Web Demo Seminar

SATURDAY, FEBRUARY 15, 2020
10:30 A.M. - 2:30 P.M.

ORLANDO PUBLIC LIBRARY
ALBERTSON ROOM -3RD FLOOR
101 E CENTRAL BLVD. ORLANDO, FL 32801
Rick Singh, CFA
Orange County Property Appraiser

2020 PROPERTY TAX SAVINGS EXPO
LEARN MORE ABOUT HOME-OWNERSHIP BENEFITS

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OCPA Technology Advancements
Customer Survey

Your Name

Did your OCFA representative explain the purpose of their visit?
- [ ] Yes
- [ ] No

Rate 1 to 5 How professional, knowledgeable and courteous was your OCFA representative? (1 - unsatisfied; 5 - highly satisfied)

- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

Did OCFA representative answer all of your questions and provide you with valuable information?
- [ ] Yes
- [ ] No

Phone: ___________________________ Email: ___________________________

Please leave us any additional feedback so we can better serve you in the future.

Submit

Disclaimer: All information collected on this site, including names, email addresses, and phone numbers becomes public record and may be subject to inspection and copy by the public unless prohibited by exception or exemption in the law. This information is also subject to use by OCFA for business purposes.
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<tr>
<th>Appraiser</th>
<th>Rating</th>
<th>Purpose</th>
<th>Questions</th>
<th>Comments</th>
<th>Survey Type</th>
<th>Customer</th>
<th>Phone</th>
<th>Email</th>
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<tr>
<td>David Politowicz</td>
<td>⭐⭐⭐⭐⭐</td>
<td>✔️</td>
<td>✔️</td>
<td>Very nice to meet David. He represents your company well, very personal, friendly and professional. Thoroughly enjoyed our visit.</td>
<td>Direct Survey</td>
<td>Hans Rohrer</td>
<td>4076145645</td>
<td>diaprick@sol...</td>
<td>01/30/2020 08:49 PM</td>
</tr>
<tr>
<td>David Politowicz</td>
<td>⭐⭐⭐⭐⭐</td>
<td>✔️</td>
<td>✔️</td>
<td>He was very helpful, professional, and courteous. He answered my question about whether my previous homestead at the home we sold would interfere with homestead for our new home. Thanks!</td>
<td>SMS Survey</td>
<td>Jenna Nichols</td>
<td>4077583971</td>
<td></td>
<td>01/23/2020 06:26 PM</td>
</tr>
<tr>
<td>David Politowicz</td>
<td>⭐⭐⭐⭐⭐</td>
<td>✔️</td>
<td>✔️</td>
<td>Very informative and professional.</td>
<td>SMS Survey</td>
<td></td>
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OCPPA Technology Advancements
The OCPA App is a great way to get the latest updates about signature events like the 2020 Property Tax Savings Expo, and other great information from Orange County Property Appraiser.

Scan the QR code to get the app for iOS and Android.
Roger Ross, CFE
Director – Tax Roll, Customer Service, Deeds, and Exemptions
What is the role of the Property Appraiser’s Office
What is the role of the Property Appraiser’s Office?

• Identify all property in the county, both real and personal, for tax purposes.

• Our role in the taxing process is to determine a fair and equitable assessed value for all property, based upon sales in the marketplace.

• We also grant property tax exemptions, such as the Homestead Exemption and disabled veterans to name a few, for those applicants who are eligible and meet all filing requirements.
Agenda

• Orange County at a Glance
• OCPA website fun facts!
• Live web demo
• Questions?
Why is Orange County Unique?
Orange County

Orange County is the only county in the United States where the Property Appraiser must value:

- 7 major theme parks
- 4 water parks
- 16,232 timeshare units
- 87,914 hotel rooms
- 53,402 condos
- 134,360 apartment units
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 and communities who benefit from the additional tax revenue.
An increase of 68% in market value since 2012
Residential Market

Average price

$285,000

for a single-family home

$13,000 higher than national average

Source: Zillow, ORRA
Customer Service

1 1/2 Minute average wait in our lobby

39 Second average hold time on the phone
OCPA enjoys a 99.8% Customer Satisfaction Rating.
OCPA Website Fun Facts!
How many OCPA website hits in 2019?
OCPA Website Fun Facts

7.8 MILLION

Google Analytics Home

Users: 2.8M
Sessions: 7.8M
Bounce Rate: 17.12%
Session Duration: 5m 22s

Active Users right now: 377

Page views per minute:

Top Active Pages:
- /searches/ParcelSearch.aspx: 142
- /searches/parcelsearch.aspx: 72
- /WebMap2/OCPAIdentify: 17
- /WebMap2/OCPAAdtls: 10
- /default.html: 10
How do OCPA website users find us?
OCPA Website Fun Facts

Organic search
Direct search
Referral
Social
Other
What are the top countries that use the OCPA website?
OCPA Website Fun Facts

1 United States
2 India
3 Poland
4 Canada
5 Brazil
6 Philippines
7 Czechia
8 United Kingdom
9 Puerto Rico
10 Bangladesh
Jeff Karas
Sr. Help Desk Support Specialist
Web Demo Agenda

- Home page features
- Record searches
- Property record screens
- Map site
- Questions?
Questions?
Thank You!
Connect with OCPA on social media for the latest information, important dates and upcoming events.

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