

Item Title: Recognition of Recent Awards

Specific Action Requested:

That the Board of Commissioners recognize recent regional award winners.

Item Summary:

Tax Administration Recognized for Excellence in Innovation for Work with AI Valuation Models

The Wake County Tax Administration has received a 2019 Excellence in Innovation Award from the Local Government Federal Credit Union for their use of artificial intelligence technology to offer highly-accurate property valuation and adjustment recommendations and automate some of the department's most labor-intensive tasks.

The Tax Administration partnered with global analytics software developer SAS to implement SAS Viya, a cloud-based, machine-learning model that considers thousands of factors and real-time property sales to offer timely, objective, highly-accurate market forecasts. The research and development project also explored SAS Viya's ability to automate several critical but historically labor-intensive tasks. This has enabled Tax Administration to adhere to the six-year staffing plan laid out in 2016, which gradually increase industry-low staffing and meet the increased workload demands associated with Wake County's new four-year reappraisal cycle.

LGFCU's Excellence in Innovation Program recognizes and awards county employees who develop successful programs that help counties improve service to citizens. The judges rated each program on several criteria, including productivity enhancements, use of available resources, ability for this program to be replicated by other counties and use of technology.

Attachments:

None.