



New Castle County Reassessment 2025

Tyler Technologies
Update for New Castle County Council
February 2023



Field Inspection Update | Logistics

Field inspections began in September of 2021

Field inspections are segmented by groupings of data collectors:

1 x non-residential team

The non-residential team is tasked with conducting field inspections for all classes of property other than residential

Location of inspections vary from residential areas

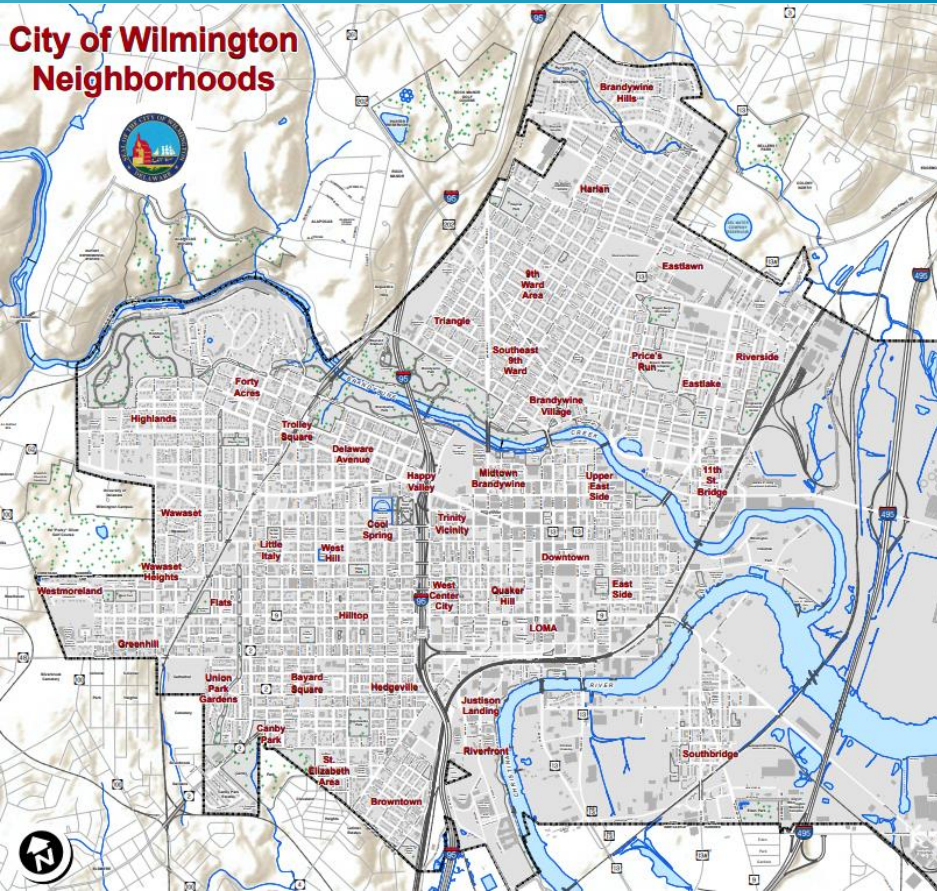
2 x residential teams

1 x northern team (operating in the northern section of the County)

1 x southern team (operating in the southern section of the County)



Field Inspection Update | Logistics

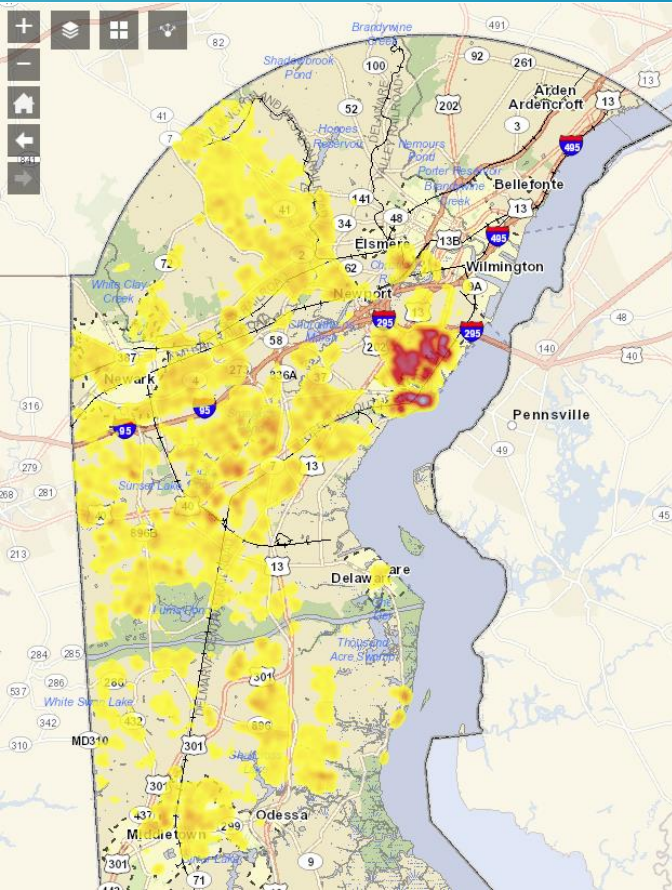


Currently, our field inspections are wholly concentrated in the City of Wilmington

Once the City of Wilmington's parcels are inspected, Tyler will resume residential inspections outside of Wilmington

In this case, Pike Creek/Hockessin in the North and Townsend in the South

Field Inspection Update | Completed Site Visits



Total # of parcels inspected as of 2/20/23
113,000 +/- or 53% of the total inventory

There is an interactive map showing completed areas that is presented on Tyler's reassessment webpage that is being regularly updated

The areas highlighted in yellow and red are areas where inspections have been completed

Field Inspection | Staffing Update



Tyler continues to experience difficulties filling openings for data collectors

As of 2/20/2023, Tyler has 18 field-based staff

There are a varying amount of office and back-end staff that are also working on components of the New Castle County Reassessment

Tyler continues to explore all possible avenues to increase our field inspection staff count

Project Timeframe Update

As of 2/20/2023, our line-item project deliverables specific to the reassessment effort are on schedule

Forecast:

Field Inspections Completed – 01/01/2024

This does not account for parcels created after July 15th, 2021.

This would include all splits/sub-divisions primarily addressing residential new construction activity on parcels recently created



Project Timeframe Update



Field Inspection – New Construction, Sales Verification, and Revisits

This is anticipated to be completed by 07/01/2024

Data Mailers – both for residential and non-residential parcels

The residential forms are colloquially known as “Data Mailers”, while the non-residential forms are known as “Income Questionnaires”

Scheduled to be sent between 06/01/2024 through 08/01/2024

Project Timeframe Update



Notice of Tentative Assessed Value Mailer

10/15/2024 through 11/05/2024

Informal Review Period

11/05/2024 through 02/01/2025

When will bills go out predicated on the newly assessed values

July of 2025

Enterprise Assessment | Project Timeframe Update



The Enterprise Assessment CAMA system is currently in the testing phase.

The anticipated go-live for Enterprise Assessment is October 2023

A few months trailing the official go-live of Enterprise Assessment, all NCC Assessors will be utilizing tablet-based software to perform all field-related activities

For example, all property characteristic data including sketches of improvements (buildings) will be collected at or near the time of physical inspection

This eliminates the duality of sketching or notating observations on paper, only to have to reenter all paperwork in the legacy system when back in the office

TYLER TECHNOLOGIES CONTACT INFO

Michael McFarlane

Tyler Project Supervisor

302.395.3620

NewCastleCounty@tylertech.com

C O U N T Y A S S E S S M E N T C O N T A C T I N F O

Denzil Hardman

Accounting & Fiscal Manager

Assessment

(302) 395-5083



REASSESSMENT PROJECT WEBSITE

For further information:

empower.tylertech.com/New-Castle-County-Delaware

Empowering people who serve the public[®]



tyler
technologies