

WELCOME TO



AMHERST, *NEW HAMPSHIRE*

September 2016

TAX & ASSESSING STRATEGIC PLAN UPDATE

MISSION STATEMENT

To deliver fair and equitable taxation to all property owners in Amherst with respect, integrity, and compassion.

VISION STATEMENT

To serve the taxpayers of Amherst, demonstrating the highest ethical and professional standards and quality assessment services, in response to the needs of our community.

TAX AND ASSESSING OVERVIEW

✘ Staffing

- + 2 Full Time Employees
- + KRT Appraisal – Contracted Assessing Firm

✘ Services

- + Public Service & Resource
- + Inventory and Valuation of Real Estate
- + Property Tax Collection
- + Customer Consultation

CURRENT VALUATION DATA

TAXABLE PROPERTY TYPE	VALUATION	% OF ALL PROPERTY
COMMERCIAL/INDUSTRIAL LAND	\$ 67,287,850	3.9
RESIDENTIAL LAND	\$ 476,189,750	28.0
COMMERCIAL/INDUSTRIAL BUILDINGS	\$ 145,133,450	8.5
RESIDENTIAL BUILDINGS	\$ 966,042,955	56.7
UTILITIES	<u>\$ 48,973,200</u>	<u>2.9</u>
VALUATION BEFORE EXEMPTIONS	\$ 1,703,627,205	100
EXEMPTIONS	\$ (10,062,568)	
*NET VALUATION	\$ 1,693,564,637	

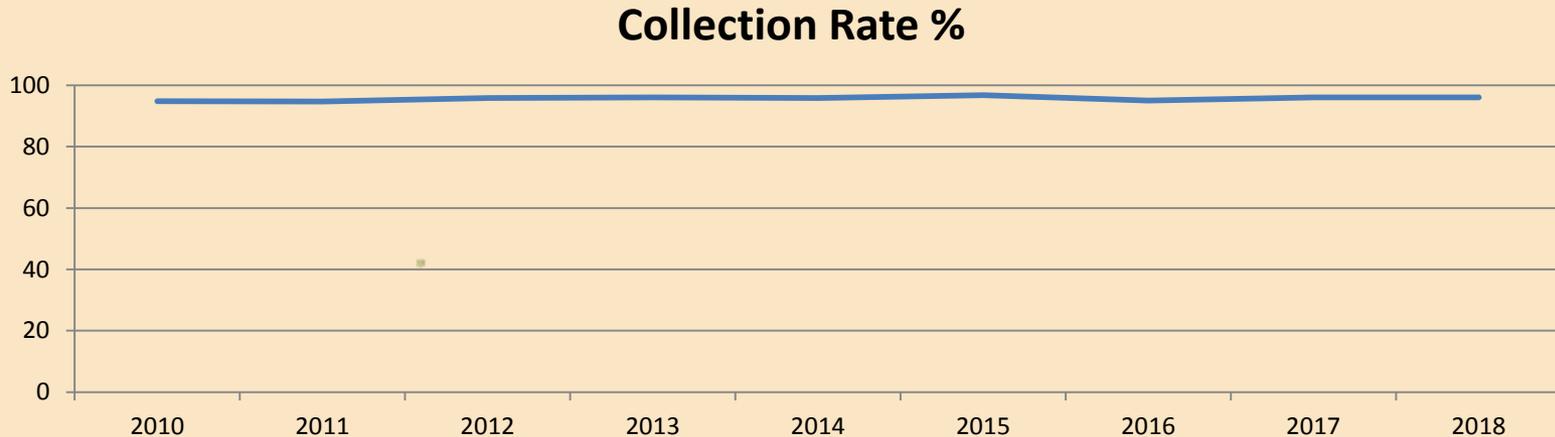
*Valuation used to calculate the 2016 tax rate set by DRA in late October.

TAX COLLECTION

ANNUAL TAX COLLECTION RATES

Goal #1: Maintain a collection rate of greater than 94%

- Annual tax warrant for town, school, and county budgets is approximately 40 million dollars
- Collection rates in Amherst historically range from 94 to 96% each year



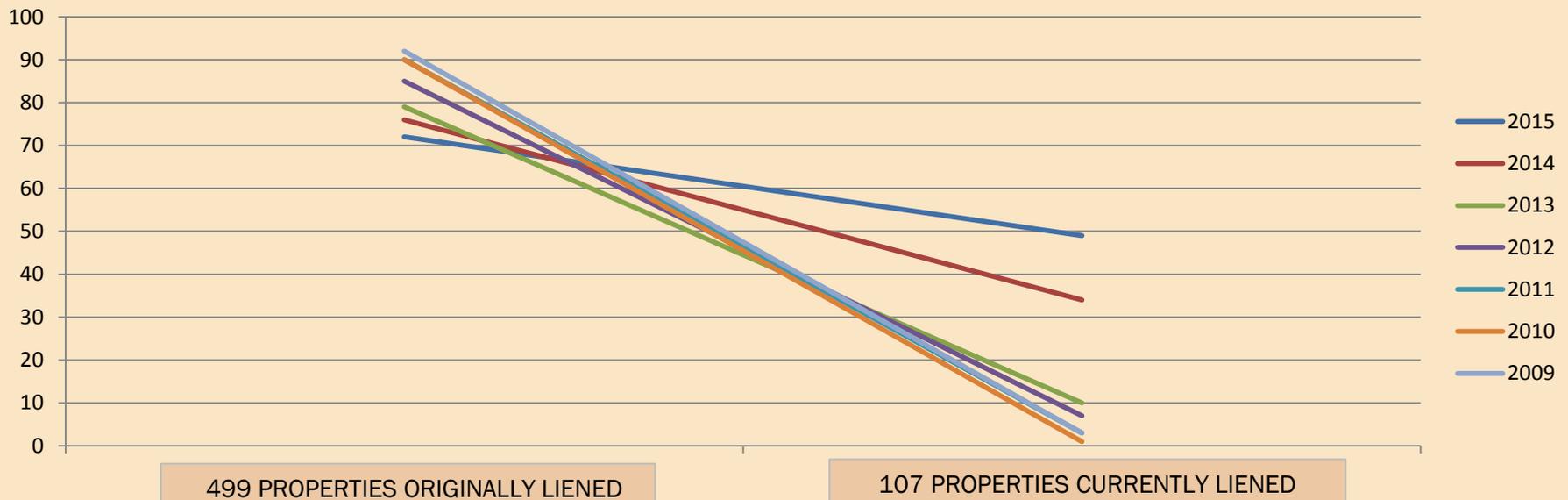
HISTORY OF PROPERTY LIENS

TAX YEAR	# OF PROPERTIES (Originally)	DUE AT LIEN	# OF PROPERTIES (Currently)	BALANCE AS OF 8/31/2016
2015	72	\$269,762	49	\$207,443
2014	76	\$312,138	34	\$100,009
2013	79	\$318,922	10	\$ 36,155
2012	85	\$344,661	7	\$ 21,276
2011	90	\$876,168	3	\$ 6,058
2010	90	\$576,882	1	\$ 5,379
2009	92	\$414,739	3	\$ 20,735
Totals:	499	\$ 3,113,272	107	\$ 397,055

ACHIEVING TARGETED OUTCOMES

Goal #2: Maintain the downward slope of property tax liens

- Uncollected taxes (typically less than 1% as of May 1st) are placed in a lien status in May of each year for the previous tax year
- The number of properties in a tax lien status continues to decline each year as collections increase



ASSESSMENT OF PROPERTY VALUES

ACHIEVING TARGETED OUTCOMES

Goal #3: Maintain DRA issued COD rating of 12 or below

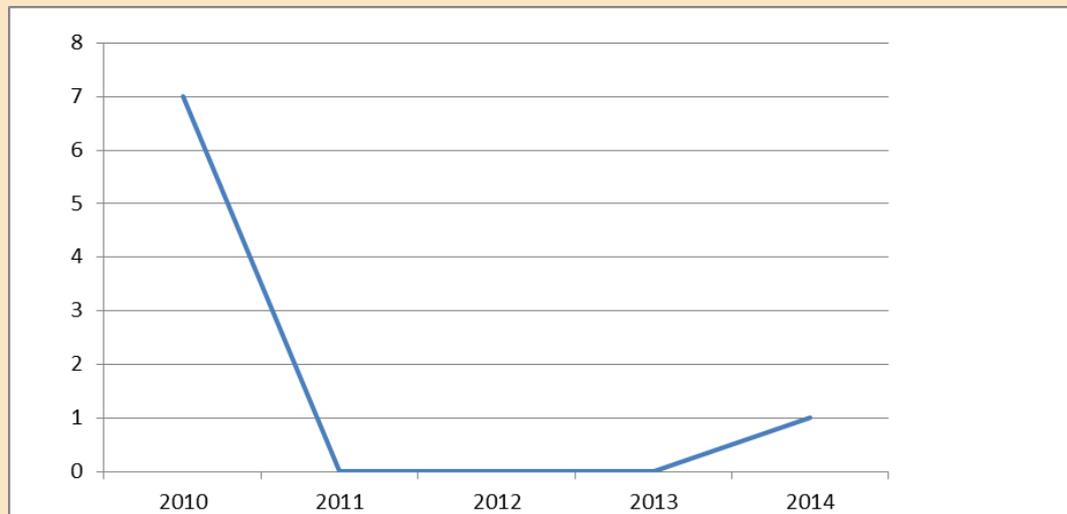
- The NH Department of Revenue Administration conducts an annual ratio study of Amherst property sales versus property assessments which results in a Coefficient of Dispersion (COD) rating
- A COD rating of 20 or less is considered to be in an acceptable range
- Historically, Amherst's COD ratings have ranged from 8 to 14



ACHIEVING TARGETED OUTCOMES

Goal #4: Maintain an acceptable rating of 4 or less on DRA's annual Cyclical Review of Assessment Data

- Each year the NH Department of Revenue performs a review of the assessment data collected in the previous year by our contracted Assessor
- A total rating of 6 or less is considered acceptable with 0 being a perfect score



INPUTS NEEDED TO REACH DESIRED GOALS

Goal #1: Maintain annual collection rate of greater than 94%

- **Inputs: Expand services through technology, maintain quality services, staffing**
 - **Expand payment options**
 - **Access to tax information online**
 - **Electronic Billing**
 - **Maintain current staffing level**

INPUTS NEEDED TO REACH DESIRED GOALS

Goal #2: Maintain a downward slope of property tax liens

Inputs: Maintain quality collection services, staffing, and professional training

- Expand payment options
- Secure payment plans
- Continue to encourage open communication with property owners
- Maintain current staffing level
- Continued professional training

INPUTS NEEDED TO REACH DESIRED GOALS

Goal #3: Maintain DRA issued COD rating of 12 or below

Inputs: Software upgrade, staffing, continued professional training

- **Continue to closely monitor sales and COD's of all property types**
- **Continue to perform statutorily required revaluation of property values every 5 years**
- **Assessing software version 7 upgrade (Vision)**
- **Maintain staffing levels and continue to take advantage of educational opportunities**

INPUTS NEEDED TO REACH DESIRED GOALS

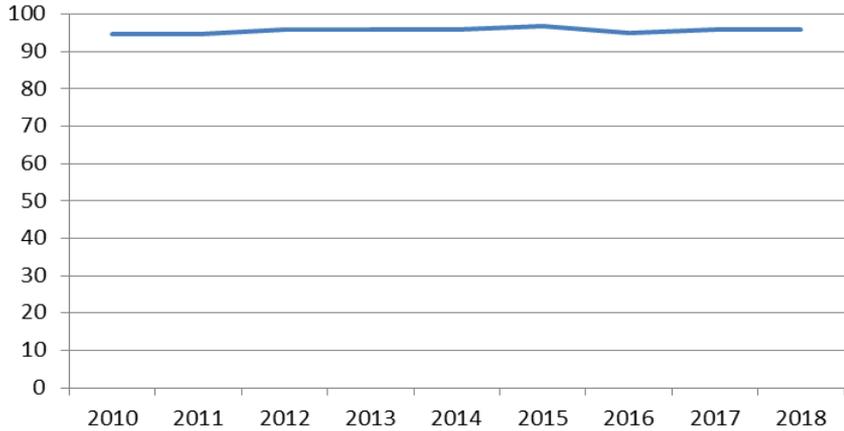
Goal #4: Maintain a rating of 4 or less on DRA's annual cyclical review of assessment data

Inputs: Staffing, software upgrade, professional training

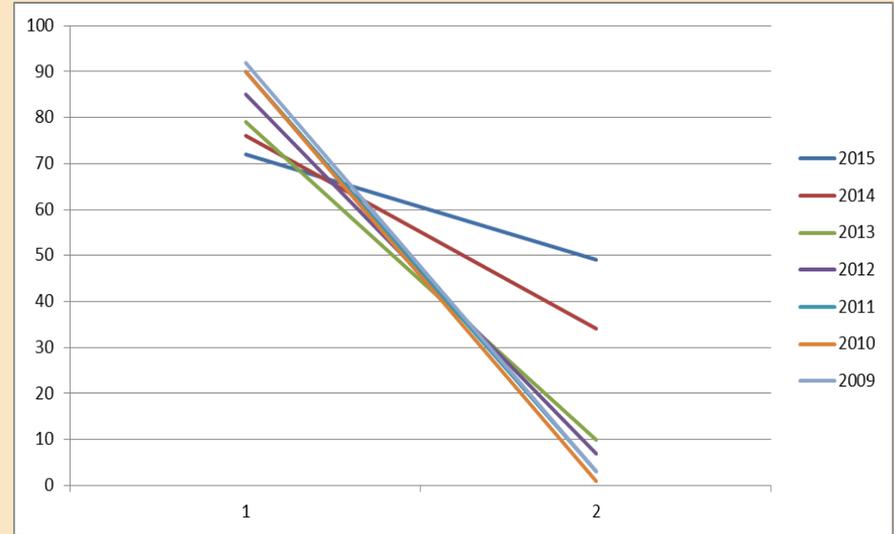
- **Maintain current staffing level**
- **Continued professional training**
- **Accuracy in property inspections, collection of data, and data entry**

VISION DASHBOARD

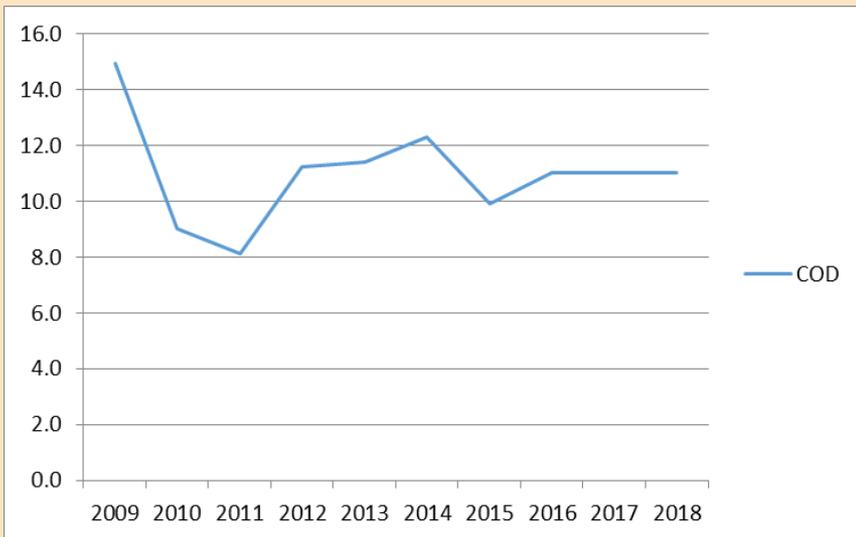
Collection Rate %



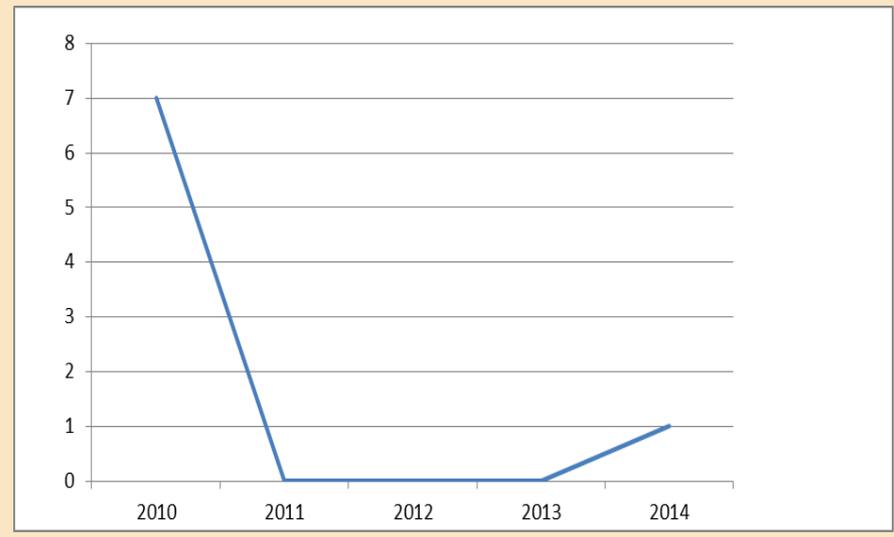
TAX LIENS – DOWNWARD TREND



DRA - COEFFICIENT OF DISPERSION RATING



CYCLICAL REVIEW OF ASSESSMENT DATA



BUDGET IMPACT SUMMARY

<i>Goals & Initiatives</i>	<i>FY17</i>	<i>FY18</i>	<i>FY19</i>	<i>FY20</i>	<i>FY21</i>
Projected Budget	\$ 290,258	\$ 302,486	\$ 311,486	\$ 311,486	\$ 311,486
Initiatives					
Accounts Receivable Software	\$	\$	\$ -	\$ -	\$ -
Vision Software update to 7.0		\$ 9,000			
<i>Sub-total Initiatives</i>	\$	\$ 9,000	\$ -	\$ -	\$ -
Revised Projected Budget	\$ 290,258	\$ 311,486	\$ 311,486	\$ 311,486	\$ 311,486
Projected Warrant Articles					
Revaluation	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000	\$ 28,000

TOWN OF AMHERST TAX AND ASSESSING STRATEGIC PLAN UPDATE

DISCUSSION