

New Castle County Modernizes Parcel Reassessment Submissions Through Automation

Digital Process Cuts Manual Labor in Half

New Castle County's Assessment Department is responsible for the valuation and taxation of approximately 212,000 properties registered in Delaware's most populous county. Approximately 7,500 of those are commercial, income-producing parcels, which require income and expense information to be collected as part of the calculations.

CHALLENGE

The Assessment Department's last reassessment of income-producing properties was 1983. Previously, the county collected critical information via paper forms that were completed by hand and delivered or mailed to the office. A high error rate from incorrect and incomplete entries prevented the county from getting an accurate picture of its tax base – important income and expense data was often inadvertently wrong or miscalculated.

A new process was required ahead of the department's 2024 reassessment of income-producing properties. Without accurate data, the county could neither value properties correctly, nor generate accurate tax rates.

SOLUTION

New Castle County turned to its longtime technology partner [SimpliGov](#) to create a more efficient way to submit information for reassessment. Among other successful automations, the county uses SimpliGov's digital form and workflow automation with integrated [SimpliSign](#) electronic signature to [distribute federal grants](#) and allow contractors to [renew licenses online](#).

In order to accommodate all submissions without a highly disruptive first-time change, paper form submissions were still permitted. The county was confident the new digital process would significantly reduce paper submissions and minimize data entry.

Prior to going live, New Castle County ran a multi-point awareness campaign to announce the planned changes and provide access to the form with a QR code scan or a link within the New Castle portal.

Within the online form, users are first required to fill in the property address or parcel ID number. Integration with the county's property records database instantly verifies the entry against New Castle's property records and attributes the corresponding information to the correct owner.

The screenshot shows a web form titled "2025 New Castle County Reassessment COMMERCIAL INCOME & EXPENSE FORM". The form has a navigation bar with tabs: "Contact Information", "Property Information", "Apartment Rents", "Non-Apartment Rents", and "2023 Gross Income". The "Property Information" tab is active. Below the title, there is a section for "PROPERTY INFORMATION" with a sub-header "Please select an option below to inquire of the Property Information *". There are two radio button options: "I have the Parcel ID of the Property" (selected) and "I have the Address of the Property". Below these are two input fields: "Parcel ID *" with the value "0603600085" and "Property Address" with the value "2308 CARPENTER STATION RD WILMINGTON DE 19810". There is a "Property Use *" section with a sub-header "Check all that apply". The options are: "Apartment" (checked), "Office", "Retail" (checked), "Shopping Center", "Industrial", and "Other". Below this is a section "Is any part of this property owner-occupied? *" with radio buttons for "Yes" and "No" (selected). There are two more questions: "Was this property sold within the last ten (10) years? *" and "Has this property been listed for sale with the last five (5) years? *", both with radio buttons for "Yes" and "No" (selected). At the bottom, there are two input fields: "Year Built If known" with the value "1975" and "Year Remodeled" with the value "2005".

For owners of multiple properties, SimpliGov has simplified the experience by providing additional rows and fields, eliminating the need to submit new forms for each parcel.

After indicating the property type, citizens are routed to select the types of properties they own or manage and are prompted to enter the associated income and expenses of each. From there, a SimpliGov calculator computes the totals in the worksheet.

The calculated data is imported into New Castle's mass appraisal and tax software for final valuations. Submissions conclude with an e-signature captured in SimpliGov's [SimpliSign](#) electronic signature solution. PDFs of the completed forms are automatically emailed to applicants.

RESULTS

SimpliGov built a solution that enabled New Castle to capture all required form data, integrate with a workflow to simplify internal processing, and exchange data with its appraisal and tax database. By leveraging SimpliGov's professional services and robust tools within the platform, the form and workflow build **took only three weeks.**

The county collected data for 7,500 commercial properties (excluding designated parcels for police, churches, etc.). The estimated **manual data entry was reduced by over 50 percent.**

Submissions are automatically saved and archived in digital format, where they can be retrieved from the SimpliGov dashboard. Assessment Department employees can search by parcel ID number or address to identify properties with outstanding reassessments in seconds.

This repository of electronically signed submissions helps New Castle comply with regulatory requirements and prepare for any formal appeals.

Additional benefits of SimpliGov across New Castle County's automations include:

- Rapid acclimation for users, with advanced features to tackle complex processes
- Flexible deployment of forms, workflows, and integrated SimpliSign digital signature
- Support for authenticated users with public-facing access
- Accessible web content capable of multi-language support
- Integrated notifications, reporting, dashboards, analytics, and visualization
- API functionality that supports robust integration with other systems and platforms

Forms are presented based on the type of property selected.

“We needed to figure out a better way to collect parcel reassessment data. Of course, a SimpliGov form and workflow made sense to capture this critical property information. As usual, it was easy to get started and flexible to deploy.”

Chief of Technology
New Castle County