



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** Clerk-Recorder-  
Assessor  
**Department No.:** 062  
**For Agenda Of:** 07/09/2013  
**Placement:** Departmental  
**Estimated Tme:** 30 minutes  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** Department Joseph E. Holland  
Director(s) Clerk, Recorder, and Assessor  
805- 568-2558  
Contact Info: Joseph E. Holland  
805- 568-2558

**SUBJECT:** Progress report on the development and implementation of the new integrated property assessment administration and valuation system known as RealWare.

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: N/A

**Other Concurrence:**

As to form: N/A

**Recommended Actions:**

That the Board of Supervisors:

1. Receive and file a progress report on the Assessor's implementation of the Colorado CustomWare, Inc. Property Tax System known as RealWare.

**Summary Text:**

On January 15, 2013, the Board approved an amendment to the Assessor's contract with Colorado CustomWare, Inc. revising the target implementation date of the new property assessment system to July 2014 and asked the Department to provide a progress report in 6 months. Exhibit I includes a presentation summarizing the project schedule and the status of the implementation tasks.

**Background:**

The County of Santa Barbara is on a critical path to implement two vendor purchased property tax system applications which are dependent on one another for the future operations of an efficient and integrated property tax administration system. In 2010, the Board approved the Tax Collector's project to develop and implement a new property tax billing and collection system, known as GRM, to replace the 35 year old mainframe system. Also, in 2010 the Board approved the Assessor's project to develop

and implement a new assessment administration and computer assisted mass appraisal system, known as RealWare, to replace the Assessor's current system known as APS. Both projects are currently in progress.

The RealWare and GRM Systems will replace the current property tax assessment, billing and collection systems which maintain the County Property Tax roll valued at \$66 billion and which is the basis for billing, collecting and apportioning approximately \$700 million in property taxes annually for the County, cities, school districts and special districts. The current systems are outdated and present significant operational and cost risks if not successfully replaced. The implementation of the new integrated systems is crucial to the property tax processes and the finances of the County.

**Performance Measure:**

**Fiscal and Facilities Impacts:**

**Fiscal Analysis: Staffing Impacts:**

**Legal Positions:**

**FTEs:**

**Special Instructions:**

**Attachments:**

Exhibit I - Power Point Presentation

**Authored by:**

Rick Holly/Rose Rodarte

**cc:**