

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

395



FROM: Clerk of the Board

SUBMITTAL DATE: September 22, 2009

SUBJECT: Governance Committee For Electronic Assessment Appeals Process

RECOMMENDED MOTION: Receive and File the update on the Electronic Assessment Appeals Process.

BACKGROUND: On March 31, 2009, the Board approved the formation of the Governance Committee for Electronic Assessment Appeals. Since that time, the committee has met several times to discuss the feasibility of building an electronic appeals process in house versus purchasing a product currently in production by Orange County.

The Committee has found that there are some processes that can be handled easily in house, such as an electronic application that is available to the public online. Additionally, there are checks and balances that can be put into place to verify the accuracy of information submitted on the form, thereby significantly cutting down on staff time to manually verify that information. These changes in procedures are currently being developed by the Committee.

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Kecia Harper-Ihem

Kecia Harper-Ihem
Clerk of the the Board

FINANCIAL DATA	Current F.Y. Total Cost:	\$	In Current Year Budget: Budget Adjustment: For Fiscal Year:
	Current F.Y. Net County Cost:	\$	
	Annual Net County Cost:	\$	

SOURCE OF FUNDS:	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: **APPROVE**

BY: *Christopher M. Hans*
County Executive Office Signature

Policy

Consent

Dep't Recomm.:
Per Exec. Ofc.:

Prev. Agn. Ref.: | **District:** | **Agenda Number:**

2.8

The next part of the project that we believe we can get underway relatively easy and with moderate cost in house is to allow for electronic filings by agents. Agent filings make up roughly 50% of the Assessment Appeals received in Riverside County. Work will begin on this project once the electronic application is fully operational.

The attached document (Attachment A) describes the phases of development on this project.

Electronic Assessment Appeals – Stages of Development

Phase 1

- Provide an electronic form with basic validation to all constituents, agents/attorney's
- Same submission process. (Mail/Front Counter)

Value: Eliminate errors in the forms

Phase 2

- Provision for Agent/Attorney registration
- Provision for electronic submission for Agent/Attorney only
- Automate transfer of electronic data from application to Assessor database

Value: Efficiently process Agent/Attorney submissions and data transfer to the Assessor; Minimal staff involvement for handling Agent/Attorney submitted applications.

Phase 3 – Future Development

- Provision for constituent registration
- Provision for electronic submission for all constituents
- Automate transfer of electronic data from application to Assessor database

Value: Efficiently process constituent submissions and data transfer to the Assessor; Minimal staff involvement for handling constituent submitted applications.

Phase 3 is considered the most difficult and costly portion of the project. Further discussion is required to refine the requirements in order to estimate the cost for both development and implementation.