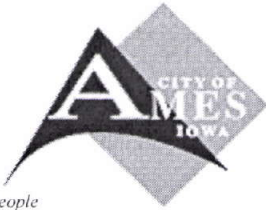


CB3



*Caring People
Quality Programs
Exceptional Service*

Memo

Mayor's Office

TO: Conference Board Members

FROM: Ann H. Campbell, Chair *Ann*

DATE: January 15, 2008

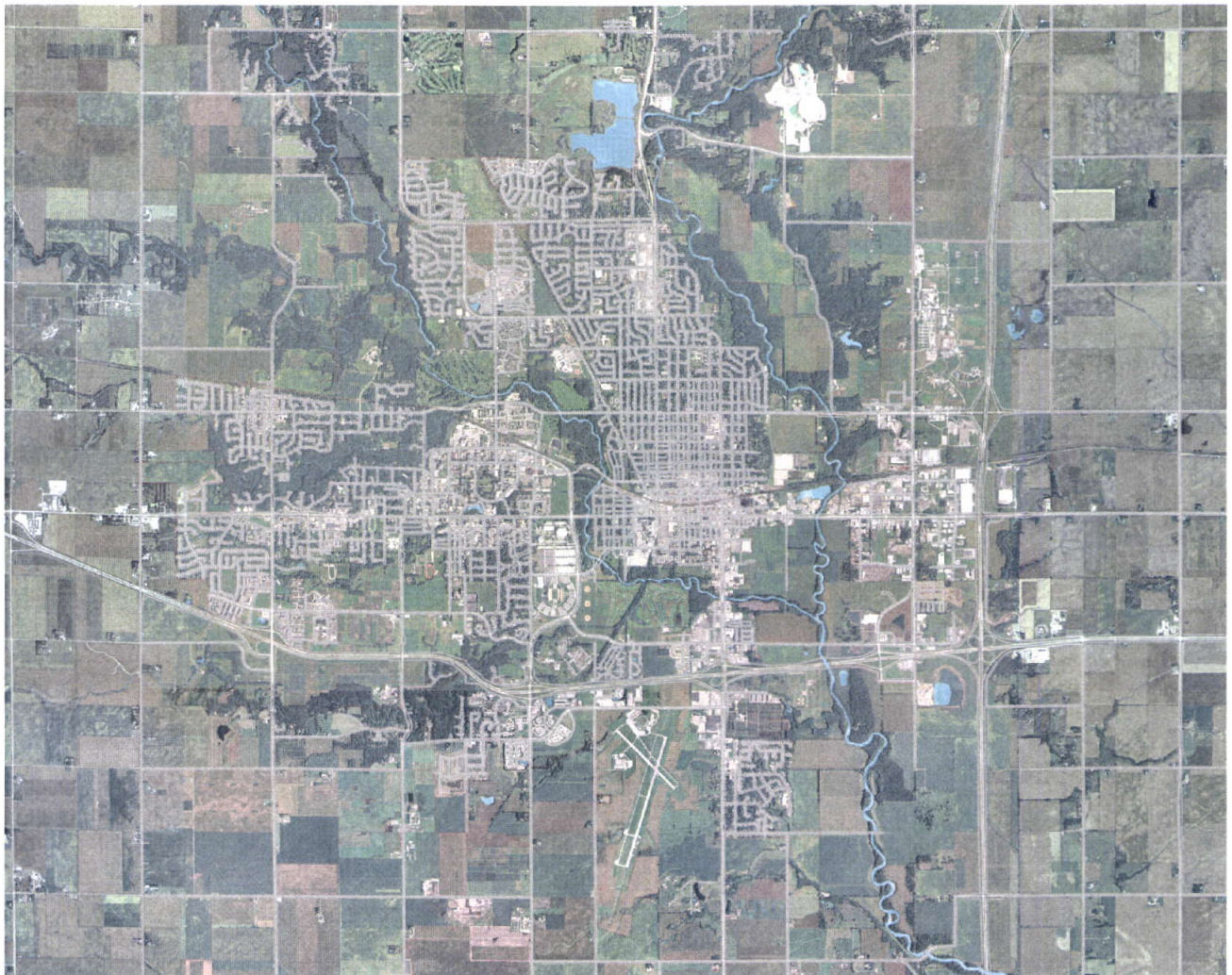
SUBJECT: Appointment to Board of Review

Lowell Greimann's term of office on the Board of Review expired December 31, 2007. Therefore, it will be necessary for the Conference Board to make an appointment to this position. Lowell was initially appointed to fill an unexpired term of office and has indicated that he would be willing to serve a full term.

It is my recommendation that the Conference Board reappoint Lowell Greimann to serve a six-year term on the Board of Review.

AHC/jlr

CITY ASSESSOR'S 2008-2009 REPORT TO THE AMES CITY CONFERENCE BOARD



CONFERENCE BOARD MEMBERS

AMES MAYOR ANN CAMPBELL, CHAIR

AMES CITY COUNCIL:

RYAN DOLL • MATTHEW GOODMAN • JAMI LARSON • RIAD MAHAYNI • JIM POPKEN • DAN RICE

AMES SCHOOL BOARD OF DIRECTORS:

ROY CAKERICE • GAIL JOHNSTON • MARY JURENKA • MIKE MURRAY • ANITA ROLLINS
PAUL SODDERS • FRANCIS TODEY

STORY COUNTY BOARD OF SUPERVISORS:

WAYNE CLINTON • JANE HALLIBURTON • JAMES STROHMAN

Ames City Assessor's Budget Proposal for the 2008-2009 Fiscal Year
For the Conference Board meeting at 6:30 p.m. on January 22, 2008

The following report outlines the structure, programs, duties and activities of the Ames City Assessor's Office. A line item budget proposal for the 2008-2009 fiscal year is attached (see **Attachment "A"**).

The Mini Conference Board met January 10th, 2008, to review the Assessor's budget proposal. Members present were Jami Larson, Ames City Council; Francis Todey, Ames School Board of Directors; and Wayne Clinton, Story County Board of Supervisors. Also present was Assessor Greg Lynch.

The majority of the meeting was spent discussing proposed salary increases. The members agreed upon a 3.50% cost of living increase with a merit pay increase not to exceed 1.50% of their total salaries. They also agreed that the Assessor's office would mirror the City of Ames' cost of living and/or merit rates for 2008-2009.

The Mini Board met again on January 16th, 2008, with the same members present. The Board recommended the reappointment of Gregory P. Lynch to a full six-year term that expires on December 31, 2014. He was hired in February of 2006 to fulfill the unexpired term of the previous assessor ending December 31, 2008.

CONFERENCE BOARD

Iowa assessment laws can be found in Chapter 441 of the *Iowa Code*. Other chapters affect the process and there are numerous administrative rules. The *Code* creates a Conference Board for each county. City Assessors are optional for cities with populations over 10,000. City Assessors are created by ordinance and a Conference Board is automatically created. The City Conference Board includes the City Council, School Board of Directors and County Board of Supervisors. The Mayor is chairperson. The Conference Board votes as three voting units, with a majority of the members present for each unit determining the unit's vote. At least two members of a voting unit must be present in order to vote.

The Conference Board must meet annually to propose a budget for publication. The Board must meet again to hold a budget hearing and approve a budget. The Ames City Conference Board has used a subcommittee called the Mini Conference Board to facilitate the budget discussion. Each of the three voting bodies appoints one member to the Mini Board to conduct a preliminary meeting to discuss budget proposals with the Assessor and report back to their full body. The Mini Board has also been used to draft a personnel policy handbook and advise the Assessor on policy issues.

The Conference Board appoints the Assessor, Examining Board and Board of Review. The Examining Board is activated when the Assessor position is vacant, or in the unlikely event of a Deputy Assessor appealing a termination or disciplinary action. Current members are Susan Hoshor, Ames City Council; Judie Hoffman, Ames School Board of Directors; and Donna Cowan, Story County Board of Supervisors.

BOARD OF REVIEW

The Ames Board of Review has five members. Members are appointed for staggered six-year terms. The *Code* requires members to have different occupations, and that at least one is experienced in real estate or construction. The Board of Review meets annually in a limited time frame to hear appeals. Most decisions from the Assessor can be appealed; for example, values, classification and exemptions. The expiration date for each member is:

Lowell Greimann	12/31/2007	Roy Zingg	12/31/2011
Thomas Jackson	12/31/2008	Joan Burrell	12/31/2012
Mary Jane Clithero	12/31/2010		

Lowell Greimann's term expired December 31, 2007. He has indicated his willingness to accept another term, and the Conference Board is asked to reappoint him.

ASSESSOR

The Conference Board appoints, or reappoints, an assessor for a six-year term. Iowa assessors are required to pass a comprehensive examination before being eligible to be appointed. In order to be reappointed, 150 hours of state-approved continuing education, of which at least 90 hours must be tested courses, are required during the six-year term.

The main duties of the Assessor are to classify and value all taxable property in the assessment jurisdiction. Iowa law requires reassessment in odd-numbered years and notification of changes of value in even-numbered years. Even-numbered year changes are typically new construction or renovation of existing structures. In odd-numbered years, the Ames office recalculates values and sends notices to property owners.

In addition, the Assessor administers multiple exemption programs. The most common is the homestead credit and military service exemption. Less common, but more problematic, are exemption claims for religious and charitable organizations.

In the course of classifying and valuing property in Ames, extensive property-related information is acquired. Public information laws require, and common sense dictates, that most of this information be readily available for review. This often involves considerable time and effort, but it is an essential part of the operation.

It is also important for the Conference Board members to fully understand what the Assessor does not do:

- Does not calculate or collect taxes.
- Does not set the level of value – the Assessor measures the level of value, as indicated by sales of real property in Ames.
- Does not make the laws and rules for assessments.

The most visible function of the office tends to be providing information to the public via the Internet or through requests in the office. However, the first priority and the primary effort of the office is discovering changes in real property; such as new construction, and maintaining the classification and values for the entire tax base of Ames.

In summary, the Assessor has a variety of duties and functions and is an integral component of local government operations.

VALUATION

The tax base changes from 2006 to 2007 were as follows:

Ames Taxable Valuations by Class: 100% Assessed Value (in Thousands of Dollars)				
Class	2006 Actual	2007 Value	Difference 2006 to 2007	% Change
Ag Land & Outbuildings	\$ 1,104	\$ 1,377	\$ 273	24.8%
Residential & Ag Dwellings	2,173,807	2,285,903	112,096	5.2%
Commercial	833,074	817,930	- 15,144	- 1.8%
Industrial	99,794	107,483	7,689	7.7%
Railroads	2,373	2,688	315	13.3%
Utilities except Gas & Electric	6,568	6,730	162	2.5%
Total except Gas & Electric	\$ 3,116,720	\$ 3,222,112	\$ 105,392	3.4%
Gas & Electric Valuation	6,045	6,980	935	15.5%
100% Assessed Value Total	\$ 3,122,765	\$ 3,229,092	\$ 106,327	3.4%

Source: Reported by Story County Auditor, December 10, 2007.

Ames Taxable Valuations by Class: Taxable (Rollback) Value (in Thousands of Dollars)				
Class	2006 Value	2007 Value	Difference 2006 to 2007	% Change
Ag Land & Outbuildings	\$ 1,104	\$ 1,241	\$ 137	12.4%
Residential & Ag Dwellings	990,378	1,007,633	17,255	1.7%
Commercial	833,074	815,731	-17,343	- 2.1%
Industrial	99,794	107,483	7,689	7.7%
Railroads	2,373	2,681	308	13.0%
Utilities except Gas & Electric	6,568	6,730	162	2.5%
Total	\$ 1,933,291	\$ 1,941,499	\$ 8,208	0.4%
Military Exemptions	-2,892	-2,946	-54	1.9%
Taxable Total ex Gas & Electric	\$ 1,930,399	\$ 1,938,554	\$ 8,155	0.4%
Gas & Electric Valuation	6,045	6,980	935	15.5%
Taxable Value Total	\$ 1,936,444	\$ 1,945,534	\$ 9,090	0.5%

Source: Reported by Story County Auditor, December 10, 2007.

Agricultural values increased due to revaluation. 100% of the assessed value was taxed for 2006 (taxes payable fall of 2007 and spring of 2008). The 2007 rollback factor is 90.1023%. This resulted in a decrease of 12.3% of taxable value for 2007.

Residential assessed values increased 5.2% overall (shown on the previous page). This was mainly due to new construction and conversion. The table on the bottom of this page explains the change in taxable value by category. The state-mandated rollback percentage removed a portion of the increased taxable value. 45.5596% of the assessed value was taxed for 2006 (taxes payable fall of 2007 and spring of 2008). The 2007 factor is 44.0803%. After the rollback reduction, the net change in taxable residential value is an increase of 1.7% (shown on the table on the bottom of the page) from 2006 to 2007. This is after adding the increased value for the condominium and cooperative housing conversion from commercial to residential.

Commercial assessed values experienced a net decrease of about 1.8% overall (shown on the previous page). There was a decrease of 2.1% (shown on the table on the bottom of the page) in taxable value. This loss was primarily due to court cases and the continued conversion of apartments to either condominiums or cooperative housing. The conversion to residential caused a 2.8% reduction (shown on the table on the bottom of this page). 100% of the assessed value was taxed for 2006 (taxes payable fall of 2007 and spring of 2008). The 2007 factor is 99.7312%. This resulted in a decrease of 0.3% of taxable value for 2007.

Owners are using conversion to housing cooperatives as a means to gain the benefits of the rollback that duplexes, houses and condominiums receive. For the 2008 assessment year, our office will be re-classifying approximately thirty-six of these properties.

Industrial assessed values increased a net amount of about 7.7% primarily due to expiring tax abatements.

A more detailed description of the reasons for the value changes for each class is illustrated in the following chart:

Class	2006 Taxable Value (in Thousands)	2007 Taxable Value (in Thousands)	Change from Revalue of Existing Property	Change from Class Transfers & Annexation	Net Change from New Construction & Buildings Removed	Change from Rollback Percentage	Change from New & Expiring Exemptions, TIF, Court Reductions, Equalization	Total Change 2006 to 2007 (in Thousands)
Residential	\$ 990,378	\$ 1,007,633	\$ 9,507	\$ 10,254	\$ 31,131	-\$ 33,815	\$ 178	\$ 17,255
% Changes			1.0%	1.0%	3.1%	- 3.4%	0.0%	1.7%
Commercial	\$ 833,074	\$ 815,731	-\$ 6,475	-\$ 23,158	\$ 20,094	-\$ 2,199	-\$ 5,605	-\$ 17,343
% Changes			- 0.8%	- 2.8%	2.4%	- 0.3%	- 0.7%	- 2.1%
Industrial	\$ 99,794	\$ 107,483	\$ 31	\$ 76	\$ 0	\$ 0	\$ 7,581	\$ 7,689
% Changes			0.0%	0.1%	0.0%	0.0%	7.6%	7.7%
Agricultural	\$ 1,104	\$ 1,241	\$ 217	\$ 30	\$ 0	-\$ 136	\$ 27	\$ 137
% Changes			19.6%	2.7%	0.0%	- 12.3%	2.4%	12.4%
Totals	\$ 1,924,350	\$ 1,932,089	\$ 3,280	-\$ 12,798	\$ 51,226	-\$ 36,150	\$ 2,182	\$ 7,739
% Changes			0.2%	- 0.7%	2.7%	- 1.9%	0.1%	0.4%

Note: Does not include state-assessed property

Sources: 2007 Abstract of Assessment; 2007 Reconciliation Report.

The overall change for the upcoming fiscal year is 0.4% more taxable value.

DEPARTMENT ACTIVITIES

Revaluation of existing properties is continuous with new notices usually being sent every odd-numbered year. Staff has been busy this fall and winter measuring, listing and valuing new construction and remodeled properties. The staff is constantly engaged in acquiring information about building changes, construction costs, selling prices and terms, and numerous other items that affect market value. Sales information is reviewed and investigated through letters and inspections. Due to the efforts of the entire staff, the Ames City Assessor's Office consistently ranks among the most uniform and equitable assessments in the state.

The new construction segment of the residential market remains strong, with significant new construction during 2007. The table on **Attachment "E"** shows the quarterly sales activity. The price per square foot is the most reliable indication of price increase. Annual percentage changes and cumulative changes since 1995 are the right two columns. This report does show that the sales price for new homes continues to increase. The average new home price is up approximately 6.6% as compared to 2006 (shown in the row heading "New construction sales"). The report does indicate that the overall sales volume for new homes has declined 14.4% from 118 in 2006 to 101 in 2007.

The overall sales volume for existing homes remained constant. There were 623 sales in 2007 compared to 621 in 2006. The average sale price per square foot increased 1.9% from \$118.73 in 2006 to \$120.99 in 2007 (shown in the row heading "Existing houses"). This coupled with a median sales ratio of 97.5 % for sales that are believed to be included in the Iowa Department of Revenue's sale ratio analysis for equalization leads me to the conclusion that a total residential revaluation for January 2008 isn't necessary. However, we are in the process of trying to identify pocket neighborhoods where the median sales ratio would indicate revaluation should occur.

In regards to our commercial properties, we estimate that our median sales ratio for 11 sales is 107%. (These sales are believed to be included in the Iowa Department of Revenue's sale ratio analysis for equalization.) This sample size isn't large enough on it's own to give an accurate reflection of value. The Iowa Department of Revenue is in the process of performing 12 equalization appraisals that will also be included in the calculation of the median sales ratio. Until those are completed, there is uncertainty as to whether or not a commercial revaluation will be needed.

ProVal, our new CAMA software, has been installed. We are working on configuring the ProVal tables in order to perform a smooth transfer of residential data from MicroSolve CAMA software into ProVal. This process has taken much longer than anticipated due to the complexity of learning the new software system. Staff will begin entering sketches and property information for the residential parcels once the 2008 values are entered. Approximately 99.5% of the commercial sketches have been entered.

Development of the website (www.amesassessor.org) continues. This continues to be our most active method of communication with the public. The data files created for the website are the backbone of real property information for several city and county departments. Map files are uploaded regularly from the Story County Auditor's files and data files are uploaded nightly from the county's real estate system and both assessors' offices. Digital photos for most properties are available on our website, but continue to require ongoing maintenance

GIS AND MAPPING

The MAPS Committee is an ongoing project that is currently funded through the special appraiser's fund. The Ames City Assessor's Office pays 50% and the Story County Assessor's Office pays the other 50% of the operating expenses. The County Auditor's Office provides a map technician and the county's Information Technology Department maintains and supports the GIS equipment and network in conjunction with the GIS Coordinator. The Ames Electrical, Planning and Public Works Departments are members of the operating committee, but provide their own equipment, some software and staff. The Story County Planning Department is also a member, providing some software, equipment and E-911 mapping services. Other members include County Conservation, and County Emergency Services. There is some participation from the City of Nevada, County Sheriff and County Engineer.

On December 21, the committee finalized the proposed MAPS budget for 2008-2009. A copy of this budget is included as **Attachment "C."**

The expenses on the **MAPS & GIS Project** line of my budget proposal are for software maintenance, new applications, maintenance of the website and training. With this budget, the cost of some software licenses has been shifted from MAPS to the individual departments. Also, in preparation for the aerials to be flown this spring (based on the 5-year plan), we are including \$70,000 in the 2008-2009 MAPS budget. Our portion will be \$35,000. This added to the \$70,000 total that has been held in reserve the past two years should cover this expense.

Matt Boeck is the GIS Coordinator. The committee is recommending \$65,100 for the salary. Our portion would be \$32,550.

STAFF

The full-time employees of the City Assessor's Office and their starting dates as full-time employees with the Assessor's office are:

- | | | |
|--|----------|------|
| ▪ Gregory P. Lynch, City Assessor | February | 2006 |
| ▪ W. Paul Overton, Chief Deputy Assessor | May | 1999 |
| ▪ Brenda M. Swaim, Appraiser II | December | 1996 |
| ▪ Mitchel K. Friedow, Appraiser II | October | 1998 |
| ▪ Dawn M. Tank, Office Assistant II | January | 2004 |
| ▪ Judy K. Heimerman, Office Assistant I | January | 1990 |

The current City Assessor's term expires December 31, 2008. The Mini Conference Board has recommended his reappointment for another term that will expire on December 31, 2014.

BUDGET PROPOSAL

Attachment "A" is the budget expense proposal. Explanations for various line item expenses follow:

Salaries: The City of Ames is recommending a total increase of 5.0% for 2008-2009. (This is based on conversations with Bob Kindred, Assistant City Manager, and Duane Pitcher, Director of Finance.) The expense items for the Assessor and all other staff are budgeted with a 3.50% cost of living increase and a 1.50% merit pool, for a total of 5.00%. (As always, exact salaries for staff will be based upon individual evaluations.) Aside from this increase, Mitchel Friedow will see an additional increase due to being promoted to Appraiser II.

Board of Review salaries are \$15.00 per hour. The Board is paid only for the time they are actually in session or reviewing appeals. In 2007, the Board hired a clerk to take the minutes. For budgeting purposes, we estimate that the clerk will need to put in 1.5 times the hours of the Board. The clerk is paid at a rate of \$12.50 per hour.

We currently employ two temporary, part-time staff members (interns) to assist in internal projects. In the past, we have included \$20,000 in the staff budget for this. (We pay them a maximum hourly rate of \$10.00.) I am increasing this amount to \$56,200 in order to start a revaluation project of residential properties. The International Association of Assessing Officers (IAAO) states that residential properties should be comprehensively reviewed every six years. Our last comprehensive review began in 1996 and was not complete until 2000. This means that some of the neighborhoods have not been reviewed in over 11 years. We currently anticipate this project taking two years, so the additional funding will be needed in next year's budget as well.

Health Insurance: The amount budgeted last year was based on our current staffing and use levels. The line includes 50% of the GIS Coordinator's flex benefits. I received notice that we could expect a 10% increase in health insurance costs for the upcoming fiscal year. This includes a pro-rated amount of the group workers' compensation insurance for the fiscal year.

Life and Disability Insurance: This line represents life and disability insurance from the city for all full-time employees.

Board of Review Expenses: This line represents payment of the Board's mileage and supplies.

Supplies, Telephone, Etc.: These amounts are mostly self-explanatory. Most are based on past experience and the city's estimate of charges for next year. The telephone line includes a monthly allowance of \$15 for the four full-time staff who have regular duties outside the office. The allowance is paid if the employee has a cell phone available for office use during work hours.

Mileage: This line includes mileage allowance for three of the full-time employees who use their private auto for work purposes. Employees must provide a copy of their insurance card and driver's license annually. In return for maintaining liability insurance and a dependable vehicle that is available to the employee during working hours, each full-time employee is paid monthly as follows:

Assessor	\$100
Deputy	\$90
Appraiser (1)	\$90

Excess mileage, above the allowance, will be paid at the current IRS reimbursement rate.

Since April 2007, Mitch Friedow, appraiser, has been using a pool vehicle provided by the city. The rate for it is \$0.450 per mile.

The total budgeted amount for mileage of \$11,300 is much higher than previous years due to the revaluation project. It is still far less than the cost of owning and operating a fleet of autos for the office.

Postage: Assessment rolls will be mailed for all parcels during April 2009. We plan to use a mail service for 2009 that will print, sort, and mail each notice, which will allow us to avoid considerable comp time accrual for the office assistants.

Data Processing & Software: This line typically includes the maintenance on existing software and upgrades as well as payments to the City's Information Services Department for use of the network within City Hall.

Components of this line item are:

City information services – network, Lotus Notes	\$ 4,826
Estimated CAMA software & ongoing support costs	\$ 8,453
Microsoft Office Pro Licenses	\$ 1,560
Backup Tape System	\$ 4,500
SPSS Annual Maintenance	\$ 625
MS Server Standard SA Renewal	\$ 117
CA BrightStor Backup Renewal	\$ 250
HP Server 1 Yr. Maintenance	\$ 1,000
ModPro	\$ 2,000
GIS Integration/Parcel Analyst	\$ 8,000
<u>Scanning Property Record Cards</u>	<u>\$ 9,000</u>
Total of major components (Rounded)	\$40,300

Our office had planned on purchasing Parcel Analyst during the 2007-2008 fiscal year, however we held off when we learned that the company that produces ProVal, our CAMA program, might be developing their own version of this GIS integration program. During 2008-2009, we plan to purchase a GIS integration program.

Education/Training/Certification: This line item will be the same as 2006-2007.

Equipment & Maintenance: This line item will be the same as 2006-2007.

Assessment Appeals: For 2007, 123 cases were filed to the newly created Property Assessment Appeal Board. 96 are residential condominium units located at 119 Stanton. 26 are residential condominium units located 210 Gray. The final one is the Kmart located on South Duff.

The 2007 Mediacom district court case was settled. It was settled in the same manner, as were the other 35 lawsuits that they filed in other jurisdictions. This resulted in a decrease in assessed value from \$3,020,116 to \$2,717,214 or a difference of \$302,902.

Contingency: This line is used for recurring and non-recurring expenses that do not fit a regular category.

At first glance, the 2008-2009 proposed budget increase of 16.3% appears extravagant. But in reality, if you were to itemize out the onetime special expenses (shown in the following table), the real percentage increase is only 6%.

This table illustrates these unusually large expenses:

2008-2009 Budget Less Special Expenses			
	FY 07-08 Actual & Estimated	FY 08-09 Proposed Budget	% Change ("Proposed" + "Actual & Estimated")
Aerial Photos		\$ 17,500	
Scanning Property Record Cards		\$ 9,000	
MAPS SDE Server for County		\$ 5,000	
Residential Revaluation Project (Year 1 of 2)		\$ 41,268	
Total Special Expenses		\$ 72,768	
Total Expenses per Attachment "A"	\$ 708,887	\$ 824,203	16.3%
Less: Total Special Expenses		\$ 72,768	
Total Expenses Less Special Expenses	\$ 708, 887	\$ 751, 435	6.0%

SOURCES OF FUNDS AND BALANCES

Attachment "B" is an explanation of the funds and balances used and proposed. The projected ending balance is about 22.2% of the annual budget. This 22.2% has included money for the aerial photography that will be flown this spring and delivered this fall. When this is subtracted from the estimated June 30, 2009, reserves, the percentage is reduced to 20.1%. History has shown that a balance between 15% and 20% is adequate for this office unless extra expenses are incurred early in the fiscal year (before tax collections commence). We feel this amount of reserves is adequate.

A copy of the official budget detail form to be published is **Attachment "D."**

CITIZEN SURVEY & EVALUATION

The Conference Board requires an annual survey of citizens and an evaluation of the Assessor by the Conference Board. The annual survey was performed recently and the results follow this report.

The survey consists of two parts. The first section addresses the services provided by the City Assessor's Office (**Attachment "F"**). The second section concerns the Board of Review and appeal process (**Attachment "G"**).

44 of the 100 forms mailed were returned. All comments written on the returned survey forms are included. In addition, material concerning the use of the Assessor's website (www.amesassessor.org) has been included. The web feedback provides a considerable volume of immediate feedback on the operations of the Assessor's Office.

Submitted January 16, 2008, by Gregory P. Lynch, Ames City Assessor.

AMES CITY ASSESSOR
2008-2009 BUDGET PROPOSAL

Item	FY 06-07 Actual	FY 07-08 Budget	FY 07-08 Actual & Estimated	FY 08-09 Proposed Budget	% Change "Proposed" ÷ "Actual & Estimated"
Assessor	\$ 93,203	\$ 97,769	\$ 97,769	\$ 102,657	5.0%
Deputy	70,320	78,215	78,215	82,306	5.2%
Staff	195,032	209,093	213,456	261,279	22.4%
GIS Coordinator	29,312	31,000	31,000	32,550	5.0%
Board of Review	1,807	4,500	4,500	4,500	0.0%
F.I.C.A. @ 7.65%	29,219	32,670	32,670	37,470	14.7%
I.P.E.R.S @ 6.35%	22,520	25,840	25,840	31,100	20.4%
Health Insurance & Workers' Comp.	52,620	65,851	56,192	61,481	9.4%
Unemployment Compensation	-	500	500	500	0.0%
Life and Disability Insurance	2,926	3,000	3,030	3,300	8.9%
Total Staff & Related Expenses	\$ 496,959	\$ 548,438	\$ 543,172	\$ 617,143	13.6%
Board of Review Expense	\$ 138	\$ 1,250	\$ 500	\$ 1,250	150.0%
Office Supplies	3,786	6,000	6,000	6,000	0.0%
Postage & Mailing	1,862	6,250	6,250	6,250	0.0%
Employee Mileage	6,750	7,250	7,250	11,300	55.9%
Telephone / Communication	8,598	9,550	9,550	9,550	0.0%
Data Processing / Software	13,047	28,570	28,570	40,300	41.1%
Education / Training / Certification	21,996	17,200	17,200	17,200	0.0%
Office Maintenance (City Hall)	13,129	14,527	14,527	13,660	-6.0%
Equipment (includes maintenance)	1,746	8,000	8,000	8,000	0.0%
Assessment Appeals / Court Costs	18,604	25,000	19,600	25,000	27.6%
Contingency	692	1,000	1,000	1,000	0.0%
Total Office Expenses	\$ 90,348	\$ 124,597	\$ 118,447	\$ 139,510	17.8%
MAPS & GIS Project	\$ 19,934	\$ 47,268	\$ 47,268	\$ 67,550	42.9%
Total Special Projects	\$ 19,934	\$ 47,268	\$ 47,268	\$ 67,550	42.9%
Total Expenses	\$ 607,241	\$ 720,302	\$ 708,887	\$ 824,203	16.3%

AMES CITY ASSESSOR
2008-2009 PROJECTED SOURCE OF FUNDS AND BALANCES

Item	Assessment Expense Fund	Special Appraiser Fund	Total Combined
Beginning Balance 7-1-2007	\$ 170,586	\$ 0	\$ 170,586
Estimated Property Taxes	525,398	200,680	726,078
Other Income (Misc, Credits, Etc.)	7,099	2,005	9,104
Transfers In	202,685	0	202,685
Transfers Out	0	(202,685)	(202,685)
Available Resources	\$ 905,768	\$ 0	\$ 905,768
Expenses	(708,887)	0	(708,887)
Estimated Ending Balance 6-30-2008	\$ 196,881	\$ 0	\$ 196,881
Estimated Beginning Balance 7-1-2008	\$ 196,881	\$ 0	\$ 196,881
Property Tax Levy Proposed	508,172	299,448	807,620
Other Income (Misc, Credits, Etc.)	1,828	1,082	2,910
Transfers In	0	0	0
Transfers Out	0	0	0
Available Resources	\$ 706,881	\$ 300,530	\$ 1,007,411
Expenses	(523,673)	(300,530)	(824,203)
Estimated Ending Balance 6-30-2009	\$ 183,208	\$ 0	\$ 183,208
Modified by Assessor after 1-10-2008 Mini Conference Board Meeting			

Expenses to be Paid via Special Appraiser Fund	
Appraiser/Property Review Personnel	\$ 111,640
GIS Coordinator Salary	32,550
Flex Benefit (GIS Coordinator)	3,300
FICA (Appraiser/Property Review Personnel and GIS Coordinator)	11,030
IPERS (Appraiser/Property Review Personnel and GIS Coordinator)	9,160
GIS MAPS Projects Total	67,550
Assessment Appeals/Legal Services	25,000
Data Processing	40,300
Total Expenses for Special Appraiser Fund	\$ 300,530

**M.A.P.S. Committee
2008-2009 Budget Proposal**

MAPS Budget Item Description	FY 07-08 Adopted Amount	FY 08-09 Proposed Amount	Story County Conference Board	Ames City Conference Board
Hardware/Software				
Repairs/upgrades	\$2,500	\$2,500		
Equipment (PC/Workstation) /Accessories	\$5,100	\$5,100		
SDE Server (Hardware)	\$0	\$10,000		
Hardware/Software Total	\$7,600	\$17,600	\$8,800	\$8,800
Maintenance & Support				
ArcInfo (ESRI) 1st License (GIS Coord)	\$3,120	\$3,000		
ArcInfo (ESRI) 2nd License (Parcel Maint)	\$2,500	\$1,200		
ArcInfo (ESRI) 1st License (P&H - Ames)	\$3,120	\$0		
ArcView (ESRI) Support - initial license	\$830	\$0		
ArcView (ESRI) Support	\$2,836	\$0		
Maintenance (ESRI) Support for COGO (Auditor)	\$730	\$500		
Maintenance(ESRI) Support for Spatial Analyst	\$520	\$500		
Maintenance (ESRI) Support for Publisher	\$260	\$500		
Maintenance (ESRI) Support for Network Analyst	\$520	\$500		
Maintenance (ESRI) Support for 3D Analyst	\$520	\$500		
Arc SDE (ESRI)	\$3,120	\$3,000		
SQL SDE Server -(Microsoft licenses/maintenance/back up)	\$5,200	\$5,200		
Basic System Support (Schneider)	\$2,000	\$3,000		
Software Maintenance - GeoGear (Schneider)	\$2,000	\$2,600		
EDN (ESRI Developer Network)	\$1,500	\$0		
Web Site Maintenance (monthly) (Schneider)	\$7,560	\$9,000		
Add. Windows Server 2003 License (EDN Machine)	\$0	\$900		
Maintenance & Support Total	\$36,336	\$30,400	\$15,200	\$15,200
Operations				
Black Ink Cartridges	\$420	\$420		
Color Ink Cartridges	\$1,200	\$1,200		
Plotter/Epson Paper	\$700	\$700		
Print Heads	\$280	\$280		
Epson Ink	\$0	\$500		
Operations Total	\$2,600	\$3,100	\$1,550	\$1,550
Applications Development				
CAMA/GIS connection	\$0	\$0		
Web Site Modifications & Interface to CMS Software (Schneider)	\$3,200	\$3,200		
ISU Intern	\$0	\$2,500		
Applications Development Total	\$3,200	\$5,700	\$2,850	\$2,850
Training				
ESRI - Conference expenses	\$3,300	\$3,300		
ArcView 9.0	\$2,500	\$0		
Other conferences and training	\$2,000	\$3,000		
Training Total	\$7,800	\$6,300	\$3,150	\$3,150
Aerial Photography				
Digital Orthophotography - Completion	\$35,000	\$70,000		
Composite Urban/Rural photography base	\$2,000	\$2,000		
Aerial Photography Total	\$37,000	\$72,000	\$36,000	\$36,000
Total GIS MAPS Projects	\$94,536	\$135,100	\$67,550	\$67,550
GIS Coordinator Salary & Benefits				
GIS Coordinator	\$62,000	\$65,100		
FICA - employer share @ \$7.65%	\$4,744	\$4,980		
IPERS - employer share @ 6.35%	\$3,752	\$4,134		
Flex	\$6,600	\$6,600		
GIS Coordinator Salary & Benefits Total	\$77,096	\$80,814	\$40,407	\$40,407
GRAND TOTAL GIS MAPS BUDGET FOR FISCAL YEAR	\$171,632	\$215,914	\$107,957	\$107,957

NOTICE OF PUBLIC HEARING -- PROPOSED BUDGET
 Fiscal Year July 1, 2008 - June 30, 2009

ASSESSING JURISDICTION:
AMES CITY ASSESSOR

The Conference Board of the above-named Assessing Jurisdiction will conduct a public hearing on the proposed fiscal year 2008/2009 budget as follows:

Meeting Date: 2/26/2008	Meeting Time: 6:30 PM	Meeting Location: Council Chambers, City Hall, 515 Clark Ave Ames, IA 50010
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At the public hearing any resident or taxpayer may present objections to, or arguments in favor of, any part of the proposed budget. This notice represents a summary of the supporting detail of receipts and expenditures on file with the Conference Board Clerk. Copies of the Supplemental Budget Detail (Schedule 673-A) will be furnished upon request.

Clerk's Telephone Number:
515-239-5370

Clerk's Name:
Gregory P Lynch

PROPOSED BUDGET SUMMARY

FUND (Use Whole Dollars)	A			B		C		D	E	F	G	H	I
	FYE 6-30-2007 Actual	FYE 6-30-2008 Re-estimated	FYE 6-30-2009 Proposed	Expenditures		Transfers Out	Estimated Ending Fund Balance June 30, 2009						
1. Assessment Expense	607,239	708,887	523,673				183,208	196,881	1,828	0	508,172		
2. FICA							0	0	0	0	0		
3. IPERS							0	0	0	0	0		
4. Emergency							0	0	0	0	0		
5. Unemployment Comp.	0	0	0				0	0	0	0	0		
6. Special Appraisers	0	0	300,530				0	0	1,082	0	299,448		
7. Tort Liability	0	0	0				0	0	0	0	0		
8. TOTAL	607,239	708,887	824,203				183,208	196,881	2,910	0	807,620		

(10/08/07) Proposed taxation rate per \$1,000 valuation: \$ 0.41661

Residential Sales Summary By Quarter—Ames, Iowa

Sales Period:	# Sold	Average Price	Average Hse Size	Price per sq.ft.	Average Year Built	Median Price	Annual % Change per SF	Cumulative % change \$/SF 1995 base
1st Quarter 1995	74	\$113,790	1,517	\$75.00	1961.1			
2nd Quarter 1995	147	\$120,453	1,411	\$85.38	1965.5			
3rd Quarter 1995	171	\$107,542	1,362	\$78.95	1962.3			
4th Quarter 1995	123	\$123,608	1,480	\$83.51	1963.1			
1995 Total Year	515	\$115,962	1,427	\$81.29	1963.2	\$97,750	n/a	n/a
1995 Sales Detail - Existing & New:								
<i>Existing houses</i>	452	\$106,322	1,355	\$78.47	1959	\$92,000	n/a	n/a
<i>New construction sales</i>	63	\$185,129	1,940	\$95.43	1994	\$172,676	n/a	n/a
1st Quarter 2004	123	\$173,095	1,451	\$119.29	1961.7			
2nd Quarter 2004	333	\$163,549	1,431	\$114.29	1975.6			
3rd Quarter 2004	259	\$168,156	1,406	\$119.60	1973.8			
4th Quarter 2004	124	\$206,462	1,740	\$118.66	1981.7			
2004 Total	839	\$172,713	1,472	\$117.34	1973.9	\$150,000	5.7%	44.3%
2004 Sales Detail - Existing & New:								
<i>Existing houses</i>	679	\$159,156	1,424	\$111.77	1967	\$140,000	3.1%	42.4%
<i>Single-Family Detached</i>	514	\$166,035	1,472	\$112.80	1960	\$149,400		
<i>Townhouses/Condos</i>	165	\$137,727	1,275	\$108.02	1989	\$115,000		
<i>New construction sales</i>	160	\$230,246	1,674	\$137.54	2003	\$194,150	13.6%	44.1%
<i>Single-Family Detached</i>	105	\$259,866	1,883	\$138.01	2003	\$226,536		
<i>Townhouses/Condos</i>	55	\$173,698	1,275	\$136.23	2003	\$162,300		
1st Quarter 2005	121	\$159,994	1,399	\$114.36	1976.5			
2nd Quarter 2005	265	\$179,090	1,455	\$123.09	1975.9			
3rd Quarter 2005	260	\$178,718	1,448	\$123.42	1978.3			
4th Quarter 2005	133	\$201,700	1,544	\$130.63	1981.0			
2005 Total	779	\$179,860	1,459	\$123.26	1977.7	\$164,000	5.0%	51.6%
2005 Sales Detail - Existing & New:								
<i>Existing houses</i>	630	\$167,901	1,420	\$118.24	1971	\$152,625	5.8%	50.7%
<i>Single-Family Detached</i>	497	\$175,266	1,481	\$118.34	1966	\$157,000		
<i>Townhouses/Condos</i>	133	\$140,378	1,191	\$117.87	1991	\$125,900		
<i>New construction sales</i>	149	\$230,425	1,627	\$141.63	2005	\$205,700	3.0%	48.4%
<i>Single-Family Detached</i>	117	\$236,609	1,689	\$140.09	2005	\$209,500		
<i>Townhouses/Condos</i>	32	\$207,818	1,398	\$148.65	2005	\$203,365		
1st Quarter 2006	122	\$178,379	1,452	\$122.85	1977.9			
2nd Quarter 2006	270	\$167,709	1,384	\$121.18	1973.7			
3rd Quarter 2006	242	\$188,978	1,485	\$127.26	1978.1			
4th Quarter 2006	105	\$189,719	1,530	\$124.00	1976.8			
2006 Total	739	\$179,563	1,449	\$123.92	1976.3	\$157,500	0.5%	52.4%
2006 Sales Detail - Existing & New:								
<i>Existing houses</i>	621	\$166,819	1,405	\$118.73	1971	\$148,500	0.4%	51.3%
<i>Single-Family Detached</i>	484	\$174,169	1,472	\$118.32	1965	\$155,000		
<i>Townhouses/Condos</i>	137	\$140,851	1,991	\$70.74	1991	\$129,900		
<i>New construction sales</i>	118	\$246,632	1,680	\$146.80	2005	\$231,200	3.7%	53.8%
<i>Single-Family Detached</i>	88	\$274,309	1,878	\$146.06	2005	\$250,500		
<i>Townhouses/Condos</i>	30	\$165,448	1,098	\$150.68	2005	\$149,910		
1st Quarter 2007	137	\$183,716	1,483	\$123.88	1977.2			
2nd Quarter 2007	274	\$176,620	1,442	\$122.48	1974.0			
3rd Quarter 2007	218	\$190,757	1,492	\$127.85	1975.0			
4th Quarter 2007	95	\$204,763	1,472	\$139.11	1981.7			
2007 Total	724	\$185,912	1,469	\$126.58	1975.9	\$164,000	2.1%	55.7%
2007 Sales Detail - Existing & New processed to date:								
<i>Existing houses</i>	623	\$173,866	1,437	\$120.99	1971	\$153,500	1.9%	54.2%
<i>Single-Family Detached</i>	516	\$177,920	1,490	\$119.41	1967	\$158,000		
<i>Townhouses/Condos</i>	107	\$154,318	1,185	\$130.23	1991	\$132,000		
<i>New construction sales</i>	101	\$260,215	1,663	\$156.47	2006	\$236,500	6.6%	64.0%
<i>Single-Family Detached</i>	82	\$281,459	1,779	\$158.21	2006	\$250,000		
<i>Townhouses/Condos</i>	19	\$168,532	1,161	\$145.16	2006	\$191,809		
NOTE 1: Sales are assigned to quarters according to the month and year the deed was executed.								
NOTE 2: 1-family houses include townhouses, condominiums, detached houses, and attached houses.								
NOTE 3: Recent quarters may include unverified sales information; all sales are subject to correction.								
NOTE 4: Recent sales may not be included. New houses are not included until after they have been inspected.								



City Assessor

515 Clark Avenue
 Ames, Iowa 50010
 Phone (515) 239-5370
 Fax (515) 239-5376

The Ames City Conference Board requires an annual customer survey be made as a means of evaluating the City Assessor's Office. Forms were sent to 100 persons who have had occasion to contact this office during the year 2007. Forty-four (44) were returned with all or part of the form filled in. The form was identical to the following summary for these questions regarding the City Assessor's Office:

1. Reason you were in contact with the Assessor's Office: (43 RESPONSES)

(Check all that apply)

- 27 – I filed for a Homestead or Veteran's Exemption.
- 10 – I inquired / requested information about sales or a property.
- 6 – I filed an assessment appeal.

- 5 – An Assessor's employee visited my property.
- 8 – I telephoned or had information faxed to me.

- I used the Assessor's web site(s) for
- 9 – property tax information.
 - 5 – assessment appeal information.
 - 10 – maps.
 - 5 – commercial sales information.
 - 4 – residential sales book (MS Word format).
 - 1 – residential sales book (MS Excel format).

- 2 – Other: Visiting appraiser looking for sales and trends in community; in person to office

2. *Did the person you contacted listen to you and understand your questions?* (44 RESPONSES)

41 - DEFINITELY 1 - MOSTLY 0 - NOT REALLY 1 - DEFINITELY NOT 1 - DOES NOT APPLY

3. *Did he/she take the time to explain clearly the answers or responses to your questions?* (44 RESPONSES)

38 - DEFINITELY 3 - MOSTLY 0 - NOT REALLY 1 - DEFINITELY NOT 2 - DOES NOT APPLY

4. *Was he/she courteous and attentive?* (44 RESPONSES)

41 - DEFINITELY 1 - MOSTLY 0 - NOT REALLY 1 - DEFINITELY NOT 1 - DOES NOT APPLY

5. *Did he/she assist you in a timely manner?* (44 RESPONSES)

39 - DEFINITELY 3 - MOSTLY 0 - NOT REALLY 1 - DEFINITELY NOT 1 - DOES NOT APPLY

6. *Did he/she provide the service or assistance you needed?* (44 RESPONSES)

37 - DEFINITELY 5 - MOSTLY 0 - NOT REALLY 1 - DEFINITELY NOT 1 - DOES NOT APPLY

7. *If the Assessor's Office could not help you, were you directed to the proper location or person for assistance?* (40 RESPONSES)

10 - DEFINITELY 1 - MOSTLY 0 - NOT REALLY 1 - DEFINITELY NOT 28 - DOES NOT APPLY

8. *Is the access to the Assessor's Office convenient (location, hours, parking)?* (44 RESPONSES)

23 - DEFINITELY 15 - MOSTLY 1 - NOT REALLY 2 - DEFINITELY NOT 3 - DOES NOT APPLY

9. *What, if anything, would you like the City Assessor's Office to be doing that it is not now doing? (Service, policy, etc.):*

- Make retroactive my signing for homestead exemption.
- It would be fantastic if the property cards were scanned into the system. The county records are available online why not City of Ames? — *Lara H.*
- Is the annual report still available that Richard Horn prepared for the State Rev Dept and the Conference Board?
- Proactively notifying property owners of (the) potential for homestead (credit) and/or veterans' exemption.
- Provide more information on properties (stories, sq. footage, construction, etc.) on website.
- No recommendations at this time.
- Respond to registered letter.

10. *What services now provided by the City Assessor's Office should not be discontinued:*

- I think the Assessor's Office provides outstanding service and should be allowed to continue that excellent track record.
- Probably all of them.
- This question is poorly worded! I don't think any services that I know about should be eliminated.
- All services.
- GIS website!!! Very happy with this service.

ADDITIONAL COMMENTS:

- In 1989, I moved to a different house in Northwestern. I had filed for permanent homestead exemption in 1987 and assumed it moved with me—it did not. The only thing I looked at every year was the bottom line-cost. Finally, this year you sent out a reminder to me—18 years late. No offer to make my filing retroactive was made.
- The City Assessor's Office is a gem in the crown of city services. The level of service is outstanding. I use this service daily in my professional life. — *Lara H.*
- For the record, the Assessor's office is the most responsive of any city office.
- Love the website and love Dawn, Judy and Paul!!!
- You have good information that's available to the public and the entire staff is very accommodating. I appreciate your services very much. Thank you! — *Reiny Friedrich*
- This survey was postmarked Dec. 21 and had a "return by" date of Dec. 26. With the Christmas holiday in that time frame and people traveling out of town it seems like a very poor (and a very short) timing. A longer time is needed to assure people will be able to complete and return the survey by the requested date.
- Thanks for your services. I was very impressed with the staff – very courteous. Thank you!
- I sent a REGISTERED letter and received no response.— *Denise Hayward, 4717 Hemingway Drive, Ames, IA 50014*

A SAMPLING OF FEEDBACK WE'VE RECEIVED VIA OUR WEB SITE:

- I really like your GIS website. I would like to know where to go to find out what each of the soil colors mean when the soil layer is put on. Thanks. —*Pam Elliott Cain*
- Being able to look by NAME would be so much easier. It's public information, so what's the big deal!
- Adding a search using names would be helpful for us and a money saver for you.
- You also need to add maps with the property and other streets around and other neighborhood properties. Example is Polk County website. Thanks. Just suggestions.
- This property has a 3/4 bath in the basement.
- I would like to know how to remove our homestead credit from our property.
- I'd like the information on my residence removed from this server as soon as possible. I don't really feel comfortable with just anybody being able to pull up the details of my house and property so easily.
- 4605 ontario is a 6-plex, all contains 3 bedrooms
- We updated our house for \$55,000 since 2005 (new windows, siding, roof, patio, hardwood flooring, fence, yard, inside update). I think the surface is up to your estimation and the value of this house should reflect all this update.
- I am having difficulty find a piece of property located on the Iowa State Campus. I understand that the Campus is not addresses like normal. The address that I am looking for the G7 Turf field. David Miller with the University has a Parcel id # 02245123, Mr. Miller tells me this is just one of many parcels within the Campus. Can you be of assistance in obtaining a parcel # I need to obtain a copy of the deed. Please and Thank you. —*Debbie LaDuke, Black & Veatch Corporation, Overland Park, KS*
- My name is Mike Tjelmeland and I live at 414 Jewel Drive. This really isn't a complaint but it comes the closest to what kind of comment I have to choose from. Even though my wife and I have worked in Ames for 20 plus years, we have only lived here a little over 2-years. We started building our house in 2004 and moved in Feb. 2005. I was just wondering how often property is accessed in Ames?
- In April 2006 our assessed value went from \$150,300 to \$220,000 which wasn't a surprise to me. I had to modify my escrow account, which increased my house payments considerably. Now, 1-year later, my value goes up another \$5,900. I am going to have to look at my financial options all over again and was wondering why my house value went up so much in one year? This is the only house we have ever built and worked closely with the City of Ames to make sure all codes were followed. We love the house and love living in Ames. Like I said earlier, this really isn't a complaint, just trying to understand your process.
- It looks like my house hasn't been evaluated since 2000 and it shows that there is one fireplace (there are two) and there is also a large deck on the back of the house.
- Name of owner is incorrect, it should be Kyle D Cowell not Lyle.
- Name has changed from Michelle Ethen to Michelle Routh.
- We have a finished room in our basement, 10.5' x 12.5', and we are carpeting the stairs going down, a landing and the finished room. Can you please reassess our property value? Thank you.
- It's not precisely a problem, but I'm trying to see if there's any way to download or otherwise obtain a copy of the database for research purposes. (I'm more interested in the data than the shapefiles.) If so, how much would it cost and how would I go about gaining access? Thanks very much for your time.
- The address listed is incorrect. The correct address is 2524 Hoover. I believe this was just a typo. All of our records show this property as 2524. Call with any questions. Thanks!
- The property address is listed as 2017 E Lincoln Way 2005. However, 2005 was split off a few years ago. All parcel data for both properties is correct except for the address, which was never changed when the parcel was split.
- Is it possible to print the corner ties from your web page?

- I have been looking at properties via the Ames and Story County assessor websites, as my wife and I are planning to move to Ames in the very near future. When I try to use the map features to look at lot configuration, I keep getting an "Error on the page" message. The Ames assessor and Story County assessor pages are already in my trusted zone. I was able to access maps last night (Ames assessor page only), but not today. I even emailed a few maps to myself from the program last night, could forward them to you if that would be of any help. Is it me, or the website? Thanks for your assistance.

Hi, I emailed earlier about not being able to pull up maps from assessor websites, I was called within 5 minutes, I think by Deb but might be wrong about that. Anyway, caller worked with me for a minute or two, my settings appeared to be OK, so we hung up to look further at both our ends. Within about 5 minutes, the maps were working again, on both my PC and laptop. That's what I call troubleshooting. Thanks much. —AKH

- Does the City of Ames offer rebates for ceiling fans, appliances with energy star labels, such as Alliant Energy does? If not, why?
- My house is a one story, 2-bedroom house. Yes, there is paneling in the attic, but there is no heat or air conditioning up there. It is NOT usable as living space. It is pretty obvious that it is just a two bedroom house, unless you want to count the entire attic as another bedroom. And if you're going to do that, first I want somebody from the assessors office to come spend a couple of days and nights sleeping up there in either the summer or winter. If they then think it's a viable bedroom, then I'd like to sell this "three bedroom" house to one of them and let their kids have that bedroom.
- I am attempting to gather information for an insurance audit of the property located at 2112 Lincoln Way. Wondering if there is a way to get more information such as year built, square footage, type of heating system etc. This information is readily available at other county sites such as Polk, Johnson for other fraternity / sorority houses that I have been working on. Thanks for your help.

Thanks so much for your prompt reply. Can we try faxing it to me? My home fax number is 515-331-3209. Thanks again.

- We have significantly changed the outside appearance of our house and would like to have an updated photo.

We are also finishing up our basement remodel (currently being inspected), and would like to have the information reflected on the Assessor's page. The finished space is 615 sq. ft. with 3 rooms (family room, office, bathroom) plus a finished staircase. The bathroom is 3 fixture (shower, vanity, toilet). No fireplaces, no additional bedroom.

There is currently a dumpster in front of the house while we finish remodeling. Please let me know when the photo will be taken so that I can make sure it is removed.

- I am trying to look at other assessed values in my neighborhood but cannot figure out how to do it for a specific address. Need help.
- Not really a suggestion... I was wondering if the city will be selling 1013 Adams? What is the procedure to purchase if they are? —Mark Kassis

GENERAL STATISTICS FOR G.I.S. WEB PAGE (provides an overview of the behavior of our web site visitors)

Assessor Web Statistics

Statistics for www.amesassessor.org (aka www.storyassessor.org)

04 Jan 2007 - 31 Dec 2007

02 Jan 2008

General Statistics		
General Statistics		
Hits	Entire Site (Successful)	19,200,119
	Average per Visit	62.31
Page Views	Page Views	11,438,199
	Average per Visit	37.12
Visits	Visits	308,107
	Average Visit Length	00:10:47
Visitors	Unique Visitors	86,622
Links	Direct Address/Bookmarks	62.1%
	From an External Page (all of which were other pages on our GIS site, Ames web site, or Story County's web site)	35.9%

Ames Board of Review 2007 Customer Survey Results

The Ames City Conference Board requires an annual customer survey be made as a means of evaluating the City Assessor's Office. Forms were sent to 100 persons who have had occasion to contact this office during the year 2007. Forty-four (44) were returned with all or part of the form filled in; six (6) indicated they had filed an appeal. The form was identical to the following summary for these questions regarding the Board of Review and Appeals:

The following questions only apply to those persons who filed an assessment appeal with the Board of Review:

11. *Did your contact person in the assessor's office explain the appeal process and provide the necessary forms and instructions?* (6 RESPONSES)

4 - DEFINITELY 2 - MOSTLY 0 - NOT REALLY 0 - DEFINITELY NOT 0 - DOES NOT APPLY

12. *If you had an oral hearing before the Board of Review, did the Board give you the opportunity to present arguments and evidence in support of your appeal?* (5 RESPONSES)

0 - DEFINITELY 2 - MOSTLY 0 - NOT REALLY 3 - DEFINITELY NOT 5 - DOES NOT APPLY

13. *My appeal to the Board was:* (6 RESPONSES; 1 SURVEY RESPONDENT HAD 3 APPEALS – DENIED, GRANTED, AND GRANTED IN PART)

3 - DENIED 4 - GRANTED 0 - RETRACTED 1 - GRANTED IN PART

14. *Were you satisfied that the Board of Review made an informed decision based on all the information presented?* (6 RESPONSES)

3 - DEFINITELY 1 - MOSTLY 1 - NOT REALLY 1 - DEFINITELY NOT 0 - DOES NOT APPLY

COMMENTS ABOUT BOARD OF REVIEW OR APPEALS:

- None.