

# SPRING AG FORUM

Arizona Board of Appraisal Update  
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Executive Director



# Updates Since April 19, 2010

## Board Office Changes:

### Answer phones - become user friendly:

1. We now answer phones, return calls and emails promptly
  2. Now encourage appraisers to attend Initial File Reviews
  3. Encourage appraisers to join other organizations and email groups
  4. Encourage appraisers to make acquaintances at classes
  5. Encourage appraisers to find answers through research
  6. Increased customer service and access to staff
  7. Moved Board Meetings to more efficient location - better audio, facility, security
  8. Caught up half of investigation backlog - working on remaining
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# Verbiage changes in numerous forms and letters:

1. Changing form and letter wording from "Government speak" to "Public Speak"



## IT Upgrades:

1. Can now scan documents and make CD's
2. Acquired scanners, upgraded some computers (most had 512K RAM)
3. Started backup system (manual at this point)
4. Changed out monitors for less eye strain
5. Added several laptops for Board use - use for data retrieval at Board meetings
6. Require original color on respondent replies - better detail for Board meetings



## Moved to digital recording:

1. Acquired digital system with backup
2. Can now inter-communicate with three formats; audio & two tape formats
3. Increased efficiency for public record request



## Made office procedures more efficient:

1. Removed employee restrictions allowing more freedom to do their jobs
2. Challenged them to think about what they do - is there a better way?
3. Began cross training which allows for absences and concentration of efforts



## Appraiser Changes:

1. Created new proprietary email system for appraisers
2. Began newsletters and Board minutes posting - now post as DRAFT so posted sooner - information available sooner
3. Began class auditing
4. Now using Courtesy letters 30 days left on 90 day grace, several other areas

## Governmental Changes:

1. Implemented SB 1351 (AMC Statute)
2. Wrote AMC rules - conducting AMC hearings
3. Were one of the first states to implement real time ASC website



## Changes In Progress:

1. Credit card payment - currently stalled due to lack of funding
2. Lobbying against sweeps and for increased appropriation
3. IT overhaul - merging of data from old Paradox into more efficient software - will help us when we move to Sequel Server and real time website, auto offsite backup, etc - will allow Board access to large files from log in on website.

# Executive Director's Vision Forward:

1. eLicensing
2. Increase Board attendance
3. Interactive real time website
4. Regular newsletter - professional presentation
5. Digitized Office - retrieval, storage, utilization more expedient
6. Audit Education Program for quality assurance
7. Implement staff investigator or screener position
8. Connect with the 1,800 non connected appraisers