

CRCOG Assessment Benchmark

Capitol Region Council of Governments
Municipal Services

April 19, 2022



Agenda

- Benchmarking
- Assessment Analysis Overview
- Grand List Analysis
- Motor Vehicle Assessments
- Software
- Office Accessibility
- Recommendations



Assessment Benchmarking



Background: Interest from the governor's office regarding regionalization of assessment offices



Benchmarking: CRCOG conducted two surveys to get a better understanding of the current state of the region's assessment offices

Survey 1: December 2019

Topics:

- staffing
- appeals process



Survey 2: September 2021 to February 2022

Topics:

- frequency of revaluations
- assessment process
- use of vendors & software



Assessment Overview

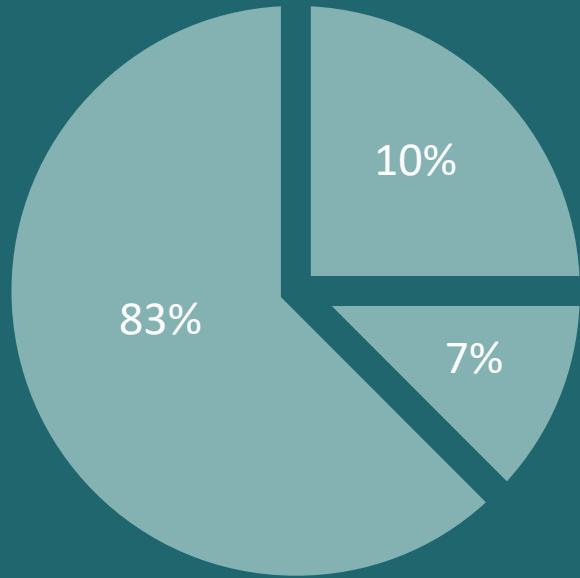
- 28 out of 38 towns responded to Survey 1
 - 34 out of 38 towns responded to Survey 2
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Average FTE: 3.3/town

Average Full-time work week: 35 hours



Grand List Analysis

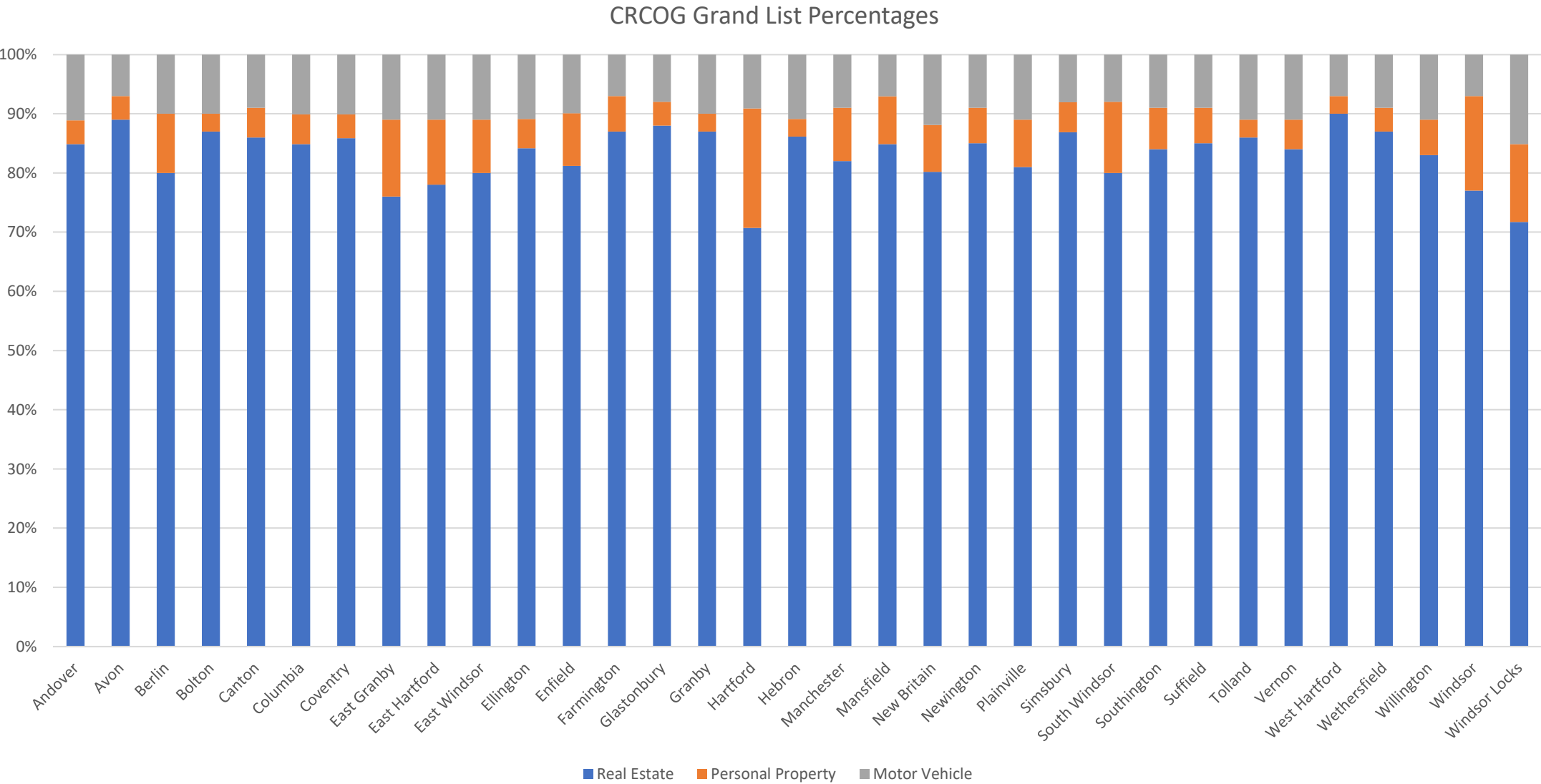


- *Hartford has the largest percentage of personal property assessments (20%)*
- *Windsor Locks has the largest percentage of motor vehicle assessments (15%)*

- Real estate assessments make up about 83% of the region's total net grand list
- Motor vehicle assessments make up 10%
- Personal property assessments make up 7%

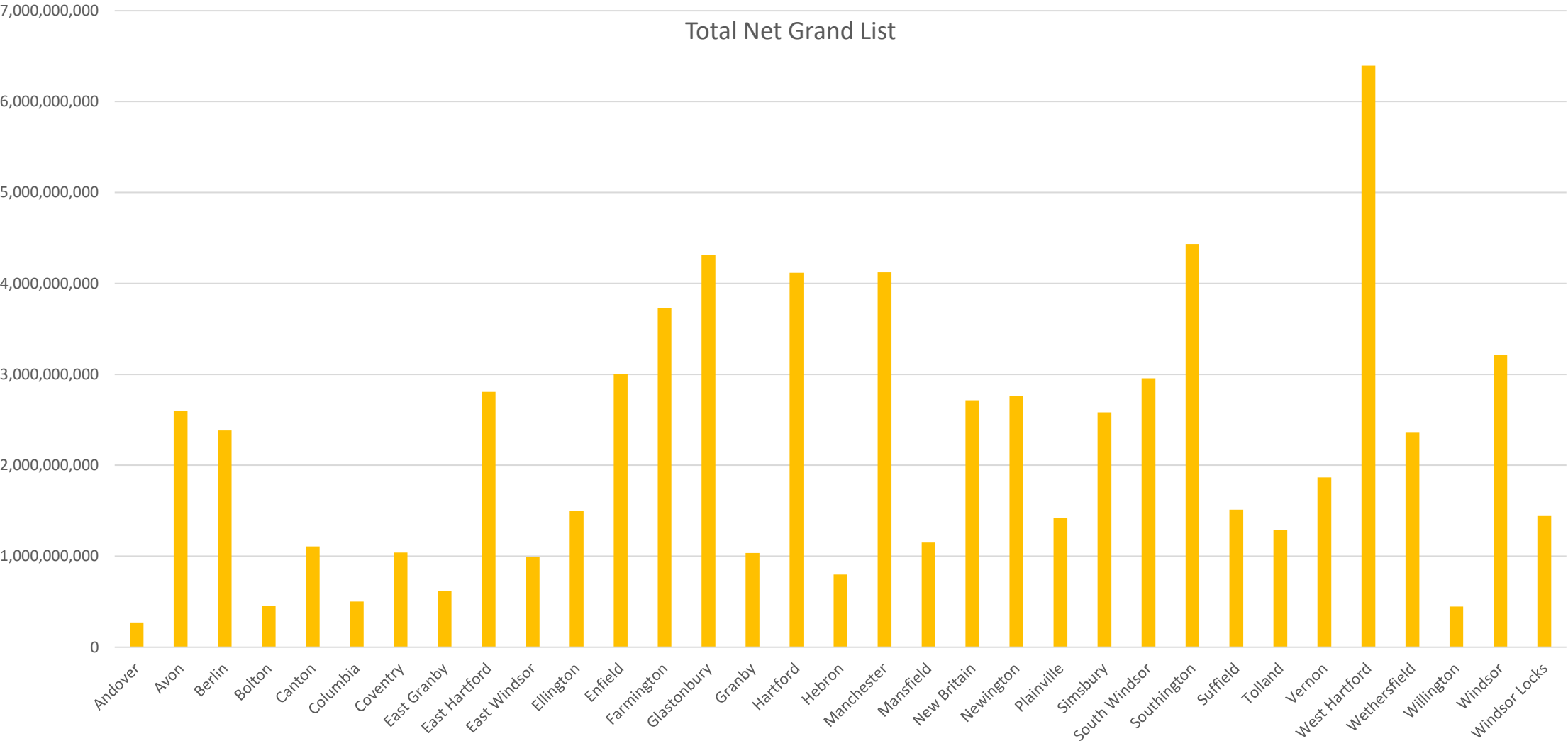
**Sourced from Grand List 2020 Data*

Grand List Composition by Town



**Sourced from Grand List 2020 Data*

Total Grand List by Town

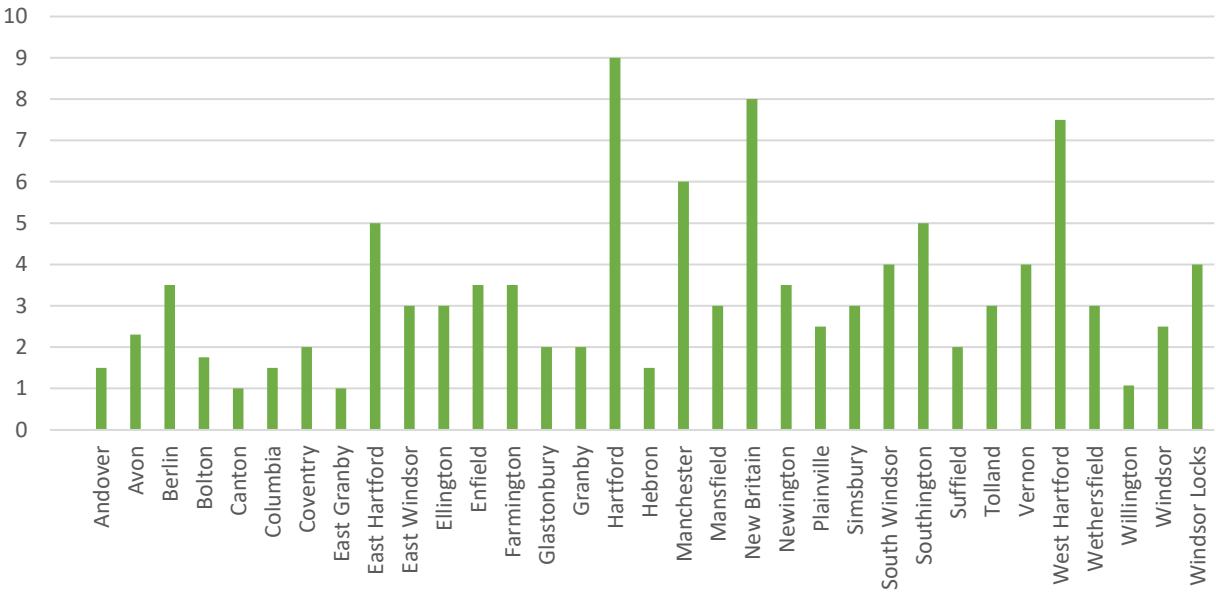


*West Hartford, Glastonbury, & Southington
have the largest total grand lists*

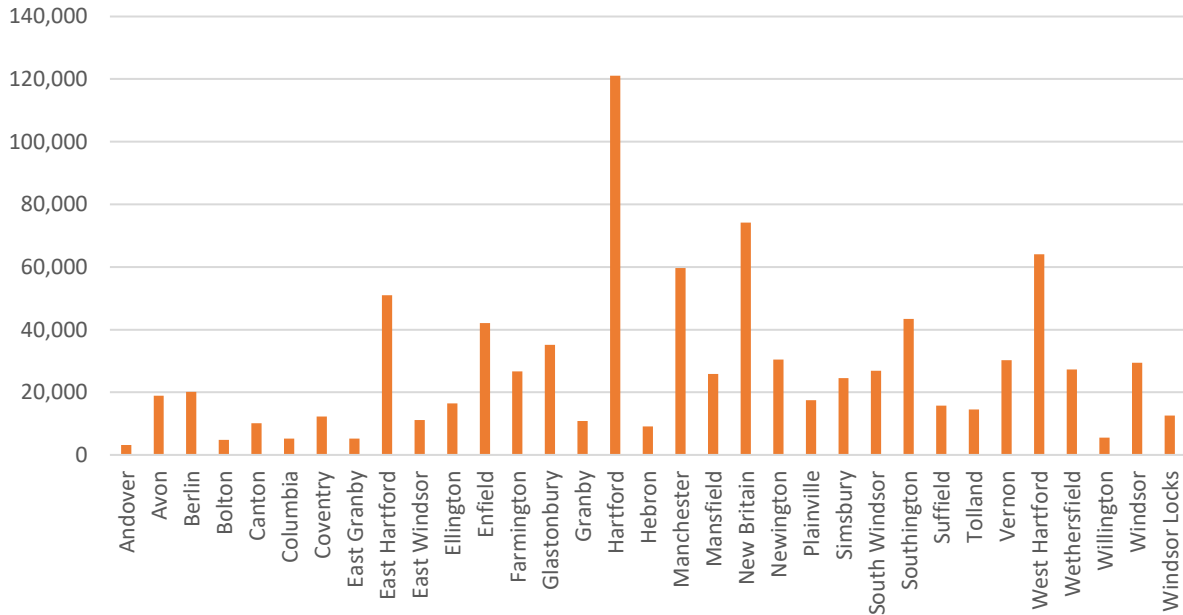
**Sourced from Grand List 2020 Data*

FTE's Compared to Population

FTE's By Town



Total Population as of July 1, 2020



*On average, the size of the assessor's office can be predicted by the municipality's population. However, population is not an indicator of the municipality's total grand list

Motor Vehicle Assessments



Motor vehicle assessments are conducted annually by municipalities



Most towns use a combination of purchase books and online information to determine retail value



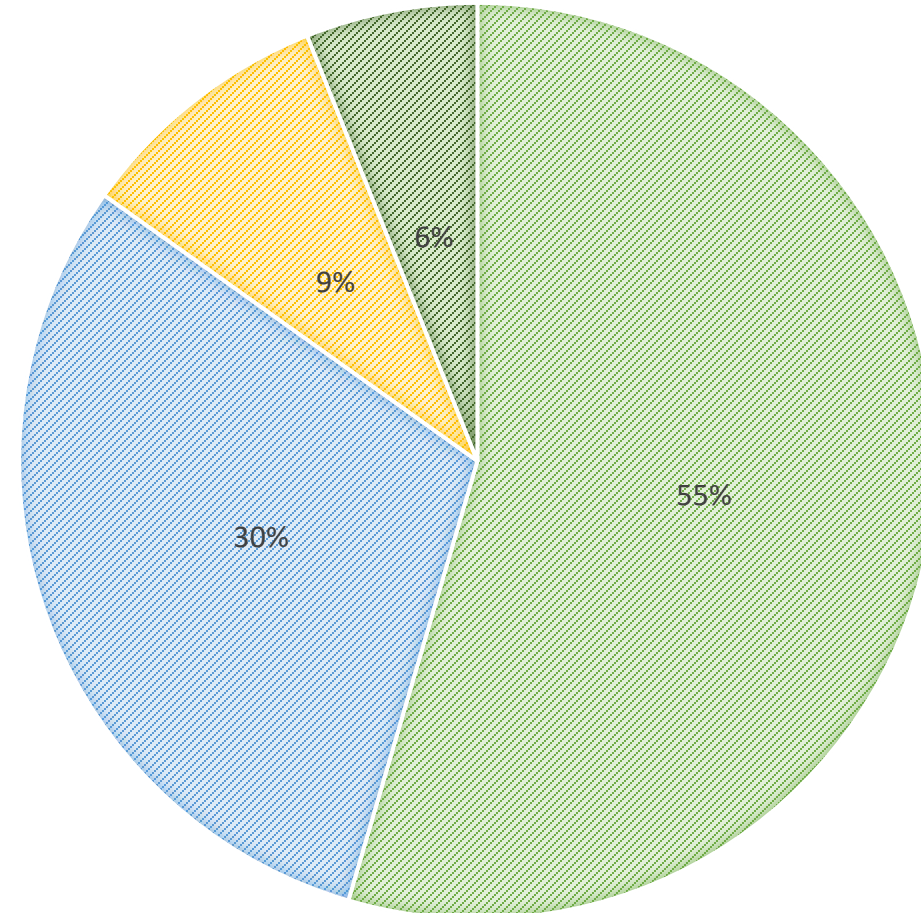
Municipalities receive an average of 30 motor vehicle appeals each year

Use of Software

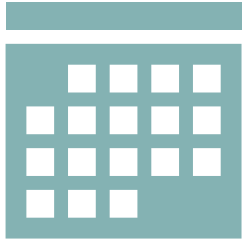
- Over 80% of CRCOG municipalities use CAMA software
- Many towns reported using vendors for field work, tax preparation, billing, & collection

ASSESSMENT SOFTWARE

■ Vision CAMA ■ eQuality CAMA ■ Tyler CAMA ■ Other



Office Accessibility to Public



Average Office Hours:
Monday to Friday
8:00am to 4:30pm



Most assessment
offices close early on
Fridays and are open
late at least one day
a week



All municipalities
surveyed allow walk-
in appointments.



73% of offices are
available to the
public through both
walk-in and
scheduled
appointments.

Recommendations

1. Standardization of CAMA software across the region



- Improve efficiency
- Streamline the type of information collected and how it is collected

2. Realign revaluation cycles



- Gain a better understanding of costs and methods used by municipalities
- Reveal the impact of revaluation on the number of appeals

3. Standardize motor vehicle assessment across the state



- Simplify the motor vehicle assessment process
- Reduce time and labor in local assessment offices

Thank

You.

