Palm Beach County Safe and Working from Home

COVID-19 OUTBREAK

iLOOKABOUT

As the Coronavirus pandemic evolved, the Palm Beach County Property Appraiser's Office implemented a number of safety measures to protect their employees and the public.

Project Overview

In March 2020, as the world responded to the Coronavirus pandemic, the Palm Beach County Property Appraiser's Office swiftly implemented a number of healthy and safety measures for their employees and the public and activated business continuity and pandemic preparedness plans. On April 1, 2020, Florida Governor Ron DeSantis issued an Executive Order instructing all non-essential citizens to "Stay at Home", which prompted the Palm Beach County Property Appraisers Office to close all of its office locations in the county. To ensure the continuity of the 2020 tax roll and the availability of the office's online services during the public health crisis, many of the employees worked remotely from home to support the office's strategic and operational priorities. With security risks and IT restrictions, a limited number of users have access to critical systems, which typically creates a challenge.

The iLOOKABOUT DeskTop Review application was deployed to over 25 staff members of the Palm Beach County Property Appraiser's Office, which enabled them to work and review properties from their homes.

Tim Wilmath, MAI Chief Appraiser, Palm Beach County Property Appraiser's Office explains, "the biggest benefit for us with GVP/working from home, is that staff do not need access to the network or the CAMA system. One of the biggest "work at home" challenges in a crisis like this is providing work for staff who cannot access the system. For security reasons, the County has our network strongly safeguarded, so without a county laptop and VPN connection, you are not getting in. Without access to the network or CAMA system, working from home for our staff is challenging. Therefore, being able to work GVP from home using a PC or laptop without network access is fantastic. That's allowed us to put about 25 people to work from home who otherwise may not be able to contribute."

DOROTHY JACKS
CFA, AAS
Palm Beach County Property Appraiser

Getting Started

Fortunately for the Palm Beach County Property Appraiser's Office, desktop parcel data verification with GeoViewPort has been ongoing for the past two years, therefore, staff required minimal transition with the use of the application. The GVP platform from iLOOKABOUT, provided all the data visualization tools in one high resolution desktop viewer. Staff workflow management was assigned and tracked through GVP's Management Module. The County also had an aerial imagery contract with EagleView Technologies to create new aerial imagery that had just been completed and Sketch Verification through iLOOKABOUT. Thus, new aerial imagery and recent sketch verification gives them fresh data to analyze. During this crisis iLOOKABOUT staff are diligently setting up new Counties and getting them up and running from home within very quick timelines.

Results to Date

From March 30th to the date of this article April 16th, over 15,000 properties were reviewed using GVP software at home by 25 employees. That production rivals what is typically accomplished in the office.

Project Overview

GVP is a web-based geographic information system (GIS) platform which federates property related data and enables efficient and comprehensive data validation for real property appraisal. The software platform includes three modules; Desktop Review, Management Module and Mobile Appraiser. Users can compare CAMA, oblique, aerial and street-level images overlaid on the parcel fabric, sorted by land use codes. iLOOKABOUT's suite of software as a service is offered to both public and private clients in North America.

GVP comparison imagery of Montgomery County after the Memorial Day tornadoes in 2019.

Contact Us

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