

June 5, 2025

Brian Hall, Finance Director
City of Derby
1 Elizabeth Street
Derby, Connecticut, 06418

RE: Reappraisal and Revaluation Services for City of Derby, effective October 1, 2025

Dear Brian,

Thank you for the opportunity to bid on your Request for Proposal. We are a Connecticut-based revaluation company founded in Fairfield, built on the expertise of four MAI-designated appraisers with a combined experience of over 90 years in the local real estate market. Our firm is staffed entirely with Connecticut residents. In addition to our unmatched revaluation expertise, working with MuniVal provides an opportunity to support the local economy. To ensure superior quality and service, our principals work closely with Assessors and remain fully involved in all projects.

We are pleased to submit our bid to perform the services as outlined in the enclosed specifications.

For further information and clarification and to whom all official notices or correspondence shall be sent:

Michael Fazio, MAI
Christopher Kerin, MAI
Phone: (203) 292-5500
Fax: (203) 295-9501
Email: mike@kfv.com
Email: chris@kfv.com

The proposed bid amount is valid for 60 days from the bid opening date.

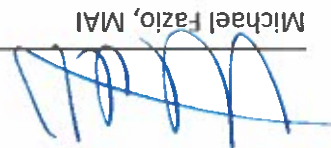
Municipal Valuation Services, LLC (MuniVal) is an affirmative action employer with an active Affirmative Action plan. The State of Connecticut also recognizes us as a Small Business Enterprise (SBE).

In addition to meeting all testing requirements of the Office of Policy and Management, our work will conform to the Uniform Standards of Professional Appraisal Practices (USPAP). It will meet the high standards and stringent ethics of the Appraisal Institute.



Our unmatched background and experience appraising residential and commercial properties in Connecticut make us the best choice to partner with the Derby Assessor's Office. We look forward to continuing our relationship with you. Please contact me for further information or clarification.

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read 'M. Fazio', written over a horizontal line.

Michael Fazio, MAI



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PROPOSAL FORM FOR 2025 REVALUATION

THE REVALUATION OF ALL REAL PROPERTY
(TAXABLE AND EXEMPT), LOCATED WITHIN
THE CITY OF DERBY, CONNECTICUT,
EFFECTIVE OCTOBER 1, 2025.

The undersigned Proposer affirms and declares:

1. That this PROPOSAL is executed by said Proposer with full knowledge and acceptance of the CONTRACT (including the Reappraisal and Revaluation Specifications) enclosed with the REQUEST FOR PROPOSALS on the subject project.
2. That should this PROPOSAL be accepted in writing by the Finance Director of the City of Derby, Connecticut, said Proposer will furnish the services for which this PROPOSAL is submitted at the price bid and in compliance with the provisions of said CONTRACT.
3. That this PROPOSAL is accompanied by surety in the form and amount indicated below:

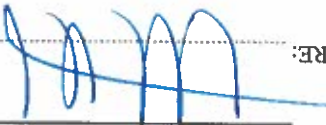
Certified Check	Amounts \$ _____
Bid Proposal Bond	Amounts \$9,000.00
4. That the Proposer or their representative has visited the City of Derby; is familiar with its geography, general character of houses and its commercial and industrial areas; has examined the quality and condition of the ASSESSOR'S records; verified the parcel counts and has met with the ASSESSOR to make himself or herself knowledgeable of those matters and conditions in the CITY which would influence this bid proposal.
5. That all items, documents and information required to accompany this PROPOSAL for the aforesaid CONTRACT are enclosed herewith.
6. That the Proposer proposes to furnish the services and materials required to complete the subject project in accordance with the aforesaid CONTRACT for the following amount:
Proposal Requirement \$90,000.00 (Ninety Thousand Dollars)
7. Proposed scheduled prices for aforesaid proposals are valid for sixty (60) days.

Fee Proposal Form



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8. That the Proposer understands and accepts that, although the proposed price is a major factor for consideration, the CITY reserves the right to award the contract to other than the low-cost Proposer after an analysis of the additional factors outlined in the aforesaid CONTRACT.

FIRM NAME OF PROPOSER: Municipal Valuation Services, LLC
 BY: 
 SIGNATURE:
 TYPE NAME: Michael Fazio, MAI
 TITLE: Duty Authorized
 DATE: 6/5/2025

Project Understanding

Our response to the Request for Reappraisal and Revaluation is to perform a revaluation and reappraisal of all real property within the City of Derby as of October 1, 2025 pursuant to the requirements of Section 12-62 of the Connecticut General Statute. Our work will meet all the certification requirements of the Assessor, in order to comply with section 12-63 of the Connecticut State Statutes.

We will work with the Derby Assessor's office to increase public awareness, understanding, and support of the revaluation process by assisting with press and other media, public meetings, and direct communications. This program will begin before the commencement of data collection and continue for the duration of the project.

Our response to the RFP includes a revaluation update for Derby. Although interior inspections are generally not required for an update, they may be conducted on a limited basis with prior approval from the Assessor. Such inspections may be authorized to verify recent sales, confirm significant physical changes, or resolve data discrepancies that cannot be addressed through existing records or external review.

For those properties we inspect, we will make an initial attempt by knocking on the door to gain interior access for inspection. If entrance is allowed, we will have each interior inspection verified by an adult by signing the field card. If unable to access the interior, we will leave an inspection notification hanger on the door and perform an exterior inspection of the property. All attempts to gain entry will be noted on the field card in the "visit history" section, indicating the outcome of each attempt. We will notify the Assessor of all properties where entry was refused or access was prohibited due to signposting.

Our qualified team of personnel will visit all properties to conduct a thorough field review. During this process, we will classify the properties, determine their final value, and ensure their value is consistent with comparable properties. We will inform the assessor of the reviewing schedule and they are welcome to accompany our reviewers during this revaluation phase.

Municipal will complete all mailings, sorting, and data entry.

A value estimate will be developed for each parcel within the City, and the final assessed value will reflect 70% of the fair market value as of October 1, 2025.

Valuation for residential properties will be based on the market approach, utilizing both a comparative sales analysis and statistical modeling. The validity of all sales for the past years preceding the valuation date will be analyzed. Physical inspections of certain sales may be required where necessary to ensure data accuracy and create a snapshot of the property's physical characteristics for sales analysis. In addition, available MLS listings will be reviewed to determine the physical condition at the time of the sale.



A cost analysis will be completed by estimating the current replacement cost of the existing structure, deducting all accrued depreciation, and adding the estimated land value. Cost schedules will be developed based on labor and material costs in Derby during the year preceding the valuation date.

For commercial properties, income capitalization will be the primary approach to value. This approach is developed based on the property's potential net operating income, capitalized into value based on prevailing rates of return. The actual income and expense information collected by the City, along with market data, will form the basis of the income analysis. Capitalization rates will be derived from sales and income data, reconciled with prevailing capitalization rates within the market. Prevailing rates for each respective property type will be developed considering quality, location, and other risk factors. Once approved by the Assessor, these cap rates will form the basis of the income valuation using both the actual and economic income and expense data.

Land valuation will be based on market sales and/or a land residual analysis. The land values will be reviewed with the Assessor, who will have the final decision confirming all land values and methods.

We will complete the neighborhood delineation with the assistance and approval of the Assessor. This delineation will provide the basis to select comparable sales for the market approach. This analysis considers zoning, natural boundaries, and economic conditions.

We will work with Derby to prepare and mail (at our expense) all assessment notices in conformity with the Connecticut General Statutes. An electronic copy will be provided to the Assessor in either Word or pdf format. We will conduct all informal public hearings, which, at the discretion of the Assessor, may include some weeknights and a Saturday. At the conclusion of the hearings, we will mail all notices reflecting the results of the informal hearings. All notices shall be subject to the prior approval of the Assessor.



Municipal Experience

Company Overview

Municipal is built on a foundation of valuation experience and local market expertise. Our three principals, Chris Kerin, Mike Fazio, and David Herbst, are MAI appraisers, with over 80 years of combined appraisal experience in the Connecticut market. Since 2010, we have completed over 45 revaluations within Connecticut.

The principals are directly involved in the entire revaluation process, including completing all valuation work, collaborating with the Assessor, and attending informal hearings. We are available for expert testimony in support of our valuations and have participated in hundreds of pre-trial conferences and dozens of trials.

Valuation Expertise

Municipal combines the mass appraisal experience of a leading revaluation company, with the litigation expertise of Connecticut-certified, MAI-designated, appraisers. Our general valuation expertise includes a wide range of property types, including single family residential, multi-family, manufacturing, warehouse, big box retail, shopping centers, corporate and multi-tenant office, and senior housing.

Our recent revaluation experience includes the Connecticut municipalities of Shelton (2025), Avon (2024), New Canaan (2023), Berlin (2022), Middletown (2022), Winchester (2022), Stamford (2022), East Hartford (2021), Easton (2021), Westbrook (2021), Fairfield (2020) and North Branford (2020). Through our revaluation experience, along with our experience providing Top 10 valuations for revaluations, and litigation support for large commercial properties throughout the state, we are well-positioned to provide accurate and defensible valuations for Derby's large taxpayers.

Our relevant specialized commercial appraisal experience includes several new construction Class A apartment properties, senior housing (assisted living, CCRCs, and skilled nursing), big box retail, large manufacturing/warehouse, and hospitality properties.

Company Resources

In addition to our three principals, we have assembled a team of data collectors, project managers, data entry personnel, customer service representatives, and analysts. Our team ensures that projects have remained on schedule, and we have a track record of good communication, both with our municipal clients, and the public.

We have unmatched access to local and regional market data. We maintain a proprietary internal database of commercial sales, leases, capitalization rates, and expenses, with over 7,000 entries, giving us unique insight into the regional commercial real estate markets. We subscribe to Costar, a commercial database reporting current lease offerings, completed leases, sale offerings, and confirmed sales. Costar also enables



us to analyze local market data such as vacancy, rental rate, and absorption rates across all property types, isolating for property characteristics such as physical characteristics and location. In addition, we are members of the Connecticut Multiple Listing Service, with access to current residential listings and closed sales.

In addition to providing revaluation services, Chris Kerin, Mike Fazio and David Herbst also serve Connecticut municipalities through their fee appraisal company, Kerin & Fazio, LLC. Kerin & Fazio specializes in commercial real estate appraisal and provides litigation support and expert testimony to a wide range of municipal clients.

Included in our proposal is the added value of our consulting services to assist the Town with tax appeals and BAA questions once the revaluation is completed and the Grand List is signed. Our firm is unique in this ability and experience; no other revaluation company provides this service. In the last five years we have been involved in hundreds of pre-trial conferences in Connecticut Superior Courts for both our revaluation and litigation support municipal clients.

Recently, Christopher Kerin was the expert witness for West Hartford in the case, "Walgreen Eastern Company, Inc. v. City of West Hartford". The Superior Court ruled accepted Chris's valuation, which was based on the Highest & Best Use as a retail pharmacy. The decision was appealed to the Connecticut Supreme Court, which upheld the lower court's ruling in a July 2018 decision. The case has wide ranging impact, with more than a dozen pending Walgreen's tax appeal cases in Connecticut.

In the Summer of 2017, the New Britain Superior Court accepted David Herbst's valuation in the case, "Anthony J. Spadaccini and Sole, LLC vs. City of Norwalk", and ruled that the plaintiffs had failed to prove aggrievement. The subject property was a retail gasoline station and convenience store. David's valuation was based primarily on the Income Approach utilizing the net operating income from the going concern. The case is significant in affirming that the income approach based on the going-concern income can be an appropriate methodology for tax assessment purposes.

Recent Litigation Support Clients

Beacon Falls	Fairfield	Stamford
Bloomfield	Greenwich	Stratford
Brantford	Middlebury	Thomasston
Bridgport	Milford	Torrington
Bristol	New Haven	Trumbull
Danbury	New Milford	Wallingford
Darien	Norwalk	West Hartford
Deep River	Redding	Westport
East Hampton	Shelton	Wethersfield
East Windsor	Southbury	Woodbury

In January 2010, the Bridgeport Superior Court upheld the Bridgeport Assessor's valuation of a 136 slip marina after Michael Fazio's appraisal and testimony (Frank Gulla, Jr., Trustee v. City of Bridgeport). Judge Aronson found Mike's analysis, based on the unit of comparison of price per slip, credible, and ruled that the plaintiff did not prove aggrievement.





Year	Service	Value	Municipality
2024	Scope of Services	5,077	North Hartford
2024	Full Revaluation	5,643	Old Lyme
2024	Commercial Real Estate Properties	250	Oxford
2024	Update Revaluation	5,504	Thompson
2024	Update Revaluation	2,528	Willington
2024	Update Revaluation	7,385	Avon
2023	Update Revaluation	5,030	East Windsor
2023	Full Revaluation with Data Matters	7,471	New Canaan
2023	Statistical Revaluation	9,802	Berlin
2023	Hybrid Inhouse with Data Matters	21,165	Bristol
2022	Full Revaluation with Data Matters	10,924	Guilford
2022	Full Revaluation with Data Matters	19,991	Middletown
2022	Full Revaluation with Data Matters	17,378	New Britain
2022	Commercial Real Estate Properties	300	Simsbury
2022	Full Revaluation	35,071	Stamford
2021	Full Revaluation with Data Matters	2,697	Sharon Falls
2021	Statistical Revaluation	16,367	East Hartford
2021	Statistical Revaluation with Data	3,528	Easton
2021	Full Revaluation with Data Matters	19,547	Martine
2021	Full Revaluation with Data Matters	16,055	Shelton
2021	Full Revaluation with Data Matters	12,989	Trumbull
2021	Commercial Real Estate Properties	1,369	West Hartford
2020	Full Revaluation with Data Matters	39,940	Bridgport
2020	Update Revaluation	21,624	Fairfield
2020	Full Revaluation	18,549	Hamden
2020	Update Revaluation	5,662	North Hartford
2020	Full Revaluation	19,885	Stamford
2019	Full Revaluation	14,719	Torington
2018	Full Revaluation	2,129	Bethlemstead
2018	Full Revaluation	11,257	Naugucuk
2018	Update Revaluation	7,994	New Canaan
2017	Update Revaluation	5,934	Andover
2017	Full Revaluation	16,187	Bristol
2017	Update Revaluation	27,600	Danbury
2017	Full Revaluation	17,494	New Britain
2017	Update Revaluation	9,398	Simsbury
2017	Top 10 Commercial	10	Soubury
2016	Full Revaluation	27,613	New Haven
2016	Full Revaluation	15,300	Shelton
2016	Full Revaluation	16,367	East Hartford
2015	Full Revaluation	6,159	East Hampton
2015	Update Revaluation	15,697	Southington
2015	Full Revaluation	13,013	Trumbull
2014	Update Revaluation	14,680	Torington
2012	Update Revaluation	8,686	Berlin
2012	Top Commercial	10	Bristol
2012	Top Commercial	12	Soubury
2011	Full Revaluation	16,415	East Hartford
2011	Top Commercial	10	Middbury
2011	Update Revaluation	13,007	Trumbull
2011	Review Commercial Values	15	Valhalla
2010	Full Revaluation	6,399	East Hampton
2010	Full Revaluation	22,134	Fairfield
2010	Full Revaluation	22,134	Greenwich
2008	Update w/Data Matters	2,491	Bethany
2008	Full Revaluation	2,300	Bolton
2008	Update	10,754	Chester
2008	Update/Hybrid	1,835	Cheshire
2008	Full Revaluation	7,430	Morose
2008	Full Revaluation	14,810	Torington
2008	Full Revaluation	2,145	Washington
2008	Full Physical	5,200	Woodbury
2007	Update	11,296	Guilford
2007	Full Physical	11,881	Newtown
2007	Full Physical	10,030	Southbury
2007	Update	33,492	Waterbury
2006	Update	9,850	Wareford
2006	Update	4,200	Habon
2006	Top Commercial	10	Middbury
2006	Top Commercial	10	Montville
2005	Commercial Real Estate	400	Westport
2005	Review Residential Values	10,000	Westport
2004	Update Revaluation	21,300	Greenwich
2004	Commercial Real Estate	2,000	Forvak

Revaluation Assignments Completed

Municipal Valuation Services, LLC has specialized in municipal revaluation services for 20 years. The following table summarizes our revaluation assignments since 2003.

Recent Revaluation Assignments Completed

Municipal Valuation Services LLC has broad experience in revaluation assignments across Connecticut. Since 2010, we have completed over 45 revaluations within Connecticut.

The following table summarizes the Revaluation assignments completed within the previous five years.

Grand List

Municipality	Contact	Phone	# of Parcels	Scope of Services	Year
North Branford	D. Ambrose	203-484-6013	5,807	Update Revaluation	2024
Old Lyme	M. Kronfeld	860-434-1605 x218	5,643	Full Revaluation	2024
Oxford	P. Mudgett	203-828-6009	250	Estate Properties Only	2024
Thompson	P. Hopkins	860-923-2259	5,904	Update Revaluation	2024
Willington	K. Fishman	860-487-3106	2,528	Update Revaluation	2024
Avon	Hany Derasourian	860-409-4335	7,885	Update Revaluation	2023
East Windsor	Helen Toz	860-623-8878	5,030	Update Revaluation	2023
New Canaan	Sebastian Calanilla	203-594-3005	7,471	Data Mailers	2023
Berlin	Joseph Ferraro	860-828-7167	9,802	Statistical Revaluation	2022
Bristol	Thomas DeNoto	860-584-6240	21,865	Data Mailers	2022
Guilford	Jennifer Bernardo	203-453-8010	10,924	Data Mailers	2022
Middletown	Damon Brasch	860-638-4930	15,591	Data Mailers	2022
New Britain	Mike Konk	860-826-3323	17,378	Data Mailers	2022
Simsbury	Francine Beland	860-658-3278	300	Estate Properties Only	2022
Stamford	Gregory Stackpole	203-977-4018	35,071	Full Revaluation	2022
Winchester	Jill Healey	860-379-5481	5,656	Data Mailers	2022
Beacon Falls	June Chaddenon	203-723-5253	2,697	Data Mailers	2021
East Hartford	Brian Smith Sr.	203-291-7280	16,367	Statistical Revaluation	2021
Easton	Rachel MacIulewski	203-268-6291 x150	3,528	Statistical revaluation with Data Mailers	2021
Meriden	Melinda Fonda	203-630-4065	19,547	Data Mailers	2021
Shelton	William Gaffney	203-924-1555 x1500	16,055	Data Mailers	2021
Trumbull	Mark DeVestern	203-452-5014	12,389	Data Mailers	2021
Westbrook	Wendy Leone	860-399-3016 x1122	4,523	Data Mailers	2021
West Hartford	Joseph Dakers	860-561-7416	1,269	Estate Properties Only	2021
Bridgport	Bill Gaffney	203-394-6968	35,940	Data Mailers	2020
Fairfield	Ross Murray	203-256-3110	21,624	Update Revaluation	2020
Hamden	Sue Gruen (Town Attorney)	203-287-7055	19,549	Full Revaluation	2020
North Branford	Dave Ambrose	203-484-6013	5,662	Update Revaluation	2020





It is understood that the revaluation will be completed on the Town's existing CAMA system, which is currently eQuality® CAMA Software.

CAMA Statement

Municipality	# of Parcels	Scope of Services	Grand List Year
Oxford	250	Properties Only	2024
New Canaan	7,471	Full Revaluation	2023
Guilford	10,924	Full Revaluation with Data Mallers	2022
Easton	3,528	Data Mallers	2021
Shelton	16,055	Mallers	2021
Torrington	14,719	Full Revaluation	2019
Simsbury	9,398	Update Revaluation	2017
Shelton	15,300	Full Revaluation	2016
Torrington	14,680	Update Revaluation	2014
Bethany	2,491	Update w/Data Mallers	2008
Cheshire	10,754	Update	2008
Chester	1,835	Update/ Hybrid	2008
Torrington	14,810	Full Physical	2008
Washington	2,145	Full Revaluation	2008
Woodbury	5,200	Full Physical	2008
Waterbury	33,432	Update	2007
Hebron	4,200	Update	2006
Montville	10	Top Commercials	2006

Our firm has significant experience performing revaluations on eQuality CAMA software. We recently completed the 2023 New Canaan revaluation using the eQuality CAMA System and are currently completing the 2025 Ellington & Shelton revaluations using the eQuality CAMA System.

Revaluation Assignments Using eQuality CAMA

Revaluation Assignments Currently Under Contract

The following table summarizes revaluation assignments currently under contract:

Grand List Year	# of Parcels	Scope of Services	Phone	Contact	Municipality
2025	2,876	Update Revaluation	203-723-5253	L. Daigle	Beacon Falls
2025	35,222	Full Revaluation	203-394-6968	W. Gaffney	Bridgeport
2025	6,305	Update Revaluation	860-870-3109	J. Rainaldi	Ellington
2025	15,800	Full Revaluation	203-924-1555	W. Gaffney	Shelton
2025	17,446	Full Revaluation	860-276-6205	T. Babon	Southington

The Beacon Falls contract is for an updated revaluation. Data collection will begin in the late Spring of 2025, and we anticipate an on-time completion as per the contract.

The Bridgeport contract is for a full revaluation, including a full measure and list of all properties and data mailers. Data mailers have been sent & data collection is underway. We anticipate an on-time completion as per the contract.

The Ellington contract is for an updated revaluation. Data collection will begin in the late Spring of 2025, and we anticipate an on-time completion as per the contract.

The Shelton contract is for a full revaluation, including a full measure and list of all properties and data mailers. Data mailers have been sent, and data collection is underway. We anticipate an on-time completion as per the contract.

The Southington contract is for a full revaluation, including full measure and list of all properties and data mailers. Data mailers have been sent & data collection is underway. We anticipate an on-time completion as per the contract.



Municipal Staff Plan

Our supervisors are among the highest-regarded senior appraisers, and we specialize solely in the Connecticut market. We are the only revaluation company with four (4) MAI-designated appraisers who will have a hand in all valuations. Chris Kerin, MAI, Mike Fazio, MAI, David Herbst, MAI, and Vincent O'Brien, MAI have combined valuation experience of over 90 years in Connecticut.

The following personnel will be assigned to the Derby revaluation project:

Michael Fazio, MAI Experience

Project Manager Mike is a Certified General Appraiser in Connecticut, with the MAI designation, and a licensed Municipal Revaluation Supervisor in Connecticut. He has 35 years of experience appraising residential and complex commercial properties. Mike holds a Master's and Bachelor's Degree in Finance from Sacred Heart University. In addition to valuation, Mike has expertise in GIS (ESRI software) and is proficient with Oracle/SQL databases, and Vision 6.5 and 8.0 CAMA systems.

Project Responsibilities

Mike is the project manager for all residential valuation and field review. He personally completes the residential mass valuation, attends informal hearings, and is a primary contact during the revaluation process.

Christopher Kerin, MAI Experience

Project Manager Chris is a Certified General Appraiser in Connecticut, with the MAI designation, and is a licensed Municipal Revaluation Supervisor. Chris has 30 years of experience appraising residential and commercial properties in Connecticut. He holds a Bachelor's Degree in Finance with a concentration in Real Estate and Urban Economic Studies from the University of Connecticut.

Project Responsibilities

Chris personally completes the commercial mass valuation, attends informal hearings, and participates in pre-trial conferences. With his valuation expertise, Chris is able to articulate the valuation methodology during the informal hearing process, which has historically resulted in a reduction in commercial tax appeals experienced by the municipality.



<p>David Herbst, MAI Experience</p>	<p>Commercial Valuation</p> <p>David is a valuation expert specializing in complex commercial properties that are not well suited for a mass valuation process. A graduate of the University of Michigan, with a Bachelor's degree in Economics, he is a Connecticut Certified General Appraiser in Connecticut, with the MAI designation. David is certified to perform Commercial/Industrial municipal revaluations.</p>	<p>David is responsible for the valuation of hospitality properties, golf courses, and senior housing, and participates in informal hearings and pre-trial conferences.</p> <p>Project Responsibilities</p>
<p>Vincent O'Brien, MAI Commercial Valuation Hearing Officer</p>	<p>Vincent will be available to conduct market analysis & informal hearings. He is a Practicing Affiliate of the Appraisal Institute and has experience in the commercial appraisal field. A graduate of the University of Connecticut, Vincent holds a Bachelor's degree in Business Management with a concentration in Entrepreneurship. He has earned his Certified General Real Estate Appraiser license and has earned the MAI designation. Vincent is certified to perform Commercial/Industrial municipal revaluations.</p>	<p>Project Responsibilities</p>
<p>Joseph Ferrao, CCMA II Experience</p>	<p>Joe is a Certified Connecticut Municipal Assessor II and has over 30 years of experience in the tax assessment field. He started working with revaluation companies in 1982 and started as an Assessor in 1989. He was the past President of the New Haven County Association of Assessing Officers and CT Association of Assessing Officers (CAAO) and the past Chairman of the CAAO Ethics Committee.</p> <p>Project Responsibilities</p>	<p>Data Collection Crew Chief Quality Control</p>
<p>Lexus Sierras Project Administrator</p>	<p>Lexus has over six years of revaluation experience, including data collection, data entry, and informal hearings.</p> <p>Project Responsibilities</p>	<p>Customer Service Data Entry</p>
<p>Lexus Valuation Services, LLC</p>	<p>Lexus will be responsible for assisting with tracking assignment progress, managing field and data entry personnel, and serving as the primary contact for day-to-day operations during the revaluation. She is available to assist taxpayers and Assessors with their customer service needs. She is a point of contact to answer taxpayer phone calls and emails and to schedule informal hearings.</p>	



<p>Tama Careathers</p>	<p>Project Administrator Billing Customer Service</p>	<p>Tama has worked with Munnival since 2006 and will serve as a Project administrator. She is responsible for managing production personnel and creating all mailings, including data-mailers and notices. She is responsible for all project billing and also serves as a point of contact for municipal clients and the public. She is available to assist taxpayers and assessors with their customer service needs. She is a point of contact to answer taxpayer phone calls and emails and is available to schedule informal hearings.</p>
<p>Roxanne Forcier Grey</p>	<p>Data Collection Photographs Hearing Officer</p>	<p>Roxanne is a licensed Realtor in Connecticut with extensive experience in property management and general contracting. She holds a degree in Mechanical Engineering and has a background in data collection and photography. Roxanne will be readily available throughout the revaluation process as required.</p>
<p>Ian Desjardins</p>	<p>Data Collection Photographs Hearing Officer</p>	<p>Ian is a licensed Certified Professional Home Inspector and Resource Economics graduate from the University of Connecticut. He has experience in the field including data collection & photos. He will be available throughout the revaluation process as needed.</p>
<p>Aaron Desjardins</p>	<p>Data Collection Photographs Hearing Officer</p>	<p>Aaron is a licensed Certified Professional Home Inspector and an honorably discharged veteran of the USAF. He has experience in the field including data collection & photos. He will be available throughout the revaluation process as needed.</p>
<p>Ryan Brighndi</p>	<p>Hearing Officer</p>	<p>Ryan will be available to conduct market analysis & informal hearings. He is a Practicing Affiliate of the Appraisal Institute, and has earned his Certified General Real Estate Appraiser license. A graduate of the University of Connecticut, Ryan holds a Bachelor's degree in Business.</p>
<p>Mary Kate Fox</p>	<p>Customer Service</p>	<p>Mary Kate is available to assist taxpayers with their customer service needs. She is a point of contact to answer taxpayer phone calls and emails and to schedule informal hearings.</p>
<p>Alana Machida</p>	<p>Customer Service Data Entry</p>	<p>Alana's revaluation experience includes data entry, sorting, and photo upload. She is available to assist taxpayers with their customer service needs. She is a point of contact to answer taxpayer phone calls and emails and to schedule informal hearings.</p>

