

Results Minneapolis

City Assessor's Office

July 10, 2017

INTRODUCTION

Department Statistics

Number of employees (FT):

38

Average age of workforce:

46.2

Average years in current classification:

5 years 5 months

Gender:

Male: 60%

Female: 40%

Race and Ethnicity:

People of Color: 23%

White: 77%

2017 Annual Budget:

\$5,241,649

CARS Funding:

\$1,000,000

Level of Licensure:

Non-licensed: 4

Pre-licensed: 2

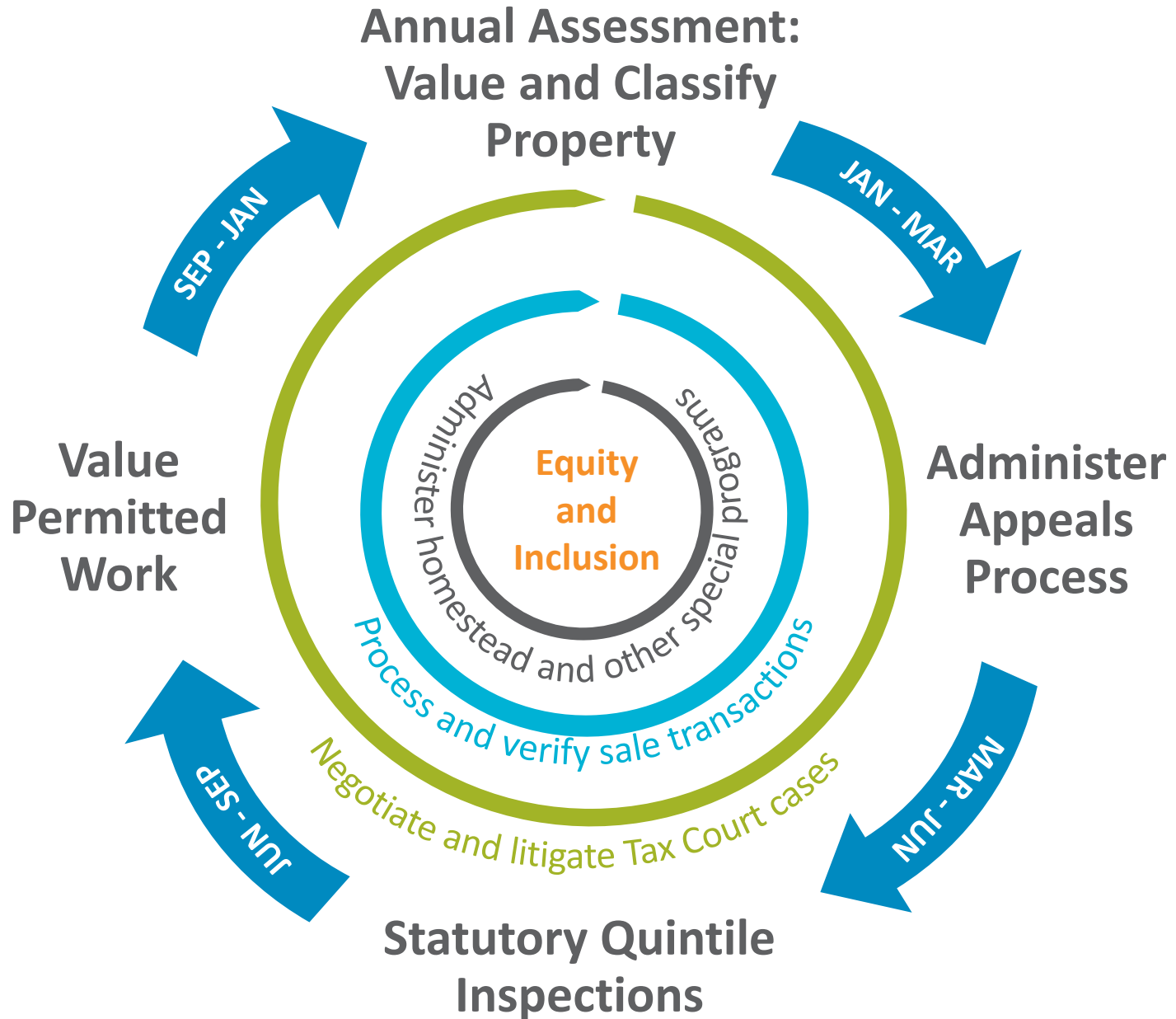
CMA: 16

CMAS: 2

AMA: 2

SAMA: 9

CORE BUSINESS FUNCTIONS



Successes

- ✓ Sales Ratio standards met for eight consecutive years
- ✓ \$11.1 Billion in tax base growth since 2014
- ✓ \$2.6 Billion in new construction since 2014
- ✓ Online applications for taxpayers to appeal their assessed value
- ✓ Two new videos on the assessor's web page to educate and inform taxpayers about property taxes



Successes

- ✓ **Assessor staff engaged in Minneapolis Black Employee Network and 29% Club**
- ✓ **Authored a citywide study to identify gaps in property tax relief programs in underserved communities**
- ✓ **Property tax relief literature translated into Somali, Spanish and Hmong and mailed to target outreach areas to increase owner and renter education and participation**

Work To Do

- ✓ Issue RFP for a new assessment software system to improve department services and customer experience
- ✓ Write and submit grant applications to local and national corporations and foundations to fund one staff person to advance communication and property tax relief program initiatives in underserved communities.
- ✓ Design a career pathway program for people of color to obtain work experience and training in the assessment profession. To be modeled after the Minneapolis Fire Department EMT program and CPED's Career Pathways program

DEPARTMENT GOALS OVERVIEW

Mission

The Minneapolis Assessor's Office serves the taxpayers of the City by valuing and classifying real estate property in an accurate, ethical, equitable and defensible manner as prescribed by law.

Vision

The Minneapolis Assessing Office is a customer service driven department with a professional and responsive staff working together to deliver accurate, impartial and understandable valuations and classifications to taxpayers and elected officials. The Assessor's Office will be recognized as: technologically innovative, having talented, high-performing and engaged employees, committed to process improvement and committed to the right actions for the right reasons. It is an authority on assessment practices and a partner in providing information to support financial and values-based decision making.

Values

The Assessor's office values the public's trust and earns that trust by providing high quality customer service and implementing the property tax laws and programs in a professional, accurate and consistent methodology.

Department Mission, Vision and Values

Department Goals

Enhanced
Web Services

Maintain
Institutional
Knowledge

Cross-
Department
Initiatives

Transparency
in
Interactions
and Fair and
Equitable
Values

Engaged,
High
Performing
Employees

DEPARTMENT GOAL RESULTS

Department Goal:

Expand web services, provide additional options for educating taxpayers electronically while providing a portal to facilitate other taxpayer transactions

Work Completed

- ✓ New educational videos in multiple languages
- ✓ Five online applications
- ✓ eHomestead application available
- ✓ Assessment data available on Open Data Minneapolis



Work To Do

- Issue RFP for new CAMA system
- Webpage redesign
- Continue translation of property tax documents
- Improved outreach to communities of color

Equity Lens

Providing both equal access to information and documents among all Minneapolis citizens by providing language specific information in addition to electronic and hard copy options.

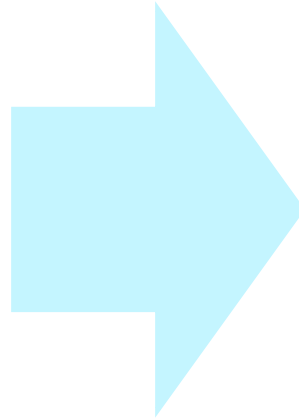
DEPARTMENT GOAL RESULTS

Department Goal:

The department's institutional knowledge is maintained through training, mentoring and coaching

Work Completed

- ✓ A staff member participates in City's phased retirement to coach and mentor their successors
- ✓ 57% of leadership team participated in Leadership U
- ✓ 32% of staff participated in Foundations of Equity Certificate offerings
- ✓ Staff participate in coaching and mentoring interns to develop leadership skills



Work To Do

- 16% of leadership team will participate in Leadership U in 2017
- Staff participation in City equity and inclusion as well as cultural educational offerings

Equity Lens

Provides all employees of the Assessor's office equal opportunity to acquire skills allowing them the opportunity for advancement and assurance of job satisfaction.

Department Goal:

Department employees are high-performing engaged and empowered

Work Completed

- ✓ >37% of required staff have received their AMA or SAMA license
- ✓ 57% of Leadership Team is female
- ✓ Leadership participation in Urban Scholar mentoring
- ✓ 75% of CBD team have obtained their MAI designation



Work To Do

- ❑ 60% of appraisal staff will be AMA certified by December 2017
- ❑ Leadership participation in Urban Scholar mentoring

Equity Lens

Provides all employees of the Assessor's office equal opportunity to acquire skills allowing them the opportunity for advancement and assurance of job satisfaction.

DEPARTMENT GOAL RESULTS

Department Goal:

Cross-departmental initiatives that provide new or better services to all residents and taxpayers

Work Completed

- ✓ Partnered on projects with:
 - IGR – policy and legislation
 - NCR/Comm/311 – Translated program information for taxpayers
 - Reg Services – Lead the Nuisance Condition Property Review Panel



Work To Do

- Develop a career pathway program with partners:
 - Coordinator's staff
 - Communications
 - Human Resources
 - Fire Department
 - CPED

Equity Lens

Cross-departmental activities provide a broader perspective on the needs of the community so that we can respond to those needs in a collaborative and coordinated manner.

DEPARTMENT GOAL RESULTS

Department Goal:

Transparent in interactions with stakeholders and responsible for assuring all values and property tax programs are fair, equitable and defensible

Work Completed

- ✓ Ratios and special programs met or exceeded Department of Revenue standards
- ✓ Less than one percent of owners appealed their value
- ✓ High percentage of market value retained in tax court litigation
- ✓ Tested mailing translated program information to target neighborhoods



Work To Do

- ❑ Continue assessing needs of the community and respond in an appropriate and timely manner
- ❑ Provide education both online and in person regarding property assessment, programs and taxes

Equity Lens

Assessment information is available to all via the Data Portal. Participation in community based events allows for engaging and education diverse communities.

DEPARTMENT GOAL RESULTS

Tactic: The department's assessment work meets statutory requirements and Minnesota Department of Revenue guidelines

Target: Sales ratio for each classification is between 90-105%

Why is this goal important?

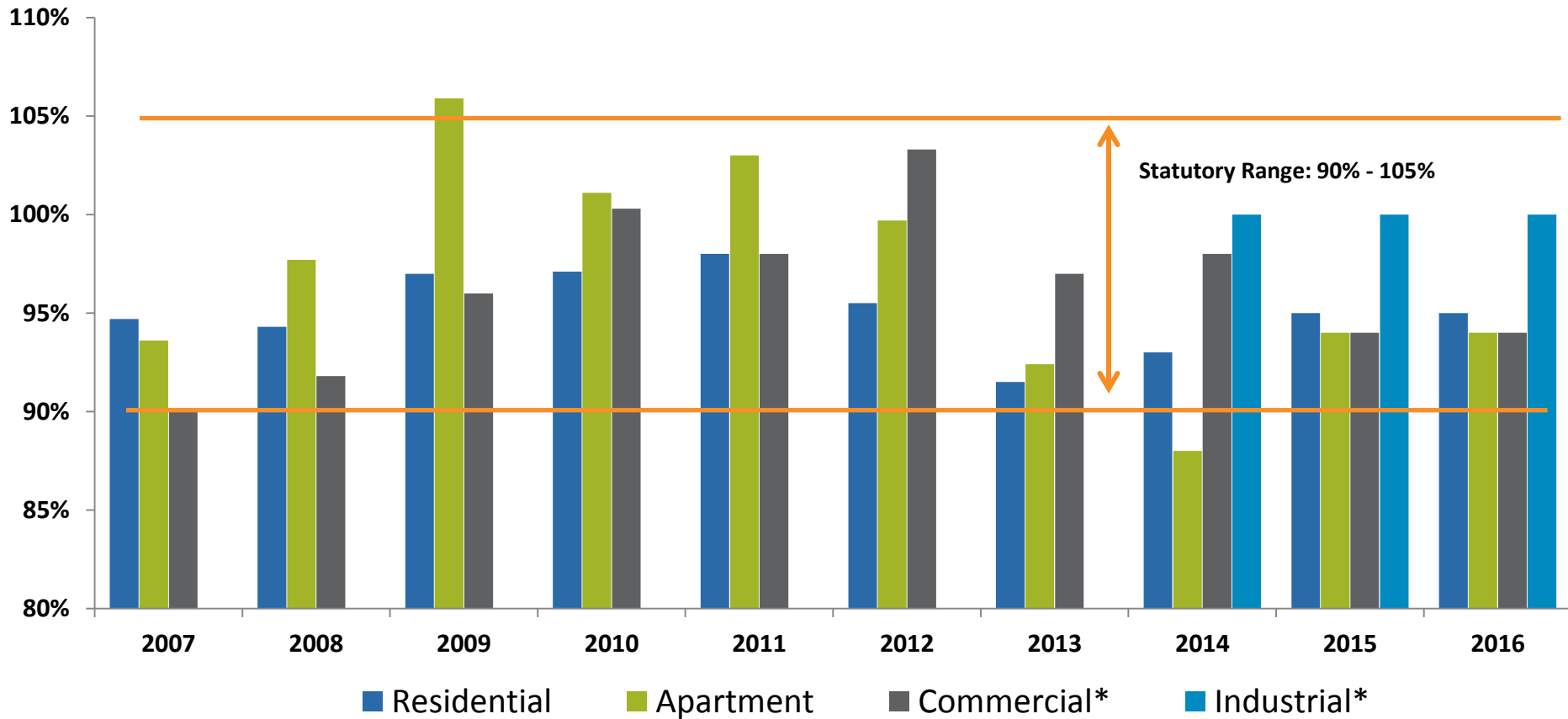
The Sales Ratio study is a tool used by the Department of Revenue to measure the quality, accuracy and uniformity of a city or municipality's real property assessment. Ratios in the 90 to 105 percent range indicate a high degree of accuracy and uniformity in the department's valuation practices and result in a fair distribution of the property tax burden for taxpayers. Ratios outside the indicated range results in lost revenue to the city's general fund, a significant increase in tax court petition filings and an increase in litigation work for staff.

What will it take to make progress?

To ensure and improve the accuracy of our assessments we need to:

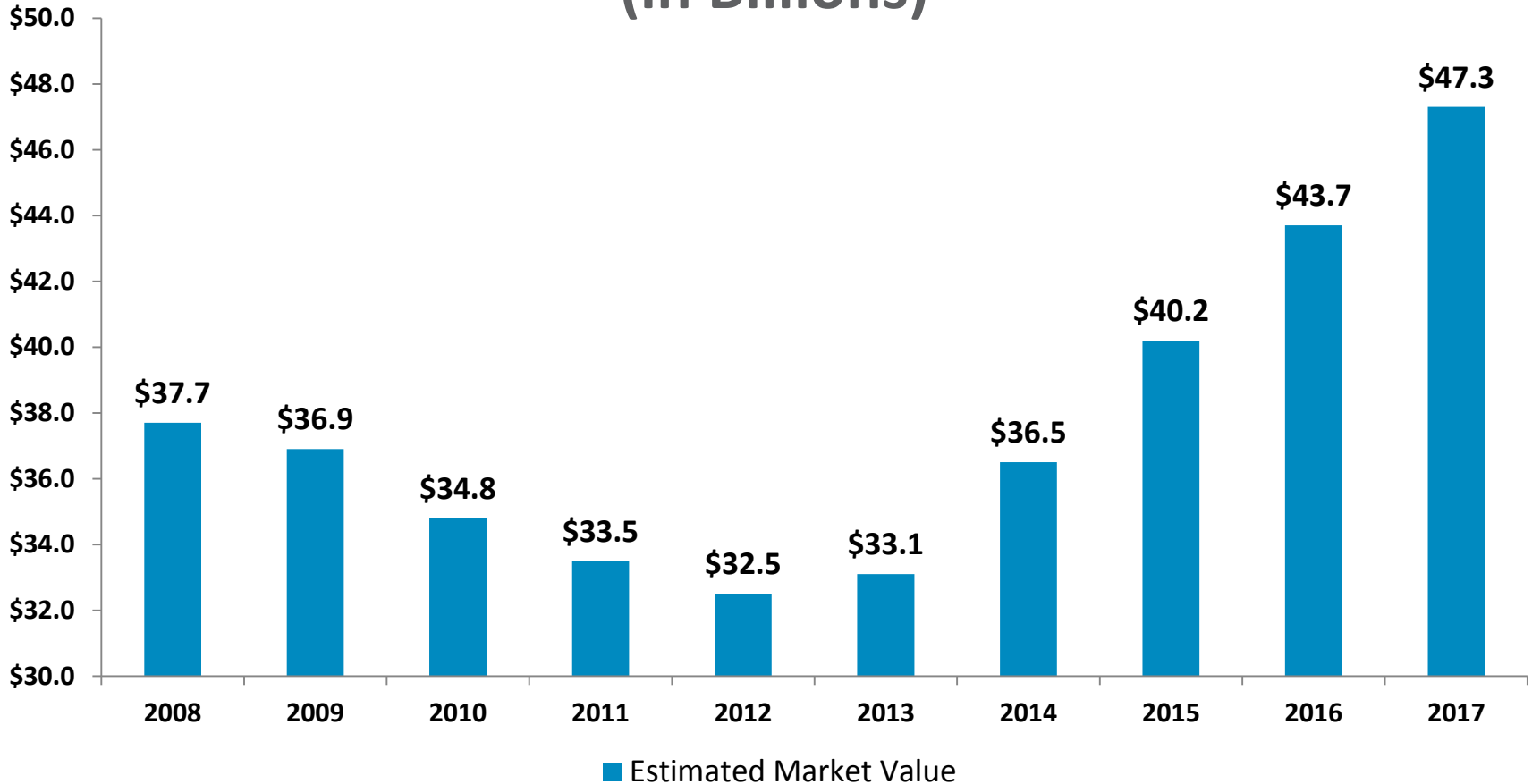
- The RFP for the new CAMA system must diligently identify project goals, scope of work and deliverables that increases staff efficiency, improves assessment ratios and provide greater transparency for elected officials and taxpayers and the public.
- Achieve and maintain a high percentage of dismissals on tax petitions
- Reduce staff time dedicated to tax court petitions
- Add additional appraisal staff to inspect properties, collect and analyze market data

Sales Ratio (by Property Class)



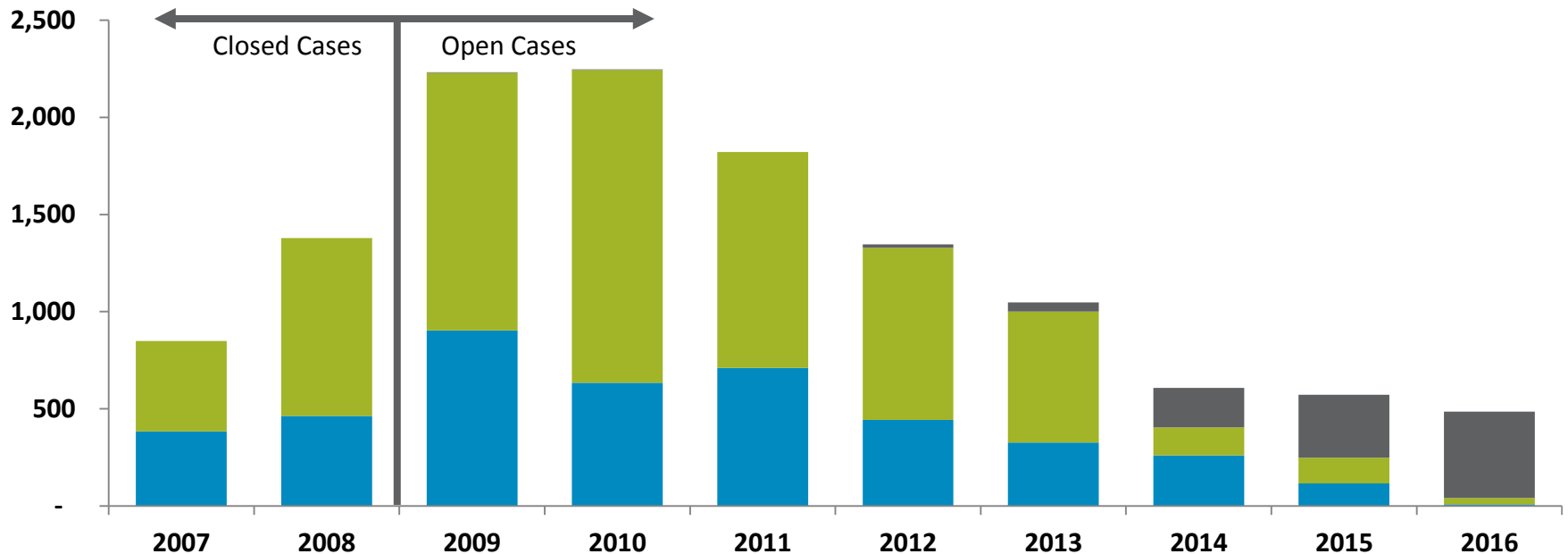
Source: Assessor's Office

Total City Estimated Market Value (in Billions)



Source: Assessor's Office

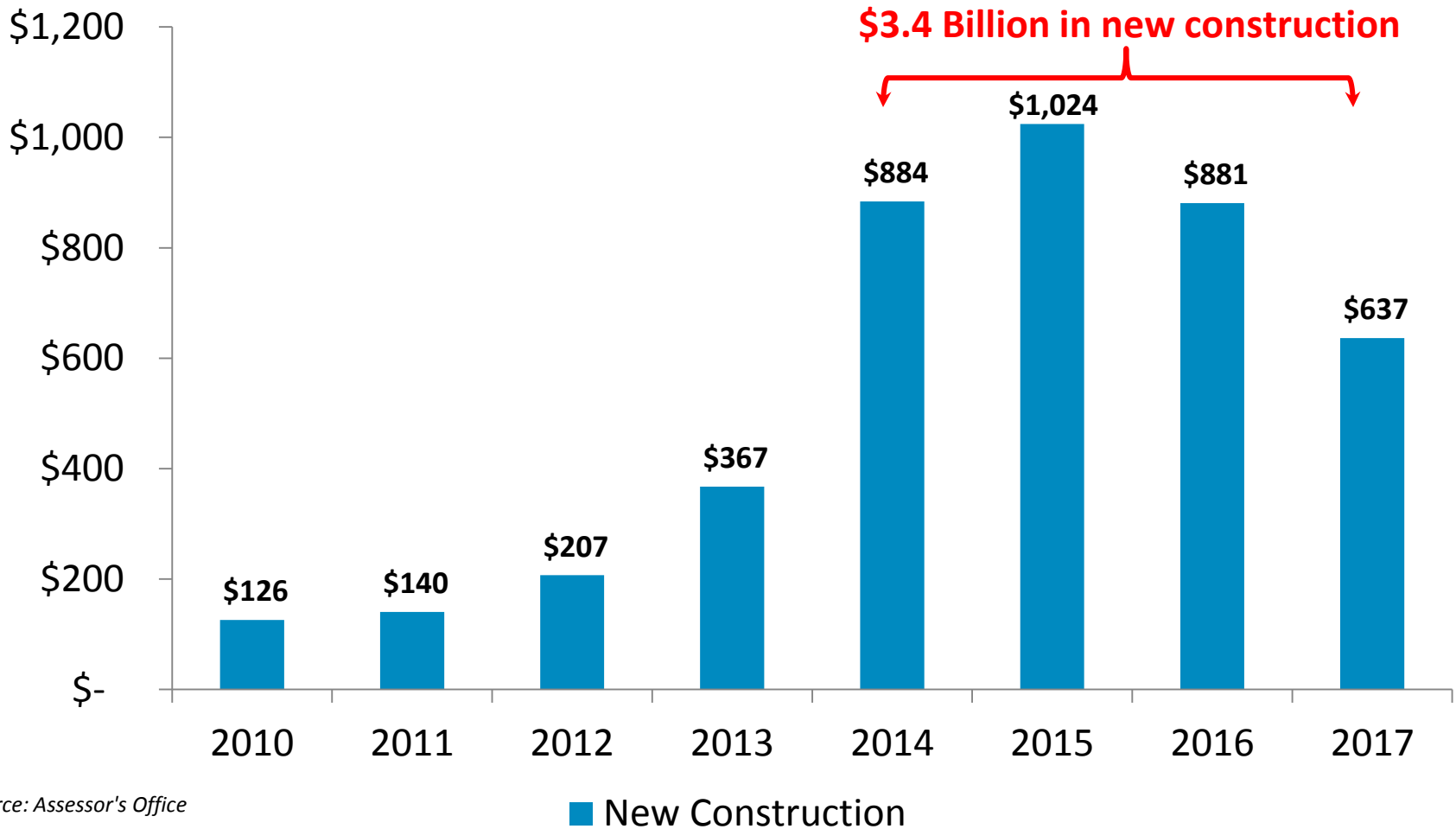
Tax Court Petitions (by parcel count)



■ Number of Parcels Dismissed ■ Number of Parcels Settled ■ Number of Open Parcels under Petition

Note: Parcels still under petition 2007-2016
 Source: Assessor's Office

New Construction in Minneapolis (in millions)



Source: Assessor's Office

THANK YOU

Patrick Todd, Assessor

Rebecca Malmquist, Director of Assessments