



Eddie Cook  
Maricopa County Assessor

## 2019 HIGHLIGHTS

### FISCAL STRENGTH

#### *Organizational Design, Development, and Process Improvements*

- ✓ Continued prudent financial management by returning over \$1-million in budgeted funds for the 2018-19 fiscal year.
- ✓ Mailed and reviewed nearly 84,000 property owner classifications and changed more than 6,500 non-primary residences/rentals classifications.
- ✓ Hired a new employee services director and completed a reorganization of the human resources department.
- ✓ Leadership staff documented more than 3,700 uncompensated hours which saved nearly \$225,000 in salaries and benefits.
- ✓ Successfully implemented quality control and improvement initiatives to decrease property ownership transfer and mapping errors. As of August, property ownership errors decreased by more than 37% per month, and mapping errors decreased by more than 51% per month. This project was honored with the 2019 Arizona Association of Counties Summit Award in County Administration, Finance & Management, and the distinguished Urban Innovation Merit Award.

### GOVERNMENT OPERATIONS

#### *Enhanced Use of Technology*

- ✓ Completed Phase VI and a portion of Phase VII of the residential canvass of more than 100,000 single-family homes in Mesa, Chandler, and the Ahwatukee area. This project uses software tools to validate parcel characteristics using aerial and street view photography to provide a more fair and equitable valuation.
- ✓ Project MARS (Maricopa Assessment Replacement System) completed its fifth year under budget. The vendor delivered all four good quality software releases on time; however, the amount of functionality fell short of estimates. A change order was executed late in the year to move the launch date to February 2021.
- ✓ Initiated an artificial intelligence program to estimate wall heights on residential improvements to gather data to populate the building component layer in the new MARS system.

#### *Outreach and Corporate Citizenship*

- ✓ Staff continued to gain recognition for on the national and international assessment stage. Numerous staff delivered presentations to various audiences including at the 85th International Association of Assessing Officers (IAAO) Annual Conference, and several graduated from the URISA Leadership Academy.
- ✓ Chief Deputy Assessor Tim Boncoskey completed his term as IAAO President, Chief Appraiser Tracy Johnston was named a member to The Appraisal Foundation's Board of Trustees, and Regression Modeler Jennifer Rearich was recognized as IAAO Emerging Leader of the Year.