



MEMORANDUM

To: Satpal Sidhu, County Executive

From: Rebecca Xczar, Whatcom County Assessor
Falon Hoven, Chief Deputy Assessor

RE: Just Appraised Contract – 3 Year Renewal

Date: November 7th, 2025

Background and Purpose

In 2024, Whatcom County entered into a contract with Just Appraised to develop an online Senior Citizens and People with Disabilities Exemption Portal. The platform was designed to streamline the application and processing workflow for the exemption program in response to the significant increase in applicants following the passage of HB 1355.

The portal has proven effective in improving accessibility for taxpayers, reducing incomplete submissions, and enhancing staff efficiency through triage-based processing. The system now plays a critical role in the Assessor's Office operations and serves as an essential component of our digital service offerings.

Renewal Overview

This year, we are requesting approval of an **amended contract** with Just Appraised to extend services for an additional **three-year term (2026–2028)**. The renewal maintains identical terms and scope of service as the prior agreement, with the only modification being the contract duration and a locked annual subscription rate.

Under this renewal, Just Appraised has agreed to **limit annual subscription increases to 1.5%**, compared to the standard 3% annual escalation allowed for single-year contracts. This multi-year commitment offers cost predictability and long-term savings for the County.

Financial Impact

Contract Term	3-Year: 1.5%	Yearly: 3%	Annual Savings
2026	\$37,048	\$37,595	\$547
2027	\$37,603	\$38,723	\$1,120
2028	\$38,167	\$39,885	\$1,718
Total Savings (3-Year Term)			\$3,385

Funding for this contract renewal has been included in our **2026 budget request through an ASR**, and the **annual costs will be incorporated into our 2027–2028 biennial budget submission** under Software Maintenance Contracts (6625).

Approval of this three-year contract renewal is recommended. The renewal ensures uninterrupted service for the online exemption portal while providing financial savings and operational continuity.

Please contact **Falon Hoven** at extension 5056 or **Rebecca Xczar** at extension 5055 with any questions regarding the amendment or the terms of the renewal.

Encl.