

May 18th Council

Since September 1, 2021: 523 emails exchanged (261 sent by me)

Ownership info not saving

Value source not carrying over (approximately 150 parcels revisited to ensure accurate values and 10 with negative values)

GIS not working correctly

Personal property groups not calculating

Fields from Vision 7 not carrying over to Vision 8, however still showing up and calculating

Override values not catching all parcels marked as override (Attachment)

Some requests take weeks to complete, most with constant emails to remind them of ongoing issues. Requests get pushed off to "more experienced" technicians.

Users cant view associated documents in PP, even with the same administrative rights (09/30/20)

Lost connection for PAD update (had to individually update 1,000+ sales) (Attachment)

Comp snapshots, sales comparison not working correctly

PP dashboard freezes Vision

Can not correct PP value once officially posted, unlike RE

3 weeks to resolve inability to access Owner/Deed at start of Vision 8

Municipal Assessment Report not calculating (Attachment)

**CLASS 1
RESIDENTIAL**

Prior Year SOA	2020	Current Year Assessment
19,894	Land Parcel Count	0
19539	Improvement Parcel Count	0
0	# Acres (Whole Area)	0
1,246,034,300	Land Assessed Value	
3,188,745,800	Improvement Assessed Value	
4,434,780,100	Total Assessed Value	

Increase			Decrease		
Gains in Territory by Annexation or Boundary Adjustment	Land Improvement Total	0 0 0	Losses in Territory by Annexation or Boundary Adjustment	Land Improvement Total	0 0 0
Names of all municipalities losing territory(required) and comments:			Names of all municipalities losing territory(required) and comments:		
Higher land use New plats New Land Improvements New construction	Land Improvement Total	0 0 0	Property physically destroyed or removed	Land Improvement Total	0 0 0
Comments:			Comments:		
Property revalued due to removal of extreme economic obsolescence or removal of contamination			Property revalued due to extreme economic obsolescence or contamination		
Comments (required)			Comments (required)		
Property formerly exempt and now assessed as Real Estate, and/or Personal Property now assessed as Real Estate			Property formerly assessed as Real Estate and now exempt, and/or Real Estate now assessed as PersonalProperty		
Comments:			Comments:		
Increase due to Revaluation	Land Improvement Total	0 0 0	Decrease due to Revaluation	Land Improvement Total	0 0 0
Comments:			Comments:		
Shift FROM Manufacturing to Residential	Land Improvement Total	0 0 0	Shift TO Manufacturing from Residential	Land Improvement Total	0 0 0

RE: Outstanding issues



Samuel A. Walker

To Matt Burke; sbritto@vgsi.com
Cc Don Johnson (DJOHNSON@waukesha-wi.gov); Allie Kelly

☀️ Reply Reply All Forward ...

Mon 11/9/2020 11:52 AM

📌 You forwarded this message on 11/9/2020 11:51 AM.
This message was sent with High importance.

Matt & Stephen:

This issue with us not being able to export our data for the DoR has been ongoing since the conversion to Vision 8 which was in mid-late August. Now that it is early November and the end of the year is 8 weeks away I need to get some sort of resolution. We are under deadline by the State to provide the information and if we can not get the export that we have always had in the past then my staff and I are going to have to individually go into the State's database to update each sale ourselves. I need to know when and if this will be fixed, and if not, we need to know as soon as possible so that the 5 of us in my office can get these done before the end of the year.

I need this to be expedited!

Please keep both Don and I in the loop throughout this resolution.

Thank you.

Sam Walker

MBA • MSML • AAS • RES • CPM

Waukesha City Assessor

RE: Outstanding issues



Samuel A. Walker

To Matt Burke; Stephen Britto
Cc Don Johnson; Allie Kelly

☀️ Reply Reply All Forward ...

Mon 11/16/2020 7:57 AM

We have not yet heard back regarding this issue. Please provide an update and an estimated ETA on when this can be fixed. We are 7 weeks out from the end of the year and my office needs to start processing these sales if this can not be fixed in time.

Thanks.

Sam Walker

MBA • MSML • AAS • RES • CPM

Waukesha City Assessor

RE: Restart Vision Server CH-VISION-1 at end of business Day



Samuel A. Walker

To Stephen Britto; Don Johnson

☀️ Reply Reply All Forward ...

Tue 12/8/2020 1:41 PM

Stephen:

Any update on the PAD issues? We are running out of time with three weeks to go.

Sam

RE: WAMS



Samuel A. Walker

To Aresti Serrano

☀️ Reply Reply All Forward ...

Fri 12/18/2020 10:23 AM

Aresti:

Are there any updates on the PAD issue? With two weeks until the new year and the deadline I wanted to check to see where we were.

Thanks!

Sam Walker

MBA • MSML • AAS • RES • CPM

Waukesha City Assessor

RE: No Sales Found



Samuel A. Walker
To: Aresti Serrano

☰ Reply Reply All Forward ...

Tue 12/29/2020 11:15 AM

Any update? Two days to go until deadline. Thanks!

RE: No Sales Found



Samuel A. Walker
To: Aresti Serrano

☰ Reply Reply All Forward ...

Wed 12/30/2020 9:14 AM

i You replied to this message on 1/5/2021 9:24 AM.

The deadline for the DOR sales is Feb 5, so we have time if the development team can maybe come up with something. We are going to start hand entering the info. It takes 5-10 minutes per sale and we have about 1,000 to go through.

RE: Override Values



Samuel A. Walker
To: Allie Kelly

☰ Reply Reply All Forward ...

Thu 3/4/2021 8:05 AM

i You forwarded this message on 3/4/2021 8:09 AM.

Allie:

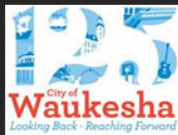
I have been working with Aresti on the personal property groups and the real estate overrides. I need to get these issues expedited and resolved no later than Monday. We have 4 weeks from today to get all of our values and returns entered and we have been waiting to be able to start because of these issues.

Ever since we updated to Vision 8 it has been nothing short of frustrating. Between the GIS module not working, not being able to see associated documents in personal property, the groups in personal property not calculating and then not being able to enter new lines, our reporting to the state not working and having to put us in the position to manually enter everything into the state database to make deadline... We are at our breaking point with Vision.

Our personal property groups/calculations and our real estate override values need resolved by the start of day on Monday. Otherwise we are in the position where we may not be able to make our deadline.

Please let me know what needs to be done to make sure this is taken care of.

Thanks.



Samuel A. Walker

MBA • MSML • AAS • RES • CPM
Waukesha City Assessor

[Waukesha City Assessor's Office](#)

201 Delafield St., Rm. 350
Waukesha, WI 53188

Phone: 262-524-3517

Value Source O: Override

Assessment Ratio 100

Primary Use

		Value	Type	Reason	Date	Ap
Override	Remove	277200.00	P: Permanent	NOC: No Change	1/1/2021	9:
Adjustment	Remove				Select a date	

Additional Overrides (0)

Adjustments & Overrides

			Value	Type	Reason
Override	Adjustment	Remove			
Override	Adjustment	Remove			
Override	Adjustment	Remove			
Override	Adjustment	Remove			

Assessment History

	Num	Year	I/F	Building Value	XF Value	OutBldg Value	Land Value	Total Value		Source	Date
▶	1	2021	F	148400	0	0	55900	204300	0.00	C	05/05/2021
▶	2	2021	I	221300	0	0	55900	277200	0.00	C	04/02/2021