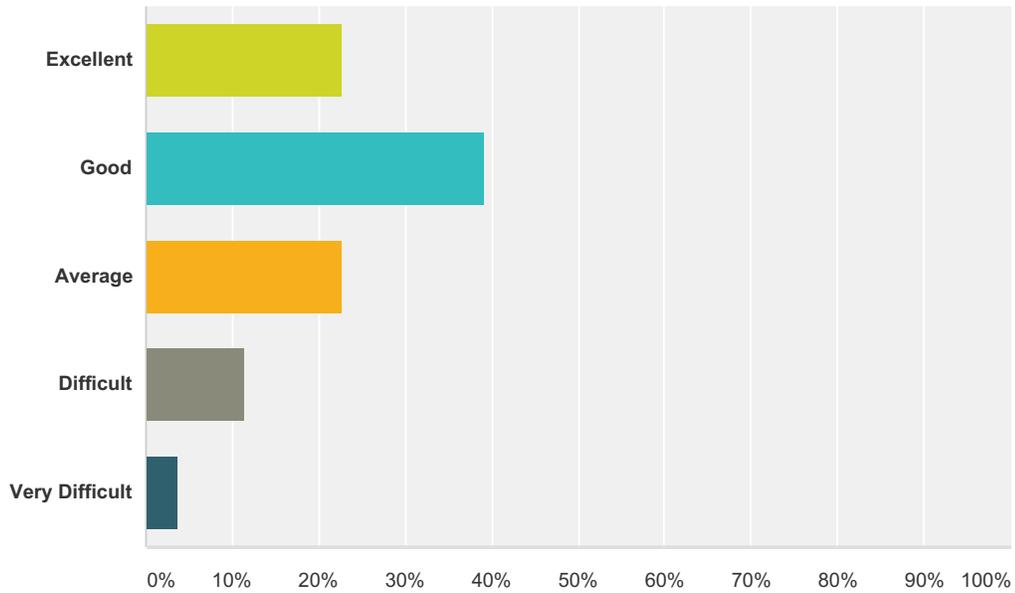


**Q1 Please rate your overall experience with the FY2015 certification review process.**

Answered: 79 Skipped: 0



Answer Choices	Responses
Excellent	22.78% 18
Good	39.24% 31
Average	22.78% 18
Difficult	11.39% 9
Very Difficult	3.80% 3
<b>Total</b>	<b>79</b>

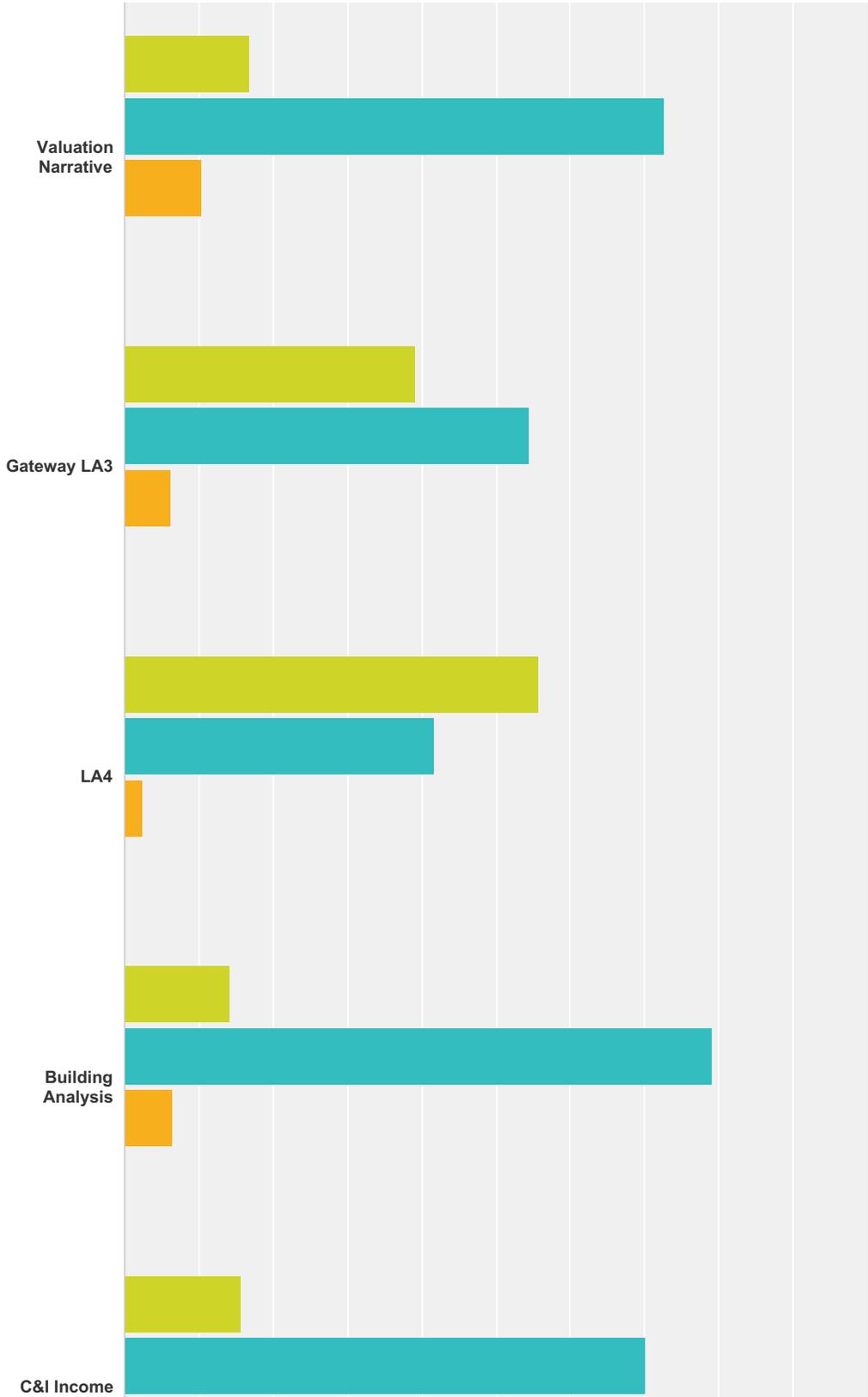
#	If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments	Date
1	took longer than usual	1/7/2015 2:25 PM
2	I got the impression from pre-certification meeting that far less emphasis was going to be placed on minutiae such as land influences that it seemed were going to be left to the judgment of local assessors. Totally revised land values throughout the residential part of town were reviewed in late March and, hearing nothing negative after that review, I assumed they were acceptable, until at the 11th hours questions were raised. I was also under the impression that advisors would welcome information to review such as condo valuation and statistical sales reviews as the process moved forward. That turned out not to be the case. In short, I felt I was well ahead of the game throughout most of the reval year until my review was pushed back several weeks due to reviewer's busy schedule, multiple documents were requested multiple times because they were misplaced or lost and things like Top Five and condo valuations were repeatedly questioned, which was a new occurrence. I do appreciate my advisors scrambling hard at the end to get issues resolved, but really think the situation could have been avoided.	1/6/2015 1:11 PM
3	Everything went well in all the cities and towns I was involved with!	1/5/2015 1:46 PM
4	After the certification review in August, we did not get preliminary approval until October 24th.	1/5/2015 1:28 PM
5	New certification advisors understandably were in training and struggling with the generation or their reports. These are terrific folks who will likely be far more productive this coming year.	1/5/2015 1:18 PM

## DLS: BLA FY2015 Certification Survey

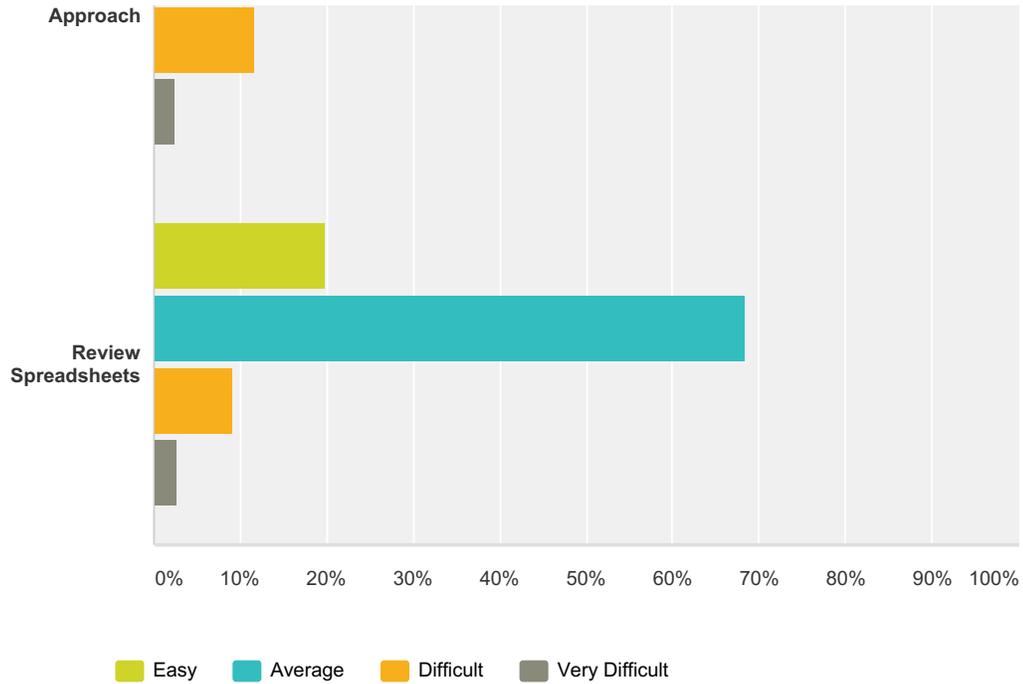
6	Much more extensive than in previous recertifications. Workload to meet DOR requirements was overwhelming at times. Very difficult for a community that does not have a vendor.	12/29/2014 10:50 AM
7	The process took too long. The questions asked were presented to us, came about four weeks into the process...we were thinking that they should have come within days to week after submission.	12/17/2014 11:54 AM
8	1. The process is very difficult and extremely frustrating. It took 14 weeks between submitting reports to the field advisor and receiving preliminary certification. Most of the questions occurred after the field advisor submitted reports to Boston. It's obvious the Boston senior staff does not trust the recommendations of their field advisors or the expertise of the assessor. Why bother to have the field advisors at all? There are too many individuals involved in the approval process. 2. BLA is spending too much time on the process instead of relying on the professionalism of the local assessor. If the ASR study meets the standards, additional documentation requirements does nothing to improve the values; yet it increases town costs. 3. We were asked to submit the same information multiple times. 4. I have been involved in the assessing profession since the early 1980's. This is the first certification that I felt compelled to call my State Representative to intervene.	12/15/2014 1:53 PM
9	There was more documentation than in the past and the process happened much later than we normally apply for certification.	12/11/2014 9:32 AM
10	AS THE NEW ASSESSOR FOR THIS COMMUNITY, I CAME INTO A NUMBER OF UNKNOWNNS. I WAS ASSIGNED AN ADVISOR WHOM I HAD WORKED WITH BEFORE AND WE WORKED WELL TOGETHER. A FEW WEEKS LATER A SWITCH WAS MADE AND I RECEIVED ANOTHER ADVISOR WHOM WAS NEW TO MY COMMUNITY AND NEW TO ME ALSO. THE PROCESS STARTED ON AUG 28TH AND ENDED OCT 29. 2 FULL MONTHS OF BACK AND FORTH ON MANY ITEMS AND IN PARTICULAR STATISTICS. THE ADVISOR WAS ASKING FOR ADDITIONAL STATISTICAL WORK THAT IS NOT PART OF THE STATISTICAL ANALYSIS WHICH MADE THE PILE OF STATS EVEN BIGGER. I QUESTIONED WHY THESE WERE NEEDED AND THE ANSWER WAS TO DOUBLE CHECK EVERYTHING. THE STAT REPORTS ARE OUT OF CONTROL AS IT IS AND TO ADD ADDITIONAL WORK IS UNANTICIPATED AND SEEMS UNFAIR, BUT THERE IS NO CHOICE- YOU MUST COMPLY WITH ALL THE REQUESTS. SO I DID. DOR-BLA IS A REGULATORY AGENCY AND THATS WHAT YOU DO.	12/10/2014 6:51 PM
11	BLA cert. review managers did not attempt to coordinate their overall responsibilities with assessors' actual timelines and processes. The review took months to long. Quarterly billing communities have deadlines. Don't tell us that we should have submitted documents earlier. The review process takes too long. 2. BLA has lost sight of its role in the assessment review process. It should not be dictating the mass-appraisal program requirements. It should be evaluating the results. BLA has lost sight of its constituents. Assessors with decades of proven experience were be questioned unnecessarily on data analysis and valuation decisions. Much of the reason the review is too lengthy. BLA managers lack a fundamental understanding of full and fair cash value, sale prices are treated as data-points not market indicators. They also lack an understanding of the requirements for achieving market value assessments, that it takes both a tested CAMA system and experience mass-appraisers. Not enough time is spent learning what the assessor already knows about their community and local market trends. Is the assessor an experience mass appraiser? Statistical testing has gone way beyond measurements of value uniformity among and between classes of property. What is the purpose for example for creating a hard floor of 90% median assessment level on substrata of properties, neighborhood or condo complex for example, with a class ratio is above 90%. The written requirement states that each class level be within 5% of the predominant class. BLA has added unwritten requirements that they are not able to explain. It is time to start using confidence intervals so we can all understand why we passed or didn't pass. We are so out of date on this stuff.	12/9/2014 5:00 PM
12	It took 10 weeks from the start date of DOR Review to get our preliminary certification.	12/9/2014 4:14 PM
13	Very difficult to schedule local representative.	12/9/2014 4:12 PM
14	Just average because it was my first time and was not aware of the reports and the process.	11/13/2014 11:03 AM

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

Answered: 79 Skipped: 0



## DLS: BLA FY2015 Certification Survey



	Easy	Average	Difficult	Very Difficult	Total
Valuation Narrative	16.88% 13	72.73% 56	10.39% 8	0.00% 0	77
Gateway LA3	39.24% 31	54.43% 43	6.33% 5	0.00% 0	79
LA4	55.70% 44	41.77% 33	2.53% 2	0.00% 0	79
Building Analysis	14.29% 11	79.22% 61	6.49% 5	0.00% 0	77
C&I Income Approach	15.58% 12	70.13% 54	11.69% 9	2.60% 2	77
Review Spreadsheets	19.74% 15	68.42% 52	9.21% 7	2.63% 2	76

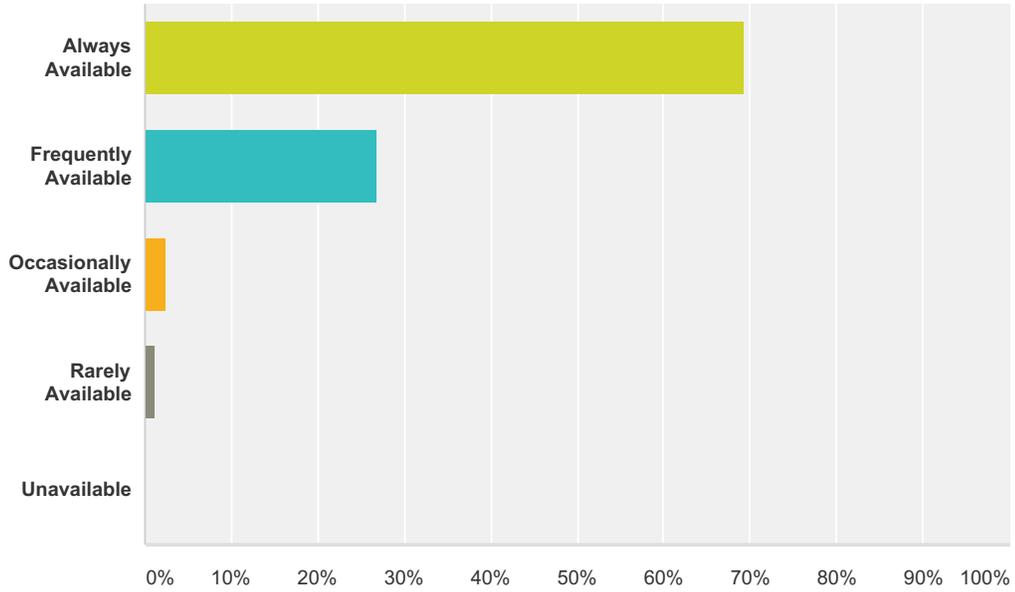
#	Use the space provided to identify other certification documentation and please enter a rating using the same scale. If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments	Date
1	Land Residual Very Difficult Please see separate email	1/12/2015 5:01 PM
2	personal property documentation: Easy	1/12/2015 3:52 PM
3	Business's all owner occupied, no rents.	1/9/2015 12:20 PM
4	Absolutely could not get a response to LA-4 questions regarding Telecom number to use on LA-4. It was a simple question, but needed your clarification, which was not forthcoming, thus stopped the New Growth process in it's tracks.	1/6/2015 1:11 PM
5	STARTING THE PROCESS EARLIER THAN USUAL WAS VERY HELPFUL	1/5/2015 2:51 PM
6	Very cumbersome. The review SS could be greatly streamlined. So much unnecessary and useless info is required.	1/5/2015 2:36 PM
7	Workload to meet DOR requirements was overwhelming at times.	12/29/2014 10:50 AM
8	The need to have all review spreadsheets in electronic format could have been stressed more forcefully.	12/23/2014 5:52 PM

## DLS: BLA FY2015 Certification Survey

9	Narrative was difficult I feel because it's a commercial area of expertise that many of us don't have. We might be good valuers but poor writers. C&I only because I hate commercia.	12/18/2014 8:34 AM
10	having to make all the specific sats and breakouts is time consuming.	12/17/2014 11:54 AM
11	1. The problems are not so much with producing the reports listed above but the follow-up questions from the DOR. 2. Why doesn't this survey ask about the other reports that you require but have little or no relevance? (cost on commercial properties, land residuals)	12/15/2014 1:53 PM
12	I USE A CONTRACTOR BUT BASED ON HIS EXPERIENCE, THE SPREADSHEET REVIEWS WERE EXCESSIVE AND REDUNDANT.	12/10/2014 6:51 PM
13	Time period between when information was sent to Boston and preliminary/final certification was too long. Pushed out time frame for Public Disclosure.	12/10/2014 11:24 AM
14	poor returns % fromproperty owners	12/10/2014 11:11 AM
15	BLA's use of Income-Cost Land Residuals has no foundation, especially using statistical tests; it's absurd. BLA has created unwritten requirements that busy streets should be neighborhoods; also absurd.	12/9/2014 5:00 PM
16	This was my first time and I found it difficult to get thru most of the process not understanding or knowing all the reports etc. I had difficult with the LA3 mainly because of the P code sales. Still confused on that. I wish I knew there was a workshop and would like to take it when it is offered again. I did the on-line version. I will be working with Patriot to gain further knowledge on the reports.	11/13/2014 11:03 AM
17	I don't know why Marshall & Swift cost tables are part of the valuation model. If you can locate a I potential home buyer who's offer was predicated on a Marshall & Swift cost table, please let me know. I would like to meet this person.	11/6/2014 8:56 AM
18	Overly cumbersome and burdensome with little merit in the end.	9/22/2014 4:26 PM
19	Please take the opportunity to update the reporting guidelines and create simple statement of required forms and fields. Work with the CAMA vendors to generate these in a simple process (or learn of the limitations, both systemically and procedurally).	9/22/2014 9:42 AM

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

Answered: 78 Skipped: 1



Answer Choices	Responses
Always Available	69.23% 54
Frequently Available	26.92% 21
Occasionally Available	2.56% 2
Rarely Available	1.28% 1
Unavailable	0.00% 0
<b>Total</b>	<b>78</b>

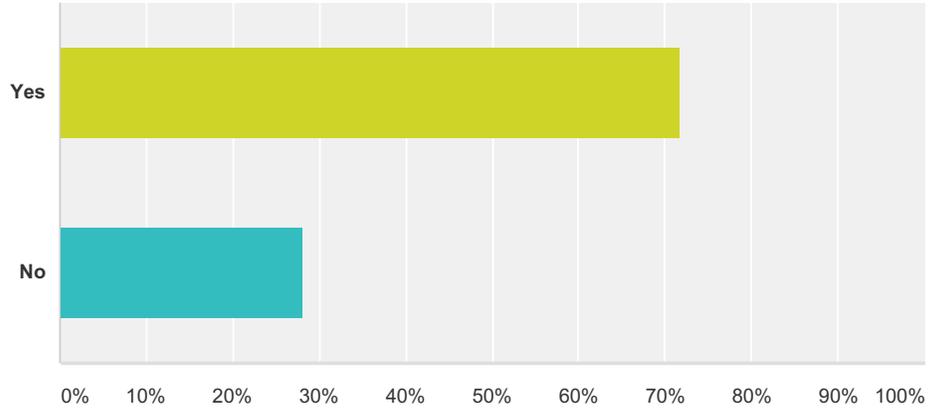
#	Please provide additional comments	Date
1	Very accommodating.	1/12/2015 3:55 PM
2	Advisor responded in a timely manner when left messages.	1/8/2015 6:45 PM
3	Grace was always available	1/7/2015 2:25 PM
4	See response # 1	1/6/2015 1:11 PM
5	Grace always responded to emails and/or phone messages promptly.	1/5/2015 2:20 PM
6	Kept giving excuses while all required work/forms etc. sat inexplicably unsubmitted on his desk	12/30/2014 8:27 PM
7	The advisor provided his cell phone number and was always responsive or returned calls promptly.	12/23/2014 5:52 PM
8	Gerry Creen my advisor could not have been more helpful. He was always available to answer questions and offer his assistance and knowledge in many different areas of this process.. Excellent experience	12/18/2014 4:28 PM

## DLS: BLA FY2015 Certification Survey

9	Grace Sandell - exceptionally prepared and was able to turn around answers on issues timely	12/17/2014 12:57 PM
10	It was a good working relationship with Steve. He was very helpful and informative.	12/17/2014 11:54 AM
11	1. Field advisor was always available to advocate on the town's behalf. They seem to be caught in the middle (town vs Boston senior staff). 2. If the advisor doesn't know what the Boston staff wants, then how is the town suppose to know.	12/15/2014 1:53 PM
12	THIS PARTICULAR ADVISOR DID NOT RESPOND TO EMAILS DAILY, ONLY DAYS THE ADVISOR WAS IN THE OFFICE.	12/10/2014 6:51 PM
13	Always available and very helpful.	12/10/2014 4:59 PM
14	The advisor's availability was not the problem. Their inability to make decisions without checking with several supervisors is unfortunate. The advisor is the field auditor not just a data collector. They are conducting the procedural audit. It is clear that someone in the office is requiring them to write a report in sufficient detail so at that someone else will make the decision on where the assessor can support the land value tables. The current protocol is very inefficient and demoralizing.	12/9/2014 5:00 PM
15	I cannot emphasize enough how great it was to work with Steve McCarthy.	12/9/2014 4:41 PM
16	I found Nate to be a true professional. He was very responsive to all my questions and concerns prior to, during, and upon completion of certification. He gave me is cell number to call.	12/9/2014 4:19 PM
17	It was a pleasure to work with Jen Silvia	12/9/2014 4:17 PM
18	Very difficult to get a specific answer in a timely manner.	12/9/2014 4:12 PM
19	Nate was great. Always there to answer questions	12/8/2014 8:25 AM
20	Nate Cramer was my Advisor, and he did a great job!	12/1/2014 3:27 PM
21	Our certification advisor(s) were great and only one time did it seem that they were not in communication with each other. Often they understood the crux of an issue and were able to effectively explain to people further up the chain. The issue is that we are sometimes being directed based on "spreadhseet-itus" and over analyses that really don't pertain to real world scenarios or best practices from an assessing point of view.	9/22/2014 9:42 AM

### Q4 Did you attend one of the certification preparation workshops for FY2015 held in March

Answered: 78 Skipped: 1



Answer Choices	Responses
Yes	71.79% 56
No	28.21% 22
<b>Total</b>	<b>78</b>

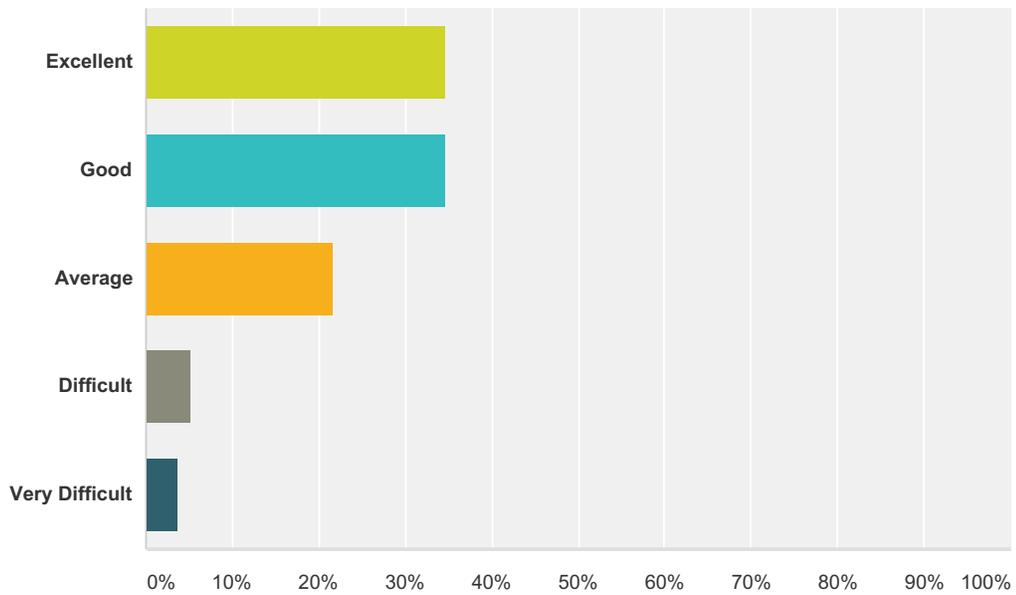
#	If you responded YES, was the workshop helpful to you for revaluation expectations and planning?	Date
1	Yess	1/12/2015 5:01 PM
2	Great review.	1/12/2015 3:55 PM
3	yes	1/12/2015 3:52 PM
4	Yes.	1/8/2015 6:45 PM
5	Led to a false sense that things would go more smoothly.	1/6/2015 1:11 PM
6	YES, ALWAYS!	1/5/2015 2:51 PM
7	This workshop is always useful even when it is not a certification year.	1/5/2015 2:20 PM
8	I sign up for the one that was supposed to be held at UMASS. I was disappointed when it was cancelled. It was the only one I was able to attend with my schedule at that time.	1/5/2015 1:47 PM
9	Yes. That workshop is always helpful so I am made aware of any changes or additions to the process.	1/5/2015 12:52 PM
10	workshop was somewhat helpful but did not lessen the ensuing workload required for recertification.	12/29/2014 10:50 AM
11	I recommend it to everyone in order to understand BLA's thought process and expectations for the coming certification review.	12/23/2014 5:52 PM
12	Yes, there were many preparations discussed that are or will be helpful, However., the workshop also emphasized the process was going to be more streamline, transparent and the DOR was not out to cause more stress on Assessors..., I felt the delays were still long and did not find the above to be true for Fy2015.	12/18/2014 4:28 PM
13	Yes, it allowed me to plan but we do everything in-house and I need to develop a better bound package for my advisor.	12/18/2014 8:34 AM
14	It was very helpful to imbed known procedures and review and prepare for new ones.	12/17/2014 12:57 PM

## DLS: BLA FY2015 Certification Survey

15	Somewhat....helpful in knowing what was to be expected. All communities are unique, local assessor knowledge should have some weight. Always room for improvement for making the process smoother and efficient	12/17/2014 11:54 AM
16	a. Yes. After attending I was optimistic that the certification process would improve; but it didn't. It took longer than ever.	12/15/2014 1:53 PM
17	Yes the workshop was helpful.	12/11/2014 9:32 AM
18	THE WORKSHOP IS FINE. THEY ARE GENERALLY THE SAME, SOMETIMES PARTICULAR AREAS ARE EMPHASIZED WHICH IS HELPFUL.	12/10/2014 6:51 PM
19	Yes, plenty of information	12/10/2014 4:59 PM
20	It was not really helpful to me for expectations and planning. Actually, attendance at the meeting set my expectations higher for an improved certification, but it was actually just average.	12/10/2014 11:24 AM
21	yes ..	12/10/2014 11:11 AM
22	It would be helpful to provide a microphone so that it is easy to hear	12/10/2014 9:37 AM
23	YES	12/10/2014 8:26 AM
24	No	12/9/2014 5:00 PM
25	Yes, I am a relative newbie and it did help with the planning of my certification	12/9/2014 4:41 PM
26	Very helpful to plan and organize the year for me.	12/9/2014 4:19 PM
27	Yes, but there is a disconnect between what is said and what the actions locally are.	12/9/2014 4:12 PM
28	Helpful to know what to expect time wise and otherwise. Also to know about Solar issues etc.	12/9/2014 4:04 PM
29	easier than expected	12/9/2014 4:01 PM
30	Yes I thought it did a good job of helping manage expectations.	12/8/2014 8:25 AM
31	Yes	12/1/2014 3:27 PM
32	was not aware of it	11/13/2014 11:03 AM
33	I think that the prep workshop meeting and the contractor meeting should have exactly the same information. The assessors and contractors are responsible for the same work. It is not appropriate for the DOR to give contractors different information than the assessors.	11/3/2014 11:21 AM
34	Not really. I think the whole process is a moving target and the statistical expectations much too stringent - Boston should follow IAAO guidelines.	9/22/2014 4:26 PM
35	Not really. It's always interesting to see what the focus is on and to hear about the changes to come. But, often when you need a clear directive (solar arrays, for example), you get a vague and non-committal response.	9/22/2014 9:42 AM

### Q5 Please rate your overall experience with the FY2015 New Growth process.

Answered: 78 Skipped: 1



Answer Choices	Responses
Excellent	34.62% 27
Good	34.62% 27
Average	21.79% 17
Difficult	5.13% 4
Very Difficult	3.85% 3
<b>Total</b>	<b>78</b>

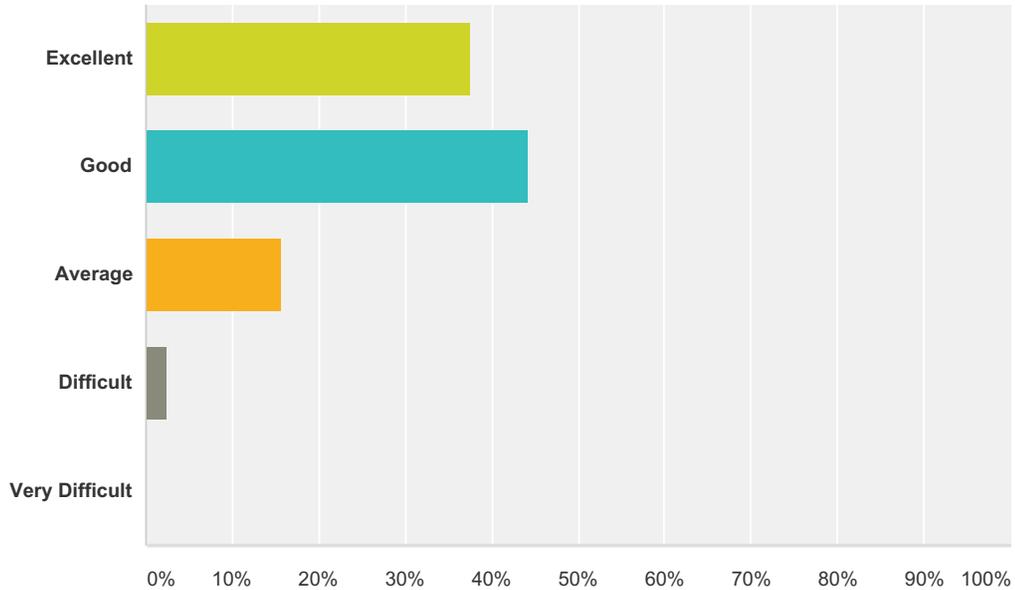
#	If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments	Date
1	Unfortunately it seemed as if there was too much work and too few people to get it done.	1/6/2015 1:11 PM
2	Much more extensive than in the past. Unnecessary documentation requested to prove growth.	12/29/2014 10:50 AM
3	Just need to be patient as advisor goes through his checklist, even if the responses should be obvious.	12/23/2014 5:52 PM
4	a. Even though we upload a document on Gateway explaining the Growth, the DOR still makes a phone call to personally ask the same questions addressed in document. Not a very efficient use of time or personnel resources. If I'm not available to take their phone call, the Growth doesn't get certified.	12/15/2014 1:53 PM
5	NOTHING NEW- TAKES TOO LONG, value approval on 11/26, ng approval on 12/3 - WHY CAN'T THEY BE DONE TOGETHER?	12/10/2014 6:51 PM
6	The LA13 form needs revision so we can better document the ins and outs of any adjustments in value. Much documentation and back up is required to justify changes which slows down the approval process.	12/10/2014 11:24 AM
7	Submit data and wait, wait, wait, with not idea as to when something might get reviewed or approved.	12/9/2014 4:12 PM

## DLS: BLA FY2015 Certification Survey

8	We had MLS sale properties that indicated finished basements which we did not have on the PRC. They were not there prior to being built but added later on, no permit. We cannot get access to interior of home. I felt that if they were not taxed last year that it should be new growth.	10/14/2014 10:49 AM
9	It is a nightmare. New growth should be calculated on a parcel by parcel bases and and that goes for PP accounts. That should be entered on a spread sheet and forwarded to Boston.	9/22/2014 4:26 PM
10	The LA 13 is an example of an ineffective design and potential for over-analysis. Backing into the New Growth numbers by various other adjustments is placing the cart before the horse. You have to justify and itemize new growth. Perhaps a forum of communities could collaborate with DOR in redesigning something that works for both sides?	9/22/2014 9:42 AM

### Q6 Rate your overall experience with submitting documents and forms on Gateway

Answered: 77 Skipped: 2

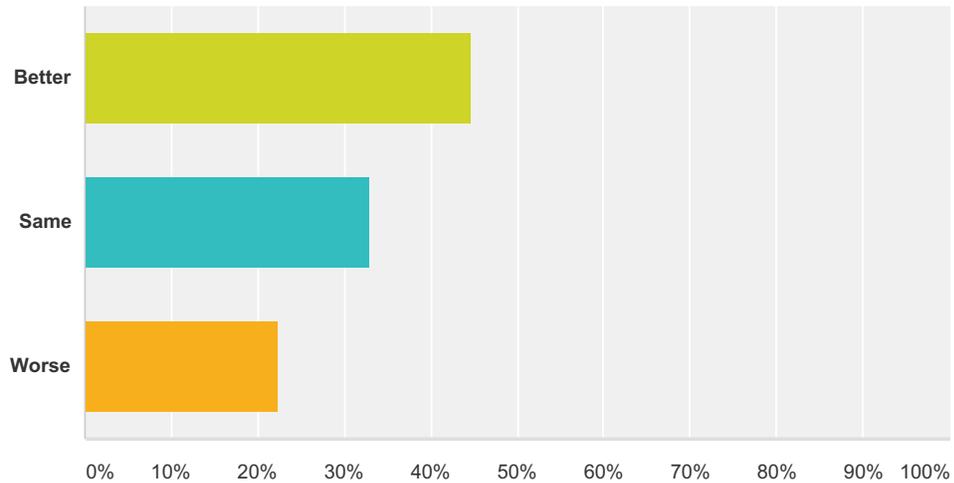


Answer Choices	Responses	
Excellent	37.66%	29
Good	44.16%	34
Average	15.58%	12
Difficult	2.60%	2
Very Difficult	0.00%	0
<b>Total</b>		<b>77</b>

#	If you selected DIFFICULT or VERY DIFFICULT, please provide additional comments	Date
1	Good, except for the CP-1 not saving signatures. Also, signature order gets rearranged on some of the forms.	1/5/2015 4:26 PM
2	There is a problem with the printer settings. Selecting one option does not print all the data entry correctly but the other option does. I do not remember which one prints accurately wha twas entered and saved.	1/5/2015 2:51 PM
3	Problem with submitting LA-10. Long delay (about one month) after submitting LA-10 before LA-13 was approved,	1/5/2015 1:28 PM
4	Documents are uploaded but does the DOR actually read them. See number 5.	12/15/2014 1:53 PM
5	GATEWAY IS A GOOD SYSTEM. I LIKE IT.	12/10/2014 6:51 PM
6	Really like Gateway, but this year seemed hard to login at times due to system being unavailable.	12/10/2014 11:24 AM
7	At times, Gateway was down or ran slowly	12/1/2014 3:27 PM

### Q7 How did the FY2015 certification compare to your last certification?

Answered: 76 Skipped: 3



Answer Choices	Responses
Better	44.74% 34
Same	32.89% 25
Worse	22.37% 17
<b>Total</b>	<b>76</b>

#	Please provide additional comments	Date
1	Smoother process.	1/12/2015 3:55 PM
2	The length of time to receive certification	1/7/2015 2:25 PM
3	The main issue in 2012 was ILR's, which I was all set for this time. Never came up. The only 11th hour issue last time was grading of my farmland. That was a piece of cake compared to this time around.	1/6/2015 1:11 PM
4	It took longer for all submitted paperwork to be reviewed and approved than it did during the last revaluation.	1/5/2015 3:07 PM
5	Longer approval time.	1/5/2015 2:55 PM
6	It was slower	1/5/2015 2:30 PM
7	I was working without full staff so it was more labor intensive for me.	1/5/2015 1:45 PM
8	Much more extensive than in previous recertifications. Overwhelming for a community that does not have a vendor.	12/29/2014 10:50 AM
9	BLA's expectations and adherence to the standards remained consistent through the process, which was not the case in past years.	12/23/2014 5:52 PM
10	Having to wait until the final hour (Dec.16) for the Tax Classification Hearing is stressful, We have never been so late.	12/18/2014 4:28 PM
11	It did take two months from when my advisor came to my Town to get preliminary disclosure, that seemed long...?	12/18/2014 8:34 AM
12	with the notable exception of my Personal Property process, which was partly my doing but mostly the CSC software.....	12/17/2014 12:57 PM

## DLS: BLA FY2015 Certification Survey

13	1. We were told if we submitted early, we could expect an expedited certification approval. Submitted mid August, earlier than in prior years, and yet final certification received later. 2. b. We are forced to chase unrealistic DOR stats by coding-out (invalidating) sales.	12/15/2014 1:53 PM
14	Great BLA advisor....very helpful.	12/15/2014 10:54 AM
15	There was so much more information that was needed this year than the last reval.	12/11/2014 9:32 AM
16	THIS IS MY 3RD CERTIFICATION IN MY THIRD TOWN. IT WAS BY A LONG SHOT, THE MOST DIFFICULT.	12/10/2014 6:51 PM
17	Cert. commenced in July but due to new solar project the BLA did not have their criteria in place, therefore making our process be delayed.	12/10/2014 12:58 PM
18	last was smooth also	12/10/2014 11:11 AM
19	FY2012 was easier but FY2015 was not bad	12/10/2014 9:37 AM
20	I have completed dozens of revaluations in different states and different municipalities in Mass. and received certification of assessments dozens of times. The way this process is conducted really needs to change. It is incredibly frustrating.	12/9/2014 5:00 PM
21	The process seemed to go much more smoothly.	12/9/2014 4:41 PM
22	FY 2012 was a nightmare for me. FY 2015 was excellent.	12/9/2014 4:19 PM
23	Very long process.	12/9/2014 4:12 PM
24	Process continues to get more and more smooth.	12/9/2014 4:04 PM
25	much better and easier	12/9/2014 4:01 PM
26	N/a This is my first certification	12/8/2014 8:25 AM
27	With new leadership (Joanne Graziano), things have improved.	12/1/2014 3:27 PM
28	The time frame has not improved. The process is to indepth and takes to long.	11/20/2014 2:03 PM
29	first time	11/13/2014 11:03 AM

DLS: BLA FY2015 Certification Survey

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

Answered: 44 Skipped: 35

#	Responses	Date
1	Due to the small space provided, I will send a separate email regarding our two problems with the recertification. 1) Land Residual 2) Excessive lag between field review and preliminary certification.	1/12/2015 5:01 PM
2	Jen was wonderful to work with.	1/12/2015 3:55 PM
3	The negative in the process was the apparent misplacement of the community's submission in the review queue. However, when alerted of the apparent oversight, BLA staff was very responsive in rectifying the situation and allowing for a timely classification hearing and rate setting.	1/8/2015 6:45 PM
4	The process is to long and drawn out. It always takes longer than what is agreed upon in the work plan. It needs to be changed to something that addresses the major issues and not a lot of small items that do not effect value or the quality of the assessments.	1/7/2015 9:11 AM
5	It would probably help if advisors could find time to work with assessors on perceived issues in interim years. For example, my commercial land is repeatedly questioned, (although the large majority of my C/I property is valued on income) and was looked at closely by myself and my advisor in FY 12 where no real resolution to the issue could be found.	1/6/2015 1:11 PM
6	Solar pilot valuation needs to be reworked. Too much time and effort for such a small component of the certification.	1/5/2015 2:55 PM
7	COMPLIMENTS TO THE STAFF AT THE BUREAU OF LOCAL ASSESSMENT!	1/5/2015 2:51 PM
8	Carver is a fairly homogeneous town along with the large amount of agriculture, so there are usually few oddities here. Grace understood that and the process went very smoothly.	1/5/2015 2:20 PM
9	Keep up the good work,	1/5/2015 1:56 PM
10	The certification process went well this year! The slow down is in the tax rate setting process within each town. I find myself getting drawn into decision making from the other town departments!	1/5/2015 1:46 PM
11	This was my fourth Certification in Cohasset , three under the direction of Grace Sandell, and good communication was key.	1/5/2015 1:45 PM
12	Gateway submission sometimes delays the certification process. Needs fine tuning.	1/5/2015 1:28 PM
13	When you set up a work plan in late winter so that you'll have plenty of time to get work completed, it would be most helpful of BLA would stick to the schedule agreed to instead of accepting materials and then sitting on them for weeks... making it a "rush" to hold classification hearing and set tax rate in a timely manner.	12/30/2014 8:27 PM
14	Ease-up on communities that do not have a vendor. It seems that the DOR has it backwards.	12/29/2014 10:50 AM
15	I only had two real bumps in the process, one of which was my fault and one of which I felt can be addressed by better communication at BLA's end. In the first case, there were come minor delays due to my not making sure I was thoroughly briefed by the vendor that did my C&I values. A few questions arose for which there was no excuse for my not being thoroughly prepared to address them. On the other hand, a situation arose where the communication between the senior reviewer and the assessor on a significant non-routine parcel was complicated by the limited knowledge of the underlying issue by the advisor. Since the reviewer and the assessor were communicating through the advisor, questions from the reviewer and answers from the assessor were not being properly communicated through the advisor. I think much time could have been saved for both the reviewer and the assessor if they had communicated directly early on. BLA should consider encouraging both the reviewer and the assessors to communicate more readily with each other when the issue relates to a specific property or to a special property type, particularly where the advisors experience or knowledge of the underlying issue may be limited.	12/23/2014 5:52 PM
16	The length of time it takes to Preliminary Certification is still unreasonably long.	12/18/2014 4:28 PM

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17	I get very anxious when speaking with my advisor or anyone I've submitted information to as I want to get the information back to them ASAP, which I then rush through and may make mistakes on. I feel if anyone calls on say a Monday I'd like to get it fixed the following day and I'm afraid I go back to the bottom of the queue. The BLA is so busy during the Fall that I'd almost like to fix it while they're on the phone. Maybe if I was told that if you can get an email back to them as soon as it's completed I'll look at the updates and proceed with approval or additional questions.	12/18/2014 8:34 AM
18	My only thought is to again consider resisting the introduction of "new" issues and requests AFTER the certification year is underway (perhaps after the cert workshops are done freeze at that point) My particular example is the introduction of requirement to audit and value solar installs on exempt property. This was not remotely discussed or addressed at any time leading up to the regional certification meetings, but was introduced late in the certification process, with no prior procedural, discovery or legal process being issued until the time of the request for these value. In a couple cases I am aware of, it was requested AFTER preliminary certification, which is absurd. In the future I again request that consideration be given to holding off implementing those types of issues until the next fiscal year, so that communities have proper notice and direction.	12/17/2014 12:57 PM
19	The auditing process is gets too detailed. The Town should be told ahead of time if there are any issues that have been revealed in what the DOR is seeing State wide that may require more detailed information, so that we can be prepared to both time wise and money wise.	12/17/2014 11:54 AM
20	1. Trust the expertise of your field staff and the assessor. They are seeing the information in the field. There is a bottleneck when their reports go into Boston. Why must the same data be reviewed by so many individuals? 2. Recognize the historical valuation process and assessors expertise and experience in the town 3. Use common sense and trust the integrity and ethics of the people at the local level. 4. The senior staff in Boston should receive education on Mass Appraisal and IAAO standards. 5. DOR gets too far down in the weeds by looking at individual properties instead of reviewing the Mass Appraisal methodology and standards. 6. Go back and read the comments in your prior surveys. Many issues described in the prior two years still exist. (Length of certification process, Boston staff micro analyzing individual sales and property values, absurd meaningless requests...) Why bother with the survey if nothing gets fixed. 7. Allow assessors to see where the reports are in the certification approval process; whose desk are they sitting on. I know when reports are given to the field advisor but then they go in a black hole. It would be helpful to know when reports are passed along to the next person. (field advisor to supervisor; supervisor to Boston; and on and on) 8. How many people are necessary to review a town for compliancy with the minimum standards. I count at least six, but maybe there's more. Ridicules 9. Would like DOR to explain the need for commercial cost tables and land residuals. 10. Eliminate outdated and unnecessary forms. Ie. "Locally assessed Utility Cover Letter" and "Sales Report Cover Letter" – what is their purpose? 11. Recognize the importance of issuing timely tax bills. Delaying certification due to some meaningless request can push a town into a financial hardship when not allowed to issue tax bills before January 1st. 12. Why is the survey on "tax rate setting process" only sent to the Auditors/Accountants/Finance Directors? Many of the forms are completed or sign-off by the assessors.	12/15/2014 1:53 PM
21	My last certification was a disaster to say the least. This time my new advisor was very on top of what timelines we were on and communicated very well with our office in order to meet those dates.	12/15/2014 10:54 AM
22	Although the revaluation went relatively well the information was turned into Boston much later than we usually turn it in. FY14-11/20/13, FY13-11/15/12;FY12-10/5/11. We still need to have the Recap approved and get the bills out and it is very close to not getting them out on time.	12/11/2014 9:32 AM

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23	<p>Since you asked....People are so used to this broken system of (what is it...enforcement...oversight...aid?) that answers will be the process is as good or better than in years past but that is simply because they have been conditioned to a process that is so frustrating and counterproductive that anything that makes the process easier is seen as an improvement. 100% of the assessors I speak with consider this process to be detrimental to their sworn obligation to the public. Every assessor I know feels they are at one time or another forced by practical necessity to agree to valuation compromises that are contrary to their knowledge or opinion and degrade the integrity of their assessments. The issue is not whether the process is easy or difficult. The issue is whether it is necessary at all and if it is necessary, to what degree? The entire concept of wide-scale, in depth review should be analyzed to see if it complies with statute or subverts statute AND if the statistical analysis used is accomplishing the intended goal. It seems incredible to me that there is more oversight to the valuation process, based on an almost casual reference to the Commissioner's duty, than there is to local activities that are literally life and death issues. The assessment process that has sworn local government officials, a body of law that includes avenues of appeal and an entire quasi-judicial branch of government to protect the rights of the public from assessor ignorance or malfeasance yet there is no recourse for the assessor when faced with regulation they feel runs contrary to their sworn duty or is simply a waste of taxpayer money. In the end, sworn and elected government officials' best judgment is subject to the scrutiny of salaried employees with no sworn duty, no obligation to defend their opinion in public no obligation to defend their opinion or actions in court and no obligation other than a job description to protect the public interest. I doubt the legislator's who framed our statutes created the elaborate legal framework that is our system of local government, assessment and appeals only to give the Commissioner of Revenue veto power. I got carried away, that's all for now.</p>	12/11/2014 8:56 AM
24	<p>I HAVE A ELECTRIC GENERATING PLANT IN MY COMMUNITY. I HAD AN INDEPENDENT APPRAISAL DONE FOR THIS PROPERTY. THE TAXPAYER AND I CHOSE THE APPRAISER. THE ADVISOR SAID THAT THIS APPRAISAL WAS UNACCEPTABLE BECUASE THE TAXPAYER PAID FOR THE APPRAISAL. WHETHER ITS MASS APPRAISAL OR FEE APPRAISAL, AN APPRAISAL COMPLETED BY USPAP STANDARDS ADDRESSES THE ETHICAL AND PERFORMANCE OBLIGATIONS OF APPRAISERS THROUGH DEFINITIONS, RULES, STANDARDS AND STATEMENTS. THE HIRING AGENT AND THE FEE CHARGED IS IRRELEVANT IF THE REPORT STATES IT IS USPAP COMPLIANT. MY SUGGESTION IS THAT ADVISORS REVIEW THE REPORT BASED ON CONTENT, COMPLIANCE AND METHODOLOGY, AND UNDERSTAND USPAP STANDARDS RULE 2-3. ADDITIONALLY, I FOUND THE ADVISOR TO BE MORE OF AN AGENT THAN ADVISOR. THERE WAS VERY LITTLE ASSISTANCE AND DISCUSSION, AND ADVISING GOING ON DURING THE PROCESS. IT WAS MUCH MORE ALONG THE LINE OF 'THIS NEEDS TO BE CHANGED'. THE SYSTEM AND PROCESS IS MORE INVOLVED. THE ABILITY OF A LOCAL ASSESSOR TO USE LOCAL MARKET KNOWLEDGE, HAS BEEN OVERRIDDEN BY THE HEAVY HAND OF BLA AND MANY OF THE CERTIFICATION STANDARDS AND MAKING MOST EVERYTHING FIT INTO A PERFECT BOX. ITS REAL ESTATE ITS GOING TO BE JAGGED AND UNEVEN SOMETIMES. ALLOW FOR MORE LOCAL DISCRETION, NOT FACTORY PRODUCTION. SEE YOU IN FY2018</p>	12/10/2014 6:51 PM
25	<p>All my questions were answered in a timely manner. Staff offered suggestions for my next reveal regarding my submissions, which is very helpful. Thank you</p>	12/10/2014 4:59 PM
26	<p>Again we feel BLA is lacking in organization and communication between departments. Certification process should not have taken from July to Christmas</p>	12/10/2014 12:58 PM
27	<p>Although the process itself is cumbersome and needs improvement, everyone I worked with and spoke to at the DOR was extremely responsive and helpful in working through any issues. Sandra Brusco, Walter Dusza and Jim Podolak were terrific to work with!</p>	12/10/2014 11:24 AM
28	<p>the time lag between advisor visit and upload then to prelim cert is a little long... overall timely</p>	12/10/2014 11:11 AM
29	<p>Overall certification was fine. My only concern was the length of time between submitting documentation and receiving approval. I expected 6 weeks, it took a little over 7. truly feel that if all the documentation that is required is submitted at the meeting it shouldn't take more than 4 weeks.</p>	12/10/2014 8:48 AM
30	<p>I have been providing feedback over several certification cycles as well as in between. I am an assessor who has lost confidence in the state's ability to oversee the certification process, I have seen an agency that overreacts to turmoil and under-performs its basic responsibilities. There are additional areas that are not being given adequate attention, including, training, technical assistance, central valuation management, updating ratio study guidelines, reviewing court rulings, updating local utility valuation guidelines, etc.</p>	12/9/2014 5:00 PM
31	<p>I think DLS is doing a great job, all the support staff was very helpful. Since Joanne has taken over I have notice a huge change all for the good these past two years! Well Done All!</p>	12/9/2014 4:19 PM
32	<p>I am not particularly pleased that our certification recommendations for next time require changing the way we produce vacant land values. The method now employed has been successful for a long time.....</p>	12/9/2014 4:17 PM

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33	Don't make us jump through hoops if you are not going to be responsive to our requests or approve our work in a timely manner.	12/9/2014 4:12 PM
34	The overall valuation experience was great. The timeline of submitting to the field representative until it was submitted to the Boston office for review was a little lengthy. Perhaps there is a way to speed up that process with less forms needed for submittal, especially in the C&I classes. Other than that, everything was great.	12/9/2014 4:07 PM
35	FY2015 Triennial Certification was a great success. Always a pleasure to work with dedicated professionals such as T.Dawley and W.Dusza.	12/9/2014 4:06 PM
36	I was very pleased with all aspects of Certification from the beginning with our field adviser to getting values and growth approved swiftly to our final certification approval. Efforts by DOR are not going unnoticed by the Assessors.	12/9/2014 4:04 PM
37	The certification process relies too much on a standard template for all jurisdictions that is simply unreasonable. What works for large communities does not hold true for all and they should not be expected to be the same. The local representatives should have a larger say in how things are done as they are the ones in the field working with the assessors and seeing the problems. When it comes to analysing the sales ratio Boston has to accept that in some jurisdictions when you stratify the sample is not large enough to be useful so the local assessor must might the call.	12/9/2014 4:01 PM
38	far easier than anticipated.	12/9/2014 4:01 PM
39	When filling out the LA-10, it should be documented that changes to any 504 values from preliminary to final certification, regardless of the 10% rule, need to be reported. I understand that 504 changes are a LA-4 error report, but it was not clear in comparing to the LA-10 10% rule. Also, my certification was going well until Joanne went away on vacation the first two weeks of July. There was an overly intensive Neighborhood Map review and delay during this time period. When the Bureau Chief returned from vacation, I received Preliminary Certification shortly after. While I was hesitant to submit for Preliminary early this year due to past problems, I thought the process went well overall, and I would submit early again. It was just strange how it ended when going thru the final stages of Preliminary.	12/1/2014 3:27 PM
40	The field reps in general, even the new ones, are good and know what they are doing. They are so intimidated by the staff in Boston that they obsess over their report to Boston for way longer than they should, thus extending the process. The level of detail that the BLA requires needs to be streamlined and more reliance on the field staff needs to be given. The bottleneck caused by the attitude in Boston and the extensive requirements needs to be addressed.	11/20/2014 2:03 PM
41	I feel that when it is the first time that more support is needed to understand the process and the reports. I feel my advisor was very good and patient throughout the process I just need to get more training.	11/13/2014 11:03 AM
42	Utilizing residuals for small groups of properties is not statistically reliable.	11/6/2014 8:56 AM
43	Not sure why the Assessor office has to sign forms that they have no control over but mainly Finance departments.	10/14/2014 10:49 AM
44	As I previously mentioned, I hope the DOR takes this opportunity to collaborate (key word) with the Assessors in determining clear expectations (please update the guidance and the spreadsheet requirements). Work directly with the vendors to get a standard batch of reporting tools to provide at least the initial submissions. Allow for the DLS Reps and Regionals to have more ability to make decisions and be less of a conduit to Boston. In the State Owned Land, worke with MassGIS and allow more visibility of reconciliation and information. The Commonwealth should follow the same process and procedures as its constituents as it pertains to public disclosure.	9/22/2014 9:42 AM