



New Castle County Reassessment 2025

Tyler Technologies

Update for New Castle County Council

February 2023



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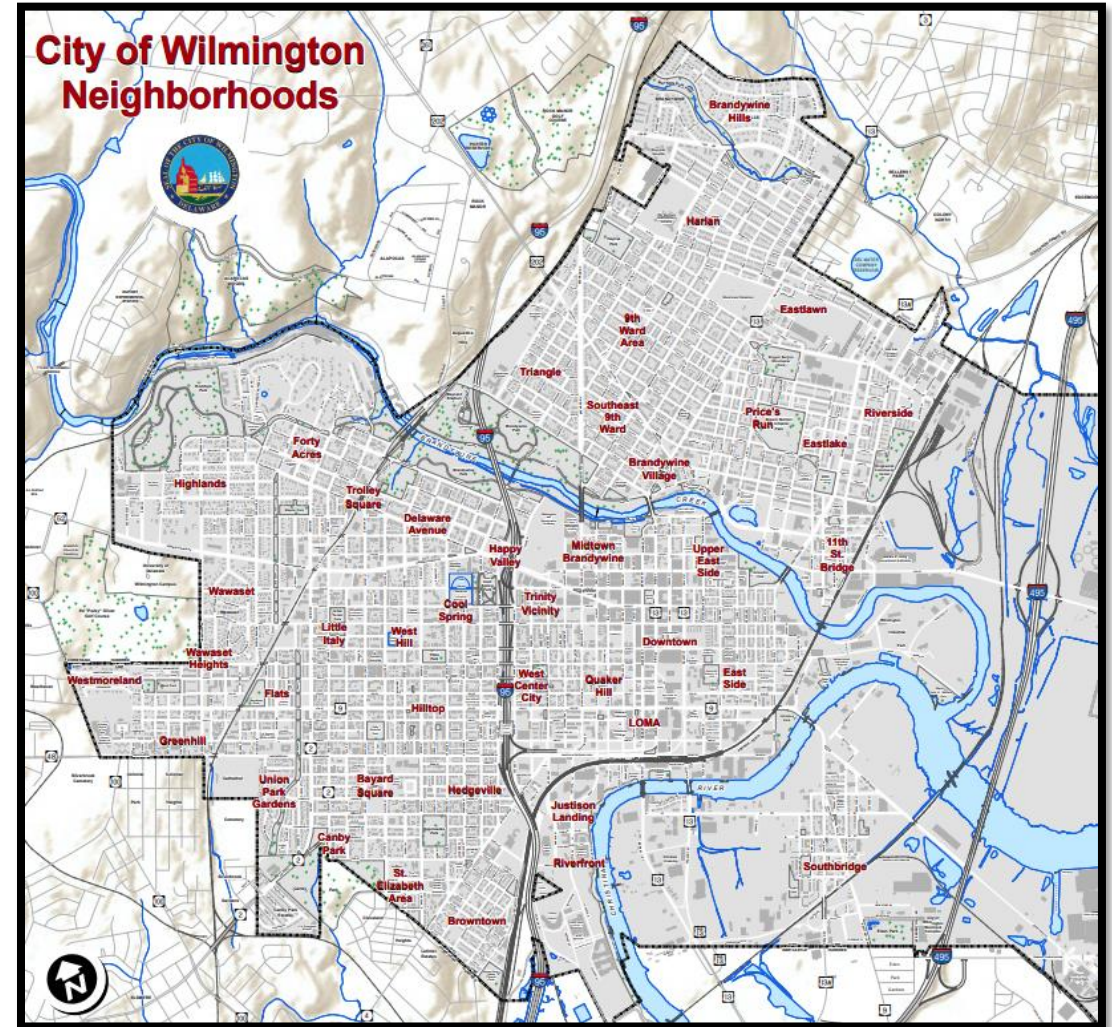


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- Field inspections began in September of 2021**

- 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)**

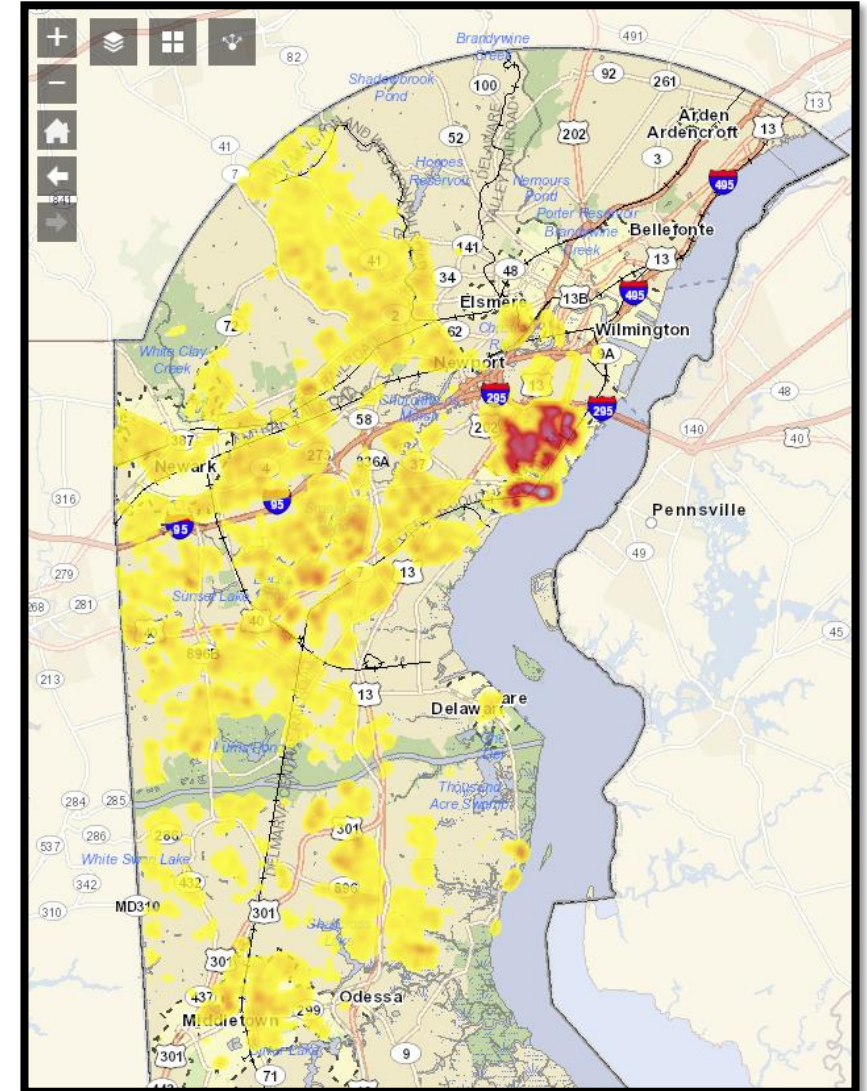
- ❑ Currently, our field inspections are wholly concentrated in the City of Wilmington
- ❑ Once the City of Wilmington's parcels are inspected, Tyler will resume residential inspections outside of Wilmington
 - ❑ In this case, Pike Creek/Hockessin in the North and Townsend in the South



- ❑ 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



- 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**

❑ **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**

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

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

- ❑ **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**

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For Further Information:

<https://empower.tylertech.com/New-Castle-County-Delaware.html>

