

Appraisal Program to the rescue for Bay County Property Appraiser



iLOOKABOUT



**Property Appraiser
Hillsborough County**

**With the advancements in technology and aerials
it makes our job safer and quicker to perform with
a program like iLOOKABOUT.**

John Dupree, Information Systems Manager, Bay County Property Appraiser's Office



FEMA

After Hurricane Michael battered the Florida panhandle in October of 2018, residents' lives were shattered, and they were left to pick up the pieces of their homes and businesses. For recovery to move forward following the disaster, property owners would have to meet inspection requirements to apply for funding from county, state and federal organizations, including the Federal Emergency Management Agency (FEMA) which provides grants for basic repairs and temporary assistance for those who were displaced. For the Bay County Property Appraiser, how could they assess the damage and help their citizens apply for federal support if their own office building was damaged. This is where business continuity and neighbourly support came together with an online software appraisal application.

Project at a Glance

Bay County engaged iLOOKABOUT Inc., a data analytics and visual intelligence company, to provide their web-based desktop appraisal program to import the County's data, train volunteers and facilitate desktop review. A simplified version of iLOOKABOUT's appraisal application software called GeoViewPort (GVP) was employed by volunteers to compare historical imagery to the post-storm captured high-resolution aerial imagery and appraise the damage on a high-level, six-point scale (no damage, shingle damage, roof damage, minor damage, major damage, destroyed).

To quickly and effectively manage the workload, the addition of GVP's Management Module tool provided the technology for a facilitator to distribute parcels for remote appraisal and track workflow among the staff and volunteers enabling efficient project management and information for progress reporting. Through the collaboration of 50 local and distant volunteer county appraisers, 42,781 county parcels were examined by remote desktop in less than three weeks.

Getting Started

Immediately following the storm, efforts were led by Greg Brown of the Santa Rosa Property Appraiser's Office who reached out to neighbouring counties for help. Patrick Alesandrini, Chief Deputy at the Hillsborough County Property Appraisers (HCPA) office, was quick to respond and propose a safe and easy solution. The HCPA was successfully using GVP for property appraisal and although storm analysis had not been considered before, Alesandrini understood the needs of the effected area and suggested GVP could be modified for disaster appraisal. After Pictometry flew the disaster area, Alesandrini evaluated the situation and restructured the FEMA damage criteria and naming system for property appraisers to better utilize. Together with iLOOKABOUT, a plan came together for a modified GVP, a training presentation was created, and volunteers were quickly educated on the simple program via an iLOOKABOUT webinar.

Within minutes, property appraisers were using GVP efficiently to look at the before and after photos side by side seamlessly and then move from one property to the next. Dedicated staff were on the ground and covered 73,022 parcels, but in the most damaged areas, desktop review was the best option for parcels that were inaccessible. After a catastrophic storm, the dangers of blocked roads, downed electric wires and poor communications limits 'boots on the ground' field work which can have the added challenge of manually referencing maps and paper records. For properties with flattened or missing buildings, it's critical to have a reference point which desktop appraisal provides.

By using post-storm captured aerial photography comparing to historical imagery, the appraisers were able to rate the percentage of damage through their remote desktop application. In about two and half weeks in December all of Bay County's parcels were appraised.

Volunteers from other Florida counties including Hillsborough, St. Lucie, Osceola, Sarasota, and Martin all stepped up to support the cause and worked from their own county desktops.

Appraisal Program to the rescue for Bay County Property Appraiser



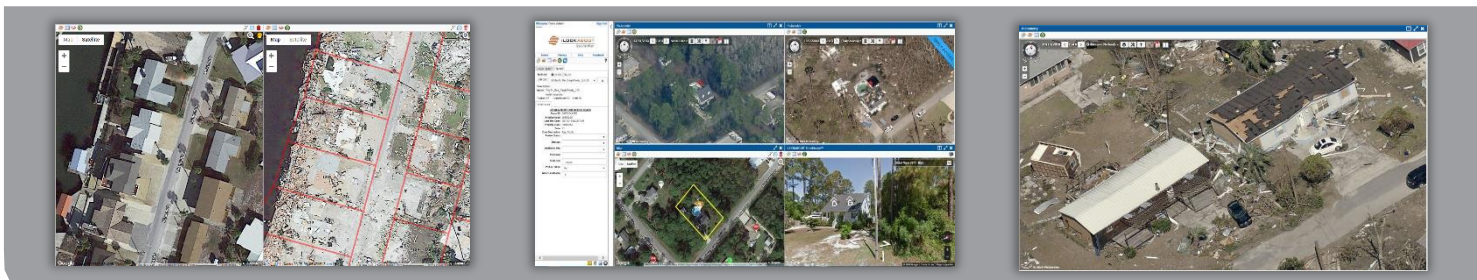
Results to Date

Support came to those badly affected by Hurricane Michael while the Bay County Property Appraisers successfully kept business continuity. Through the cooperation of everyone working together and an inventive technology, the Bay County community began rebuilding with federal disaster declared FEMA funding. Dupree said; "After Hurricane Michael we realized that a program like iLOOKABOUT makes a huge difference when trying to make quick and accurate assessments of the entire county."

Since the emergency of Hurricane Michael, Bay County residents received more than \$627.7M in federal funds for housing assistance and disaster loans for homeowners, renters and businesses. Bay County had 6,053 damaged structures, and another 3,013 failing or destroyed. It was important to get the property appraisals completed as quickly as possible for the FEMA applications and start repairing and rebuilding structures. The quick deployment of GVP along with its ease of use made quick time for disaster appraisal.

Remote desktop review provided ease of access and saved time navigating field inspections in the aftermath of the storm. The Management Module also reduced management hours with a reliable process which systematically covered all parcels. Less time in the field translated to savings on car insurance, overhead, and reimbursements as well as not having to cope with the outdoor elements.

GVP for damage appraisal was successfully implemented for hurricanes; however, Alesandrini noted it could also be used for other natural disasters, such as tornados, earthquakes, and forest fires. Ground inspection will always be required, but without property identifiers to damaged areas, GVP can provide a head start and indicate the most damaged areas.



Recognition

HCPA and Bay County will be presenting the process utilized during damage assessment to the Florida State Emergency Management team. Their pitch will demonstrate the value of property appraisal continuity in the wake of a federal disaster. Dupree commended; "We finished the project in record time once we had everything set up and people working in the field and at their desk using iLOOKABOUT." He continued; "The iLOOKABOUT team was a huge part in making this happen and they were there from day one to help us in any way they could."

GVP is a web-based geographic information system (GIS) application which federates property related data and enables quick validation for real estate and property appraisal, such as tax assessment, appeals management, reporting, and market analysis. The software suite includes three modules; desktop review, management module and mobile interface. Users can compare data such as CAMA, oblique, aerial and historical images all overlaid on the parcel fabric and sorted by land use codes. Supported by professional services, iLOOKABOUT's suite of software as a service is offered to both public and private clients in North America.

Contact Us

Rod Miller, Director of Sales, iLOOKABOUT

Email: Rod.Miller@iLOOKABOUT.com **Phone:** (519) 931-6242 **Toll Free:** 1-866-963-2015 x242

Pat Alesandrini, Chief Deputy, Hillsborough County Property Appraiser

Email: AlesandriniP@HCPAFL.org **Phone:** (813) 276-8939 **Cell:** (309) 459-6684

John Dupree, Information Systems Manager, Bay County Property Appraiser's Office

Email: JDupree@baypa.net **Phone:** (850) 248-8401 **Direct:** (850) 248-8437