





The Challenge

Augusta-Richmond County, located 150 miles east of Atlanta, is the second largest city in Georgia with a population of over 201,000. Nestled along the banks of the Savannah River, the “Garden City of the South” gained global notoriety by hosting one of golf’s most prestigious events: the Masters Tournament. With a growing population and an outdated, inefficient paper system, Augusta-Richmond sought a modernized solution to increase efficiency and meet their state mandated review process.

Benefits

-  Elimination of duplicate data entry
-  Increased efficiency
-  Touchscreen sketching
-  Seamless transition from one CAMA to another

Working with Woolpert

August-Richmond County started working with DCS in 2018, around the same time of their CAMA transition. When asked about his experience working with DCS, Chief Appraiser Scott Rountree stated, “It’s been excellent. As for the transition to the new CAMA system, it was smooth, and allowed us almost immediate use of the product.”

The Solution

DCS approached Augusta-Richmond’s outdated paper-based system with a simple solution: their flagship product, MobileAssessor®. Augusta-Richmond has taken full advantage of MobileAssessor’s Appraisal Task Control which according to Scott, “is a big help in effectively managing appraisers.” Along with Appraisal Task Control, the county utilizes the Quality Control module to ensure data accuracy as well as the reports and dashboards to effectively track productivity. This visibility allows managers to monitor employee performance and enables supervisors to take corrective action when necessary to ensure quality standards are met.

Moving to MobileAssessor has enabled Augusta-Richmond to meet their state mandated review process, which seemed unattainable with their previous paper system. Scott explained, “In Georgia, we are required to physically review every property in the county at least every 3 years, which is a significant task for a larger county. Having MobileAssessor allows that to happen. By our second year of [MobileAssessor] use for preparing our digest, we were able to review nearly 22,000 parcels.

Scott goes on to say, “With appraisers not having to reenter work they are able to have additional time for other data quality projects like sales analysis. It’s definitely allowed a recalibration of what our expectations are for appraisers to be doing in office and in the field.”

“We knew the origin of the product [MobileAssessor] was made by an experienced appraiser and assessor which created confidence in us that this was something we wanted to check out. Since using MobileAssessor over the last few years (with 2 different CAMA systems) our field review period has been reduced by 30% - 40% .”

Scott Rountree, Chief Appraiser, Augusta-Richmond County, GA

