



CITY OF CONCORD

New Hampshire's Main Street™

REPORT TO MAYOR AND THE CITY COUNCIL

Date: September 5, 2019

To: Honorable Mayor and City Council

From: Kathryn Temchack, Director of Real Estate Assessments

RE: New mission and vision statement for Assessing Department

Background

Over the past month, two new employees have started in the Assessing Department filling vacancies. As a way to create a more unified department, on August 1, 2019, the Assessing Department attended a Mission and Vision session at Primex. During the session, the department reviewed the positive and negative internal and external influences of the department and how they affect the department. The Department also discussed opportunities to serve the City and its customers. This information was used to create the following Mission and Vision statements.

Mission: The Assessing Department's purpose is to continuously discover and list information used to provide fair and equitable property values.

Vision: We will be a well-informed, educated, and trained department in order to provide a positive experience for our internal and external customers.

Discussion

These Mission and Vision statements will be added to the Assessing Department's webpage and used in various locations within the department. The Mission and Vision statements will guide the decisions made by the department.

The Department created a strategy to fulfil the Department's vision.

Strategy:

- Continue to educate and inform property owners on assessment process, exemptions, credits, and deferrals
- Maintaining transparency in our assessment process
- Using experience to create consistent, long-term best practices
- Reviewing current practices in order to increase efficiency
- Monitoring changes to legislation and rules that impact the process

Cc: Thomas J. Aspell Jr., City Manager