLS (Real Estate)
 - Enhanced access to Redlink (Appraisal)
 - Mobile Appraiser tablets with rich interface built for fieldwork
 - Permitting data integration
 - Enhanced pictometry integration