

Item Title: Approval of Multi-Year Contract with iLOOKABOUT to Capture New Digital Images of Real Estate Improvements

Specific Action Requested:

That the Board of Commissioners authorizes the County Manager to execute a three-year contract, with an optional one-year extension, with iLOOKABOUT for new street-level digitizing images of real estate improvements subject to terms and conditions acceptable to the County Attorney.

Item Summary:

Purpose: Multi-year contracts require approval by the Board of Commissioners.

Background: The Department of Tax Administration utilizes street level photographs and digital imaging services as part of its Computer Assisted Mass Appraisal (CAMA) software to assess real estate for property tax purposes. Depending on the type of structures on a parcel, photographs include building front elevations or public right-of-way. There are approximately 350,000 improved parcels in Wake County, of which nearly 30 percent have a photo on file that is at least 10 years old. In preparation for the next County-wide revaluation for tax year 2024, Tax Administration plans to capture a new street-level photo of all improved properties over a three-year time-period (FY21, FY22, FY23). The Department also anticipates capturing images of approximately 50,000 unimproved parcels over the same time period. These images would also be available to the public via the County's Real Estate Property Search.

Board Goal: Digital Imaging Services and Street-Level Photo services supports Board Goal GG2: Improve effectiveness, efficiency, transparency, and responsiveness through innovation and technology.

Fiscal Impact: The three-year contract cost is not to exceed \$900,000 and will be funded from the annual appropriation to the County's Revaluation Sub-Fund. The FY 2021 costs are \$270,000 and included in the current year budget. Years two and three of the contract will be included in the FY 2022 and 2023 budgets.

Additional Information:

In March 2016, the Board of Commissioners approved transitioning from an 8-year reappraisal cycle to a 4-year reappraisal cycle. The most recent reappraisal was completed as of January 1, 2020 with the next scheduled for January 1, 2024. Wake

County has approximately 400,000 parcels; 350,000 of them are improved with 105,000 parcels having a photo that is at least 10 years old. Street-level photos integrated within the CAMA system are a key component needed for the review and accurate mass-appraisal of each property. Wake County has an extremely dynamic real estate market where properties are modified, renovated and sold regularly. Stale photos can erode the accuracy of property assessments and lead to increased appeals.

An RFP for street-level imaging services was published in September of 2020. Wake County received proposals from three vendors. iLOOKABOUT was selected by the review team based on the most efficient method of capturing the images during a short local window of “leaf off” conditions and the lowest overall price of \$2.08 per image.

Attachments:

None.