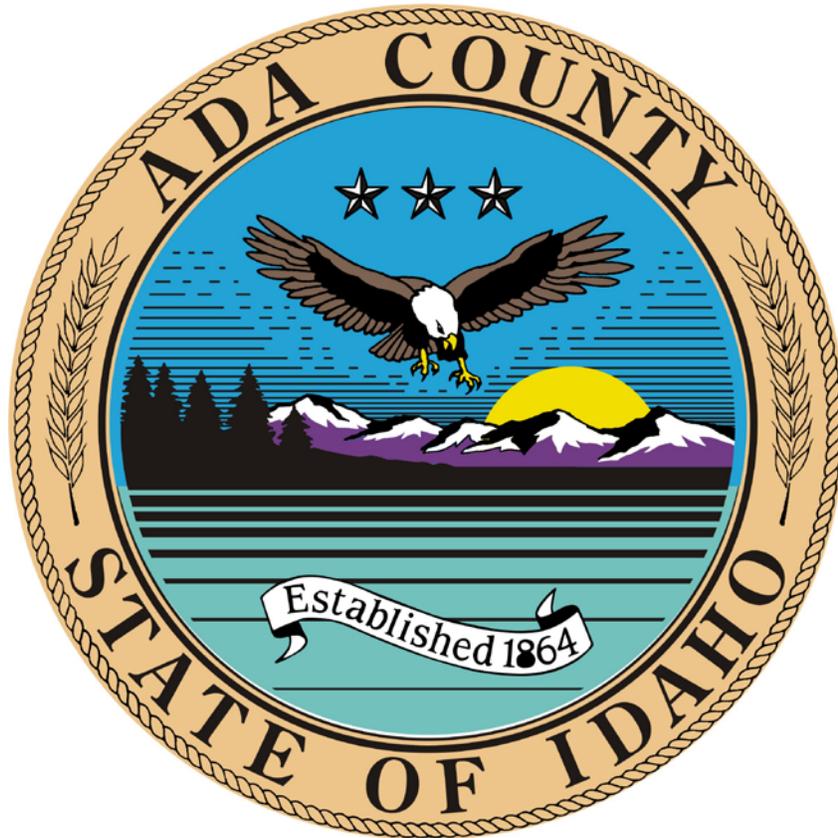


# Ada County Assessor's Office



## Strategic Plan 2011

*Philosophy, Values, Vision, Mission,  
Goals and Objectives*



## **ADA COUNTY ASSESSOR'S OFFICE**

### **Philosophy**

*Our values assure Superior Public Service.*

### **Values**

*Excellence*

*Integrity*

*Commitment*

*Respect*

*Continuous Learning*

*Accountability*

### **Vision**

*The Assessor's Office is widely recognized for providing award-winning and cost-effective services. As professionals using best practices, we exceed the needs of those we serve.*

### **Mission**

*To professionally deliver public service and information about Ada County's Property and vehicle data.*



## **ADA COUNTY ASSESSOR'S OFFICE**

### **Administration Division**

#### **MISSION**

*To administer the Assessor's Office in a manner that assures confidence by providing timely and accurate access to information retained by the Office.*

#### **GOALS AND OBJECTIVES**

- 1. To maintain procedure, training and employee manuals.**
  - a. To replace links with actual text in employee manual by September 2011.
  - b. To have employee manual approved by the Assessor by October 15, 2011.
  - c. To post employee manual on-line and provide copies to motor vehicles employees by October 31, 2011.
  - d. To update the Homeowner's Exemption Process Manual to reflect new laws, rules and process changes by September 2011.
  - e. To update Property Tax Reduction Procedure Manual to reflect new laws, rules and process by December 2011.
  
- 2. To reduce tax cancellations.**
  - a. To identify the main cause of tax cancellations and create a plan for reducing that particular area by January 31, 2011.
  
- 3. To review and revise staffing levels and descriptions.**
  - a. To revise Exemption Clerk I, Exemption Clerk II and Administrative Assistant by July 31, 2011.

- 4. To attract and retain a professional, highly motivated and well trained staff.**
  - a. To have Sara DuBose and Diana Brent attend the STC Course 1 by January 31, 2012.
  - b. To have Laurie Trautman, Georgann Brahos, Rebecca Deppe and Erica Thompson, office notaries, attend annual workshops when they become available.
  - c. To have Erica Thompson, Rebecca Deppe, Melanie Adams, Vicky Danichek, Sara DuBose, Georgann Brahos, Mary Gabriel, Laurie Trautman and Denise Otter participate in yearly STC Property Tax Reduction training by December 31, 2011.
  - d. To have DMV clerks; Laurie Trautman, Georgann Brahos, Vickie Danichek, Sara DuBose and Diana Brent attend yearly title school by April 31, 2011.
  - e. To increase employee knowledge by having each employee attend one customer service seminar.
  
- 5. To continue and enhance our superior customer service.**
  - a. To have quarterly performance discussions with each employee for the fiscal year by September 2011.
  
- 6. To improve communication, including interoffice and with the public.**
  - a. To review "Frequently Asked Questions" brochure for content and accuracy by June 2011.
  - b. To revise Property Tax System single letter correspondence to meet office standards by September 2011.
  - c. To improve automation for HOE Recovery program to streamline between Assessor's office and Treasurer's office by December 31, 2010.
  
- 7. To anticipate and plan for catastrophic failures.**
  - a. To have considered one worst-case scenario and have a plan implemented for intervention by July 31, 2011.
  - b. To submit COOP Plan by February 2, 2011.
  
- 8. To improve our image.**
  - a. To organize a community service related project by December 31, 2010.

- b. To continually seek ways to reach out to the public for services and education.
- c. Speaking engagement for the Assessor.
- d. Present Administrative Processes to two title companies by November 2011.

**9. To improve the quality of our data.**

- a. Establish baseline data.
- b. Determine absenteeism rate for the prior calendar year by August 2011.
- c. Determine the error rate of Homeowners Exemption applications processed by Exemption Clerks.

**10. To continue being nationally recognized for leadership.**

- a. To research and compile a list of awards, grants and recognition opportunities that may be available by December 31, 2011.



# **ADA COUNTY ASSESSOR'S OFFICE**

## **Appraisal Division**

### **MISSION**

*To professionally appraise real and personal property in Ada County through recognized and approved mass appraisal techniques. We instill and maintain public confidence and assure properties are valued uniformly and equitably.*

### **GOALS AND OBJECTIVES**

- 1. To increase the exchange of communication between management and employees.**
  - a. To have six meetings with the Appraisal Division to keep communication lines open and discuss action items prior to end of year evaluations by September 2011.
  - b. To provide educational opportunities at monthly meetings to facilitate employees maintenance towards continuous learning. An opportunity for an expert or employee to educate the Appraisal Division on a relevant topic by October 2011. Examples are time adjustments, trespassing, confidentiality etc.
  
- 2. To increase consistency and uniform practices of the appraisers.**
  - a. Review a random sample of residential and commercial new construction properties starting in January 2011.
  - b. Review a random sample of residential reappraisal properties starting in January 2011.
  - c. Mandatory USPAP classes at least every 5 years. Currently, all appraisers are on this cycle except 2. Have all appraisers on task by July 2011.
  - d. Training and procedural manuals created for different positions by September 2011.

**3. To increase a positive public perception of our office.**

- a. Personalized letter sent out with assessment notices completed by May 2011 to be mailed out with assessment notices.
- b. To host a symposium for the Assessor's Office by April 2011.
- c. Focus group of real estate agents by April 2011.
- d. To be a leader in mobile implementation and nationally recognized by September 2011.

**4. To increase exposure of the five values to the general public.**

- a. Excellence, Integrity, Commitment, Respect, Continuous Learning and Accountability.



# **ADA COUNTY ASSESSOR'S OFFICE**

## **Land Records Division**

### **MISSION**

*To compile Ada County property ownership records in support of assessment analysis and public inquiry.*

### **GOALS AND OBJECTIVES**

- 1. To increase professionalism and motivation with a well-trained staff.**
  - a. To update job descriptions by July 2011.
  - b. To update and/or create documentation for Land Records procedures by April 2011.
  - c. To train deeds staff in ArcGIS editing techniques by February 2011.
  
- 2. To continue working with appraisal staff in the move to mobile implementation.**
  - a. To update the internal and external web application using the Geocortex Essentials upgrade by July 2011.
  
- 3. To minimize workflow processes to maximize efficiencies and effectiveness.**
  - a. To integrate GIS mapping technologies into the deed processing workflow by April 2011.
  - b. To move our base-map data from a coverage data model to the geodatabase format by January 2011.
  - c. To incorporate quality control methods into parcel maintenance by December 2010.

4. **To improve county addressing processes.**
  - a. To incorporate addressing maintenance and workflow methods into GIS mapping database by December 2010.
  - b. To develop and address point database by July 2011.
  - c. To update the Address and Street Name Ordinance and Process Manual.
  
5. **To improve communications with title companies and other agencies working in areas related to property ownership issues.**
  - a. To visit each title company during the next year to give an educational presentation. These visits will be coordinated with the Administrative staff and the Treasurer's Office staff.



## **ADA COUNTY ASSESSOR'S OFFICE Motor Vehicles Division**

### **MISSION**

*To provide efficient customer service to the public when registering and titling motor vehicles.*

### **GOALS AND OBJECTIVES**

- 1. Increase management courses in skill development and employee coaching.**
  - a. To complete three courses or seminars in management by December 2011.
  - b. To document completed management classes or seminars for quick reference of take-aways by January 2012.
  
- 2. Eliminate non-value added steps in our processes.**
  - a. To develop a timeline/baseline for obtaining independent office average wait times on like transactions by October 2011.
  - b. To develop a balance between efficiency and customer service variations-to maintain 5-minute average wait times measured by Q-Matic reports by November 2011.
  - c. To develop best practices document subsequent to office business needs by June 2011.
  
- 3. Improve the quality of accounting data based upon results from motor vehicle audit.**
  - a. To maintain communication lines between auditor, ITD, accountant and supervisors through correspondence and/or meetings by December 2011.
  - b. To review single sheet monitoring device indicating deleted and corrected records for quick identification by March 2011.
  - c. To develop best practices document for our daily deposit by June 2011.

**4. Increase exposure of office values in an effort to maintain integrity of public image.**

- a. To integrate office value vocabulary into performance metrics/evaluations by October 2011.

**5. Decrease down time by planning for catastrophic failures.**

- a. To identify two situations that would cease business functions for a period of time by October 2011.
- b. To develop staffing allocations for down time created by debilitating event by October 2011.
- c. Develop a “need to know” list of notification of failure/instance by April 2011.