iasWorld
a tyler appraisal & tax solution

Nova Scotia, Canada, Assessment Services
iasWorld–Pictometry Integration Reduces Cost and Increases Productivity
Winner of the 2012 Tyler Public Sector Excellence Award

Industry: Provincial Government   **Years as Tyler Client:** 10

Location: Nova Scotia, Canada   **# Parcels:** 600,000

Population: 921,777 (2011 census)   **Tyler Products Used:** Tyler iasWorld

Contact: Joe McEvoy, Director Property Innovation Services | www.pvsc.ca

Background

The Nova Scotia Property Valuation Services Corporation (PVSC) provides property assessment services to the 54 municipalities in Nova Scotia, totaling nearly 600,000 real property accounts. The PVSC has been using iasWorld as its CAMA system since early in 2008.

In 2011 the PVSC used Tyler's iasWorld in tight integration with Pictometry to implement Desktop Review, to improve the regularity, volume and accuracy of annual assessments. Valuable insight was gained when comparing the 2011 Desktop Review method to the 2010 Site Visit method.

In 2009, the PVSC had Pictometry aerial oblique photography flown for a small pilot project -- and in 2010, based on positive results, undertook a multi-year flight schedule. The flight area included just over five percent of the land area of Nova Scotia but covered nearly 75 percent of the assessed value. The PVSC is now using Tyler's iasWorld with Pictometry to improve the regularity, volume and accuracy of annual assessments going forward.

Key Challenges

- Reduce assessment costs and increase productivity
- Gain revenue by reviewing accounts on a regular basis
- Add revenue to the assessment roll by uncovering previously unassessed property improvements

In their Own Words

"The lessons we learned on the business process side are well tested… Tyler has the expertise to create the fully integrated iasWorld-Pictometry model for its clients, and our experience can serve as the implementation roadmap."

— Joe McEvoy, Director, Property Innovation Services, Nova Scotia

Benefits: Financial and Beyond

The iasWorld-Pictometry integrated solution for desktop property reviews proved to be a major success.

- Program costs were reduced by 50%, from $65,300 to $33,300. Savings were realized through reduced salary, travel, training and data entry costs.
- In 2011, using the Desktop Review method, staff were able to complete 8,580 inspections, triple the previous year.
- Almost 5,000 accounts were updated, double 2010.
- The staff used a fully-integrated solution, rather than multiple programs and monitors, saving time and improving accuracy.

Item	2010 Site Visit Method	2011 Desktop Review Method	Net Gain/Savings	% Gain/Saved
# Accounts Reviewed	2,680	8,580	+5900	+220%
Total Labor Cost	$65,300[1]	$33,300[2]	$32,000	50% savings
Cost per Account	>$24	<$4.00	$20/account	83%/account

[1] salaries, travel, lodging, training, data entry   [2] primarily salaries - no travel, less data entry

NOTE: Numbers are for 6 employees for each year over the same 14 week period each year (staffing and timeframe stayed the same). Source: Nova Scotia PVSC.

Best Practices

- Tyler's iasWorld and Pictometry aerial oblique photography were totally integrated for a seamless, cost-effective, accurate and more user-friendly solution.
- Staff used Pictometry imagery and multiple view, measuring and comparison tools to verify or edit the data on iasWorld.
- Staff traveled "virtually" down a street to perform exterior inspections, confirm dimensions, quality grades and depreciation; and picked up new decks, pools and outbuildings.
- In-office desktop assessment staff had access to an experienced supervisor who could help with qualitative issues like grade and depreciation.

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The Challenge:

Prior to 2011, the assessment program employees were hired and trained to conduct elementary physical inspections in the field that included measuring, recording information, taking pictures and interior inspections. Their notes were returned to the office to be input manually into iasWorld by operations staff, and questions and qualitative verification were resolved with experienced assessors. Travel time, regular meetings and delays because of weather affected productivity. A new approach was needed to reduce costs and increase efficiency.

Partnering with Tyler to Develop a Customized Solution

In 2011, six employees were hired to conduct desktop reviews, and trained to complete in-office property inspections using Pictometry imagery and measurement tools which were totally integrated with the iasWorld CAMA system. MLS (Multiple Listing Service) data and Google Map applications were also part of the solution. The Pictometry imagery was collected in 2010, and contained nearly 75 percent of the assessed Nova Scotia value. Employees reviewed one property at a time and input changes directly into iasWorld. They were able to virtually travel down a street and complete an exterior inspection confirming dimensions, quality grades and depreciation, and also picked up new decks, pools, sheds and garages. Because of the full integration of iasWorld and Pictometry, assessment staff could continue a virtual inspection tour by bringing up the next account on either application, or through the mapping view. An experienced supervisor who could help with qualitative issues like quality and depreciation was always available.

Why Tyler?

- Tyler has more than 60 years of experience in the appraisal and tax software and services industry.
- Tyler provides a large array of on-going support options.
- Tyler understands government needs,and users.
- Tyler is the largest sole provider of software and services for the public sector.

Full Integration of iasWorld and Pictometry Makes a Difference

The use of Pictometry oblique aerial photography that is fully integrated with iasWorld has been proven effective and efficient in Nova Scotia.

Increased productivity. Productivity was closely monitored for the 2011 assessment program so that an accurate comparison to the 2010 program could be made. Using the desktop review process, the number of reviews completed more than tripled from the field review method. Overall six employees reviewed 8,580 accounts in 2011 compared to 2,680 in 2010 over the same 14 week period, and added nearly $11.5 million to eight municipalities. Several new homes missing from the roll were identified and assigned to a field assessor to inspect. Where an MLS report was available, interior information like basement finish and renovation could be confirmed or updated directly in iasWorld.

Large year-over-year savings. From an operational point of view, the cost of running the program for 2011 consisted primarily of salaries of just over $33,000. In 2010 the same number of employees cost nearly $66,000. The difference was from reductions for travel, additional training and inputting. On a per account basis the cost difference was very dramatic, falling from over $24.00 per account in 2010 to less than $4.00 in 2011.

Valuable insight for the future. The comparison of the two approaches also provided insight that can be used to make future applications better. A fully integrated iasWorld-Pictometry application was more efficient in terms of cost and productivity. Using the lessons learned, adjustment to the review process, improvement in resolution and coordination with field staff will make the process even better for future years.

About Tyler iasWorld

Tyler's iasWorld solution is the most complete appraisal and tax administration software package available. Given our deep public domain experience, we understand that when it comes to serving your jurisdiction, you need the right blend of innovative functionality and reliable performance in one integrated system.

Contact Tyler to learn more about this best-in-class solution: email **at.sales@tylertech.com**; or call **1-800-800-2581**.

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