

A special meeting of the Board of Aldermen was held Tuesday, July 14, 2020, at 7:00 p.m. via teleconference.

President Lori Wilshire presided; City Clerk Susan K. Lovering recorded.

Prayer was offered by City Clerk Susan K. Lovering; Alderman Jan Schmidt led in the Pledge to the Flag.

President Wilshire

As President of the Board of Aldermen, I find that due to the State of Emergency declared by the Governor as a result of the COVID-19 pandemic and in accordance with the Governor's Emergency Order #12 pursuant to Executive Order 2020-04, this public body is authorized to meet electronically.

Please note that there is no physical location to observe and listen contemporaneously to this meeting, which was authorized pursuant to the Governor's Emergency Order. However, in accordance with the Emergency Order, I am confirming that we are:

a) Providing public access to the meeting by telephone, with additional access possibilities by video or other electronic means:

To access Zoom, please refer to the agenda or the City's website for the meeting link.

To join by phone dial: 1-929-205-6099 - Meeting ID: 845 4368 2139 Password: 590998

The public may also view the meeting via Channel 16.

b) Providing public notice of the necessary information for accessing the meeting:

We previously gave notice to the public of the necessary information for accessing the meeting, through public postings. Instructions have also been provided on the City of Nashua's website at www.nashuanh.gov and publicly noticed at City Hall and the Public Health Department.

c) Providing a mechanism for the public to alert the public body during the meeting if there are problems with access:

If anybody has a problem accessing the meeting via phone or Channel 16, please call 603-821-2049 and they will help you connect.

d) Adjourning the meeting if the public is unable to access the meeting:

In the event the public is unable to access the meeting via the methods mentioned above, the meeting will be adjourned and rescheduled. Please note that **all votes** that are taken during this meeting shall be done by **roll call vote**.

Let's start the meeting by taking a roll call attendance. **When each member states their presence, please also state whether there is anyone in the room with you during this meeting, which is required under the Right-To-Know Law.**

City Clerk Lovering called the roll and asked them to state the reason he or she could not attend, confirmed that they could hear the proceedings, and stated who was present with him or her.

The roll call was taken with 15 members of the Board of Aldermen present: Alderman Michael B. O'Brien, Sr., Alderman Patricia Klee, Alderwoman Shoshanna Kelly, Alderman Richard A. Dowd, Alderman June M. Caron, Alderman Benjamin Clemons, Alderman Thomas Lopez, Alderman David C. Tencza, Alderwoman Elizabeth Lu, Alderman Ernest Jette, Alderman Jan Schmidt, Alderman Brandon Michael Laws, Alderman Skip Cleaver, Alderman Linda Harriott-Gathright, Alderman Wilshire.

Mayor James W. Donchess, Corporation Counsel Steven A. Bolton, Kim Kleiner, Administrative Services Director and Nick Miseirvitch were also in attendance.

Alderman O'Brien

I am present, I can hear the proceedings and I am alone.

Alderman Klee

I can hear you, I'm sorry, I am here, I can hear the proceedings, I am alone and I am social distancing.

Alderwoman Kelly

I am here, I am alone, I can hear everyone and I am practicing social distancing.

Alderman Dowd

Yes I am here, I can hear everyone, and I am alone and practicing social distancing in accordance with the Governor's instructions.

Alderman Caron

I am here, I am alone, I am practicing social distancing and I can hear everyone.

Alderman Clemons

I am here, I am by myself and I can hear everyone and I am staying at home per the Governor's orders.

Alderman Lopez

I am here, I can hear everybody, I am alone and I am practicing social distancing.

Alderman Tencza

I am present, I am alone, I am staying home per the Governor's Orders and I can hear everyone.

Alderwoman Lu

I am here alone, I can hear you and I am remotely attending because we are not open at City Hall.

Alderman Jette

I am here, my wife is with me, I can hear everyone and I am staying safer at home.

Alderman Schmidt

I am present, I am alone, I can hear everyone and safe distancing for me.

Alderman Laws

I am here, I am alone I (audio cuts out).

Alderman Cleaver

I am here, I am alone and I am practicing social distancing.

Alderman Harriott-Gathright

I am present, I can hear you, I am alone and I am practicing social distancing.

President Wilshire

I am here, I am alone and I am practicing social distancing.

Susan Lovering, City Clerk

You have 15 in attendance.

President Wilshire

Thank you. Also joining us this evening Mayor Donchess, Corporation Counsel Steve Bolton and Director Kleiner from the Administrative Services Division. Did we lose our Clerk?

Donna Graham, Legislative Affairs Manager

Would you like me to read for you?

President Wilshire

Thank you, Donna.

COMMUNICATIONS

From: Lori Wilshire, President, Board of Aldermen

Re: Calling a Special Board of Aldermen Meeting on July 14, 2020

There being no objection, President Wilshire accepted the communication and placed it on file.

From: Kim Kleiner, Administrative Services Director

Re: Assessing Department Update – July 14th

There being no objection, President Wilshire accepted the communication and placed it on file.

ASSESSING UPDATE

President Wilshire

Tonight we have an update on Assessing and I would to recognize Administrative Services Director Kim Kleiner for the Assessing Update. Director Kleiner?

Kim Kleiner, Director of Administrative Services

Good evening and thank you very much, Madam President, Members of the Board of Aldermen, Members of the Board of Assessors who have joined us. I am here this evening with Nick Miseirvitch who is the manager of Infrastructure for the Information Technology Team. We are delighted to give you an update on what has happened in Assessing since September, which was our last update to you.

If acceptable with the Board, I would like to share my screen for a PowerPoint Presentation.

President Wilshire

That's fine.

Director Kleiner

So it's hard to believe that it has been since September since we were last here. But last September when we joined you, we really focused on five key areas of improvement. We talked about transparency and customer service. We had implemented changes like putting everyone's property record card on-line. We instituted the Assessing Monthly Monitor, how we started televising Board of Assessor Meetings. We talked about data collection and how we were now issuing sales verification letters to residents to gain more information from the residents directly. We talked about Assessment Change Notification Letters that were being issued. We talked about procedures and communication and weekly staff meetings that had been introduced and Departmental Updates that were given at each Board of Assessor Meeting. We talked about how Assessors were completing field logs and mileage reports, how we were dealing with property data accuracy.

Now data inspectors and assessors were now including all activity into our CAMA System and we talked about how we were going to begin a software update mainly to AP5, an update to our CAMA System which Mr. Miseirvitch is going to talk about in greater detail later. And we thank him, he's our expert, that's for sure. So after we met, in October, David Cornell of Cornell Consultants completed an audit of the Assessing Department. And this is important going forward, because this really informs you of a lot of the recommendations that the Assessing Department is looking to implement. Why we feel that his audit is very important to us is David Cornell is by far an expert in the world of Assessing. So not only has he been an Assistant Director up at the New Hampshire DRA; a well-respected Assessor in Manchester, but he is a Senior National Instructor for the International Association of Assessing Officers. He holds a number of very important and key appraisal licenses and many communities throughout the country look to him for Assessing Assistance and for some very important audits when they are looking at how to improve their functions.

We have had the pleasure, since October, of dealing with Mr. Cornell. When he conducted his Assessment he looked at the visit history of all our accounts. He looked at our Building Permits and Property Record Card Changes. He did an audit of 100 random sold properties. He came up with this really eight key recommendations. And these are important and this is what is really forming as our structure as we look for improvements in our Assessing Department.

So – Complete a Full Measure & List. We knew this. This was back in the management audit earlier in 2019. We had looked at this. We know this is now underway and we will talk a little bit more about that.

Develop a Long Range Schedule. When we say that we are talking about inspections, we are talking about all the work that Assessing has to do; sales verifications, and how we not only manage the day-to-day activities of Assessing but how we perform inspections for Building Permit and things of that sort.

Record All Inspections in AssessPro. So when Mr. Cornell performed his audit, what he found was not all of the assessors were recording their activity within our CAMA System. When an Assessor goes out and visits a property really they are visiting a property for a number of reasons. They are performing an

inspection for an abatement, they are performing an inspection for a building permit, it could be a recent sale that they are qualifying. That activity should always be included in our CAMA System with a date and the reason for that inspection and that hadn't always been done. So we issued a directive immediately, even before Mr. Cornell has finished his audit, as soon as he came to us and said that was one of his findings.

We talked about developing annual inspection goals, recording every building permit inspection, hiring of temporary data collectors, which we did back last October. We hired a few data collectors from KRT to assist us with some building permit. He talked about converting to a table-driven depreciation system; moving away from the EYB or Effective Year Built, which we certainly discussed here at the Board before. This has to be done during a Full Measure & List and it has to be done with the issuance of a (inaudible). And then he talked about updating the data collection manual prior to the Full Measure & List and that's important to make sure that when you are going into the Full Measure & List, you are using data collection procedures the same across the board by all data collectors. And we completed that this past February with Vision.

So I included his audit summary because I think that this is important because while Mr. Cornell did identify eight areas where we needed improvement, he also noted that some of his recommendations have been implemented or already had or will have been implemented in the foreseeable future. We already had plans in place. We had already identified them in the Management Audit and he did note what we felt was true, that a lot of the issues within the Assessing Department would be handled by completing that Full Measure & List and we knew that we were already actively moving in that direction.

The Full Measure & List, you can see, we've outlined kind of a timetable for you here. The RFP, that process was through September. Then we had the review and the interviews of the candidates; we drafted a contract, we went through a contract process with the New Hampshire DRA who are required to sign off on the contract. It was February before we got to the Finance Committee with the contract and it was ultimately approved. Since then I am happy to report that the full revaluation is going very smoothly, very few complaints and we have had few hiccups with COVID in there, but we had the joint update and Vision, the New Hampshire DRA, our Board of Assessors held a start-up meeting the beginning of March. And then they began their data collection and as you can see, a couple weeks later, COVID sprang, which caused some problems with interior inspections and we needed to amend our contract with Vision for the safety of our residents and for the safety of Vision's staff.

We did that and that was immediately approved by the DRA and we suspended our interior inspections, continued with the exterior inspections and the taking of pictures for the property record cards and that has continued. We have not resumed interior inspections as of yet.

So because the Full Measure & List was required by the Board of Tax & Land Appeals, the City is required to file a quarterly update with them and the first update which was filed July 7th was included in your package and that's what was sent to the Board of Tax & Land Appeals. As you can see, it is quite thorough, we really walked through all of the bi-weekly reports that we get from Vision as well as an accurate timeline of everything that has taken place from March to the end of June.

As you can see here, it is moving quite well, we are about 30% done, this is residential only, they have not begun commercial as of yet. But the important thing to note here is that they have only had 92 refusals. So out of over 7,500 measures, they've only had 92 refusals to date and that's very good. Vision is very pleased, as are we. We do hold bi-weekly meetings with the City and the Vision Project Team. The project is on schedule as we said, very few complaints, so that's the first recommendation by Cornell Consultants.

The second one or actually the 7th one on the list but the second one I want to deal with here, was convert to the table-driven depreciation system. As I said, you won't see that until 2022 and that's when Vision will complete that when they move to that section of the revaluation. And here you can see, we presented this map when June Perry the Project Lead for Vision came to the Board of Assessors in June and that YouTube Video is up if you wanted to review her conversation and her update to the Board of Assessors.

As you can see by the shaded areas, at this point they had really just started Ward 3, but the residential properties in Ward 1 and 2 had been completed.

So another area that we wanted to look at was Cornell's recommendation on developing a long-range schedule and developing annual inspection goals. So we contracted with Cornell Consultants to create a management data collection tool, which is called Power BI and that's the analytic tool that we chose to use. Cornell Consultants is very knowledgeable, they are actually a Certified Instructor on this tool and they came in and they helped us put together some internal and external dashboards. What it does is it helps you visualize your data and share insights across your organization. So Cornell Consultants takes this Power BI System and it is connected right to our CAMA System and they extract the data to create these dashboards. It can be updated nightly, we have chosen to do it nightly; it could be 2 or 3 times a day, that is really up to you. We would like to put the external dashboards on our Website for the use of our residents while the internal dashboards are really providing management information, things that will help us create those long-range schedules and goals.

I'll give you an example in just a moment, but one of the other things that it is important to note is our GIS Team is also working on an updated GIS Viewer, so we are dealing with CDM Smith and they are working on that. They expected to have that ready by now, but the GIS Team was assisting the EOC during the COVID and they were working on some important tools for the EOC so we put this aside. They are also working on a new residential comparable sales tool. This is a tool that we were asked to work on by residents who were completing abatements and were having trouble looking for comparable sales in our current system. So we actually expect that within the next month.

But back to the Power BI – this is just an example. And this will be connected, this particular dashboard to our Website. So what it does is, as you can see, it gives you the number of inspections for all years. So you are seeing 127,000 up in the left-hand corner of the screen. In the right hand corner you can see there is a dropdown for activity results, if you click in that dropdown it would give you a bunch of different types of inspections and you could click on that and you will refresh the data and it will tell you by inspection type, how many have been conducted and when.

In the middle of the screen you will see an activity date. You can change the dates that you'd like to search. One of the things that we felt that this might help residents with, is as our full revaluation moves along, you are going to see these numbers jump because now we are going to be out doing inspections of all of our properties. So we wanted to give residents the opportunity to see that and kind of track it on their own on our website. These colored boxes that you see, that's another way. You could click on the box so a Measure & List is a type of inspection, you could click on that purple box and it will tell you now in the upper left-hand corner exactly how many of those 127 inspections were Measures & List or how many were external only or how many were field reviews. So it is an interesting tool, it's very interactive, and that's one that will be available on our website.

The second tool is the average sales price for homes, both the average and the median sale price by year. So if you see in the middle of the screen the building style, you could choose the building style, again the data will refresh and it will show you the information based upon that building. You could change the years that you are searching, you could change what type of verification you are looking for. So do you want to look at Deeds, do you want to look at MLS Data, do you want to look at certain neighborhoods within. We felt that this one tool that may help, again, our residents when they are searching for that abatement information. Other people that may find this data informative would be real estate appraisers, things of that sort. So those are two of the tools that will be accessible on the website.

Now I am going to turn it over to Nick Miseirvitch who is going to talk about the BP5 Upgrade. Nick?

Nick Miseirvitch, IT Department

Thank you, Director Kleiner, Madam President, Members of the Board of Aldermen, Members of the Board of Assessing. Alright so when we started this project, I had to become familiar with both the new system

which we refer to as AP5 and the existing system that the Assessing Department has been using for several years which we refer to as Classic. So right off the bat, AP5 has a much improved user interface over the Classic CAMA System. It is easier and friendlier to use, and it also gives a full screen view of the system as opposed to a tiny window as in Classic. So our staff can see more information at one time.

There are multiple ways to search for information, which I have a slide that I will show later on what this entails. It also has autofill dropdowns, so as soon as you type information that you are searching for, the dropdown will automatically find anything that matches that. So, again, a lot easier and quicker to find information. We can open any section and have multiple sections in for quick display. So instead of toggling back and forth as we had to do in the old system, it's all right there, right in front on the main screen for our staff to click through and get to whatever they use most often. Info for past years is quickly accessible without having to switch to a different data base. Again, with AP 5, everything is in a single database, all past years. In Classic, each year had its own data base. So we are much better off with AP5 as the Assessing Department can quickly go back to historic information if they are researching any sort of issue that arises.

With that, the new system also has the ability to change the color scheme for what they are looking at, the user interface, so it brings the attention of a different year if they are not in the current year so they know right away if they are where they need to be. It has improved filter capability. The filter function in the old system was not that great. The new one is much more powerful and it is very easy to use. It is based on what they call sequel queries, which is the data base that the City uses and this application is hooked into. There are also new tools such as Lookup Grid, which again, very powerful can look up a lot of data with very few clicks. The staff is really excited about that feature. They use it quite a bit.

Historic images and sketches are preserved for previous years. In AP5, this is all in the database. It is not separate files like the old system. So you can have an image and sketch for a particular property for 2018 and then you can have a new sketch and an image for 2019 and the database keeps track of all that information. So as staff looks back, they can see the gradual changes all in the same system. And also we can hide closed accounts using the simple check box. That's important so we don't necessarily need to be recording on accounts that have been closed, but it's good to have that historic information at the tip of your fingers.

Alright, Kim can you – alright so here's a screen shot and yes you will see my name, I am a citizen of the City of Nashua and I consent to have my information displayed so we don't run into any problems. So the Year Toggle, that's where you would switch back for the current year versus previous years, as well as going forward, you can also program information for future (audio cuts out) which will be very helpful because then like at the end of the year at tax season ordinarily the staff would have to wait until the tax process has been completed. With AP5, they don' have to wait, we can set the new year and they can start entering information for the future.

The Hide Closed Accounts is just a simple check box whether they are displayed or not. In the purple, this is what I was referring to as multiple ways you can search for information; the account number, personal ID, the street, or the owner. Here is a screen shot of a couple examples of the sections that can be pinned and it is based on whatever staff is working on the most. So on the top you have the account detail, you have the building section, the land section and special features and yard items. Another person could have the exemptions, appeals, permits and the owners. The sky is the limit, whatever information that they use most, they can have pinned. And if they are not using it at any one time, they can simply close that and then reselect it which is on a menu which was not included in the slide unfortunately.

Here is the filter function, we can select just about any field in the database as you see on the left hand side, those are the different tables, you simply expand them to get to the fields, the create the expression, put in a value that we are looking for such as I want all building permits that were created for 2020. I build that query and hit the query button and it gives that result in the filter result in the bottom right hand side. What Assessing can do next is save that filter and the system will navigate through just those parcels or

accounts that meet that criteria so they don't have to go keep searching for it over and over again, it will be right there for them, just scroll through everything.

Another nice feature with AP5 is everything is exportable to Excel. So they do a filter on something and they can quickly export that information to an Excel Spreadsheet. Along with the upgrade comes enhanced security, it's now integrated with the City's Window's Accounts, so no additional passwords for users to remember. This is referred to a Single Sign On. So it's great for IT so we can quickly manage who has access to the system so as people come on or as people leave the City, we can quickly take care of that within our normal duties. We do not have to go and remember the take care of some other authentication mechanisms. Permissions are now based on roles instead of individuals for easier maintenance. So an example like the clerks will have certain permissions that they are allowed to do, the Assessors will have certain permission that they are allowed to do. We can do it by read only, we can control who can create, we can control who can modify and we can control who can delete any record in the system.

There's increased granularity, we can do the permissions down to a field. We don't have to do a specific form or table as was the previous table. We can go down to the field level, which is very nice and makes life much easier for IT, because that is less stuff that we have to fix in case someone does something that they shouldn't do. We have the ability to make the field required before a save can be made, so this is good as we re-write the procedures so there is certain information that we want to capture and it forces whoever is entering that information to add that particular info. So again, we have it tracked for historic purposes. Anything that is changed in the system is now audited so we can see what fields were changed by who and when. Previous years are easily locked down to prevent changes being made, for example, as soon as we prepare the system for December tax bills, we put that year in read only status so no one can make any changes. Again, we can keep the future year open to create additional changes. So it keeps them working, we don't have the time lapse that we had with the Classic version.

And finally, where we currently stand with the integration. We conducted dual entry in the old and new systems for 3 months to verify functionality. This gave the staff time to become familiar with the new system, where things were located. It gave us the ability to make sure that the new system is calculating things the same way that we were being done in the old system. AP5 has been integrated with the City's new Building Permit Application, Civicgov. So the two systems are passing data back and forth as new accounts are created, they get passed up to Civicgov as permits are created by the Building Department, they come into AssessPro. Also, it has been integrated with the City's GIS System, so the multiple maps that we have on-line. It is feeding information out to that on a daily basis, so that information is updated daily so a citizen can go to any one of our GIS maps that contain information, Assessing Information and see the current information.

It has also been integrated with the City's Tax Collection System, MUNIS so we can process the information and send it to the Tax Department and they can upload it for the tax billing cycle. Importantly we removed the dependency on Admins for the exemptions and credits process. And the final dependency on Admins for the abatement process will be converted by the end of this month. We are in the process of just verifying that, well actually not verifying creating the same type of file that MUNIS needs for the abatements. We are also implementing mobile tablets for data entry in the field. This will be completed by end of July which will allow the Assessors to make changes right in the field. So as they go out on an inspection they don't have to write on a piece of paper and bring it back, they make the changes right in the system and it is live. So as soon as they make that change it is there for the rest of the team to act on it.

The MS1 Report that we file with the State matches that of the old system for December 2019 and the July 2020 tax bills. This was important because we needed to make sure we are providing the same information out of both systems. We are also working with Patriot to develop a custom property record card that is easy to read for both citizens and Assessors. This is also planned to be done by the end of July. There's information on their base card that the City does not use. So it is pointless to have it display. We want to have the information displayed that is important for us and our citizens. We are also upgrading the over-the-counter application that citizens use to look up current information when they come into City Hall, I'm sorry, I've got to slow down here, wrong slide, OK there we go.

This will be completed by the end of August so it is going to be a snap in to the new system, very different from how the old system is. It is going to be the same look and feel as staff has and with the ability to look up the information as was done in the past. Alright, Kim, that's all that I have.

Director Kleiner

Thank you, Nick. So this was a really large project and one that we could not have gotten completed without Nick's help, without that of IT. There was a lot of testing, it went a little longer than we thought but I have to say that we had to be sure, there was no room for error here, so there was a lot of testing by a lot of different Assessors and IT and we thank them for that. I am going to move a little quicker, because I know you have a Full Board of Aldermen Meeting to get to.

Important to note, tomorrow night at Finance Meeting, you will see a contract in front of you for Consultant/Assessing Supervisor that we hope the Finance Committee will pass. Rex Norman is not unknown to the City, he worked for us years ago and served on our Board of Assessors and has been the Chief Assessor for Windham for a number of years. And we believe that while we are still looking for a Chief Assessor, that search has not stopped, that Mr. Norman will provide us with great technical advice.

Also there were – you know COVID set everyone back a little and some changes needed to be made for COVID so we had some temporary policies that needed to be implemented for abatements and building permits and those were approved by our Board. As Nick noted, we are still working on the tablets and we are going to have our first instructional use with our Assessors this Friday. And then, again, tomorrow night at Finance you are going to see a contract with Inception Technology. This is for the scanning of all of our property record files. One thing that we found during the COVID working remote experience was that our Assessors really needed access to these files. So we are looking at using Docuware Software to make these records easily accessible to our staff remotely. So while they are on those tablets and they are working directly on the CAMA System, they can also pull up a full property record file and have that information in front of them.

It is important to note and everyone always seems very interested in the number of abatements that we receive. So for 2019 we are going to see a drop, we had 164 versus the 393 from 2018 which was an update year. I take this as an indication and that is one that we are happy to see when those abatements go down.

Moving forward, it has been asked a lot so what do our Assessors do during a Full Revaluation? No, we don't get time off. Their workload does not actually decrease. Our Assessors have a lot of required training for their Certification which we have been holding off on because of the AP5 Upgrade. We needed all staff in. We had a number of changes as you can see from September's update to this one. So they need to get out there and get that required Certification. We have Professional Development that we have lined up both with the NHAAO and then some with IAAO. Some of our Assessors are interested in taking some appraisal courses and we strongly advise our Assessors to have more professional development and education as we do all our staff.

We have building modifications coming up, building of a new customer service area including ADA access. We are going to get some of that Power BI that we talked about earlier, we are all going to learn that and become experts and we are going to deal with the whole revaluation. We have to monitor the project, we have to meet with them, we have to provide property record cards, weekly building permits, attend weekly meetings. The Assessors work with Vision every day of the project.

Then we have to build our cyclical inspection process, we have to develop that so when the Full Revaluation ends, we have a process of how we are going to ensure that all of our properties are inspected over a period of time. One of the goals, one of the strong goals from Cornell Consultants that needs to take place at the end of this reval.

So Madam President, I am sorry we are a little long, but we can take any questions.

President Wilshire

Thank you, Director Kleiner. Does anyone on the Board have questions for Director Kleiner? Alderman Clemons?

Alderman Clemons

I do. Thank you, it's actually not a question, I just wanted to say that I really appreciate the update from the staff, the open and transparency of everything. I think that you are doing a fabulous job. You've answered all of my questions. I don't need to ask you anything because you have covered it all. Thank you very much for your dedicated service to our City. Thank you.

President Wilshire

Anyone else? Alderwoman Lu?

Alderwoman Lu

Yes, I have several questions. Thank you, Madam Chairman. You know I had like several items that I wasn't familiar with and at this point it took a lot longer than I expected and I don't know what to focus on. For instance, you mentioned that GIS has been assisting EOC during the COVID and I'm not sure what EOC is.

Director Kleiner

Emergency Operations Center.

Alderwoman Lu

OK. And the 92 refusals, what were they refusing? It was mentioned that there were 92 refusals which was really good.

Director Kleiner

Yes, so when Vision's data collectors approached the door, it is their practice to knock, they step back 6 feet, they inform the resident that they will be measuring the outside of the property and that they will be taking some photographs that will be included on our property records. Those 92 residents chose not to have the data collectors measure their property, they refused.

Alderwoman Lu

That was just – can I follow up, Madam Chairman?

President Wilshire

Alderman Lu.

Alderwoman Lu

So that was just to measure the exterior. So in the case that that happens, I know that in the past it was discussed that at last resort we would have to have I don't know the legal word, something. So we can't just measure that without their permission huh? That would require a warrant of some type?

Director Kleiner

So even since those residents chose not to let the Assessors measure at that time, all residents will receive a letter asking for an interior inspection or for an exterior inspection also if it wasn't completed later on in the process. So we will make another attempt, you know, could it have been that was a bad time, really a bad time for that resident? There's many different reasons. But we will circle back and we will make another attempt to complete that inspection.

Alderwoman Lu

Ok, thank you. Other questions I wondered the Cornell Report is that – my recollection is Dave Cornell was originally contracted to write a management dashboard reporting system. Did his contract change after December of 2019 to include the report?

Director Kleiner

So actually Cornell Consulting was first worked on the assessment back last fall. And he worked with both the Assessing and the Legal Department at that point for the audit. The Power BI Contract was later in February/March timeframe that he was brought in and contracted with to do the Power BI Dashboard. Two different....

Alderwoman Lu

So the Power BI Dashboards are currently up and running?

Director Kleiner

They are in final draft mode now, they are working, Mr. Cornell is working with our IT Department so that we can get the public dashboards loaded to our website and we are making some changes and final specifications to the internal tools.

Alderwoman Lu

But the internal tools are being used now?

Director Kleiner

No, we are making some final changes to them, but we are very close.

Alderwoman Lu

There were a lot of different softwares that have been described and I know that you started out with about 10 different software systems and we have just seen a presentation of several more. So I remember that the management audit report recommended that there were so many systems that it was hard to coordinate them and I am trying to understand why just more systems are being created, but I suppose it is because they just weren't adequate.

Director Kleiner

No, that's a very good question. So actually we moved away from a number of old antiquated systems like for instance the ADMIN System. We moved away from the reliance on those systems. The AssessPro Classic CAMA System was upgraded to the AP5. The only tool that was brought in was the Power BI Dashboards which didn't exist but those are tied to the CAMA System. Those are extracting data from the CAMA System. Other tools like what we talked about with the GIS viewer, those are just being upgraded, they are being developed and improved. They are not additional.

Alderwoman Lu

Ok but that BI System, is that a created system of is that a turnkey system that we just purchased, is that something that was developed for us?

Director Kleiner

That is something that was developed, yes.

Alderwoman Lu

One of the questions that was mentioned in the, I guess what I am a little confused about is that back in June, I think you are saying that AP5 AP Access Code 5 still isn't functional correct?

Director Kleiner

No, it is functional.

Alderwoman Lu

Oh, we are using that system.

Director Kleiner

Yes.

Alderwoman Lu

OK, I thought we were still working on it. I'm also concerned about the, you know, about the customer service messages that we have gotten. I'd like to know how customer complaints in Assessing are tracked?

Director Kleiner

How they are tracked? Well so generally they may be reported to either the Admin Supervisor or to myself. I am happy to say I haven't had all that many that have to be tracked. We address the issue in our weekly meetings and we make improvement along the way. But honestly some of the complaints that I received early on were more of tools like I mentioned with the development of the comparable sales tool. We had some complaints by residents on that tool not being user friendly and we are updating that for them. But other than, we address them head on when we receive any complaint.

Alderwoman Lu

Ok so that was one of the items that was discussed in the audit last year. So I wondered if a system or a procedure had been established around that. I'll just limit my questions to one other. Why do you think we are having trouble hiring a Chief Assessor? I mean it's been awhile hasn't it?

Director Kleiner

It has. It is not from lack of interviewing; it is not from lack of marketing. So if you look throughout the field, there could be any number of reasons. Chief Assessors are not in abundance, the Assessing Field itself, it is difficult to locate people going into the practice. Quite often you will hear Assessors say it is not something that they said at 5 years old, "I want to grow up and be an Assessor". So I think there's a shortage in the State and that certainly lends to it. But I think there are other concerns that certainly have been voiced to me by people in the field.

Alderwoman Lu

Ok, thank you, that's all.

Alderman Klee

President Wilshire, you are muted and I have a question.

President Wilshire

Alderman Klee.

Alderman Klee

Thank you. Actually it's not so much a question, I just wanted to comment that the inspectors, I think I was one of the first homes that the inspector came through to measure the property and we actually invited him into our backyard if he had wanted to do so. He said he didn't need to do it because he could do it by electronic measuring and electronically, it was completely non-invasive. It was very quick, in and out. I've seen him through the neighborhoods. As a matter of fact, we ran into him as we were walking the dogs, I think it was on Monday; Sunday or Monday right on Manchester Street, so between Ward 3 and I think he was popping over to a house in Ward 2 also. It's completely un-intrusive, noninvasive and it easy for the homeowners, that's for certain. Thank you.

President Wilshire

Thank you, Director Kleiner. Thank you, Mr. Miseirvitch.

ADJOURNMENT

MOTION BY ALDERMAN O'BRIEN THAT THE JULY 14, 2020, SPECIAL MEETING OF THE BOARD OF ALDERMEN BE ADJOURNED BY ROLL CALL

A viva voce roll call was taken to adjourn the Board of Aldermen meeting which resulted as follows:

Yea: Alderman O'Brien, Alderman Klee, Alderwoman Kelly, Alderman Dowd,
Alderman Caron, Alderman Clemons, Alderman Lopez, Alderman Tencza,
Alderwoman Lu, Alderman Jette, Alderman Schmidt, Alderman Laws,
Alderman Cleaver, Alderman Harriott-Gathright, Alderman Wilshire

15

Nay:

0

MOTION CARRIED

The meeting was declared adjourned at 8:05 p.m.

Attest: Susan K. Lovering, City Clerk

Special Board of Aldermen Assessing Department Update

July 14, 2020

Review from the September 24, 2019 update:

Focused on Five Key Areas of Improvement:

Transparency/Customer Service

Efficiency/ Data Collection

Procedures / Communication

Property Data Accuracy

Software / Program Applications

Conducted by Cornell Consultants LLC

Recommendations:

1. Complete a Full Measure and List - **In Progress**
2. Develop a Long Range – Schedule - **In Progress**
3. Record all Inspections in AssessPro - **Directive issued Sept. 19th**
4. Develop Annual Inspection Goals – **In Progress**
5. Record every Permit Inspection - **Directive issued Sept. 19th**
6. Hire Temporary Data Collectors – **Hired in October 2019**
7. Convert to a Table- Driven Depreciation System – **Spring 2022**
8. Update the Data Collection Manual prior to the Full Measure and List
February 2020/revised June 2020

Audit Summary:

“This review recommends eight areas where the practice of assessing procedures in Nashua should be improved. Some of these recommendations have been implemented or will be implemented in the foreseeable future. Most of the issues identified in the review of Nashua’s Assessing procedures stem from the extensive period of time that has lapsed since a full Measure & List was conducted. As outlined in this report, the Assessing Department is generally performing satisfactorily. However, this review found areas in need of improvement. The city is proactively addressing these issues. A full Measure and List is scheduled, and this will address nearly all deficiencies identified in this review.”

- Cornell Consultants LLC

The Full Measure & List Revaluation

RFP for Full Measure & List /Revaluation	
Non-Mandatory Pre-Proposal Meeting	September 5th
Deadline for Vendor Questions	September 9th
Answers/Clarifications Posted	September 11th
RFP Responses Due by 3PM	September 26th
Review of RFP for Full Measure & List /Revaluation	
Proposals/Interviews/ Final Recommendation – Board of Assessors Approval and Selection of VGSI – Vision	October 28th
City drafts contract with VGSI for Full Measure & List /Revaluation and submits to NHDRA	
	December
City meets and drafts Data Collection manual with VGSI	December-January
NH Department of Revenue Approves 2020-2022 Revaluation Contract	February 7th
Finance Committee Approves 2020-2022 Revaluation Contract	February 19th
Special Board of Assessors Meeting – Revaluation Start-up Meeting with NH DRA and Vision Government Solutions	
	March 2nd
Joint update to the BTLA– City of Nashua and NH DRA	March 4th
Vision Begins Data Collection	March 6th
City of Nashua- Vision Amend Contract due to COVID19 Suspending Interior Inspections	
	March 16
Vision Government Solutions update to Board of Assessors	June 4th

Full Measure & List Revaluation

Quarterly Update to the NH Board of tax and Land Appeals Filed July 7th

The following is the measure and listing numbers accountable as of June 27, 2020

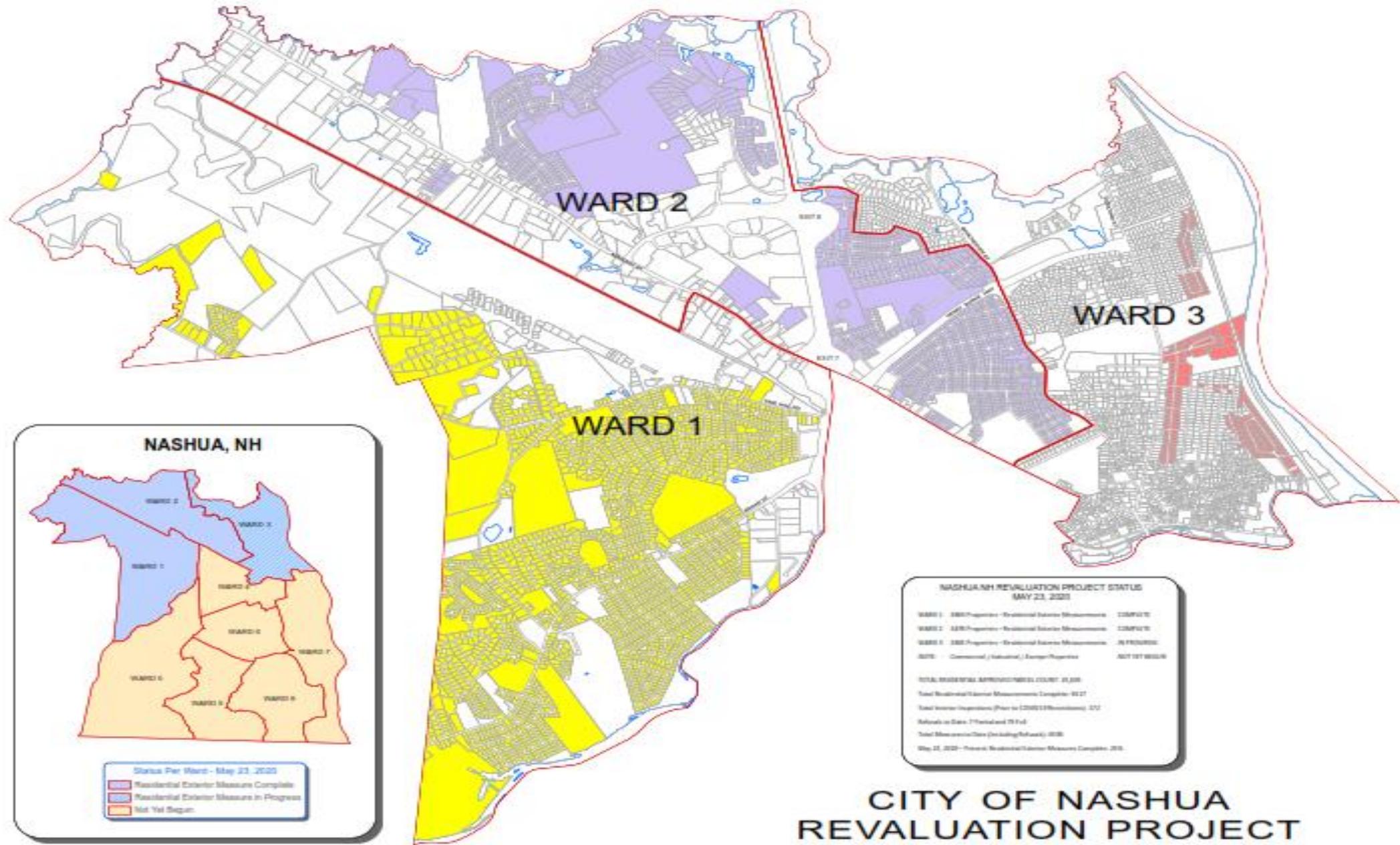
Total Residential Improved Parcel Count	25,605
Measures	7,575
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/92
Total Measures with refusal	7,667
Total Percent Complete Measured	30 %

All updates are posted to the City of Nashua website here: <https://www.nashuanh.gov/1285/2022-Full-Measure-List-Appraisal-and-Rev>

Bi-Weekly meeting are held with the city and Vision Project Lead.

Project is on schedule with good participation and very few complaints.

Convert to a Table- Driven Depreciation System - Move off of the reliance of the EYB (Effective Year Built)
Must be done with a Full Revaluation and USPAP - will be completed by Vision in 2022



NASHUA, NH REVALUATION PROJECT STATUS
MAY 23, 2020

WARD 1	3887 Properties - Residential Exterior Measurements	COMPLETE
WARD 2	2287 Properties - Residential Exterior Measurements	COMPLETE
WARD 3	2382 Properties - Residential Exterior Measurements	IN PROGRESS
TOTAL	Commercial / Industrial / Special Properties	NOT YET BEGUN
TOTAL RESIDENTIAL APPROXIMATELY 8,556		
Total Residential Exterior Measurements Complete: 6174		
Total Interior Inspections (Prior to 2020) Remaining: 232		
Measure to Date: 77 (Total of 25 Paid)		
Total Measurements Done (Including Referrals): 6246		
May 23, 2020 - Percent Residential Exterior Measures Complete: 73%		

**CITY OF NASHUA
REVALUATION PROJECT**

Development of Long- Range Plan and Goals

Contract with Cornell Consultants to create Management Data Tools using

Power BI – in final development stage

- **Internal Dashboards will provide real time data on progress of inspections, building permits and sales qualification for use by management to track efficiencies and set goals.**
- **External Dashboards will provide the public median home sale prices by year and numbers of inspections by year.**

Creation of new GIS tools for our staff and residents - in progress

- **Updated – user friendly GIS Viewer**
- **New Residential Comparable Sales tool**

All Activity- All Years

ActivityDate

1/1/1990

7/9/2020

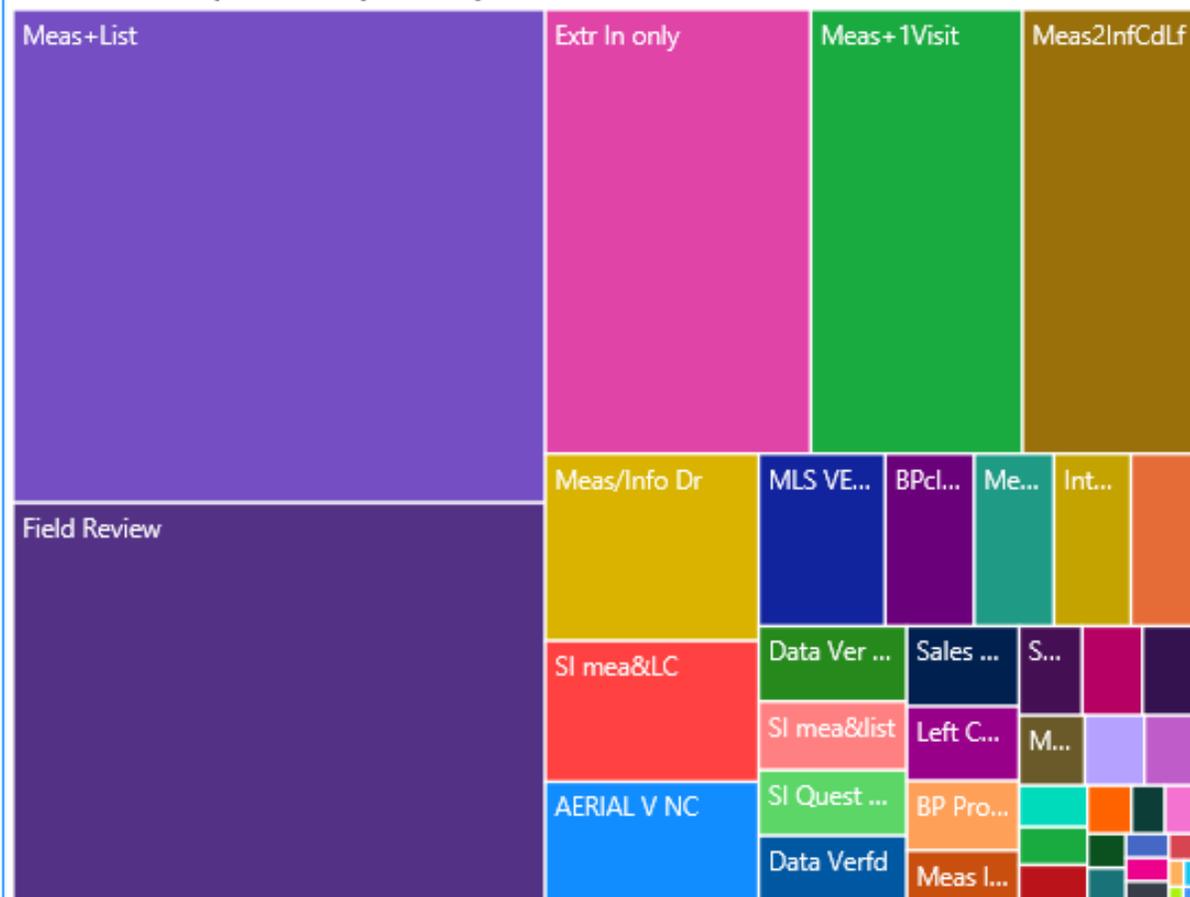
ActivityResult

All

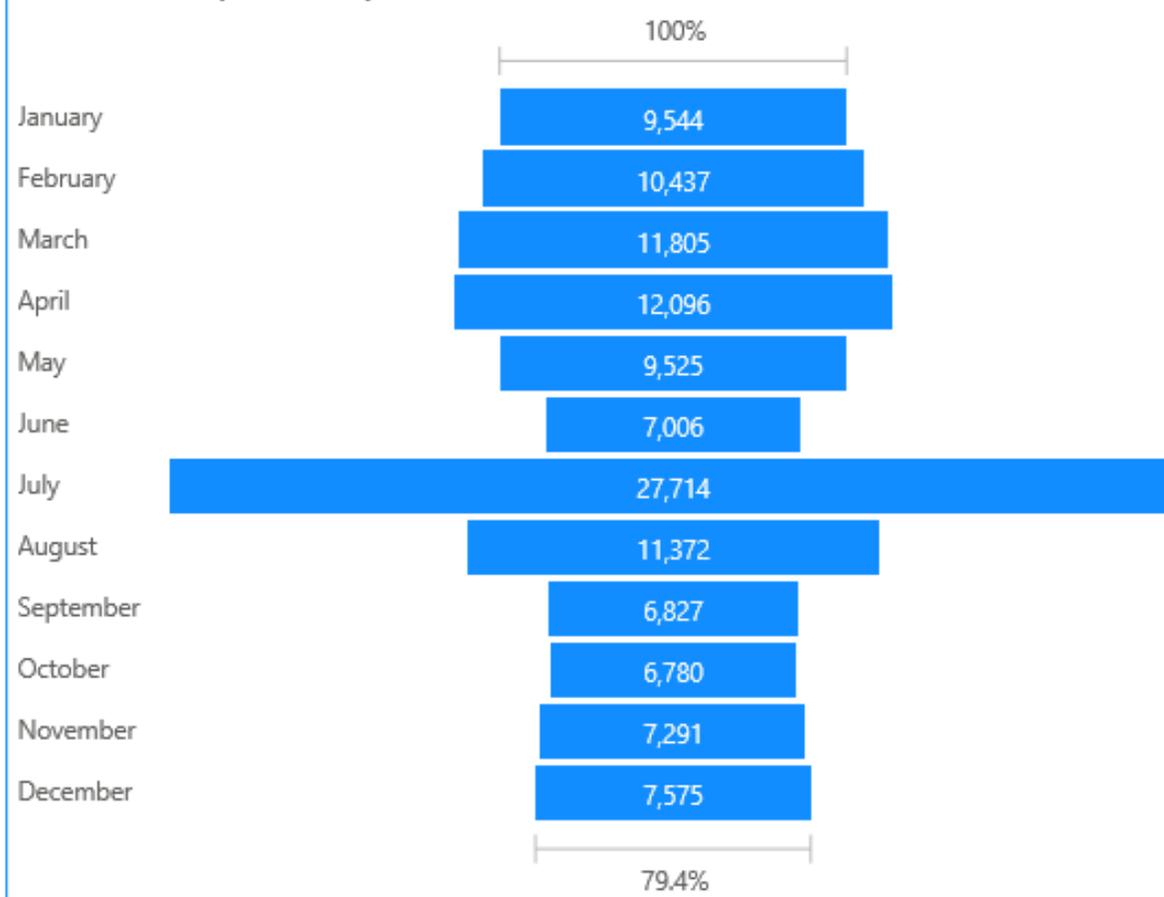
127,972

Number of Inspections

Number of Inspections by ActivityResult



Number of Inspections by Month



Average Sale Price- All Years

Year



BuildingStyle

- (Blank)
-
- ACCESSORY BU
- AIRPORT-HANG
- ANCHOR STORE
- ANTIQUE
- APARTMENT
- ASSIST LIV
- AUDITORIUM
- AUTO SLS REP

VerificationCode

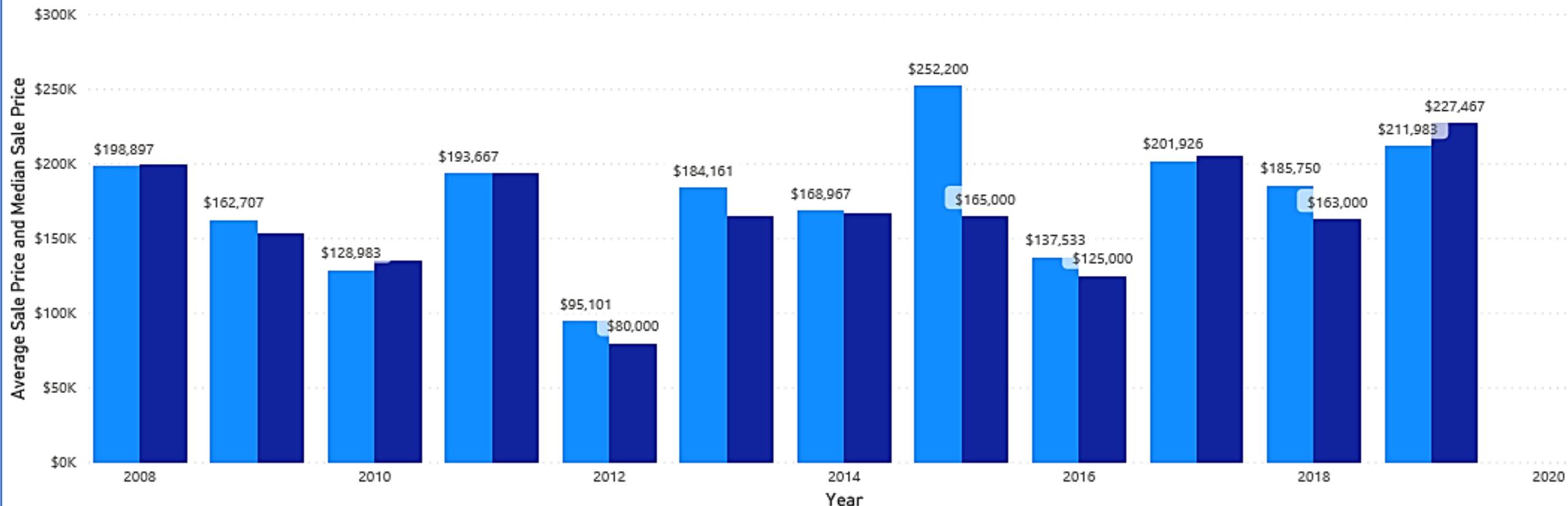
-
- 1 - BUYER
- 4 - DEED
- 7 - ASSESSOR
- 8 - MLS

Neighborhood

- CDX1 - CONDEX NLV
- CNX1 - CONDEX NL FR
- CNX2 - CONDEX NL AV
- CNX3 - CONDEX NL GD
- KES1 - KESSLER DET

Average Sale Price and Median Sale Price by Year

● Average Sale Price ● Median Sale Price



AP UPGRADE

Improved User Interface

- Easier and more user friendly
- Multiple ways to search for information
- Auto fill dropdowns
- Can open any section and have multiple sections pinned for quick display
- Info for past years is quickly accessible without having to switch to a different database
- Has the ability to change color schemes for different years to alert the user
- Improved filter capability
- New tools such as Lookup Grid
- Historic images and sketches are preserved for previous years
- Can hide closed accounts using a simple check box
- System opens on last info accessed

Year Toggle

Lookup by Criteria Edit Navigate Tools Settings

2020 Acct: 8910

Closed: ID: 0092-00005

year RE Account

Hide Closed Accts

Street: LINWOOD ST City: NASHUA

#: 32 Show: All

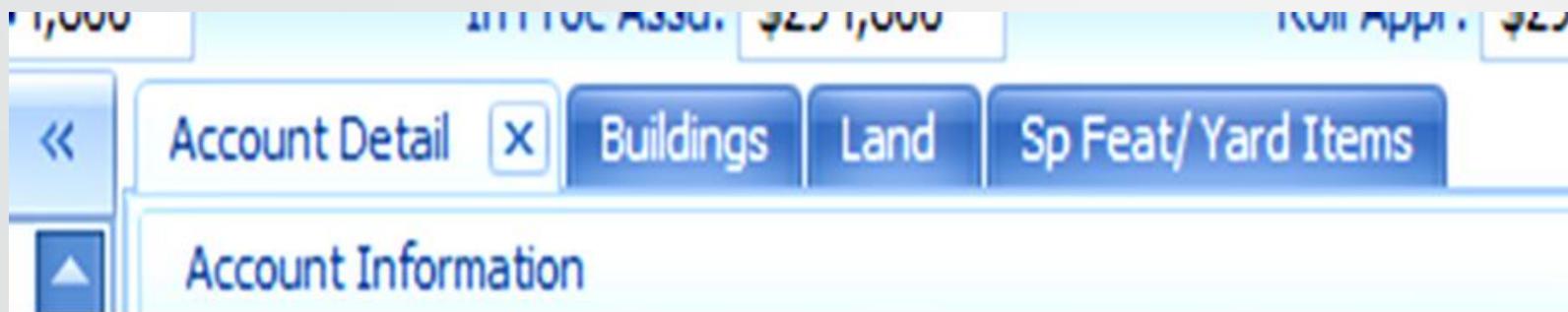
Location

Search by Acct number,
Parcel ID, Street or
Owner

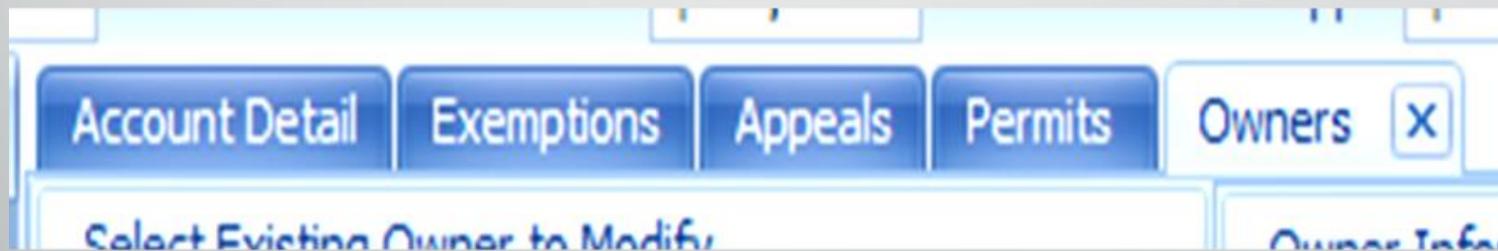
Owner: MISEIRVITCH, NICHOLAS &

All Primary

Owner



Have multiple sections pinned to quickly get to desired information





Powerful Filter function

All Fields

Favorites

Search...

- > (+) Activities
- (+) Analysis Table
- (+) Appeal Actions
- (+) Appeals
- (+) Associated Properties
- (+) Block Adjustments
- (+) Build Permits
- (+) Building Factor
- (+) Buildings Alternate Sketched A...
- (+) Buildings Condo/Features
- (+) Buildings Depreciation
- (+) Buildings Exterior/Interior
- (+) Buildings Living Units
- (+) Buildings Sketched Areas
- (+) Business Details
- (+) Calc History
- (+) Capitalization Summary
- (+) Comparable Sales

Expression:

Add to Criteria >>

Add to List >>

Query

Clear

Select Value from List:

Or Enter a Value:

 OR

Add (

 AND

Add)

Year: 2020

Closed:

 Personal Property Real Estate Both

Force Order:

Type a name for your filter

Fields List:

	Category	Field
>	Properties	Parcel ID
	Properties	Composite Land Use
	Properties	Primary Neighborhood

Criteria Fields:

And Or	(TableName

Filter Result:

AP UPGRADE

Enhanced Security

- **Now integrated with the City's Windows accounts so no additional password for users to remember (Single Sign-On)**
- **Permissions are now based on roles instead of individuals for easier maintenance**
- **Increased granularity – can set security permissions down to an individual field in any database table**
- **Have the ability to make a field required before a save can be made**
- **Increased auditing on field changes**
- **Previous years are easily locked down to prevent changes being made**

AP UPGRADE

Integration Status

- **Conducted dual entry in old and new systems for 3 months to verify functionality**
- **Has been integrated with City's new Building Permit Application CivicGOV**
- **Has been integrated with City's GIS system**
- **Has been integrated with City's Tax Collection system Munis**
- **Removed dependency on ADMINS for Exemptions and Credits**
- **Final dependency on ADMINS for Abatement process will be converted by end of July**
- **Implementing mobile tablets for data entry in the field – will be completed by end of July**
- **MS1 Report for State matches that of old system for Dec 2019 and July 2020 tax bills**
- **Working with Patriot to develop a custom Property Record Card that is easy to read for both Citizens and Assessors – targeting completion by end of July**
- **Upgrading the over-the-counter application that citizens use to look up current information at City Hall – targeting completion by end of August**

Staffing

Promotion of Lynn Cameron to Department Coordinator

Hiring of Lindsay Monaghan to Assessing Admin Specialist II

Contract with Rex A. Norman – Consultant - Assessing Supervisor

Contract for Approval 7/15/2020

- **Provide oral and written technical assistance, advice and guidance in the areas of assessing, appraising or equalization to municipal officials, city counsel or independent municipal appraisers. Recommend improvement in these areas as needed.**
- **Monitor municipal appraisal activities in the revaluation to ensure accurate and consistent appraisal techniques are being practiced. Meets with city officials to discuss deficiencies in appraisal procedures as needed. Offers constructive and reasonable alternatives to correct such deficiencies.**
- **Provide accurate and concise reports on municipal appraisal procedures. Advises management of questionable appraisal techniques.**

Changes and Modifications due to COVID19:

- **Temporary Suspension of Interior Inspections for the Full Measure & List**
- **New Temporary Policies - Interior inspections for Abatements and Building Permits – approved by the Board of Assessors**
- **Tablets for Assessors – upgraded decision from the use of the AP5 mobile app to use of VPN access – will increase efficiency in the field**
- **Contract with Inception Technologies – at Finance 7/15 the scanning of all property record files. Use of Docuware software to make records easily accessible to staff remotely**

Comparison of Abatements

<u>Tax Year</u>	<u># Filed</u>		<u>Equalization Ratio</u>
2006	66		96.2%
2007	420	Update Yr	99.7%
2008	581		105.4%
2009	314	Update Yr	100.0%
2010	214		101.7%
2011	333		105.4%
2012	321		109.7%
2013	260	Update Yr	96.0%
2014	143		92.8%
2015	103		88.5%
2016	90		84.5%
2017	85		79.1%
2018	393	Update Yr	94.8%
2019	164		88.8%

Moving Forward.....

Building Modifications – New Customer Service Area, ADA Access

Training for Assessors – Required for Certification, Professional Development, NHAAO Development Courses, Appraisal Courses

Power BI Training for all staff

Full Revaluation – monitoring of the project thru the Data Collection Process, Qtrly. reports to the BTLA. Property Record cards, Letters to residents, Weekly Building Permit reports, Bi-Weekly or weekly meetings

Development of a Cyclical Inspection Process