



City of Madison

Office of the City Assessor

Michelle Drea, Esq. City Assessor

City-County Building, Room 10

210 Martin Luther King, Jr. Blvd.

Madison, WI 53703

Phone: (608) 266-4531 | Fax: (608) 266-4257

assessor@cityofmadison.com

cityofmadison.com/assessor

Assessor Office Reorganization

General – Background

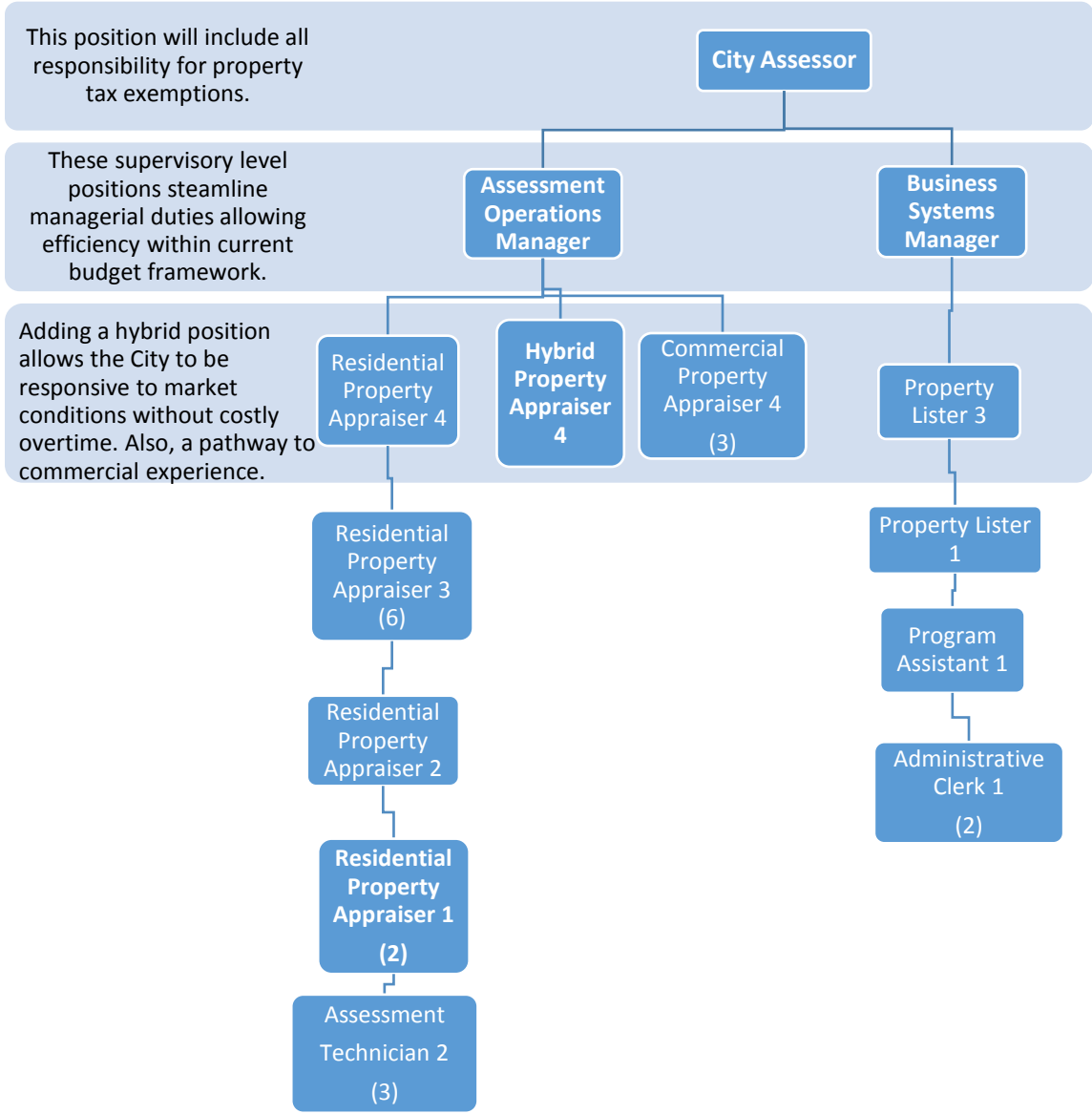
- Overall, this is a well-researched, staff invested, common sense approach to staffing our office without increasing our budget
- 6 month evaluation of staffing needs was undertaken to determine proposal
- Proposal done in concert with and has approval from labor and staff members
- To allow for objective evaluation, three empty positions were not filled. While necessary for evaluation, this is not adequate nor sustainable staffing for the office. Delays will exacerbate this issue.

Budget Impact

There is no budget impact. We will either hire within the reorganization structure or we will hire under the current structure...all within the same budget. I strongly prefer to hire more front line appraisal staff under the reorganization rather than maintain a management heavy structure (essentially 1 manager for every 5 – 6 staff). Please note that we have over 72, 000 parcels and 9 current appraisers.

Position Specific

- Residential and Commercial Manager positions combined into an Assessment Operations Manager. A high level view of this combination is to have a single manager dedicated to collecting data. This includes all appraisal practices in both residential and commercial arenas. To be efficient and effective, the two teams require a single manager to align practices, encourage teamwork, and provide extra resources.
 - Single supervisory position to manage data collection for all appraisers
- Recreate the Assessment Services Supervisor to the Assessment Business Systems Manager. A high view of this calibration is to have a manager dedicated to managing data. The data our office collects provides essential infrastructure for the City. This position is critical to that effort. It is evolving from a data input and processing position to managing data with the advent of CAMA and new software tools like Change Detection through Pictometry.
 - Single supervisory position to manage data flow for the office with a transition to CAMA in the near future requiring a revision of the position responsibilities
- Hybrid Appraiser – this position was created to allow for proactively budgeting a support position dedicated to responding to market conditions. Instead of relying on the inefficient and costly practice of overtime, this position has a percentage of time in the PD dedicated to supporting areas that have been impacted most by the market on an annual basis. The precise areas are impossible to predict, thus, the position required fluidity in terms of assignment. This will allow for support that is proactively budgeted rather than to rely on systemic overtime costs and overwhelmed personnel.
 - Will allow us to avoid costly overtime with proactive budgeting and creates a path from residential to commercial appraisal that does not currently exist (increased opportunity which was a goal identified in our Performance Excellence action plan)
- City Assessor – this position should be solely responsible for property tax exemptions within the City. Currently, the responsibility for them is sprinkled throughout 4 PDs. This is ineffective. Property tax determinations are paramount for our city's tax base causing shifts in the tax burden and often litigated. Managing them through a single source is critical. Further, more involvement with day to day valuations and staffing is important to ensure an office that leads the state in practices and process. Fine tuning the responsibilities of this position, essentially taking on more work, allows others to do more in their respective PDs which ultimately makes room for new hires.
 - We should be expecting more contribution from this position. Further, exemptions belong with a single source due to their impact on the City and frequent litigation.



Please note that the new or impacted positions are highlighted in bold.

Assessor's Office Organizational Chart

2018

