



**ARAPAHOE COUNTY**

# Assessor's Office Levels of Service

Board of County Commissioners

June 18<sup>th</sup>, 2025

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# Current Service Levels and Resources

- The Assessor's Office is currently meeting its statutory requirements with the current budget and staffing levels.
- The Assessor's Office currently operates out of the Administration building as well as Altura Plaza. Having the Altura location allows constituents on the East side of the county a more convenient location to conduct business than the Administration building.
- The Assessor's Office most critical need is a new CAMA or Computer Assisted Mass Appraisal system. Which is currently being addressed.
  - Our highest priority need would be to relocate the Altura office to a different location.



# Funding for “Have-tos”

The Assessor’s Office is thankful for the Commissioner's cooperation in funding the new CAMA system, which allows us to minimize our “Have-to’s”

- Altura office relocation. This may include a repurposed conference room at Centrepont Plaza.
  - Salary increases for all licensed appraisal staff (specialized staff), for employee retention.
  - Reconfiguration of current Assessor Administration office layout.
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# Funding for “Shoulds”

- Reconfiguration of entire Assessor Administration office layout. The Assessor’s office has outdated/discontinued cubical walls and no private offices for managers.
  - Full mobile capability for all field appraisers. This would include dell tablets for all appraisers.
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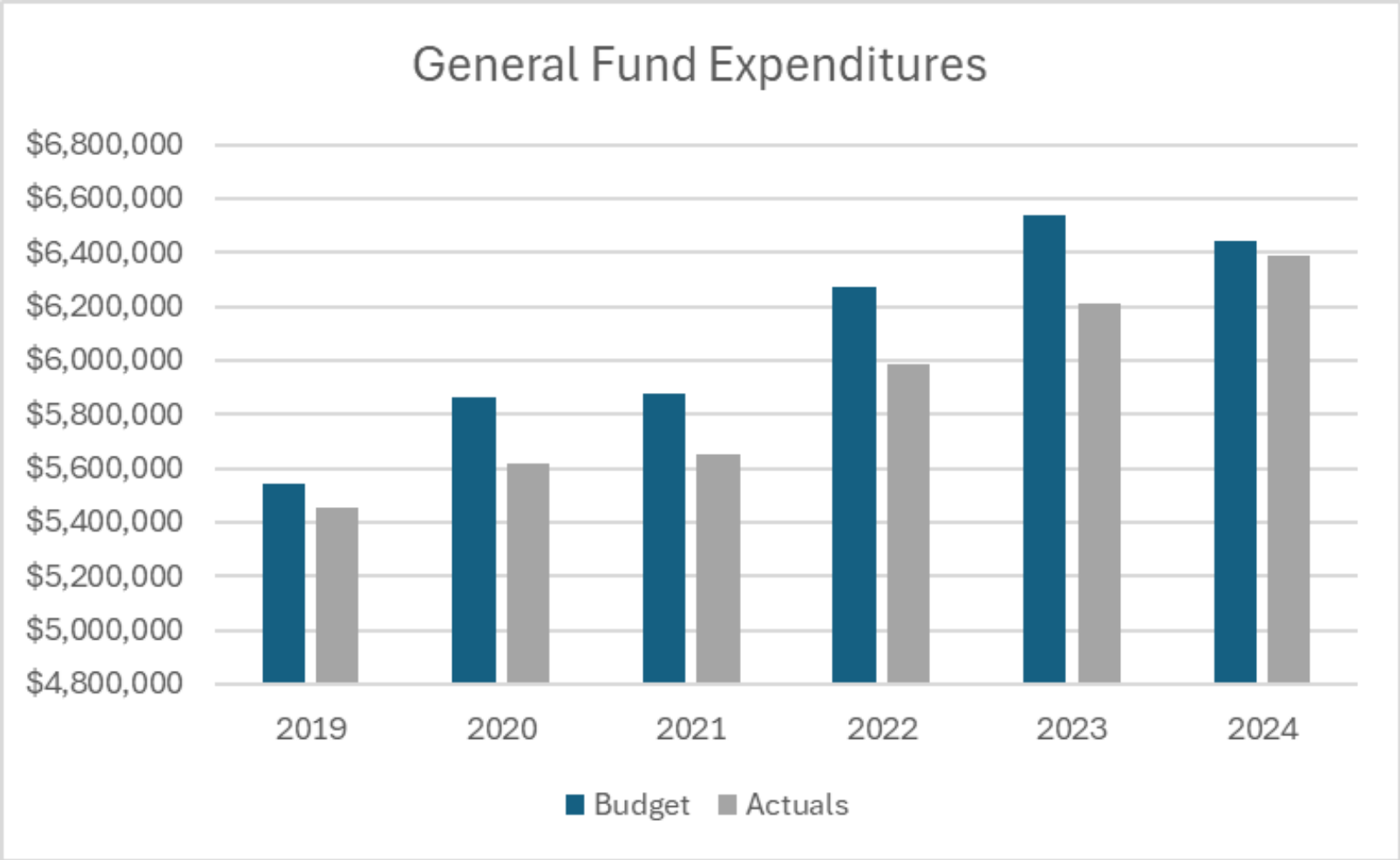
# Funding for “Could’s”

## Combining Customer Service

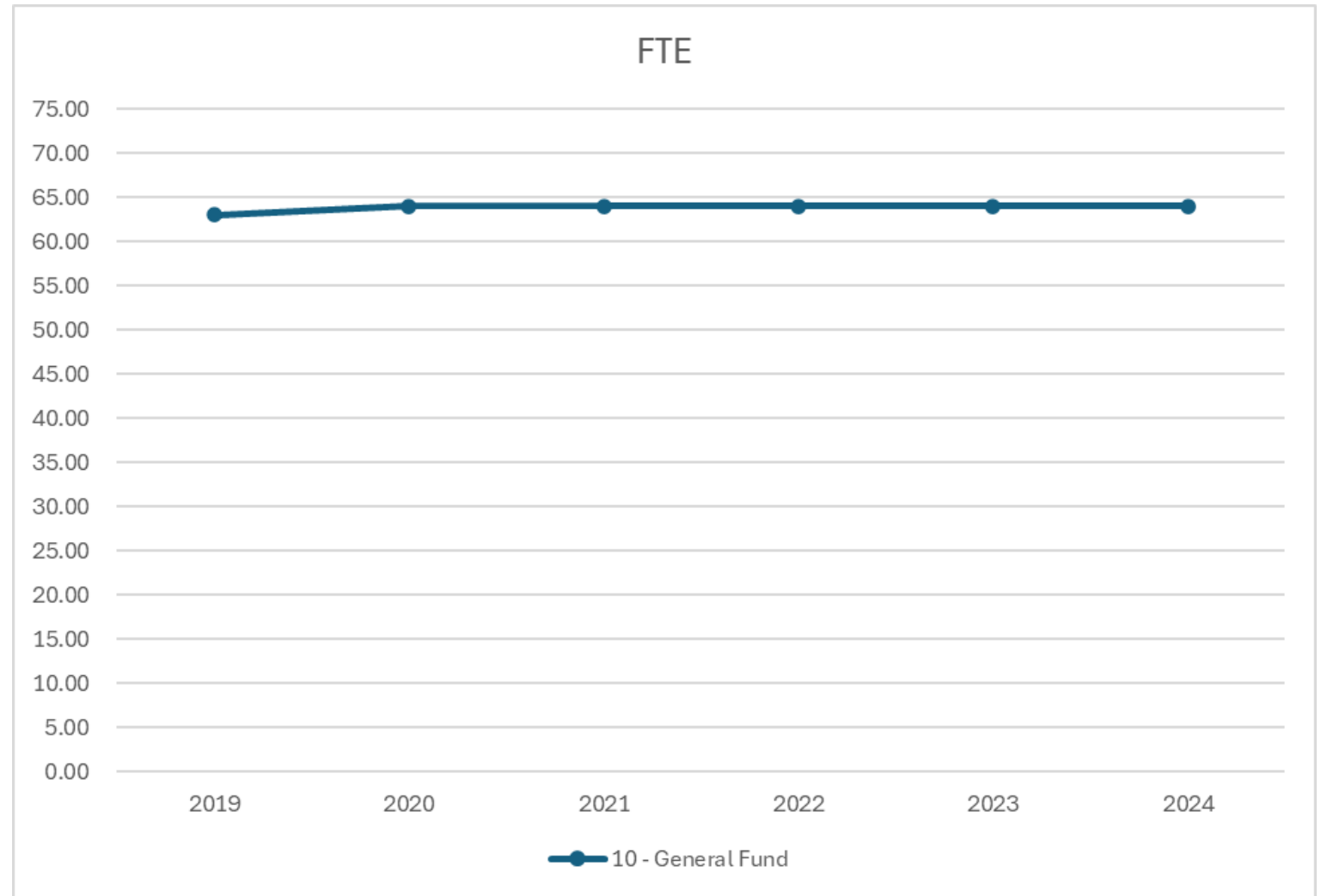
- More info in our letter to the BOCC proposing we set up customer service centric hubs at CentrePoint, Admin, and potentially Lima.
- Follows a lot of our County goals, missions, values, etc. (Service First)
- Solves our Clerk & Recorder one of last leased building problems.
  - Recent space study already contemplates consolidating some of this space.
- Solves a potential space problem if we need to add staff in the future as we become the largest County in Colorado.
- Could result in a few FTE’s needed to service multiple locations.
- Potential larger one-time capital cost (CentrePoint would eventually pay for itself with no lease payment).

# Assessor's Office

## Look Back 2019-2024



# Assessor's Office Look Back 2019-2024







# Areas of Opportunity

If “Have-To’s” are met, we will meet all statutory obligations and have key specialized staff without them leaving. If the Assessor’s Office vacated Altura, we would have a staff the is less concerned with safety, HVAC issues and county car safety.

If “Shoulds” are met, appraisers will have modern technology for all field applications and managers will have private space to conduct business.

If “Could’s” are met, the County could run magnitudes more efficiently and provide levels of service to the residents likely few believe is possible.

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# Challenges/Concerns

The Assessor's Office will continue to be the largest revenue for the County. With the addition of thousands of Residential and Commercial properties added to the warrant roll every year, the Assessor's Office has accomplished this with minimal FTE's. If/when Arapahoe County becomes the states largest county, this will be hard to maintain with current staffing levels.

The future of our operations depends on advancement in Mass Appraisal and GIS technologies, as well as our ability to invest in, train our staff, and effectively implement these tools.

Leveraging AI for valuation automation, predictive analytics, and risk assessment will significantly enhance accuracy and efficiency. AI driven public engagement platforms will further streamline operations and improve accessibility for property owners and public.

Additionally, blockchain technology and fully digitalized property records will improve security and transparency. The integration of drones for property photography, appeals inquiries, GIS mapping, disaster assessments, and data collection presents a meaningful opportunity in near future.

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