

# Let 's Get you Scheduled!

How Miami County created online Appeals



Creating meaningful workflows within County Government budgets.



# Agenda



**Local Resources**  
**Planning and Testing**  
**Miami County**  
**Appeals Process**  
**Resource Ideas**  
**Questions**



## Resource Utilization

Utilizing the abundant mass of FREE and minimal fee applications can be intimidating. You are not alone in the quest to create easier, quicker, more efficient processes in your daily functions. City, County and State offices typically have limited budgets. Sharing resources, ideas and accomplished advances provides for stronger interlocal relationships.

*Envision your* **Plan**

**Test** *the possibilities*

**Implement** *and inspire meaningful change*

- ✓ Why ?
- ✓ Expected outcome ?
- ✓ What resources can be used?
- ✓ What are the process steps?
- ✓ Test and Define and Document the process
- ✓ Implement the process

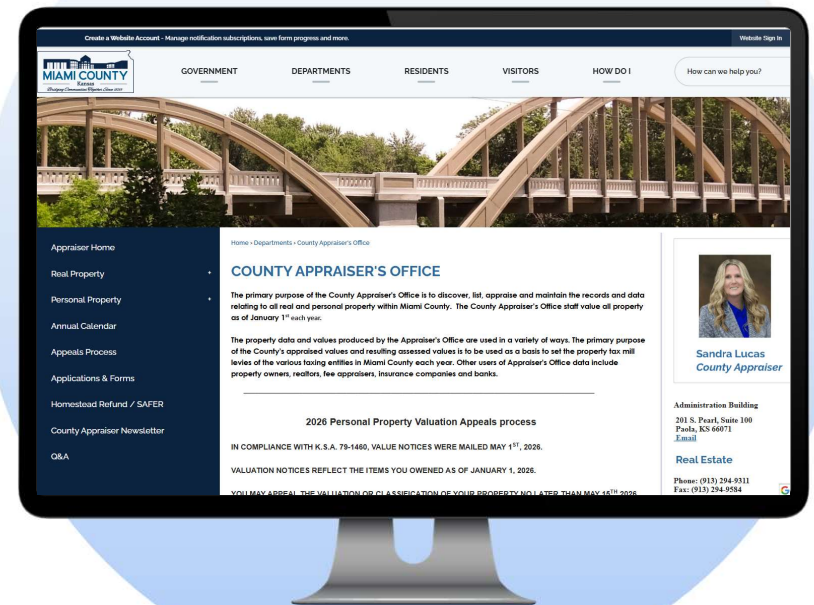
# Miami County Appeals Process

Miami County uses Microsoft Office 365. This allows me access to all the applications that are available through the Office 365 Suite. [Word](#), [Excel](#), and [Teams](#) are applications we all typically use, but have you looked at the other applications Microsoft offers? Some of you may use [OneDrive](#), [Planner](#), [SharePoint](#) and [Outlook](#), but who uses [Power BI](#), [OneNote](#), [Clipchamp](#), [Copilot](#), [Dropbox](#) or [Bookings](#)? Departments in your county may have already purchased other applications or products, that you could piggyback on and use for free, or at a minimal cost. Don't be afraid to ask. Team members that perform specific processes will have the best input on that process. I encourage staff to provide input, advise on bottleneck areas, and engage in the advancement of their day-to-day workflow.

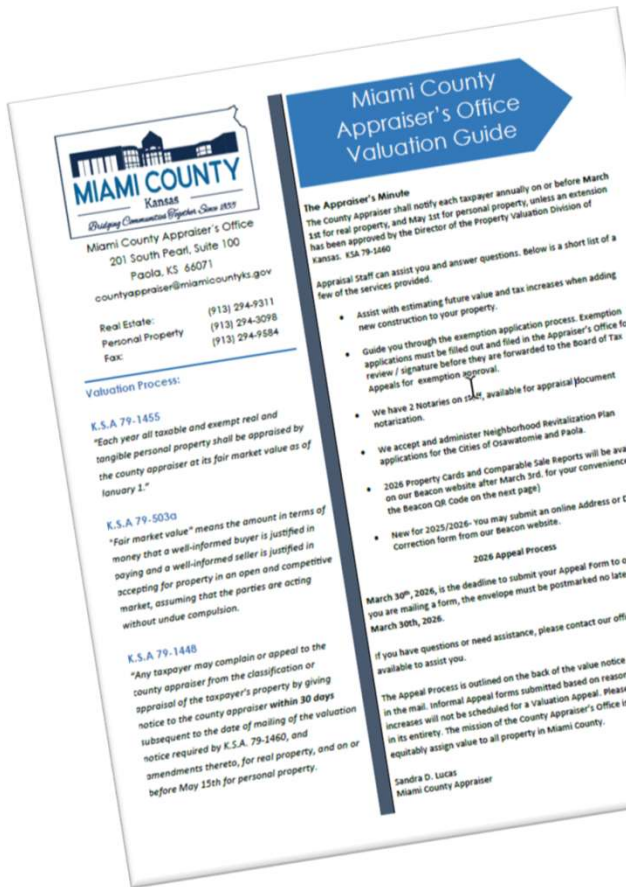
- ✓ **Why ?** *Safety, Efficiency and Convenience*
- ✓ **Expected outcome ?** *Minimize contact, Instant Form and Scheduling submittance & time savings.*
- ✓ **What resources can be used?** *Civic Plus Forms and the Microsoft Bookings Application- Both come at no cost to my budget. Interdepartmental support and Appraisal Staff input.*
- ✓ **Create a process-** *Utilize CVN for appeal instructions, County Website for link access and County email for submittal. Make sure the directions are easy to follow.*
- ✓ **Test the process-** *Do all links work as expected? Run a test scenario multiple times, check outputs, and make sure the change serves the purpose. Details matter.*
- ✓ **Implement the process-** *Change is scary! Document the process and update it when better advancements arise.*

# Miami County Appeal Form & Scheduling

- Created the Appeal Form in Civic Plus, our County Webpage vendor.
- Chose to require a user login setup, which allowed users access to other county resources and more options than a non-registered user.
- Designed the Appeal Form to ask questions similar to the paper Appeal Form.
- Setup the form to email a copy of the submitted form to the applicant and to the Appraiser's Office. Upon submittal of the form, the applicant is redirected to the Scheduling site to book a time and date for their appeal.
- Used the Microsoft Office Bookings App to build the scheduling Calendar for each staff holding appeals and for the classification type being appealed.
- The Bookings App allows users to reschedule using the confirmation email they received from the Booking App. When rescheduling occurs, the App makes the change and then notifies all parties of the schedule change.
- For incoming bulk appeal evidence, we used the Dropbox App. The Appeal form directed the appellant to email a request for a Dropbox link. This solved the difficulty of sending large items via email.



# Miami County Appeal Guide & Website Appeal Link



**Miami County Appraiser's Office Valuation Guide**

**The Appraiser's Mission**  
The County Appraiser shall notify each taxpayer annually on or before March 1st for real property, and May 1st for personal property, unless an extension has been approved by the Director of the Property Valuation Division of Kansas. K.S.A. 79-1440

Appraisal Staff can assist you and answer questions. Below is a short list of a few of the services provided.

- Assist with estimating future value and tax increases when adding new construction to your property.
- Guide you through the exemption application process. Exemption applications must be filled out and filed in the Appraiser's Office for review / signature before they are forwarded to the Board of Tax Appeals for exemption approval.
- We have 2 Notaries on staff, available for appraisal document notarization.
- We accept and administer Neighborhood Revaluation Plan applications for the Cities of Oswatomie and Paola.
- 2026 Property Cards and Comparable Sale Reports will be available on our Beacon website after March 3rd, for your convenience. (see the Beacon QR Code on the next page)
- New for 2025/2026- You may submit an online Address or Data Correction form from our Beacon website.

**2026 Appeal Process**

March 30<sup>th</sup>, 2026, is the deadline to submit your Appeal form to our office. If you are mailing a form, the envelope must be postmarked no later than March 30<sup>th</sup>, 2026.

If you have questions or need assistance, please contact our office. Staff are available to assist you.

The Appeal Process is outlined on the back of the value notice you received in the mail. Informal Appeal forms submitted based on reasons of Tax increases will not be scheduled for a Valuation appeal. Please read the form in its entirety. The mission of the County Appraiser's Office is to fairly and equitably assign value to all property in Miami County.

Sandra D. Lucas  
Miami County Appraiser

**MIAMI COUNTY Kansas**  
Building Commercial Legitimacy Since 1853

Miami County Appraiser's Office  
201 South Pearl, Suite 100  
Paola, KS 66071  
countyappraiser@miamicountyks.gov

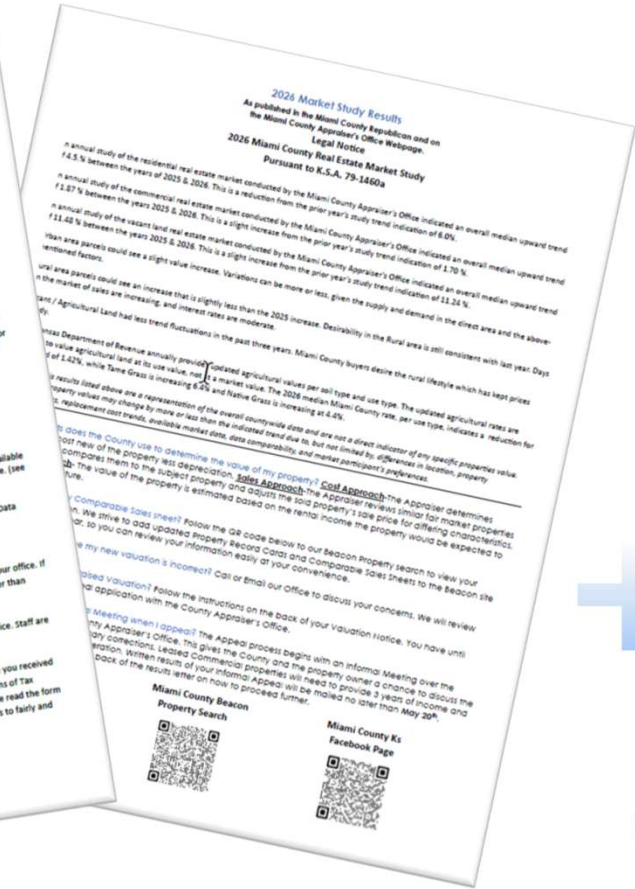
Real Estate: (913) 294-9311  
Personal Property: (913) 294-3098  
Fax: (913) 294-9584

**Valuation Process:**

K.S.A. 79-1455  
"Each year all taxable and exempt real and tangible personal property shall be appraised by the county appraiser at its fair market value as of January 1."

K.S.A. 79-503a  
"Fair market value" means the amount in terms of money that a well-informed buyer is justified in paying and a well-informed seller is justified in accepting for property in an open and competitive market, assuming that the parties are acting without undue compulsion.

K.S.A. 79-1448  
"Any taxpayer may complain or appeal to the county appraiser from the classification or appraisal of the taxpayer's property by giving notice to the county appraiser within 30 days subsequent to the date of mailing of the valuation notice required by K.S.A. 79-1460, and amendments thereto, for real property, and on or before May 15th for personal property."



**2026 Market Study Results**  
As published in the Miami County Republican and on the Miami County Appraiser's Office Website.  
Legal Notice  
2026 Miami County Real Estate Market Study  
Pursuant to K.S.A. 79-1460a

An annual study of the residential real estate market conducted by the Miami County Appraiser's Office indicated an overall median upward trend of 4.5% between the years of 2025 & 2026. This is a reduction from the prior year's study trend indication of 6.6%.

An annual study of the commercial real estate market conducted by the Miami County Appraiser's Office indicated an overall median upward trend of 2.87% between the years 2025 & 2026. This is a slight increase from the prior year's study trend indication of 1.70%.

An annual study of the vacant land real estate market conducted by the Miami County Appraiser's Office indicated an overall median upward trend of 11.48% between the years 2025 & 2026. This is a slight increase from the prior year's study trend indication of 11.24%.

Rural area parcels could see a slight value increase. Variations can be more or less, given the supply and demand in the direct area and the above-mentioned factors.

Urban area parcels could see an increase that is slightly less than the 2025 increase. Desirability in the Rural area is still consistent with last year. Days in the market of sales are increasing, and interest rates are moderate.

Agricultural Land had less trend fluctuations in the past three years. Miami County buyers desire the rural lifestyle which has kept prices for value agricultural land at its use value, not a market value. The 2026 median Miami County rate, per use type, indicates a reduction for 1.42%, while Tame Grass is increasing 6.2% and Native Grass is increasing at 4.4%.

Results listed above are a representation of the overall countywide data and are not a direct indicator of any specific properties value. Property values may change by more or less than the indicated trend due to, but not limited by, differences in location, property characteristics, neighborhood cost trends, available market data, data comparability, and market participant preferences.

Does the County use to determine the value of my property? **Cost Approach**-The Appraiser determines the fair market value of the property less depreciation. **Income Approach**-The Appraiser reviews similar fair market properties comparable them to the subject property and adjusts the sold property's sale price for differing characteristics. **Market Approach**-The value of the property is estimated based on the rental income the property would be expected to generate.

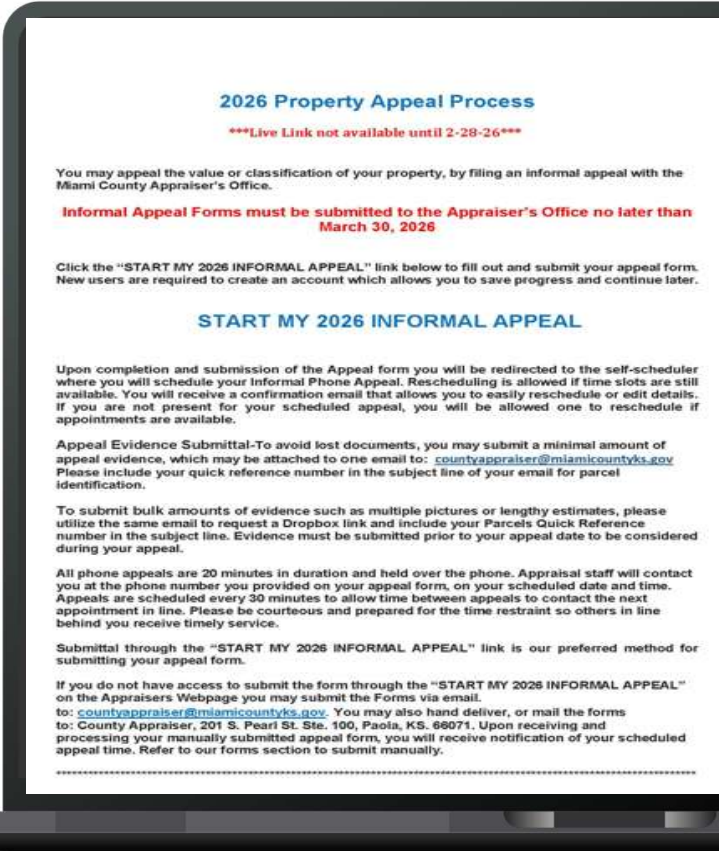
Comparable Sales sheets? Follow the QR code below to our Beacon Property Search to view your property's valuation. We strive to add updated Property Record Cards and Comparable Sales Sheets to the Beacon site so you can review your information easily at your convenience.

Is my new valuation incorrect? Call or email our office to discuss your concerns. We will review your application with the County Appraiser's Office.

Meeting when I appeal? The Appeal process begins with an informal meeting over the phone with the County Appraiser's Office. This gives the County and the property owner a chance to discuss the valuation. Licensed Commercial properties will need to provide 3 years of income and a written letter on how to proceed further.

**Miami County Beacon Property Search**

**Miami County KS Facebook Page**



**2026 Property Appeal Process**

\*\*\*Live Link not available until 2-28-26\*\*\*

You may appeal the value or classification of your property, by filing an informal appeal with the Miami County Appraiser's Office.

**Informal Appeal Forms must be submitted to the Appraiser's Office no later than March 30, 2026**

Click the "START MY 2026 INFORMAL APPEAL" link below to fill out and submit your appeal form. New users are required to create an account which allows you to save progress and continue later.

**START MY 2026 INFORMAL APPEAL**

Upon completion and submission of the Appeal form you will be redirected to the self-scheduler where you will schedule your Informal Phone Appeal. Rescheduling is allowed if time slots are still available. You will receive a confirmation email that allows you to easily reschedule or edit details. If you are not present for your scheduled appeal, you will be allowed one to reschedule if appointments are available.

Appeal Evidence Submittal-To avoid lost documents, you may submit a minimal amount of appeal evidence, which may be attached to one email to: [countyappraiser@miamicountyks.gov](mailto:countyappraiser@miamicountyks.gov). Please include your quick reference number in the subject line of your email for parcel identification.

To submit bulk amounts of evidence such as multiple pictures or lengthy estimates, please utilize the same email to request a Dropbox link and include your Parcels Quick Reference number in the subject line. Evidence must be submitted prior to your appeal date to be considered during your appeal.

All phone appeals are 20 minutes in duration and held over the phone. Appraisal staff will contact you at the phone number you provided on your appeal form, on your scheduled date and time. Appeals are scheduled every 30 minutes to allow time between appeals to contact the next appointment in line. Please be courteous and prepared for the time restraint so others in line behind you receive timely service.

Submittal through the "START MY 2026 INFORMAL APPEAL" link is our preferred method for submitting your appeal form.

If you do not have access to submit the form through the "START MY 2026 INFORMAL APPEAL" on the Appraisers Webpage you may submit the Forms via email to: [countyappraiser@miamicountyks.gov](mailto:countyappraiser@miamicountyks.gov). You may also hand deliver, or mail the forms to: County Appraiser, 201 S. Pearl St. Ste. 100, Paola, KS. 66071. Upon receiving and processing your manually submitted appeal form, you will receive notification of your scheduled appeal time. Refer to our forms section to submit manually.

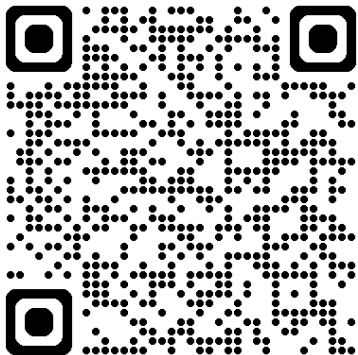
## Appeal Form

Civic Plus Appeal start page after registering for an account.

Requiring an account allowed the applicant to save progress and pick back up later if needed.

Basic schedule and technical information is given as well as dates and contact information.

Information Bars throughout to advise and guide.



### 2026 Informal Appeal Form



#### Miami County Appraiser's Office

All appeals are scheduled as phone appeals. If you have restrictions that limit you from participating in a phone appeal, you may call our office for special arrangements.

Appeal hours are Monday thru Thursday given staff availability. The self-scheduler will guide you through finding a time slot for your needs. Upon submission of your Appeal Form, you will be auto redirected to schedule your Appeal.

If you do not appeal by March 30, 2026, you can still protest the value or classification of your property when you pay your taxes in December, or by January 31st if your taxes are paid out of an escrow account or by a tax service. By law, you may only appeal your property value once each tax year at the county level.

A comprehensive guide to the appeal process in Kansas is available free of charge in the County Appraiser's Office. The guide to the appeal process can also be found at <https://ksrevenue.gov/pdf/evdappealeqnohqp.pdf>

If you have questions, please contact the Miami County Appraiser's Office.

913-294-9311

[countyappraiser@miamicountyks.gov](mailto:countyappraiser@miamicountyks.gov)

Informal Appeal Forms must be submitted to the Appraiser's Office no later than March 30, 2026.


Continue

# Appeal Form- Contact Information

## 2026 Informal Appeal Form

\* indicates a required field

### Steps

 [2026 Informal Appeal Form](#)

**2. [Contact Information](#)**

3. [Parcel Information](#)

4. [Appeal Information](#)

5. [Appeal Evidence Process](#)

6. [Declaration of Representation](#)

7. [Appeal Submittal](#)

### Contact Information

#### 2026 Informal Appeal Form

Please fill out the online appeal form. Upon submittal, you will be redirected to our online scheduling calendar.

Property Owner First Name\*

Sandra

Property Owner Last Name\*

Lucas

Appellants mailing address\*

201 s pearl Paola Ks|

Apt. or Unit number

City\*

Paola

State\*

Kansas

Zip\*

66071

Email Address for correspondence\*

slucas@miamicountyks.gov

Appellants Phone #\*

9132949311

\*\*\*Primary communication will be through the email contact you provided above.\*\*\*

[Continue](#)

| [Go Back](#)

# Appeal Form- Parcel Information

2026 Informal Appeal Form

Save Progress

\* indicates a required field

## Steps

✓ [2026 Informal Appeal Form](#)

✓ [Contact Information](#)

**3. [Parcel Information](#)**

4. [Appeal Information](#)

5. [Appeal Evidence Process](#)

6. [Declaration of Representation](#)

7. [Appeal Submittal](#)

## Parcel Information

The requested information below can be found on the Valuation Notice you received.

Parcel Number\*

1092904001005000

16 digit, numeric only.

Quick Ref ID\*

r

Today's Date\*

05/08/2026

Situs Address of appealed parcel\*

201 s pearl Paola Ks

Continue

| Go Back

# Appeal Form- Appeal Reason

2026 Informal Appeal Form

Save Progress

\* indicates a required field

## Steps

- ✓ [2026 Informal Appeal Form](#)
- ✓ [Contact Information](#)
- ✓ [Parcel Information](#)
- 4. [Appeal Information](#)**
- 5. [Appeal Evidence Process](#)
- 6. [Declaration of Representation](#)
- 7. [Appeal Submittal](#)

## Appeal Information

Appeal Reason\*

Class

Appeal Explanation\*

Large Rats in the bathtub!

Please provide a brief description of your reason for appealing the parcel value or classification. This information will assist the appeal officer in preparing for your appointment.

| [Go Back](#)

# Appeal Form- Appeal Evidence Information

2026 Informal Appeal Form

Save Progress

\* indicates a required field

## Steps

- ✓ [2026 Informal Appeal Form](#)
- ✓ [Contact Information](#)
- ✓ [Parcel Information](#)
- ✓ [Appeal Information](#)
- 5. [Appeal Evidence Process](#)**
- 6. [Declaration of Representation](#)
- 7. [Appeal Submittal](#)

## Appeal Evidence Process

### Important Appeal Process Information

*Please read all process information before continuing.*

To avoid lost documents, you may submit a minimal amount of appeal evidence, which may be attached to one email to: [countyappraiser@miamicountyks.gov](mailto:countyappraiser@miamicountyks.gov). Please include your Quick Ref Id in the subject line of the email for identification purposes. For staff to more efficiently serve you, please refrain from sending multiple evidence emails

Prepare the applicable evidence you intend to submit, such as pictures, repair estimates, building costs, comparable sales, etc. so you will be ready to submit it prior to your scheduled appeal date.

To submit bulk amounts of evidence such as multiple pictures or lengthy estimates, please utilize the same email to request a Dropbox link and include the Quick Ref ID. in the subject line. Evidence must be submitted prior to your appeal date to be considered during you're appeal.

Continue

| [Go Back](#)

# Appeal Form- Declaration of Representation

## 2026 Informal Appeal Form

Save Progress

\* indicates a required field

### Steps

- ✓ [2026 Informal Appeal Form](#)
- ✓ [Contact Information](#)
- ✓ [Parcel Information](#)
- ✓ [Appeal Information](#)
- ✓ [Appeal Evidence Process](#)
- 6. [Declaration of Representation](#)**
- 7. [Appeal Submittal](#)

### Declaration of Representation

#### Declaration of Representation

If you are not the property owner and will be representing someone you must submit a Declaration of Representative form.

Please email this form after scheduling your appeal to [countyappraiser@miamicountyks.gov](mailto:countyappraiser@miamicountyks.gov)

Are you the property owner?\*

Yes

No

Continue

| Go Back

# Appeal Form- Agree and Sign

2026 Informal Appeal Form

Save Progress

\* indicates a required field

## Steps

- ✓ [2026 Informal Appeal Form](#)
- ✓ [Contact Information](#)
- ✓ [Parcel Information](#)
- ✓ [Appeal Information](#)
- ✓ [Appeal Evidence Process](#)
- ✓ [Declaration of Representation](#)

## 7. [Appeal Submittal](#)

### Appeal Submittal

#### What to expect during your appeal.

During the Informal phone appeal, Appraisal staff will review the data on your property with you to ensure all the information such as age, style and size are correct and provide information to support the chosen value. Supplying the appraiser with supporting documentation to validate your opinion of value for the property under appeal is recommended.

#### Scheduling your Appeal

Please note the **Qualifications** of the Appraiser when you are scheduling your appointment. If you are appealing a Commercial, Exempt, or Not for Profit property, choose a Commercial Appraiser. Residential Appraisers can hold any other Class of property being appealed.

*Note: The appeal schedule allows for 30 minutes. The Appeal duration is 20 minutes with time for the Appraiser to make notes and prepare for the next appointment.*

#### Appeal Agreement

By typing your name below you agree that you are requesting a 2026 Informal Valuation Appeal.

Signature of Appellant\*

Sign Here

**Reminder, upon submitting your appeal form you will be redirected to the online scheduler to select your date and time for your appeal.**

protected by reCAPTCHA  
reCAPTCHA is changing its terms of service. [Take action.](#)



# Appeal Form Export from Civic Plus

**CIVICPLUS**  
Municipal Websites Central

HOME PAGE DASHBOARD MODULES

2026 Informal Appeal Form

SUBMISSIONS ANALYTICS

<input type="checkbox"/> ID	Submission Date	Property Owner First Name	Property Owner Last Name	Appellants mailing address	ACTIONS
<input type="checkbox"/> 4777	3/17/2026	DML PROPERIES LLC	DML PROPERIES LLC		ACTIONS
<input type="checkbox"/> 4800	3/23/2026	Dean	Harysak		ACTIONS
<input type="checkbox"/> 4802	3/23/2026	Daniel	Shepherd		ACTIONS
<input type="checkbox"/> 4801	3/23/2026	Daniel	Shepherd		ACTIONS
<input type="checkbox"/> 4790	3/19/2026	Gary	Carl		ACTIONS
<input type="checkbox"/> 4812	3/25/2026	Derek F & April D	Wendt		ACTIONS
<input type="checkbox"/> 4810	3/25/2026	Paola	Crossing		ACTIONS
<input type="checkbox"/> 4811	3/25/2026	robert	matson		ACTIONS
<input type="checkbox"/> 4758	3/11/2026	Michael	Reed		ACTIONS
<input type="checkbox"/> 4799	3/23/2026	McDowell Investments LP/June McDowell	McDowell Investments LP/June McDowell		ACTIONS
<input type="checkbox"/> 4785	3/18/2026	DENISE	WOODARD		ACTIONS
<input type="checkbox"/> 4818	3/26/2026	David	Moorman		ACTIONS
<input type="checkbox"/> 4822	3/26/2026	David & Susan	Hime		ACTIONS

# Bookings Site landing page



## Miami County Appraiser Informal Appeals

### SELECT A SERVICE

Commercial/Exempt/Not For Profit -Informal Phone Appeal

30 minutes

Residential/Farm/Vacant/Agricultu Informal Phone Appeal Appt.

Upon submission of your Appeal Form, you... [Read more](#)

30 minutes

Booking for **Commercial/Exempt/Not For Profit -Informal Phone Appeal**

# Bookings Site Date/Time selection

May 25


 DATE

 TIME

< > May 2026

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	<b>25</b>	26	27	28	29	30
31						

- 9:00 AM
- 9:30 AM
- 10:00 AM
- 11:00 AM
- 11:30 AM
- 12:00 PM
- 12:30 PM
- 2:00 PM
- 2:30 PM
- 3:00 PM

 All times are in (UTC-06:00) Central Time (US & Canada)

# Bookings Site Contact Information

## ADD YOUR DETAILS

First and last name \*

Email \*

Address \*

Phone number \*

Add any special requests

Guest email(s)

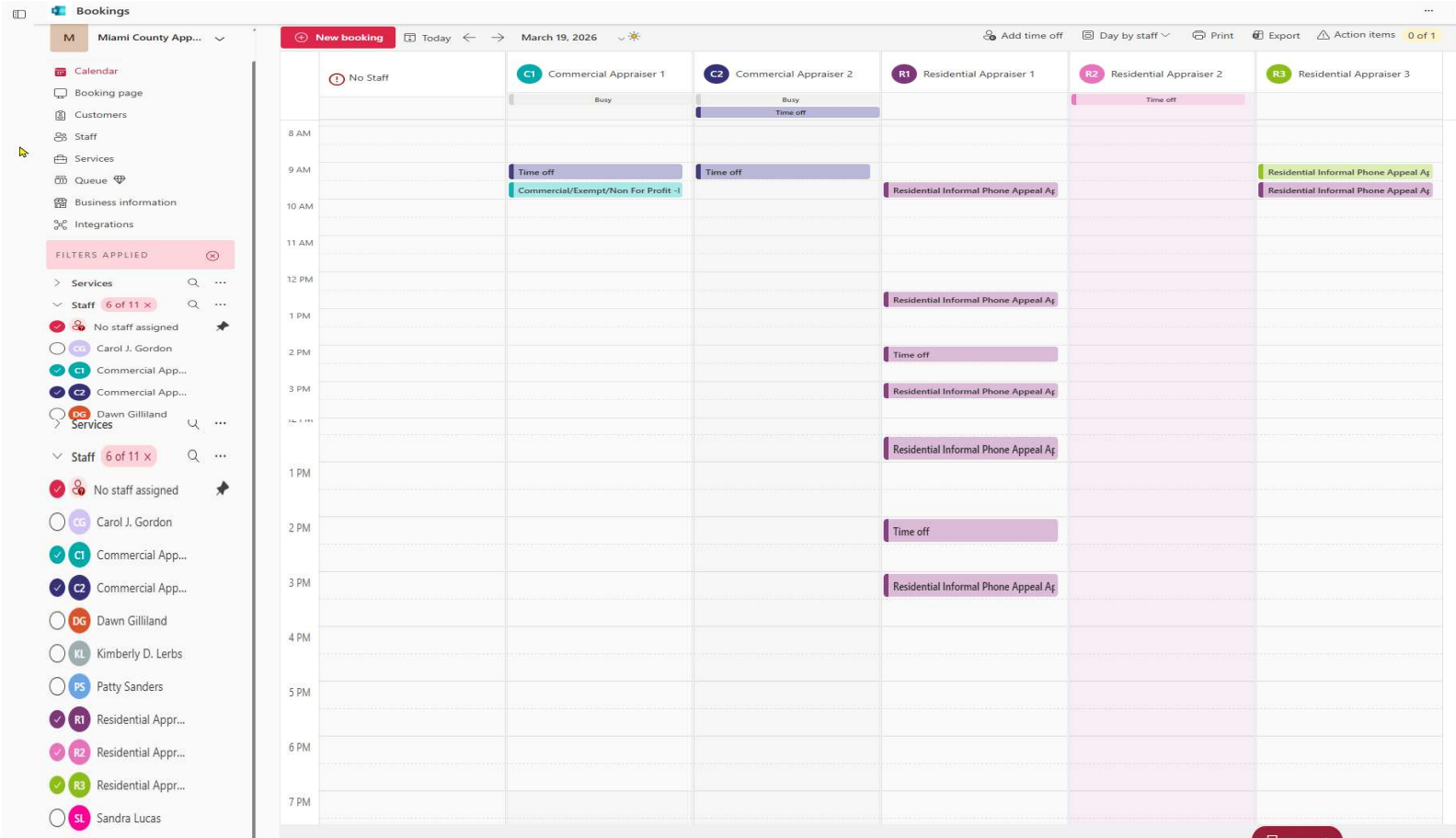
**Book**

Miami County Appraisers Office (201 S Pearl St Ste 100, Paola, KS, United States) | 913-294-9311 |

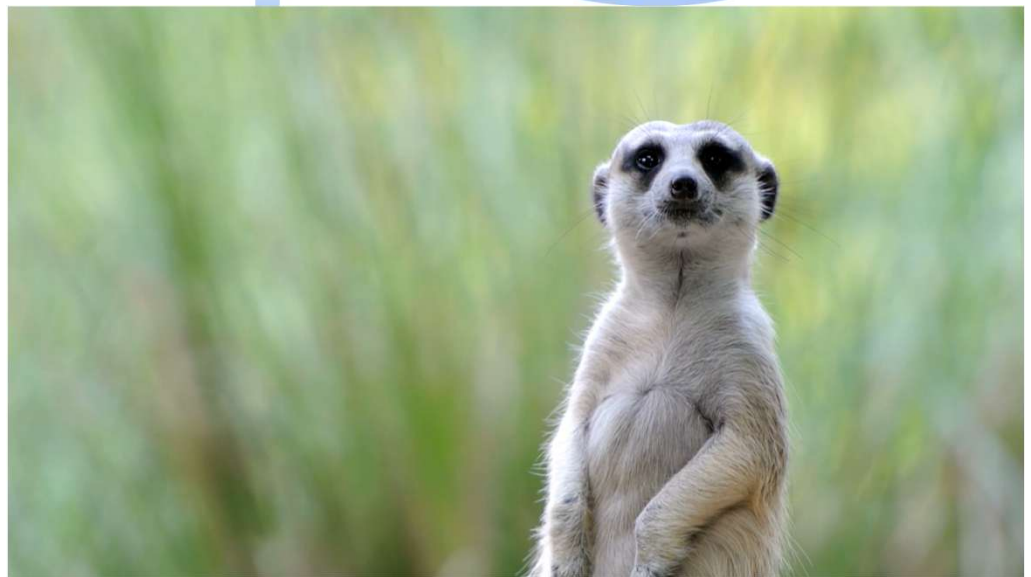
<https://www.miamicountyks.gov/138/County-Appraisers-Office>

[Terms and Conditions](#) | The Policies and Practices of Miami County Appraiser Informal Appeals apply to the use of your data

# Miami County Bookings scheduled Calendar



# Bookings Demo



# Alternative ideas for bookings

- **Waitwhile**
  - Waitwhile is a queue management and appointment scheduling app that sets up virtual waitlists.
- **Calendly**
  - Calendly is a team scheduling app that is good for organizing teams of staff.
- **Acuity**
  - Acuity is a squarespace product set up for small business scheduling.

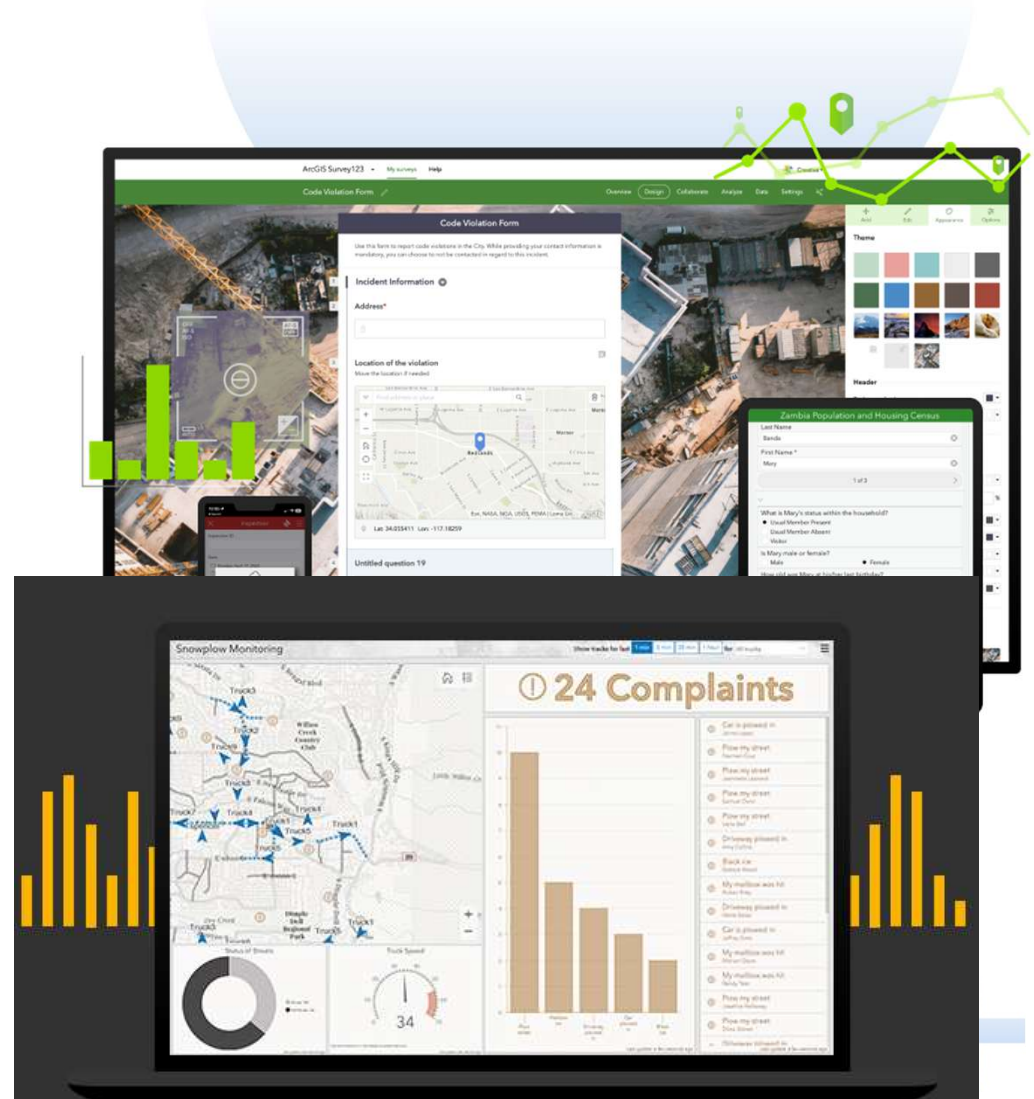


## Qualities We Looked For:

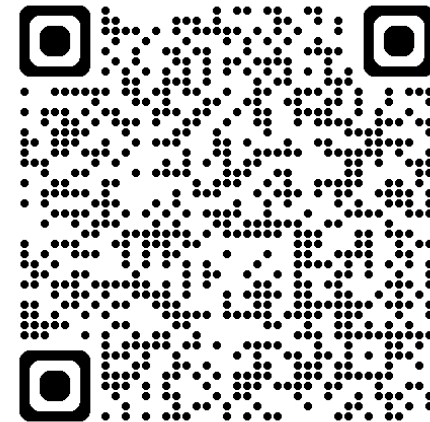
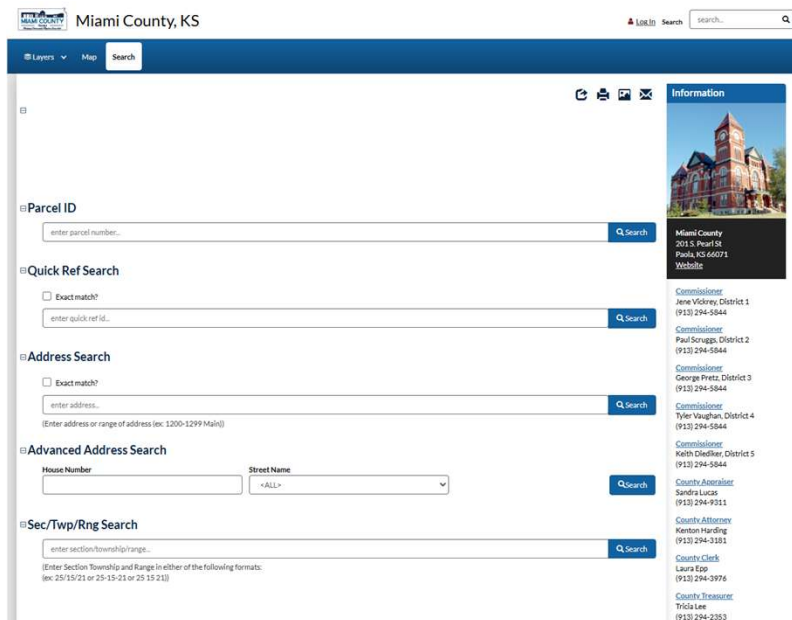
- Number of appointments allowed per pay level
- Email Verifications
- Reminder Notices and follow up emails
- End user ability to cancel and reschedule

# Use what you already have!

- ESRI
- ArcGIS Survey 123
  - Survey 123 creates forms that are accessible to the public via a link or through a map.
- ArcGIS Dashboards
  - Dashboards can help you keep all your information together and give you insights into your project to help future planning.

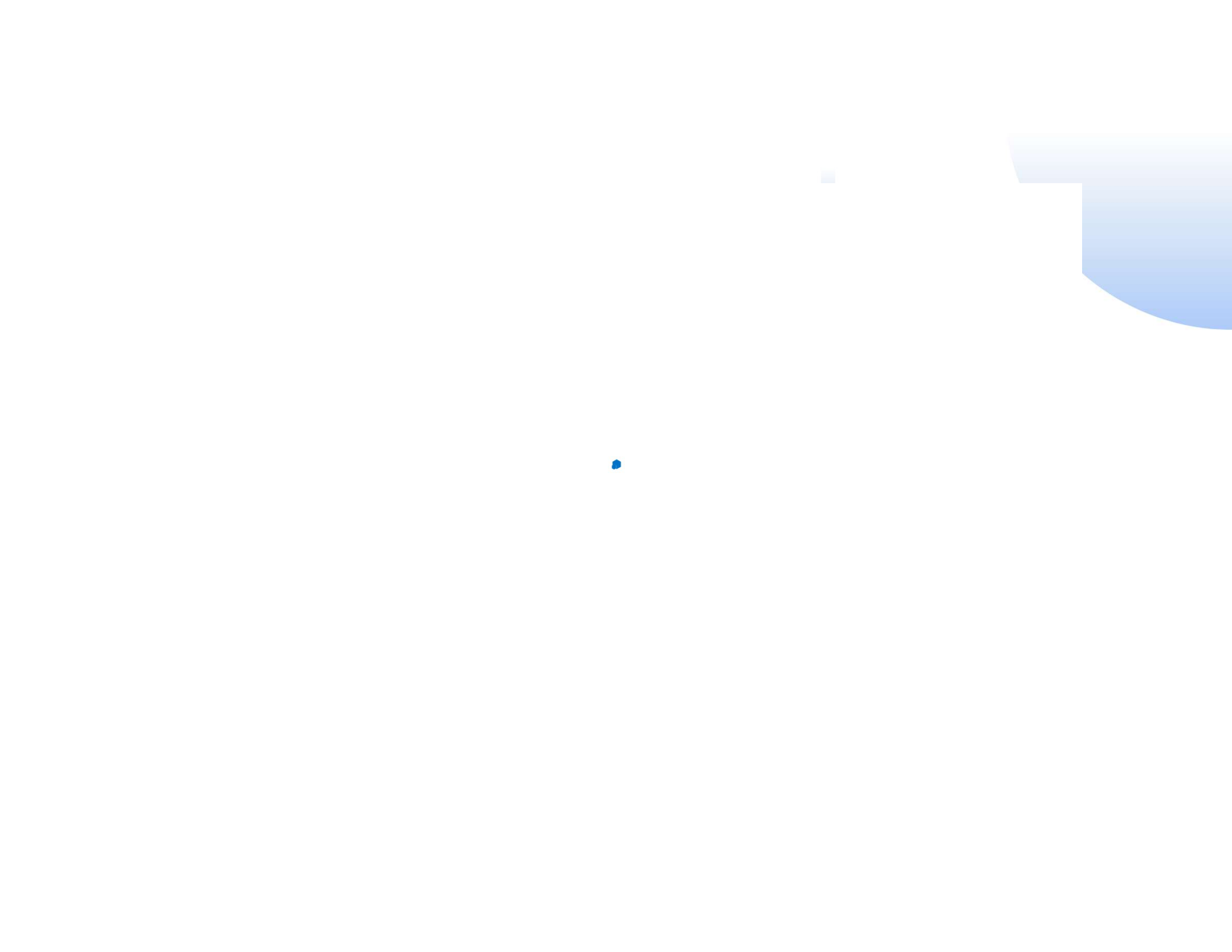


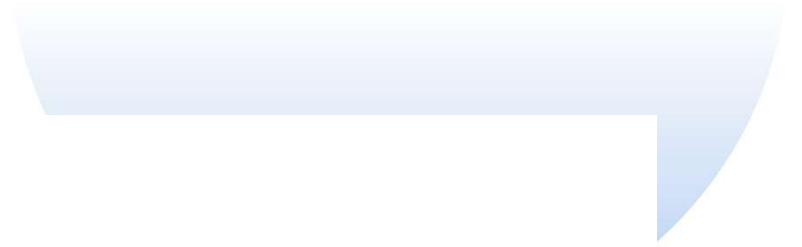
# Use what you already have!



- Beacon has built in applications and forms available and different levels of packages.
  - Appeals
  - Forms
    - Data corrections
    - Address changes
  - Advertisements











# How to find solutions

## Research ideas

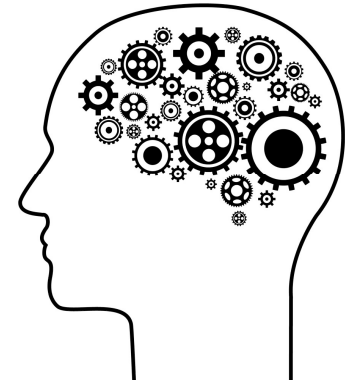
- Google search
- Youtube
- Social Media
- IAAO Library

## AI Powered Technical Troubleshooting

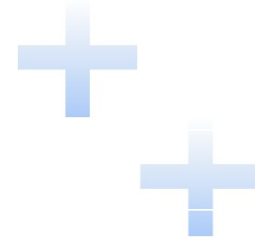
- Use as a tool to help you troubleshoot a solution.
  - Ex. "How do I get MS Bookings to send a thank you email after the scheduled appointment?"
- NEVER Share Personal Information

## Reach out to Experts

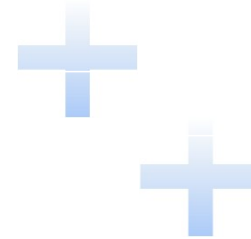
**Don't trust everything you read on the internet.**



Questions?



Thank You



If you are interested in more information or would like to share something you have been working on, please reach out.

Sandra Lucas, RMA, AAS  
*Miami County Appraiser*  
913-294-9311  
[slucas@miamicountyks.gov](mailto:slucas@miamicountyks.gov)

Carol Gordon, AAS  
*Assistant County Appraiser*  
913-294-9311  
[cgordon@miamicountyks.gov](mailto:cgordon@miamicountyks.gov)