**Office of Excellence Questionnaire**

**County Nominated**

**Name and Title of nominator**

**County Demographics:**

Total # Parcels, # Residential, # Commercial, # Personal Property Accounts

# of Appraisers and what are their designations, any IAAO members or designations. Date of hire for each staff member and current position

Do any appraisers serve on any boards or committees for GAAO or within local government (such as roundtables, HR review committees, Risk Assessment Committees, etc)?

# of Assessors and are they fully qualified and how long have they served, do any work on staff.

# of support staff and date of hire

Date of Last Revaluation

# of Appeals, percentage of appeals in last reval year

Annual Average # of sales per class

Sales Ratio, PRD, COD for that last 3 years

Please provide a copy of last DOR digest review questionnaire

Does the office accept homestead applications or is that with the Tax Commissioners Office?

What CAMA system does the office use? Does the office use the same system for Personal Property?

How involved is the Board of Assessors in the budget process?

Does your office receive the requested budgetary support needed to meet statutory requirements?

Has the office exceeded their approved budget?

Do you conduct personal property audits (or outsource), if yes do you have written board policy on how accounts are chosen and what frequency are audits conducted?

Have you audited tax exempt properties, if so when was the last audit conducted?

**Community Engagement and Office Transparency:**

Social Media, Public perception, and education. What do you use for a website (Please provide URL), do you have Facebook, what sort if any public outreach does the office do? Please include URLs

Does the office have a written mission statement, please provide a copy?

Please provide a copy of the office methodology

Does the office have written board policies? For ethics? Please provide a copy

Has the office or staff ever been featured in any publications (local, state, national)?

Has the office or staff ever won any awards?

**Technology/Mapping:**

What types of technology (other than CAMA) does your office use?

Is there any technology you are considering using/implementing?

Does your office use any drone technology?

When was the last aerial imagery captured? At what resolution? Did it include oblique imagery?

Does your office include FEMA, soil type, LIDAR, topography layers in maps available to the public?

Has your office implemented the LIDAR layers from the latest state survey?

**Best practices:**

How often do you revalue the digest?

Does the county review CUVA properties annually for breaches?

Has the county been in compliance with DOR standards (including PRD and COD) for the last 3 years

Do you have any internal recognition programs for appraisers and staff, please describe?

Does the office have a career ladder? What are the qualifications for moving up the ladder?

What internal training programs, if any, does the office have? Please describe.

What type of cross training, if any, does the office conduct? Please describe.

How often does the board meet? Does the board understand their role?

Do you have written SOPs for each position? Written office policies?

**Nomination:**

Why do you feel the nominated county qualifies as an Office of Excellence, what aspects of their office and processes sets them apart?