



**COUNTY OF DELAWARE**  
**GOVERNMENT CENTER BUILDING**  
201 W. FRONT STREET  
MEDIA, PENNSYLVANIA

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**Delaware County Warns Residents of Potential Scam**  
*A reminder about the county's tax reassessment data collection procedures*

Delaware County has been made aware of a resident reporting that a person posing as a data collector for the County's Tax Reassessment Project requested to enter her home. The County reminds residents that the data collectors hired by Delaware County will never ask to enter a home. They have been trained to knock, identify themselves if someone is home, and inform the occupant of the reason for their visit. Data collection is done from the outside. The County also reminds residents that data collectors will always be wearing a bright yellow vest bearing the Tyler name on the back and displaying a county issued identification. If a resident encounters a person posing as a data collector and asking to go into their home they should immediately report it to police. Residents can also call the Reassessment Hotline if they have any questions or concerns: 610-891-5695.

In March 2017 Delaware County was ordered by the Court to conduct a countywide property tax reassessment, effective for the 2021 tax year. Delaware County Council contracted with Tyler Technologies Inc. in 2017 to provide real property appraisal services for the County's 2020 general reassessment. The project, which is being implemented through the County Treasurer's Office will utilize Tyler's appraisal and street imaging services. Council also contracted with Eagleview to provide pictometry imagery of properties.

During the initial phase of this project, which began in December 2017, Tyler will provide the County with detailed, high-resolution street level images. Tyler will be photographing properties from inside white vans which will be clearly marked. The images will only be taken from the street and Tyler staff will not enter private property. To alleviate any privacy concerns images will not be taken of homeowners and/or children. Street level images are currently being collected in areas throughout the County.

Once images of a property are collected, appraisers will visit some of the properties. Approximately 20% of all properties will be visited by a data collector in order to correct any discrepancies found during the verification process. The data collector will measure the outside of all

structures on the property. If the property owner is not home to provide interior and other information, the data collector estimates the inside features based on similar properties in the neighborhood. Data collectors will be wearing a bright yellow vest bearing the Tyler name on the back.

The reassessment project includes data gathering, verification of data, establishment of assessed values and an opportunity to appeal. The digital images will improve the quality of visual data used by the County and Tyler appraisers. The project will also allow verification and correction of address discrepancies. Additionally, the images will be helpful for emergency management recovery reports, necessary for state and federal assistance.

Tyler staff will be in Delaware County throughout the reassessment process, concluding in 2020. During the duration of the project Tyler will be in communication with the County, providing county and municipal officials, and local law enforcement updates on current collection locations and expected duration.

Eagleview will be providing Delaware County with aerial imagery, known as pictometry. The process, beginning in the spring will include plane based aerial collection of both orthogonal (straight down), and oblique imagery (birds-eye view) of the entire county. The aerial imagery will benefit the reassessment project, enabling a more cost effective, and less invasive means of confirming building improvements on properties in the County. Aerial views will aid in determining which properties require further physical inspection or updates to records, and will be used throughout the project. In addition to the benefits to the reassessment project, the imagery will also benefit several other County departments ranging from planning to public safety.

The County held six public informational meetings across the county this spring to educate residents and answer questions regarding the project.

Delaware County has set up a website dedicated to educating residents and answering questions regarding Delaware County's Tax Reassessment Project. The website includes a video presentation on the Tax Reassessment process. The website can be found here:  
<http://delcorealestate.co.delaware.pa.us/delcoreassessment>