

ASSESSOR'S OFFICE

I. DEPARTMENT MISSION OR MANDATE OR GOAL

The purpose of the Assessor's Office is to produce a timely roll of all property subject to local assessment; administer legally permissible exemptions; develop and maintain a set of current maps delineating property ownerships; defend assessments as required before an appellate body, and; provide information and services to the public as needed. The Assessor's Office is mandated to render all functions that are currently being performed.

II. MAJOR PROGRAM DESCRIPTIONS

- A. APPRAISAL. Ensure that all secured real and personal property within the County has been accurately valued and entered on the regular and supplemental assessment rolls.
BUDGET: \$6,160,000
FTE: 47

- B. BUSINESS. Ensure that all business personal property within the County has been accurately reported and valued and values have been entered on the regular and supplemental assessment rolls.
BUDGET: \$1,568,000
FTE: 12

- C. SUPPORT SERVICES. Enroll all valid exemptions on the regular and supplemental local assessment rolls; provide data entry and information systems support to the department; provide drafting services; review policies and procedures, and make changes where necessary; implement new laws, and; provide public service to agencies, private organizations and to the general public.
BUDGET: \$7,360,000
FTE: 56

- D. ADMINISTRATIVE SERVICES. Establish and administer policies relative to department operations and provide administrative guidelines for carrying out these policies.
BUDGET: \$912,000
FTE: 7

- E. DEPARTMENT DATA.

BUDGET: \$16,000,000
FTE: 122

Title of Position	No. of Positions
County Assessor	1
Assistant County Assessor	2
Principal Appraiser	4
Supervising Appraiser	6
Associate Appraiser	21
Assistant Appraiser	16
Junior Appraiser	5
Senior Real Property Technical Assistant	4
Real Property Technical Assistant	3
Supervising Auditor-Appraiser	1
Senior Auditor-Appraiser	4
Auditor-Appraiser II	2
Auditor-Appraiser I	3
Network Analyst I	1
Information Systems Specialist III	1
Drafting Services Coordinator	1
Computer Aided Drafting Operator	6
Assessor's Clerical Staff Manager	1
Supervising Assessment Clerk	4
Assessor's Local Exemptions Specialist	1
Clerk-Specialist Level	7
Clerk-Senior Level	19
Clerk-Experienced Level	7
Assessor's Customer Services Coordinator	1
Administrative Analyst	1
TOTALS	122

III. DEPARTMENT ACCOMPLISHMENTS

A. STAFFING/TRAINING

1. In 2017, despite extremely low staffing levels, the Assessor's Office managed to meet the statutory program obligations and delivered a timely assessment roll.
2. Worked closely with the Human Resources Department to establish employment lists and fill vacant managerial, clerical, and appraisal positions to insure that we had the minimum staffing level required to carry out all of our mandated appraisal program responsibilities and provide assessment services to the citizens of Contra Costa County.
3. Provided training on a variety of topics including workplace violence prevention, ergonomics, sexual harassment, and specialized supervisory training for all supervisors in the Department.
4. Administrative staff attended training related to Labor Relations, Americans with Disabilities Act, and the Family Medical Leave Act.
5. Conducted training for Junior Appraisers on new construction, sales, and basic appraisal, preparing them for the certification requirements of the State Board of Equalization.
6. Standards, Local Exemptions, and clerical staff participated in the California Assessor's Administrative Services Association Roundtable Conference to discuss trends, receive legislative updates, and attend State Board of Equalization presentations.
7. Cross trained clerical staff for improved succession planning and to meet operational needs during peak workloads in all divisions.

B. TECHNOLOGY ENHANCEMENTS

1. Partnered with The Sidwell Company to implement custom tools to create Assessor parcel map pages within the County's Geographical Information System (GIS) environment. This project included moving all data into a modern Parcel Fabric format, streamlining business process workflows, and has resulted in eliminating the duplication of effort in drawing Assessor parcel maps in both Computer Aided Drafting (CAD) and GIS software applications.
2. Modified the County's Land Information System (LIS) database and related computer programs to allow for improvement value totals greater than \$99 Billion. This was a collaborative effort with participation from staff in the Assessor's Office, the Auditor-

Controller's Office, the Treasurer-Tax Collector's Office, and the Department of Information Technology (DOIT).

3. Automated the creation of the Direct Enrollment review files which has saved staff time and reduced the potential for errors.
4. Automated the assessment process of the Marine Division, which reduced the amount of manual input of data by staff.

C. DEPARTMENTWIDE

1. Updated the Department's Administrative Services Manual for management use in all divisions.
2. Participated in numerous Public Speaking Engagements for a variety of real estate, appraisal and service organizations to promote and improve customer service, and educate the public on the goals and objectives of and services provided by the Assessor's Office.

IV. CHALLENGES

A. INTERNAL TO DEPARTMENT

1. Complete the annual assessment roll on time and in accordance with legal mandates.
2. Complete the implementation of the iNovah cashiering system. This new system will: replace a manual hand-written process; include check scanning and receipt printing; assist in further automation of the deposit process; and provide improved tracking and reporting of cash received in the Assessor's Office.
3. Complete the final phase of the Assessor's Office remodel (Suites 100 and 130) of the Summit Centre Building. This remodel will include improving telecommunications cabling for higher speed and more efficient use of computer and network systems, and will provide workstations that improve ergonomics and job functionality.

B. INTERNAL TO COUNTY OPERATION

1. Reformat street addresses in the County's Land Information System (LIS) database to match the United States Postal Service format. Once this format has been changed, commercial software can then be used to electronically validate and maintain addresses in the LIS.
2. Re-write the business rules and computer programs that support the Assessor's Supplemental Roll in conjunction with the Auditor's Office and the Department of Information Technology.

C. EXTERNAL TO COUNTY OPERATION

1. Continue to participate in the development and implementation of the Enterprise Geographic Information System (GIS) project.
2. Work with members of other county assessor's offices throughout the State to discuss and improve valuation methodologies and coordinate efforts to apply assessment laws and practices in a consistent manner. Cooperation with other counties can reduce costs associated with unilateral research and analysis, and avoid costly assessment appeals.
3. Continue to create and add more State Board of Equalization assessed parcels into the Land Information System (LIS) and the Geographic Information System (GIS).

V. PERFORMANCE INDICATORS

A. REAL PROPERTY ASSESSMENTS

WORKLOAD INDICATOR	Number of Units
Number of Secured Parcels	363,890
Number of Recorded Documents Reviewed	52,724
Number of Reappraisable Changes In Ownership	20,888
Number of New Assessments from New Construction	3,676
Number of Parcels with Proposition 8 Assessments	34,673
Number of Claims Granted (Propositions 60, 90 or 110, Base Year Value Transfers For Persons Over Age 55 or Disabled)	208
Number of Claims Denied (Propositions 60, 90 or 110, Base Year Value Transfers For Persons Over Age 55 or Disabled)	63
Number of Claims Granted (Propositions 58 or 193, Parent-Child or Grandparent-to-Grandchild Transfers)	3,393
Number of Claims Denied (Propositions 58 or 193, Parent-Child or Grandparent-to-Grandchild Transfers)	703

B. BUSINESS PROPERTY ASSESSMENTS

WORKLOAD INDICATOR	Number of Units
Number of Unsecured Parcels	43,415
Number of Vessel Assessments	23,063
Number of Aircraft Assessments	419
Number of Property Statements that Resulted in Assessments	17,874

C. PERSONAL PROPERTY AUDITS

WORKLOAD INDICATOR	Number of Units
Number of Personal Property Audits Completed	127

D. ASSESSMENT APPEALS ACTIVITY

WORKLOAD INDICATOR	Number of Units
Number of Assessment Appeals Filed in FY 2016-17	583
Number of Assessment Appeals Resolved in FY 2016-17	510