

Assessor's Office

What are we tracking?



- P93: Complete customer inquiry within timeframe
- P95: Certify appraisal staff
- P96: Resolve protests informally
- P97: Inspections resulting from building permits



Things that make you go Hmmm...



- **Complete map requests within timeframe** – Rockingham, NC
- **Respond to customers emails and phone calls within timeframe**- Goochland County, VA



What are our peers tracking?



- **Properties appealed** – Johnson County, KS
- **Days to resolve an assessment appeal** – Santa Clara County, CA
- **Customer satisfaction of online surveys** - Santa Clara County, CA
- **Respond to customers emails and phone calls within timeframe**- Goochland County, VA



ICMA

- Assessment appeals: value upheld on appeal for commercial, industrial and residential
- Price-related differential