In 2020, OCPA was named Organization of the Year and earned a Gold Stevie® from the nationally recognized American Business Awards. In their reviews, the judges praised the agency’s continued dedication to technology and distinguished services.

More than 230 professionals worldwide participated in the judging process to select this year’s Stevie Award winners. OCPA was nominated with some 3,600 organizations in virtually every industry and joined recognizable brands like Cisco, Wells Fargo Treasury Management, Humana, National Association of REALTORS®, Comcast, Zoom, and POD in the 2020 winner’s circle. Winning Organization of the Year among such large, success brands is a true honor for OCPA, a local government agency and proud taxpayer servant.

It is a privilege to serve the citizens of Orange County!

Also in 2020, OCPA was recognized by the American Business Awards with a Silver Stevie® for achievement in customer satisfaction, and two Bronze Stevies® for the success of OCPA’s signature community engagement events and for outreach programming. For the four awards bestowed in 2020, OCPA received high praise from the judges for making information and resources easily accessible, developing impactful initiatives, implementing a multi-faceted approach to service, and dedication to education.

Within Florida’s complex property tax system, the staff of the Orange County Property Appraiser’s office (OCPA) – over 150 strong, talented, professionals – is charged with determining the fair and equitable value of all properties in Orange County. We also regularly engage with our constituents about homestead exemption and other money saving benefits through world-class customer service, our comprehensive website, area educational events, and a robust social media presence.

An important reference guide, this Annual Report focuses on how the services we provide impact Orange County. It is a collaborative effort prepared by OCPA staff to illustrate the critical role our office plays in the community. With many diverse types of property, historic growth and new construction, Orange County is perhaps the most unique in the world.

ENJOY LEARNING MORE ABOUT OCPA!
IN MARCH 2020, OCPA ENACTED A CRISIS RESPONSE STRATEGY TO PREPARE FOR THE SPREAD OF THE CORONAVIRUS TO CENTRAL FLORIDA.

HISTORIC MARKET VALUE

$222.7 BILLION
6.9% INCREASE OVER 2019

Orange County continues to maintain steady growth in 2020 as demonstrated by consistently rising property values.

ORANGE COUNTY EXPERIENCED RECORD NEW CONSTRUCTION.
This translates to over $13.2 million in new construction every day, representing a 6.7% increase over 2019.

Through OCPA’s commitment to technology, field appraisers were swiftly transitioned to remote workspaces where they utilized ultra-high resolution oblique aerial imagery to continue valuing properties across Orange County.

In service to the community, OCPA partnered with local organizations and food suppliers to host multiple food giveaways for more than 3,000 families in need. OCPA provided volunteers and promotional assistance to share these opportunities with the community.

OCPA developed a webpage that houses news and information about the coronavirus, including a live, interactive map that indicates where urgent care facilities, emergency rooms, and pharmacies are located across the county.

OCPA produced a series of webinars – called Online Learning Events with Rick Singh, CFA – that offer valuable information live and on-demand on YouTube. The sessions featured information on money-saving exemptions, OCPA’s award-winning website, and a data-rich presentation about single-family home sales in Orange County.

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Since 2012, Orange County’s market value has doubled from $110 million to more than $222 million. During that same time, the Orange County Property Appraiser’s office has assessed a cumulative $1.3 trillion dollars in value.

2020 GOLD STEVIE® AWARD ORGANIZATION OF THE YEAR

OCPA closed the office lobby, and began transitioning staff to work from home. By March 23, 100% of OCPA’s staff was equipped to remotely serving taxpayers.

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**MUNICIPALITY GROWTH**

**RISING MARKET VALUES ARE GREAT NEWS FOR RESIDENTS WHOSE COMMUNITIES BENEFIT FROM THE ADDITIONAL TAX REVENUE.**

- **ORLANDO** $60.9 BILLION (+6.3%)
- **BAY LAKE & LAKE BUENA VISTA** $14.6 BILLION (+8.2%)
- **WINTER PARK** $9.5 BILLION (+5.6%)
- **APOPKA** $5.8 BILLION (+5.6%)
- **WINTER GARDEN** $5.7 BILLION (+7.6%)
- **OCOE** $4.9 BILLION (+8.9%)
- **MAITLAND** $4.2 BILLION (+7.7%)
- **BELLE ISLE** $1.2 BILLION (+9.1%)
- **WINDERMERE** $986.9 MILLION (+1.8%)
- **EDGEMOOD** $525.7 MILLION (+4.9%)
- **OAKLAND** $514 MILLION (+15.5%)
- **EATONVILLE** $353.6 MILLION (+7.3%)

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**PARCELS BY PROPERTY TYPE**

**RESIDENTIAL**

- **SINGLE-FAMILY** 297,220
- **CONDOMINIUM** 50,287
- **TOWNHOUSE** 23,056
- **MULTI-FAMILY** 8,823
- **MANUFACTURED HOMES** 5,906
- **VACANT** 37,115

**NON-RESIDENTIAL**

- **GOV'T, INST., OTHER** 11,447
- **CONDOMINIUM** 11,370
- **VACANT** 7,449
- **INDUSTRIAL** 5,023
- **RETAIL** 3,806
- **Agriculture** 1,556
- **APARTMENTS** 1,053
- **OFFICE** 4,656
- **TIMESHARES** 77
- **THEME PARKS** 49
- **HOTELS** 388
- **MOBILE HOME PARKS** 124

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*Some data reported may be subject to change.*
The OCPA team fairly and equitably values seven major theme parks, four water parks, over 16,000 timeshare units, 91,000 hotel rooms, and more than 400,000 residential properties ... all in the same county!

OCPA began accepting fully executed TPP tax returns via email in 2020. To date, the team has received nearly a thousand tax returns this way, totaling over $906 million in value.
The southwest area of Orange County, which includes the Horizon West Area and Watermark, continues to be the most popular area for new home construction. Nearly 25% of new construction occurred there with 1,199 homes built.

In 2019, Hunter’s Creek was the hottest neighborhood for single-family home sales in Orange County, followed by Pine Ridge, College Park North, Avalon Park South East, Winter Garden Lakeiassee, and Rosemont.

*Some data reported may be subject to change.
OCPA is dedicated to serving Orange County taxpayers by employing an experienced staff, encouraging learning opportunities, and providing cutting-edge technology. Our knowledgeable specialists are up-to-date on best practices and hold certifications and designations that enable them to determine values with unparalleled accuracy.

The agency’s staff possesses more than 1,000 years of combined experience. Additionally, five OCPA staff members have earned the prestigious MAI designation, which is considered a mark of excellence in the real estate valuation industry.

Since 2013, OCPA has returned $1.4 billion to Orange County’s tax roll through a combination of compliance initiatives.

OCPA’s staff is comprised of highly skilled employees who hold nearly 140 professional designations.

OCPA’s drone program allows field appraisers who are licensed drone pilots to capture property characteristics data from the air. By utilizing the drones, appraisers cut down field work that would typically take weeks to complete.

Ultra-high-resolution oblique aerial imagery helps OCPA keep pace with ongoing real estate growth in Orange County.

The OCPA team successfully defends 99.9% of valuations at the Value Adjustment Board appeal hearings.

After a storm, staff members are deployed with special GIS-based damage assessment technology Survey123. This program allows the response team to instantly transmit damage data from the field.

Appraisers utilize an environmentally-friendly fleet of hybrid vehicles. Not only has the fleet reduced the agency’s carbon footprint, it has saved taxpayers an average of $100,000 per year.

OCPA offers a paperless initiative that allows taxpayers to file for many exemptions online. More than 70% of homestead applications were filed online in 2020.

OCPA was the first government agency in Central Florida to raise employee wages to a minimum of $15 per hour.

OCPA is 1st in Florida in assessed property value per employee overseeing tax roll of over $220 billion with only 153 staff members.

OCPA offers a paperless initiative that allows taxpayers to file for many exemptions online. More than 70% of homestead applications were filed online in 2020.
OCPA's chatbot — named “Ask Rick” — offers constituents a convenient way to search the website and gain answers to frequently asked questions. During regular office hours, the chatbot can also connect customers with a live representative for a seamless, convenient experience.

Because OCPA is focused on serving constituents, the office offers seasonal satellite offices. These satellite offices bring services to neighborhoods during busy times of the year. The OCPA team also hosts specialized satellite offices just for veterans in Orange County.

OCPA developed a Field Appraisal Survey Tool (F.A.S.T.) to collect feedback from constituents in a convenient, accessible manner. The F.A.S.T. survey is available on multiple platforms and devices, and is translated into eight languages. This AI-powered tool uses sentiment analysis to help OCPA better service taxpayers.

2020 SILVER STEVIE® AWARD
FOR EXCEPTIONAL METRICS AND CITIZEN-CENTRIC PROGRAMS

The average wait time for constituents who call into the office is a mere 31 SECONDS.

"WHEN WE ALL PAY OUR FAIR SHARE, WE ALL PAY LESS."
RICK SINGH, CFA
ORANGE COUNTY PROPERTY APPRAISER

EXEMPTION FRAUD HOTLINE
(407) 836-5046

Guests visiting the office in person only wait an average of 1½ MINUTES before being served.

OCPA has a customer service rating of 99.8%, better than most businesses and remarkably high for a government agency.

*Some data reported may be subject to change.
In December 2019, OCPA partnered with Harbor House of Central Florida to collect pillows for families fleeing domestic violence. The office’s original goal was to donate 700 pillows, but the staff went above and beyond to donate over 1,000!

Other initiatives like the annual OCPA Tree Seedling Giveaway, school supply drives, Season of Giving campaign, and food giveaway events allow staff to connect with the community on a philanthropic level.

OCPA is committed to making the office as accessible as possible to residents. OCPA’s robust Outreach programming brings information to taxpayers at neighborhood and community gatherings. Meeting with constituents allows staff to better understand the unique needs of the many diverse communities within Orange County.

OCPA CONNECTS WITH THE COUNTY’S TAXPAYERS AT OVER 100 COMMUNITY-BASED EVENTS PER YEAR.

SERVING AND EDUCATING OUR COMMUNITY ARE CENTRAL TO THE CULTURE OF OCPA.

“In order to serve a community, you must know a community.”
- RICK SINGH, CFA
ORANGE COUNTY PROPERTY APPRAISER

2020 BRONZE STEVIE® AWARD
FOR REACHING OUT TO THE COMMUNITY IN UNIQUE AND MEANINGFUL WAYS
SOCIAL MEDIA ALLOWS OCPA TO BUILD A STRONG PRESENCE IN THE COMMUNITY, AND INSTANTLY SHARE NEWS AND INFORMATION.

Be in the know - join our more than 10,000 followers on social media for the latest news and information from OCPA.

Every year, OCPA hosts free public signature events like the State of Orange County Real Estate. These educational events keep constituents informed about changes in market value, real estate trends, and important services offered by OCPA.

SIGNATURE EVENTS

2020 BRONZE STEVIE® AWARD
FOR THE OUTSTANDING PRODUCTION OF EDUCATIONAL COMMUNITY-BASED EVENTS

2020 BRONZE STEVIE WINNER
Orange County Property Appraiser

AMERICAN BUSINESS AWARDS

CONNECT WITH US!

SCAN THE QR CODE TO FOLLOW US ON FACEBOOK!

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Dear Friends,

Once again, I have the honor of presenting the 2020 Annual Report to you from the Office of the Orange County Property Appraiser (OCPA). While this has been a year like no other, at the time of the development and distribution of this publication, our world is still adapting and adjusting to life in the midst of a global pandemic brought on by the coronavirus. I have been impressed and moved by the manner in which our community has pulled together and supported each other. Face coverings have become a part of our daily wardrobe, social distancing is involved in planning activities, and workplaces have learned to succeed with the limitations of remote or partially deployed operations.

Despite the unanticipated challenges, it has been an outstanding year of exceptional accomplishments by our award-winning staff. In June, we were thrilled to learn that the prestigious American Business Awards had selected OCPA as the “Organization of the Year” for a government entity, and awarded us three additional awards for our customer service, outreach initiatives, and annual educational and networking event “The State of Orange County Real Estate.” I am so proud of this team and for the professionalism and dedication they show to the citizens of Orange County.

I have served proudly as your Orange County Property Appraiser, and I thank you for this opportunity.

Rick Singh
Your Orange County Property Appraiser
200 S. Orange Ave., Suite 1700
Orlando, FL 32801

Office Hours:
8:00 a.m. to 5:00 p.m. Monday - Friday*

Customer Service - (407) 836-5044
Real Property - (407) 836-5044
Tangible Personal Property - (407) 836-5049
Exemptions - (407) 836-5045
I.T. & G.I.S. - (407) 836-5052

Questions about events or presentations - Events@ocpafl.org
For assistance with our website - HelpDesk@ocpafl.org
For customer service - CustomerService@ocpafl.org
Media inquiries - Media@ocpafl.org

*Please check the website for information regarding current status of operation, as well as instructions for making an appointment, wearing a face-covering, and practicing social distancing while in the office.

ocpafl.org