

City Assessor Program Summary

	FY 2003-04 Actual	FY 2004-05 Amended	FY 2005-06 Proposed	FY 2005-06 Adopted	% Change
Expenditures	753,386	794,610	739,545	1,030,698	29.71
FTE	11	11	11	12	8.33

Department Mission

It is the mission of the Office of the City Assessor to appraise all real property in the city of Portsmouth annually at fair market value, using established assessment administration standards, methodology, and techniques.

Department Budget in Brief

There is no overall growth in the operating accounts of the FY06 budget submission. No new personnel are requested. Professional training, continuing education, and development will be emphasized in this budget cycle.

Department Operational Summary

Mass Appraisal is the process of valuing a group of properties as of a given date, using common data, standardized methods and statistical testing. Uniform and accurate valuation of real property in the city requires us to establish effective procedures for collection and maintaining property data such as property ownership, location, size, use, physical characteristics, sales prices, rents, costs and operating expenses. This data is also used for performance audits, defense of appeals, public relations, and management information.

Public Relations comprise a very integral part of the work of the Assessor's Office. Individuals and groups included in the core constituencies have special needs and require special attention and communications. These groups include property owners, civic and professional organizations, lending institutions, developers, real estate appraisers and brokers, governmental agencies and policymakers, tax representatives, and the media.

The following subjects are included in our public relations efforts:

- Professional standards adopted
- Important dates and deadlines established
- Rules established for disclosure of different types of information and confidentiality of data
- Guidelines emphasized for daily interactions with the public
- Development of staff ability to respond to irate taxpayers
- Guidelines established for assessment hearings and appeals
- Vehicle identification changed from "Assessor's Office" to "Real Estate" to more properly identify to the public
- Telephone etiquette
- Assessment notices
- Internet website

Facilities, including furniture and office equipment are adequate at the present time. During the FY05 budget year, digital cameras were purchased for the use of the appraisal staff. One of our goals is to create a photographic file of properties within the city. Computer technology is currently state of the art, and the City of Portsmouth's Department of Information

**City
Assessor
Resource
Summary**

Technology has been approached by other localities regarding the purchase of the system programs developed for real estate records. Hardware, software, and peripherals meet the requirements for integration of the land records, mapping, GIS, and tax receivables.

Professional Development includes education, certification, and continuing education after certification. Courses on general valuation and administration are available on a continuing basis, in addition to courses on State law, procedures, and practices. According to the International Association of Assessing Officers, all assessing officers should attend at least thirty hours of classroom instruction annually.

Departmental Trends

This includes vigorous adherence to requirements and standards as set forth by the Commonwealth of Virginia and the International Association of Assessing Officers. Assessment levels have historically been low, resulting in Portsmouth having the highest real property tax rate in the region. Beginning in FY06, we will institute measures to correct the deficiencies in real property assessed values.

Expenditures	FY 2003-04 Actual	FY 2004-05 Amended	FY 2005-06 Proposed	FY 2005-06 Adopted
<i>Salaries</i>	390,986	417,761	443,202	470,337
<i>Benefits</i>	95,342	130,777	116,623	121,141
<i>Contractual Services</i>	(1,416)	250	261	250,261
<i>Materials and Supplies</i>	13,678	14,681	11,115	11,115
<i>Other Operating Expenses</i>	6,733	14,735	7,969	17,469
<i>Internal Service Charges & Expenses</i>	248,063	216,406	160,374	160,374
Total Expenditures	753,386	794,610	739,545	1,030,698