

Property Inspections Past, Present, and Future

SAMA AGM
April 2010

Overview

- ⇒ Why we inspect property?
- ⇒ Who inspects property?
- ⇒ When do we inspect property?
- ⇒ How do we inspect property?

Why do we inspect property?

- ➔ Identify and update physical changes to property
- ➔ New building or property
- ➔ Depreciation changes:
 - Renovations
 - Deterioration
 - More or less than expected
- ➔ Changes to items such as:
 - Cultivated acres
 - Salinity
 - Flooding
- ➔ Errors

Who inspects property?

- ⇒ Certified Assessment Appraisers
 - Agricultural Degree for agricultural land
- ⇒ Summer students
 - Budget permitting

When do we inspect property?

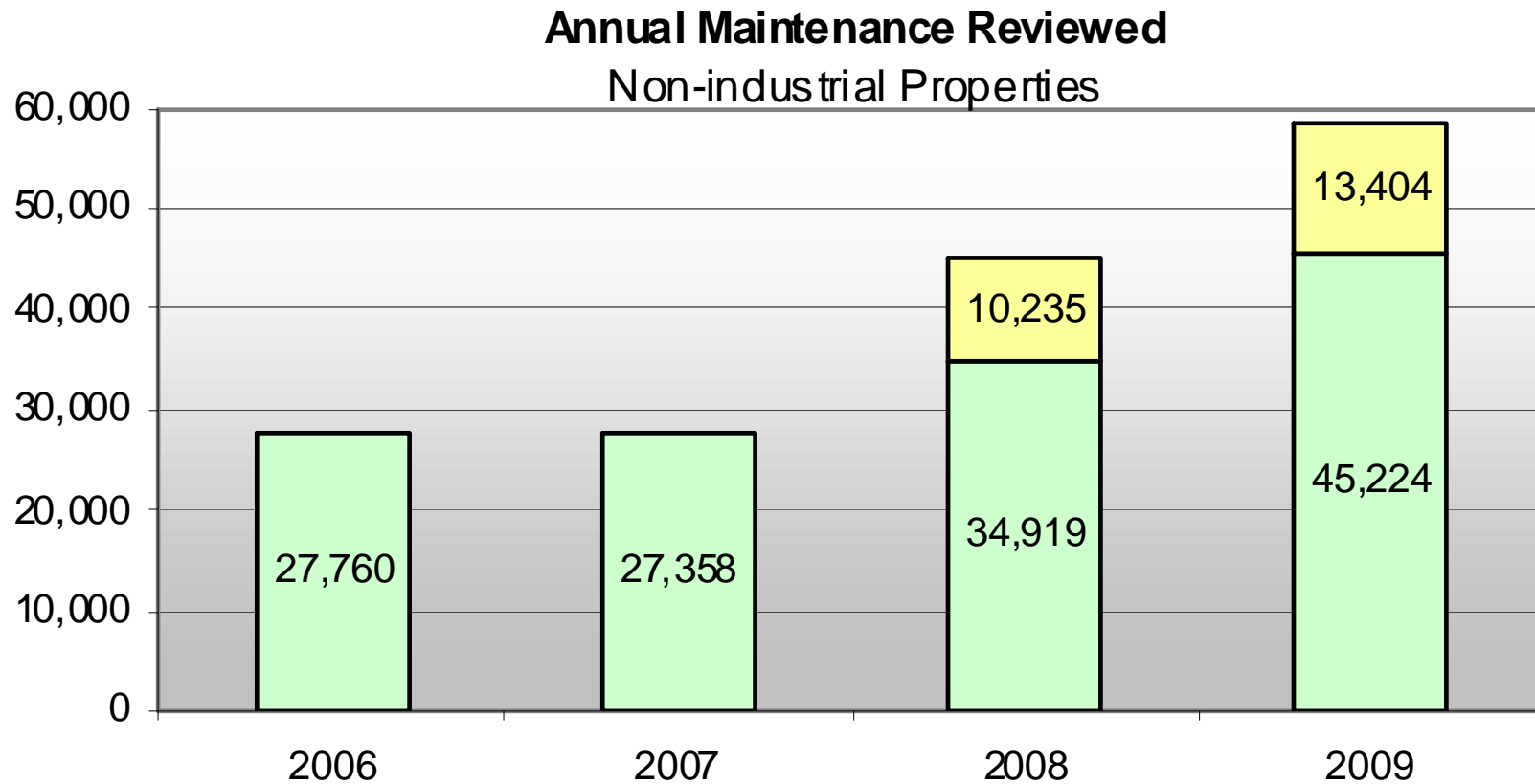
➔ Annual Maintenance

- Administrator requests
 - Prepares a list of properties
- SAMA Appraiser flags for review
 - Incomplete construction
- SAMA Appraiser identified issues
 - Appeal decision impacts other properties

When do we inspect property?

➔ Maintenance

■ Past



■ Annual Maintenance Inspections for Following Year
■ Annual Maintenance Inspections for Current Year

When do we inspect property?

⇒ Maintenance

- Past

⇒ Delivery should be early in new year

⇒ 2007 to 2008 work completed:

- Between January and June

⇒ 2009 work completed:

- Between September 2008 and May 2009

- 76% completed by March 31, 2009

When do we inspect property?

⇒ Maintenance

- Present

⇒ 2010

- 36,700 to date

⇒ 2010 - 90 % delivered by Feb. 28, 2010

- Continuous maintenance

⇒ Issue

- Industrial later than other properties

- Due to legislated timelines

When do we inspect property?

⇒ Maintenance

- Future

⇒ 2011 Goal

- Deliver by January 31, 2011
- Request lists and complete throughout the year

⇒ 2012 Goal

- Deliver by December 31, 2011
- 2013 revaluation

When do we inspect property?

⇒ Reinspection Cycle

- Scheduled review of all property

⇒ Past

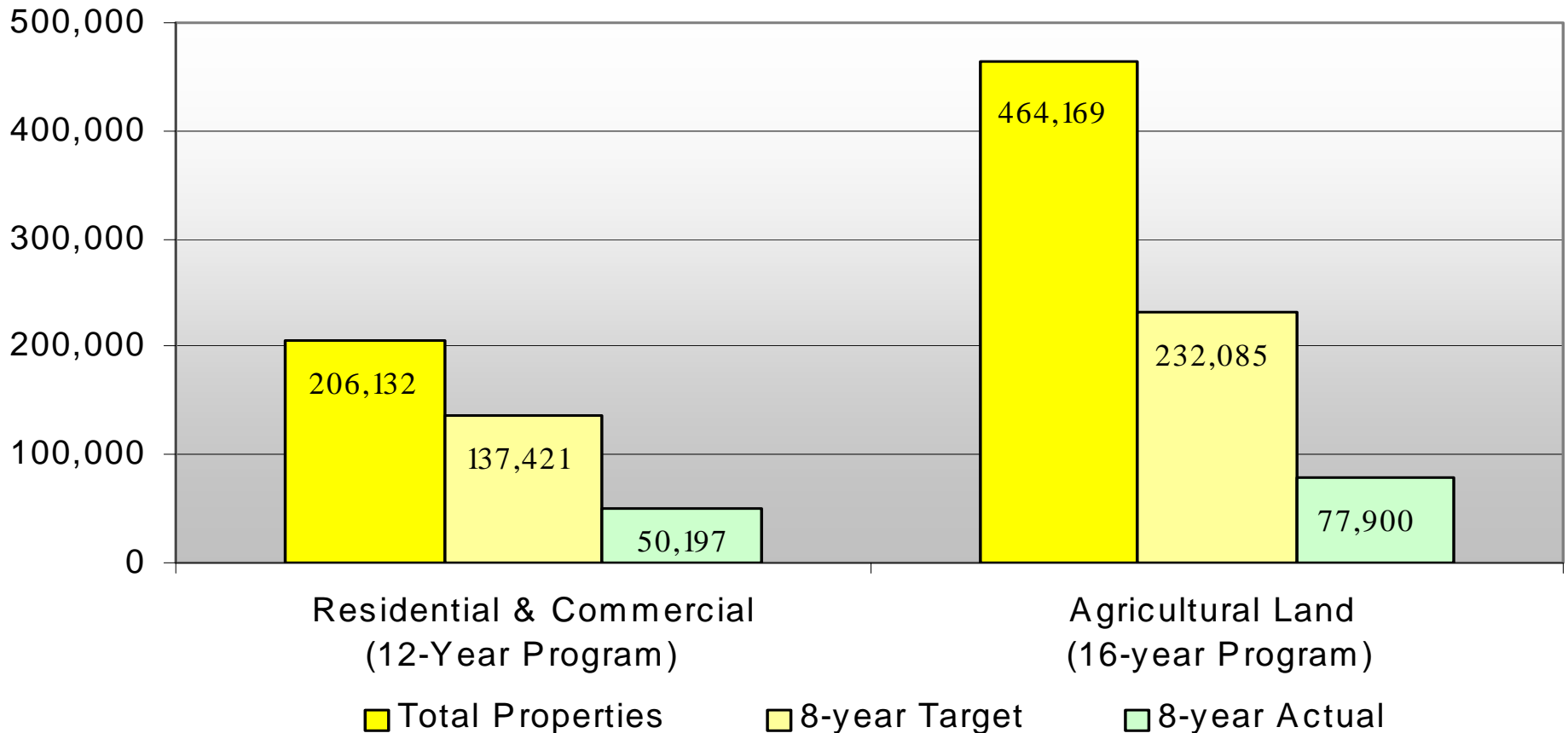
- 1980's additional funding to complete for all properties
 - Started in 1976 and complete by 1986
- 2002 Legislation passed for a set cycle
 - 12 years for urban municipalities
 - 16 years for rural municipalities

When do we inspect property?

➔ Reinspection Cycle

■ Present

Reinspection Program



When do we inspect property?

- ⇒ Reinspection Cycle
 - Future
- ⇒ Limited resources available
 - Legislation being repealed in 2010
- ⇒ Possible Options:
 - Add new staff
 - Add new technology
 - Imagery
 - Field data collection devices
 - **Change how we do inspections**

How do we inspect property?

⇒ Need to be efficient and effective

"Efficiency is doing things right; effectiveness is doing the right things."

-Peter Drucker

⇒ Continuous Improvement

- Lean Philosophy implemented starting in 2008

What is Lean?

Lean is a set of concepts, principles and tools used:

- ➔ To create and deliver the most *Value* from the *Customer's* perspective (effectively)
- ➔ While consuming the fewest resources (efficiently)
- ➔ By fully utilizing the *skills and knowledge* of those who do the work.

How do we inspect property?

- ➔ Effective - Where is the greatest need to inspect?
- ➔ For example:
- ➔ All Commercial Property to be inspected over 3 years
 - 30,000 properties
 - Starting in 2010 in Cities and large towns, and nearby RMs
 - Highest value properties in a municipality
 - Highest level of taxation
 - Greatest impact from improvements to data
 - All inspected before next revaluation

How do we inspect property?

- ⇒ Efficient - What is the best process to follow?
 - Continuous Improvement through Lean philosophy
- ⇒ Maintenance
 - 2006 - started in January 2007 and complete in June
 - 2010 - 90 % complete by February 28
- ⇒ Improvements:
 - Involve customer
 - Continuous throughout year
 - Receiving lists and completing inspections
 - Goal - Delivery within 45 days of receiving List
 - Expanded planning

How do we inspect property?

- ➔ Efficient - What is the best process to follow?
- ➔ Reinspections
 - 2009 inspected 16,800 non-industrial properties
 - 64% more than 2008
 - 20% more properties per appraiser
 - 2010 approx. 20-30,000 non-industrial properties
- ➔ Improvements:
 - Start and complete in same year
 - Expanded planning
 - Identify key issues to be addressed in advance
 - Less time required per property
 - Time freed up from improvements to other processes
 - Imagery

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