WELCOME MESSAGE FROM RICK SINGH, CFA

It is indeed my pleasure to present to you the 2019 Annual Report from the Office of the Orange County Property Appraiser (OCPA). It has been an outstanding year marked by record-setting growth and exceptional accomplishments by our award-winning staff.

Within Florida’s complex property tax system, our team is charged with determining the fair and equitable value of all properties in Orange County. We also have the opportunity to engage with our constituents about homestead exemption and other money saving benefits through world-class customer service and our comprehensive website.

An important reference guide, the 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. I am humbled and proud to serve as your Orange County Property Appraiser. Thank you for this opportunity and please contact me with any questions or comments.

Your Orange County Property Appraiser,

Rick Singh

OCPA is an award-winning agency. The office was recognized in 2019 by the American Business Awards® with a Gold Stevie® as Customer Service Team of the Year. The Agency has also been honored by the International Association of Assessing Officers (IAAO) with its prestigious “Certificate of Excellence in Assessment Administration,” earned by less than 1% of assessment authorities worldwide. For excellence in effective communications, OCPA received both the Center for Digital Government’s “Digital Government Experience” Award for effective online strategies, and the IAAO’s Public Information Award for superior outreach and strategic communications to taxpayers. Additionally, Orange County Property Appraiser Rick Singh, CFA, was recognized by IAAO’s Ian W. McClung International Award, the highest achievement within the global assessment community.
OCPA was named Customer Service Team of the Year and received a Gold Stevie® Award for excellence by the 2019 American Business Awards®.

Winning top marks from the judges for customer satisfaction metrics, labor efficiency, and a combination of ambitious, innovative programs, OCPA was recognized alongside other prestigious businesses such as IBM, Bank of America, Marriott Vacations Worldwide, Fannie Mae, CIGNA, and Forbes Media.
Since 2013, OCPA has returned more than $1 BILLION TO THE TAX ROLL through compliance investigations, ensuring everyone pays their fair share. The resulting increased revenue can help fund schools, infrastructure, and parks.

EXEMPTION FRAUD HOTLINE
(407) 836-5046
“When we all pay our fair share, we all pay less.”
- Rick Singh, CFA

The additional value to the tax roll, amassed between 2013 and 2019, was generated from a combination of categories: tangible personal property audits, agricultural classification initiatives, and compliance investigations of homestead and other exemptions.

*Some data reported may be subject to change.
DID YOU KNOW?

OCPA has appraised $1.1 trillion dollars in market value since Rick Singh took office in 2013.

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HISTORIC MARKET VALUE

$208.2 BILLION

10.3% INCREASE OVER 2018
Orange County experienced near-record new construction and historically high property values in 2019.

NEW CONSTRUCTION

$4.5 BILLION

4.7% INCREASE OVER 2018
This translates to over $12 million in new construction every day.

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ORANGE COUNTY MARKET VALUE

$208.2B*

*As of July 2019. Some data reported may be subject to change.
All 13 municipalities in Orange County experienced market value growth, and more than half recorded double-digit increases for 2019. Rising market values are great news for residents whose communities benefit from the additional tax revenue.

DID YOU KNOW?

The town of Oakland had the highest municipality growth rate in 2019 – increasing in market value by 18.5% over 2018.
**Residential**

- **Single-family**: 318,142
- **Condominium**: 42,322
- **Vacant**: 24,716
- **Townhouse**: 21,574
- **Multi-family**: 3,836
- **Manufactured Homes**: 4,784

**Non-Residential**

- **Apartments**: 1,222
- **Hotels**: 297
- **Mobile Home Parks**: 126
- **Timeshares**: 73
- **Condominium**: 11,080
- **Vacant**: 5,825
- **Retail**: 3,806
- **Industrial**: 4,905
- **Office**: 4,698
- **Theme Parks**: 48
- **Agriculture**: 1,578
- **Gov’t, Inst., Other**: 13,309

*As of July 2019. Some data reported may be subject to change.*
HISTORIC
$97.5 BILLION
COMMERCIAL MARKET VALUE
10.7% INCREASE OVER 2018

DID YOU KNOW?
With seven major theme parks, four water parks, over 16,000 timeshare units, and more than 87,900 hotel rooms, Orange County’s commercial market is one of the most diverse and complex in the world.

*Some data reported may be subject to change.
TPP TAXABLE VALUE BY CATEGORY

- Theme Parks - 37.5%
- Utilities - 30.6%
- Rental Equipment - 6.8%
- Retail - 6.4%
- Other - 12.5%
- Manufacturing - 6.2%

DID YOU KNOW?
Tangible personal property (TPP) is everything other than real estate that is used in a business or rental property. Examples of tangible personal property include computers, furniture, tools, machinery, signs, equipment, and leasehold improvements.

NUMBER OF TPP ACCOUNTS
61,978

HISTORIC
$15.8 BILLION

TPP MARKET VALUE
6.8% INCREASE OVER 2018

TANGIBLE PERSONAL PROPERTY (TPP) MARKET VALUE
*Some data reported may be subject to change.*
HISTORIC
$94.9 BILLION
RESIDENTIAL MARKET VALUE
10.6% INCREASE OVER 2018

RESIDENTIAL MARKET VALUE
NUMBER OF ONSITE FIELD VISITS

$94.9B*

*$Some data reported may be subject to change.
6,555
RESIDENTIAL HOMES BUILT
8.6% INCREASE OVER 2018

400,359
NUMBER OF RESIDENTIAL PARCELS

DID YOU KNOW?
In 2019, over 43% of new residences were built on the west side of our county, including Oakland, Winter Garden, Ocoee, and Apopka. Lake Nona, located in South Orlando, had the second highest rate of new residential construction - 32.4% of Orange County’s homes broke ground in this neighborhood.

*Some data reported may be subject to change.
KPMG CORPORATE TRAINING CENTER - LAKE NONA 2019

CREATIVE VILLAGE - DOWNTOWN ORLANDO 2019

HAGRID’S MOTORBIKE ADVENTURE - UNIVERSAL STUDIOS 2019

GRAN DESTINO TOWER - WALT DISNEY WORLD 2019

RIVIERA TIMESHIRSES - WALT DISNEY WORLD 2019

ENDLESS SUMMER RESORT – UNIVERSAL STUDIOS 2019

CHURCH STREET PLAZA – DOWNTOWN ORLANDO 2020

FLAMINGO CROSSING WEST DISNEY CAST MEMBER HOUSING 2020

EPIC UNIVERSE - UNIVERSAL STUDIOS 2024

SKYLINER GONDOLAS - WALT DISNEY WORLD 2019

GOYA FOOD DISTRIBUTION CENTER - APOPKA 2019

ORANGE LAKE RESORTS CORPORATE HEADQUARTERS 2019

FLAMINGO CROSSING WEST DISNEY CAST MEMBER HOUSING 2020

ORLANDO MAGIC SPORTS & ENTERTAINMENT COMPLEX 2021

SEASAME STREET - SEAWORLD 2019

STAR WARS LAND - DISNEY’S HOLLYWOOD STUDIOS 2019

JW MARRIOTT BONNET CREEK 2020

ASSISTED LIVING VERTICAL MEDICAL CITY - DOWNTOWN ORLANDO 2023

2019

2019

2019

2019

2019

2020

2021

2023

2024

*Some data reported may be subject to change.
Last year, OCPA staff SUCCESSFULLY DEFENDED 99.9% of valuations at the Value Adjustment Board appeal hearings, saving taxpayers millions of dollars and ranking #1 in the state.

Source: Florida Department of Revenue

In 2017, OCPA was the first government agency in Central Florida to raise EMPLOYEE MINIMUM WAGE TO $15 PER HOUR.

OCPA VALUES DIVERSITY

OCPA is fortunate to have an extremely diverse staff, including many women in key leadership positions. Under Rick Singh’s leadership, OCPA recruits, hires and values a diverse team. Nearly 45% of the staff self-identifies as African-American, Hispanic, Asian or other ethnicities.

OCPA is 1ST IN FLORIDA in assessed property value per employee and per budgeted dollar among our peers.

Source: Florida Department of Revenue

*Some data reported may be subject to change.
### DESIGNATIONS AND CERTIFICATIONS HELD BY OCPA APPRAISAL TEAM

<table>
<thead>
<tr>
<th>Certification</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified Florida Evaluator (CFE)</td>
<td>55</td>
<td>Awarded by the Florida Department of Revenue in recognition of competence in mass appraisal and assessment.</td>
</tr>
<tr>
<td>Licensed Appraiser</td>
<td>27</td>
<td>State-certified licensed real estate appraisers regulated by the Florida Department of Business and Professional Regulations.</td>
</tr>
<tr>
<td>Residential Evaluation Specialist (RES)</td>
<td>9</td>
<td>Awarded by the International Association of Assessing Officers to recognize professionalism and competency in the valuation of residential property for tax purposes.</td>
</tr>
<tr>
<td>Member of the Appraisal Institute (MAI)</td>
<td>4</td>
<td>Awarded by the Appraisal Institute recognizing professionalism and competency in appraising commercial and residential real property.</td>
</tr>
<tr>
<td>Certified Cadastralist of Florida (CCF)</td>
<td>4</td>
<td>Awarded by the Florida Department of Revenue to recognize experience and course work in reading and interpreting legal descriptions, advanced mathematics and geometry, and the construction of property base maps.</td>
</tr>
<tr>
<td>Certified Assessment Evaluator (CAE)</td>
<td>4</td>
<td>Awarded by the International Association of Assessing Officers to recognize professionalism and competency in matters covering property valuation for tax purposes, property tax administration, and property tax policy.</td>
</tr>
</tbody>
</table>

### OTHER CERTIFICATIONS HELD BY OCPA STAFF
- Assessment Administration Specialist (AAS)
- Personal Property Specialist (PPS)
- Senior Residential Appraiser (SRA)
- Certified Commercial Investment Member (CCIM)
- IAAO Senior Appraisal Instructor
- Society for Human Resource Management Certified Professional (SHRM-CP)
- Certified Payroll Professional (CPP)

### ACCURACY IN ASSESSMENTS
OCPA appraisers are up-to-date on best practices and hold certifications and designations that enable them to determine values with unparalleled accuracy. In 2019, OCPA successfully passed the Florida Department of Revenue in-depth tax roll audit confirming our fairness and equity of assessments.

*Some data reported may be subject to change.*
In 2019, OCPA launched the OCPA App to deliver up-to-date information on signature events and agency resources to a broad audience of Orange County residents.

OCPA reduced the carbon footprint of field visits by rolling out an environmentally friendly fleet of hybrid vehicles. The fleet has saved taxpayers an average of $100,000 per year since implementation, and improves employee and homeowner safety.

Source: Independent audit

DID YOU KNOW?

To encourage staff to shrink their carbon footprint, OCPA offers incentives to team members who use alternative transportation options to commute to work.

*Some data reported may be subject to change.
PICTOMETRY

In 2019, OCPA added ultra-high-resolution aerial imagery to its collection of assets for real property assessment. This advanced technology will help OCPA keep pace with ongoing real estate growth in Orange County.

DRONE TECHNOLOGY

The office recently implemented a drone program that allows field appraisers who are licensed drone pilots to capture data via drone technology to further assist in documenting structures in hard to reach or newly-developed areas.

BRIGHT LIGHTS BIG COUNTY

Introduced in 2018, OCPA’s Bright Lights, Big County Holiday Lights campaign helped Orange County residents enjoy holiday lights on homes and businesses. Utilizing GIS mapping, OCPA invited residents to upload a photo of their holiday decorations, which was placed on a map others could use to visit the best light displays in their community. By inviting residents to the website to access the holiday lights map, OCPA introduced them to the extensive amounts of data and information available on the agency’s website.

*Some data reported may be subject to change.*
OCPA’s Customer Service department is passionate about delivering a superior customer experience.

OCPA HAS A CUSTOMER SERVICE RATING OF **99.8%** which is better than most businesses and very high for a government agency.

The average wait time is **39 SECONDS ON THE PHONE** for nearly 70,000 calls per year, and **ABOUT 1 1/2 MINUTES IN OUR LOBBY** for more than 16,000 visitors per year.

Our staff speaks more than 10 languages, including English, Spanish, French, Chinese, Russian, Portuguese, Hindi, and more.

Questions? Contact Customer Service
(407) 836-5044
CustomerService@ocpafl.org

*Some data reported may be subject to change.*
OCPA operates seasonal satellite offices, bringing services to neighborhoods during busy times of the year, such as exemption filing deadlines. OCPA hosted nearly 30 temporary satellite offices in 2019 to inform Orange County residents about exemptions and other services.

“OCPA CAN HELP

Visit or call the OCPA Customer Service department for assistance with any property-related questions. Some popular topics are related to:

- Information on the application process for money-saving exemptions including Homestead, Senior, Widow/Widower, Disabled, and Veterans
- Assistance with questions regarding Truth-in-Millage (TRIM) Notices and tax bills
- Explanation of more complex processes such as Portability and the Save Our Homes (SOH) benefit

“Great phone assistance with our questions, and great online process. It was easy to follow and complete. Thank you very much.”
- Scott W., 07/17/2019

“The process to apply for homestead was quick and easy. The best part is the application processed online, including approval. This is by far the best and easiest way I ever applied for homestead.”
- Shahidur R., 7/08/2019

DID YOU KNOW?

OCPA processed nearly 23,800 exemption applications for the 2019 tax year through the online E-File process. 78% of all applications were filed online, saving time and money for both the agency and property owners.

“Above all else, the Orange County Property Appraiser’s office takes pride in serving the taxpayers of Orange County. From our award-winning customer service to our appraisal excellence, we deliver our best in everything we do.”
- Rick Singh, CFA
Social media allows OCPA to build a strong presence in the community, and instantly share news and information.

#OCPAFL

BE IN THE KNOW - JOIN OUR MORE THAN 10,000 FOLLOWERS ON SOCIAL MEDIA FOR THE LATEST NEWS AND INFORMATION FROM OCPA.

/OCPAFL

@RICKSINGHOCPA

SCAN THE QR CODE TO FOLLOW US ON FACEBOOK!
SIGNATURE EVENTS

Annual free, public signature events, like THE STATE OF ORANGE COUNTY REAL ESTATE, update the community on market values and real estate trends. Over 1,000 business and community leaders attend the event, which includes a presentation by Rick Singh, and a panel discussion by industry experts.
OCPA participates in **COMMUNITY-BASED EVENTS** to connect with Orange County’s taxpayers in meaningful ways. Meeting constituents in their own neighborhoods helps staff reach underserved populations and understand their unique needs.

**EARTH DAY TREE SEEDLING GIVEAWAY**

In 2019, OCPA hosted the 3rd annual tree seedling giveaway on Wall Street Plaza in Downtown Orlando. The event brings attention to the positive impact of reforesting, and offers an opportunity for residents to meet OCPA staff to learn more about exemptions and other property-related issues.

**DID YOU KNOW?**

Since January 2013, OCPA has attended over 1,100 community events. These events allow our staff to actively participate in the community while serving Orange County citizens.
“IN ORDER TO SERVE A COMMUNITY, YOU HAVE TO KNOW A COMMUNITY.”
RICK SINGH, CFA
ORANGE COUNTY PROPERTY APPRAISER

DID YOU KNOW?
In 2019, OCPA participated in hundreds of events, parades, presentations, and educational outreach activities.
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