



2010 MAAO SPRING SEMINAR

Hogan Center, Holy Cross College, Worcester, MA

April 7th

Special Note: One Day Only, Two Separate Tracks

Be sure to bring your name badge holders!!

Fees: Member - \$50.00 Non-Member - \$65.00

Wednesday April, 7th Registration: 8:00 a.m.

Education Program:

Wednesday April, 7th, Morning Session Track #1 - Administrative

9:00 a.m. General Welcome

9:15 am - 12:00 pm

Effective Employee Management

3 Recertification Credits

This program will cover the basic employee management process including *GOALS, COMMUNICATION, ACTIVITY, RESULTS AND FEEDBACK*. There will be ample time for questions and answers dealing with audience experiences with the public.

The presenters are: David Brumby- Personnel Director for the City of Marlborough

David is a senior Human Resource professional with more than 27 years of Human Resource experience. He has served on the Personnel Board of the Town of Northborough.

Mary Dunlavey-Murphy - Mary is an independent Management consultant with 25 years of experience in the Human Resources field.

Fred George - Fred is a senior Human Resource Professional with over 35 years of experience. He is currently a Principal at GoeoSimms consulting of Northborough, Ma. He is currently serving his sixth term as Northborough Town Moderator.

Wednesday April 7th - Morning Session Track #2 - Appraisal

9:15 a.m. - 12:00 p.m.

Gas Station/Convenience Store Appraisal Methods

3 Recertification Credits

This session will address the valuation methodology and unique issues that are associated with this type of property. As more and more service stations are being converted to this use, it becomes important that we understand these issues so that we arrive at defensible values.

The presenter is: William Pastuszek Jr. MAI, MRA, ASA

Bill has been in the appraisal profession for more than 30 years. He has experience in Banking, Appellate Tax court work, Litigation, Commercial and Residential appraisal as well as work for municipalities across the State. Bill has served on the Appraisal Standards Board and as the Chairman of the Commonwealth of Mass. Board of Registration of Real Estate Appraisers.

Lunch: 12:00 p.m. - 1:00 p.m.



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Education Program Continued:

Wednesday, April 7th, Afternoon Session Track #1 - Administrative

1:00 pm - 4:00 pm

Dealing With the Difficult Customer & Taxpayer

3 Recertification Credits

This presentation will address ways of dealing with the difficult customer/taxpayer as you attempt to answer questions and provide answers to folks who can't or simply do not want to understand the process and listen to reason. It will include suggestions as to what should be made available at the counter as well as strategies for use in individual meetings.

The presenters are: **Tony Trodella CMA**, MAA-Chief Assessor and Chairman of the Marlborough Board of Assessors.

Jeff Rudziac MAA-Barnstable Board of Assessors.

Wednesday April 7th - Afternoon Session Track #2 - Appraisal

1:00 p.m. - 4:00 p.m.

Appraising Utilities, Is Net Book Alone Really the Way?

3 Recertification Credits

Last month an ATB case was decided that could result in major changes in the way Assessors value the personal property of utilities. The city of Boston won the case and the ATB accepted a methodology that averaged net book and depreciated reproduction cost as the basis for assessing the distribution personal property of National Grid. The value was higher than it would have been using net book alone. This decision could have a far-reaching impact on the ability of some communities to generate addition revenue. This program will review the decision of the ATB and cover the process of appraising the distribution personal property of utilities.

The presenters are: **David Klebanoff Esq.** of Gilman, McLaughlin & Hanrahan LLP
David represented the City of Boston in the ATB case

George Sansoucy, PE, Mr. Sansoucy owns a consulting and engineering service specializing in valuation of utility properties including electric power plants, transmission and distribution systems for gas and electricity, water and sewer utilities and related facilities with emphasis on the defense of tax assessments.

Closing remarks from the President, Molly Reed MAA