

# Assessment & Taxation



Manager, Assessment & Taxation  
Gail Butz AMAA

Assessor  
Ryan Lodermeier

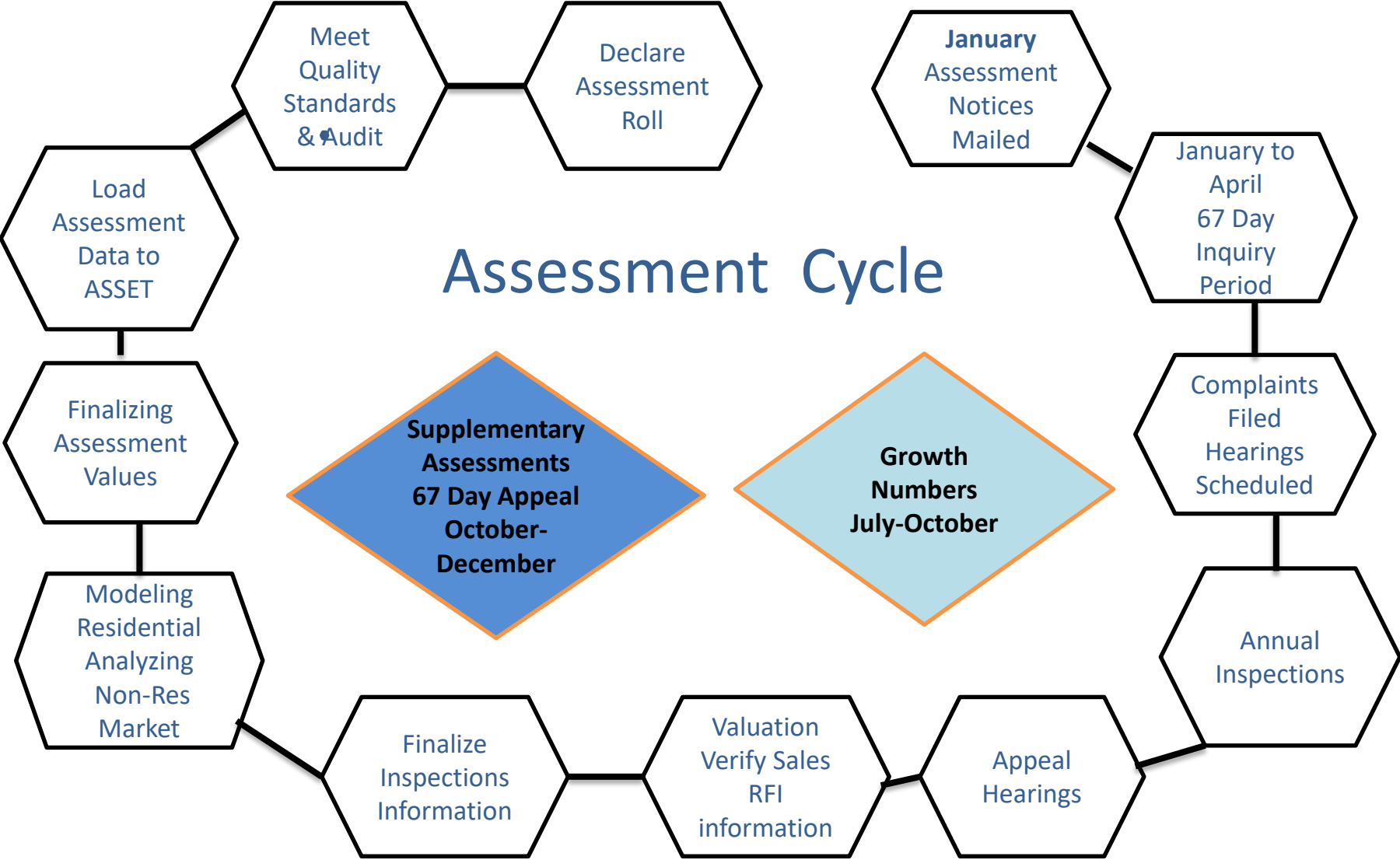
Assessor  
Ryan Brooks

Assessment  
Administrator  
Tanya Popplewell

Tax Administrator  
Michelle King

General Clerk Taxes  
Tamika Mueller

# Assessment Cycle



# Assessment - What do we do?

- Prepare new market value assessments yearly July 1 valuation date- Mailed mid January 67-day review period
- Re inspect 20% of properties per year (3000) these are completed by mailing requests for information/phone calls/physical inspections
- Analyze and review all sales approximately 1100 per year- sales verifications/MLS/Land Titles/inspections/phone calls/permits
- Supplementary Assessment monthly drives- new constructions- Mailed October with 67-day review period
- Analyze and prepare growth numbers for budgeting purposes
- Prepare and defend assessment appeals at Assessment Review Board
- Compliance with changing legislation
- Review and analyze sales/transactions/leases/vacancy/operating expenses/net income and capitalization rates
- Bylaws relating to assessment incentives/new legislation
- Yearly provincial audit approval

# Best Practice Standards Parcels per Assessor

- *IAAO- International Association of Assessing Officers*
- *AAA-Alberta Assessors-Association standards for parcels/per Assessor*
- ***2500-3500/Parcels per Assessor***

# 2020 Assessment Department Current Staffing

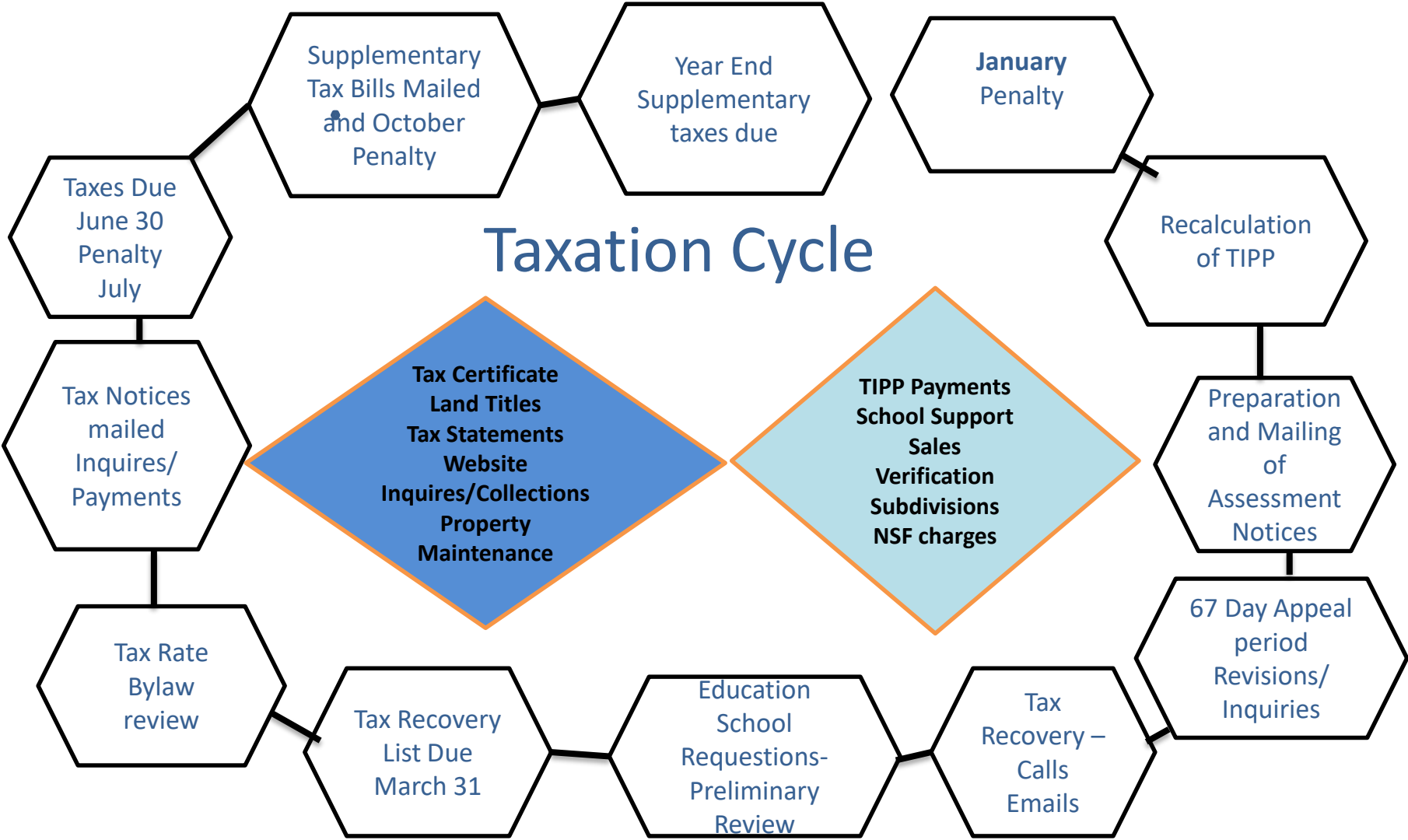
Manager- Appointed Assessor  
*Accredited Municipal Assessor of Alberta  
(AMAA)*

2 Assessors

Tax Administrator

14988 Parcels/4996 Parcels per Assessor

# Taxation Cycle



# Taxation – What do we do?

- TIPP – Tax Installment Payment Program 6,827 accounts
- School Support/Sales verification forms – 3100/Year
- NSF Charges & Collection 360/Year
- Tax Certificates – 3600/Year
- Land Titles – 3100/Year
- Tax Notifications – 70/Year
- Tax Statements – Outstanding taxes – 900/Year
- Prepare assessment notices for mailing 15,000/Year
- Prepare tax notices 15,000/Year
- Prepare Supplementary Notices -450/Year – 290/Year
- Penalties – 3- January/July/October – 1000/Year
- Grant in Lieu Properties – 25 properties/Year



# **2020 Taxation Department Current Staffing**

**Tax Administrator**

**General Clerk Taxes**

**12738 properties in 2015**

**14988 properties currently 2020**

**Increase of over 17% in 5 years**

# Process Improvements

- Launched the on-line map for property assessment searches
- Updated and maintain fillable on-line request forms
- Legislation passed through Red Tape Reduction- will now permit a bylaw to be passed to allow for e billing for assessment and tax notices- which will significantly reduce postage and mailing costs
- Outsourced notices for printing/postage and mailing – staff resources and hours that were allocated to these tasks are now shifted to maintain customer service requirements and continue efficiencies

# COVID

- Tracking calls and emails
- Data for weeks of March 17- September 25 (27 Weeks)
- 1102 phone calls – 4024 emails
- Transitioned numerous processes to digital format
- Seamless transition from office to working from home with positive feedback from residents

Any  
Questions