

# DIVISION OF PROPERTY ASSESSMENTS

JULY 1, 2019 - JUNE 30, 2020

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.



*The mission of the Comptroller's Office is to make government work better.*

## OUR GOALS ARE ...

- To ensure the professional administration of property tax programs in all taxing jurisdictions pursuant to Tenn. Code Ann. §§ 67-1-201 through 67-1-514, and Tenn. Code Ann. §§ 67-5-101 through 67-5-1705.
- 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 Tenn. Code Ann. §§ 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 pursuant to Tenn. Code Ann. §§ 67-5-701 through 67-5-704.
- To monitor and assist local jurisdictions with the Property Tax Freeze program pursuant to Tenn. Code Ann. § 67-5-705.
- To accomplish appraisal ratio studies in every county as determined by the State Board of Equalization and pursuant to Tenn. Code Ann. §§ 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 Tenn. Code Ann. § 67-5-1601.

2020 ANNUAL REPORT

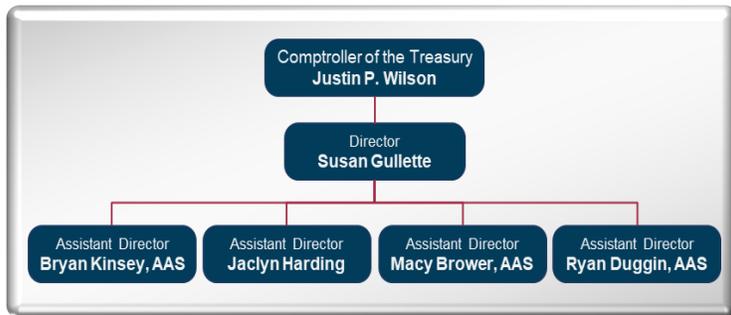


## ADMINISTRATION

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) 2020, technical appraisal training was provided to 290 students through 15 courses and workshops that were held in various locations across the state.
- The division assisted the State Board of Equalization (SBOE) in conducting County Equalization Board Seminars that were held virtually for 2020.
- The Personal Property Seminars were attended by approximately 202 participants in 5 locations across the state.
- The Tax Relief Seminars were attended by over 500 collecting officials in 9 locations across the state.
- The 2019 Assessor Retreat was attended by approximately 209 state and county government participants representing 65 counties from across the state.
- Currently, the Assessment Certification and Education Program has a total of 86 Tennessee Master Assessor (TMA) and 56 Tennessee Certified Assessor (TCA) certification holders, in addition to 5 Certified Assessment Evaluator (CAE), 12 Residential Evaluation Specialist (RES), 31 Assessment Administration Specialist (AAS), 6 Cadastral Mapping Specialist (CMS) and 1 Personal Property Specialist (PPS) IAAO designation holders that are active.
- The Assessment Certification and Education Program awarded 6 TMA, 2 TCA, 1 Assessment Level II, and 13 Assessment Level I certifications this fiscal year.
- The SBOE will make incentive compensation payments (county employees only) to 58 TMA, 25 TCA, 4 CAE, 7 RES and 16 AAS designation-/certification holders in good standing.

### Property Assessments Organization



## GIS/MAPPING

- **GIS/Mapping** is comprised of 11 employees located in the DPA Nashville office and one in the Knoxville DPA office. This section develops and uses Geographic Information Systems (GIS) technology to assist the division and local assessors of property in daily operations. GIS/Mapping serves as the liaison to the U.S. Census Bureau's Local Redistricting Data Program. Using census data, the section produces local maps, as well as publishes county commission district and voting precinct maps. The GIS/Mapping section also assists Tennessee's counties with maintenance of property ownership maps.
- ◆ Began teaching improved Basic Mapping course with hands-on GIS component
- ◆ Delivered GIS training and support to counties across the state
- ◆ Added new and supported existing GIS technologies within multiple divisions of the Comptroller's office

- ◆ Collaborated with TDOT to improve timeliness of aerial imagery used in various applications and provided to assessors' offices
- ◆ Continued preparations for the 2021 redistricting effort
- ◆ Updated the Land Use Model with current assessment data to assist planners and economic development
- ◆ Began rollout of GeoViewer, a web-based GIS/CAMA application that allows for searching and displaying property ownership, location, and assessment data for the 84 IMPACT counties in Tennessee
- ◆ Leveraged GIS to support tornado-damaged counties with geolocating and assessing storm damage to structures
- ◆ Assisted the Tennessee Department of Treasury with geocoding all claimed and unclaimed property in the State

## SYSTEMS

- **The Integrated Multi-Processing of Administrative and CAMA Technology (IMPACT)** system is a statewide computer-assisted mass appraisal (CAMA) system in use by 84 of Tennessee's 95 counties. IMPACT is a modern, web-based application that provides assessors' offices with the ability to appraise and assess both real and personal property in the administration of the local property tax. Through continuous upgrades and other enhancements, IMPACT ensures an "evergreen" CAMA system for local and state officials alike.

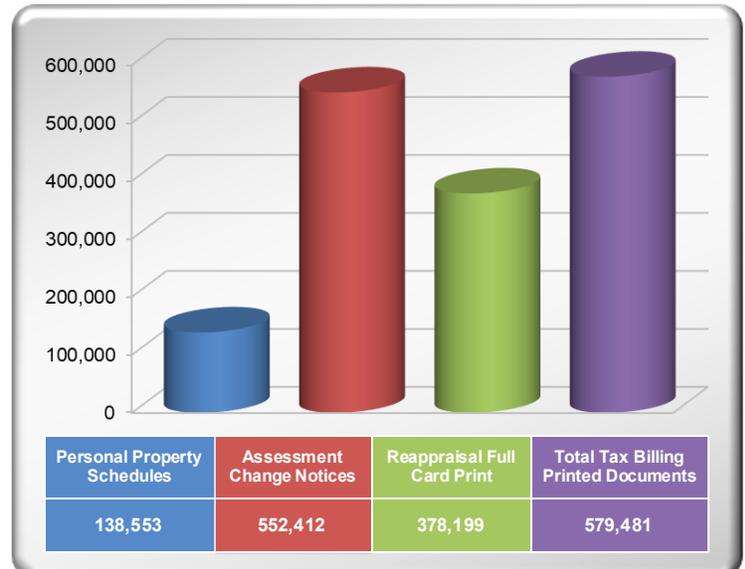


- **Assessment Systems** is comprised of 6 employees located in the DPA Nashville office. Assessment Systems assists both county and city local tax authorities with the preparation of their annual tax billing documents and data, generating an estimated \$2,124,217,748 in revenue for these jurisdictions.

### ◆ IMPACT

- ✓ Printed 138,553 personal property schedules
- ✓ Printed 552,412 assessment change notices
- ✓ Printed 378,199 reappraisal full county cards
- ✓ Printed 190,888 property tax roll pages (*24 parcels per page*)
- ✓ Printed 295,037 property tax notices
- ✓ Printed 93,556 property tax receipts

### 2019 Parcels/Records Processed by Assessment Systems

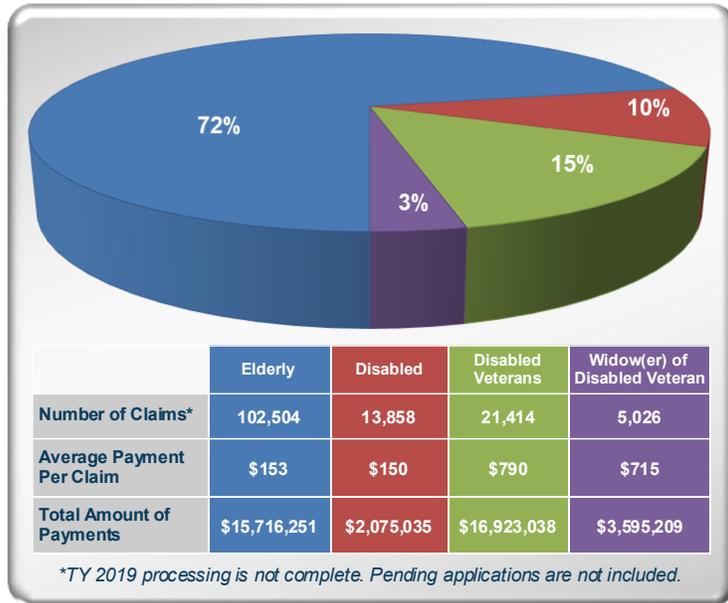


# PROPERTY TAX RELIEF

- **Property Tax Relief** is comprised of 12 employees located in the DPA 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 2020, \$41.2 million was appropriated for the Tax Year (TY) 2019 Tax Relief Program. The pie chart (below) represents the dollar amount paid to each classification across the state.
  - ◆ The Tax Relief Program sent out over 137,000 vouchers to returning applicants to assist with property taxes for TY 2019.
  - ◆ Received over 21,000 new applications for TY 2019
  - ◆ Approved over 140,000 claims for TY 2019 totaling over \$38 million

## Percentage of Tax Year 2019 Tax Relief Claims by Classification

*This chart represents claims. An applicant may have both a county and city claim.*



# PROPERTY TAX FREEZE

- **Property Tax Freeze** was enacted in 2007, and since its enactment, the Property Tax Freeze Program has been adopted by 23 counties and 33 cities across the state.

# SPECIAL PROJECTS

- Work accomplished relative to special projects during FY 2019-2020:
  - ◆ Legislation
    - ✓ Coordinated and produced fiscal notes for property tax legislation
    - ✓ Provided additional data and analysis for specific legislative requests
    - ✓ Tracked property tax legislation
  - ◆ Storm response – Coordinated division efforts by Field Operations, GIS and Assessment Systems groups to assist counties affected by tornadoes and severe storms in March and April
  - ◆ MAARS – Worked with Technology Solutions and division personnel on a new web-based version of the Mass Appraisal Analysis and Reporting System
  - ◆ Personal Property
    - ✓ Designed a new Intangible Personal Property Schedule and a calculation worksheet for assessors

- ✓ Assisted Personal Property staff with formulating enhancements to the Tangible Personal Property Rules as well as the reporting schedule and accompanying instruction sheet

**TENNESSEE INTANGIBLE PERSONAL PROPERTY SCHEDULE**  
Insurance Companies with Principal Office in Tennessee

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COMPLETE and RETURN to the COUNTY ASSESSOR OF PROPERTY NO LATER THAN **MARCH 1**.

County: \_\_\_\_\_ Tax Year: **2020**

Return to: \_\_\_\_\_

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In accordance with Tenn. Code Ann. § 67-5-1206, the president or chief financial officer of each insurance company principally located in Tennessee shall fill out and furnish under oath to the assessor of the county in which the principal office of such company is maintained an assessment schedule. The assessment schedule shall be derived from, and consistent with, the annual statement of such company as of the last day of the preceding calendar year as filed with the Commissioner of Commerce and Insurance.

- Name of company \_\_\_\_\_
- Name in which stock is listed \_\_\_\_\_
- Address \_\_\_\_\_
- City of principal office \_\_\_\_\_
- Date the company was first authorized and qualified to do insurance business. If the company is the continuing corporation resulting from a merger or consolidation, use the earliest date your predecessor corporations were authorized and qualified to do insurance business. \_\_\_\_\_
- Does your insurance company have stockholders? (Yes/No)  Yes  No

*The new Intangible Personal Property Schedule is a fillable PDF that can be completed electronically.*

- ◆ Field Mobile data collection app for IMPACT
  - ✓ Provided assistance to division field staff supporting Field Mobile in assessors' offices.
  - ✓ Tested an upcoming new release of Field Mobile and worked with Tyler Technologies to resolve issues
- ◆ GIS
  - ✓ Coordinated enhancements to the GIS / CAMA mismatch report
  - ✓ Managed extraction of property data and building sketch images from IMPACT for use with GIS on a regular basis
- ◆ IMPACT – Performed research and resolution of technical issues as well as testing of upgrades
- ◆ Tax Freeze
  - ✓ Provided Tax Freeze information and support to division personnel and local officials
  - ✓ Tested Tax Freeze interaction with new Tax Relief system (TRAMS)

# LEGAL SERVICES

The following is a summary of legislation that passed during the 2020 Session which will affect property tax administration.

- **Comptroller Legislation**
  - ◆ Public Chapter No. 521
- **Other Legislation Involving Property/Property Taxes**
  - ◆ Public Chapter No. 680
  - ◆ Public Chapter No. 787

*Detailed information on this legislation can be found on the Secretary of State's website at [www.sos.tn.gov](http://www.sos.tn.gov).*

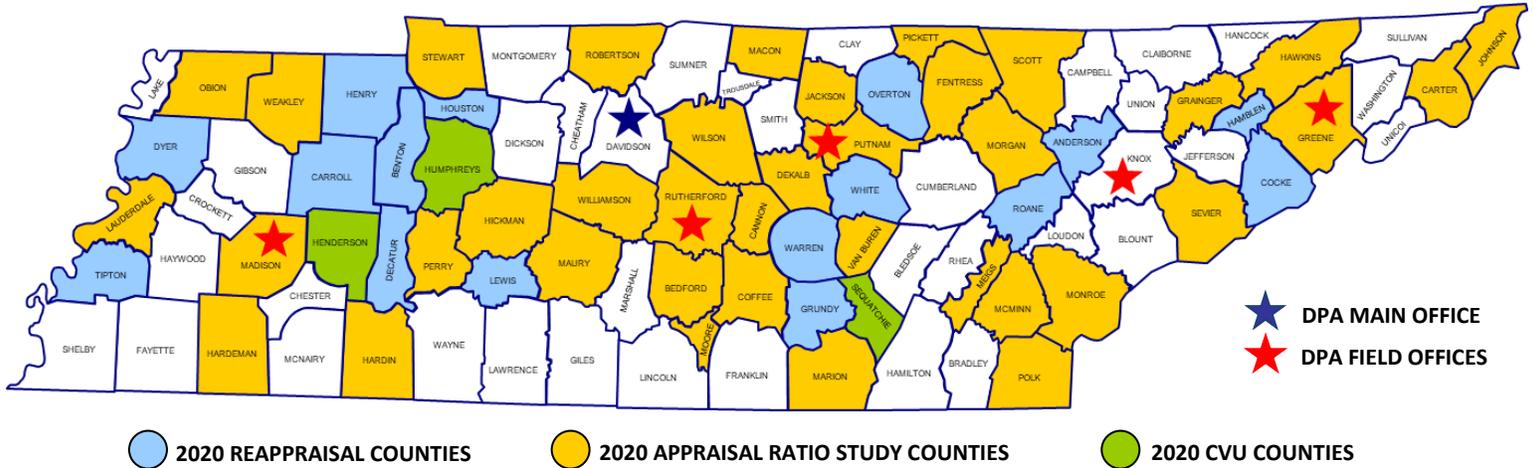
*Comptroller's Fraud, Waste and Abuse Hotline: **1.800.232.5454**  
[www.comptroller.tn.gov/hotline](http://www.comptroller.tn.gov/hotline)*

# FIELD OPERATIONS

Field Operations is comprised of 68 employees assigned to 2 assessment areas operating in 5 field offices located throughout the state, as well as in the DPA 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 38 counties for 2020 pursuant to Tenn. Code Ann. §§ 67-5-1604 and 1605.

- Sixteen (16) counties were reappraised in accordance with reappraisal plans submitted by assessors of property and approved by the SBOE pursuant to Tenn. Code Ann. § 67-5-1601.
- Current Value Update analysis was performed in 3 counties in accordance with Tenn. Code Ann. § 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	2019 PARCEL COUNTS	2020 APPRAISAL RATIOS	COUNTY	2019 PARCEL COUNTS	2020 APPRAISAL RATIOS	COUNTY	2019 PARCEL COUNTS	2020 APPRAISAL RATIOS
ANDERSON	38,125	1.0000	HAMILTON	157,428	0.8994	MORGAN	15,781	0.8729
BEDFORD	22,335	0.7081	HANCOCK	6,101	0.9857	OBION	20,184	0.9171
BENTON	16,449	1.0000	HARDEMAN	20,591	0.9287	OVERTON	15,213	1.0000
BLEDSON	11,651	0.8909	HARDIN	27,215	0.9250	PERRY	8,280	0.9176
BLOUNT	68,395	1.0000	HAWKINS	39,791	0.8976	PICKETT	6,038	0.9372
BRADLEY	49,543	0.8717	HAYWOOD	11,423	1.0000	POLK	13,114	0.9218
CAMPBELL	30,117	1.0000	HENDERSON	18,495	0.9182	PUTNAM	37,577	0.8423
CANNON	8,018	0.8644	HENRY	25,920	1.0000	RHEA	22,387	1.0000
CARROLL	19,609	1.0000	HICKMAN	18,518	0.9200	ROANE	36,287	1.0000
CARTER	32,985	0.8313	HOUSTON	6,424	1.0000	ROBERTSON	34,448	0.8553
CHEATHAM	21,560	1.0000	HUMPHREYS	13,433	1.0000	RUTHERFORD	112,121	0.8858
CHESTER	9,996	0.9444	JACKSON	9,027	0.8765	SCOTT	16,117	0.9438
CLAIBORNE	23,754	0.8914	JEFFERSON	34,672	1.0000	SEQUATCHIE	12,008	0.9030
CLAY	6,818	1.0015	JOHNSON	14,398	0.8973	SEVIER	82,049	0.7271
COCKE	25,937	1.0000	KNOX	199,669	0.8774	SHELBY	352,345	0.8808
COFFEE	30,920	0.8550	LAKE	3,921	1.0000	SMITH	12,831	0.8780
CROCKETT	10,037	0.9571	LAUDERDALE	13,919	0.8910	STEWART	12,059	0.9122
CUMBERLAND	66,320	0.9109	LAWRENCE	24,680	0.9167	SULLIVAN	87,398	0.8783
DAVIDSON	247,608	0.8477	LEWIS	8,015	1.0000	SUMNER	78,507	1.0000
DECATUR	13,857	1.0000	LINCOLN	19,438	1.0000	TIPTON	31,004	1.0000
DEKALB	17,886	0.8171	LOUDON	34,185	0.9049	TROUSDALE	5,034	1.0000
DICKSON	27,209	1.0000	MCMINN	31,063	0.8684	UNICOI	11,234	0.8363
DYER	21,597	1.0000	MCMINNY	18,852	0.9671	UNION	15,376	0.9013
FAYETTE	23,949	0.8945	MACON	14,020	0.8437	VAN BUREN	7,203	0.8800
FENTRESS	16,273	0.9415	MADISON	48,530	0.9116	WARREN	22,974	1.0000
FRANKLIN	25,609	0.8899	MARION	21,764	0.8973	WASHINGTON	61,106	1.0000
GIBSON	30,525	1.0000	MARSHALL	17,189	0.8200	WAYNE	13,178	0.9347
GILES	18,424	0.8840	MAURY	44,800	0.8722	WEAKLEY	20,330	0.9326
GRAINGER	16,331	0.8958	MEIGS	9,390	0.8937	WHITE	17,426	1.0000
GREENE	43,671	0.8538	MONROE	29,351	0.9269	WILLIAMSON	92,236	0.8245
GRUNDY	11,229	1.0000	MONTGOMERY	78,242	1.0000	WILSON	60,608	0.7912
HAMBLEN	31,461	1.0000	MOORE	4,006	0.8820	<b>TOTAL</b>	<b>3,395,121</b>	