



To achieve success in administering Tennessee's Property Tax System, we hold to our Core Values in everything we do.

HONESTY - INTEGRITY - ACCURACY - RELIABILITY - ACCOUNTABILITY

The Core Values of the Division of Property Assessments are those values we hold which form the foundation on which we perform our work and conduct ourselves. We have many values, but some of them are so crucial, so important to us that throughout the changes in society, government, politics, and technology they are still the Core Values we will abide by. In an ever-changing world, Core Values are constant. Core Values are not descriptions of the work we do or the plans we implement to accomplish our mission. The Values underlie our work, how we interact with each other, and which strategies we employ to fulfill our mission. The Core Values are the basic elements of how we go about our work. They are the practices we use every day.

DIVISION OF PROPERTY ASSESSMENTS

July 1, 2014 - June 30, 2015

2015

ANNUAL REPORT

OUR GOALS ARE ...

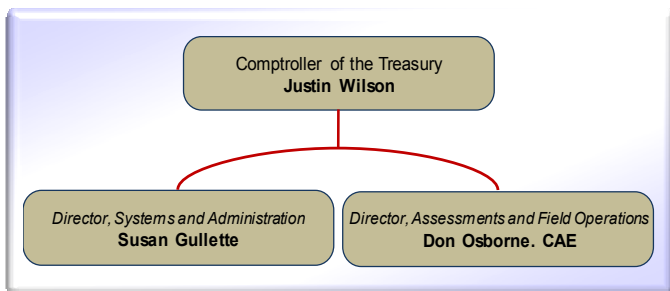
- To ensure the professional administration of property tax programs in all taxing jurisdictions pursuant to T.C.A. § 67-1-201 through 67-1-514, 1 through 10, T.C.A. § 67-5-101 through 67-5-1703.
- To ensure a standardized record-keeping system for all property tax records through the continued use of the division's computerized appraisal and tax billing system.
- To ensure an up-to-date and equitable property tax base in all taxing jurisdictions through continuing county reappraisal efforts and the maintenance of the division's computer assisted mass appraisal system, pursuant to T.C.A. § 67-5-1601 through 67-5-1603.
- To ensure a high degree of competency and a broad base of appraisal knowledge through the division's Assessment Certification and Education Program.
- To administer the Property Tax Relief Program in a manner that all qualifying low-income elderly, disabled, disabled veterans and surviving spouses of disabled veterans will receive timely and accurate rebates.
- To monitor and assist local jurisdictions with the Property Tax Freeze program through use of the Comptroller's web-based Tax Freeze System.
- To accomplish appraisal ratio studies in every county as determined by the State Board of Equalization and pursuant to T.C.A. § 67-5-1604 through 67-5-1606.
- To monitor on-site review and valuation of properties, provide valuation assistance, develop valuation indexes and audit assessor performance in accordance with T.C.A. § 67-5-1601 (d)(1).

ADMINISTRATION

The Administration section is responsible for managing the Assessor Certification and Education Program in addition to the development, implementation, and monitoring of the division's annual operating budget. Administration also oversees the annual strategic plan and risk assessment for the division.

- During Fiscal Year (FY) 2015, technical appraisal training was provided to 334 students through 18 courses and workshops that were held in various locations across the state.
- The County Equalization Board Seminars were attended by approximately 288 participants in 5 locations across the state.
- The Personal Property Seminars were attended by approximately 178 participants in 4 locations across the state.
- The 2014 Assessor Retreat was attended by approximately 193 state and county government participants representing 64 counties from across the state.
- Currently the Assessment Certification and Education Program has a total of 70 Tennessee Master Assessor (TMA) and 82 Tennessee Certified Assessor (TCA) certification holders, in addition to 11 Certified Assessment Evaluator (CAE), 12 Residential Evaluation Specialist (RES), 18 Assessment Administration Specialist (AAS) and 8 Cadastral Mapping Specialist (CMS) IAAO designation holders that are active.
- The Assessment Certification and Education Program awarded 4 TMA, 7 Assessment Level IV, 12 TCA, 10 Assessment Level II, and 28 Assessment Level I certifications this fiscal year.
- The State Board of Equalization will make incentive compensation payments (county employees only) to 6 CAE, 42 TMA and 25 TCA designation/certification holders in good standing.

Property Assessments Organization



SYSTEMS

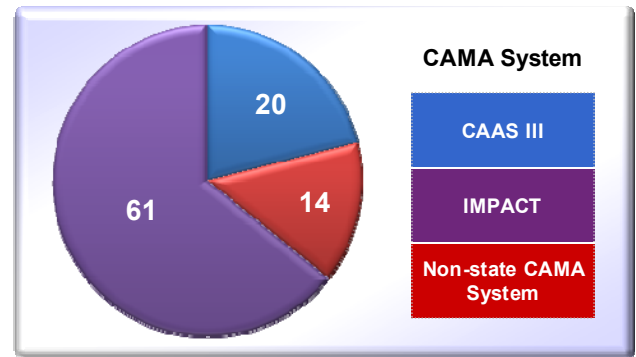
- **The Integrated Multi Processing of Administrative and CAMA Technology (IMPACT)** system is the largest software application project today in the Office of the Comptroller. IMPACT replaces multiple legacy systems and databases, plus a variety of individual spreadsheets and charts. Among the many benefits of IMPACT, the new system introduces a single relational database that allows the business areas to share dependent data, removing redundant manual entry and reconciliation tasks.



- ♦ Training is conducted by personnel from our area offices. This continues to be successful. The area office personnel are familiar with the individual county offices, as most of them have been working with them for years. Having local staff train also allows for more individual time with the users. Training consists of a mix of lecture and hands on exercises for a period of five days. This process has been very well received by both trainers and county staff users.

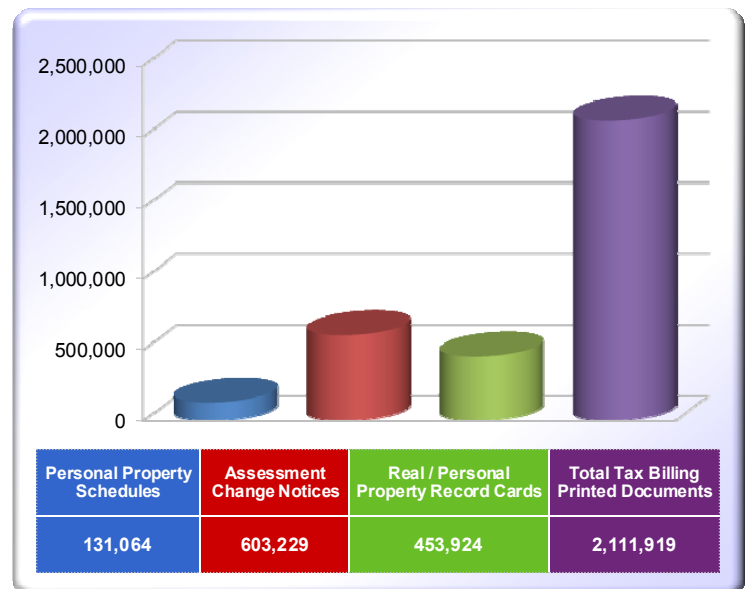
Tennessee CAMA Systems

*There are no longer any counties using the CAAS IV system.



- ♦ For FY 2015, 61 counties are currently on the IMPACT system. Additional counties will be added throughout FY 2016.
- **Assessment Systems** is comprised of 11 employees located in the DPA's Nashville office. Assessment Systems assists both county and city local tax authorities with the preparation of their annual tax billing documents and data.
 - ♦ **Computer Assisted Appraisal System (CAAS)**
 - ✓ 53,007 personal property schedules were printed
 - ✓ 300,300 assessment change notices were printed
 - ✓ 408,600 real and personal property record cards were printed
 - ✓ 60,000 property tax roll pages were printed (24 parcels per page)
 - ✓ 401,600 property tax notices were printed
 - ✓ 105,400 property tax receipts were printed
 - ♦ **IMPACT**
 - ✓ 78,057 personal property schedules were printed
 - ✓ 302,929 assessment change notices were printed
 - ✓ 45,324 real and personal property record cards were printed
 - ✓ 58,825 property tax roll pages were printed (24 parcels per page)
 - ✓ 234,994 property tax notices were printed
 - ✓ 62,883 property tax receipts were printed

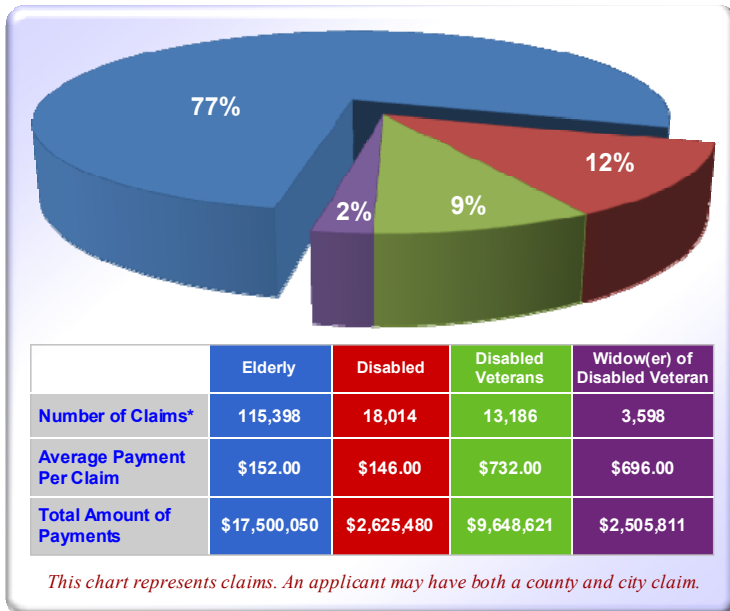
2014 Parcels/Records Processed by Assessment Systems



- **Property Tax Relief** is comprised of 14 employees located in the DPA's Nashville office that process all Tax Relief applications statewide. The Property Tax Relief Program helps pay the taxes or a portion of an elderly, disabled, disabled veteran or widow(er) homeowner's taxes who meet the criteria.
- ♦ For FY 2015, \$28.4 million was appropriated for the Tax Year (TY) 2014 Tax Relief Program. An additional \$5 million was appropriated afterwards. The pie chart (below) represents the dollar amount paid to each classification across the state.
- ♦ The Tax Relief Program sent out over 140,000 vouchers to returning applicants to assist with property taxes for TY 2014.
- ♦ Over 18,000 new applications were received for TY 2014.
- ♦ Over 150,000 claims were approved for TY 2014 totaling \$32 million.

Percentage of Tax Year 2014 Tax Relief Claims by Classification

*TY2014 processing is not complete. Pending applications are not included.



- **Property Tax Freeze** was enacted in 2007 and since its enactment the Property Tax Freeze Program has been adopted by 23 counties and 28 cities across the state.

SPECIAL PROJECTS

- Work accomplished relative to special projects during FY 2014-2015:
 - ♦ Completed development on a local version of an IMPACT property record card for use with the state MapViewer GIS viewing and analysis application. Implementation is expected to begin soon.
 - ♦ Developed specifications and worked with ESRI toward a new version of MapViewer using current technology. Functioning prototype code has been written and additional work is proceeding on this effort.
 - ♦ Performed analysis and projections regarding Tax Relief legislation
 - ♦ Consulted on general Tax Freeze issues
 - ♦ Cross-trained other division personnel on IMPACT reappraisal and data analysis functions
 - ✓ IMPACT data conversion validation
 - ✓ Creation of IMPACT setup tables and data for reappraisal
 - ✓ Implementing new reappraisal values in IMPACT
 - ✓ Validation of data submissions from counties not using the state CAMA system

- ♦ Provided IMPACT assistance
 - ✓ Research and resolution of technical issues
 - ✓ Testing of enhancements
 - ✓ Development of assessment data extracts
 - ✓ Development of special queries and reports
 - ✓ Training and support for Tax Freeze assessment functionality

IMPACT PROPERTY RECORD CARD FOR MAPVIEWER

LEGAL SERVICES

The following is a summary of legislation that passed during the 2015 Session that will affect property tax administration along with relevant opinions from the Attorney General's Office.

- **Tennessee Attorney General Opinions**
 - ♦ Opinion No. 14-103
 - ♦ Opinion No. 15-41
 - ♦ Opinion No. 15-22
 - ♦ Opinion No. 15-45
- **Comptroller Legislation**
 - ♦ Public Chapter No. 44
 - ♦ Public Chapter No. 211
 - ♦ Public Chapter No. 71
 - ♦ Public Chapter No. 215
 - ♦ Public Chapter No. 136
- **Other Legislation Involving Property/Property Taxes**
 - ♦ Public Chapter No. 193
 - ♦ Public Chapter No. 456
 - ♦ Public Chapter No. 222
 - ♦ Public Chapter No. 471
 - ♦ Public Chapter No. 226
 - ♦ Public Chapter No. 481
 - ♦ Public Chapter No. 410
 - ♦ Public Chapter No. 486
 - ♦ Public Chapter No. 414
 - ♦ Public Chapter No. 519
 - ♦ Public Chapter No. 455
 - ♦ Public Chapter No. 524

Detailed information on this legislation can be found on the Tennessee General Assembly's website at www.capitol.tn.gov.

Visit us on the web at www.comptroller.tn.gov/pa/

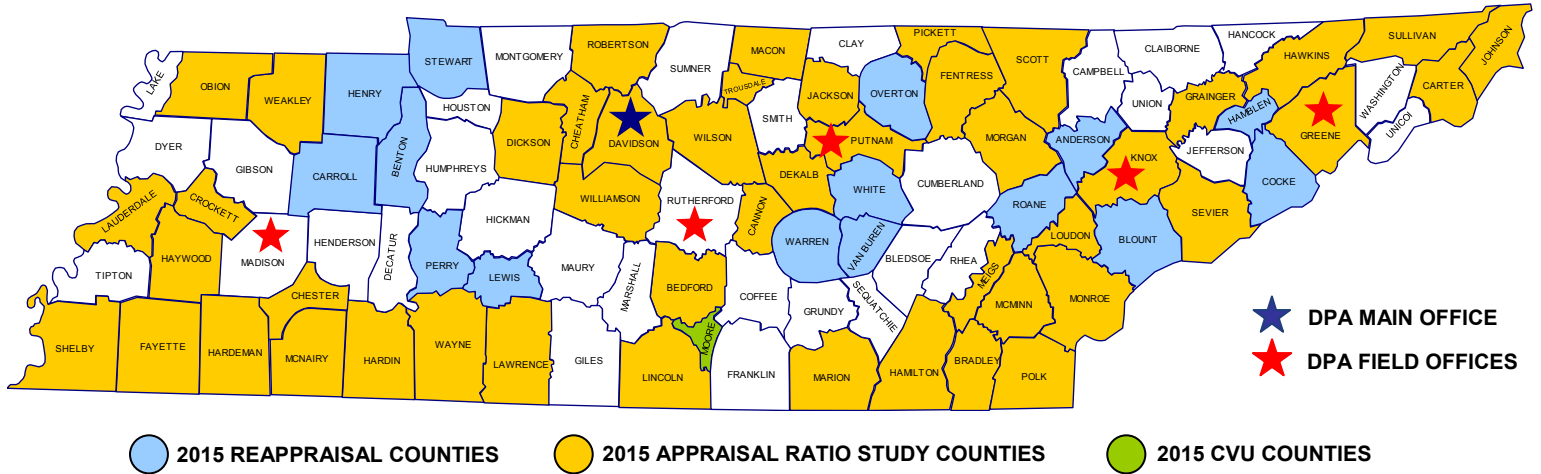
Comptroller of the Treasury, Division of Property Assessments. Authorization No. 307185, 0 copies, June 30, 2015. Promulgated at a cost of \$0.00 per copy.

FIELD OPERATIONS

Field Operations is comprised of approximately 62 employees assigned to 3 assessment areas operating in 5 field offices located throughout the state, as well as in the DPA's Nashville office. The field staff monitors the quality and quantity of annual maintenance and the visual inspection cycle and reappraisal programs performed by the assessors. In addition, Field Operations also provides technical assistance to assessors, develops current value updates, conducts appraisal ratio studies, and assists in defending property values in appeals as requested.

- Appraisal ratio studies were performed in 47 counties for 2015 pursuant to T.C.A. § 67-5-1604 and 1605.

- Fifteen (15) counties were reappraised in accordance with reappraisal plans submitted by assessors of property and approved by the SBOE pursuant to T.C.A. § 67-5-1601.
- Current Value Update analysis was performed in 1 county in accordance with T.C.A. § 67-5-1601.
- Monitoring activities were conducted in all 95 counties to ensure the accuracy of the property characteristic data, sales information, mapping and administrative functions.
- County personal property audit programs initiated in January 1998 continue to improve the uniformity and equity of personal property.



COUNTY	2014 PARCEL COUNTS	2015 APPRAISAL RATIOS	COUNTY	2014 PARCEL COUNTS	2015 APPRAISAL RATIOS	COUNTY	2014 PARCEL COUNTS	2015 APPRAISAL RATIOS
ANDERSON	37,112	1.0000	HAMILTON	148,776	0.9700	MORGAN	14,942	0.9660
BEDFORD	21,098	0.9853	HANCOCK	5,764	1.0283	OBION	18,939	0.9808
BENTON	15,919	1.0000	HARDEMAN	19,601	0.9586	OVERTON	14,705	1.0000
BLED SOE	11,210	1.0330	HARDIN	25,805	0.9368	PERRY	7,683	1.0000
BLOUNT	65,537	1.0000	HAWKINS	38,196	1.0406	PICKETT	5,631	1.0188
BRADLEY	46,059	0.9408	HAYWOOD	10,933	1.0321	POLK	12,603	1.0270
CAMPBELL	30,628	1.0000	HENDERSON	17,340	0.9932	PUTNAM	35,566	0.9458
CANNON	7,533	0.9623	HENRY	24,864	1.0000	RHEA	23,620	1.0000
CARROLL	18,417	1.0000	HICKMAN	17,580	1.0000	ROANE	34,770	1.0000
CARTER	31,337	0.9832	HOUSTON	5,984	1.0000	ROBERTSON	33,611	0.9576
CHEATHAM	20,611	0.9363	HUMPHREYS	12,180	0.9647	RUTHERFORD	98,558	1.0000
CHESTER	9,292	0.9769	JACKSON	8,614	1.0000	SCOTT	15,964	1.0189
CLAIBORNE	22,838	0.9794	JEFFERSON	33,360	1.0000	SEQUATCHIE	11,680	0.9760
CLAY	6,419	0.9500	JEHSON	13,861	1.0082	SEVIER	79,993	1.0031
COCKE	24,861	1.0000	KNOX	186,919	0.9634	SHELBY	331,362	0.9459
COFFEE	29,349	1.0000	LAKE	3,643	1.0000	SMITH	12,333	0.9922
CROCKETT	9,535	0.9836	LAUDERDALE	13,081	1.0780	STEWART	11,725	1.0000
CUMBERLAND	65,049	1.0045	LAWRENCE	23,295	0.9600	SULLIVAN	83,956	0.9651
DAVIDSON	229,616	0.8822	LEWIS	7,586	1.0000	SUMNER	71,456	1.0000
DECATUR	13,194	1.0000	LINCOLN	18,431	0.9618	TIPTON	29,883	1.0000
DEKALB	17,373	1.0356	LOUDON	32,835	0.9750	TROUSDALE	4,657	1.0000
DICKSON	25,527	0.9248	MCMINN	29,929	0.9709	UNICOI	10,770	0.9735
DYER	20,346	1.0000	MCNAIRY	17,808	0.9537	UNION	14,641	1.0414
FAYETTE	22,828	0.9447	MACON	12,914	1.0000	VAN BUREN	7,456	1.0000
FENTRESS	15,856	1.0000	MADISON	46,080	1.0000	WARREN	21,944	1.0000
FRANKLIN	24,002	0.9959	MARION	20,357	1.0200	WASHINGTON	58,183	1.0000
GIBSON	28,739	1.0000	MARSHALL	16,175	0.9757	WAYNE	12,312	0.9727
GILES	17,527	1.0094	MAURY	40,339	1.0000	WEAKLEY	19,339	0.9584
GRAINGER	15,722	1.0135	MEIGS	8,926	0.9753	WHITE	16,556	1.0000
GREENE	42,251	0.9826	MONROE	28,271	0.9993	WILLIAMSON	76,087	0.8878
GRUNDY	10,572	1.0000	MONTGOMERY	70,662	1.0000	WILSON	53,248	0.8925
HAMBLEN	29,403	1.0000	MOORE	3,837	0.9924	TOTAL	3,193,879	