

DCM Performance Review – Assessor’s Office

Meeting Date: 12/15/20
Post meeting Agenda Sent: 12/15/20

Who’s Invited

Angela Montano; Michelle L. Aguilar; Clyde Ward; Gloria Artz; Ashley Martinez; Anthony Dimas (ASR); Bobby Espinosa; Arlene F. Jaramillo; Tito R. Chacon; Maria Zuniga; Victoria Organick; Laurel Johnson; Shirley Ragin; Stephen Sais

Assessor’s Office 2:00-3:00 pm

Measuring What Measures (MWM)
Tell us about the measure. Are we measuring what matters? Is this helping you do your job?

Trending
How are actuals trending? If not on target, what are the steps to get back on track?

Analyst Questions
Other question about the measure

Are there any updates?
Mission Statement:
Services:
OpenGov Reports (add links):

O42

MWM

- Trend is low because of the restrictions, but employees are getting laptops to be able to work from home

Trending

- Low numbers since April. Trending downward since last year.
- Will continue into FY22

SME: Tito Chacon. Objective. Is this ongoing? How is it going? COVID-19? Finished this fiscal year?

P93

MWM

- Department adapted to restrictions
- Inquires are through emails from public
- COVID-19 made the taxes went out late which caused the dept. to have over 600 emails in Nov FY21

Trending

- Consistent above 96% except March.

SME: Gloria & Clyde Ward. Are you in the office during COVID-19? Are you coming into the office?

P95

MWM

- Online trainings to be state certified because of COVID-19

Trending

- Annual graph: Trending upward since 2017.

SME: Anthony Dimas. How is it going? Has anything changed since COVID-19?

P96

MWM

- Not as many protests in FY21 and the protests in FY21 were filed in May of 2020

Trending

- Annual graph: Trending above 97% since 2018.

SME: Bobby Espinosa. How has 2020 gone?

Department Action Items
What needs to be done following the meeting? By who? By when?

- P93 and O42 Clyde to provide results for November

OEO Action Items
What needs to be checked-in on following the meeting, or deferred to a future meeting?

- Add Link – link the Assessor’s webpage to measures

P97

MWM

- COVID-19 restrictions has affected this measure and the department started late
- Residential section is working on completing and hitting the target; Commercial did not get as many permits as years past

Trending

- Annual graph: Trending upward since 2016/17
- Target is good

SME: Stephen Sais, Arlene Jaramillo. How is it going in 2020?

P173

MWM

- COVID-19 restrictions affected this measure
- Developing virtual events because of COVID-19 – interactive
- Posting on social media and news releases to reach the public

Trending

- Quarterly graph: recent data? Trending around 5 to 7 events until COVID-19. You did well and now at zero...Thoughts going forward?

SME: Ashley Martinez. Will you be conducting online events? Will you use FB? PIO office?

P213

MWM

- Notices go out in April, when taxpayers receive the NOV then they elect to receive it electronically
- Only mail out notices once a year, access code on NOV – need the code to sign up
- Have notifications for the public to remind them to go paperless

Trending

- Quarterly graph: Always seems higher in the 4th qtr. Is there something advantages about the 4th qtr? Should we put info in the additional information.

SME: Michelle Aguilar. How is 2020 going? Your social media platforms?

Potential New Measures

- Assessor’s provides data to the public, IT is creating a system