2023 Appraisal Valuation Report

Matt Willard, RMA – County Appraiser
(Information as of March 3, 2023)
## Introductions

### Matt Willard

- County Appraiser
- 17 Years at Wyandotte County
- 2 Years as County Appraiser
- Kansas Licensed RE Appraiser
- Registered Mass Appraiser
- Assessment Admin Specialist
- Kansas Certified Public Manager

### Appraisers Office Staff

- **28 Employees**
- Total Real Estate: 67,627
  - Residential Division
    - 62,099 Parcels
  - Commercial Division
    - 5,528 Parcels
- Personal Property and Admin
  - 7,511 Accounts

### Janae Robbins

- Deputy County Appraiser
- 19 Years at Wyandotte County
- 2 Years as Deputy Appraiser
- Registered Mass Appraiser
- Kansas Certified Public Manager
Important things to remember…

- **Appraisers do not create value.**

- **Buyers and sellers determine property value with their decisions in the marketplace.**

- **The Appraiser has the legal responsibility to analyze those transactions and appraise properties based upon what is happening in the marketplace.**

- **Independent Office within the UG. Valuations are set prior to the budget process and without outside influence.**
Purpose of the Appraisal Process

- Appraise all real property at fair market value as of January 1st
- This allows for an equitable distribution of the tax burden
- Valuation is market based
- Budget (Tax Rate) and Valuation are separate processes
- Residential parcels are assessed at 11.5% of market value
- Commercial parcels are assessed at 25% of market value

The law defines Fair Market Value as the cash price a property would sell for when it is on the market for a reasonable time; neither party is under pressure to sell or buy; both parties know all the relevant facts about the property; and each party seeks to make the best possible deal.
Oversight of the Appraisal Process

- Kansas State law requires appraisals at fair market value
- All Kansas Counties operate under the same appraisal framework
- Assessment rates are set by the Kansas Constitution
- Oversight conducted on procedure and statistics
- Target appraisal ratio is 100% acceptable between 90% and 110%
- Typical ratio for compliance purposes is just over 90%
**Taxation Process**

**2023 Timeline**

- **Appraisal Date**: Valuations are determined as of January 1st. It is based upon the Fair Market Value of the property.
- **Notice of Values**: The Appraiser’s Office notifies property owners of the current year’s valuations:
  - **Real Estate Property**: March 9
  - **Personal Property**: May 1
- **Valuation Appeals**: Property owners are encouraged to file an appeal if they disagree with the valuation. It is based upon the Fair Market Value of the property.
  - **Real Estate Appeal Deadline**: April 10
  - **Personal Property Deadline**: May 15
- **Certified Values to Clerk June 1**: Appraiser certifies current valuations to Clerk by June 1st
- **Budget Season June - September**: Taxing Jurisdictions determine budget needs throughout the county. Once this decision is made and valuations are certified, a tax rate (Mill Levy) that will generate the needed tax dollars is then adopted and approved by Commission.
  - **Jurisdictions Include**:
    - County
    - City
    - Kansas City
    - Bonner Springs
    - Edwardsville
    - Turner
    - Piper
  - **Unified School Districts**:
    - Kansas City
    - Bonner Springs
    - Turner
    - Piper

**Tax Bills**: Tax Bills are sent by the Treasure’s Office in November each year. The amount owed will be based upon the Appraised Valuation, Assessment Rate*, and Mill Levy (tax rate).

*Assessment Rate: Set by the Kansas Constitution

In March 2021, The Kansas Legislature passed K.S.A. 79-2988, which requires Kansas County Clerks to send taxpayers notification of the revenue neutral rate (RNR) compared to the proposed rate for each taxing subdivisions. Due to new law in place to promote transparency, the notification, sent in August, is to explain each jurisdiction’s intent (or non-intent) to exceed revenue neutral (use more property revenues than the year before).
2 Parts To A Tax Bill

Setting Values and Tax Rates are separate processes

Property taxes are the result of two separate and distinct processes. The Assessed valuations are certified to the County Clerk prior to the budget process beginning.

Although the appraised valuation of your property affects your share of taxes, the actual amount you pay is determined by the budgetary needs of the local governing bodies. This is decided by what services will be provided in the coming year and the cost to provide these services. The budgets are approved at public meetings in September.

Once this decision is made and valuations are certified, a tax rate (Mill Levy) that will generate the needed tax dollars is then adopted and approved by taxing jurisdictions. Your individual property taxes are then determined by multiplying your assessment by the tax rate. The tax rate is expressed as dollars per thousand dollars in value.

The current year’s tax rates will not be available until November of each year.
2 Parts To A Tax Bill

Value vs Tax Rate

**APPRAISAL**

AFFECTED BY MARKET CONDITIONS & PROPERTY DATA

SET BY

• MARKET TRANSACTIONS
• APPRAISER’S OFFICE

QUESTIONS TO KEEP IN MIND

• What would your property sell for January 1st?
• Is my property listed correctly with the county?
• What are neighboring properties selling for?

**TAX RATE**

AFFECTED BY BUDGET & SERVICE NEEDS

SET BY

TAXING JURISDICTIONS INCLUDE

• CITY
• COUNTY
• STATE
• SCHOOL DISTRICTS
• COMMUNITY COLLEGE
• LIBRARY
• DRAINAGE

QUESTIONS TO KEEP IN MIND

• When and how can I attend the public hearings that discuss budget needs?
Why would a Value change from last year?

**Several things to keep in mind…**

**Real Estate Market**
- The market continues to see rising sales prices in most areas of the county.

**Re-inspections**
- Many changes have occurred to property data due to re-inspections.

**Permits**
- New decks, construction, remodeling, additions, demos, etc.

**Sale of Subject**
- Recent sale or physical changes after last sale of property.
2023 Housing Market

Housing Market Continued to Appreciate in 2022

Main Factors Include:

- Sales price growth is slowing but housing supply remains very low
- Affordable community within an affordable metropolitan area on a national scale
- Monthly rents exceed many monthly mortgage payments
- Anticipate slowing appreciation moving into 2023
  - Appreciation slow down
  - Higher Mortgage rates
  - Home prices normalizing for the area

Data Source: Orion, MLS
Kansas City Housing Market

Redfin Year Over Year Market Insights as of December 2022

Data Source: www.redfin.com/

- Wyandotte County: Median single family: $185,000
- Leavenworth County: Median single family: $255,000
- Johnson County: Median single family: $425,026
- Platte County: Median single family: $345,000
- Clay County: Median single family: $287,600
- Jackson County: Median single family: $223,000
- Kansas City, MO: Median single family: $250,000
The median list price of homes in Wyandotte County, KS was $142,250 in December 2019, trending up 4.2% year-over-year.
Comparable Sales

The County researches all the sales that occur within the county each year by conducting a physical exterior field inspection and when necessary, will conduct interviews with a buyer, seller, or agent. They also review all listing documentation available. Only sales that are open market transactions with no distress are utilized to determine value, referred to as Comparable Sales.

**APPRAISERS CAN CONTROL**

- if sale will be used as comparable for other homes
- validation selection based upon review
- Adjustment amounts based upon sales within a specific model area such as market trends, bedrooms, square footage, property conditions, etc.

**APPRAISERS CANNOT CONTROL**

- who purchases and or occupies the property
- sale price of any property
- how many properties sell in a certain area
- if a seller or buyer does not disclose updates to the property
A property must have sold in order to be considered as a comparable.

No two properties are alike 99% of the time which is why adjustments are made for the differences on each home's Comparable Sales report. Adjustments are made for size, age, location, condition, and bedrooms just to name a few.

Most comparable sales reports will not have only sales from their specific subdivision - there are not enough sales in most subdivisions to make this happen. The county must find the next best comparables within the Model area.

The county uses 3 years worth of sales data. Time adjustments are made if needed - values are estimated as of January 1st each year.

The market changes every year, this is the main reason why property values overall change every year.

Your comparable sales report is available through the county's Property Search site, click [here](#) to launch.

Comparable sales are only selected from within the subject property’s Model boundaries (see map). Sales outside of the Model boundaries cannot be considered as comparables.
Model 13 = Condo Projects
Open-Market Single Family Median Sale Prices

Wyandotte County Sale Years 2020 – 2022 by Model Area

<table>
<thead>
<tr>
<th>Model</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
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<tbody>
<tr>
<td>Model 1</td>
<td>$99,475</td>
<td>$113,500</td>
<td>$132,000</td>
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<tr>
<td>Northeast</td>
<td>146</td>
<td>166</td>
<td>172</td>
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<tr>
<td>Model 2</td>
<td>$119,100</td>
<td>$146,250</td>
<td>$155,000</td>
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<tr>
<td>Downtown Central</td>
<td>161</td>
<td>184</td>
<td>175</td>
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<tr>
<td>Model 3</td>
<td>$122,000</td>
<td>$142,800</td>
<td>$150,000</td>
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<td>82</td>
<td>85</td>
<td>101</td>
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<tr>
<td>Model 4</td>
<td>$160,000</td>
<td>$178,500</td>
<td>$195,000</td>
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<tr>
<td>Stony Point</td>
<td>96</td>
<td>112</td>
<td>77</td>
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<tr>
<td>Model 5</td>
<td>$135,000</td>
<td>$163,000</td>
<td>$172,250</td>
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<tr>
<td>Bethel Welborn</td>
<td>239</td>
<td>287</td>
<td>238</td>
</tr>
<tr>
<td>Model 6</td>
<td>$185,000</td>
<td>$216,000</td>
<td>$239,000</td>
</tr>
<tr>
<td>Argentine Armourdale</td>
<td>190</td>
<td>202</td>
<td>167</td>
</tr>
<tr>
<td>Model 7</td>
<td>$153,000</td>
<td>$173,000</td>
<td>$195,000</td>
</tr>
<tr>
<td>Turner</td>
<td>185</td>
<td>239</td>
<td>177</td>
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<tr>
<td>Model 8</td>
<td>$300,870</td>
<td>$341,614</td>
<td>$389,500</td>
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<tr>
<td>Piper</td>
<td>288</td>
<td>287</td>
<td>228</td>
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<tr>
<td>Model 9</td>
<td>$220,000</td>
<td>$250,000</td>
<td>$285,000</td>
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<td>Bonner Springs</td>
<td>145</td>
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<tr>
<td>Model 12</td>
<td>$169,900</td>
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<td>KU Med</td>
<td>83</td>
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<tr>
<td>Model 14</td>
<td>$230,000</td>
<td>$240,000</td>
<td>$265,000</td>
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<tr>
<td>Edwardsville</td>
<td>49</td>
<td>47</td>
<td>23</td>
</tr>
</tbody>
</table>

Data Source: Orion
Determining Value

What goes in to determining a property value

DATA COLLECTION

• Inspected at least once every six years
• If a property sells
• If damages are discovered or reported
• If improvements are discovered, reported, or have building permits

MARKET DATA BY MODEL AREA

• Sale transactions
• Leases

MARKET ANALYSIS BY MODEL AREA

• Cost
• Comparable Sales
• Multiple Regression Analysis
• Sale and Lease Data
Valuation Appeal

Purpose of a valuation appeal

If there are issues with your home that would affect the value or your ability to sell at what the County has appraised your home for, then you are encouraged to file an appeal. The Appraiser’s Office, however, cannot adjust the amount of taxes you pay.

The purpose of an appeal is to establish the fair market value of property where there is significant difference in opinion of value.

This is not an adversarial process. It is very informal and we will correct values if needed.

The appraiser will not raise the value during the appeal process if data is discovered which would raise the value, however, it will be reflected in the next year’s valuation.

Only one appeal per tax year per taxpayer is permitted.
Valuation Appeal

Appeal Process

During the appeal, the appraiser will review with you the following:

• Concerns and Estimate of Value
• Your property's Comparable Sales report
• Current characteristics listed for your property
• Condition of the property
• Any damages or improvements made to your property
• Your estimate of value along with any documentation you provide.
• Additional appeal rights

Supporting Documentation
- Photos of any damages, room discrepancies, surrounding areas, etc that you feel affects the value.
- Review how your property is listed on our Property Search site.
- Additional comparable sales
- Repair estimates
- Recent single property appraisal.
- Construction costs
Overview of Value Changes

The median single family residential Appraised value increased to $152,700, which is $28,700 above last year’s median home value.

Taxes will increase by slightly less than $600 at current mill rates.

Median measure, half will increase by more half by less.

Market analysis and quality control.
Annual Notice of Appraisal and Classification

- Sent in March each year by the Appraiser’s Office
- Informs the property owner of the year’s
  - Property Classification
  - Appraised Value (Fair Market Value)
  - Assessed Value (Taxable Value based on Kansas Constitution)

- This is not a Tax Bill
- The Appraiser’s Office does not
  - Set or have any control of the tax rate
  - Know how much your tax bill be in November
- The Valuation appeal form on the back
- An increase or decrease in these values does not automatically mean property taxes will change at the same rate
Revenue Neutral

What is Revenue Neutral?
Revenue neutral is when a taxing jurisdiction budgets the exact same amount of property tax revenue, in dollars, for the upcoming budget year as they did for the current year.

If a taxing jurisdiction plans to use more property tax revenue in the next budget year compared to the current year, even $1 more, they would exceed revenue neutral and need to hold a public hearing.

Why are taxpayers receiving the notification form and RNR?
Due to new law in place to promote transparency, the UG wants to help property owners understand the notification they receive, as property owners are going to receive a fairly technical letter in the mail explaining each jurisdiction’s intent (or non-intent) to exceed revenue neutral (use more property revenues than the year before).

What is the Revenue Neutral Rate?
The revenue neutral rate is the mill levy rate that would generate the exact same amount of property tax revenue as the year before, using the current tax year’s total assessed valuation.

Will my property taxes increase as much as my appraised value increased?
Property values significantly increased this past year due to the market, but your taxes would not increase by that same amount, as most entities lower the mill levy to help rebalance the "appraised value to collected property revenue" scale.

What are taxing entities doing to offset the increase in Appraised Values?
The mill levy rate is the only influence that each taxing jurisdiction has on your tax bill; to help offset the increase in property values, these entities work to lower the mill levy rate. This way, there is not a 1:1 increase in your tax bill when property values experience an increase.
Notice of Estimated Ad Valorem Taxes

Revenue Neutral

In March 2021, the Kansas Legislature passed K.S.A. 79-2988, which requires Kansas County Clerks to send taxpayers notification of the revenue neutral rate (RNR) compared to the proposed rate for each taxing subdivisions. Taxing subdivisions are prohibited from levying an ad valorem property tax that exceeds the RNR without first holding a public hearing and passing a resolution. Therefore, in August, an estimated tax notice will be mailed out by the County Clerk to all County property owners with information about property tax revenue and an estimated tax notice on behalf of all of their taxing subdivisions.

The notice will include:
• information on specific property values and taxes
• dates, times, and locations for upcoming public hearings for taxing subdivisions that plan to exceed the RNR

This notice is not a bill and does not include information on special assessments that may be charged. It is solely a notice of whether your subdivisions plan to exceed the revenue neutral rate (RNR) for the upcoming budget.

Why would taxing entities/jurisdictions want to increase revenue?

A jurisdiction does not only increase revenue to provide new services; they often need to increase property tax revenue to provide the same level of service as the year before.

While this new revenue neutral law (Senate Bill 13) is an important step for budget transparency, it does not take inflation into account. As property values are rising, so are the cost of goods and services.

To provide residents with the same (or better) level of service, it costs more. Taxing entities often "exceed revenue neutral" and use a modest increase in revenue to help pay for things like the increased cost of goods and/or services - like asphalt for streets, mowing services, and other community priorities.

If an entity were to stay revenue neutral every year, they would have to provide this year’s services, with this year’s prices, on last year’s budget.
What exactly will be on the taxpayer notification form?

(A) The revenue neutral rate of each taxing subdivision relevant to the taxpayer’s property.

(B) The proposed property tax revenue needed to fund the proposed budget of the taxing subdivision - if the taxing subdivision notified the county clerk of its proposed intent to exceed its revenue neutral rate.

(C) The proposed tax rate based upon the proposed budget and the current year’s total assessed valuation of the taxing subdivision - if the taxing subdivision notified the County Clerk of its proposed intent to exceed its revenue neutral rate.

(D) The tax rate and property tax of each taxing subdivision on the taxpayer’s property from the previous year’s tax statement.

(E) The appraised value and assessed value of the taxpayer’s property for the current year.

(F) The estimates of the tax for the current tax year on the taxpayer’s property based on the revenue neutral rate of each taxing subdivision and any proposed tax rates that exceed the revenue neutral rates.

(G) The difference between the estimates of tax based on the proposed tax rate and the revenue neutral rate on the taxpayer’s property described in subparagraph.

(F) for any taxing subdivision that has a proposed tax rate that exceeds its revenue neutral rate; and

(H) The date, time, and location of the public hearing of the taxing subdivision, if the taxing subdivision notified the county clerk of its proposed intent to exceed its revenue neutral rate.
Unified Government Real Estate Tax Statement

- Sent in November each year by the Treasurer’s Office
- Informs the taxpayer of this year’s
- Taxable Value
- Taxing Jurisdictions
- Tax dollar breakdown to each jurisdiction
- Mill Levy (Tax Rate) breakdown for each jurisdiction
- Overall Property Tax Revenue for the taxing jurisdictions for your property

- This is a Tax Bill
- The taxing jurisdictions set the tax rates based upon budget/service needs
- Property owners can appeal the valuation of a property but not the taxes using the Payment Under Protest method. This is initiated in the Treasurer’s Office and does require a half of the tax amount due be paid in order to appeal.
Frequently Asked Questions

Who checks the Wyandotte County Appraiser’s Office work?
The County Appraiser’s Office must follow specific Kansas laws, guidelines, procedures and must meet the Compliance standards set by the State of Kansas, Property Valuation Division annually. This is office, while part of the Unified Government, is independent. The property tax system contains numerous checks and balances, one of the most important of which is the right of property owners to file an appeal and receive a hearing, if they believe our appraisals are inaccurate or inequitable. All functions of the Appraiser’s office are reviewed by the Kansas Department of Revenue, Property Valuation Division throughout the year. Every county is expected to meet both statistical and procedural requirements set by this division.

Why does reappraisal happen each year?
Annual revaluation of properties ensures that the Appraiser’s Office complies with the Department of Revenue Property Valuation Division requirements that appraisals reflect fair market value within a 10% margin. The annual revaluation allows assessments to keep pace with market trends.

How often are properties inspected?
Per Kansas statute (K.S.A. 79-1476), the County Appraiser’s Office is required to review all parcels within the County on a six-year cycle by conducting physical inspections and by utilizing aerial imagery. The County does not conduct interior inspections for privacy and safety reasons. Due to amount of property (nearly 68,000 parcels), the County cannot possibly do field inspections on every property each year, this process would be very costly and time consuming. Additionally, when the County does an exterior inspection of the property, he/she must assume the interior is in the same condition as the exterior. An interior inspection request can be made to our office if needed.

If changes occur to the property or you feel that the county has not listed the property characteristics correctly, give us a call or visit our webpage to fill out a property change request. This can be done at any time during the year.

Why are all properties not valued the same?
You’ve heard the saying and it is true that the location of a property is the most significant characteristic of real property which drives its market value. We consider many other characteristics such as:

<table>
<thead>
<tr>
<th>Lot size, shape, and use</th>
<th>Structure size and use</th>
<th>Age and style of structure</th>
<th>Quality of construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition of structure</td>
<td>Income and expense information</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Frequently Asked Questions

Why does my property value change each year?
A property’s value can change from year to year for many reasons. The largest driver would be market conditions, what properties are selling each year. Other factors may include condition and physical changes of a structure, garage additions, remodels, fire damage, demolitions, etc.

January 1st is our effective appraisal valuation date. Progress/status of any construction is valued as of this date. If construction is only partial completed, a partial value will be issued.

Why does the Appraiser’s Office keep raising my taxes?
There are two parts to a tax bill and the Appraiser’s Office can only determine the Fair Market Value of the property, not the tax rate.

If you are concerned about the amount of your tax bill but feel the value of your property is accurate, please keep in mind that Appraiser’s Office only determines the value of a property, not the taxes. The various local taxing entities set the mill levies (tax rates) which directly affects the amount of property taxes due. These amounts vary depending on your taxing districts. Property tax dollars are used by city and county governments to provide funding for roads, parks, fire/police protection, public schools, and many other local services.

A simple way of describing the tax system is through the pie analogy. The whole pie represents the amount of money the local government needs to operate. Each taxpayer has one piece of the pie. The size of that piece is determined in large part by the values and classifications on the property.

Should the appraised value be the same as the purchase price for my property?
The goal of the appraisal process is to determine the fair market value of every property in Wyandotte County. If you purchased your house within the past year and if the purchase was on the open market and had no unusual conditions, the appraised value on your notice should be reasonably close to the sale price but may not be the exact amount. Just because one person is willing to pay a certain amount for a property doesn’t mean that most buyers would be willing to pay the same price. During the valuation process, each property is compared to up to five similar properties to determine the most probable selling price. While sale prices may vary slightly, even for identical properties, the appraiser must be equitable in the valuations.
Frequently Asked Questions

I am zoned ag, why am I not valued as ag?
Zoning and classification are two separate items. Zoning is what your neighborhood is permitted to use, while the classification is what the individual parcel is being used for. The Appraiser’s office does not base your property’s classification on how the city has it zoned.

Who do I call if my neighbors have a bunch of trash/junk all over there yard or no one ever cuts the grass? I don’t think someone should be living in a home or there are too many people in the home is there someone I can contact?
You can call the neighborhood resource center for most problems or issues you are having with grass, homes, and yards.

Aren’t homes are over-appraised for the purpose of generating tax revenue?
The State of Kansas requires that appraisals be performed every year to determine that equalization is established. The purpose of a general reappraisal is to assure that each taxpayer is paying only their fair share of the tax burden, no more and no less. Although it is a part of the Unified Government, the Appraiser’s Office is an independent office. The appraised and assessed values are set prior to budget meetings.

What do appraisers look at when valuing land?
There are many factors that are considered to determine land value. Sale prices are a major determining factor but not the only one. The following items are often considered: size, elevation, wetlands, type of land, drainage, condition, access to roads, proximity to development, water and amenity views, and tree cover.

Why does my financing appraisal show a different value than the estimated county value?
Appraisals prepared by a private fee appraiser are often limited to a specific end use such as mortgage financing or settlement of an estate. They are different in nature and subject to different rules than appraisals done by county appraisers. The county appraisal office does not prepare narrative appraisals with specific comparable sales for every property in the county. The effective date of the county’s appraisals is January 1 of each year, and the supporting sales information is taken from the sales study period during part of the three years prior to January 1. For example, if your financing appraisal has an effective date of March 2022, it may reflect a market change that the appraiser’s value does not reflect since it’s a newer appraisal.
Frequently Asked Questions

If I do not agree with these laws, who can I turn to?
If you feel the laws governing taxation can be improved, you may contact your State representative(s)/legislator(s) to discuss your concerns and suggestions.

Is there a limit on how much my value can change in a reappraisal year?
No. Whenever a county has a general reappraisal, Kansas law requires every property to be appraised at its fair market value, even if the value has changed substantially.

If I bought my house within the last two years, shouldn’t the value be the same as what I paid for it?
One sale by itself does not determine market value. In addition, inflation and other market conditions may affect the market value of your home as of January 1. The price you paid for your house is verified by the county appraiser and then considered along with sales of similar properties.

What is the Sales Study Period used to determine Residential valuations?
For the January 1 appraisal, the appraiser considers sales that occurred over the last 36 months.

If a reduction in value occurred because of an appeal or protest in earlier year(s), why then was the value raised again in the current year?
General changes in market conditions could cause a change in value from one year to the next. Other reasons may be due to physical changes to the property or economic influences surrounding your property.

Nothing is selling in my area, how do I know if I could sell my property for what it is appraised at?
Homes are selling in all areas of the county and what the county considers a neighborhood may not be what you consider it to be. A couple great resources for property owners to determine what their property might sell for are Real Estate agents and online sites such as Zillow, Realtor.com, Facebook Marketplace, Trulia.com and so on.
Questions?

• Mission Statement
To provide uniform, fair and equitable values among all classes of property by maintaining the highest standards in appraisal practices and law, guided by the goals of quality customer service to the public, while providing a work environment that encourages staff's professional and personal growth.

• Vision Statement
To be a recognized leader for providing fair and equitable mass appraisals of both real and personal property, along with providing accurate and comprehensive information to the citizens and taxpayers of Wyandotte County in a preeminently accountable, effective and efficient manner.

• Management Team
Matt Willard - County Appraiser
Janae Robbins - Deputy Appraiser
Kevin Bradshaw - Commercial Supervisor
Alisha Garcia - Residential Supervisor
Christine Wheeler – Personal Property/Admin Support Supervisor