

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

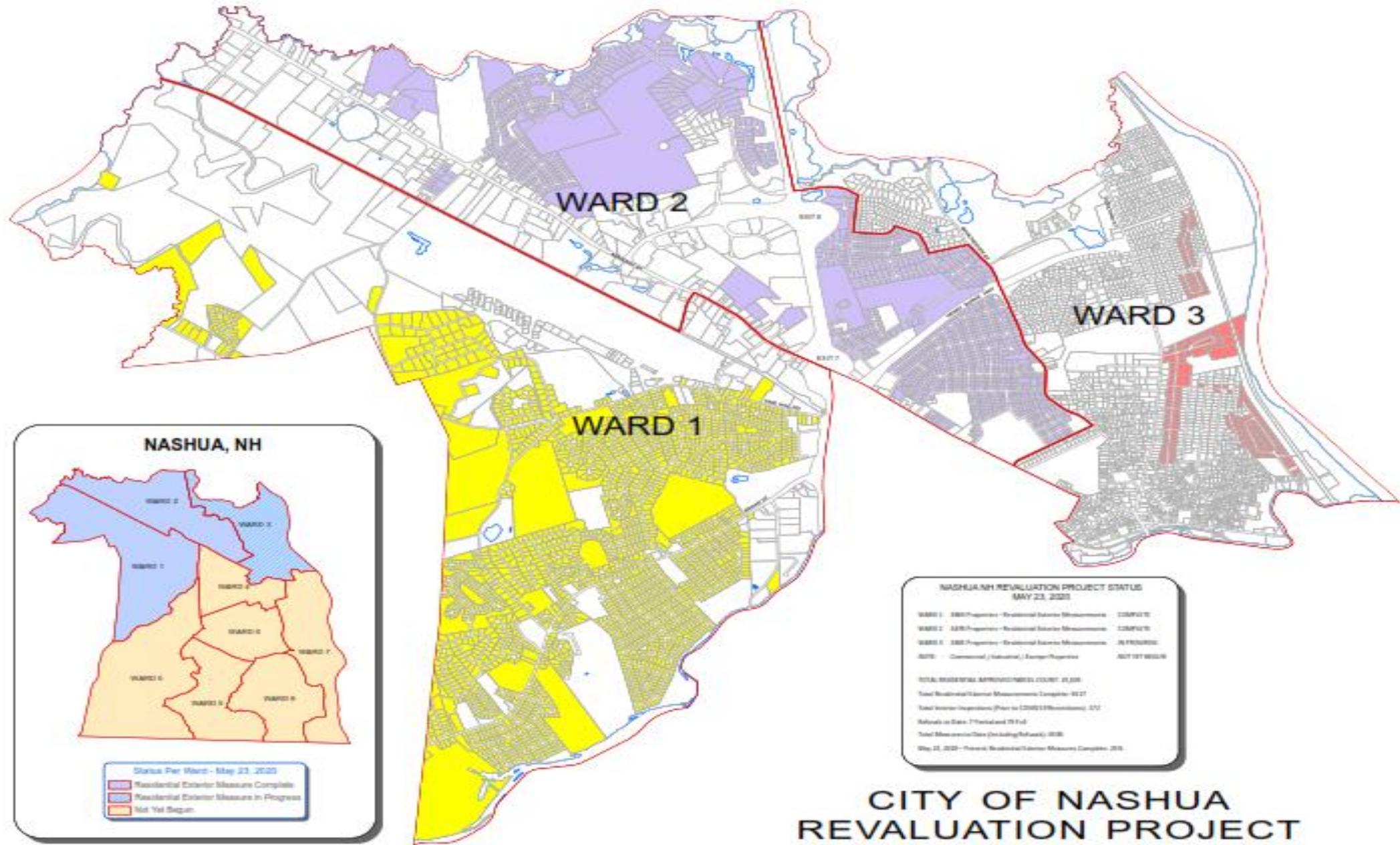
Total Residential Improved Parcel Count	25,605
Measures	7,575
Total Interior Inspections	172
Refusals to Date - Partial/Full	7/92
Total Measures with refusal	7,667
Total Percent Complete Measured	30 %

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

Status Per Ward - May 23, 2020

- Residential Exterior Measures Complete
- Residential Exterior Measures In Progress
- Not Yet Begun

NASHUA, NH REVALUATION PROJECT STATUS
MAY 23, 2020

WARD 1	3887 Properties - Residential Exterior Measurements	COMPLETE
WARD 2	3387 Properties - Residential Exterior Measurements	COMPLETE
WARD 3	2382 Properties - Residential Exterior Measurements	IN PROGRESS
CITY	Commercial / Industrial / Other Properties	NOT YET BEGUN
TOTAL RESIDENTIAL APPROXIMATELY 9597		
Total Residential Exterior Measurements Complete: 9527		
Total Exterior Measurements (Prior to COVID-19 Recession): 972		
Measure to Date: 77 Completed 75 Paid		
Total Measurements Done (Including Referrals): 829		
May 23, 2020 - Percent Residential Exterior Measures Complete: 85%		

**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**

Average Sale Price- All Years

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

Year

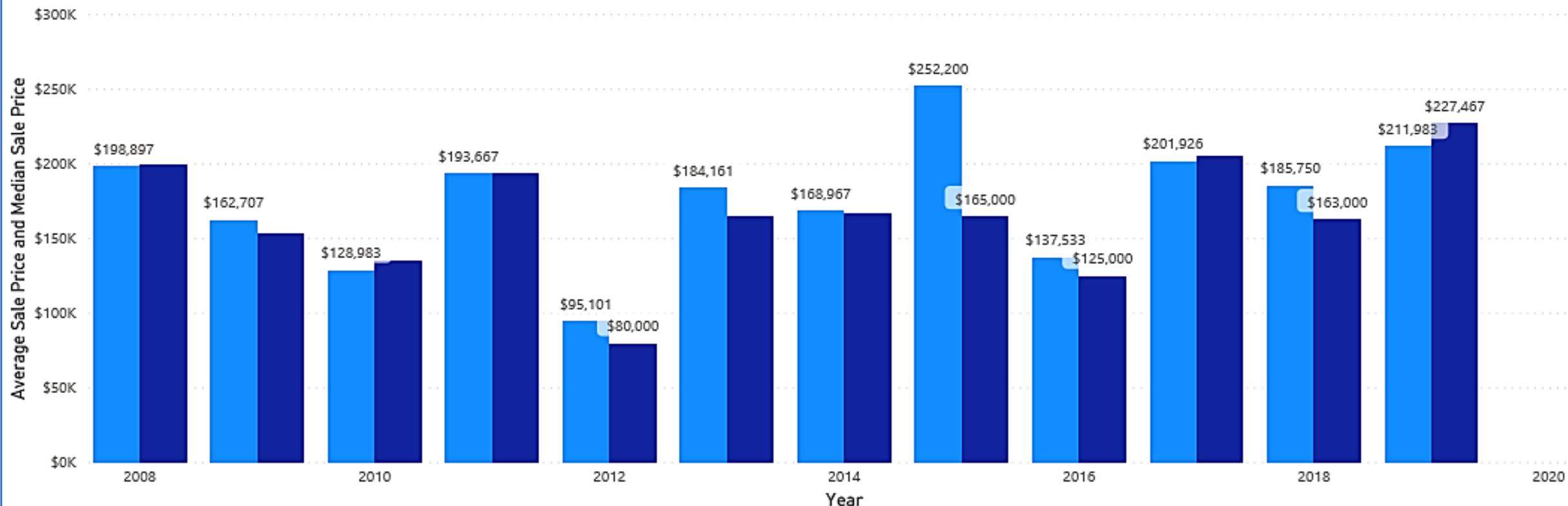
2008

2020



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

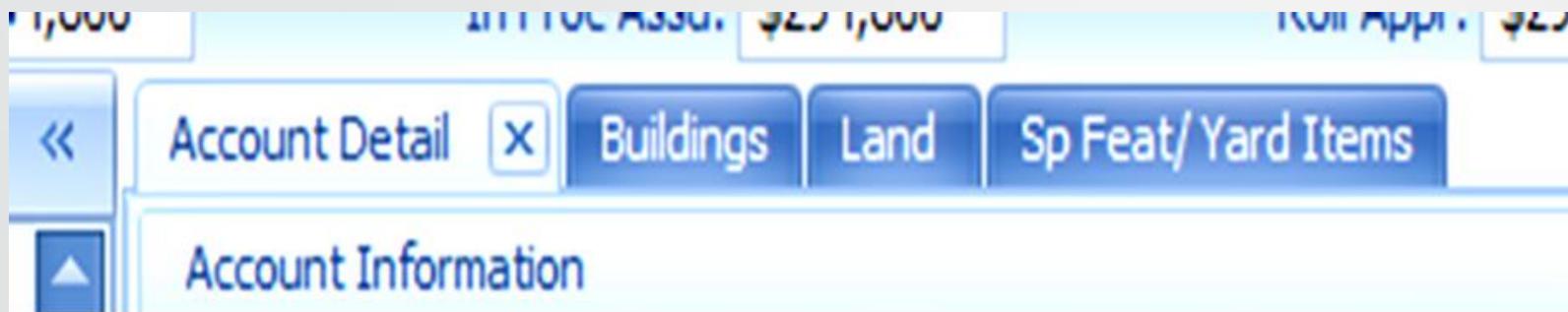
Location

Search by Acct number,
Parcel ID, Street or
Owner

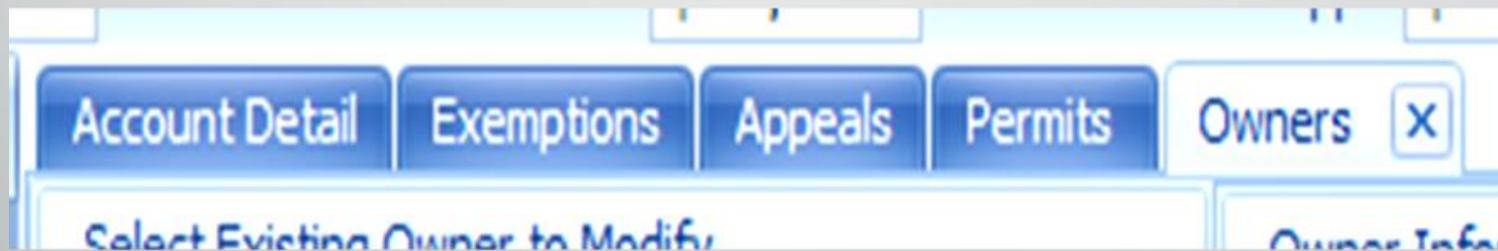
Owner: MISEIRVITCH, NICHOLAS &

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