The International Association of Assessing Officers (IAAO) is a nonprofit, educational, and research association. We are the premiere professional membership organization of government assessment officials and others interested in the administration of the property tax. IAAO was founded in 1934, and now has a membership of more than 7,700 members worldwide from governmental, business, and academic communities.

The following Year in Review infographic is a showcase of the accomplishments from the 2017 fiscal year. This Year in Review isn’t just about the numbers, but more about the promotion, innovation, and excellence in property appraisal, property tax policy, and administration through professional development, education, research, and technical assistance. We hope that this data demonstrates our commitment to promote awareness of, importance of, and effect of, high ethical standards and practices to our membership and the assessment and appraisal industry.

**PRESENTATIONS & EVENTS**
- World Bank Land and Poverty Conference
- Six presentations including:
  - Practical Application Of IAAO Standards For Land Administration And Property Tax Systems
  - Low Cost Valuation Methodologies
  - Mass Appraisal of Land Values
- Royal Institution of Chartered Surveyors Summit of the Americas
- Appraisal Institute of Canada International Valuation Conference in Ottawa
- Esri Executive Summit

**NOTABLE PRESENTATIONS**
- Dorothy Jacks, AAS presented IAAO Standard on Automated Valuation Models (AVMs) at International Property Tax Institute’s Mass Appraisal Valuation Symposium, Sydney, Australia
- Randy Ripperger, CAE presented Investing in County Priorities: Strategies for Effective Property Tax Administration at the National Association of Counties Conference
- Jake Parkinson, chair USPAP Committee, led presentation on Accepting Mass Appraisal Experience for Credit: Does AQB Criteria Allow It? at Association of Appraiser Regulatory Officials (AARO) Meeting
- Randy Ripperger, CAE presented The Competent Appraiser — How IAAO Provides Resources for Appraisers to Develop their Appraisal Competency at the Real Property Assessment Board of Review, Honolulu, HI
- Dorothy Jacks, AAS presented at the International Property Tax Institute/ Royal Institute of Chartered Surveyors Conference in Jamaica

**PARTNERSHIPS**
- Opened satellite office in Washington DC in partnership with National Association of Counties
- Established formal presence
- Strengthened IAAO’s commitment to be an international organization
- Allow access to many international members

- Joined with Michigan Assessors Association and the Michigan Association of Equalization Directors in filing amicus curiae briefs related to the dark store controversy

**RESEARCH DEPARTMENT AND THE PAUL V. CORUSY MEMORIAL LIBRARY REMODEL**
- Basement and 3rd floor expansion
- Creation of additional meeting space/kitchen
- 20,000 volumes moved

**ELECTRONIC ELECTIONS**
- Highest # of voting participants in the at least the last 12 years

**ALLIANCES & PARTNERSHIPS**
- Over 30 states and 15 speakers
- 112 attendees
- 298 attendees in booth space
- English to Spanish simultaneous translation
- 49% represented Canada
- 51% Male of new members:
- 2017 Average age 46
- Female
- 51%
- 46 of new members: 2017
- 5.38% members as of December 31, 2017
- 264 new members in 2017
- 2,738 registrations in 18 years
- HIGHEST attendance = 21% increase—2 Sponsors
- A collaboration with 51 attendees from Europe, Canada and US
- 24 Chapter and Affiliate postings
- 21,582 education sessions
TECHNOLOGY

WEBSITE
Website traffic increased 25.6% from 176,000 to 221,091 sessions.

MOBILE USAGE
of the website increased from 14% to 16%.

WEBSITE UPGRADE
Added Google translate to all webpages translate into multiple languages.

ANNUAL CONFERENCE MOBILE APP
Total number of app engagements increased by 70%
Mobile App had 974 users, a 35% increase or 65% of total attendees.

TECHNICAL ASSISTANCE AND STANDARDS
- LLC Formation: Professional Consulting Services of IAAO, a wholly owned subsidiary of IAAO
- Standard on Automated Valuation Models (AVMs) updated and rewritten

EDUCATION AND PROFESSIONAL DEVELOPMENT

Onsite Courses, Workshops, and One Day Forums:
312 classes serving 6,300 students

Online Courses:
1,185 students, a 57% increase

IAAO WEBINAR SERIES (first full year)
Total Revenue $48,690
Total Registrations 1,488
IAAO website Online Course Calendar replaced with interactive educational offerings map that shows location of upcoming courses with links to additional information.

DESIGNATION PROGRAM
New Designees: 110, a 37.5% increase
New Candidates: 181, a 23% increase

CEAA RECIPIENTS
Initial
- Mecklenburg County, NC
- Franklin County, OH
- Los Angeles County, CA

Recertifying
- Pinellas County, FL
- Clay County, FL
- Johnson County, KS

Total of 38 certified jurisdictions in North America
**PUBLICATIONS, LIBRARY & RESEARCH**

Reference requests filled by staff: **632** = **16%** increase

Documents delivered: **4,444** = **20%** increase

New materials acquired: **324**

Searches on LibraryLink: **5,140**

**Top 5 most frequent requests:**
- Big Box Valuation
- Hotel
- Staffing Benchmarks
- Valuing Solar
- Income and Expense Data

**IAAO 2016 Assessment Industry Compensation Survey** (released March 2017)

**KEY TAKEAWAY**

Almost 50% of the respondents are planning to retire in the next 9 years

Respondents reported keys to professional success as:
- Job Function
- Management Role
- Number of People Supervised
- Education Level
- Professional Development
- IAAO Participation!

**FRIENDS OF THE LIBRARY CAMPAIGN RAISED:** **$5,293**

**IAAO RECEIVED APPRAISERS RESEARCH FOUNDATION GRANT:** **$5,000** for creation / assistance with the GIS for Professionals book

**POSITION PAPER RELEASED**
- Commercial Big-Box Retail: A Guide to Market-Based Valuation

**SUBJECT GUIDES PUBLISHED**
- The Sharing Economy (Airbnb), Landfills, Solar Energy, and Golf Course Valuation

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**WE ARE IAAO**

International Association of Assessing Officers

IAAO is a global community of mass appraisal experts who promote excellence in property appraisal, assessment administration and property tax policy through professional development, research and standards.

IAAO actively contributes to the growth and success of the mass appraisal industry globally. Individuals and organizations turn to IAAO for guidelines and expertise. Policy makers, regulatory agencies, courts, media and tax payers rely on IAAO guidance, standards and education in mass appraisal. The association strategically chooses collaborative partners in order to provide exceptional professional development, unsurpassed networking and valuable insights into industry trends. Employers encourage their employees to use IAAO resources because of the proven link to professional success. IAAO membership provides opportunities for mentoring and skill advancement as well as access to professional development and research. Belonging to the association is a “must” for all desiring to grow and succeed as leaders within the mass appraisal industry.

**WE ARE IAAO, AND WE VALUE THE WORLD**

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