ANCHORAGE *-team

Outline

- Intro to i-team
- Increasing Equity for Property Tax Exemptions in Anchorage
 - Data approach to flagging
 - Senior letter access
- Prototyping SNAP texting
- Next Project Energy



ANCHORAGE *-team

Who we are + What we do



Bloomberg Philanthropies has invested in 29 cities across 4 countries



i-team Grant

- \$1.5 million 3-year grant (2017-present)
- Funds prototypes, technology, office space and equipment, and training for staff



Bloomberg Philanthropies

K/ X

A

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Brendan Babb

Chief Innovation Officer and i-team Director

- Co-captain of Code for Anchorage, a tech volunteer group
- Software developer for many Anchorage companies.
- 5 patents, 2 for Mars Rover image compression work.
- Enjoys DJing outside



Emily Bokar

Innovation Strategist

- Long-time staffer for President Obama
 - Founding member of his first digital team (2007)
 - White House appointee
 - Director of digital strategy at Interior Department
- Social Innovation Fellow in Nairobi
- Loves Alaska
 Moved back
 to join the i-team!



Ben Matheson

Data Analyst

Ben uses quantitative data to solve problems and develop solutions with partners.

Background

- Use open source data science tools capture to value from data
- Worked as a public radio reporter in rural Alaska
- Prior work with spatial analysis -Bering Sea shipping data

Ben Matheson

ben.matheson@anchorageak.gov 907-343-6980



We partner with Muni departments to help them solve problems that ...



Treasury Department





Improve the lives of residents

Improve the lives of residents

Save \$\$\$ for the Muni

So what does the i-team actually **do**?





We live and breathe data.

data science

Finding and making use of valuable information from big, untapped datasets.



A lot of names

- Data science
- Analytics
- Big data
- Artificial Intelligence
- Data analysis
- Data mining
- Predictive analytics

What's a good data and automation problem?

Finding a needle in the haystack

Early warning tools

Prioritizing for impact

Automating the mundane

Early warning Finding a needle in the haystack tools **Prioritizing for** Automating the impact mundane



Increasing Equity for Property Tax Exemptions

S26 billion

Residential real estate value

\$26 billion

Exempted from property taxes

\$50,000 residential

\$150,000 senior citizen/ disabled veteran

Homeowner's primary residence Live there 185+ days per year

~48,000 properties with exemptions

~48,000 properties with exemptions

*not all proper exemptions

People move Rent out home Give home to grown kids • Life changes

Alaska's Highly Migratory Population Annual moves to, from, and across the state

A laska has one of the highest rates of population turnover in the nation — there are always large numbers of people moving in and out, regardless of whether the overall population is growing or shrinking.

Depending on the year and data source, between 5 and 7 percent of Alaska's population enters or leaves the state each year. These large flows in and out, or "gross migration," tend to be fairly stable and predictable. Population change is made up of three components: migration, births, and deaths. Of these, migration is the most complex and volatile.

that Alaska has a net migration loss, more than 30,000 people still arrive here each year.

A history of major swings



Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section

Alaska Department of Labor

Most In-State Moves Involve Anchorage

ALASKA, LARGEST INFLOWS AND OUTFLOWS BY BOROUGH OR CENSUS AREA, 2010 TO 2017





2017-2018 Intra-	age, ty of	From Anchorage, Municipality of
	21	20
A Alaska	67	25
A	237,843	237,843
Bet Meretion (AK DOI)	334	165
Bristor Bay Forougn	17	11
Denali Borough	10	24
Dillingham Census Area	94	76
Fairbanks North Star Borough	505	415
Haines Borough	10	15
Hoonah-Angoon Census Area	5	2
Juneau, City and Borough of	160	183
Kenai Peninsula Borough	590	636
Ketchikan Gateway Borough	36	31
Kodiak Island Borough	161	102
Kusilvak Census Area	103	104
Lake and Peninsula Borough	39	25
Matanuska-Susitna Borough	1,929	2,765
Nome Census Area	167	94
North Slope Borough	158	89
Northwest Arctic Borough	194	100

	To Anchorage, Municipality of	From Anchorage, Municipality of
Aleutians East Borough	21	20
Aleutians West Census Area	67	25
Anchorage, Municipality of	237,843	237,843
Bethel Census Area	334	165
Bristol Bay Borough	17	11
Denali Borough	10	24
Dillingham Census Area	94	76
Fairbanks North Star Borough	505	415
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Kusilvak Census Area		
Mat-Su Borough	1,929	2,765
North Stope Borough	150	400
Northwest Arctic Dorough	194	100

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Nome Census Area	167	94		
North Slope Borough	158	89		
Northwest Arctic Borough	194	100		












or Municipa	lity of Anchorage	e Open Data		Home Catalog	Help Developers	f
CAMA Property Inventory - Residential with Details Residential properties in the Municipality of Anchorage including data elements that are specific to					More Views Filter Visual	Q. ize
Deed Page	Deed Date	Plat Number	Appraised Land Value	Appraised Building Value	Appraised Total Value	E
32,721	08/28/2018	18-0048				
64,403	09/22/2006		\$238,500	\$325,600	\$564,100	
85,917	12/21/2006	67-0030	\$272,300	\$334,300	\$606,600	
619	02/12/1998	67-0030	\$437,400	\$419,900	\$857,300	
52,778	09/17/2012	67-0030	\$449,400	\$182,100	\$631,500	
37,390	05/24/2004	67-0030	\$0	\$1,233,000	\$1,233,000	
7,746	02/18/2010	67-0030	\$0	\$345,400	\$345,400	
26,895	07/20/2018		\$0	\$845,400	\$845,400	
7,306	03/13/2019		\$0	\$845,400	\$845,400)
10,189	03/17/2016	67-0030	\$364,700	\$278,800	\$643,500	
935,070	12/10/2002		\$0	\$294,800	\$294,800	

< Previous Next >

Sh

Automatically classify flagged exemptions and validate good exemptions.







63 0245 Aaskans F

Everyone Can Apply Online



Alaskans Already Have!

CLICK HERE TO FILE YOUR ONLINE APPLICATION Matheson Benjamin J 06-01-2000 CAMA 1110 East 20th Avenue, Anchorage, AK 99503 Matheson Benjamin J06-01-2000CAMAMatheson Ben Joel06-10-2000PFDMatheson Ben06-10-2000PFD

Matheson Benjamin J06-01-2000CAMAMatheson Ben Joel06-10-2000PFDMatheson Ben06-10-2000PFD

Matheson Benjamin J06-01-2000CAMAMatheson Ben Joel06-10-2000PFDMatheson Ben06-10-2000PFD

1110 East 20th Avenue CAMA 1110 #3 E. 20 Ave. PFD 1110 20th Ave APT 3 PFD

1110 East 20th Avenue 1112 East 20th Avenue

1110 East 20th Avenue 1112 East 20th Avenue

fuzzy matching

fuzzy matching

Deduplication Entity resolution Data augmentation Data joining Matheson Benjamin J Matheson Ben Joel Matheson Benjamin J Matheson Ben**jamin** Joel Matheson Benjamin J Matheson Ben**jamin** Joel

5 addition, 3 removal

Matheson Benjamin J Matheson Ben**jamin** Joel

Levenshtein Distance: 8

matchFunctionBoth <- function (eachCama, exemptionType, pfdList) {</pre>

camaDf <- exemptionType %>% filter (`camaParcelId` == eachCama)
pfdDfMain <- pfdList %>% filter(pfdDOB == camaBday)

outputDfMain <- stringdist_inner_join(camaDf, pfdDfMain, by = c("scName" =
"pfdFullName"), method="lv", max_dist=25, distance_col = "distance")
outputDfMain <- outputDfMain %>% filter(scNameBdayFormat == pfdDOB)

```
outputDfMain <- outputDfMain %>% filter(first5Letters == camaName5)
minDistance = min(outputDfMain$distance)
outputDfMain <- outputDfMain %>% filter(distance == minDistance)
outputDfMain <- outputDfMain %>% mutate(addressDiff =
stringdist(camaParcelAddress, pfdPHY_ADDR1, method="lv"))
outputDfMain <- outputDfMain %>% mutate(addrNumMatch =
ifelse(parcelAddressNumbers == pfdAddressNumbers, TRUE, FALSE))
outputDfMain <- outputDfMain %>% mutate(firstLastMatch = ifelse(scLast == pfdLast
& scFirst == pfdFirst, TRUE, FALSE))
outputDfMain <- outputDfMain %>% mutate(lastMatch = ifelse(scLast == pfdLast,
TRUE, FALSE))
```

matchFunctionBoth <- function (eachCama, exemptionType, pfdList) {</pre>

camaDf <- exemptionType %>% filter (`camaParcelId` == eachCama)
pfdDfMain <- pfdList %>% filter(pfdDOB == camaBday)



outputDfMain <- outputDfMain %>% mutate(lastMatch = ifelse(scLast == pfdLast, TRUE, FALSE)) matchFunctionBoth <- function (eachCama, exemptionType, pfdList) {</pre>

camaDf <- exemptionType %>% filter (`camaParcelId` == eachCama)
pfdDfMain <- pfdList %>% filter(pfdDOB == camaBday)

outputDfMain <- stringdist inner join(camaDf, pfdDfMain, by = c("scName" =
"pfdFullName"), method="lv", max dist=25, distance_col = "distance")
outputDfMain <- outputDfMain %>% filter(scNameBdayFormat == pfdDOB)

```
outputDfMain <- outputDfMain %>% filter(first5Letters == camaName5)
minDistance = min(outputDfMain$distance)
outputDfMain <- outputDfMain %>% filter(distance == minDistance)
outputDfMain <- outputDfMain %>% mutate(addressDiff =
stringdist(camaParcelAddress, pfdPHY_ADDR1, method="lv"))
outputDfMain <- outputDfMain %>% mutate(addrNumMatch =
ifelse(parcelAddressNumbers == pfdAddressNumbers, TRUE, FALSE))
outputDfMain <- outputDfMain %>% mutate(firstLastMatch = ifelse(scLast == pfdLast
& scFirst == pfdFirst, TRUE, FALSE))
outputDfMain <- outputDfMain %>% mutate(lastMatch = ifelse(scLast == pfdLast,
TRUE, FALSE))
```














~93% properties matched

The vast majority verified "good"
~4,000 flagged for follow-up

Exemptions to Review



Exemptions to Review



Prior to the team, Property Appraisal reviewed ~6,000 exemptions year.

Prior to the team, Property Appraisal reviewed <u>~6,000</u> exemptions year.

With our flagging process, we can initially screen all <u>48,000</u> in minutes.

Impact: Reduced Staff Costs

The property appraisal team scaled down from the initial estimate of **5 staff and 1 manager** over 1 year to **2 staff and 1 manager** in less than a year.

Saved over **\$280K** in salary and benefits.

Impact: Recovered Lost Revenue

Treasury has already removed 170 exemptions of **\$7 million** of taxable value, for revenue of **~\$108,000**.

Potential for **\$1.5 million to \$3 million** in recovered revenue.

Assumptions: 3000 flags: low: 40% removal rate, 1200 revenue. High: 60% removal rate, 1500 revenue.

Other Approaches



Case Study: Louisiana Homestead



About Us



Case Study: Louisiana Homestead



About Us



"Application of **Machine learning** and the integration of artificial intelligence to the exemption audit."



Case Study: Louisiana Homestead

- Claims exemption audit time reduced by **75%**
- Compares property tax records in New Orleans with **other municipalities around the country**, looking for evidence that owners are getting the benefits in more than one location
- Assessure Systems will receive 28% of the collected tax amount.

N.O. prepares to crack down on fraudulent homestead exemptions

Outside group will audit tax rolls to look for scofflaws

Author: Danny Monteverde Published: 2:32 PM CDT March 16, 2018 Updated: 4:49 PM CDT March 16, 2018

NEW ORLEANS -- There are 116,485 residential properties in the city, 65,819 of which qualify for homestead exemptions -- some of which officials are certain are fraudulent.

Now, in an effort to ferret out fake exemptions and recoup property tax dollars that are not being paid, City Hall is preparing to crack down on those homestead exemptions that aren't above board.

City Councilwoman Stacy Head said the effort has the potential to return as much as \$9 million to the city and other entities that collect property tax.

Cheat On Your Homestead Exemption In Escambia County? Here's How The Property Appraiser Is Looking For You.

February 24, 2020



Livingston Parish looking to crack down on duplicate tax exemptions









Detect homestead exemption fraud and boost tax revenue for your agency

Reveal connections that matter with advanced data, analytics and insights.





- Detect fraudulent activities
- Identify data within a tax year that indicates multiple property ownership
- Determine current residency by searching sources such as utilities, driver's licenses and voter registration information
- Automatically search data sources across nationwide jurisdictions for unlimited visibility

- Cross-reference multiple years
- Determine if a death record is associated with the homeowner(s)
- Persuade individuals to comply with homestead exemption tax laws
- Generate additional tax revenue through paid back taxes
- Eliminate the need to raise local taxes and even reduce taxes





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2019 Senior-Citizen/Disabled-Veteran Property Tax Exemption Audit Program

The Assessing Department stopped by to document your residency for continued eligibility in the Senior-Citizen/Disabled-Veteran Property Tax Exemption orgam. This home was registered as your primary place residence and permanent place of abode for the sidency requirements of this exemption. In order to emain eligible for this exemption it is required that you sign, date and return this site-visit door-hanger personally to the Assessing Office by the end of this month, as required by this audit program. Please visit the Assessing Department webpage for complete audit details.

Mary Andersen PO Box 99 Sitka, AK 998350099 2-4780-001

Signature _____

October 2018

KCAW - Raven Radio



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Mary Andersen PO Box 99 Sitka, AK 998350099 2-4780-001

KCAW - Raven Radio

'Door-knock' property tax audit troubles some Sitka seniors Posted by Robert Woolsey, KCAW | Nov 7, 2018

0000 1)

The City of Sitka is performing an audit of homes eligible for property tax exemptions, and at least one senior is crying foul.

Mary Todd Anderson is hoping others join her in opposing the city's plans to visit her home once a month for an entire year, to ensure that she's actually living in her exempt property.

D0:00

Downloadable audio.

Note: The Sitka Assembly will discuss the Senior Citizen Property Tax Exemption as an agenda item toward the end of its regular meeting Thursday, November 8.

Chances are you've never heard about a property tax audit program quite like the one Sitka is using. The local assessing department doesn't just review paperwork. Someone actually shows up at your house — once a month for a year.

"Twelve monthly checks that they come to your door in the first two weeks of every month. And if I'm there, they just identify who I am: Hi, you're Mary Todd Anderson? Great, we're on our way."

For Mary Todd Anderson there's nothing "great" about this audit technique.

"If I'm not there they hang a notice on the doorknob that says I have basically until the end of the month to come in and identify who I am and sign off, in essence, that I'm Mary Todd Anderson."

Sitka has started this face-to-face audit program because it can. Anchorage, for instance, exempts 16,000 homes from property taxes. In Sitka, there are only 590 homes in the property tax exemption program, and only a randomly-selected ten-percent of them – 59 – are being audited.

KCAW - Raven Radio



• Partnerships to leverage administrative data from other Alaska boroughs and city governments

Further Opportunities

- Augment/enrich data with other sources
 - Voter Registration
 - \circ DMV
 - Utility data
 - Real estate data

Potential to Partner with Boroughs







Ben Matheson

ben.matheson@anchorageak.gov 907-343-6980





We put **people at the center** of everything we do.

Are there residents who are missing out on property taxes?

1249 seniors who might be eligible

behavioral nudges

Low-cost interventions based on behavioral economics and psychology that make it easier for people to make decisions in their best interest.

behavioral nudges

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behavioral nudges

Low-cost interventions based on behavioral economics and psychology that make it easier for people to make decisions in their best interest.





95% of eligible Anchorage residents take advantage of the tax exemption, and we want to make sure you do too!

Descriptive Norm:

We use other people's behavior as a cue for what's acceptable and desirable.



significantly lower your property taxes. Residents who qualify can save up to \$2,400 per year.*

94% of eligible Anchorage residents take advantage of this tax exemption, and we want to make sure you do too! You may qualify if you are at lease 165 years old by December 31, and your property is your primary residence. You can see the full list of requirements on the back of the application.



Questions? Our property appraisal customer service team is here to help! You can reach them at 907-343-6700 or gropappex@muni.org. If your exemption is approved, you'll see the savings on your 2020 tax bill.

Regards,

Than

Ethan Berkowitz Mayor

PS - Make sure to apply now, so you don't miss out on this big tax break!

*Up to \$150,000 of your home's assessed value may be exempt from taxes, so if you qualify, the amount you'll save depends on your home's value, tax rate, etc.

APPLY NOW: See if you qualify for lower taxes





The enclosed application



Take photos of:



→ Driver's license or state ID



Email photos to:

propappcs@muni.org

Or mail paper copies to the address on the application



Salience:

Our attention is drawn to what is novel and seems relevant to us.



Simplification:

We are more likely to take action when it's easy for us to do so

Friction Costs:



We can be deterred from taking an action by seemingly small barriers.

Head Start:



We can be deterred from taking an action by seemingly small barriers.

Municipality of Anchorage 2020 Senior Citizen, Disabled Veteran Exemption Application AS 29 45.030 (+o) Exemption up to \$150.000 of valuation								
To qualify for tax exemption, property must be applicant's primary residence and permanent place of abode prior to January 1, 2020. Upon initial application, the owner must have been a resident of the State of Alaska for the entire year of 2019. In each subsequent year the property must be owned and occupied as the primary residence and permanent place of abode for at least 185 days prior to January 1, and when absent, the dwelling is not rented or leased to another.								
Senior Citizen n Veteran must pro	nust be 65 on or before ovide a current VA lette	e December 31, 2 er (dated within or	019. New le year) sta	applicar	nts must pro-	vide proof of age. Disabled vice connected disability.		
Mail to: Municipality of Anchorage OR Submit in pers Property Appraisal Property P.O. Box 196650 632 West Anchorage, AK 99519-6650 For Inform E-mail: [person to: erty Appraisal West 6th Aven nformation cal ail: propappo	iue, Suite 300 i: (907) 343-6770 <u>is@muni.org</u> March 15, 2020.		
lt	is the property owner'	s responsibility to	ensure re	ceipt of t	he application	by the MOA.		
Property owners are required to notify the assessor of any change in ownership, property use, residency, status of disability or address and the second								
Real Property Number	(Parcel ID Number)	Personal Property Numb	21 (Mobile Honte)		VA Number			
Name of Applicant: La	ust Name	First Name	MI	Birth Date		Applicant Daytime Phone Number		
Name of Spouse: La	st Name,	First Name,	MI	Birth Date		Applicant 2 nd Phone Number or E-mail		
Mailing Address			Property Site Address, if same as mailing write 'same'		mailing write 'same'			
I am appying for a SLRNEH WIDOW / WIDOWEH exemption (Must be 60 years of age). If am applying for a DISABLED VETERAN exemption. I am applying for a DISABLED VETERAN WIDOW / WIDOWER exemption. Dwelling Type: Single Family Condominium Duplex Mobile Home Other If dwelling type is a mobile home, is it on land you own? Yes No If ownership is shared with someone other than your spouse, list your percent of ownership % NA is occupancy shared with someone other than your spouse or minor children? Yes No								
When did your most recent Alaska residency begin? This means the month, day and year you arrived in/or returned to Alaska. Month - Day - Year								
Is any portion of t	his property used for:	Commercial Purpo Rental Purposes?	ses?	Yes Yes	No No			
If Yes, what perce	ent is used for commerce	cial or rental purpo	ses?	_	%			
<u>ICERTIFY</u> : That the year for which occupy this proper leased to another, an exemption or fa penalties and intere	t the information I am s this exemption is sought ty for a minimum of 185 o I authorize the Municipali illing to notify the Municipal est for prior years.	upplying on and v I was a resident of Jays during each ca ty of Anchorage to ca al Assessors Office	with this for the State of lendar year btain inform of a change	m is TRL Alaska fo thereafter ation nece in exemp	JE and CORR r the entire year and when abs ssary to verify tion status may	ECT. That prior to January 1 of ar and subsequently will own and sent, the dwelling is not rented or my eligibility. Falsely applying for result in payment of back taxes,		
SIGNATURE OF A	PPLICANT:				Da	ate:		
SIGNATURE OF S	POUSE:	DEFICE USE	O NOT WRIT	E BELOW	Di	ate:		
New Filling Ownership Are Annual Central #								
Prior Filing	owneramp	Disable	ed Veteran		Denied	Entered by:		
G.Financ/Property Appraint/Administration/Web Stel:Senior Critery Deabled Viewan Examption Application doc. nrv 34-309								

1249 senior letters sent 688 applications received back 677 approved \$2,400 saved on average

\$1.6 million in property taxes savings for a seniors so far

Treasury Letter



			PAYMENT DUE: June 30, 2017
June 5, 2017	MUNICIPAL	ITY OF ANCHORAGE (M.O.A.) REASURY DIVISION	
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		-	
DAVA			
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FALL	DELINQUEN	RDERED TRAFFIC CITATION ST AMOUNT DUE: \$272.73* HOW TO PAY	NOW
	DELINQUEN Pay Online:	RDERED TRAFFIC CITATION AT AMOUNT DUE: \$272.73* HOW TO PAY www.msbpay.com/mag	NOW
PALI	OUR COURT-O DELINQUEN Pay Online: Pay by Phone:	RDERED TRAFFIC CITATION ST AMOUNT DUE: \$272.73* HOW TO PAY www.msboay.com/max 1 (800) 616-0166	NOW
PAL 1	OUR COURT-O DELINQUEN Pay Online: Pay by Phone: Pay by Mail:	RDERED TRAFFIC CITATION ST AMOUNT DUE: \$272.73* HOW TO PAY www.msbay.com/maa 1 (800) 616-0166 Check or Mosey Order Payable Ta: Musicipal Services Bareas (MSB) P.O. Bas 16755 Austin, TX 2851	NOW
Teference your M.O.A. melaye to mail your timo may opper as d	OUR COURT-O DELINQUEN Pay Online: Pay by Phone: Pay by Mail: Care Number or check a payment. A communication	RDERED TRAFFIC CITATION AT AMOUNT DUE: \$272.73* HOW TO PAY WWW.misbury.com/max 1 (800) 616-0166 Check or Money Order Payable To: Municipal Services Boreau (MSB) P.O. Bas 10755 Anatin, TX 78761 or mony order for promag processing. Yes may of fer in answerd by 1601 for elevening topoment for in answerd by 1601 for elevening.	NOW to use the enclosed pumpe- services. Conditidetic cord
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Charge: AMC9.36.045(B): Tinted Windows (Light Transmittance <70% front, <40% rear)

Imperiant: Delinquose cases, including the amount still due, can be viewed by anyone (examples: employers, landlosds, and immunoe companies) by visiting the public records website at a yes must exployer. Company of the start o

IF YOU DON'T PAY NOW, WE CAN GARNISH THE FOLLOWING:

Your PFD, wages, and/or bank account(s).

TROUBLE PAVING?



human-centered design

A creative approach to problem solving that focuses on the human perspective in all steps of the problem solving process.

- Develop deep empathy
- Solve problems WITH people not FOR people
- Test ideas to see how people actually behave



Site Visits

LAS OF MERINE

15

SEF-

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COST

Interviews

31

Care

GIFT CARD

FOR

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INTERVIEW

ABOUT

\$00D

- MINUTE

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Walk-a-Mile











We **experiment**, fail, learn and try again.

prototype

An early sample, model or release of a product created to test a concept or process.

- Helps you quickly learn insights to improve an idea
- Can be a quick, simple model made out of paper
- Allows you to **fail quickly and inexpensively** and learn from mistakes before investing too much time or money



iteration

A fast-paced process of prototyping, testing, analyzing and refining a product or process.

- 1. Measure the success of the model
- 2. Gather user feedback that helps you improve the next iteration
- 3. Rinse and repeat



Hard to apply for SNAP

- 25% eligible not enrolled
- 28 page application
- SNAP not online
- Complicated language
- Lots of steps



Application for Services

If you need help filling out this form or have questions, please tell us — we can help!

How do I apply?

Use this application to see what health insurance choices and public assistance programs for which you may qualify. Only your legal name, address, and signature is required on page 7 of this application form to secure a benefit start date.

Apply faster online

· Visit my.alaska.gov to apply online.

How long will it take?

- For Health Insurance choices: Someone will contact you about which health insurance programs you might be eligible for within 1-2 weeks
- For Public Assistance Services: It may take up to 30 days to process your application
- For Supplemental Nutrition Assistance Program and Temporary
 Assistance services, your benefit start date begins the date we receive your
 completed page 7
- Adult Public Assistance, Medicaid, and benefits from other programs may start on a different day

What you may need to apply for health insurance

- Social Security numbers (or document numbers for any legal immigrants who need insurance)
- Birth dates
- Employer & income information for everyone in your household (for example — paystubs, W-2 tax form - Wage and Tax Statements) Your income and family size help us decide which health insurance programs you qualify for. We need to know about everyone on your tax return (you don't need to file taxes to get health coverage or public assistance services)
- Policy numbers for any current health insurance
- · Information about any job-related health insurance available to your family

Do I have to go to an interview?

- For Health Insurance: No
- For Public Assistance services: Yes. A personal interview is required before we can determine if you are eligible
 for explorement the Public Assistance office or with new local For Assist

State of Alaska Department of Health and Social Services Division of Public Assistance http://dhss.alaska.gov/dpa/

Programs

Federally Facilitated Marketplace Private health insurance plans, free or low-cost savings plan, and tax credits that pay for insurance.

Medicaid

Offers medical coverage to low-income individuals, people over 65, disabled, blind, pregnant women, and families with dependent children. Also helps with Medicare Parts A and B premiums.

Chronic & Acute Medical Assistance

Helps people with specific illnesses who don't qualify for Medicaid and have little or no income.

Supplemental Nutrition Assistance Program (formerly Food Stamps)

Helps people buy food.

Temporary Assistance Program

Gives monthly cash payments to eligible families with children.

Adult Public Assistance

Gives monthly cash payments and medical assistance to eligible elderly, blind, and disabled persons.

General Relief Assistance

Helps eligible individuals and families with emergency rent and utility needs. Also helps with burial costs.

Follow-Up Call

Cossisinsight Indianna Turkisher

AND WINE CALL

Protobyte #1 TextBot

- Send texts to applicants to test phone number and if available
- Ask automatic basic text questions
 - Are they getting SNAP?
 - Do they need help?
 - Give Food Bank a call







Iteration #2 SNAP Help TextBot

- Food Bank decided having people text in for Help was better
- Text SNAP to number
- Provide options
 - New Application
 - Renewal
 - Case Status
 - Other
- Food Bank follows up w/call



Iterating Facebook Ads

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Food Bank of Alaska

Start a new application or renew your SNAP/Food Stamps in Alaska.



Text "SNAP" to 907-891-8913

1 4		7 Shares
Like	Comment	分 Share



n Like

Share Share €

...

Start a new application or renew your SNAP/Food Stamps in Alaska.



Comment



ALASKASNAP COM Food Bank of Alaska can help SIGN UP you apply. 10 1 Share The Like 分 Share Comment

...

We can help you fill out your application over the phone in 15 minutes.

Food Bank of Alaska

Sponsored · @

Easy to Iterate

Food Bank can change wording and add additional choices.



Learn Quickly & Cheaply



Impact

• 460 people helped via text

46 households are now receiving food assistance

85.4K meals a year
 Roughly \$288k more federal dollars are flowing into Anchorage each year

Reduces staff time
 Reaches remote areas via Facebook

Our Next Project



Climate Change Reducing energy use in Muni buildings

Climate Change Reducing energy use in Muni buildings

ANCHORAGE,AK

CLIMATE ACTION PLAN

Energy and sustainability team = our core partner

Maintenance & Operations

Parks & Rec (greenhouse and pools facility managers)

Solid Waste Services

Anchorage Water & Wastewater Utility

Anchorage Public Library

Anchorage School District

Anchorage Chamber of Commerce

Local energy experts: Alaska Housing Finance Corporation, Alaska Center for Energy and Power



- Top priority for the Anchorage Climate Action Plan and our partners
- Measurable
- Under control of the Muni
- Learn by doing it ourselves before asking others (lead by example)
- Potential to scale
- Biggest potential for impact in a short period of time

time W

Narrowed => Facility Managers

Oversized influence:

- Maintain building control systems
- Prioritize maintenance
- Deploy staff resources
- Maintain knowledge base of portfolio
- Often enjoy long tenure with Municipality


Insights



- Motivated to save energy (beyond cost savings)
- The people who control the buildings aren't the ones paying the bills, and often don't even see them.
- Up front costs are a barrier to making improvements.
- Frustration around costly energy reports and audits that lead nowhere.
- Energy efficiency seems to be seen as lighting and boilers rather than sophisticated monitoring.
- Data isn't valuable unless it's something they can understand and take action on.

Narrowed \Rightarrow Using data to take quick action

- **No-to low-cost** energy improvements since upfront costs are a big challenge for our partners.
- **Quick action** since our partners are frustrated with costly consultant reports and audits that aren't followed.
- Aligned with the team's data skillsets
- Allows for **rapid testing** and measurement
- Even greater scaling potential



Expected Savings from Metering and No-Low-Cost Improvements

Action	Savings	Example				
Install Meters	0 - 2%	Better awareness of usage, temporary savings.				
Allocate Bills	2.5 - 5%	Decisionmakers awareness leads to simple fixes: lighting timing setbacks				
Tune up and Load management	5 - 15%	Additionally, building managers execute automated enduring changes, such as occupancy-based scheduling				
Ongoing management	15 - 45%	More complex maintenance diagnosis and optimization, such as seasonal startup schedules				

How might we help facility managers use data to take immediate, low-cost action to reduce energy use? How might we help facility managers use data to take immediate, low-cost action to reduce energy use?

What impact could we make??

10,000,000 square feet of muni properties 150+ M&O maintained facilities

\$5.7 million - M&O energy annual spend

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\$5 million - Wastewater utility annual electricity spend

Impact: Financial Savings Compound

Year	5% Annual Savings	Cumulative Savings
2020	\$350,000	\$350,000
2021	\$359,555	\$709,555
2022	\$369,371	\$1,078,926
2023	\$379,455	\$1,458,381
2024	\$389,814	\$1,848,194
2025	\$400,456	\$2,248,650
2026	\$411,388	\$2,660,038
2027	\$422,619	\$3,082,657
2028	\$434,157	\$3,516,814
2029	\$446,009	\$3,962,823

Data Assumptions: 7 million dollar spend. AWWU, some M&O. Average electricity increase assumed.

Impact: Energy Savings Compound - *M&O*

Year	5%	Cumulative kWh Saved
2020	1,831,694	1,831,694
2021	1,831,694	3,663,388
2022	1,831,694	5,495,083
2023	1,831,694	7,326,777
2024	1,831,694	9,158,471
2025	1,831,694	10,990,165
2026	1,831,694	12,821,859
2027	1,831,694	14,653,553
2028	1,831,694	16,485,248
2029	1,831,694	18,316,942

Impact: CO2 Savings Compound - M&O

	Year	Pounds of CO2	Cumulative pounds
	2020	1,972,592	1,972,592
	2021	1,972,592	3,945,184
	2022	1,972,592	5,917,775
	2023	1,972,592	7,890,367
	2024	1,972,592	9,862,959
	2025	1,972,592	11,835,551
	2026	1,972,592	13,808,142
	2027	1,972,592	15,780,734
n	2028	1,972,592	17,753,326
	2029	1,972,592	19,725,918

Data: Energy Information Administration 2017

Alaska Emissions Data gas electricity

Scaling: Up and Out

1

(Inside Muni) Using energy savings and momentum to take on longer ROI projects.

K 7 K y (Outside Muni) Making it easy for other large organizations to replicate our successes, both locally and outside Alaska.

- Anchorage School District
- JBER

ML&P's Largest C	ustomers
	the second
201	7 Material Customers
Customer Name	Revenue (\$
Elmendorf Air Force Base	\$13,810,920
Municipality of Anchorage	\$6,244,068
Providence Alaska Medical	\$4,527,732
Anchorage School District	\$4,144,490
State of Alaska	\$4,055,288
Fort Richardson	\$3,641,951
University of Alaska, Anchorage	\$3,075,322
University of Alaska	\$2,762,581
Providence Health System	\$2,742,328
Alaska Native Tribal Health Consortiun	n \$2,625,088
Galen Hospital Alaska	\$2,315,372
BP Exploration	\$1,475,936
SMG of Alaska	\$1,452,916
Hyde & Rubini	\$1,419,431
Alaska Communications	\$1,348,746
Alaska Railroad	\$1,248,039
Southcentral Foundation	\$1,246,147
AT&T	\$1,214,942
United States Government	\$1,157,000
Hickel Investment	\$1,133,382
Phillips Alaska	\$1,132,366
GSA Finance Division Utility Unit	\$1,100,797
Wal-mart Stores Inc.	\$1,058,081
Alaska USA Federal Credit Union	\$1,035,648

Eagle River Town Center Energy

court fait feet Charber of Con-

Municipal Offices Development Services Health & Human Services Parks & Recreation Property Appraisal Street Maintenance Justin Wollam Substation

Median kW by Day of Week



townCenter - 15-minute Demand 2019-10-15 to 2019-10-18



townCenter - 15-minute Demand 2019-10-15 to 2019-10-18



www

readTimeSingle



ERTC - Demand Mon 2019-09-16



kW Min Median Max by Hour of Day



Description of Charges

Previous Balance					
	-14330.47				
	0.00				
	55.00				
56400 x 0.04531	2555.48				
56400 x 0.031110	1754.60				
56400 x 0.000827	46.64				
56400 x 0.002220	125.21				
56400 x 0.027710	1562.84				
56400 x 0.000500	28.20				
	202.61				
195.55 x 20.85000	4077.22				
	10,407.80				
	56400 x 0.04531 56400 x 0.031110 56400 x 0.000827 56400 x 0.002220 56400 x 0.027710 56400 x 0.000500 195.55 x 20.85000				

Total Balance

\$10,407.80

Description of Charges

Previous Balance		14330.47		
Payment 09-17-2019 - Thank You	-14330.47			
Balance Forward:		0.00		
Customer Charge		55.00		
Energy	56400 x 0.04531	2555.48		
Fuel	56400 x 0.031110	1754.60		
Regulatory Cost Charge	56400 x 0.000827	46.64		
FIW Renewable Energy Adj.*	56400 x 0.002220	125.21		
Purchased Power	56400 x 0.027710	1562.84		
Gross Revenue Tax	56400 x 0.000500	28.20		
2% Underground Charge		202.61		
Demand	195.55 x 20.85000	4077.22		
Total New Electric Charges:		10,407.80		
Total Balance		\$10,407.80		

Description of Charges

Previous Balance			14330.47
Payment 09-17-2019 - Thank You			- <mark>14330.4</mark> 7
Balance Forward:			0.00
Customer Charge			55.00
Energy	56400 x 0.04531		2555.48
Fuel	56400 x 0.031110		1754.60
Regulatory Cost Charge	56400 x 0.000827		46.64
FIW Renewable Energy Adj.*	56400 x 0.002220		125.21
Purchased Power	56400 x 0.027710		1562.84
Gross Revenue Tax	56400 x 0.000500	4U /0	28.20
2% Underground Charge			202.61
Demand	195.55 x 20.85000		4077.22
Total New Electric Charges:			10,407.80
Total Balance		\$10	,407.80



→ Proof of concepts with M&O and SWS

Thermostat setbacks

Investigate spikes

Thank You!



Ben Matheson

ben.matheson@anchorageak.gov 907-343-6980



Extra Slides





Open data

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Welcome to Anchorage's Open Data Portal

A REAL PROPERTY AND A REAL PROPERTY A REAL PRO

"Making Anchorage an open data city will give Anchorage cutting edge transparency and improve engagement and access to the Municipality."— Mayor Ethan Berkowitz





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Rescale Axes on Filter

SOURCE DATASET Restaurant And Food Inspections

Restaurant Inspection Data Lens

This visualization shows a map of all inspections to date, count over time, the ability to search by business name, and the ability to filter by inspection type and location.



nowing all Inspection Results

1 business location business_location -- Community Councils + -L Number of Inspection Results by business location - Census Tracts inspection date L have have Number of Inspection Results by inspection_score Number of Inspection Results by inspection_type 2019 A / TRUSTEES





🕡 Municipality of Anchorage Open Data Home Catalog Help Deve											
CAMA Property Inve Residential properties in	entory - Residenti the Municipality of And	al with Details chorage including data ele	ments that are specific to re	esidential properties.	Þ			More Views Filter View			
Appraisal Year 🛛 🦊 🚦	ParcelID :	Parcel ID URL 1	Property Type	Class I	Land Use	Owner Line 1	Owner Line 2	Owner Line 3			
2019	0010211100301	001-021-11-003-01	Residential	Commercial	Leasehold Master	SHIP CREEK PROPERTY LLC					
2019	0010310300001	001-031-03-000-01	Residential	Residential	Single Family	KOZIOL FRANK S &	HALEY PAULA M				
2019	0010310400001	001-031-04-000-01	Residential	Residential	Single Family	RUSKIN DAVID B 50% &	RUSKIN BERNADINE E 50%				
2019	0010310500001	001-031-05-000-01	Residential	Residential	Single Family	BECKWITH MARTHA					
2019	0010310700001	001-031-07-000-01	Residential	Residential	Single Family	TREADWELL MEAD & CAROL 2002	REVOCABLE TRUST				
2019	0010310800101	001-031-08-001-01	Residential	Residential Condo	Condominium (Fee Simple)	ALASKA INNS INC					
2019	0010310800201	001-031-08-002-01	Residential	Residential Condo	Condominium (Fee Simple)	BRADLEY THOMAS C		C/O PARAGON PROPERTIES			
2019	0010311000101	001-031-10-001-01	Residential	Residential Condo	Condominium (Fee Simple)	CHURCH EMILY C					
2019	0010311000201	001-031-10-002-01	Residential	Residential Condo	Condominium (Fee Simple)	SCHWAMM LIVING TRUST					
2019	0010311100001	001-031-11-000-01	Residential	Residential	Triplex	AVEY FAMILY TRUST	AVEY JAMES D & DONNA A / TTES				
2019	0010311200101	001-031-12-001-01	Residential	Residential Condo	Condominium (Fee Simple)	FOSTER JAMES K					
2019	0010311200201	001-031-12-002-01	Residential	Residential Condo	Condominium (Fee Simple)	KELLY MARION C					
2019	0010311200301	001-031-12-003-01	Residential	Residential Condo	Condominium (Fee Simple)	DOZZO JOSEPH A & SANDRA					
2019	0010311200401	001-031-12-004-01	Residential	Residential Condo	Condominium (Fee Simple)	ERNOUF WILLIAM S					
2019	0010311900001	001-031-19-000-01	Residential	Residential	Single Family	MORAN M E LIVING TRUST	MORAN MARY E / TRUSTEE	% JADCO PROPERTY MANAGEMENT			
2019	0010311900002	001-031-19-000-02	Residential	Residential	Single Family	MORAN M E LIVING TRUST	MORAN MARY E / TRUSTEE	% JADCO PROPERTY MANAGEMENT			
2019	0010312000001	001-031-20-000-01	Residential	Residential	Single Family	PHELPS GREGORY L &	PEPE JULIE A				
2019	0010312100001	001-031-21-000-01	Residential	Residential	Duplex	PHELPS GREGORY L &	PEPE JULIE A				
2019	0010312100002	001-031-21-000-02	Residential	Residential	Single Family	PHELPS GREGORY L &	PEPE JULIE A				
2019	0010312300001	001-031-23-000-01	Residential	Residential	Mixed Residential/Commercial	MOA	MOA 5501				
2019	0010312610101	001-031-26-101-01	Residential	Residential Condo	Condominium (Fee Simple)	GAGNON BRUCE E & SHARON D					

Condominium (Fee Simple)

MASSIE FAMILY TRUST

2019

0010312610201

001-031-26-102-01

Residential

Residential Condo

CYNTHIAA / TRUSTEES

MASSIE THOMAS H &





Home Catalog Help Developers

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🔍 Find in this Dataset

Sign In

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	FOSTER JAMES K				RDI	F						
	KELLY MARION C				RSS	5						
	DOZZO JOSEPH A & SANDRA				TS	/ for Exc	el					
	ERNOUF WILLIAM S				XM	L						



The Geographic Data and Information Center supports all municipal departments by providing geographic data, data management, products and services.






Report a Camp Police Department Housing and Homelessness GIS Home Instructions

GIS

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Click here for cleaning information.

441 Tents/Structures



These prohibited structures have been posted/abated this year.

1,114 Invalid Reports



These reports of structures were invalid at the time of field verification.





data.muni.org moa-muniorg.hub.arcgis.com





December 4, 2019

012-234-56-000

Jane Doe 1234 Northern Lights Blvd Anchorage, AK 99503

Dear Jane,

Our records show that you may qualify for the Senior Citizen Property Tax Exemption which could significantly lower your property taxes. Residents who qualify can save up to \$2,400 per year.*

94% of eligible Anchorage residents take advantage of this tax exemption, and we want to make sure you do too! You may qualify if you are at least 65 years old by December 31, and your property is your primary residence. You can see the full list of requirements on the back of the application.

APPLY NOW: See if you qualify for lower taxes		
		=
Fill out:	Take photos of:	Email photos to:
The enclosed application	- Signed application	propappex@muni.org
	→ Driver's license or state ID	Or mail paper copies to the address on the application

Questions? Our property appraisal customer service team is here to help! You can reach them at 907-343-6700 or propappex@muni.org. If your exemption is approved, you'll see the savings on your 2020 tax bil.

Regards.

Than

Ethan Berkowitz Mayor

PS - Make sure to apply now, so you don't miss out on this big tax break!

*Up to \$150,000 of your home's assessed value may be exempt from taxes, so if you qualify, the amount you'll save depends on your home's value, tax rate, etc.