



Volume 1, Number 2

www.teamconsulting.cc

Tracking the TEAM

TEAM Consulting's Newsletter



In This Issue.....

Johnson Leads Butler County..... Page 1

Lynn Gering Joins TEAM.....Page 1

New Educational Offerings.....Page 2

TEAM Assists Washington County.....Page 3

TEAM Helps RI Jurisdiction.....Page 3

Travels of George.....Page 4

TEAM & Yotta MVS Combine Resources.....Page 5

IAAO Involvement.....Page 5

Johnson Leads Butler County, Kansas

In February of this year, the Butler County, Kansas Appraiser's Office, under the direction of Marion Johnson, CAE, Team Consulting, mailed their change of value notices by the statutory deadline for the first time in 18 years. This is the first year that Marion and TEAM Consulting is under a part-time contract with the county providing administrative and appraisal activities. The county with assistance from Team Consulting will be migrating to the Kansas statewide CAMA system in March of this year.

Lynn Gering Joins TEAM

Lynn brings over 30 years of experience in property appraisal, property tax administration and management of a large jurisdiction to TEAM Consulting.

As Chief Deputy Assessor and Chief Appraiser for King County, Washington she directed the annual revaluation of 700,000 parcels totaling over \$340 billion.

Lynn successfully developed and implemented numerous programs to institute professional standards and reporting, facilitate communication and training and provide operational transparency to the public. She concluded her career as King County Assessor.

Lynn has served IAAO on the Executive Board and numerous committees. She is a Certified General Real Estate Appraiser and state instructor. You can contact Lynn at L61999@comcast.net or at 6048 Sycamore Ave NW, Seattle WA 98107 206-784-9345 or 206-356-7539(cell).



New Educational Offerings

By Rick Stuart, CAE

Final touches are being applied for four (4) new TEAM educational Offerings. Marion Johnson, CAE has developed a one-day workshop titled Valuation of Hotel/Motel Properties.

The purpose of this workshop is to provide guidance and suggestions on the valuation process of hotel/motel properties. The workshop will look at the different classifications of hotel/motel properties, lodging terminology and how all three approaches to value can be used to value these types of properties. The workshop will also provide some internet web sites where additional information on the hotel/motel industry can be discovered. Also, included is some information on what authorities in the field say lies ahead for the industry in the upcoming year or two.

The **second** new offering is the AAS Case Study Review prepared by Fred Chmura, AAS and Rick Stuart, CAE. This is a 2 ½ day workshop.

The purpose of this workshop is to provide a review of materials and an understanding of the composition of a case study to help prepare for the AAS Case Study Exam. This is a guide emphasizing the most prevalent items to study for but cannot be all inclusive of what may actually be on the exam. Topics discussed are: USPAP, rates and levies, effective tax rates, economic principles, property definitions, ownerships and rights, three approaches to value, attributes in an effective tax system, role of the assessor, ratio studies and tax policy. Within the material will be multiple problems associated with the assessment and valuation processes and the workshop will conclude with a four-hour case study exam followed by a review of the answers. **This is not an IAAO workshop but one developed by TEAM Consulting.**

A **third** new offering is one by Marion titled Valuation of Big Box Properties and is a one-day class.

The purpose of this workshop is to provide guidance and suggestions on the valuation process of big box properties. Information from actual appraisals of big box properties will be utilized to help illustrate some processes and procedures.

The **fourth** new offering is one by Marion titled Valuation of Fast Food Restaurants and also is a one-day class.

The purpose of this workshop is to provide guidance and suggestions on the valuation process of fast food restaurant properties. Information from actual appraisals of fast food properties will be utilized to help illustrate some processes and procedures.

WORKSHOPS

To find out more about the workshops or for all the available education from TEAM, please go to our website at www.teamconsulting.cc.

Do not see the workshop you need? Contact us as we develop specialty workshops and often at no cost to the client.

TEAM Assists Washington County, AR **By Lee Ann Kizzar,** **Washington County Assessor**

Washington County, Arkansas, completed its last three year reappraisal on a January 1, 2007 lien date when real estate values were at their peak. Before revaluation notices had cooled from the laser printer, we were flooded with phone calls. Most people were relying on national news sources for their information and thought the sky was falling.

It was true that values had decreased since, but not prior to, the January 1 lien date. That did not deter thousands from appealing their 2007 assessment. We were not prepared to handle that kind of volume. This volume of appeals would continue in 2008 and 2009 despite special revaluation projects to lower values in the hardest hit neighborhoods.

Because processing this volume of phone calls and appeals consumed an enormous amount of staff time, we decided to do a proactive Public Relations (PR) program to educate our public about the real estate market and the assessment process. We hired Rick Stuart, CAE of Team Consulting to create content for the website, which is the heart of the PR program.

Rick was able to take our data and create easy to read charts that explain the market. He also came up with a list of frequently asked questions and provided answers written in plain English, including comparing Arkansas tax rates with those of neighboring states.

The information that Rick compiled is thorough, yet concise. His work saved us an immense amount of time and added an element of professionalism to our program, plus the cost was very affordable.

The old saying "It's not what you know, it's who you know." is very true. If you know Rick Stuart or any of the other Team Consulting members, you're already a step ahead of the game. Thanks Rick!

TEAM Helps RI Jurisdiction **By Fred Chmura, AAS and** **Ed Crapo, CFA, ASA, AAS**

TEAM Consulting was recently engaged by the Town of Coventry Rhode Island to review and perform an analysis of the real property valuation procedures, office procedures, assessment abatement process, staffing, including training and retention, and the public relations program. Fred Chmura, AAS and Ed Crapo, CFA, ASA, AAS completed the assignment and made recommendations on priorities for process improvements and ways to implement the recommendations.

Site visits were made from late November through early March culminating with a presentation of the recommendations and report to the full City Council and Town Manager. The TEAM consultants found that the Assessor's Office was in substantial compliance with the IAAO standards and Rhode Island General Law. The report contained thirty-nine positive recommendations for improvements and enhancements to the assessment and appeal process.

If you are interested in having a performance and or compliance review of your office, contact Fred Chmura at fchmura@teamconsulting.cc or Ed Crapo at ecrapo@bellsouth.net discuss the services that TEAM's consultants can provide your office to improve its assessment processes.

The Travels of George: Desktop Review in British Columbia

By George Donatello, CMS

I have been watching the desktop review (DTR) process evolve from its first use in Washington DC in 2002 when it was called automated data verification (ADV) through its evolution and IAAO acceptance. ADV was different in one important way from the current DTR process. In ADV an appraiser actually rode in the back of the van that was collecting the street view imagery (SVI) and watched three monitors displaying all of the verifiable data and imagery (oblique imagery and high-resolution street level imagery). The concept was the same as today's DTR process except that the appraiser was very uncomfortable and dramatically slowed down the van's production and efficiency. Thus, the "bring the field to the office" concept was born.

The Wyandotte County, KS and Orange County, FL projects in 2005 and 2006 were the first to fully utilize placing the appraisers at the desktop in the office instead of in the van. Desktop review was born. DTR has gone through many changes and is used to verify many different data elements. In addition to the normal appraisal characteristics we try to verify, Citrus County, FL is also looking for "rent signs" at homes that have a homestead exemption; in Orange County, FL they looked for residential or commercial use on agriculturally exempt land; and in Jackson County, MO they looked for business signs on homes in residential areas. These are just a few examples of the non-traditional items being verified by the DTR process. Therefore, it is not unusual to see the number of characteristics that British Columbia Assessment (BCA) is trying to verify and correct at the desktop. The number and complexity of the changes is so large that it sometimes takes 20 minutes to complete a parcel as opposed to the 2-3 minutes that some other jurisdictions have experienced.

The amount of data that BCA has collected on the Nanaimo Pilot Project (NPP) is more detailed and complete than any I have seen in the eight years ADV and DTR have been in existence. The timeliness, flow charts, and production reports are extremely detailed. These will give us invaluable insight into the workflow and other information as we move the pilot process to Vancouver with improvements we have learned from Nanaimo, and ultimately for final approval for the Province. I would estimate that 100-200 jurisdictions are now in the process of trying to implement some form of the IAAO approved Mass Appraisal Standard and/or DTR. DTR has changed the face of the reappraisal process and data verification in North America as we know it today and will continue to do so for decades to come.

TEAM has been an active participant, both in years past and recently, in this process as can be seen by another article in this newsletter titled "TEAM Consulting Dade County Project." and property valuation today and in the future.



TEAM and Yotta MVS Combine Resources

By Marion Johnson, CAE

TEAM Consulting members Rick Stuart, CAE and Marion Johnson, CAE recently worked on a project for Yotta MVS, Inc. Yotta MVS is under contract with Miami-Dade Florida Property Appraisal jurisdiction to scan all paper documents related to the parcel, sketch (using the STI software) about 80% of all real estate improvements, collect street level images of all improved parcels in the jurisdiction and review CAMA specific data at the desktop. The Appraisal Review software application, developed by Yotta MVS, allows the appraiser to reside at the desktop and review each parcel in the jurisdiction with the aid of the street level image, geo-referenced sketch footprint over the orthophotography, pdf of the sketch and oblique imagery from Pictometry, all linked together and driven by the parcel number. As the appraiser reviews all of this information the parcel can be flagged for various reviews either at the desktop or in the field.

IAAO Involvement

TEAM members continue to be actively involved with IAAO. Several members currently serve on committees. These members are: Marion Johnson, CAE – Conference Content Chair, Ed Crapo, AAS, ASA – Planning and Rules Committee and Rick Stuart, CAE – Education Subcommittee.

TEAM has also played an important role in the development, rewriting and updating of various IAAO class materials in the last few years.

- IAAO 112: Income Approach to Value (Contemporary Methods) Ken Voss, MAI, CAE, SRA and Rick Stuart, CAE
- IAAO Workshop #158: Highest and Best Use - Marion
- IAAO ODF #917: How to Critique an Appraisal – Rick Stuart, CAE (Coauthored)
- IAAO ODF #924: Valuation of a Manufactured Home Park – Marion Johnson, CAE and Rick Stuart, CAE
- IAAO ODF #937: House construction, design and systems – Marion Johnson and Rick Stuart, CAE
- IAAO ODF #937: House construction, design and systems – Marion Johnson and Rick Stuart, CAE
- IAAO ODF #976: Public relations and customer service – Rick Stuart, CAE
- IAAO 601: Cadastral Mapping – Methods and Applications – Rick Norejko, CMS
- IAAO 600: Principles and Techniques of Cadastral Mapping – Rick Norejko, CMS
- IAAO Workshop #650: Cadastral Mapping – Rick Norejko, CMS

Mark Your Calendars

Some upcoming conferences that are always great educational opportunities, with a mix of fun, are shown below. If you have conferences you would like included in the next newsletter, contact me at: rstuart17@cox.net.

Kansas County Appraiser's Assoc. (KCAA)

June 6 - 9, Manhattan, KS

Contact:

www.accesskansas.org/kcaa/conferences.htm

North Central Regional Assoc. of

Assessing Officers (NCRAAO)

June 20 - 23, Mall of America, Bloomington, MN

Contact:

www.ncraao.org

International Assoc. of Assessing Officers (IAAO)

Aug. 29 - Sept. 1, Disney World, Orlando, FL

Contact:

www.iaao.org/events/AnnualConference.cfm