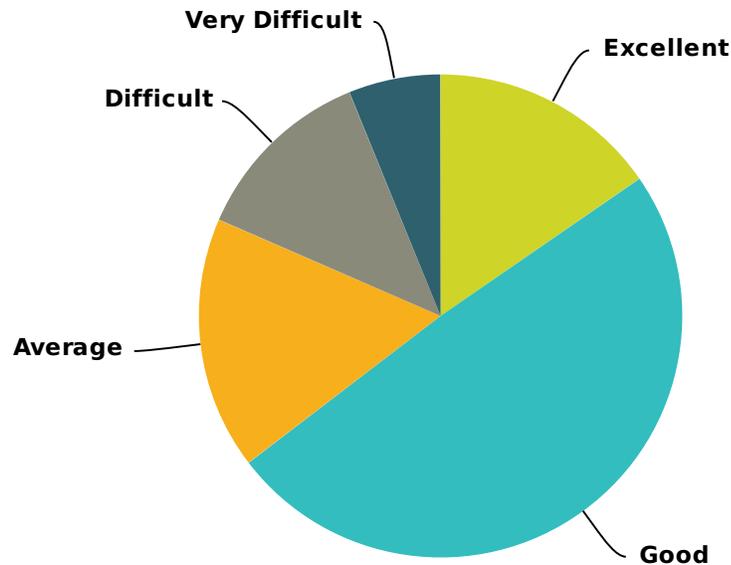


Q1 Please rate your overall experience with the FY2014 certification review process.

Answered: 65 Skipped: 2



Answer Choices	Responses	
Excellent	15.38%	10
Good	49.23%	32
Average	16.92%	11
Difficult	12.31%	8
Very Difficult	6.15%	4
Total		65

#	If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments.	Date
1	The process with the field advisor was very difficult and extremely frustrating. It took nearly 12 weeks to get Preliminary Certification. It took nearly 8 weeks for the advisor to start his review after he was in this office on September 17 when he took all needed docs and reports. I found the advisor difficult to communicate with, in that he wasn't able to articulate what he wanted. It would take several emails and messages. I felt that he was unprepared and disorganized. Fortunately, the process improved significantly once he was no longer part of the process. The remainder of the certification process went as expected with no delays.	1/9/2014 3:33 PM
2	A number of the items requested and the inconsistency of requests is wasting time and DOR staff hours.	1/2/2014 9:59 AM
3	The process took longer than usual but much of the early delay was due to Western Mass. being short one DLS Rep. I became quite frustrated by the requests during the edit process after the LA 9-12 was submitted. Some of the questions would have required a major revamping of the land schedules. The land schedule format had been in place through many, many revals. These are items that should be included in directives not suggested in the final week or weeks of certification.	12/31/2013 9:24 AM

4	Chapter I and valuation was very problematic and the preliminary approval was reversed for final	12/31/2013 9:06 AM
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DLS BLA FY2014 Certification Survey

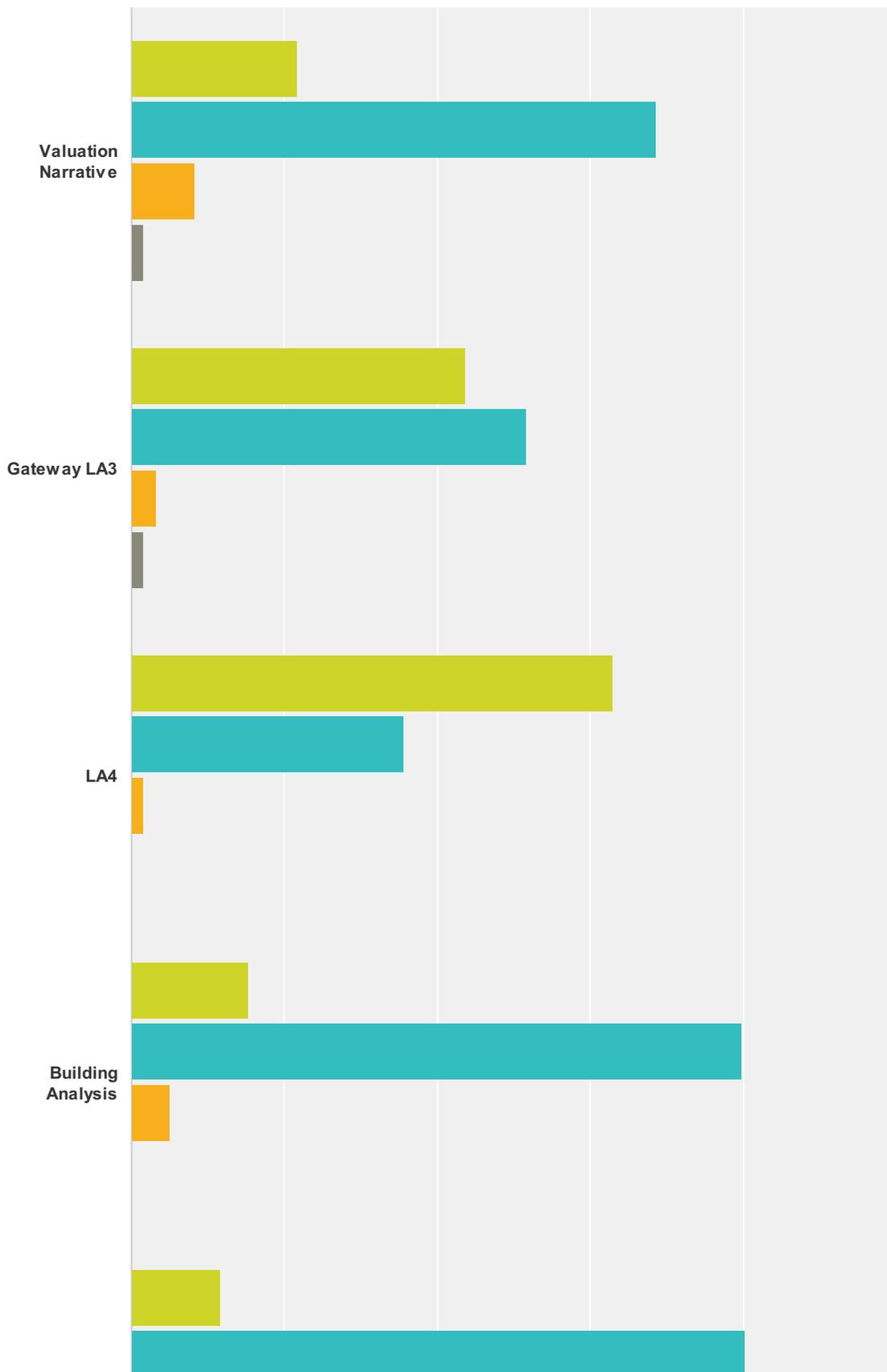
4	Chapter Land valuation was very problematic, and the preliminary approval was reversed for final certification. Both the preliminary cert process and the final were very time and effort intense, putting a real strain on our small, 1-person office.	12/9/2013 9:00 AM
5	From the time our DOR representative collected our information, it seemed to take an excessively long time to have preliminary certification. Our rep was very nice, but he seemed to lose a lot of our paperwork and asked for things over and over again. He assured us that he would be processing our information the week after picking it up, but in fact it was four weeks before the paperwork was processed.	12/31/2013 8:27 AM
6	The difficulty was that it took much longer than anticipated to receive preliminary certification from date of submission (9 weeks).	12/17/2013 9:50 AM
7	See Question #8.	12/17/2013 9:41 AM
8	Submitted data in September, wasn't even looked at until the end of November...Tried several times to get permission to send a 3rd quarter preliminary bill...finally granted with our Town Manager having to call the Commissioner. Shouldn't be this difficult.	12/12/2013 3:15 PM
9	Started out with a major change in rules which went un-announced until our DOR Agent made it up. It went down hill from there. Ex. Land sold last year that had a building permit this year could not be used for comps as raw land. Ex Last time we had to get rid of all 131's. This year they were wondering why we had no 131's. Changes such as Mandatory transition to Marshall and Swift, A should be announced with an IGR and a letter from DOR to the Boards Effectuated. Not after we complete the annual update cycle then find we have no choice. Consistency of opinion at DOR is a problem. No two people do the same thing the same way. Local opinion over-rides management opinion. Say What?	12/10/2013 9:34 AM
10	Additional requirements were made for a full field review. While I understand the basis for the decision - DQ study, the problems were due to longstanding staffing levels. We had made good progress on the past 2-3 inspections. An option to do a defined percentage of the town with the rest to be done by the next certification period would have been much less stressful. When the request was made for the full field review, it was April and the town did not have the additional \$65,000 plus to pay a vendor to do the review. The BLA staff was very professional and helpful.	12/9/2013 12:46 PM
11	My main concern is the time that it takes to get certified once the data is submitted to the Department of Revenue. We submitted the complete package in late August and did not receive certification until November 18th, almost three months.	12/5/2013 4:46 PM
12	Processing just seemed to take forever this year. Forms were submitted and then I was told that I can't submit. When certification was given nothing was (or has been yet) completed on the Gateway side of things.	11/26/2013 2:52 PM
13	GOOD	11/26/2013 10:56 AM
14	It was the LONGEST process that we have been through. We worked with our local rep for aprox 2 weeks in September and then waited and waited and waited. We were given approval to do public disclosure pending preliminary certification Oct 15 to the 22nd But did not get preliminary approval until Nov 5th. We are a semi-annual city that usually has bills out by Oct 31st	11/22/2013 1:11 PM
15	It takes a long time to complete the process. 10 + weeks.	11/18/2013 2:53 PM
16	We submitted 95% of our stuff to our DOR advisor on June 6th. In late September we were still trying to get our values approved and a tax rate set for a semiannual community, in order to get tax bills out on time. We needed to make a few adjustments to State Owned Land and two changes to our Commercial properties. Total parcels for Colrain is 1400+. Even after preliminary certification was given there were questions about one of our top 5 taxpayers and his land being under Chapter 61B. The same questions were asked 5 times, different ways over 2 months and I would have thought they should have been resolved prior to "preliminary" status given. In the last certification (2010), Colrain was ranked 349th and due to a completely new office staff [no prior Assessing experience] floundered. In FY11, we were in the top 10 and have remained there since. We strived to be early due to semi-annual billing and large school payments but found this year's certification leading us to question whether we would get bills out for 10/1/13. I can see if we submitted our paperwork in August how this could have been the case. However, almost 4 months after initial submission, seems excessive to say the least. Being the largest dairy farm community in the state, we are saddled with Chapterland applications yearly (100+ people). All work was done on our part not to have certification coincide with application time. This was not the case and planned vacation [arranged around certification submittal], coincided with certification & Chapterland applications, crippling our office run by 1 person.	10/8/2013 5:22 PM
17	The process was arduous and detail oriented which is expected. The time deadlines still appear to	9/6/2013 4:03 PM

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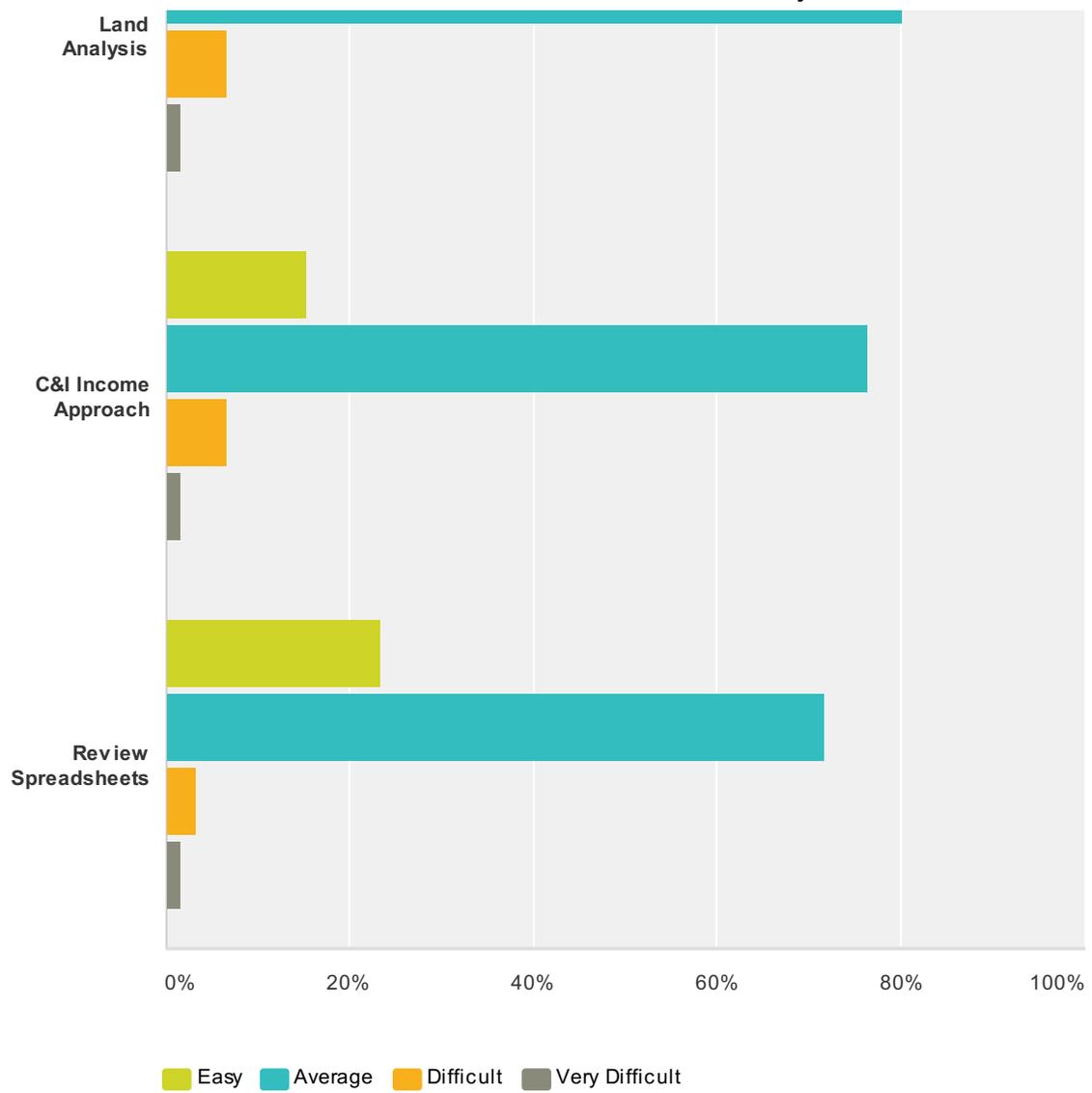
	<p>The process was arduous and detail oriented which is expected. The time deadlines can appear to be a struggle for communities. The review period takes longer than expected most times.</p>	8/15/2013 4:55 PM
18	<p>I received a very nice note from Joanne Graziano letting me know that even though our Field Advisor Jeff Reynolds had left the employment of The DOR, that she would assign someone to finish our recertification. Sandra Brusco contacted us within an hour of receiving the Bureau Chief's email. We were able to resume the completion of the recertification process, receive preliminary and go on with the public hearing portion and FINAL.. We were very pleased at the response and especially glad the we were immediately contacted and not left hanging in the middle of our recertification. I thought this was handled extremely well by the DOR/BLA. Our LA-4 and LA-13 were swiftly questioned, answered and approved by Walter Duza. All in all we were very happy with the help and guidance we received from the BLA. Thank You. Karen Avalue, Assessor/Consultant on behalf of the Board of Assessors.</p>	8/15/2013 5:51 PM

Q2 Please rate your experience with producing the following certification review materials.

Answered: 63 Skipped: 4



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	Easy	Average	Difficult	Very Difficult	Total
Valuation Narrative	21.67% 13	68.33% 41	8.33% 5	1.67% 1	60
Gateway LA3	43.55% 27	51.61% 32	3.23% 2	1.61% 1	62
LA4	62.90% 39	35.48% 22	1.61% 1	0% 0	62
Building Analysis	15.25% 9	79.66% 47	5.08% 3	0% 0	59
Land Analysis	11.67% 7	80% 48	6.67% 4	1.67% 1	60
C&I Income Approach	15.25% 9	76.27% 45	6.78% 4	1.69% 1	59
Review Spreadsheets	23.33% 14	71.67% 43	3.33% 2	1.67% 1	60

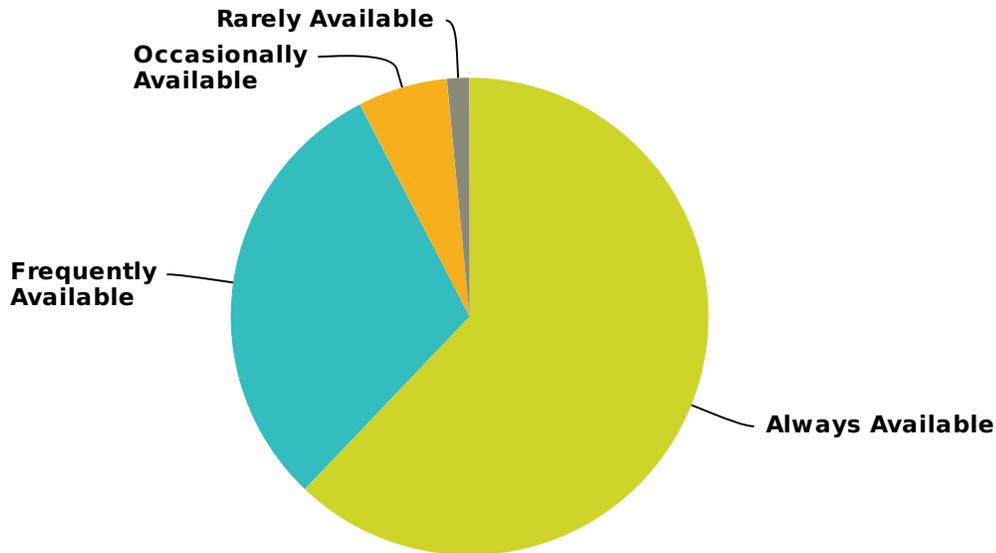
#	Use the space provided to identify other certification documentation.	Date
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DLS BLA FY2014 Certification Survey

1	The DOR staff believe the review spreadsheets are earned reports in the various software but they are not. Requests for spreadsheets and statistical requirements should be in the manual, not handed out from the local representatives on an as needed basis.	11/29/13 9:59 AM
2	Patriot Properties produced most of this for us as part of their contract. Again, LA-4 required changes due to CH61A changes...	12/31/2013 9:06 AM
3	Our vendor, Mayflower Valuations, prepares all of the review materials. I will ask them to reply to this survey on Sunderland's behalf.	12/23/2013 1:47 PM
4	Most of item 2 was done by our consultant.	12/17/2013 11:37 AM
5	See question #8.	12/17/2013 9:41 AM
6	Solar is still proving to be an unknown.	12/12/2013 3:15 PM
7	We only check off the items we do. Our consultant had to deal with the many tries at the other items. Even though our records came within the DOR Guidelines, we were directed to raise our values at the last minute. It is clear our rep had an opinion of value before arrival. Many iterations of reports finally produced the unknown numbers needed to get to the next step???	12/10/2013 9:34 AM
8	Mainly done by vendors. Clear examples of acceptable narratives provided in the reval presentations, would be very helpful and probably save time for everyone.	12/9/2013 12:46 PM
9	This survey will not allow me to click on any buttons	12/5/2013 9:59 AM
10	Producing the documents was easy but getting them to get looked at on the other end was very difficult	11/26/2013 2:52 PM
11	Reconciling SOL land in communities that have a lot of parcels is time consuming particularly regarding the factors/adjustments that are made. If the state is going to tell us what the value of the land is then have someone on that level do the work.	11/6/2013 3:03 PM
12	The Building, Land & C&I Analysis has been rated as average due to CSC Cama System. I do feel as though this system needs some updating to be competitive with the other Appraisal Systems. As with any system there are some good features with CSC.	10/28/2013 3:03 PM
13	I think the DOR should be sensitive to accepting the assessors knowledge of unique commercial properties when the analysis just doesn't fit your stats.	10/8/2013 12:14 PM
14	PK Valuation creates the documentation not checked off above.	10/7/2013 8:50 AM
15	Growth or LA13 was much more involved than expected and the certification advisor was great with getting back to me in a timely manner....much appreciated!	9/6/2013 4:03 PM
16	Most of these are performed by our consultant, PK and Assoc., so I can't speak to these questions directly.	8/26/2013 10:09 AM

Q3 To what extent was the certification advisor available to provide assistance and answer questions regarding the certification process?

Answered: 66 Skipped: 1



Answer Choices	Responses	
Always Available	62.12%	41
Frequently Available	30.30%	20
Occasionally Available	6.06%	4
Rarely Available	1.52%	1
Unavailable	0%	0
Total		66

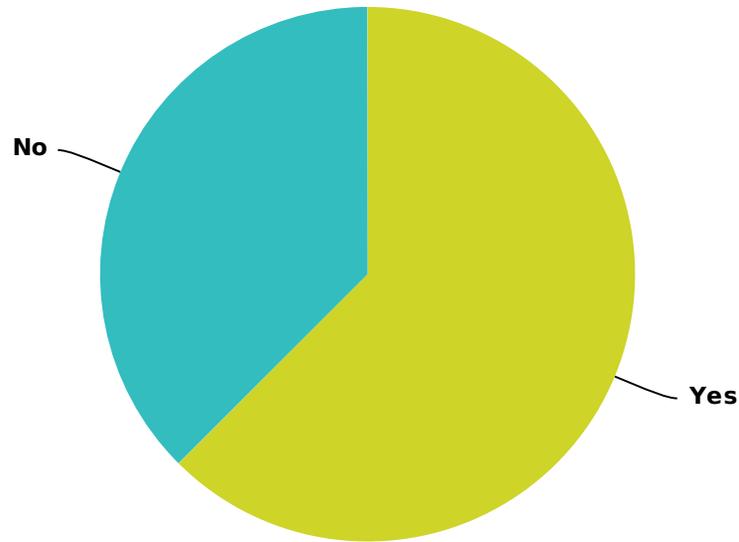
#	Please provide additional comments.	Date
1	Because it took nearly 8 weeks for the advisor to start reviewing, I consider him being Rarely Available,	1/9/2014 3:33 PM
2	Considering the fact the Mr. Barbieri had sixteen communities to work with this year he did an exemptional job answering my questions promptly.	12/31/2013 9:24 AM
3	Joe was terrific. He did try to argue our case for different CH61A values.	12/31/2013 9:06 AM
4	Our certification advisor, Tom Dawley, was always availalbe and helpful during the process.	12/17/2013 9:50 AM
5	He often didn't have answers and was hassled with too many towns to review.	12/17/2013 9:41 AM
6	I found the advisor, Mr. Santangelo to be personable, knowledgeable and well qualified to perform the certification process.	12/16/2013 12:18 PM
7	Nate Cramer was very good to work with. Always available for my questions in both Wakefield and Reading! He made data submission go more smoothly than in past years due to his accessibility since he would call you directly is changes needed to be made instead of letting it languish.	12/16/2013 9:47 AM

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8	Just coming on board as of July 1, 2013 with the town; the advisor was always available when I called in and emailed with a question as to the process and to obtain clarification. I always kept in mind how busy the advisor was but always had an response to my questions.	12/13/2013 3:22 PM
9	The DLS advisor was helpful and always promptly returned my calls.	12/12/2013 12:08 PM
10	Gerry Green was very helpful thorough out the process. Learned additional processes to make the next revaluation smoother.	12/11/2013 12:31 PM
11	The best part of the process was the availability and assessibility of Nate Cramer. Always got back to me in a short amount of time if not immediatly and his schedule was well-coordinated for site visits.	12/9/2013 3:43 PM
12	Excellent. advisor. Very high standards, but that made the Boston part of the certification very easy and timely	12/9/2013 12:46 PM
13	Nate Cramer was always available, even giving out his cell phone number so that he was always in touch. I am extremely lucky, I have always had great advisors: Bob Martin, Joanne Graziano, and now Nate. I have absolutely no complaints about the people that I work with at DOR on both sides of the curtain (BLS or DLS: Maura O'Neil), People have always been professional and patient and above all pleasant.	12/5/2013 4:46 PM
14	Grace was great about getting back to me with any questions I had. The only reason I check off frequently available is the field reps are out of the office certain days during the week.	11/25/2013 10:50 AM
15	My Advisor was very good at returning phone calls with answers to my questions and explainig what she needed.	11/7/2013 9:36 AM
16	Sandra Brusso was wonderful to work with.	11/6/2013 3:03 PM
17	Tom Dawley my advisor was as always available and helpful	10/9/2013 9:14 AM
18	He was available by phone regularly and made 2 visits to the office [one for data quality].	10/8/2013 5:22 PM
19	Grace provided clear process guidance and recommendations during cert set-up meeting, timely follow-up to questions, and was accessible throughout the certification process.	10/8/2013 3:33 PM
20	Jennifer Silvia is well-educated and knowledgeable on all parts of the process.	10/8/2013 12:14 PM
21	Under #1 see comment	8/15/2013 5:51 PM

Q4 Did you attend one of the certification preparation workshops for FY14 held in February?

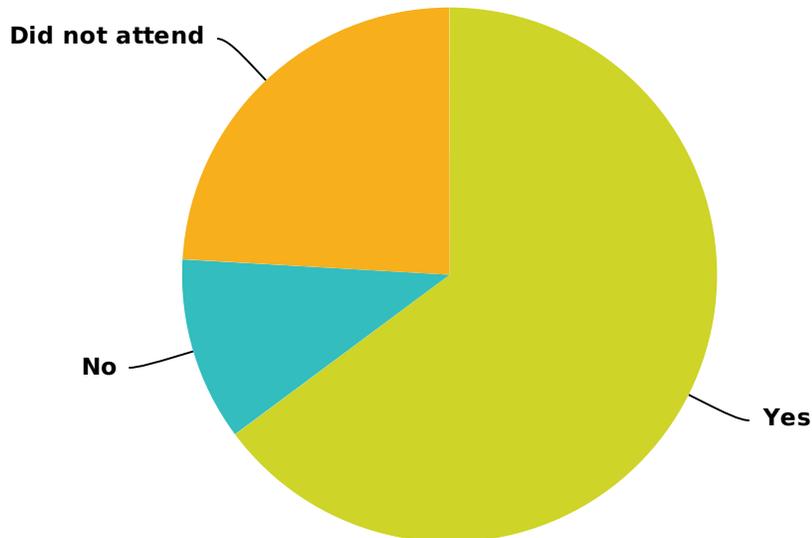
Answered: 64 Skipped: 3



Answer Choices	Responses	
Yes	62.50%	40
No	37.50%	24
Total		64

Q5 If you answered yes to the above question, did you find the workshop helpful to you for revaluation expectations and planning?

Answered: 54 Skipped: 13



Answer Choices	Responses	
Yes	64.81%	35
No	11.11%	6
Did not attend	24.07%	13
Total		54

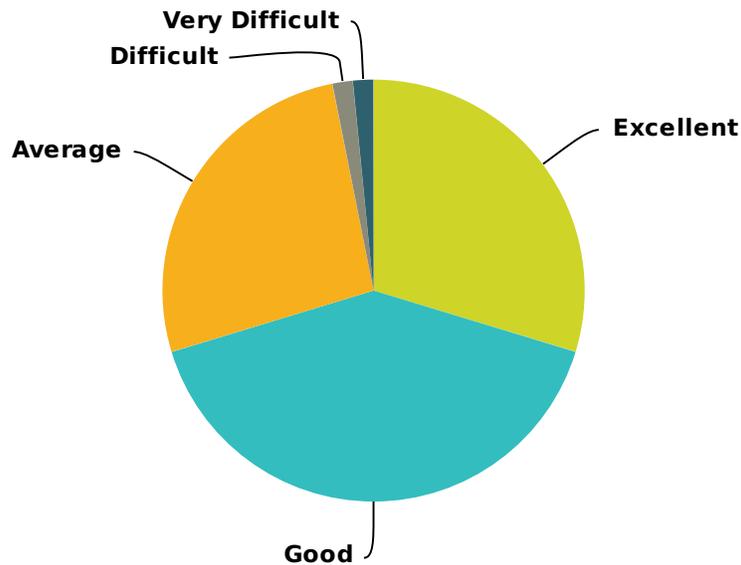
#	Please provide additional comments.	Date
1	The requirements presented at the workshop are limited and just an over view, whereas the individual requirements are specific and not written in any fom.	1/2/2014 9:59 AM
2	Not applicable - vendor did the reval work.	12/23/2013 1:47 PM
3	I had attended one previously and found it not very helpful at all.	12/17/2013 9:41 AM
4	Had a scheduling conflict, but was brought up to speed by my certification advisor.	12/16/2013 1:53 PM
5	I thought the workshop could have been a part of the MAAO Annual school experience during August!	12/11/2013 4:26 PM
6	We have a consulting firm to take care of those detail. They did attend!	12/10/2013 9:34 AM
7	Unfortunately, vague on some key points. It probably has something to do with changing views in Boston. for example solar farms were not required to have an income approach, but that was changed in the fall to requiring an income approach. This did not seem to be supportable as many pilot agreements were based on personal property and no other form of personal property requires an income approach.	12/9/2013 12:46 PM

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8	I think that communication from the DOR is always extremely important and timely. My concern during re-certification is philosophical and procedural changes in mid-stream. This did not happen this year, but it has in the past and it is always VERY FRUSTRATING!!!! Everything absolutely needs to be laid out in advance and the course adhered to.	12/5/2013 4:46 PM
9	Attending in the past. I think it is a good idea and ensures communication between DLS and assessors especially with respect to keep abreast of changes in the certification process.	11/6/2013 3:03 PM
10	It was great to have a heads up of what changes in procedures occurred this year	10/9/2013 9:14 AM
11	Overview was beneficial. Each year tension exists when assessors pose questions specific to guideline changes, 2013 during questions regarding sketching condos.	10/8/2013 3:33 PM

Q6 Please rate your overall experience with the FY2014 new growth process.

Answered: 64 Skipped: 3



Answer Choices	Responses	
Excellent	29.69%	19
Good	40.63%	26
Average	26.56%	17
Difficult	1.56%	1
Very Difficult	1.56%	1
Total		64

#	If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments.	Date
1	as expected	1/9/2014 3:33 PM
2	The reviewer actually stated that the review was very difficult four times. The reviewer made a request that the calculation be redone, and the reviewer then focused the analysis on an old to new which if a new formula is requested, the numbers will obviously be different.	1/2/2014 9:59 AM
3	Not applicable - vendor did the reval work.	12/23/2013 1:47 PM
4	It is completely unrealistic to compare growth from one certification to another; there are three years in between and changes happen. I was often met with arguments from our adviser because the growth seemed to be too high from one cert. to another (even though I explained it and assured him it was correct) and he felt it would be rejected by the powers that be. I had to then find a report that explained and proved the growth was accurate.	12/17/2013 9:41 AM
5	New Growth workshop would be helpful for unusual situations.	12/16/2013 2:29 PM
6	haven't been approved yet - 12/12/2013	12/12/2013 3:15 PM
7	A seminar exclusively on the new growth process, what to include, not include, when it is included, values that are used, etc. would be helpful to many assessors. A booklet that explains in detail, with examples of many situations, could prove invaluable.	12/12/2013 12:08 PM

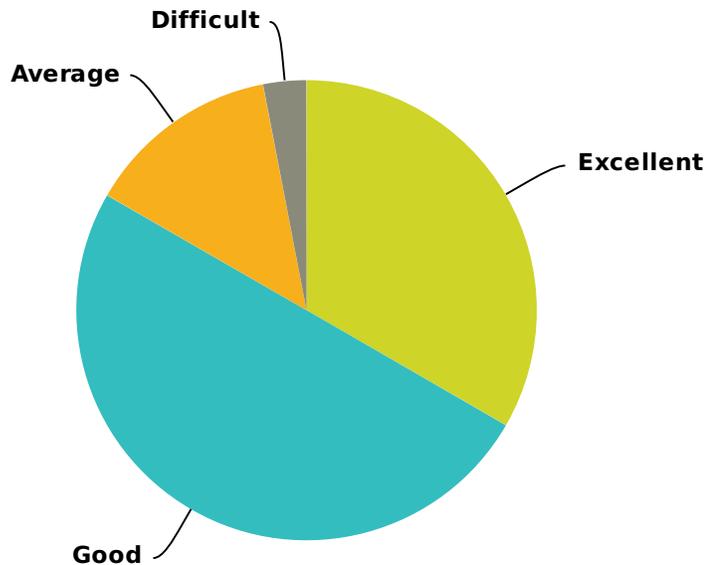
8	I understand that errors can be made, but sometimes it feels like I have to over-justify legitimate	12/9/2013 3:43 PM
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	<p>I understand that errors can be made, but sometimes it feels like I have to overjustify legitimate growth items.</p>	<p>12/5/2013 3:45 PM</p>
<p>9</p>	<p>Again this took a while to get through the process of review. Over a week of time. This was an important year for our town with an unusual amount of commercial growth, so I expected problems, but once the LA13 was submitted, it seemed to stall, until I started calling. Once the process was started it went fairly smoothly, with the back and fourth that I anticipated, but it seemed to take a long time to get the process started. Walter, by the way is always pleasant to work with, but I think at time he gets overwhelmed, not that he ever voices that, it just seems that there is a lot going on.</p>	<p>12/5/2013 4:46 PM</p>
<p>10</p>	<p>Once they finally got to looking at it.</p>	<p>11/26/2013 2:52 PM</p>
<p>11</p>	<p>could be better. this form is (and always has been) so confusing and difficult for assessors to figure out. Must be a more efficient manner to give DOR the info you are looking for with respect to the new growth. Most software systems have a way to track new growth -- perhaps a report generated like the LA-4?</p>	<p>11/6/2013 3:03 PM</p>
<p>12</p>	<p>Statistics are useful, three year averages valid. As the economy recovers pent up demand can stimulate new residential construction or business development thus creating an anomaly exceeding the 3 year average. Documentation to support such a spike is appropriate. Once submitted it should move the process along.</p>	<p>10/8/2013 3:33 PM</p>
<p>13</p>	<p>I think ask for reports with before and after values that change by class at the last minute to be excessive, we should know this is a requirement beforehand, not last minute.</p>	<p>10/8/2013 12:14 PM</p>
<p>14</p>	<p>Walter Duza contacted us immediately upon receiving Gateways LA-13 submission. Asked a few questions, which we answered and he approved the form. Much of the information had already been somewhat discussed in the certification process. Walter was always available and very knowledgeable and very helpful.</p>	<p>8/15/2013 5:51 PM</p>

Q7 Please rate your overall experience with submitting documents and forms on Gateway.

Answered: 66 Skipped: 1



Answer Choices	Responses	
Excellent	33.33%	22
Good	50%	33
Average	13.64%	9
Difficult	3.03%	2
Very Difficult	0%	0
Total		66

#	If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments.	Date
1	it is a very difficult to use and navigate around	12/31/2013 10:43 AM
2	The "Printer Friendly" function does not work for many of the reports.	12/23/2013 1:47 PM
3	Gateway, and those involved in creating the system should be applauded, and given a pay raise for making the process easier.	12/12/2013 12:08 PM
4	The page turning etc, could be quicker.	12/9/2013 12:46 PM
5	I actually like working in Gateway and see it as a vast improvement over when I started and everything was done in Excel or worse.	12/5/2013 4:46 PM
6	LA-3 could be streamlined.	11/6/2013 3:03 PM
7	WOULD NOT ALLOW ME TO SUBMIT LA-13 WITHOUT DOWNLOADING COPY OF NEWS ARTICLE. SOME TOWNS ARE NOT EQUIPPED TO PERFORM THAT. HAD TO FAX BOTH FORMS TO DOR.	10/24/2013 10:55 AM
8	Don't put the new forms up until they work!	10/8/2013 12:14 PM

9	Gateway has become a tremendous resource in the revaluation and rate setting process. I	8/26/2013 10:09 AM
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DLS BLA FY2014 Certification Survey

Gateway has become a tremendous resource in the revaluation and rate setting process. I especially like the comparison reports which take some of the stress out of submitting forms and responding to the pursuant inquiries. The new progress tracking tools are great.

6/20/2014 10:00 AM

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Q8 We value your feedback. Please use the space below to provide suggestions or comments regarding the certification process.

Answered: 42 Skipped: 25

#	Responses	Date
1	I understand the difficulty the department has had with a shortage of personnel because there have been shortages in past years as well. My major complaint is not with the process itself but the inability of the field advisor to his job properly and timely. For other reasons stated in this survey, I do not want this advisor in the future. This is my 5th re-certification and the most miserable I been through because of one person's delay and inability to perform his job. On a positive constructive note: I think that towns and the DOR would be best served if a field advisor stayed in a town for 2-4 days to insure that any questions, issues or problems, documentation and field reports are completed and full addressed before going back to Boston to submit all of the reports for Preliminary Certification. If the advisor spent time in the assessors office he can develop and prepare his report before he submits to his supervisor. There would be little need for playing email and voice mail tag which adds delays to the process.	1/9/2014 3:33 PM
2	The International Association of Assessing Officers (IAAO) provides a number of courses for statistical analysis, ratio studies, and requirements, the courses should be made available to the staff. If the DOR could adapt their procedures to match the IAAO and eliminate superfluous requirements (land residuals, excessive breakouts of statistics, etc.) the process would be much smoother and quicker for both municipalities and the DOR. Often the limited number of sales in the studies makes the statistics irrelevant.	1/2/2014 9:59 AM
3	My personal goal is to start the process earlier next year. I was very concerned about completing the process within the time constraints. Otherwise, the process was smooth and the communication was very good.	12/31/2013 12:42 PM
4	the length of time from when the advisor visits the town and when questions start coming back (6-8 weeks) is to long. We were asked to go in early September and didn't start receiving questions until late October. There were no changes made as a result of DOR review and questions so the 10-12 weeks waiting for certification is unnecessary and puts the town in a tight time table	12/31/2013 10:43 AM
5	The Division of Local Service Representatives work very hard to understand the intricacies of their communities. It will benefit everyone if their opinions and decisions are given the respect and consideration they deserve.	12/31/2013 9:24 AM
6	I did not understand why all the work/documentation that was required of us for CH61A values was not required of the Farmland Valuation Advisory Committee. Where is the data set they used? How current is it? Why isn't it available along side their recommendations? It would be very helpful to see more data, especially since what the FVAC recommends is contrary to the trends noted by the USDA - as published on their website.	12/31/2013 9:06 AM
7	It should not take 10-11 weeks for DOR review, This creates far too much stress at the municipal level. Why must the same data be reviewed by so many different levels @ DOR? Local DOR reps should be trusted to determine that a Municipality is assessing at full and fair. I can recall when this was the case and final certification would be achieved in a month at most.	12/31/2013 8:51 AM
8	I feel like our advisor was extremely overwhelmed. We submitted everything to him in a timely manner, yet we did not receive final certification until very late. Again, he was very nice to speak with, but seemed very unorganized. A lot of the questions that kept coming up were the same ones that I had already answered.	12/31/2013 8:27 AM
9	Some of the certification process has nothing to do with the quality of the valuation and tends to slow the procees down, I think that DOR should look at the entire process and eliminate those parts that tends to slow down the ability to gain a speedy approval.	12/18/2013 11:50 AM
10	Bureau of Local Assessment Chief, Joanne Graziano, was approachable and encouraged Assessors to call with questions.	12/17/2013 9:50 AM

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11	<p>This Triennial Certification was extremely stressful for me as a Clerk, as it has for several other towns I spoke with. We submitted all initial documents and reports to our adviser at the visit to our community in Oct, and heard nothing back for over 3 weeks and then at the end of November, for 2 weeks there were non-stop calls to frantically ask for reports we had already submitted, or to have me adjust values at the last minute, even asking for information which didn't pertain to our community! The advisers are stretched way too thin, are trying to do too many towns at once and there is too much work for too little staff-this is a real problem. The end result is multiple towns getting final certification at the 11th hour, causing extreme stress for Assessors, their staff, and the finance team. The DOR should begin this process WAY earlier than they do and this whole process needs to be streamlined much better. With the given number of communities not getting certified until well into December, It is clear this process is not working and the DOR needs to realize this. The sales process is a farce. We often don't have enough arm's length sales, even using two years that meet the median ASR, and we just end up changing our values to meet an unrealistic ratio that the DOR demands we fall within, regardless of circumstances, then they want an explanation as to why values changed. Land residuals are also ridiculous. There are different and more unrealistic requirements each year, so that there is no way the expectations can be met without drastically altering land values, which then cannot be reasonably substantiated. I find this part of the process to be completely superfluous. The Income and Expense analysis is another process that simply does not work for our community. Again, we do not have enough data for our few C & I properties to generate the information the DOR is looking for. Most of our C & I properties are very small and don't generate enough revenue to justify an income approach but again, because DOR says we need to show it, we end up fudging these reports to get the results they expect. The DOR should consult with Assessors/Appraisers/Vendors for their feedback on the Reval/Certification process, because they simply do not have a clue! They are not out in the field or in a given town to fully understand the whole assessing, valuation and mass appraisal system, and what extenuating circumstances may exist. My understanding is that the assessment process is expected to be conducted equitably and uniformly, and in order to do this, Assessors in most communities realize that they need to make adjustments to certain parcels or uses in order to obtain equitability. The DOR doesn't want or expect there to be any deviations to their requirements, which is completely unrealistic, yet they want an explanation as to why certain parcels had to be changed to meet them. I feel the DOR should be less concerned with reports and unrealistic statistics that can never be met by every community and have more of an oversight role to make sure there are no major issues. Assessors are held accountable for the assessments in their community, yet every revaluation year in order to meet requirements, we are forced to shift values that should just be left alone, in order to not be questioned by DOR and have our tax bills go out late. We have local Boards of Assessors for a reason. The DOR needs to let the Assessors do the assessing and stop trying to micromanage every aspect of this process. If the DOR executives spent one day out in the field at each community, they might have a better idea of how absurd some of their requirements are and just how far out of whack this whole process has become.</p>	12/17/2013 9:41 AM
12	<p>I wish to thank all the people at the DLS for their help and support through this difficult certification process. The problem was not with the DLS but with our vendor, Vision Appraisal, they were over 40 days late by the contract due date with the analysis of the C&I properties. Once again I wish to thank you for your help. Dennis Fliis, Walpole</p>	12/16/2013 12:18 PM
13	<p>City of Holyoke- only complaints is for valuation of Power Plant, we have a set agreement and it was difficult. It held our certification up for 2 to 3 weeks.</p>	12/16/2013 11:48 AM
14	<p>I thought the DOR folks were extremely receptive. We attempted to complete our recert process early because I was going on medical leave, and the DOR reps were very helpful and encouraging. Keep up the good work!</p>	12/16/2013 11:40 AM
15	<p>Doing 2 towns, both in reval was a daunting task. There is no way I could have accomplished this without the direct efforts of Joanne Graziano and Nate Cramer. Their guidance, advice and counsel was invaluable throughout the year. Also, much thanks to Brenda, Walter and Donna for recognizing my critical time constraints and for helping me to maintain them. Thanks you all so very much! Victor Santaniello Reading and Wakefield</p>	12/16/2013 9:47 AM
16	<p>It was difficult to catch up to speed where the previous administration left off in the process. And I would not have been able to get through the process if it was not for your directives and explanation of the forms in gateway and all of the references materials I read through. And as I previously stated, I have to give credit to the advisor for being very patient with me and his availability walking me through the process.</p>	12/13/2013 3:22 PM
17	<p>Workshops are a wonderful tool to help in the process. Helpfulness of the staff made the process much easier.</p>	12/11/2013 12:31 PM

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18	It is clear that the people running this show need to make work for their survival. The more simple approach would be cost effective, require less computer power, Less Network time, less DOR oversite and does not produce any more useful results than we had years ago before sophisticated statistical sampling and a need for Assessor to have a PHd in higher Math to understand what you want.	12/10/2013 9:34 AM
19	Nate did a great job throughout the year. I only wish that we were ready a bit sooner.	12/9/2013 3:43 PM
20	More consistency in what is required. My local rep was excellent. She knows the requirements is very thorough and listens to explanations. The field review put our schedule way behind, but the local rep - Jennifer Silvia made time to start the process in November and moved through it quickly. The fact that there were almost no questions from Boston speaks to the quality of her work.	12/9/2013 12:46 PM
21	This will probably be the last time that I go through re-certification, and each year the process for me has become easier, but the time frame still lingers as a problem and does not seem to get better or only marginally improves.	12/5/2013 4:46 PM
22	Local certification staff is excellent and knowledgeable. Logjams in the process stem from the Boston staff micro analyzing individual sales and property values. DOR is not responsible for individual property values and this is mass appraisal, let us use mass appraisal techniques. The valuation narrative is useless as it becomes what Boston wants to hear and does not truly reflect the work of the town/vendor. No recognition is given to the historical valuation process in each community - it is entirely acceptable for the assessors to value a view (as an example) without direct sale validation each certification cycle. The DOR process is not to find "support" for each individual value component, but to ensure equitability. The beginning sales ratios are a logical place to begin a certification process. It is not necessary to reinvent the wheel for each certification. This requirement of proving costs is a redundancy if the final sales ratios for improved property by style meet the standards.	12/5/2013 9:59 AM
23	The contention that personal property needs to be complete at the same time as real estate should be reviewed; as long as PP is ready within a realistic time frame. The documentation for real estate-sales, land income/expense analysis is far more extensive and therefore more time consuming. If the documentation and analysis for the sales, income/expense, land analysis is completed-this should be reviewed by the advisor rather than all aspects at one time.	12/3/2013 9:53 AM
24	DOR staff were extremely helpful and friendly.	12/2/2013 2:44 PM
25	The process was very slow from the time that we met with our adviser and provided him with all our documents and reports to the time he contacted us with questions prior to submitting for preliminary approval. It was 8 weeks before we received preliminary approval.	11/26/2013 3:02 PM
26	I suggest that if we are going to have this wonderful Gateway program that the people on the other end keep up with filling in the approval process as we go along.	11/26/2013 2:52 PM
27	this questionnaire does not let me make choices in the bullets	11/26/2013 10:56 AM
28	I felt the process was ok but I think that the time between my advisor getting my info and it being sent in with their report took too long. It should move off their desk shortly after the day of review so there are less chances of losing documents and having to answer some of the same questions again. It took about a month and that held me up for another month.	11/25/2013 11:51 AM
29	It seemed that DOR people had a work load that was too high and could not give our city attention. I was surprised because previously the communities had been divided into three equal groups.	11/22/2013 1:11 PM
30	It takes a worry some amount of time from beginning to end of the process. I have to allow time for Town Meeting, conversion and printing/stuffing. When we enter November and we still aren't finished with the process it becomes worry some. It is possible that we may need to schedule a special Council meeting or wait until December. Should Council decide to split the rate, allow small business or residential exemptions we may not be able to get our bills out on time.	11/18/2013 2:53 PM
31	Having gone through the process for 20+ years, DOR/DLS has definitely made significant strides in helping assessors perform a proper certification. Looking forward to continued improvements toward that end!	11/6/2013 3:03 PM
32	The Fiscal 2014 revaluation process was extremely smooth this year. I have been in this profession for 23+ years and I will say this year was a pleasure. We are all trying to get a job done and the true feeling that we were all working at the same thing made a huge difference. Great job to all the staff at DOR & BLA. Thank you	10/28/2013 3:03 PM

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33	Things seemed much more streamlined this year and in a very very timely manner. Excellent job by all!!!	10/11/2013 11:31 AM
34	Process should be more linear, some redundancy in documentation and issues with refiling if previously submitted items if one item changes after later review of other documentation.	10/9/2013 1:20 PM
35	Not sure at this point in time...need more time to reflect.	10/8/2013 5:22 PM
36	Our field advisor was excellent, but he has so many other towns as well. Perhaps the DOR should consider hiring additional staff as many field reps have retired.	10/8/2013 10:06 AM
37	Grace Sandell is excellent to work with, as was Walter Dusza. He really pushed to get our documentation approved.	10/7/2013 8:50 AM
38	Finding certain things can be a bit of a process, such as the sales and utility cover letters, if you don't know exactly what you're looking for (first recertification for me).	10/1/2013 11:30 AM
39	The communication between my municipality and DOR/DLS was much better than in the past. I received phone calls in a timely manner with a much more relaxed conversation. I felt that the people were much more informative than in the past and were very helpful. I am looking forward to the future!	9/6/2013 4:03 PM
40	Since the procedural change making interim adjustments mandatory, triennial revaluations appear to the public as just another tax year. Most of our questions during the public disclosure process from the 3,300+ taxpayers we mailed part-time resident postcards to was, "why did you send this to me?". Most thought it was unnecessary and a waste of money. Why isn't the valuation analysis normalized and performed the same way every year? With Gateway and on-line assessing data, everything is more transparent. If annual requirements were reasonable, the cost savings could be substantial.	8/26/2013 10:09 AM
41	For us this year was a good experience that could have been a nightmare with our field rep leaving if not for the quick response and kindness of the BLA. Thank You.	8/15/2013 5:51 PM
42	It will be nice to have the LA10 on Gateway	8/15/2013 9:02 AM