

# CALIFORNIA ASSESSORS' ASSOCIATION

## BOARD OF DIRECTORS MEETING

### 2025 August Shared Services e-Forms 2024-25 FY Annual Update

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**DATE:** August 4th, 2025  
**FROM:** Steve Duckels, CAA Vice President/Shared Systems Committee  
**SUBJECT:** CAA Shared Services e-Forms 2024-25 FY Annual Update

A significant milestone has been reached: as of **July 1, 2025**, taxpayers have downloaded or viewed **over 24 million county-customized PDF forms** through the e-Forms system. The platform remains **fully operational 24/7/365**, providing continuous access to services. All **127 BOE and CAA forms for the 2025 lien year** were made available to taxpayers and county staff on **December 17, 2024**. Counties can now publish **127 PDF forms spanning lien years 2014 through 2025** for taxpayer access.

- **2025 Lien Year Forms** were launch on **12/17/2024**:
  - 47 participating Counties same as 2024.
  - 127 supported forms – 16 forms are new in 2025.
  - **44 new forms revisions updates and 16 newly added forms** to e-Forms.
  - 58 out of 127 follow State of California Web Accessibility Standards.
- **Lien Year Forms Revision History**:
  - **2025: 127 supported** forms with **44 forms revisions updates** and **16 new** forms added.
  - **2024: 111 supported** forms with **23 forms revisions updates** and **0 new** forms added.
  - **2023: 111 supported** forms with **29 forms revisions updates** and **0 new** forms added.
- **County Participation**:
  - **47 of 58 counties (81%)** now use e-Forms.
  - Same county participation as for the last six years.
- **General Usage Statistics**:
  - Since go-live (**01/05/2015**): **24,005,109 downloads/views** across 47 participating counties.
  - Over **67% of downloads occur after business hours**, strong taxpayer adoption of 24/7 access.
  - Recognized by the **Taxpayers' Rights Advocate** for improving after-hours public service.
- **County Downloaded Forms (All-Time)**:
  - **Orange – 1,368K downloads/views (5.70%)**.
  - **Sacramento – 801K downloads/views (3.34%)**.
  - **Alameda – 693K downloads/views (2.89%)**.
- **County Downloaded Forms (2024-25 FY)**:
  - **Orange – 183K downloads/views (3.91%, +26.8% YoY)**.
  - **Sacramento – 135K downloads/views (2.88%, +22.3% YoY)**.
  - **Kern – 132K downloads/views (2.82%, +35.6% YoY)**.
- **Fiscal Years Form Downloads/Views**:
  - **2024-25FY: 4.7M downloads (avg. 391K/month, 12,862/day) – +34% YoY, record year.**
  - **2023-24FY: 3.5M downloads (avg. 291K/month, 9,581/day) – +44% YoY.**
  - **2022-23FY: 2.4M downloads (-22.9% YoY), avg. 202K/month, 6,646/day.**
- **Most Downloaded Forms (All-Time)**:
  - **BOE-502-A – Preliminary Change of Ownership Report - 1.4M downloads (5.89%)**.
  - **BOE-58-AH – Claim for Reassessment Exclusion (Parent/Child) – 719K downloads (3.00%)**.
  - **BOE-266 – Homeowners' Property Tax Exemption Claim - 628 downloads (2.62%)**.
- **Most Downloaded Forms (2024-25 FY)**:
  - **BOE-502-A – Preliminary Change of Ownership Report - 187K downloads (3.99%, +12% YoY)**.
  - **BOE-266 – Homeowners' Property Tax Exemption Claim - 134K downloads (2.86%, +11% YoY)**.
  - **BOE-502-D – Change in Ownership (Death of Owner) - 95K downloads (2.04%, +16% YoY)**.
- **Prop 19 Forms**:
  - Downloads grew from **2.03% (2020-21) → 4.42% (2021-22) → 5.94% (2022-23) → 5.34% (2023-24) → 4.83% (2024-25)**. **BOE-19-P** ranking: #16 (2024-25) vs. #7 (2023-24 & 2022-23) vs. #19 (2021-22).
- **Simultaneous County Updates**:
  - All **44 BOE form revisions for 2025** were updated simultaneously across all **47** participating counties, ensuring consistency.
  - This includes automatic injections for various state income limits based on selected county for 8 BOE Forms that required county-based income limits.

## E-FORMS 2024-25 FY SUPPORT AND OPERATIONS SCHEDULE:

Part of the e-Forms 2024-25 FY support is to include all new forms revisions for all 127 supported forms and add any new assessor requested forms. The following is the updated completed schedule for the e-Forms project support for 2024-25 FY.

#	Date	Description	Status
1	10/25/2024	All new forms to be added for 2024 lien year to e-Forms environment must be submitted to support team for effort evaluation.	<a href="#">Completed</a>
2	11/01/2024	e-Forms support team will complete effort evaluation and provide <u>Coordinating Assessor</u> an effort report with all forms that can be added within the 2024-25 FY estimated budget.	<a href="#">Completed</a>
3	11/05/2024	<b>All new BOE forms revision changes are frozen. Only revision changes available on BOE assessor web site accessed by <u>Coordinating Assessor</u> by this date will be added to e-Forms portal to be ready for county consumption by 12/15/2024. Any new forms revisions submitted by BOE or CAA after this date will be available after 01/01/2025.</b>	<a href="#">Completed</a>
4	11/10/2024	<u>Coordinating Assessor</u> will provide e-Forms support team with all new forms revisions PDFs to be available in 2025 for analysis and comment.	<a href="#">Completed</a>
5	11/15/2024	e-Forms support team will conclude the analysis of the new 2025 forms revisions and report any impact items to <u>the Coordinating Assessor</u> .	<a href="#">Completed</a>
6	11/25/2024	All counties 2024 income limits for forms: BOE-267-L1, BOE-236-A, BOE 267 L-A, BOE-267-L, BOE-267-H-A, BOE-267-H, BOE-237-A must be submitted to the e-Forms support team to be uploaded into the e-Forms environments for 2025 lien year.	<a href="#">Completed</a>
7	12/01/2024	All counties that want to provide an excel file with forms headers and forms usage for 2025 must submit the forms spreadsheet by this date to e-Forms support team. This data will be used for both TEST and PRODUCTION system for 2025. If counties do not provide a 2025 spreadsheet, the same headers and forms will be used as in 2024.	<a href="#">Completed</a>
8	<u>12/15/2024</u>	<u>2025 e-Forms TEST</u> site will be set up with all new 2025 forms revisions for counties users to review and provide feedback.	<a href="#">Completed</a>
9	<u>12/15/2024</u>	<b><u>2025 e-Forms Production Site will be set up per final headers and forms usage you provided. If no changes were provided, 2024 data will be used.</u></b>	<a href="#">Completed</a>
10	12/25/2024	All countries' final feedback and 2025 headers and form usage must be provided to the e-Forms support team. If 2025 headers file and form usage is not provided, the e-Forms Production will be set up with the same data and profiles used in previous year.	<a href="#">Completed</a>
11	01/01/2025	All 2025 Lien Forms will be the default form set to taxpayers to download	<a href="#">Completed</a>
12	07/01/2024 – 06/30/2025	Operations and Helpdesk Support is continually in progress 24/7/365.	<a href="#">Completed</a>

**Note:** Most important dates are in **bold**.

## E-FORMS 2024-25 FY TAXPAYERS' PORTAL RELEASE SCHEDULE

e-Forms Taxpayers' Portal had a total of **43** releases over 2015-25 (11) fiscal years. For 2024-25 FY we had 4 scheduled releases for e-Forms Taxpayers' Portal as seen below:

#	Release	Description	Status
40	<b>R 1.10.0</b> <b>2024-12-15</b> <b>Scheduled</b>	<b>2025 e-Forms Go Live (40th release)</b> <b>all completed 2025 e-Forms assets and features release including e-Signature Provider basic support</b>	<u>Completed</u>
41	R 1.10.1 2025-01-15 Scheduled	2025 e-Forms Improvements and Fixes (41st release) FIX: various bugs and issues IMP: updates to assessor info and county logos	<u>Completed</u>
42	R 1.10.2 2025-02-01 Scheduled	2025 e-Forms Improvements and Fixes (42nd release) IMP: Azure Infrastructure Upgrades to reduce costs	<u>Completed</u>
43	R 1.10.3 2025-03-01 Scheduled	2025 e-Forms Improvements and Fixes (43rd release) IMP: Azure Infrastructure Upgrades to reduce costs	<u>Completed</u>

**Note:** Most important releases are in **bold**.

## E-FORMS 2024-25 FY COUNTIES' PORTAL RELEASE SCHEDULE

e-Forms Counties' Portal had a total of **45** releases over 2015-25 fiscal (11) years. For 2024-25 FY we had 4 scheduled releases for e-Forms Counties' Portal as seen below:

#	Release	Description	Status
42	<b>R 1.10.0</b> <b>2024-12-15</b> <b>Scheduled</b>	<b>2025 e-Forms Go Live (42nd release)</b> <b>all completed 2025 e-Forms assets and features release including e-Signature Provider basic support for County Portal</b>	<u>Completed</u>
43	R 1.10.1 2025-01-15 Scheduled	2025 e-Forms Improvements and Fixes (43rd release) FIX: various bugs and issues IMP: updates to assessor info and county logos	<u>Completed</u>
44	R 1.10.2 2025-02-01 Scheduled	2025 e-Forms Improvements and Fixes (44th release) IMP: Azure Infrastructure Upgrades to reduce costs	<u>Completed</u>
45	R 1.10.3 2025-03-01 Scheduled	2025 e-Forms Improvements and Fixes (45th release) IMP: Azure Infrastructure Upgrades to reduce costs	<u>Completed</u>

**Note:** Most important releases are in **bold**.

## E-FORMS DEVELOPMENT OVERVIEW

The e-Forms support team successfully fine-tuned our Azure Cloud System to achieve significant cost savings for the 2023-24 fiscal year without any loss in performance. Consequently, we reduced Azure Data Center costs for e-Forms from \$8,162 in 2022-23 to \$7,755 in 2023-24, resulting in a **5.2% reduction**. This follows a previous **reduction of 15%** in the prior fiscal year, culminating in a total reduction of **19.1% over two years**, surpassing our initial target of 10-15%, while in 10% YoY industry uptrend for azure data centers costs in the last 2 years.

e-Forms development team completed basic integration with e-Signature providers i.e., DocuSign or SignEx. This effort was completed in the last quarter of 2023-24 FY and was deployed to production 01/01/2025. This provides counties with the ability to provide taxpayers with a link to the county's self-managed e-Signature Providers. Please contact e-Forms support via [webmaster@capropeforms.org](mailto:webmaster@capropeforms.org) or phone [714-883-1030](tel:714-883-1030) to schedule a demo or a training session.

Out of scope work for 6 forms that use county specific income limits was completed and successfully deployed without any additional costs to CAA shared services.

- Revisions to existing forms:
  - BOE-267-L, Welfare Exemption Supplemental Affidavit, Housing-Lower Income Households
  - BOE-267-L1, Welfare Exemption Supplemental Affidavit, Low-Income Housing Property of Limited Partnership
  - BOE-267-L3, Welfare Exemption Supplemental Affidavit, Households Exceeding Low-Income Limits – "Over-Income" Tenant Data (140% AMI)
  - BOE-267-L-A, Lower Income Households Family Household Income Reporting Worksheet (140% AMI)
- New Forms:
  - BOE-267-L4, Welfare Exemption Supplemental Affidavit, Households Exceeding Low-Income Limits - "Over-Income" Tenant Data (100% AMI)
  - BOE-267-L-B, Lower Income Households Family Household Income Reporting Worksheet (100% AMI)

e-Forms 1.0 launched in January 2015 and end the end of 2025, has successfully completed 11 years of uninterrupted operations. e-Forms 1.0 is now approaching its next upgrade cycle to e-Forms 2.0.

We recommend budgeting for e-Forms 2.0 starting with 2025–26 fiscal year. In 2025-26 fiscal year, CAA approved a minimal update to e-Forms 1.0 to extend its end-of-life by 2–3 operational years. However, starting 2029, e-Forms 2.0 should be live and fully operational.

Investing in e-Forms 2.0 is critical to maintaining system reliability, security, and compliance while supporting continued growth in taxpayer demands. As e-Forms 1.0 nears end-of-life, operational risks—such as outdated cloud infrastructure, escalating maintenance costs, and reduced vendor support—will increase. Early budgeting ensures a seamless transition, avoids emergency funding, and positions CAA to leverage modern cloud efficiencies, improved performance, and enhanced scalability.

By planning for e-Forms 2.0 post-2025 operational year, we align with industry the best practices for system lifecycle management, mitigate risk from rising Azure costs, and safeguard continuity for over a decade of future filing seasons. This proactive approach ensures the platform is live and stable by the 2029 operational year while maximizing ROI and minimizing disruption. e-Forms 3.0 should include an online form filing a demanded taxpayer and counties feature. In 2017 the development team has completed the e-Forms User Interface skins concepts (<http://caa-eforms-ux.moderniconcepts.com/>), PDF form fields analysis and PDF form filing analysis activities.

## IMPACT ITEMS

1. **e-Forms 1.0 (current) requires an upgrade to extend the end-of life 2-3 years.** The Modern iConcepts development team analyzed .NET framework options to ensure compatibility with all third-party components and latest supported versions .NET frameworks. To minimize costs, the team recommends an **initial minimal upgrade for a flat fee of \$75,000** to .NET Framework Classic 4.8.1—still supported by Microsoft—before transitioning to the modern .NET platform as part of the e-Forms 2.0 effort. See effort details under “**E-FORMS 1.0 MINIMAL UPGRADE**” section.
2. **The deadline of 04/24/2026 for WCAG 2.1 Level AA compliance** directly impacts the design and delivery of CAA Shared services e-Forms by requiring accessible interfaces, clear navigation, and compatibility with assistive technologies. Meeting these standards ensures legal compliance, reduces the risk of accessibility-related complaints, and improves usability for all users, including those with disabilities. **To meet the deadline, we estimate efforts of \$125,000-\$175,000 for bare minimum compliance of the e-Forms Taxpayers website only. The development team will provide a more precise and detailed scope of work by 9/15/2025 for the CAA to review and approve by 10/15/2025 with various cost options.**

## E-FORMS 1.0 MINIMAL UPGRADE – APPROVED

Microsoft currently supports two separate and incompatible .NET tracks. E-Forms 1.0 was built on the classic .NET Framework 4.5.2, which was the standard in 2014. In 2015, Microsoft introduced a new .NET track—now at version 9.0—which is not backward compatible. The latest version of the classic track, .NET 4.8.1, remains fully supported with no announced end-of-support date as of July 2025.

Migrating E-Forms 1.0 to the new .NET track would require triple the effort due to incompatibility. Therefore, Modern iConcepts recommends aligning this transition with the future development of e-Forms 2.0.

For FY 2025–26, Modern iConcepts recommends a minimal upgrade of the E-Forms 1.0 Taxpayer and County Portals to .NET Framework 4.8.x. This ensures continued stability and support under Microsoft’s classic .NET lifecycle, extending the usable life of e-Forms 1.0 a few more years beyond 2025.

As a cost saving, MiC team recommends first conduct a minimum upgrade to .NET Framework Classic 4.8.1, version that Microsoft still supports for the foreseeable future, and later switch tracks to the new .NET track with e-Forms 2.0 development effort.

This upgrade costs a flat fee of **\$75,000** with 3 main efforts with individual deliveries and payments:

1. **e-Forms 1.0 Azure SQL Database Upgrade to latest stable Azure SQL Database [1st PRIORITY]**
  - a. Database Data and Stored Procedures Clean Up, Configuring and Tuning
  - b. Estimated Completion Date: **12/31/2025 (approved in June 2025)**
  - c. Estimated Cost: **\$15,000**
2. **e-Forms 1.0 Taxpayer Portal Web App Minimum Upgrade: [2nd PRIORITY]**
  - a. Upgrade from .NET 4.5.2 (Microsoft Support Ended) to .NET 4.8.x (Microsoft Open Support)
  - b. Upgrade the Code Solution to the latest compatible version of Visual Studio
  - c. Upgrade the 3rd Party Components to the latest compatible available components if allowed
  - d. Estimated Completion Date: **12/31/2025 (approved in June 2025)**
  - e. Estimated Cost: **\$35,000**

**3. e-Forms 1.0 County Portal Web App Minimum Upgrade: [3rd PRIORITY]**

- a. Upgrade from .NET 4.5.2 (Microsoft Support Ended) to .NET 4.8.x (Microsoft Open Support)
- b. Upgrade the Code Solution to the latest compatible version of Visual Studio
- c. Upgrade the 3rd Party Components to the latest compatible available components if allowed
- d. Estimated Completion Date: **12/31/2025 (approved in June 2025)**
- e. Estimated Cost: **\$25,000**

**WCAG 2.1 LEVEL AA MINIMAL COMPLIANCE – NOT APPROVED**

This effort aims to upgrade the CAA Shared e-Forms taxpayer website to achieve minimum compliance with WCAG 2.1 Level AA standards by the compliance deadline of April 24, 2026. The scope includes auditing, redesigning, and remediating all digital content, forms, and associated assets to ensure accessibility for users of all abilities, while maintaining functional integrity and security of the platform. The initial estimate for this effort is **\$125,000-\$175,000 for bare minimum certified compliance of the e-Forms Taxpayers website only. The development team will provide more precise and detailed scope of work by 9/15/2025 for the CAA to review and approve by 10/15/2025.**

**SUMMARY**

This system provides a statewide consistent on-line service for all taxpayers and county users. By providing this system we have enhanced how taxpayers can communicate and get services from Assessor departments now and into the future using modern technologies. This system by its use statistics is demonstrating taxpayers' interest and acceptance. **See Appendices A to J: e-Forms Usage Statistics.**

e-Forms 1.0 launched in January 2015 and end the end of 2025, has successfully completed 11 years of uninterrupted operations. e-Forms 1.0 is now approaching its next upgrade cycle to e-Forms 2.0.

We recommend budgeting for e-Forms 2.0 starting with 2025–26 fiscal year. In 2025-26 fiscal year, CAA approved a minimal update to e-Forms 1.0 to extend its end-of-life by 2–3 operational years. However, starting 2029, e-Forms 2.0 should be live and fully operational.

Investing in e-Forms 2.0 is critical to maintaining system reliability, security, and compliance while supporting continued growth in taxpayer demands. As e-Forms 1.0 nears end-of-life, operational risks—such as outdated cloud infrastructure, escalating maintenance costs, and reduced vendor support—will increase. Early budgeting ensures a seamless transition, avoids emergency funding, and positions CAA to leverage modern cloud efficiencies, improved performance, and enhanced scalability.

e-Forms are a major cost savings project for Assessors and BOE and a major shared service facility statewide. We hope you are taking advantage of the ability to save your taxpayers' time and reduce your department costs.

Thank you everyone on behalf of the Ad-Hoc Committee for your unwavering help and understanding. Our shared systems are stable, and we are moving forward.

**Steve Duckels, CAA Vice President, administrator of the Shared System Agreement**  
**ct: CAA subcommittee on Shared Services**

## APPENDIX A: E-FORMS USAGE STATISTICS AS 07/01/2025

A significant milestone has been reached: as of **July 1, 2025**, taxpayers have downloaded or viewed **over 24 million county-customized PDF forms** through the e-Forms system. The platform remains **fully operational 24/7/365**, providing continuous access to services. All **127 BOE and CAA forms for the 2025 lien year** were made available to taxpayers and county staff on **December 17, 2024**. Counties can now publish **127 PDF forms spanning lien years 2014 through 2025** for taxpayer access.

- **2025 Lien Year Forms** were launch on **12/17/2024**:
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  - **16 newly added forms** to e-Forms.
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  - **2024: 111 supported** forms with **23 forms revisions updates** and **0 new** forms added.
  - **2023: 111 supported** forms with **29 forms revisions updates** and **0 new** forms added.
  - **2022: 111 supported** forms with **33 forms revisions updates** and **0 new** forms added.
  - **2021: 111 supported** forms with **40 forms revisions updates** and **20 new** forms added.
  - **2020: 91 supported** forms with **21 forms revisions updates** and **0 new** forms added.
- County Participation:
  - **47 of 58 counties (81%)** now use e-Forms.
  - Same county participation as for the last six years.
  - On average, the 47 counties publish **107 forms**, ranging from a low of 66 to a high of 126.
- General Usage Statistics:
  - Since go-live (**01/05/2015**): **24,005,109 downloads/views** across 47 participating counties.
  - Over **67% of downloads occur after business hours**, strong taxpayer adoption of 24/7 access.
  - Recognized by the **Taxpayers' Rights Advocate** for improving after-hours public service.
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  - **Yolo – 123K downloads/views (2.63%, +37.1% YoY).**
  - **Amador – 121K downloads/views (2.58%, +41.8% YoY).**
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  - **2022-23FY:** 2.4M downloads (**-22.9% YoY**), avg. **202K/month, 6,646/day.**
  - **2021-22FY:** 3.1M downloads (**-11.1% YoY**), avg. **262K/month, 8,629/day.**
  - **2020-21FY:** 3.5M downloads (**+86.9% YoY**), avg. **295K/month, 9,706/day.**
- Most Downloaded Forms (All-Time):
  - **BOE-502-A – Preliminary Change of Ownership Report - 1.4M downloads/views (5.89%).**
  - **BOE-58-AH – Claim for Reassessment Exclusion (Parent/Child) – 719K downloads/views (3.00%).**
  - **BOE-266 – Homeowners' Property Tax Exemption Claim - 628 downloads/views (2.62%).**

- **BOE-502-D** – Change in Ownership (Death of Owner) – **607K downloads/views (2.53%).**
- **CAA-FC01** – Change Of Mailing Address – **478K downloads/views (1.99%).**
- Most Downloaded Forms (2024-25 FY):
  - **BOE-502-A** – Preliminary Change of Ownership Report - **187K downloads (3.99%, +12% YoY).**
  - **BOE-266** – Homeowners' Property Tax Exemption Claim - **134K downloads (2.86%, +11% YoY).**
  - **BOE-502-D** – Change in Ownership (Death of Owner) - **95K downloads (2.04%, +16% YoY).**
  - **BOE-58-AH** – Claim for Reassessment Exclusion (Parent/Child) – **77K downloads (1.64%, +26% YoY).**
  - **BOE-261-G** – Claim For Disabled Veterans' Tax Exemption – **76K downloads (1.62%, +25% YoY).**
- Prop 19 Forms:
  - Downloads grew from **2.03% (2020-21) → 4.42% (2021-22) → 5.94% (2022-23) → 5.34% (2023-24) → 4.83% (2024-25).**
  - **BOE-19-P** ranking: #16 (2024-25) vs. #7 (2023-24 & 2022-23) vs. #19 (2021-22).
- County Support Emails and Tickets:
  - **2024-25 FY:** 476 total emails a -66% reduction year over year.
  - **2023-24 FY:** 1,382 total emails a +636% increase year over year.
  - **2022-23 FY:** 187 total emails a -28% reduction year over year.
  - **2021-22 FY:** 261 total emails a -18% reduction year over year.
  - **2020-21 FY:** 318 total emails a -2% reduction year over year.
- Taxpayers Support Emails and Tickets:
  - **2024-25 FY:** 1,022 total emails a +74% increase year over year.
  - **2023-24 FY:** 588 total emails a +2457% increase year over year.
  - **2022-23 FY:** 23 total emails a -90% reduction year over year.
  - **2021-22 FY:** 225 total emails a -40% reduction year over year.
  - **2020-21 FY:** 375 total emails a +19% increase year over year.
- Other Support Emails and Tickets:
  - **2024-25 FY:** 211 total emails a +174% increase year over year.
  - **2023-24 FY:** 77 total emails a -56% reduction year over year.
  - **2022-23 FY:** 174 total emails a -73% reduction year over year.
  - **2021-22 FY:** 633 total emails a -59% reduction year over year.
  - **2020-21 FY:** 1528 total emails a +55% increase year over year.
- Simultaneous County Updates:
  - All **44 BOE form revisions for 2025** were updated simultaneously across all **47** participating counties, ensuring consistency.
  - This includes automatic injections for various state income limits based on selected county.
  - 8 BOE Forms that required county-based income limits:
    1. BOE-236-A:SUPPLEMENTAL AFFIDAVIT FOR BOE-236 HOUSING — LOWER-INCOME HOUSEHOLDS ELIGIBILITY BASED ON FAMILY HOUSEHOLD INCOME (YEARLY FILING)
    2. BOE-267-H:WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, HOUSING – ELDERLY OR HANDICAPPED FAMILIES
    3. BOE-267-H-A:ELDERLY OR HANDICAPPED FAMILIES FAMILY HOUSEHOLD INCOME REPORTING WORKSHEET
    4. BOE-267-L:WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, HOUSING — LOWER INCOME HOUSEHOLDS
    5. BOE-267-L1:WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, LOW-INCOME HOUSING PROPERTY OF LIMITED PARTNERSHIP
    6. BOE-267-L-A:LOWER INCOME HOUSEHOLDS FAMILY HOUSEHOLD INCOME REPORTING WORKSHEET
    7. BOE-237-A:SUPPLEMENTAL AFFIDAVIT FOR BOE-237 HOUSING — LOWER-INCOME HOUSEHOLDS ELIGIBILITY BASED ON FAMILY HOUSEHOLD INCOME (YEARLY FILING)
    8. BOE-267-L-B:LOWER INCOME HOUSEHOLDS FAMILY HOUSEHOLD INCOME REPORTING WORKSHEET (100% AMI)

## APPENDIX B: COUNTY PARTICIPATION FOR 2024-25 FY

Below are the Statewide Counties' participation details for the 11 fiscal years:

		Contract - 2015-2018 (3 yrs)			Contract - 2018-2020 (2 yrs)		Contract - 2020-2022 (2 yrs)		Contract - 2022-2024 (2 yrs)		Contract - 2024-2026 (2 yrs)	
	Totals	43	44	44	44	47	47	47	47	47	47	48
		2015-16 FY Operations	2016-17 FY Operations	2017-18 FY Operations	2018-19 FY Operations	2019-20 FY Operations	2020-21 FY Operations	2021-22 FY Operations	2022-23 FY Operations	2023-24 FY Operations	2024-25 FY Operations	2025-26 FY Operations
Code	County	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
		e-Forms	e-Forms	e-Forms	e-Forms	e-Forms	e-Forms	e-Forms	e-Forms	e-Forms	e-Forms	e-Forms
1	Alameda	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
2	Alpine	No	No	No	No	No	No	No	No	No	No	No
3	Amador	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Butte	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5	Calaveras	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
6	Colusa	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
7	Contra Costa	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
8	Del Norte	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
9	El Dorado	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10	Fresno	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
11	Glenn	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
12	Humboldt	No	No	No	No	No	No	No	No	No	No	No
13	Imperial	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
14	Inyo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
15	Kern	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
16	Kings	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
17	Lake	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
18	Lassen	No	No	No	No	No	No	No	No	No	No	No
19	Los Angeles	No	No	No	No	No	No	No	No	No	No	No
20	Madera	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
21	Marin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
22	Mariposa	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
23	Mendocino	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
24	Merced	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
25	Modoc	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
26	Mono	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
27	Monterey	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
28	Napa	No	No	No	No	No	No	No	No	No	No	No
29	Nevada	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
30	Orange	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
31	Placer	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
32	Plumas	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
33	Riverside	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
34	Sacramento	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
35	San Benito	No	No	No	No	No	No	No	No	No	No	No
36	San Bernardino	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
37	San Diego	No	No	No	No	No	No	No	No	No	No	No
38	San Francisco	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
39	San Joaquin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
40	San Luis Obispo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
41	San Mateo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
42	Santa Barbara	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
43	Santa Clara	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
44	Santa Cruz	No	No	No	No	No	No	No	No	No	No	No
45	Shasta	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
46	Sierra	No	No	No	No	No	No	No	No	No	No	No
47	Siskiyou	No	No	No	No	No	No	No	No	No	No	No
48	Solano	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
49	Sonoma	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
50	Stanislaus	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
51	Sutter	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
52	Tehama	No	No	No	No	No	No	No	No	No	No	Yes
53	Trinity	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
54	Tulare	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
55	Tuolumne	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
56	Ventura	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
57	Yolo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
58	Yuba	No	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Totals		43	44	44	44	47	47	47	47	47	47	48

**Note:** YoY changes are marked in blue.

## APPENDIX C: COUNTY FORMS DOWNLOADS AS OF 07/01/2025

### Forms Downloads Per County Per Year Downloaded

#	Code	County	e-Forms Participation	Year 2025	Year 2024	Year 2023	Year 2022	Year 2021	Year 2020	Year 2019	Year 2018	Year 2017	Year 2016	Year 2015	Total	% of Total
1	30	Orange	Yes	105,390	156,325	115,553	130,317	163,900	155,771	130,051	136,388	103,482	89,221	82,058	1,368,456	5.70%
2	34	Sacramento	Yes	80,105	118,686	83,114	92,773	105,829	84,334	61,138	62,123	48,268	37,118	27,730	801,218	3.34%
3	1	Alameda	Yes	66,297	96,802	70,243	74,827	88,332	80,122	58,006	53,910	39,108	35,468	30,365	693,480	2.89%
4	38	San Francisco	Yes	60,247	103,766	74,338	76,958	94,846	71,777	53,735	57,494	42,008	32,202	20,256	687,627	2.86%
5	15	Kern	Yes	79,230	109,899	73,326	79,309	93,812	71,363	48,272	45,245	25,200	22,091	8,644	656,391	2.73%
6	43	Santa Clara	Yes	58,411	89,591	58,116	75,189	82,625	66,664	51,353	50,460	35,292	33,615	30,907	632,223	2.63%
7	36	San Bernardino	Yes	64,222	91,696	71,242	73,037	76,948	60,980	49,110	44,612	31,456	34,192	26,714	624,209	2.60%
8	3	Amador	Yes	75,044	93,011	67,209	72,556	93,172	72,161	44,831	45,399	24,523	14,319	7,788	610,013	2.54%
9	20	Madera	Yes	72,914	94,209	60,125	73,695	90,657	66,807	42,186	39,758	24,927	17,236	10,210	592,724	2.47%
10	27	Monterey	Yes	65,255	87,135	53,427	75,997	91,267	68,419	42,240	42,764	28,716	23,708	12,281	591,209	2.46%
11	42	Santa Barbara	Yes	65,801	95,067	54,749	71,187	92,723	67,930	42,876	46,153	27,881	16,380	6,577	587,324	2.45%
12	7	Contra Costa	Yes	67,331	91,251	68,904	71,401	82,800	64,315	43,715	44,495	22,857	14,810	7,105	578,984	2.41%
13	33	Riverside	Yes	75,320	93,051	52,567	68,336	82,884	67,852	44,268	40,105	23,491	14,052	6,743	568,669	2.37%
14	57	Yolo	Yes	73,964	103,556	58,902	67,227	77,077	58,955	37,648	37,696	21,540	13,911	8,083	558,559	2.33%
15	41	San Mateo	Yes	57,067	89,004	71,648	76,101	87,128	72,634	46,538	33,260	15,574	7,436	-	556,390	2.32%
16	14	Inyo	Yes	67,360	90,974	56,368	71,558	86,664	64,227	36,751	37,509	21,856	15,737	7,068	556,072	2.32%
17	17	Lake	Yes	70,884	87,692	55,810	66,173	78,712	62,875	37,868	37,533	21,451	14,342	7,543	540,883	2.25%
18	56	Ventura	Yes	62,932	83,921	51,425	66,393	76,179	61,000	40,434	41,618	25,212	18,336	12,320	539,770	2.25%
19	39	San Joaquin	Yes	59,739	86,700	59,358	61,469	71,428	54,870	40,216	40,402	26,590	22,263	14,131	537,166	2.24%
20	6	Colusa	Yes	66,199	80,047	62,732	64,645	81,629	62,013	37,134	40,278	19,219	12,580	7,045	533,621	2.22%
21	54	Tulare	Yes	66,422	88,142	49,932	59,249	79,428	64,881	38,628	41,931	21,475	15,518	5,822	531,428	2.21%
22	53	Trinity	Yes	70,554	102,651	48,739	55,450	73,701	64,074	36,767	38,463	19,657	10,979	7,060	528,095	2.20%
23	25	Modoc	Yes	65,531	80,070	50,825	63,478	80,596	62,704	38,250	38,991	19,780	14,400	7,588	522,213	2.18%
24	23	Mendocino	Yes	61,089	86,530	53,749	60,983	79,205	62,355	36,128	36,605	20,490	14,655	6,553	518,342	2.16%
25	8	Del Norte	Yes	60,919	89,847	63,180	66,494	68,927	57,758	36,184	39,463	18,411	10,584	5,146	516,913	2.15%
26	40	San Luis Obispo	Yes	61,361	85,473	49,335	55,773	75,914	60,023	38,628	39,716	21,208	14,571	6,287	508,289	2.12%
27	51	Sutter	Yes	56,868	92,419	47,063	58,040	68,824	54,505	33,017	35,792	20,613	12,401	7,462	487,004	2.03%
28	4	Butte	Yes	41,548	45,538	29,718	64,875	85,316	63,704	43,891	45,385	24,241	20,480	9,449	474,145	1.98%
29	48	Solano	Yes	54,493	75,831	46,162	52,199	59,035	54,429	33,417	34,628	23,836	22,432	13,475	469,937	1.96%
30	13	Imperial	Yes	56,746	72,335	50,189	58,884	69,267	51,036	33,021	33,290	19,521	11,501	6,925	462,715	1.93%
31	31	Placer	Yes	58,564	67,703	44,865	54,680	69,259	50,498	30,405	33,401	19,045	12,812	5,593	446,825	1.86%
32	49	Sonoma	Yes	52,472	87,936	48,715	52,284	56,878	44,757	31,950	27,382	14,614	6,743	3,204	426,935	1.78%
33	26	Mono	Yes	55,254	71,745	41,850	53,341	64,677	45,830	29,177	26,817	16,177	11,095	6,205	422,168	1.76%
34	29	Nevada	Yes	58,875	75,565	43,663	51,783	65,941	48,224	29,502	26,002	13,787	8,589	185	422,116	1.76%
35	21	Marin	Yes	51,191	66,597	46,203	53,812	64,768	48,199	27,121	25,283	15,268	11,081	6,318	415,841	1.73%
36	5	Calaveras	Yes	49,179	62,668	48,787	51,883	58,767	49,227	28,100	31,864	15,456	12,159	6,442	414,532	1.73%
37	22	Mariposa	Yes	66,192	88,563	56,475	61,041	62,844	48,341	5,728	-	-	-	-	389,184	1.62%
38	11	Glenn	Yes	51,224	65,748	45,261	47,027	53,761	38,543	24,294	24,780	12,368	9,336	4,404	376,746	1.57%
39	32	Plumas	Yes	47,303	64,266	36,664	45,923	56,054	43,641	24,850	26,082	14,932	10,904	5,890	376,509	1.57%
40	55	Tuolumne	Yes	65,422	91,658	48,095	52,593	55,652	47,533	12,176	-	-	-	-	373,129	1.55%
41	16	Kings	Yes	62,293	69,273	46,828	52,340	53,946	37,883	22,233	16,991	8,482	-	-	370,269	1.54%
42	45	Shasta	Yes	39,127	57,453	32,800	41,564	50,346	37,114	24,941	27,135	18,299	14,922	11,902	355,603	1.48%
43	24	Merced	Yes	46,309	62,374	36,177	44,173	52,327	37,621	21,403	21,302	12,452	8,616	4,748	347,502	1.45%
44	50	Stanislaus	Yes	39,978	59,082	31,666	39,426	45,739	34,821	20,452	19,170	11,184	5,731	2,455	309,704	1.29%
45	10	Fresno	Yes	32,419	36,675	25,478	39,500	40,663	27,497	15,935	19,752	13,754	10,569	9,554	271,796	1.13%
46	58	Yuba	Yes	47,171	63,710	33,747	36,645	39,119	26,896	5,491	-	-	-	-	252,779	1.05%
47	9	El Dorado	Yes	27,996	35,435	25,371	25,724	28,805	20,761	12,165	11,985	5,757	3,843	1,518	199,360	0.83%
48	2	Alpine	No	5	-	-	-	-	-	-	-	-	-	-	5	0.00%
49	12	Humboldt	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
50	19	Los Angeles	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
51	28	Napa	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
52	35	San Benito	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
53	37	San Diego	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
54	44	Santa Cruz	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
55	47	Siskiyou	No	4	-	-	-	-	-	-	-	-	-	-	4	0.00%
56	18	Lassen	No	3	-	-	-	-	-	-	-	-	-	-	3	0.00%
57	46	Sierra	No	3	-	-	-	-	-	-	-	-	-	-	3	0.00%
58	52	Tehama	No	3	-	-	-	-	-	-	-	-	-	-	3	0.00%
		Total Counties	47	2,840,254	3,887,670	2,500,693	2,908,412	3,458,372	2,717,924	1,722,224	1,699,412	1,029,458	762,938	477,753	24,005,109	100.00%
		Monthly Average		473,376	323,973	208,391	242,368	288,198	226,494	143,519	141,618	85,788	63,578	39,813		
		Daily Average		15,692	10,651	6,851	7,968	9,475	7,446	4,718	4,656	2,820	2,090	1,309		
		YoY% Daily Average		47.33%	55.46%	-14.02%	-15.90%	27.24%	57.81%	1.34%	65.08%	34.93%	59.69%			
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## APPENDIX D: TOP COUNTIES FORMS DOWNLOADS AS OF 07/01/2025

Forms Downloads Per County For All Years							
#	Code	County	e-Forms Participation	Total Downloads	Total Download Requestors	% of Total	Forms Downloaded per Taxpayer
1	30	Orange	Yes	1,368,456	241,276	5.70%	5.67
2	34	Sacramento	Yes	801,218	161,431	3.34%	4.96
3	1	Alameda	Yes	693,480	115,827	2.89%	5.99
4	38	San Francisco	Yes	687,627	128,088	2.86%	5.37
5	15	Kern	Yes	656,391	80,826	2.73%	8.12
6	43	Santa Clara	Yes	632,223	99,625	2.63%	6.35
7	36	San Bernardino	Yes	624,209	127,875	2.60%	4.88
8	3	Amador	Yes	610,013	38,698	2.54%	15.76
9	20	Madera	Yes	592,724	40,080	2.47%	14.79
10	27	Monterey	Yes	591,209	47,705	2.46%	12.39
11	42	Santa Barbara	Yes	587,324	49,263	2.45%	11.92
12	7	Contra Costa	Yes	578,984	39,809	2.41%	14.54
13	33	Riverside	Yes	568,669	53,618	2.37%	10.61
14	57	Yolo	Yes	558,559	36,854	2.33%	15.16
15	41	San Mateo	Yes	556,390	57,655	2.32%	9.65
16	14	Inyo	Yes	556,072	31,461	2.32%	17.67
17	17	Lake	Yes	540,883	33,313	2.25%	16.24
18	56	Ventura	Yes	539,770	52,352	2.25%	10.31
19	39	San Joaquin	Yes	537,166	64,311	2.24%	8.35
20	6	Colusa	Yes	533,621	31,376	2.22%	17.01
21	54	Tulare	Yes	531,428	32,622	2.21%	16.29
22	53	Trinity	Yes	528,095	29,415	2.20%	17.95
23	25	Modoc	Yes	522,213	29,538	2.18%	17.68
24	23	Mendocino	Yes	518,342	31,459	2.16%	16.48
25	8	Del Norte	Yes	516,913	30,771	2.15%	16.80
26	40	San Luis Obispo	Yes	508,289	30,132	2.12%	16.87
27	51	Sutter	Yes	487,004	30,931	2.03%	15.74
28	4	Butte	Yes	474,145	39,006	1.98%	12.16
29	48	Solano	Yes	469,937	55,108	1.96%	8.53
30	13	Imperial	Yes	462,715	34,678	1.93%	13.34
31	31	Placer	Yes	446,825	30,176	1.86%	14.81
32	49	Sonoma	Yes	426,935	51,160	1.78%	8.35
33	26	Mono	Yes	422,168	29,539	1.76%	14.29
34	29	Nevada	Yes	422,116	34,998	1.76%	12.06
35	21	Marin	Yes	415,841	40,410	1.73%	10.29
36	5	Calaveras	Yes	414,532	27,983	1.73%	14.81
37	22	Mariposa	Yes	389,184	28,506	1.62%	13.65
38	11	Glenn	Yes	376,746	26,112	1.57%	14.43
39	32	Plumas	Yes	376,509	26,897	1.57%	14.00
40	55	Tuolumne	Yes	373,129	31,362	1.55%	11.90
41	16	Kings	Yes	370,269	26,549	1.54%	13.95
42	45	Shasta	Yes	355,603	31,557	1.48%	11.27
43	24	Merced	Yes	347,502	27,753	1.45%	12.52
44	50	Stanislaus	Yes	309,704	36,546	1.29%	8.47
45	10	Fresno	Yes	271,796	45,027	1.13%	6.04
46	58	Yuba	Yes	252,779	24,513	1.05%	10.31
47	9	El Dorado	Yes	199,360	19,524	0.83%	10.21
48	2	Alpine	No	5	5	0.00%	1.00
49	12	Humboldt	No	4	4	0.00%	1.00
50	19	Los Angeles	No	4	4	0.00%	1.00
51	28	Napa	No	4	3	0.00%	1.33
52	35	San Benito	No	4	3	0.00%	1.33
53	37	San Diego	No	4	4	0.00%	1.00
54	44	Santa Cruz	No	4	4	0.00%	1.00
55	47	Siskiyou	No	4	4	0.00%	1.00
56	18	Lassen	No	3	3	0.00%	1.00
57	46	Sierra	No	3	3	0.00%	1.00
58	52	Tehama	No	3	3	0.00%	1.00
	Total Counties		47	24,005,109		100%	10.01
	Last Report (04-21-2025)		Total Counties	47	22,383,619	100%	10.24
		Deltas	-	1,621,490			-0.23

## APPENDIX E: FORMS DOWNLOADED AS OF 07/01/2025

Forms Downloads Per Form Per Year Downloaded																		
#	Form	Form Description	Counties Usage	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total	% of Total
1	BOE-502-A	PRELIMINARY CHANGE OF OWNERSHIP REPORT	47	99,160	178,646	146,688	150,882	192,710	153,272	126,313	119,007	89,950	84,448	72,944	1,414,200	5.89%		
2	BOE-58-AH	CLAIM FOR REASSESSMENT EXCLUSION FOR TRANSFER I	47	46,987	63,557	51,567	64,418	103,543	98,550	72,222	71,582	56,955	49,384	40,748	719,513	3.00%		
3	BOE-266	CLAIM FOR HOMEOWNERS' PROPERTY TAX EXEMPTION	45	79,117	124,217	92,455	72,790	70,746	56,888	36,684	35,383	27,184	23,188	16,212	628,864	2.62%		
4	BOE-502-D	CHANGE IN OWNERSHIP STATEMENT DEATH OF REAL P	46	54,155	86,155	69,926	72,811	80,574	64,768	48,793	47,553	34,134	27,699	20,506	607,074	2.53%		
5	CAA-FC01	CHANGE OF MAILING ADDRESS	40	39,979	62,014	45,807	51,024	62,567	63,782	42,506	39,380	24,334	24,255	22,774	476,422	1.99%		
6	BOE-261-G	CLAIM FOR DISABLED VETERANS' PROPERTY TAX EXEM	47	44,580	65,163	47,744	49,742	55,301	45,382	32,078	29,240	17,541	13,533	8,278	408,582	1.70%		
7	BOE-60-AH	CLAIM OF PERSON(S) AT LEAST 55 YEARS OF AGE FOR TR	47	33,150	47,639	35,895	45,267	58,179	48,784	34,052	34,036	24,028	18,996	13,329	393,355	1.64%		
8	BOE-502-AH	CHANGE OF OWNERSHIP STATEMENT	42	31,640	48,150	37,259	42,677	53,545	44,273	30,950	32,101	23,165	19,497	15,887	379,144	1.58%		
9	BOE-58-G	CLAIM FOR REASSESSMENT EXCLUSION FOR TRANSFER F	47	34,102	48,084	34,534	43,117	52,901	43,596	27,452	27,151	18,485	14,853	9,775	354,050	1.47%		
10	BOE-267	CLAIM FOR WELFARE EXEMPTION (FIRST FILING)	47	36,348	48,144	34,344	40,786	47,632	37,673	25,796	25,923	16,361	11,394	7,154	331,555	1.38%		
11	BOE-58-H	AFFIDAVIT OF CO-TENANT RESIDENCY	47	35,291	48,115	29,958	38,453	47,429	39,929	25,099	24,767	15,206	12,328	7,263	322,938	1.35%		
12	BOE-64-SES	INITIAL PURCHASER CLAIM FOR SOLAR ENERGY SYSTEM	46	34,549	50,761	32,801	39,360	44,835	37,040	22,253	22,242	12,463	9,446	5,594	311,344	1.30%		
13	BOE-62	DISABLED PERSONS CLAIM FOR TRANSFER OF BASE YEAR	47	34,203	43,430	29,288	39,740	47,021	37,537	21,411	20,820	12,807	9,325	6,636	301,218	1.25%		
14	BOE-63	DISABLED PERSONS CLAIM FOR EXCLUSION OF NEW CO	47	33,836	43,914	29,634	38,785	46,467	36,338	21,192	20,515	11,909	8,604	5,237	295,431	1.23%		
15	BOE-63-A	CLAIM FOR DISABLED ACCESSIBILITY CONSTRUCTION EX	47	32,038	43,741	30,005	37,321	45,657	34,738	21,015	20,583	11,818	8,312	5,101	290,190	1.21%		
16	BOE-62-A	CERTIFICATE OF DISABILITY	47	29,992	44,151	29,348	36,546	43,672	35,175	20,995	21,923	12,816	9,016	5,736	288,410	1.20%		
17	BOE-262-AH	CHURCH EXEMPTION PROPERTY USED SOLELY FOR RELI	47	30,744	41,909	27,737	32,352	40,692	33,549	21,378	22,107	12,749	9,385	5,709	278,311	1.16%		
18	BOE-267-S	RELIGIOUS EXEMPTION	47	31,319	42,991	27,739	31,958	40,472	32,612	21,000	22,170	12,587	8,973	5,295	276,716	1.15%		
19	BOE-68	CLAIM FOR BASE YEAR VALUE TRANSFER-ACQUISITION I	45	31,941	39,975	27,528	36,190	42,193	33,623	19,816	19,163	10,974	8,065	4,717	274,185	1.14%		
20	BOE-64	CLAIM FOR SEISMIC SAFETY CONSTRUCTION EXCLUSION	44	32,008	41,441	28,039	36,722	41,789	34,062	18,459	17,962	10,953	7,977	4,691	274,103	1.14%		
21	BOE-267-L	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, HOU	47	30,598	42,083	26,146	32,036	39,877	32,823	21,342	21,488	12,292	8,210	4,392	271,287	1.13%		
22	BOE-267-L	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, LOW	47	31,214	42,458	26,075	31,876	39,514	32,459	21,508	21,566	12,023	8,128	4,367	271,188	1.13%		
23	BOE-263	LESSORS' EXEMPTION CLAIM	46	31,385	41,226	24,960	31,246	38,344	32,149	19,935	20,385	11,417	7,682	4,256	262,985	1.10%		
24	BOE-260-B	CLAIM FOR EXEMPTION FROM PROPERTY TAXES OF AIR	47	30,064	41,567	25,171	30,419	38,695	31,874	18,902	19,416	10,663	8,069	4,369	259,209	1.08%		
25	BOE-267-L-A	LOWER INCOME HOUSEHOLDS FAMILY HOUSEHOLD INC	46	29,338	40,375	25,952	30,526	37,772	31,464	20,166	20,611	11,411	7,118	3,668	258,696	1.08%		
26	BOE-261-GNT	DISABLED VETERANS' EXEMPTION CHANGE OF ELIGIBLI	45	28,221	40,021	28,854	33,885	40,217	30,361	18,091	18,133	10,363	6,976	3,520	258,452	1.08%		
27	BOE-267-B	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, HOU	47	29,597	39,242	24,215	29,908	36,951	30,641	19,013	19,045	10,838	7,436	3,752	250,638	1.04%		
28	BOE-60-NR	NOTICE OF RECISSION OF CLAIM TO TRANSFER BASE YE	46	27,536	40,181	24,048	30,278	37,264	31,848	18,400	17,355	9,838	7,413	3,928	248,089	1.03%		
29	BOE-502-P	POSSESSORY INTERESTS ANNUAL USAGE REPORT	43	28,598	39,942	24,491	28,508	36,595	29,811	19,222	18,743	11,115	7,861	3,890	248,076	1.03%		
30	BOE-268-A	PUBLIC SCHOOL EXEMPTION	46	28,513	39,557	24,669	28,668	35,515	28,678	14,790	14,812	7,348	3,909	2,468	246,848	1.03%		
31	BOE-500-A	AGGREGATE PRODUCTION REPORT (INCLUDES SAND, GP	44	28,354	40,924	24,264	28,824	35,825	28,688	18,132	19,165	10,389	7,164	3,497	245,226	1.02%		
32	BOE-268-B	FREE PUBLIC LIBRARY OR FREE MUSEUM CLAIM	46	28,449	39,791	23,675	27,888	35,883	29,460	18,628	19,933	10,888	7,040	3,794	244,889	1.02%		
33	BOE-267-R	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, REHA	46	27,129	37,388	22,874	27,919	36,111	30,043	17,275	17,355	9,544	5,544	2,724	243,724	1.02%		
34	BOE-265	CEMETERY EXEMPTION CLAIM	45	29,390	38,285	22,173	28,390	35,518	28,767	17,771	17,773	10,068	6,529	3,428	237,592	0.99%		
35	BOE-577	AIRCRAFT PROPERTY STATEMENT	42	30,680	38,170	22,218	28,393	35,971	28,983	16,086	16,540	9,414	6,542	3,457	237,512	0.99%		
36	BOE-236	EXEMPTION OF LEASED PROPERTY USED EXCLUSIVELY F	42	27,870	37,629	22,212	28,453	34,512	30,389	17,515	17,929	9,914	6,685	3,689	236,799	0.99%		
37	CAA-FC02	HOMEOWNERS' EXEMPTION TERMINATION NOTICE	39	29,209	37,249	22,806	29,235	34,156	26,909	15,449	15,775	9,577	6,598	4,244	231,307	0.96%		
38	BOE-267-A	CLAIM FOR WELFARE EXEMPTION (ANNUAL FILING)	42	25,937	36,023	22,350	26,945	34,432	27,806	17,739	18,376	10,801	7,066	3,410	230,885	0.96%		
39	BOE-263-C	CHURCH LESSORS' EXEMPTION CLAIM	44	27,573	36,149	21,731	26,769	34,136	27,524	16,925	17,613	10,260	7,013	3,378	229,071	0.95%		
40	BOE-65-PT	CLAIM FOR TRANSFER OF BASE YEAR VALUE FROM QUAI	43	26,755	36,188	21,731	27,683	34,004	29,507	16,752	16,313	9,548	6,903	3,647	229,031	0.95%		
41	BOE-261	CLAIM FOR VETERANS' EXEMPTION	47	27,054	36,365	22,471	27,210	33,567	27,781	16,386	16,559	8,829	5,739	2,956	228,696	0.95%		
42	BOE-261-D	SERVICE-MEMBERS CIVIL RELIEF ACT DECLARATION	42	26,755	35,317	21,450	26,357	32,784	28,456	16,728	16,504	10,286	7,182	3,762	225,581	0.94%		
43	BOE-263-B	LESSEES' EXEMPTION CLAIM	45	26,341	36,756	21,842	26,004	33,161	27,722	16,780	16,952	9,871	6,409	3,422	225,260	0.94%		
44	BOE-576-D	VESSEL PROPERTY STATEMENT	41	26,576	35,892	20,784	26,078	32,937	27,390	18,042	16,673	9,899	6,437	3,217	223,925	0.93%		
45	BOE-65-P	CLAIM FOR INTRACOUNTY TRANSFER OF BASE YEAR VAL	42	26,441	35,325	20,661	27,148	32,345	29,043	18,234	16,074	9,124	6,098	3,105	223,598	0.93%		
46	BOE-264-AH	COLLEGE EXEMPTION CLAIM	43	25,619	34,893	21,639	25,895	32,953	26,920	16,459	18,009	9,918	6,625	3,722	222,521	0.93%		
47	CAA-FC03	AGENT AUTHORIZATION	37	26,720	34,026	19,026	25,355	31,810	25,450	16,442	18,115	11,034	8,626	4,942	221,546	0.92%		
48	BOE-236-A	SUPPLEMENTAL AFFIDAVIT FOR BOE-236 HOUSING - LC	41	23,955	34,051	20,757	26,225	32,718	28,455	17,327	17,069	9,562	6,783	3,541	221,043	0.92%		
49	BOE-267-H-A	ELDERLY OR HANDICAPPED FAMILIES FAMILY HOUSEH	45	24,734	35,397	21,835	25,860	32,393	27,130	15,687	17,023	9,514	6,018	2,785	218,376	0.91%		
50	BOE-65-PT	CLAIM FOR INTERCOUNTY TRANSFER OF BASE YEAR VAL	41	24,303	32,997	20,177	25,796	32,981	27,469	16,985	16,495	9,077	6,404	3,133	215,977	0.90%		
51	BOE-571-C	POWER PLANT PROPERTY STATEMENT	37	24,680	43,471	17,935	23,334	30,021	24,170	16,581	13,198	9,296	5,872	2,805	211,353	0.88%		
52	BOE-263-A	QUALIFIED LESSORS' EXEMPTION CLAIM	42	24,261	34,374	20,750	24,739	30,877	26,276	15,585	16,273	8,509	6,120	2,880	210,644	0.88%		
53	BOE-269-AH	CLAIM FOR VETERANS' ORGANIZATION EXEMPTION	42	25,007	33,882	20,664	24,943	31,149	26,245	15,056	16,188	8,529	5,533	2,709	209,905	0.87%		
54	BOE-540-S	MUTUAL OR PRIVATE WATER COMPANY PROPERTY STA	41	24,610	34,292	19,845	23,178	29,648	24,523	15,316	15,790	8,237	5,444	2,778	203,661	0.85%		
55	BOE-265-NT	CEMETERY EXEMPTION CHANGE IN ELIGIBILITY OR TER	40	24,437	31,785	19,562	23,537	30,288	24,876	15,966	16,343	8,880	5,909	2,693	203,276	0.85%		
56	BOE-571-F2	REGISTERED AND SHOW HORSES OTHER THAN RACEHOR	43	23,444	32,200	19,457	23,271	29,826	23,808	14,377	15,358	8,007	5,625	2,780	198,253	0.83%		
57	BOE-270-AH	EXHIBITION EXEMPTION CLAIM FROM PROPERTY																

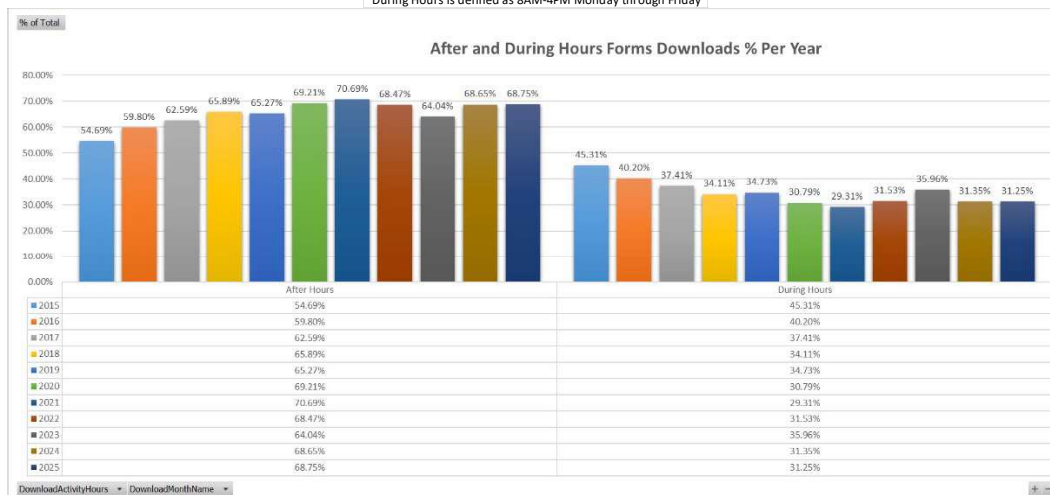
## APPENDIX F: TOP 30 FORMS DOWNLOADED AS OF 07/01/2025

Forms Downloads Per Form Per Year Downloaded																
#	Form	Form Description	Counties Usage	Year 2025	Year 2024	Year 2023	Year 2022	Year 2021	Year 2020	Year 2019	Year 2018	Year 2017	Year 2016	Year 2015	Total	% of Total
1	BOE-502-A	PRELIMINARY CHANGE OF OWNERSHIP REPORT	47	99,160	178,646	146,868	150,882	192,710	153,272	126,313	119,007	89,950	84,448	72,944	1,414,200	12.62%
2	BOE-58-AH	CLAIM FOR REASSESSMENT EXCLUSION FOR TRANSFER I	47	46,987	63,557	51,567	64,418	103,543	98,550	72,222	71,582	56,955	49,384	40,748	719,513	6.42%
3	BOE-266	CLAIM FOR HOMEOWNERS' PROPERTY TAX EXEMPTION	45	73,117	124,217	92,455	72,790	70,746	56,888	36,684	35,383	27,184	23,188	16,212	628,864	5.61%
4	BOE-502-D	CHANGE IN OWNERSHIP STATEMENT DEATH OF REAL PI	46	54,155	86,155	69,926	72,811	80,574	64,768	48,793	47,553	34,134	27,699	20,506	607,074	5.42%
5	CAA-FC01	CHANGE OF MAILING ADDRESS	40	39,979	62,014	45,807	51,024	62,567	63,782	42,506	39,380	24,334	24,255	22,774	478,422	4.27%
6	BOE-261-G	CLAIM FOR DISABLED VETERANS' PROPERTY TAX EXEMI	47	44,580	65,163	47,744	49,742	55,301	45,382	32,078	29,240	17,541	13,533	8,278	408,582	3.65%
7	BOE-60-AH	CLAIM OF PERSON(S) AT LEAST 55 YEARS OF AGE FOR TR	47	33,150	47,639	35,895	45,267	58,179	48,784	34,052	34,036	24,028	18,996	13,329	393,355	3.51%
8	BOE-502-AH	CHANGE OF OWNERSHIP STATEMENT	42	31,640	48,150	37,259	42,677	53,545	44,273	30,950	32,101	23,165	19,497	15,887	379,144	3.38%
9	BOE-58-G	CLAIM FOR REASSESSMENT EXCLUSION FOR TRANSFER F	47	34,102	48,084	34,534	43,117	52,901	43,596	27,452	27,151	18,485	14,853	9,775	354,050	3.16%
10	BOE-267	CLAIM FOR WELFARE EXEMPTION (FIRST FILING)	47	36,348	48,144	34,344	40,786	47,632	37,673	25,796	25,923	16,361	11,394	7,154	331,555	2.96%
11	BOE-58-H	AFFIDAVIT OF COTENANT RESIDENCY	47	35,291	48,315	29,958	38,453	47,429	39,929	25,099	24,767	15,206	11,228	7,263	322,938	2.88%
12	BOE-64-SES	INITIAL PURCHASER CLAIM FOR SOLAR ENERGY SYSTEM	46	34,549	50,761	32,801	39,360	44,835	37,040	22,253	22,242	12,463	9,446	5,594	311,344	2.78%
13	BOE-62	DISABLED PERSONS CLAIM FOR TRANSFER OF BASE YEAI	47	34,203	43,430	29,288	39,740	47,021	37,537	21,411	20,820	12,807	9,325	5,636	301,218	2.69%
14	BOE-63	DISABLED PERSONS CLAIM FOR EXCLUSION OF NEW CO	47	33,836	43,914	29,634	38,785	45,467	36,338	21,192	20,515	11,909	8,604	5,237	295,431	2.64%
15	BOE-63-A	CLAIM FOR DISABLED ACCESSIBILITY CONSTRUCTION EX	47	32,989	43,741	30,005	37,321	44,567	34,738	21,015	20,583	11,818	8,312	5,101	290,190	2.59%
16	BOE-62-A	CERTIFICATE OF DISABILITY	47	29,992	44,151	29,348	36,546	43,672	35,175	20,995	21,323	12,816	9,016	5,376	288,410	2.57%
17	BOE-262-AH	CHURCH EXEMPTION PROPERTY USED SOLELY FOR RELI	47	30,744	41,909	27,737	32,352	40,692	33,549	21,378	22,107	12,749	9,385	5,709	278,311	2.48%
18	BOE-267-S	RELIGIOUS EXEMPTION	47	31,319	42,991	27,339	31,958	40,472	32,612	21,000	22,170	12,587	8,973	5,295	276,716	2.47%
19	BOE-68	CLAIM FOR BASE YEAR VALUE TRANSFER-ACQUISITION E	45	31,941	39,975	27,528	36,190	42,193	33,623	19,816	19,163	10,974	8,065	4,717	274,185	2.45%
20	BOE-64	CLAIM FOR SEISMIC SAFETY CONSTRUCTION EXCLUSION	44	32,008	41,441	28,039	36,722	41,789	34,062	18,459	17,962	10,953	7,977	4,691	274,103	2.45%
21	BOE-267-L	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, HOU	47	30,598	42,083	26,146	32,036	39,877	32,823	21,342	21,488	12,292	8,210	4,392	271,287	2.42%
22	BOE-267-LI	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, LOW	47	31,214	42,458	26,075	31,876	39,514	32,459	21,508	21,566	12,023	8,128	4,367	271,188	2.42%
23	BOE-263	LESSORS' EXEMPTION CLAIM	46	31,385	41,226	24,960	31,246	38,344	32,149	19,935	20,385	11,417	7,682	4,256	262,985	2.35%
24	BOE-260-B	CLAIM FOR EXEMPTION FROM PROPERTY TAXES OF AIR	47	30,064	41,567	25,171	30,419	38,695	31,874	18,902	19,416	10,663	8,069	4,369	259,209	2.31%
25	BOE-267-L-A	LOWER INCOME HOUSEHOLDS FAMILY HOUSEHOLD INC	46	29,838	40,173	25,952	30,526	37,772	31,464	20,166	20,611	11,411	7,318	3,668	258,899	2.31%
26	BOE-261-GNT	DISABLED VETERANS' EXEMPTION CHANGE OF ELIGIBILI	45	28,221	40,021	28,864	33,885	40,217	30,361	18,091	18,133	10,163	6,976	3,520	258,452	2.31%
27	BOE-267-H	WELFARE EXEMPTION SUPPLEMENTAL AFFIDAVIT, HOU	47	29,597	39,242	24,215	29,908	36,951	30,641	19,013	19,045	10,838	7,436	3,752	250,638	2.24%
28	BOE-60-NR	NOTICE OF RESCISSION OF CLAIM TO TRANSFER BASE YI	46	27,536	40,181	24,048	30,278	37,264	31,848	18,400	17,355	9,838	7,413	3,928	248,089	2.21%
29	BOE-502-P	POSSESSORY INTERESTS ANNUAL USAGE REPORT	43	28,958	39,942	23,491	28,508	36,595	29,811	19,222	18,743	11,115	7,861	3,830	248,076	2.21%
30	BOE-268-A	PUBLIC SCHOOL EXEMPTION	46	28,613	39,557	24,589	28,668	35,515	28,979	18,470	20,028	11,012	7,348	3,909	246,688	2.20%
Total				1,116,114	1,618,847	1,141,587	1,308,291	1,596,579	1,323,980	884,513	869,778	567,191	454,019	322,217	11,203,116	100.00%

## APPENDIX G: AFTER HOURS ACTIVITY AS OF 07/01/2025

Forms Downloads After Hours Summary					
#	Year	Activity Time	Counts	% Of Year	% of Total
1	2025	After Hours	1,952,572	69%	8.13%
2	2025	During Hours	887,682	31%	3.70%
3	2024	After Hours	2,668,920	69%	11.12%
4	2024	During Hours	1,218,750	31%	5.08%
5	2023	After Hours	1,601,416	64%	6.67%
6	2023	During Hours	899,277	36%	3.75%
7	2022	After Hours	1,991,446	68%	8.30%
8	2022	During Hours	916,966	32%	3.82%
9	2021	After Hours	2,444,615	71%	10.18%
10	2021	During Hours	1,013,756	29%	4.22%
11	2020	After Hours	1,881,140	69%	7.84%
12	2020	During Hours	836,784	31%	3.49%
13	2019	After Hours	1,124,096	65%	4.68%
14	2019	During Hours	598,128	35%	2.49%
15	2018	After Hours	1,119,714	66%	4.66%
16	2018	During Hours	579,698	34%	2.41%
17	2017	After Hours	644,370	63%	2.68%
18	2017	During Hours	385,088	37%	1.60%
19	2016	After Hours	456,258	60%	1.90%
20	2016	During Hours	306,680	40%	1.28%
21	2015	After Hours	261,265	46%	1.09%
22	2015	During Hours	216,488	45%	0.90%
Total			24,005,109	100%	

\*During Hours is defined as 8AM-4PM Monday through Friday



## APPENDIX H: MONTHLY FORMS DOWNLOAD ACTIVITY AS OF 07/01/2025

Downloads	Years											
Month/Time		2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025 Grand Total
January		29,810	66,520	71,089	119,408	165,519	160,611	341,859	253,413	222,002	373,753	464,937
February		24,434	88,620	76,549	111,471	110,768	156,476	313,094	244,332	149,913	368,401	357,131
March		30,485	69,331	82,572	178,211	144,344	208,200	302,702	238,380	147,783	260,240	402,563
April		31,828	55,147	77,728	174,027	130,292	118,464	306,108	302,174	128,485	337,322	684,434
May		33,401	58,910	93,655	159,366	144,998	186,604	303,796	204,418	220,956	415,868	473,987
June		31,726	57,930	87,684	143,654	133,714	173,337	260,780	276,688	167,774	277,565	457,202
July		39,400	56,330	85,296	102,174	134,788	184,960	242,808	289,428	163,720	335,663	
August		43,531	59,575	77,383	151,083	140,724	191,387	272,118	170,241	195,473	285,253	
September		44,416	48,185	72,462	140,104	142,869	244,066	208,827	222,755	283,348	312,242	
October		52,114	73,537	95,960	140,741	162,039	368,326	338,456	316,080	336,767	274,270	
November		57,051	63,377	88,771	133,764	125,739	417,602	282,041	229,816	290,178	315,389	
December		59,557	65,476	120,309	145,409	186,430	307,891	285,782	160,687	194,294	331,704	
Grand Total		477,753	762,938	1,029,458	1,699,412	1,722,224	2,717,924	3,458,371	2,908,412	2,500,693	3,887,670	2,840,254

% YoY	Years											
Month/Time		2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
January		100.00%	223.15%	106.87%	167.97%	138.62%	97.03%	212.85%	74.13%	87.60%	168.36%	124.40%
February		100.00%	362.69%	86.38%	145.62%	99.37%	141.26%	200.09%	78.04%	61.36%	245.74%	96.94%
March		100.00%	227.43%	119.10%	215.82%	81.00%	144.24%	145.39%	78.75%	61.99%	176.10%	154.69%
April		100.00%	173.27%	140.95%	223.89%	74.87%	90.92%	258.40%	98.71%	42.52%	262.54%	202.90%
May		100.00%	176.37%	158.98%	170.16%	90.98%	128.69%	162.80%	67.29%	108.09%	188.21%	113.98%
June		100.00%	182.59%	151.36%	163.83%	93.08%	129.63%	150.45%	106.10%	60.64%	165.44%	164.72%
July		100.00%	142.97%	151.42%	119.79%	131.92%	137.22%	131.28%	119.20%	56.57%	205.02%	
August		100.00%	136.86%	129.89%	195.24%	93.14%	136.00%	142.18%	62.56%	114.82%	145.93%	
September		100.00%	108.49%	150.38%	193.35%	101.97%	170.83%	85.56%	106.67%	127.20%	110.20%	
October		100.00%	141.11%	130.49%	146.67%	115.13%	227.31%	91.89%	93.39%	106.54%	81.44%	
November		100.00%	111.09%	140.07%	150.68%	94.00%	332.12%	67.54%	81.48%	126.27%	108.69%	
December		100.00%	109.94%	183.75%	120.86%	128.21%	165.15%	92.82%	56.23%	120.91%	170.72%	
Grand Total		100.00%	159.69%	134.93%	165.08%	101.34%	157.81%	127.24%	84.10%	85.98%	155.46%	73.06%

% YoY	Years											
Month/Time		2014-2015 FY	2015-2016 FY	2016-2017 FY	2017-2018 FY	2018-2019 FY	2019-2020 FY	2020-2021 FY	2021-2022 FY	2022-2023 FY	2023-2024 FY	2024-2025 FY
January		100.00%	223.15%	106.87%	167.97%	138.62%	97.03%	212.85%	74.13%	87.60%	168.36%	124.40%
February		100.00%	362.69%	86.38%	145.62%	99.37%	141.26%	200.09%	78.04%	61.36%	245.74%	96.94%
March		100.00%	227.43%	119.10%	215.82%	81.00%	144.24%	145.39%	78.75%	61.99%	176.10%	154.69%
April		100.00%	173.27%	140.95%	223.89%	74.87%	90.92%	258.40%	98.71%	42.52%	262.54%	202.90%
May		100.00%	176.37%	158.98%	170.16%	90.98%	128.69%	162.80%	67.29%	108.09%	188.21%	113.98%
June		100.00%	182.59%	151.36%	163.83%	93.08%	129.63%	150.45%	106.10%	60.64%	165.44%	164.72%
July				142.97%	151.42%	119.79%	131.92%	137.22%	131.28%	119.20%	56.57%	205.02%
August				136.86%	129.89%	195.24%	93.14%	136.00%	142.18%	62.56%	114.82%	145.93%
September				108.49%	150.38%	193.35%	101.97%	170.83%	85.56%	106.67%	127.20%	110.20%
October				141.11%	130.49%	146.67%	115.13%	227.31%	91.89%	93.39%	106.54%	81.44%
November				111.09%	140.07%	150.68%	94.00%	332.12%	67.54%	81.48%	126.27%	108.69%
December				109.94%	183.75%	120.86%	128.21%	165.15%	92.82%	56.23%	120.91%	170.72%
Grand Total		100.00%	381.17%	123.57%	166.67%	115.19%	115.42%	186.82%	88.90%	77.03%	144.15%	134.25%

% YoY	Years											
Month/Time		2014-2015 FY	2015-2016 FY	2016-2017 FY	2017-2018 FY	2018-2019 FY	2019-2020 FY	2020-2021 FY	2021-2022 FY	2022-2023 FY	2023-2024 FY	2024-2025 FY
January		100.00%	223.15%	106.87%	167.97%	138.62%	97.03%	212.85%	74.13%	87.60%	168.36%	124.40%
February		100.00%	362.69%	86.38%	145.62%	99.37%	141.26%	200.09%	78.04%	61.36%	245.74%	96.94%
March		100.00%	227.43%	119.10%	215.82%	81.00%	144.24%	145.39%	78.75%	61.99%	176.10%	152.43%
April		100.00%	173.27%	140.95%	223.89%	74.87%	90.92%	258.40%	98.71%	42.52%	262.54%	
May		100.00%	176.37%	158.98%	170.16%	90.98%	128.69%	162.80%	67.29%	108.09%	188.21%	
June		100.00%	182.59%	151.36%	163.83%	93.08%	129.63%	150.45%	106.10%	60.64%	165.44%	
July				142.97%	151.42%	119.79%	131.92%	137.22%	131.28%	119.20%	56.57%	205.02%
August				136.86%	129.89%	195.24%	93.14%	136.00%	142.18%	62.56%	114.82%	145.93%
September				108.49%	150.38%	193.35%	101.97%	170.83%	85.56%	106.67%	127.20%	110.20%
October				141.11%	130.49%	146.67%	115.13%	227.31%	91.89%	93.39%	106.54%	81.44%
November				111.09%	140.07%	150.68%	94.00%	332.12%	67.54%	81.48%	126.27%	108.69%
December				109.94%	183.75%	120.86%	128.21%	165.15%	92.82%	56.23%	120.91%	170.72%
Grand Total		100.00%	381.17%	123.57%	166.67%	115.19%	115.42%	186.82%	88.90%	77.03%	144.15%	87.89%

## APPENDIX I: ANNUAL FORMS DOWNLOAD ACTIVITY AS OF 07/01/2025

Year/County	Downloads	Rank	% of Total	% YoY	% YoY Growth	FY/County	Downloads	Rank	% of Total	% YoY	% YoY Growth
2015	477,753	11	1.99%	100.00%		2014-2015 FY	181,684	11	0.76%	100.00%	
2016	762,938	10	3.18%	159.69%	59.69%	2015-2016 FY	692,527	10	2.88%	381.17%	281.17%
2017	1,029,458	9	4.29%	134.93%	34.93%	2016-2017 FY	855,757	9	3.56%	123.57%	23.57%
2018	1,699,412	8	7.08%	165.08%	65.08%	2017-2018 FY	1,426,318	8	5.94%	166.67%	66.67%
2019	1,722,224	7	7.17%	101.34%	1.34%	2018-2019 FY	1,642,910	7	6.84%	115.19%	15.19%
2020	2,717,924	5	11.32%	157.81%	57.81%	2019-2020 FY	1,896,281	6	7.90%	115.42%	15.42%
2021	3,458,371	2	14.41%	127.24%	27.24%	2020-2021 FY	3,542,571	2	14.76%	186.82%	86.82%
2022	2,908,412	3	12.12%	84.10%	-15.90%	2021-2022 FY	3,149,437	4	13.12%	88.90%	-11.10%
2023	2,500,693	6	10.42%	85.98%	-14.02%	2022-2023 FY	2,425,920	5	10.11%	77.03%	-22.97%
2024	3,887,670	1	16.20%	155.46%	55.46%	2023-2024 FY	3,496,929	3	14.57%	144.15%	44.15%
2025	2,840,254	4	11.83%	73.06%	-26.94%	2024-2025 FY	4,694,775	1	19.56%	134.25%	34.25%
Grand Total	24,005,109		100.00%			Grand Total	24,005,109		100.00%		

## APPENDIX J: ANNUAL FORMS SPPORT EMAILS/TICKETS AS OF 07/01/2025

Below shows support tickets/emails per fiscal year:

Emails Counts	Fiscal Years										
Support Type	2016-2017 FY	2017-2018 FY	2018-2019 FY	2019-2020 FY	2020-2021 FY	2021-2022 FY	2022-2023 FY	2023-2024 FY	2024-2025 FY	Grand Total	
SUPPORT COUNTIES	55	123	104	324	318	261	187	1,382	476	3,230	
SUPPORT TAXPAYERS	52	329	215	314	375	225	23	588	1,022	3,143	
SUPPORT CAA	5	15	219	919	1,483	621	170	66	206	3,704	
SUPPORT OTHERS		7	70	68	45	12	4	11	5	222	
Grand Total	112	474	608	1,625	2,221	1,119	384	2,047	1,709	10,299	

YoY %	Fiscal Years									
Support Type	2016-2017 FY	2017-2018 FY	2018-2019 FY	2019-2020 FY	2020-2021 FY	2021-2022 FY	2022-2023 FY	2023-2024 FY	2024-2025 FY	Grand Total
± SUPPORT COUNTIES		124%	-15%	212%	-2%	-18%	-28%	639%	-66%	
± SUPPORT TAXPAYERS		533%	-35%	46%	19%	-40%	-90%	2457%	74%	
± SUPPORT CAA		200%	1360%	320%	61%	-58%	-73%	-61%	212%	
± SUPPORT OTHERS			900%	-3%	-34%	-73%	-67%	175%	-55%	
Grand Total		323%	28%	167%	37%	-50%	-66%	433%	-17%	

