

FALMOUTH

MAINE



Prepared by:

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RESPONSE TO THE REQUEST FOR PROPOSALS FOR:

**Revaluation of Residential Property
RFP 20190805**

Due: October 3, 2019 at 4 pm

 **VISION**
GOVERNMENT SOLUTIONS

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October 3, 2019

Benjamin Thompson
Assessor
Town of Falmouth
271 Falmouth Road
Falmouth, ME 04105

Dear Mr. Thompson:

Vision Government Solutions is pleased to propose Revaluation services for Real Property to the Town of Falmouth in response to your RFP. We have been in the Revaluation and Municipal software business for over 30 years and have both the personnel and financial resources to complete your project. Our proposal is fully compliant with Maine certification and IAAO Standards requirements.

In summary, it is our perspective that there is no firm better suited for the delivery of accurate and equitable values, positive taxpayer relations, and service level efficiency and quality than Vision. Here are three specific reasons why:

1. **Experience and Reputation:** There is no firm with more New England revaluation experience than Vision, with more than 200 projects completed in the past 5 years.

So many communities choose Vision because of our service quality, robust training programs, appraisal expertise, and Public Relations campaigns. The best evidence of that is the simple fact that more than 50 percent of our clients have been with Vision for more than 20 years. Firms with less diverse experience introduce the risk of inaccurate values, project timeline delays, and significant database errors that are costly to fix.

2. **Staffing and Reliability:** Unlike smaller firms with only a few staff members, Vision maintains 60 full-time appraisers on staff all the time. The best proof of our staff quality is in our retention rates, with 50% of our team having more than 20 years of experience at Vision. Specifically, we are proposing June Perry as your Project Manager. June has extensive experience, over 25 years managing revaluation projects.

3. **The Value of Integration with the Falmouth CAMA Software:**

We plan to support the Town of Falmouth's *Appraisal Vision*® CAMA software as the town, separate from this scope, moves onto the new version 8 platform, the timing of this



upgrade will provide the assessing staff additional training from the appraisal team during the appraisal project.

Vision's Appraisal Teams exclusively use our *Appraisal Vision*® CAMA software to conduct every revaluation. **There is no other vendor that has the level of experience on *Appraisal Vision*® version 8, then the Vision appraisal team.** This is critical to the success of the project, as incorrect data entry changes to the CAMA database, inconsistent tables and mass updates can lead to massive data quality errors, causing project timeline delay, costly re-work, and significant public relations issues. In fact, there are many recent examples of communities using untrained mass appraisal vendors, who have incurred additional cost fixing data quality errors on the back-end of the project. At Vision, we put in place quality control procedures to eliminate these costly errors.

Because our appraisal staff are highly trained in using *Appraisal Vision*, we expect to be able to complete the project dramatically faster and more effectively than any other option.

Not only does that mean that Falmouth is receiving the very best staff in the industry to ensure truly equitable and accurate valuations for the taxpayer community, but it also provides full staffing coverage to complete the project on time, no matter what. Smaller teams introduce significant risk to project timeliness and completion.

We look forward to the opportunity to discuss this project in further detail. We welcome you to contact or visit with the references that we have supplied to you in this proposal and thank you in advance for your consideration.

If we can be of any further assistance, please feel free to call. The Primary Contact for this Proposal is:

Patrick Donovan
Director of Appraisal Sales
T. 800-628-1013 ext. 3644
F. 508-351-3798

This proposal is good for 90 days.

Sincerely,

A handwritten signature in blue ink that reads "Kevin Bullock".

Kevin Bullock
Chief Financial Officer

**PROJECT COST
TOWN OF FALMOUTH, MAINE
2021 REVALUATION**

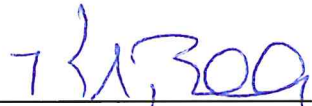
2021 Project Total

\$239,000

Two Hundred Thirty-Nine Thousand dollars

Company: Vision Government Solutions, Inc.
Address: 1 Cabot Road, Hudson, MA 01749
Phone: 800-628-1013, Ext. 3693

Signature:
Name:
Title:



Kevin Bullock
Chief Financial Officer

BID PROPOSAL FORM
TOWN OF FALMOUTH, MAINE
EXCEPTIONS & CLARIFICATIONS

1. **Performance Bond:** We have included a Performance Bond for the revaluation services. Should the Town not require a Performance Bond, there would be a **savings of \$6,000.**
2. **On-Site Inspections:** Vision will make an initial visit to all properties utilizing existing data from the Town. Vision will measure the exterior of improvements and attempt to perform an interior inspection. If after the initial visit, an interior inspection was not performed, a notification letter will be mailed. Appointments will then be arranged by phone for interior inspections. The company shall guarantee to make a careful inspection of the complete interior (90%) of all properties, excluding those wherein the owner refuses permission to inspect, unoccupied buildings, structures that are unsafe, inhabitants that appear dangerous or threatening, no response to the interior inspection letter or any other reason which the Assessor and company agree makes the property inaccessible.
3. **Imaging Services:** We have included a new image for each improved property in our proposal. Additional imaging services can be provided at a cost of \$2.50 per image. This cost includes the image capturing and the associated data entry into the CAMA system.
4. **Field Review:** Vision will conduct a field review of all properties from the public ways utilizing appraisal staff level employees, at which time we will check the existing property characteristics after the data collection and apply the appropriate valuation methodology on each property. Should the town elect to remove this from the scope of services, there would be a **saving of \$25,000.**
5. **Web Hosting:** We have included our Web Hosting software as part of Public Relation program throughout the project.
6. **Personal Property:** We have not included any Personal Property/Utility scope of services within our proposal price.
7. **Software/Hardware:** We have not included any software or hardware within our proposal.
8. **Valuation notices/Informal Hearings:** We have included a valuation notice for every taxpayer as part of our proposal. This notice will be sent once preliminary values have been established. We will then provide Informal hearings, giving taxpayers an opportunity to discuss their new values. A second valuation notice will be sent to individuals that attend an informal hearing and/or have a valuation change.
9. **Board of Assessment Review:** The Town will review all Board of Assessment Review requests as a result of the project and will require a Vision Senior Appraiser to support only those requests requiring a value decision. The process will be a combined effort of both the Town and Vision in an endeavor to effectively and expeditiously handle all appeal requests.

Both staffs will work together to resolve any outstanding valuation issues. Any assistance by Vision personnel to Board of Assessment is included in our bid cost.

- 10. Litigation:** Any Litigation days, litigation preparation or Narrative Appraisal reports will be billed at the rate of One Thousand Two Hundred Dollars (\$1,200) per diem.

SCOPE:

It is the express intent that the revaluation project shall include but not be limited to:

- The just value of each parcel of taxable and tax-exempt real estate with separately expressed land and building values as well as total property values.
- The scope of the project to include full measure and list plus photos.

APPROACHES TO VALUE

VISION will employ a market adjusted cost approach which it has successfully utilized in over 300 communities throughout New England. It is a system that is very effective for estimating market value.

Land valuation will be accomplished through an analysis of vacant sales, as well as a land residual analysis, which is accomplished by deducting improvement values and extracting land values from improved sales. This analysis results in a base land curve. In each community, neighborhoods will be established that represent similar value patterns and neighborhood factors will be established. Each neighborhood, street by street, will also be rated for desirability which provides a second factor that may be applied to the base square foot schedule to account for differences in location. In addition, condition factors will be applied to account for negative or positive influences on value such as topography, view, irregular lot shape, waterfront and other factors.

Overall property values, including improvement value, will be verified by the sales ratio analysis, segregated by the pertinent value related factors of each property. This analysis will be stratified within various categories including style of property, segmented by size and age, by lot size and location factors. This analysis enables the Senior Appraisers to fine-tune the final tables for each property to create a mirror image of market sales activity within the Municipality.

For commercial/industrial properties, all three approaches to value will be employed. For commercial/industrial properties that are basically non-income-producing, the secondary approach will be the market approach, utilizing the square foot values derived from the sales analysis for the particular use type of the property. Square foot values will be segregated by type, including industrial, warehouse, retail, etc. and will provide reasonable ranges for per square foot sale prices of building areas. Land value, once determined, will be added to building value for an estimate of total value. For all income producing commercial property, the income approach, utilizing a direct capitalization approach, will be employed.

The replacement cost approach to value will be employed for both residential and commercial and industrial properties as follows:

Information derived from our cost analysis will provide the basis for determining the cost pricing schedules used in the valuation of residential and commercial\industrial properties.

Subsequent to the determination of replacement cost pricing schedules and the establishment of land values, VISION will analyze the sales of improved properties in order to derive an estimate of physical and functional depreciation and economic obsolescence. A report of this study of sales of improved properties will be made to the Assessors, listing the comparison subjects and detailing the schedules of adjustments to be made prior to valuation production.

Approaches to Value, *continued*

Physical and functional depreciation and economic obsolescence will be computed to be the difference between the selling price of the total property and the sum of the estimated replacement cost new of the improvement plus the estimated land value.

Provided that a sufficient number of sales are available, guidelines in the form of tables based upon the condition, desirability and usefulness of a building relative to its actual age will be developed. After approval by the Assessors, these tables will be used to estimate the depreciation of comparable subject properties.

All of these tables are then applied to each parcel in the Municipality. Each property is then reviewed in the field by an appraiser. During this review, the appraiser rechecks the physical data and then ensures that the value is consistent with the sales activity within the immediate area. This value then becomes the final proposed value and once accepted by the Municipality becomes the final assessed value.

SALES AND COST ANALYSIS

- a. The contractor will make an analysis of land sales and developed parcel sales that have occurred in at least the current and two previous years ending April 1, 2017. Sales utilized in this analysis will be summarized and bound in a loose-leaf book to be utilized as a valuation guide and a source of comparable sales for the valuation of property in the town. The binder shall include the property record card and valuation print out for the sold properties. Sales data will also be depicted on a set of tax maps for the town.
- b. Unit cost schedules will be developed based upon local construction costs. The schedules shall be suitable for the valuation of properties of the sizes and types found in the town.
- c. A building grading system and specifications of construction for various grades to be utilized in the valuation of property in this project will be developed.
- d. The land schedules developed may utilize front foot, square foot, or acreage units as appropriate for the valuation of areas and property types located in the town.
- e. An appraisal manual, including grading specifications, cost schedules, depreciation schedules, and land valuation schedules shall be developed for the project. It shall be entitled "Assessment Manual". Two copies of the appraisal manual will be delivered to the assessors' office upon completion of the project.
- f. The appraisal manual will be confirmed with a sales ratio analysis and coefficient analysis computed in a manner suggested by Maine Revenue Services. The goal is to obtain a residential sales ratio of between 95 and 100% with a coefficient of dispersion of 15 or less.

**PROPOSED SCHEDULE
TOWN OF FALMOUTH, MAINE
2021 REVALUATION**

<i>TASK</i>	<i>FROM</i>	<i>TO</i>
Project Startup	12/01/2019	01/01/2020
Data Collection, New Images & Data Entry	01/15/2020	01/15/2021
Land Study and Building Cost Manual	01/15/2021	05/14/2021
Market Data Study	01/15/2021	05/14/2021
Field Review	02/15/2021	05/30/2021
Commercial Study of Market Rents, Expenses & Capitalization Factors	03/15/2021	05/26/2021
Deliver Residential & Commercial Values to Assessor	06/07/2021	
Assessor review of values	06/07/2021	06/21/2021
Assessment hearing notices mailed	06/22/2021	
Informal Hearings and Hearing Changed notices mailed out	06/24/2021	07/24/2021
Finalization	07/24/2021	08/01/2021
Project Completion	08/01/2021	

This proposed schedule can be modified to accommodate the needs of the Community.



VISION GOVERNMENT SOLUTIONS INC. CORPORATE PROFILE

COMPANY

Since 1975, Vision Government Solutions, Inc. has been providing quality Appraisal Services and CAMA Software to assessing departments located throughout the United States. During this time, our company has grown to be the largest New England based provider of revaluation services and software and we now enjoy a reputation that is unmatched in our industry. Our appraisal staff is comprised of professionals that have significant industry experience. Our Senior Appraisal personnel average over 20 years of experience, yet all remain committed to continuing their appraisal education and adopting new and innovative appraisal techniques. We complement our strong employee experience by providing technologically advanced CAMA software and we support this software with a well-staffed and fully trained group of programmers, help desk specialists and appraisal experts. Our software is currently installed in over 450 assessing jurisdictions located throughout the United States and the District of Columbia with installations that range from 500 parcels to more than 1,000,000.

INNOVATION

Vision has observed our customer's changing needs and we have re-engineered our business practices and our software technology in order to meet these new requirements. Our company culture fosters innovation at all levels. Our current staff includes a diverse group of appraisal and information systems personnel dedicated to maximizing productivity through the use of technology. Our technology can support any size assessing department using smart client technology on a web centric architecture.

COMMITMENT

Our Corporate goal continues to be the refinement of the assessment administration process through the use of new technology and innovative management techniques. We have been successful in the past and we will continue to spend the necessary resources on research and development in the information systems field, as well as for the education of our employees to maintain our leadership role in the Appraisal and Assessing field throughout the United States.



SERVICES

At Vision, we combine the talents of experienced revaluation professionals, technical programmers and data conversion specialists on all new software implementations. By having our appraisal and technical people work with your staff, your decision makers gain a better understanding of the project and can make more informed decisions resulting in a higher level of satisfaction. Should your jurisdiction require assistance beyond the usual staff training, our appraisers can do anything from technical training, modeling training to completing a full revaluation. If you are looking to manage risk when switching CAMA software, Vision can supply the people that can speak to both the appraisers and the technical personnel.

Advantages and Benefits of Vision Government Solutions

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VISION CURRENT COMMITTED LIST

<u>TOWN</u>	<u>PROJECT TYPE</u>	<u>FISCAL YEAR</u>
Barre, MA	Update	2020
Bloomfield, CT	Partial Reval	2019
Branford, CT	Reval	2019
Brooklyn, CT	Partial Reval	2020
Canterbury, CT	Partial Reval	2020
Clinton, CT	Reval	2020
Colebrook, CT	Reval	2020
Coventry, CT	Update	2019
Deep River, CT	Reval	2020
East Hampton, CT	Reval	2020
Ledyard, CT	Update	2020
Madison, CT	Reval	2019
Mansfield, CT	Reval	2019
Marlborough, CT	Update	2020
Monroe, CT	Reval	2019
New Fairfield, CT	Reval	2019
New Milford, CT	Reval	2020
Old Lyme, CT	Update	2019
Pomfret, CT	Partial Reval	2020
Seymour, CT	Partial Reval	2020
Somers, CT	Update	2020
Southington, CT	Update	2020
Stafford, CT	Partial Reval	2020
Wallingford, CT	Reval	2020
West Haven, CT	Reval	2020
Westport, CT	Reval	2019
Foxborough, MA	Update	2020
Hingham, MA	Update	2018
Lexington, MA	Update	2020
Phillipston, MA	Update	2020
Rehoboth, MA	Update	2020
Sutton, MA	Update	2020
Tewksbury, MA	Update	2020
Wareham, MA	Update	2019
Fryeburg, ME	Reval	2020

Orono, ME	Partial Reval	2020
Claremont, NH	Update	2019
Burrillville, RI	Update	2018
East Providence, RI	Update	2019
Hopkinton, RI	Update	2019
Jamestown, RI	Update	2018
Johnston, RI	Update	2018
Lincoln, RI	Update	2018
Little Compton, RI	Reval	2018
New Shoreham, RI	Update	2018
North Kingstown, RI	Update	2018
Portsmouth, RI	Update	2019
Providence, RI	Reval	2018
Smithfield, RI	Update	2018
Warwick, RI	Update	2018
Westerly, RI	Reval	2018

Revised 9/25/2019

COMPLETED REVALUATION/UPDATES

MASSACHUSETTS

Abington
Acton
Alford
Amesbury
Amherst
Aquinnah
Ashburnham
Athol
Attleboro
Auburn
Avon
Barnstable
Barre
Berkley
Berlin
Blackstone
Blandford
Boxford
Bridgewater
Chelmsford
Chelsea
Clinton
Concord
Dedham
Dighton
Dracut
Dudley
Eastham
Easthampton
Easton
Edgartown
Essex
Foxborough
Gardner
Georgetown
Gloucester
Goshen
Gosnold
Groton
Hadley
Hanover
Harvard
Hingham
Holden
Holland
Hubbardston
Kingston
Lakeville
Leominster
Lexington
Longmeadow
Lowell
Mansfield
Marion
Marlborough

Marshfield
Mashpee
Mattapoisset
Medford
Middleborough
Millbury
Nantucket
Newbury
Newburyport
Norfolk
North Attleborough
North Reading
Northbridge
Norwell
Norwood
Oak Bluffs
Oakham
Otis
Orange
Oxford
Paxton
Pelham
Petersham
Phillipston
Plympton
Quincy
Randolph
Rehoboth
Revere
Rockport
Rowley
Rutland
Sharon
Shutesbury
Somerville
Southbridge
South Hadley
Southwick
Spencer
Sterling
Stockbridge
Sturbridge
Sutton
Swansea
Taunton
Templeton
Tewksbury
Tisbury
Topsfield
Walpole
Wareham
Wayland
West Boylston
West Springfield
West Tisbury
Westminster

Weston
Westwood
Wilbraham
Wilmington
Woburn
Yarmouth

MAINE

Arundel
Augusta
Bar Harbor
Bath
Berwick
Biddeford
Boothbay
Brewer
Camden
Cornish
Cumberland
Eliot
Ellsworth
Freeport
Gardiner
Harpwell
Kennebunk
Kennebunkport
Kittery
Monmouth
Mount Desert
North Yarmouth
Ogunquit
Old Orchard Beach
Raymond
Rockland
Rockport
Sabattus
Sanford
Scarborough
Skowhegan
South Portland
South Thomaston
Standish
Topsham
Waterville
Wells
West Bath
Westbrook
Winslow
Winthrop
York

Sprague
Stafford
Stamford
Stonington
Strafford
Stratford
Suffield
Thompson
Tolland
Torrington
Trumbull
Union
Voluntown
Wallingford
Warren
Waterford
Watertown
West Haven
Westbrook
Weston
Westport
Wethersfield
Wilton
Winchester
Windsor
Windsor Locks
Wolcott
Woodbridge
Woodstock

Warwick
Westerly
Woonsocket

RHODE ISLAND

Barrington
Central Falls
Charlestown
Cranston
East Providence
Exeter
Foster
Jamestown
Johnston
Lincoln
Little Compton
Middletown
Narragansett
Newport
New Shoreham
North Kingstown
North Smithfield
North Providence
Pawtucket
Portsmouth
Richmond
Smithfield
South Kingstown
Tiverton

INSTALLED CAMA CLIENT LIST

Andover	CT	John	Chaponis	860-742-7305 Ext.5
Ansonia	CT	Marsha	Benno	203-736-5950
Ashford	CT	Kara	Fishman	860-487-4403
Barkhamsted	CT	Francine	Beland	860-379-3600
Berlin	CT	Joe	Ferraro	860-828-7167
Bethlehem	CT	Carolyn	Nadeau	203-266-7510 x3
Bloomfield	CT	Todd	Helems	860-769-3532
Bolton	CT	Helen	Totz	(860) 649-8066 x 6100
Branford	CT	Barbara	Neal	203-488-2039
Bridgeport	CT	Dan	Kenny	203-394-6968
Bridgewater	CT	Denise	Pinter	860-355-9379
Bristol	CT	Tom	DeNoto	860-584-6245
Brookfield	CT	Tammie	Fiske	203-775-7302
Brooklyn	CT	Kathleen	Thornton	860-774-5611 x20
Burlington	CT	Beth	Paul	860-673-3901 x3
Canaan	CT	Hazel	McGuire	860-824-0707x14
Canterbury	CT	Lynn	Byberg	860-546-6035
Chaplin	CT	Chandler	Rose	860-455-0073 EXT 314
Clinton	CT	Donna	Sempey	860-664-1119 direct 860-669-9269
Colchester	CT	John	Chaponis	860-537-7205
Colebrook	CT	Michele	Sloane	860-379-3738 ext 206
Columbia	CT	Mary	Lavallee	860-228-9555 press #6
Cornwall	CT	Barbara	Bigos	860-672-2703
Coventry	CT	Mike	D'Amicol	(860)742-4067
Danbury	CT	Brian	Lastra	203-797-4556
Deep River	CT	Robin	O'Loughlin	860-526-6029 ext. 232
East Granby	CT	Mary Ellen	Brown	860-653-2852
East Haddam	CT	Loreta	Zdanys, CCMAII	860-873-5026
East Hampton	CT	Gail	Pititto	860-267-2510
East Hartford	CT	Brian	Smith	860-291-7268
East Lyme (Niantic)	CT	Diane	Vitagliano	860-739-6931 x1107
Eastford	CT	Mary	Lavallee	860-974-1291 x 7
Ellington	CT	Kim	Bechard	860-870-3109
Enfield	CT	Della	Froment	860-253-6338
Essex	CT	Jessica	Sypher	860-767-4340 x 124
Fairfield	CT	Ross	Murray	203-256-3110
Glastonbury	CT	Nicole	Lintereur	860-652-7604
Goshen	CT	Lucy	Hussman	860-491-2115 x230
Granby	CT	Sue	Altieri	860-844-5312
Griswold	CT	Evelyn	Spagnolo	860-376-7060 x 105
Haddam	CT	Tammy	Anderson	860-345-8531 x226
Hamden	CT	John	Gelati	203-287-7128

Hampton	CT	Kathy	Thornton	860-455-9132 x 5
Harwinton	CT	Michele	DeSilva	860-485-0898
Kent	CT	Patricia	Braislín	860-927-3160
Lebanon	CT	Emma	Sousa	860-642-6141
Ledyard	CT	Adrianna	Hedwall	860-464-3237
Lisbon	CT	Angel	Johnston	860-376-5115
Litchfield	CT	Kathy	Brown	860-567-7559
Lyme	CT	Deborah	Yeomans	860-434-8092
Madison	CT	Orietta	Nucolo	203-245-5651
Manchester	CT	John	Rainaldi	860-647-3011
Mansfield	CT	Irene	Luciano	860-429-3311
Marlborough	CT	Marie	Hall	860-295-6201 x 213
Mashantucket Pequot	CT	Frank	Fiori	860-396-2079
Middlebury	CT	Chris	Kelsey	203-758-1447
Middlefield	CT	Janet	Baron	860-349-7111 x16
Middletown	CT	Damon	Braasch	(860) 638-4930 ext. 0
Milford	CT	Dan	Thomas	203-783-3215
Monroe	CT	Justin	Feldman	203-452-2800 x1010
Morris	CT	Betsy	Quist	860-567-6096
Naugatuck	CT	Carol Ann	Tyler	203-720-7016
New Britain	CT	Michael	Konik	860-826-3326
New Canaan	CT	Sebastian	Caldarella	203-594-3005
New Fairfield	CT	Rich	Seman	203-312-5625
New Hartford	CT	Cory	Iacino	860-379-5235
New Haven	CT	Alex	Pullen	(203) 946-8061
New London	CT	Paige	Walton	860-437-6317
New Milford	CT	Kathy	Conway	860-355-6070
Newtown	CT	Penny	Mudgett	203-270-4242
Norfolk	CT	Michele	Sloane	860 542-5287
North Branford	CT	David	Ambrose	203-484-6013
North Stonington	CT	Darryl	Del Grosso	860-535-2877 x 23
Norwalk	CT	Michael	Stewart	203-854-7941
Norwich	CT	Donna	Ralston	(860) 823-3722
Old Lyme	CT	Melinda	Kronfeld	860-434-1605 x 218
Old Saybrook	CT	Norm	Wood	860-395-3137
Orange	CT	Mark	Branchesi	203-891-4700 x4722
Oxford	CT	Eva	Lintzner	203-888-2543 ext 3055
Plainfield	CT	Mary Ellen	Hall	860-230-3008
Pomfret	CT	Kathleen	Thornton	
Preston	CT	Mildred	Peringer	860-889-2529 x 115
Putnam	CT	Angela	Sanchez	860-963-6802
Redding	CT	John	Ford	203-938-5001
Salem	CT	Barbara	Perry	860-859-3873 x 130
Salisbury	CT	Kayla	Johnson	860-435-5176
Scotland	CT	Kara	Fishman	860-456-7797x104
Seymour	CT	Joseph	Kusiak	203-881-5013

Sharon	CT	Patricia	Braislin	860-364-0205
Somers	CT	Walter	Topliff	860-763-8203
South Windsor	CT	Mary	Huda	860-644-2511 ext 213
Southbury	CT	Michael	Moriarty	203-262-0674
Southington	CT	Teresa	Babon	860-276-6205
Sprague	CT	Lynn	Byberg	860-822-3002
Stafford	CT	Tami	Rossi	860-684-1786
Stamford	CT	Greg	Stackpole	203-977-4018
Stonington	CT	Marsha	Standish	860-535-5005
Stratford	CT	Melinda	Fonda	203-385-4025
Suffield	CT	Dan	Beaudoin	860-668-3843
Thompson	CT	Diana	Couture	860-923-2259
Tolland	CT	Jason	Lawrence	860-871-3655
Trumbull	CT	Mark	Devestern	203-452-5015
Union	CT	Mary	Huda	860-684-5705
Voluntown	CT	Beth	Taylor	
Wallingford	CT	Shelby	Jackson, III	203-294-2001
Waterford	CT	Terence	Dinnean	860-444-5820
West Hartford	CT	Joe	Dakers	860-561-7416
West Haven	CT	Ann Marie	Gradoia	203-937-3513 ext. 1
Westbrook	CT	Pam	Fogarty	860-399-3016 Ext. 122
Westport	CT	Paul	Friia	203-341-1135
Willington	CT	Rachel	Pierce	
Wilton	CT	Sarah	Scacco	203-563-0121
Winchester	CT	Rhonda	Roy	860-379-5461
Windham	CT	Chandler	Rose	860-465-3026
Windsor	CT	Lawrence	LaBarbera	860-285-1819
Wolcott	CT	Pamela	Deziel	203-879-8100 EXT 111
Woodbridge	CT	Betsy	Quist	203-389-3417
Woodstock	CT	Richard	Kryzak	860-928-6929 x326
Washington	DC	William	Nelson	202-442-6784
Pasco County	FL	Mike	Wells	352-521-4433
Putnam County	FL	Tim	Parker	386-329-0300
Sumter County	FL	Shauna	Jordan	352-569-6791
Taylor County	FL	Bruce	Ratliff	850-838-3511
Abington	MA	Jack	Pistorino	781-982-2107
Acton	MA	Brian	McMullen	978-264-9622
Amesbury	MA	Jason	DiScipio	978-388-8102
Amherst	MA	David	Burgess	413-259-3024
Aquinnah	MA	Angela	Cywinski	508-645-2306
Ashburnham	MA	Board of	Assessors	978-827-4100
Athol	MA	Lisa	Aldrich	978-249-3880
Attleboro	MA	Stan	Nacewicz	508-223-2222 x3135
Auburn	MA	Cindy	Cosgrove	508-832-7740 ext 1234
Avon	MA	Paul	Sullivan	508-588-0414 x1027
Barnstable	MA	Edward	O'Neil	508-862-4020

Barre	MA	Michael	Landry	978-355-2504 X3 OR X104
Berlin	MA	Molly	Reed	978-838-2256
Blackstone	MA	Patricia	Salamone	508-883-1500 x 121
Boxford	MA	Kristin	Hanlon	(978) 887-6000 ext. 142
Boylston	MA	Margo	Richardson	508-869-6543
Cambridge	MA	Robert	Reardon	617 349 4343
Chelmsford	MA	Frank	Reen	978-244-3317
Chelsea	MA	Mary-Lou	Ireland	617-466-4014
Chicopee	MA	Laura	McCarthy	413-594-1430
Clinton	MA	David	Baird	978-365-4117
Concord	MA	Lane	Partridge	978-318-3075
Dartmouth	MA	Richard	Gonsalves	508-910-1809
Dedham	MA	Richard	Henderson	781-751-9130
Dracut	MA	Karen	Golden	978 453 2451
Dudley	MA	Lisa	Berg	508-949-8006
Duxbury	MA	Steve	Dunn	781-934-1100 ext 5430
East Longmeadow	MA	Diane	Bishop MAA	413-525-5400 ext1601
Easthampton	MA	Lori	Stewart	413-529-1401
Easton	MA	Robbie	Alford	508-230-0520
Edgartown	MA	Jo Ann	Resendes	508-627-6141
Essex	MA	Gillian	Palumbo	978-768-7831
Foxborough	MA	Hannelore	Simonds	508-543-1215
Gardner	MA	Sue	Byrne	978-630-4004
Georgetown	MA	Thomas	Berube	978-337-0492
Gloucester	MA	Nancy	Papows	978-281-9715
Gosnold	MA	Pat	Decosta	508-990-7408
Granby	MA	Keri-Ann	Wenzel	413-467-7196
Groton	MA	Jonathan	Greeno	978-448-1127
Hadley	MA	Dan	Zdonek	413-586-6320
Hamilton	MA	Tina	Zelano	978-468-5574
Hampden	MA	Carolyn	Reed	413-566-2151 ext.106
Hanover	MA	Elaine	Boidi	781-826-6401
Harvard	MA	Rebecca	Boucher	978-456-4100 ext 315
Hatfield	MA	David	Zagorski	413-247-0322
Hingham	MA	Rick	Nowlan	781-741-1455
Holden	MA	Rosemary	Scully	508-210-5516
Holland	MA	JoAnne	Higgins	413-245-7108 x 106
Hubbardston	MA	Genevieve	Daniels	978-928-1400 x203
Hudson	MA	JoAnne	McIntyre	978-568-9620
Kingston	MA	Meredith	Rafiki	781-585-0509
Lakeville	MA	Norman	Taylor	
Lawrence	MA	Alex	Vega	978-620-3192
Leominster	MA	William	Mitchell	978-534-7531 x 272
Lexington	MA	Rob	Lent	781-862-0500 x 84578
Longmeadow	MA	Jessica	Guerra	413-565-4115
Lowell	MA	Sue	Lemay	978-970-4212

Mansfield	MA	Nancy	Hinote	508-261-7350
Marion	MA	Linda	Dessert	508-748-3518
Marlborough	MA	Paula	Murphy	508-460-3779
Mattapoisett	MA	Kathy	Costello	508-758-4106 x3
Medford	MA	Ellen	Brideau	781-393-2435
Middleborough	MA	Barbara	Erickson	508-946-2410/2411ext 110
Millbury	MA	Jean	Moroski	508-865-4732
Millis	MA	Paula	Dumont	508-376-7049 ext.115
Monson	MA	Maryann	Wilkinson	413 267 4120
Nantucket	MA	Deb	Dilworth	508-228-7200 ext 7035
New Salem	MA	Wayne	Hachey	978-544-2731
Newburyport	MA	Jill	Brennan	978-465-4403
Newton	MA	Elizabeth	Dromey	617-796-1160
Norfolk	MA	John	Curran	508-528-1120
North Attleborough	MA	Sheila	Scaduto	508-699-0117
Northbridge	MA	Robert	Fitzgerald	508-234-2740
Norwell	MA	Barbara	Gingras	781-659-8014
Norwood	MA	Timothy	McDonough	781-762-1240 x141
Oak Bluffs	MA	David	Bailey	508-693-3554 x104
Oakham	MA	Priscilla	Johnson	508-882-5549 x 302
Otis	MA	Lyn	Minery	413-269-0100
Palmer	MA	Rob	Leroux	413-283-2607
Paxton	MA	Kathleen	Stanley	508-799-7231 x 16
Pelham	MA	Martha	Leamy	413-253-0734
Petersham	MA	Kelly	Garlock	978-724-6658
Phillipston	MA	Sue	Byrne	978-249-1732
Plainville	MA	Maureen	Clarke	508-695-3010 x 14
Plympton	MA	Deb	Stuart	781-585-3227
Princeton	MA	Kathy	stanley	978-464-2104
Quincy	MA	Colleen	Healy	617-376-1172
Randolph	MA	Bob	Cole	781-961-0907
Rehoboth	MA	Linda	Greaves	508-252-3352
Rochester	MA	Board of Assessors		508-763-5250
Rockport	MA	Diane	Lashua	978-546-2011
Rowley	MA	Sean	McFadden	978-948-2021
Russell	MA	Ted	Gloss	413-862-6214
Rutland	MA	Diane	Peterson	508-886-4101
Sharon	MA	Mark	Mazur	781-784-1500 x1150
Shrewsbury	MA	Chris	Reidy	508-841-8353
Shutesbury	MA	Ken	Holmberg	413-259-3790
Somerville	MA	Francis	Golden	617-625-6600 x 3110
South Hadley	MA	Melissa	Couture	413-538-5027 x105
Southampton	MA	Martha	Leamy	413-527-4741
Southbridge	MA	Wilfrid	Cournoyer	508-764-5404
Southwick	MA	Sue	Gore	413-569-0565
Spencer	MA	Linda	LeBlanc	508-885-7500 x 121

Sterling	MA	Harald	Scheid	978-422-8113
Stockbridge	MA	Mike	Blay	413-298-4174 x 107
Sturbridge	MA	Ann	Murphy	508-347-2503
Sutton	MA	Joyce	Sardagnola	508-865-8722
Swansea	MA	Thomas	Welch	508-324-6703
Taunton	MA	Lisa	Labelle	508-821-1011
Templeton	MA	Luanne	Royer	978-894-2760
Tewksbury	MA	Joanne	Foley	978-640-4330
Tisbury	MA	Ann Marie	Cywinski	508-696-4207
Wales	MA	Dick	Verville	413-245-3260 x 103
Walpole	MA	Dennis	Flis	508-660-7314
Wareham	MA	Jacqui	Nichols	508-291-3100 ext 3169
Wayland	MA	Bruce	Morgan	508-358-3658
Wenham	MA	Shirley	Cashman	978-468-5520 x5
West Boylston	MA	Myra	Fortugo	774-261-4040
West Brookfield	MA	Elisabeth	DiMaio	508-867-1421áááá x303
West Springfield	MA	Michael	Motta	413-263-3050
Westfield	MA	Robin	Johnson	413-572-6203
Westminster	MA	Robin	Holm	978-874-7401
Weston	MA	Eric	Josephson	781-786-5055
Westwood	MA	Debbie	Robbins	781-320-1003
Wilbraham	MA	Manny	Silva	413-596-2817 x7
Wilmington	MA	Karen	Rassias	978-658-3675
Winthrop	MA	Stephen	Roche	617-846-2716 x1055
Woburn	MA	Andrew	Creen	781-897-5830
Worcester	MA	William	Ford	508-799-1098
Wrentham	MA	Sandy	Genna	508-384-5408
Yarmouth	MA	Andy	Machado	508-398-2231 x1225
Arundel	ME	Beth	Newcombe	207-985-4201
Augusta	ME	Lisa	Morin	207-626-2320
Bar Harbor	ME	Justin	VanDongen	207-288-3320
Bath	ME	Brenda	Cummings	207-443-8336
Berwick	ME	Paul	McKenney	603-534-2118
Biddeford	ME	Frank	Yattaw	207-284-9003 Ext.4127
Boothbay Harbor	ME	Robert	Duplisea	207-633-3671
Brewer	ME	Mary	Stuart	
Brunswick	ME	Cathleen	Jamison	207-725-6650
Camden	ME	Kerry	Leichtman	207-236-3353 press 6
Casco	ME	David	Morton	207-627-4515 ext. 201
Cornish	ME	Katherine	Blake	207-625-4324
Cumberland	ME	John	Brushwein	207-829-2204
Eliot	ME	Martine	Painchaud	207-439-1813 x 111
Ellsworth	ME	Larry	Gardner, CMA	207-667-8674
Falmouth	ME	Jennifer	Phinney	207-699-5219
Freeport	ME	Robert	Konczal	207-865-4743 x 140
Gardiner	ME	Curt	Lebel	207-582-6892 ext.1107

Gorham	ME	Mike	D'Arcangelo	207-222-1600 x1601
Harpswell	ME	Debbie	Turner	207-833-5771 x114
Kennebunk	ME	Daniel	Robinson	207-985-2102 x1310
Kennebunkport	ME	Werner	Gilliam	207-967-0402 x102
Kittery	ME	Paul	McKenney	207-439-0452 x306
Monmouth	ME	Laurie	Walker	207-933-2206 (2)
Mount Desert	ME	Kyle	Avila	207-276-5531 ext.1
North Yarmouth	ME	Robert	Konczal	207-829-3705
Ogunquit	ME	Barbara	Kinsman	207-646-5140 opt 8 then 2
Old Orchard Beach	ME	Bill	DiDonato	207-934-5714 x1512
Raymond	ME	Kaela	Gonzalez	207-655-4742 x133
Richmond	ME	Laurisa	Loon	207-737-4305 x208
Rockland	ME	Dennis	Reed	
Rockport	ME	Kerry	Leichtman	207-236-6758
Sabattus	ME	Donna	Hayes	207-375-4331
Saco	ME	Kate	Kern	207-282-1611
Sanford	ME	George	Greene	
Scarborough	ME	David	Bouffard	207-730-4061
Skowhegan	ME	Leisa	Emery (Porter)	207-474-6903 ext. 119
South Portland	ME	Jim	Thomas	207-767-7604
South Thomaston	ME	Kevin	McCormick	207-596-6584
Standish	ME	Joseph	Merry	207-642-4572
Topsham	ME	Justin	Hennessy	207-725-1722
Waterville	ME	Paul	Castonguay	207-680-4200 x4220
Wells	ME	Keeley-Anne	Lambert	207-646-6081
West Bath	ME	Robert	Morris	207-443-4342
Westbrook	ME	Jim	Thomas	207-854-0638 x 3
Windham	ME	Elisa	Trepanier	207-894-5900 ext.6512
Winslow	ME	Judy	Mathiau	207-872-2776 ext. 5205
Winthrop	ME	Linda	Huff	207-377-7206
Yarmouth	ME	Dawn	Madden	207-846-9036
York	ME	Rick	Mace	207-363-1005 x1
Bloomington	MN	Matthew	Gersemehl, SAMA	952-563-8708
Chisago County	MN	John	Keefe, SAMA	651-213-0400
Scott County	MN	Michael	Thompson	952- 496-8972
Acworth	NH	Kathi	Bradt	603-835-6879
Amherst	NH	Michele	Crowley	603-673-6041 x202
Bedford	NH	Bill	Ingalls	603-792-1316
Belmont	NH	Jeanne	Beaudin	603-267-8300 x124
Berlin	NH	Brian	Chevarie	603-752-5245
Bethlehem	NH	Claudia	Brown	603-869-3351
Bow	NH	Monica	Hurley	603-228-1187 x 115
Bridgewater	NH	Terry	Murphy	603-744-5055
Candia	NH	Andrea	Hansen	603-483-8101
Charlestown	NH	Diane	Town	603-826-4400

Chesterfield	NH	Board of	Selectmen	603-363-4624
Claremont	NH	Marlene	Jordan	603-542-7004 x2
Concord	NH	Kathy	Temchack	603-225-8550
Derry	NH	Mark	Jesionowski	603-432-6104 xt5499
Dunbarton	NH	Line	Comeau	603-774-3541 x 102
Durham	NH	Jim	Rice	603-868-8064
Enfield	NH	Julie	Huntley	603-632-5026
Epping	NH	Joyce	Blanchard	603-679-5441 ex 20
Exeter	NH	Janet	Whitten	603-778-0591 ext 110
Fremont	NH	Heidi	Carlson	603-895-9035 x10
Goffstown	NH	Scott	Bartlett	603-497-8990 x113
Grantham	NH	Melissa	White	603-863-6021 x 301
Greenland	NH	Karen	Anderson	603-431-7111 x100
Hampton	NH	Ed	Tinker	603-929-5914
Hampton Falls	NH	Todd	Haywood	603-926-4618
Henniker	NH	Helga	Winn	603 428 3221 x2
Hinsdale	NH	Kathryn	Lynch	603-336-5727 x 17
Hollis	NH	Connie	Cain	603-465-2209 x105
Hooksett	NH	Leeann	Moynihan	603-268-0003
Jaffrey	NH	Erlene	Lemire	603-532-7445 x102
Keene	NH	Dan	Langille	603-352-2125
Laconia	NH	Deb	Deriick	603-527-1268
Lincoln	NH	Helen	Jones	603-745-2757 x3
Littleton	NH	Amy	Hatfield	603-444-3996 ext 12
Lyme	NH	Diana	Calder	603-795-4639
Lyndeborough	NH	Dawn	Griska	603-654-5955 ext.221
Manchester	NH	Bob	Gagne	603-624-6520 x6795
Meredith	NH	Jim	Commerford	603-677-4226
Milford	NH	Marti	Noel	603-249-0615 x240
Moultonborough	NH	Josephine	Belville	603-476-2347
New Durham	NH	Scott	Kinmond	603-859-2091
Newington	NH	Susan	Henderson	603-436-7640
Newmarket	NH	Scott	Marsh	603-659-3073 Ext.1313
North Hampton	NH	Mike	Pelletier	603-964-8087
Pelham	NH	Susan	Snide	603-508-3080
Pembroke	NH	Elaine	Wesson	603-485-4747 x 213
Portsmouth	NH	Rosann	Maurice-Lentz	603-610-7212
Raymond	NH	Donna	Giberson	603-895-4735 x102
Rindge	NH	David	DuVernay	603-899-5181 x113
Rye	NH	David	Hynes	603-964-5523
Salem	NH	Normand	Pelletier	603-890-2018
Sandown	NH	Lynn	Blaisdell	603-887-8392
Seabrook	NH	Angela	Silva	603-474-2966
Strafford	NH	Liz	Evans	603-664-2192 ext 105
Swanzey	NH	Michael	Branley	603-352-7411 x107
Tamworth	NH	Darlene	McWhirter	603-323-7525 x14

Troy	NH	Alissa	Fox	603-242-7722
Wilton	NH	Pam	Atwood	603-654-9451 2 THEN x1
Windham	NH	Jennifer	Zins	x3006
Carmel	NY	Glenn	Droese (DROSEY)	(845) 628-1500
New York City	NY	Lance	Abrams	212-361-7014
Rye	NY	Denise	Knauer	914-939-3566 x1
Bradford County	PA	Donna	Roof	570-265-1714 x2827
Crawford County	PA	Joe	Galbo	814-333-7305
Greene County	PA	Mary Ann (Lou)	Lewis	724-852-5241
Tioga County	PA	Deborah	Crawford, CPE	(570) 723-8112á
Warren County	PA	Karen	Beardsley, CPE	(814) 728-3424á
Barrington	RI	Mike	Minardi	401-247-1900 x322
Burrillville	RI	Jennifer	Mooney	401-568-4300 ext 126
Charlestown	RI	Ken	Swain	401-364-1233
Cranston	RI	Mark	Capuano	401-780-3188
Cumberland	RI	Ken	Mallette	401 728-2400 x149
East Providence	RI	Steve	Hazard	401-435-7574
Exeter	RI	Kerri	Petrarca	401- 294-5734á
Foster	RI	Patricia	Moreau	401-392-9202
Glocester	RI	Lori	DiSantis	401-568-6206 x3
Hopkinton	RI	Liz	Monty	401-377-7780
Jamestown	RI	Christine	Brochu	401-423-9802
Johnston	RI	Kim	Gallonio	401-553-8824
Lincoln	RI	Elaine	Mondillo	401-333-1100 x8448
Little Compton	RI	Denise	Cosgrove	401-635-4509
Middletown	RI	George	Durgin	401-847-7300
New Shoreham	RI	Joan	Wholey	401-466-3217
Newport	RI	Jade	Phillips	401-845-5364
North Kingstown	RI	Linda	Cwiek	401-294-3331 x 110
Pawtucket	RI	Robert	Burns	401-728-0500 x218
Portsmouth	RI	Matt	Helfand	401-683-1536
Providence	RI	Thaddeus	Jankowski, Jr.	
Richmond	RI	Elizabeth	Fournier	401-539-9000 x 7
Smithfield	RI	Drew	Manlove	401-233-1015
South Kingstown	RI	Jean-Paul	Bouchard	401-789-9331 x1222
Tiverton	RI	David	Robert	401-816-0255
Warwick	RI	Neal	Dupuis	401-738-2000 x4
Westerly	RI	Dave	Thompson	401-348-2544
Albemarle County	VA	Peter	Lynch	434 296 5856
Charlottesville City	VA	Jeffrey	Davis	(434) 970-3136á
Chesapeake City	VA	William	Rice	757-382-6235
Culpeper County	VA	W.	Kilby	540-727-3411
Gloucester County	VA	Derek	Green	804-693-1323
Halifax County	VA	Brenda	Powell	434-476-3185
Hanover County	VA	Richard	Paul	804-365-6027
Harrisonburg City	VA	Lisa	Neunlist	540-432-7795

Henrico County	VA	Tom	Little	804 501-5346
Henry County	VA	Linda	Love	276-634-4611
Manassas City	VA	Terri	Martin	703-257-8298
Martinsville City	VA	Ruth	Easley	276-403-5130
New Kent County	VA	Laura	Ecimovic	804-966-9610
Northampton County	VA	Charlene	Gray	757-678-0440 ex 506
Poquoson City	VA	Richard	Faison	757-868-3080
Portsmouth City	VA	Janey	Culpepper	757-393-8631 x2163
Prince George County	VA	Rod	Compton	804-722-8629
Salem City	VA	Justin	Kuzmich	540-378-0175
Staunton City	VA	Charley	Haney	540-332-3827
Suffolk City	VA	Jean	Jackson	757-514-7479
York County	VA	Maria	Kattman	757-890-3720
Williamsburg City	VA	Derek	Green	757-220-6185
Bridgewater	VT	Board of Listers		802-672-3334
Colchester	VT	Robert	Vickery	802-264-5671
Hartford	VT	Michelle	Wilson	802-478-1109
Newport	VT	Spencer	Potter	802-334-6992
Pittsford	VT	John	Eugair	802-483-6500 ext 15
Stratton	VT	Kent	Young	802-896-6184
West Rutland	VT	Lisa	Wright	802-438-2263
Waukesha City	WI	Paul	Klauck	262-524-3510

Revised 4-2-2019

Vision Government Solutions Public Relations Program

Over recent years, Vision Government Solutions has witnessed an increased need for a comprehensive Public Relations Program. As federal and state governments cut back on all programs, Municipal Governments struggle to maintain basic services and real estate taxes are scrutinized.

As all assessing professionals know, revaluations and updates are a means of equalizing the tax base by bringing all property to a uniform percentage of current value. To property owners, the word "revaluation" has become synonymous with "tax increase." When a revaluation is announced, the taxpayers are anxious and wary. A solid Public Relations Program educates and informs property owners about a revaluation, how it's implemented and how their property taxes fit into the equation. With educated, informed and active taxpayers, a Public Relations Program is required to create a positive image of the tax assessing process.

Vision Government Solutions Public Relations Program begins when a project is awarded. The Vision Government Solutions Project Manager and the Sales Staff work with the Assessor throughout the project. The Assessor is a key component in that Assessors have knowledge of both the political situation and the potential receptiveness of the property owners. Assessors generally know which special interest groups to target for added attention, have information on current municipal services, and are aware of which local media will enable the best and most exposure.

Vision Government Solutions provides standard information to the client for use in explaining the process. This information includes:

- Company history and experience.
- Initial explanation of the project, its time schedule, breakdown on each phase, and where the property owner can become involved.
- Project update notices on where the project is during each phase (not usually necessary for updates).
- Notification and explanation of the Hearings Process and how homeowners can prepare for them.
- Explanation of the Appeals Process, should property owners still disagree with the new values after hearings.
- Sample letters and articles from other Municipalities positive press experience.

Public Relations Program Steps

1. **Initial Set-up:**

- Assessing the needs via discussion and negotiation prior to signing a contract.
- Conduct Media Research: What papers, radio stations, etc. are in the area, their circulation, the political climate of each publication, etc.

2. **Media Releases:**

- Hold background meeting with local press by phone or in person.
- Press Release announcing the award of the impending revaluation, follow-up with press.
- Press Release announcing the start of the project, the actual steps and time frame involved, follow-up with press.
- Street listing Press Release every month for the duration of Data Collection Phase of project, follow-up with press.
- Press Release announcement of hearings; what to expect and how to prepare, follow-up with press.
- Press release on the results of the revaluation, follow-up with press.
- Generic Question & Answer Brochures.

3. **Media Status Meetings:**

- Client meetings
- Monitor local press

4. **Group Presentations:**

- Business/Commercial Groups, i.e. Kiwanis, Rotary.
- Political Groups; e.g. Selectmen, Aldermen, Finance Boards, et al.
- Preparation of materials and follow-up debriefing memos.

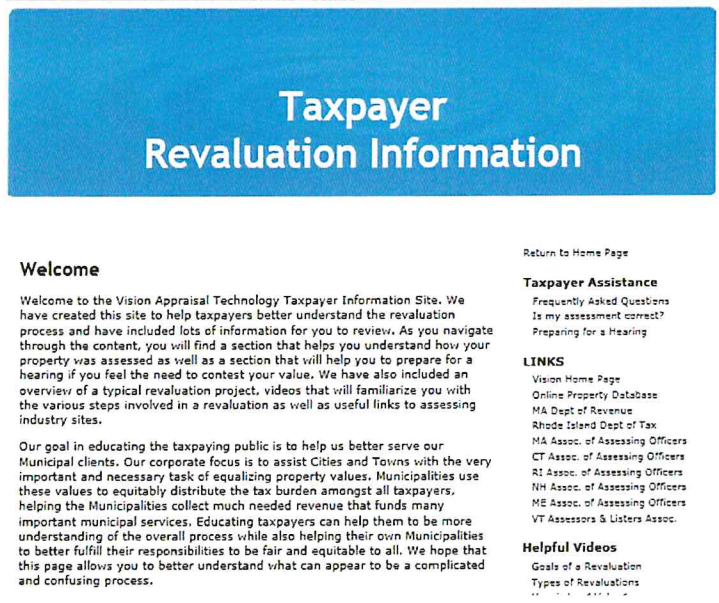
5. **Specialty Items:** Priced outside of the contract.

- Municipality Specific Question & Answer Brochures
- Municipality Specific Revaluation Slide Show

Public Relations via the Internet

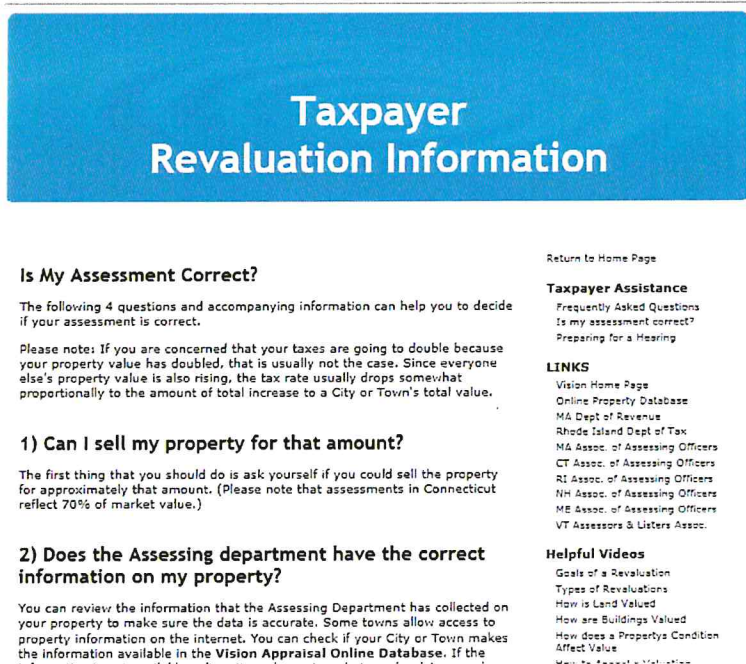
Whether or not the Town decides to publish assessing data on the web, a PR web page can be set up and customized for the Town to help the citizens better understand the revaluation process. Some sample screens are shown below.

Frequently asked questions can be added to address typical taxpayer concerns.



The screenshot shows a blue header with the text "Taxpayer Revaluation Information". Below the header, there are two columns of text. The left column is titled "Welcome" and contains two paragraphs of introductory text. The right column contains several sections: "Return to Home Page", "Taxpayer Assistance" (with links for "Frequently Asked Questions", "Is my assessment correct?", and "Preparing for a Hearing"), "LINKS" (with links to various state and local assessment associations), and "Helpful Videos" (with links for "Goals of a Revaluation" and "Types of Revaluations").

The web site can feature a section that helps taxpayers evaluate whether their assessment is correct by bringing them through a series of questions.



The screenshot shows a blue header with the text "Taxpayer Revaluation Information". Below the header, there are two columns of text. The left column is titled "Is My Assessment Correct?" and contains a paragraph of text, a "Please note:" section, and two numbered questions: "1) Can I sell my property for that amount?" and "2) Does the Assessing department have the correct information on my property?". The right column contains several sections: "Return to Home Page", "Taxpayer Assistance" (with links for "Frequently Asked Questions", "Is my assessment correct?", and "Preparing for a Hearing"), "LINKS" (with links to various state and local assessment associations), and "Helpful Videos" (with links for "Goals of a Revaluation", "Types of Revaluations", "How is Land Valued", "How are Buildings Valued", "How does a Property's Condition Affect Value", and "When to Request a Revaluation").

An actual representation of previous assessed values to current sales price can be a great way to explain why assessments have risen to their current level.

Danbury, CT Revaluation Information

Welcome

Welcome to the Vision Appraisal Technology Taxpayer Information Site. We have created this site to help taxpayers better understand the revaluation process and have included lots of information for you to review. As you navigate through the content, you will find a section that helps you understand how your property was assessed as well as a section that will help you to prepare for a hearing if you feel the need to contest your value. We have also included an overview of a typical revaluation project, videos that will familiarize you with the various steps involved in a revaluation as well as useful links to assessing industry sites.

Our goal in educating the taxpaying public is to help us better serve our Municipal clients. Our corporate focus is to assist Cities and Towns with the very important and necessary task of equalizing property values. Municipalities use these values to equitably distribute the tax burden amongst all taxpayers, helping the Municipalities collect much needed revenue that funds many important municipal services. Educating taxpayers can help them to be more understanding of the overall process while also helping their own Municipalities to better fulfill their responsibilities to be fair and equitable to all. We hope that this page allows you to better understand what can appear to be a complicated and confusing process.

[Return to Home Page](#)

Taxpayer Assistance

[Overview of Market Conditions](#)
[Frequently Asked Questions](#)
[Is my assessment correct?](#)
[Preparing for a Hearing](#)

LINKS

[Vision Home Page](#)
[Online Property Database](#)
[MA Dept of Revenue](#)
[Rhode Island Dept of Tax](#)
[MA Assoc. of Assessing Officers](#)
[CT Assoc. of Assessing Officers](#)
[RI Assoc. of Assessing Officers](#)
[NH Assoc. of Assessing Officers](#)
[ME Assoc. of Assessing Officers](#)
[VT Assessors & Listers Assoc.](#)

Helpful Videos

[Goals of a Revaluation](#)

We can even offer videos that explain how a revaluation is performed.

Taxpayer Revaluation Information

Goals of a Revaluation



Launch in external player

Click below to view a copy of the chart referred to in this Video.

[Return to Home Page](#)

Taxpayer Assistance

[Frequently Asked Questions](#)
[Is my assessment correct?](#)
[Preparing for a Hearing](#)

LINKS

[Vision Home Page](#)
[Online Property Database](#)
[MA Dept of Revenue](#)
[Rhode Island Dept of Tax](#)
[MA Assoc. of Assessing Officers](#)
[CT Assoc. of Assessing Officers](#)
[RI Assoc. of Assessing Officers](#)
[NH Assoc. of Assessing Officers](#)
[ME Assoc. of Assessing Officers](#)
[VT Assessors & Listers Assoc.](#)

Helpful Videos

[Goals of a Revaluation](#)
[Types of Revaluations](#)
[How is Land Valued](#)
[How are Buildings Valued](#)
[How does a Property's Condition Affect Value](#)
[How to Appeal a Valuation](#)

We have found that providing explanations via the web helps tremendously with our PR efforts. We have also been able to measure this need. We have tracked more than 2,000,000 unique hits annually to our Taxpayer Revaluation Information Web Site since December 2005.

JUNE PERRY

PROFESSIONAL EXPERIENCE

VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA

2008 – Present, District Manager

Duties include overseeing all appraisal operations, coordinating large staff of Present appraisers, programmers and support staff and managing annual client consulting services such as revaluations, data conversions, cyclical reinspections, building permit work and defense of values.

2000 – 2007, Project Manager

Responsible for planning, implementing and running revaluation projects for various municipalities. Specific duties include the mass appraisal of residential, commercial, industrial, and personal property accounts. Duties include property sales review and verification, statistical analysis, model calibration, the supervision of data collectors and field review appraisers, taxpayer hearings and all reporting requirements as they relate to project certification.

1991 – 2000, Senior Appraiser

Responsible for the supervision of town-wide revaluations and valuation update projects. Duties include performing all sales analysis, establishing the methodology to be used on the appraisal of residential properties, coordinating field review operations, taxpayer hearings and client consultations. Management assignments include: Glastonbury, Lyme, Watertown, Fairfield Granby, Stonington, New Haven and West Haven, Enfield, Tolland, Connecticut; Leominster, Gardner, Spencer, Westminster, Sutton, and Dudley, Paxton, Massachusetts. Have specific expertise in recreational areas including Martha's Vineyard - Tisbury, Oak Bluffs, and Aquinnah in Massachusetts; Kennebunkport and Cumberland, Maine; Jaffrey and Swanzey, New Hampshire.

1990 – 1991, Staff Appraiser

Responsibilities included the field review of property record cards to verify accurate and critical data for value estimation. Also performing quality control of data throughout the project and supervising daily operations.

1987 – 1989, Senior Data Collector

Responsible for coordinating, supervising and completing the Data Collection Phase of a Revaluation. Duties were to inspect residential and commercial properties, prepare and analyze inspection and production reports and supervise Data Collectors.

EDUCATION

Southeastern Massachusetts University

B.S. in Management

International Association of Assessing Officers

Course I: Fundamentals of Real Property Appraisal

Course II: Income Approach to Valuation

Course 301: Mass Appraisal of Residential Property

Course 302: Mass Appraisal of Income-Producing Property

Course 3: Development and Writing of Narrative Appraisal Reports

Course 400: Assessment Administration

Massachusetts Association of Assessing Officers

Course 1 Comparable Sales Approach to Value

Course 2 Cost Approach to Value

Course 3 Income Approach to Value

Course 5 Mass Appraisal of Real Property

USPAP 15 hour Part 1 & 2

USPAP Update - 2008

USPAP Update -2011

USPAP Update -2014-16

New Hampshire

NH State Statutes Course I

NH State Statutes Course II

Appraisal Institute

Standards of Professional Practice - Part A

Standards of Professional Practice - Part B

Updates 2008, 2011, 2014

Other Courses/Seminars

Basic Appraisal Principles – 28 hours (MBREA)

Market Analysis & Highest and Best Use

Wireless Depreciation & Solar Legislation

Tif's & Pilots

The effect of Casino's

Foreclosures and Short Sales

Pilots and Rural Land

Mold Remediation

GIS & Assessing

Land Valuation and Mass Valuation Process

SPECIAL QUALIFICATIONS

State of Connecticut: Certified Residential, Commercial/Industrial Appraiser and Supervisor #347

State of New Hampshire: DRA Certified Assessor Supervisor #303

Massachusetts Superior Court: Qualified Expert Witness

STEPHEN WHALEN

PROFESSIONAL EXPERIENCE

VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA

2005 – Present, Project Manager/Senior Commercial/Industrial Appraiser

Responsible for overall project management and/or commercial/industrial appraisal functions required in connection with revaluation and update projects. Specific expertise in the valuation of commercial and industrial property.

WELLESLEY, MA – ASSESSORS OFFICE WELLESLEY, MA

2008 – Present, Property Appraiser

Field review of all residential properties that have filed a building Permit. Verification of all info on the property card, inside and outside of the property. Re-inspections of property that have filed a tax abatement or have sold within the last year.

WEST NEWBURY, MA -ASSESSORS OFFICE WEST NEWBURY, MA

2005 – Present, Property Appraiser

Field review of all properties that have filed a building permit. Verification of all Building information due to property sales.

SAUGUS, MA -ASSESSORS OFFICE SAUGUS, MA

1999 – Present, Property Appraiser

Interior and exterior inspections of all residential and commercial properties that have taken out a building permit. Re-inspections of all properties that file for a tax abatement. Commercial income and expense analysis. Valuation of commercial and industrial property for state mandated revaluation. Review and approval of the revaluation by the Massachusetts Department of Revenue.

COLE LAYER TRUMBLE, CO. TOLLAND, CT

1987 – 2005, Senior Project Manager

Experienced in all phases of the revaluation process and supervisor on a number of projects in New England. Responsible for the hiring and training of field and office personnel and has assisted in the defense of values at both informal and formal levels. Also responsible for training clients and employees on different valuation analysis software. Other responsibilities include establishing market rents for commercial and industrial properties based on income and expense reports passed in. Utilizing the income, cost and sales approaches to value for state mandated revaluations.

EDUCATION

University Of Massachusetts Boston, MA

Bachelor of Arts Degree –Economics

Southeastern Massachusetts University Dartmouth, MA

Liberal Arts and Computer Science courses

International Association of Assessing Officers Courses:

Site analysis and evaluation
Introduction to the cost approach to value
Introduction to the market approach to value
Fundamentals of real property appraisal
Income approach to valuation
Mass appraisal of residential property
The Rushmore Model for hotel valuation
Complex industrial property
Mass appraisal of high end residences
Valuation of regional malls and golf courses
Specialty properties; hospital exemptions and assisted living
Valuation telecommunications property and wireless technology
Casino valuation

CERTIFICATIONS

State of Connecticut

Certified for land/residential, commercial/industrial, personal property, and supervisor.

State of New Hampshire

Certified Real Estate Appraiser

RICHARD T. KULP

MASS APPRAISAL EXPERIENCE

VISION GOVERNMENT SOLUTIONS, NORTHBORO, MA

6/04 – Staff Appraiser/Crew Chief

Present Duties include reviewing accuracy of data by Data Collectors; assisting with public hearings; maintaining production logs both daily and weekly for project managers. Training and experience with Commercial data collection and review. Projects include Arundel, Standish, Camden, Kennebunkport, Winslow, Gardiner and Raymond, Maine; Fremont, Littleton, Manchester and Derry, New Hampshire; Newburyport, Dracut and Harvard, Massachusetts, as well as Danbury, Bristol and Bridgeport, Connecticut.

RE Appraiser Trainee with State of NH and has assisted with field review process in Fremont, Littleton, Dunbarton, Chester, Pelham and Derry, New Hampshire.

02/02- Data Collector

06/04 Responsibilities include accurately locating, identifying, and measuring the exterior dimensions of assigned properties. Making a thorough inspection of the interior of the property and accurately recording all pertinent data used in the valuation of the property. Experience in working in Hooksett, New Durham, Exeter, Fremont, and Wolfeboro, New Hampshire and York, Kittery, Camden, Standish and Raymond, Maine.

EXPERIENCE

5/00- **Tycom Integrated Cable Systems, Newington, NH**

02/02 Technical Analyst

11/94- **Russound, Inc. New Market, NH**

5/00 Inventory Control Team Leader

12/91- **Harcourt Home Improvement Co., Nottingham, NH**

11/94 Carpenter/Painter/Landscaper

2/86- **National Oceanographic and Atmospheric Administration NOAA,**

12/91 **Seattle, DC**

Survey Technician

EDUCATION**University of New Hampshire**

B.S. Park Management

Vision Appraisal Technology

80 Hour In-House Training Program

REA1-Real Estate Appraisal Basics – 10220032 (Mass. Board of RE Appraisers)

39 hours

USPAP: Uniform Standards of Professional Appraisal Practice, 2006

JMB Real Estate Academy

Appraising Income Properties – 10180003 (Mass Board of RE Appraisers)

30 hours, 2007

New Hampshire Department of Revenue Administration

Certified Real Estate Appraiser Trainee

Connecticut Office of Policy and Management

Certified Land/Residential Data Collection and Review

PATTI R. HOWELL
125 Walnut Street
Douglas, MA
508-878-0123
Phowell0309@gmail.com

9/1/15 – Present

VISION GOVERNMENT SOLUTIONS, HUDSON, MA
Senior Staff Appraiser

Duties include the valuation of residential properties, field review of property record cards, and taxpayer hearings, meeting with residential and commercial property owners demonstrating how current values were arrived at utilizing the sales comparison approach and the income approach to value.

2013-11/30/2014

Deputy Assessor Hopkinton Massachusetts

Responsibilities include; but not limited to inspection of residential and commercial properties due to building permits, sales verification, abatement review and cyclical re-inspection program. Verifies work completed and related values from on-site inspections and keeps department computer system (Patriot Assess-Pro) updated and accurate to facilitate preparation of periodic reports. Maintains and updates department records including building permits, mapping, and new construction statutes. Assists the Principal Assessor in the valuation of all real property to determine the fair and full market value including the verification of property documentation, both exterior and interior physical information; assists in abatement applications and in the completion of state-mandated recertification program. Extensive field work required.

MASS APPRAISAL EXPERIENCE

2005- 2013

VISION GOVERNMENT SOLUTIONS, NORTHBORO, MA
Senior Staff Appraiser –

Responsibilities include field review of property record cards to verify accurate and critical data for value estimations. Also performing quality control of data throughout the project and supervising daily operations and proficient with Vision Software. Work with local officials and conduct informal public hearings.

Crew Chief –

Oversee the total data collection effort, maintaining a high level of competence and efficiency, and monitoring and evaluating the data collection personnel.

Data Collector-

Primary responsibility is to locate, identify, and accurately measure the exterior dimensions of assigned properties, as well as to make a thorough inspection of the interiors and accurately record all pertinent data on the prescribed data collection form.

EXPERIENCE:

2002 – 2005

CONTRACTOR – REAL ESTATE APPRAISER TRAINEE, MA LICENSE #101260
Residential and Commercial appraisal experience

2000 – 2002

COLORTRIEVE RECORD SYSTEMS, INC., FRAMINGHAM, MA

Accounting Assistant - Responsibilities included all aspects of receiving, order processing, inventory control, and new item creation, shipping, inventory and report generation. Great Plains software.

1995 – 2000 **UNITED STATES POSTAL SERVICE, UPTON, MA**

1992 – 1999 **LAW ASSOCIATES, SOUTHBOROUGH, MA**
Paralegal/Legal Secretary

ALLIED CONSULTING ENGINEERING SERVICES, INC., BOSTON, MA
Administrative Assistant

CERTIFICATIONS

MAA 1214

New Hampshire - Certified Property Assessor Assistant
2011 – 2015 (exp)

State of Connecticut - Certified Land/Residential Assessment

EDUCATION:

NEWBURY COLLEGE, Brookline, MA
A.S., Paralegal Studies
Various appraisal courses

APPRAISAL EDUCATION

Department of Revenue Course 101

Massachusetts Association of Assessing Officers

Course 200 – Assessing Principles, Procedures and Administration

Course 1 – Comparable Sales Approach

Course 2 – Cost Approach

Course 3 – Income Approach

Course 5 – Mass Appraisal for Ad Valorem Taxation

Appraisal Institute – The Professional Guide to the Uniform Residential Appraisal Report

Massachusetts Board of Real Estate Appraisers –

REA 1A - Appraising the single Family Residence

Advanced Virtual real Estate Appraising

REA 5.1 – Appraising Complex Residential Properties

REA 1 – Real Estate Appraisal Basics

Uniform Standards of Professional Appraisal Practice

NH Department of Revenue & NH Association of Assessing Officials

State Statues Part 1

Vision Appraisal Technology, Northboro, MA

80 Hours In-house Training Program

SANDRA SCHMUCKI

PROFESSIONAL EXPERIENCE

VISION GOVERNMENT SOLUTIONS, INC., HUDSON, MA

2008 – Present, Project Manager

Oversee all assigned appraisal operations; manage support staff and Staff Appraisers; project planning and supervision of multiple projects within the district. Meet with state appointed representatives of Bureau of Assessments for certification of municipality values.

1999 – 2001, Staff Appraiser

Review residential and commercial properties for revaluation purposes. Responsibilities include residential sales review, hearings with taxpayers, update 61A Farm use land value based on clients' data, set condition factors for land based on topography, reconcile income and expense reports with commercial properties on Vision software, and work with Assessor's offices. Experience includes working in Massachusetts, Connecticut, Rhode Island, New Hampshire, and Maine.

1998 – 1999, Crew Chief

Responsible for overseeing the total data collection effort, completing complex data collection assignments which may be beyond the scope of normal data collection personnel, maintaining a high level of operating competence and efficiency, monitor and evaluate the process of data collection personnel.

FRESENIUS MEDICAL CARE NA, NMC HOMECARE, INC., LEXINGTON, MA

1996 – 1998, Accounting Manager

Manage department to account for regional branches with annual revenue of \$100 million. Oversee monthly close of the general ledger. Supervise three accountants and payroll department. Responsible for monthly financial reports for multiple offices, analysis of gross margin and operating costs, oversee billing and collecting accounts receivable. Implement action plan to resolve problem areas on balance sheet and fixed assets. Member of SAP accounting software implementation to resolve Y2K issue, focus on fixed assets and general ledger. Work with human resources, field management and corporate financial departments.

1987 – 1996, Accountant/Accounting Supervisor

Progressive accounting experience working in home healthcare, construction, property management and conference industries.

EDUCATION

University of Massachusetts- Lowell, MA

1987 Bachelor of Science Degree: Business

SPECIAL QUALIFICATIONS

State of Connecticut Office of Policy and Management: Certified Land/Residential Appraiser 2000, 2012. Certified Commercial Appraiser 2013 (valid through April 30, 2023)

State of New Hampshire DRA Certified Real Estate Appraiser 2005, Assessor Assistant 2010, DRA-Certified Property Assessor 2015(valid through December 30, 2020)

State of Vermont Department of Taxation Certified Project Supervisor (through March 2024)

IAAO Course 300 Fundamentals of Mass Appraisal: Certificate of Completion 2000

IAAO Course 201 Appraising Income Properties: Certificate of Completion 2002

IAAO Course 100 Basics of Real Estate Appraisal: Certificate of Completion 2004

MAAO Course 3 – Income Approach to Value: Certificate of Completion 2013

MBREA Course - Basic Appraisal Principles: Certificate of Completion 2018

MBREA Course – Basic Appraisal Procedures: Certificate of Completion 2018

SHERYL CLIFFORD

EXPERIENCE

VISION GOVERNMENT SOLUTIONS INC, HUDSON, MA

02/13- **Data Collector**

Pres Responsibilities include accurately locating, identifying, and measuring the exterior dimensions of assigned properties. Making a thorough inspection of the interior of the property and accurately recording all pertinent data used in the valuation of the property. Additional experience in field review, building permits as well as informal tax payer hearings. Experience working in Casco, North Yarmouth, Brewer, Waterville, Skowhegan, Ogunquit, Wells, Monmouth and Bath, Maine. Also New Durham & Grantham NH. along with Chelmsford Ma., Pawtucket & Providence RI. DRA Certified Building Measurer & Lister.

TRUGREEN LIMITED PARTNERSHIP, RANDOLPH, NJ

06/12- **Commercial Sales Representative**

03/99 Sell lawn & horticultural services to prospective customers, traveling throughout assigned territory. Plans and organizes daily workload according to priority. Generates sales revenue by adding new commercial & governmental accounts. Cross selling & up selling current commercial customers. Quotes prices & prepares sales accounts. Communicates with internal & external customers for the scheduling of appointments & dispatching production. Continuously adapts to changing priorities. Meets all annual departmental goals.

01/97- **Commercial Customer Service Representative**

03/99 Working as a team player with sales & field representatives, maintaining all commercial & governmental accounts. Providing all customer service functions, including data entry of all sales information, tracking sales numbers on a daily & weekly basis & providing sales data to managerial reports. Schedule appointments & dispatch production of lawn & horticulture services.

00/90- **Residential Customer Service Representative**

12/96 Heavy telephone work involving problem solving, answering customer questions & providing solutions, account status in reference to lawn & horticulture information. Quote prices & prepare sales estimates for prospective customers. Reinstate cancelled customers.

06/90- **Field Service Specialist**

06/87 Route driver of assigned area with responsibility of 500 customers. Visit customer properties & explain programs & services for lawn maintenance. Survey property for

square footage, recommend treatments & quote prices. Certified in pesticide application including fertilization, herbicides, insecticides & lime.

EDUCATION

Bloomfield College, Bloomfield, NJ
BS, Business Administration

Becker Junior College, Leicester, MA
AS, Business Administration

Vision Government Solutions
80 Hour In-House Training Program

New Hampshire Certified Measure and Lister

AWARDS/RECOGNITION

Branch Employee Achievement Award, 2002, 2003, 2004, 2006, 2008, 2010, 2011
New Jersey Region Commercial Highest Renewal Percentage Award 2001, 2003, 2004, 2006
New Jersey Region #1 Ranking 2011, East Division #2 Ranking 2011