



DELIVERING ON OUR
COMMITMENTS



2018
ANNUAL
MEETING



Saskatoon Inn
& CONFERENCE CENTRE

APRIL 11,
2018

Assessment Services Division Update

Overview

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- Assessment Services Provided by SAMA
- SAMA Statistics
- Sales Verification
- Support of Value
- 2017 Reinspections for use in 2018
- Planned 2018 Reinspections for use in 2019
- 2018 Maintenance
- 2018 Roll Status
- 2019 Maintenance
- Client Survey
- SAMA Information Sources

Assessment Services Provided by SAMA

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1. Annual Maintenance
 - Ø Annual changes to keep physical inventory current.
2. Reinspections
 - Ø A general review of property in a municipality to ensure physical inventory is current.
3. Revaluations (sales verification, market analysis, implementation)
4. Support of Value (Property Appeals)
 - Ø Agreements to adjust
 - Ø Boards of Revision, Sask Municipal Board
 - Ø Court of Appeal, Queen's Bench Court

SAMA Statistics

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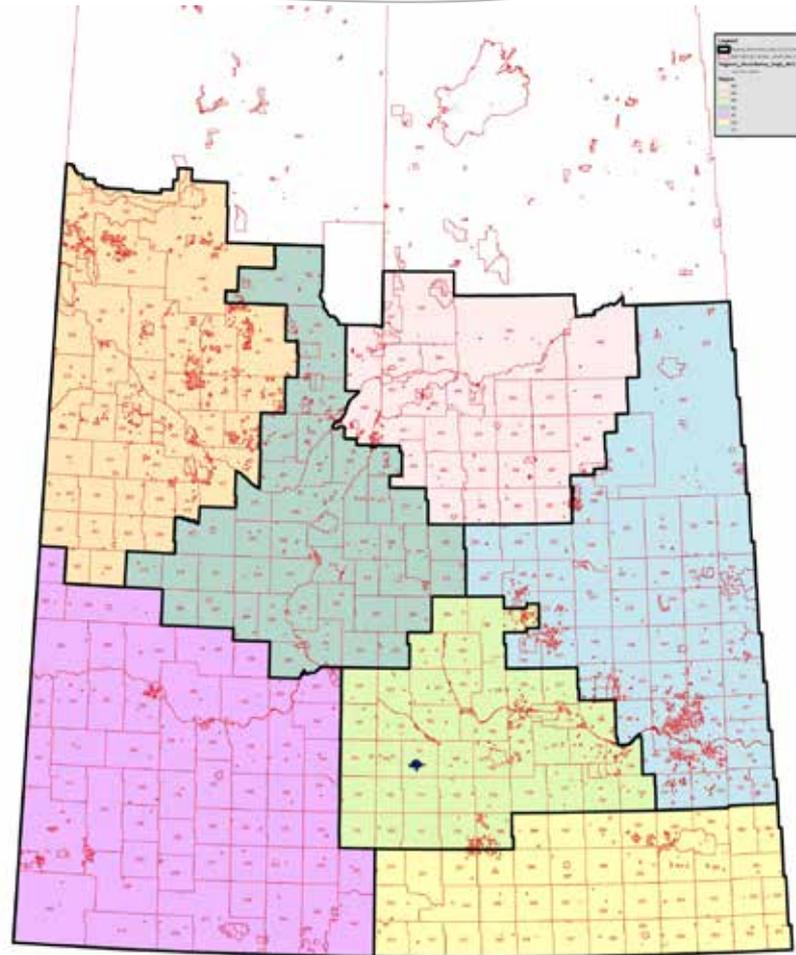
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- Assessment services for 762 municipalities (Annual Maintenance, Reinspections, Revaluations and Support of Value)
- 845,000 assessed properties
- 8 regional offices, Industrial Unit (located in Regina) and a Revaluation Unit
- 154 permanent staff
 - 112 in Assessment Services

SAMA Regions

- Ø Melfort
- Ø Moose Jaw (City)
- Ø North Battleford
- Ø Regina
- Ø Saskatoon
- Ø Swift Current
- Ø Weyburn
- Ø Yorkton



Sales Verification

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- 2013 Revaluation (Jan. 1, 2007 – Dec. 31, 2010)
 - 202,940 total sales
- 2017 Revaluation (Jan. 1, 2011 – Dec. 31, 2014)
 - 210,518 total sales
- 2021 Revaluation (Jan. 1, 2015 – Dec. 31, 2018)
 - 146,696 total sales as of March 27, 2018
- Approx 52,000 sales per year
- Approx 15,000 to 20,000 sales to verify each year

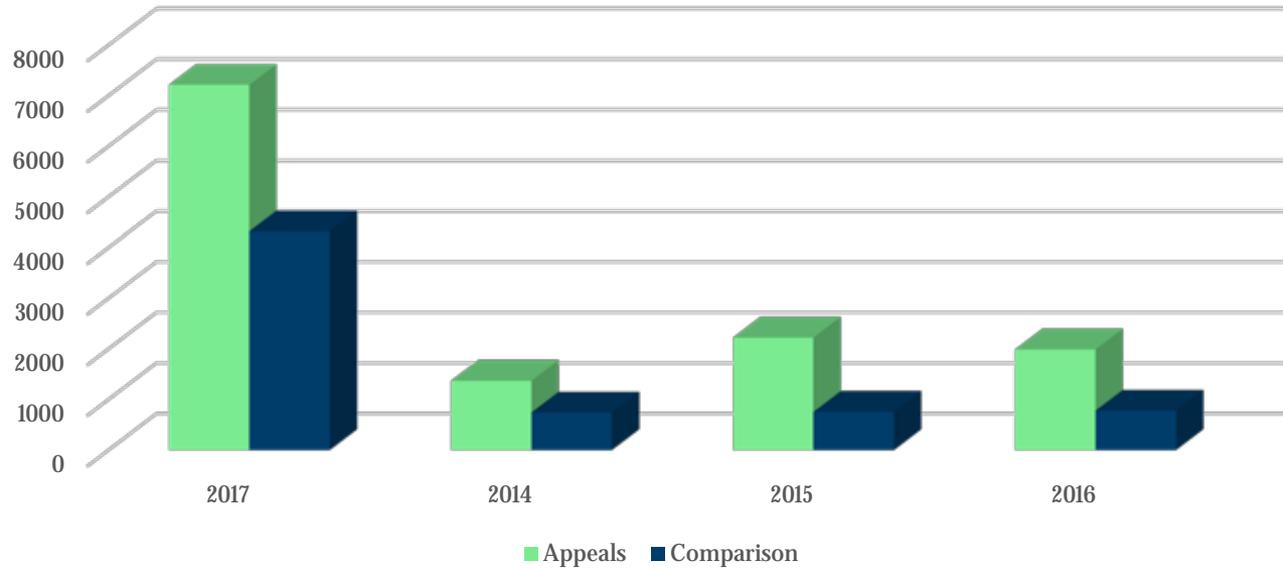
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Support of Value – Appeals

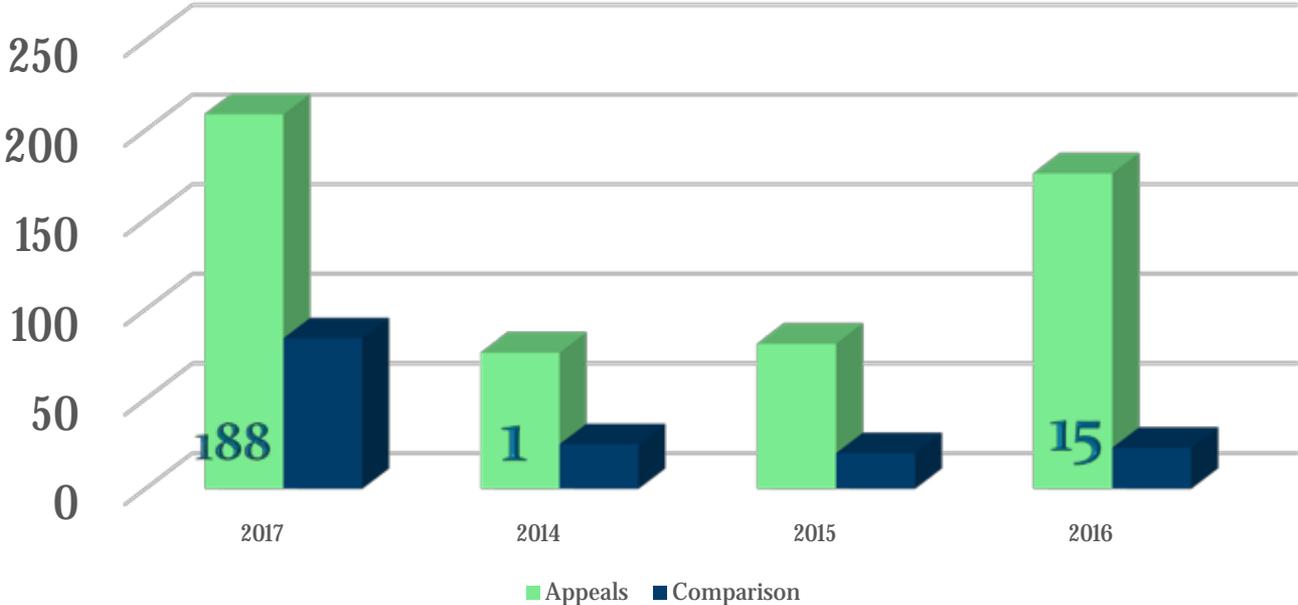
Local Board of Revision



Support of Value – SMB

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2017 Reinspections for use in 2018

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- Total – 28,147 properties
- Agricultural – 12,194 properties in 8 RM's
- Commercial – 60 properties
- Residential – 9,236 properties
- Industrial – 1,194 oil and gas properties
 - Flow Line Review – 5,463 properties

Planned 2018 Reinspections for use in 2019

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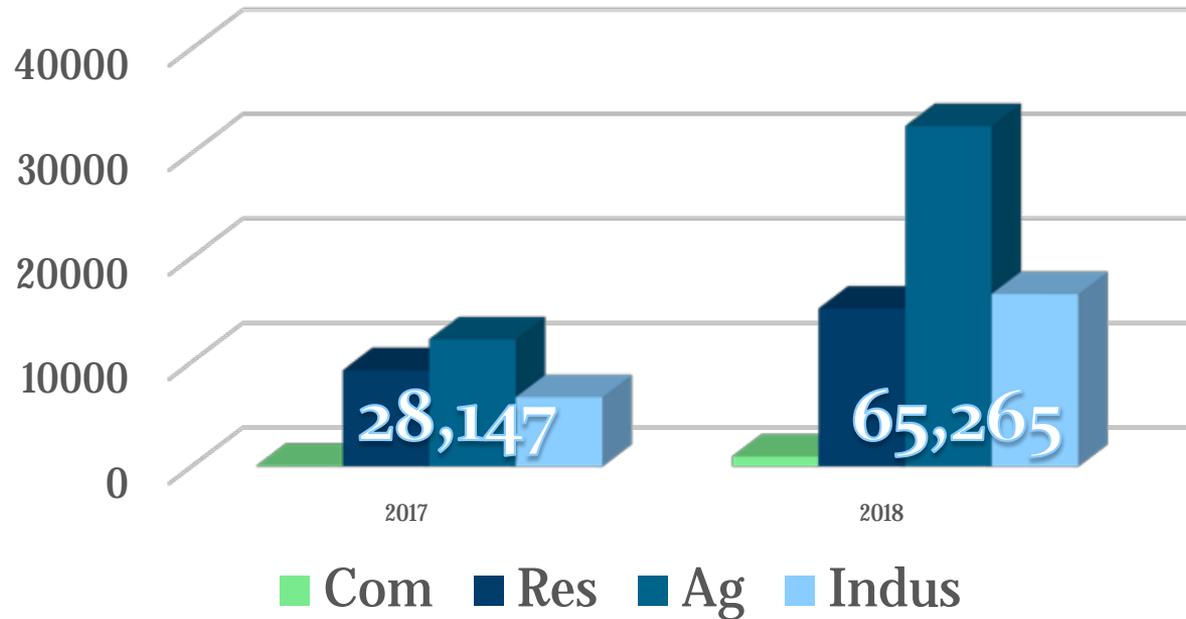


- Total – 65,265 properties
- Agricultural – 32,608 properties in 25 RM's
- Commercial – 972 properties
- Residential – 15,150 properties
- Industrial – 535 oil and gas properties
 - Flow Line and Tank Review – 16,000 properties

2017 & Planned 2018 Reinspections

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2018 Maintenance

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- Maintenance by Regions
 - 89% complete (32,378/36,213) as of April 3
 - 622/762 clients (81.6%) have received their maintenance

2018 Maintenance

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- Oil and Gas Standardization ran smoothly (88,967 properties)
- Oil and Gas Renditions
 - 9,800 processed
- Pipelines Complete
- Mines
 - Potash complete February 28
 - Coal complete
 - Uranium in progress

2018 Roll Status

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- As of April 6, 2018
 - Rolls open – 258
 - Rolls closed – 88
 - Rolls not yet open - 416

2019 Maintenance

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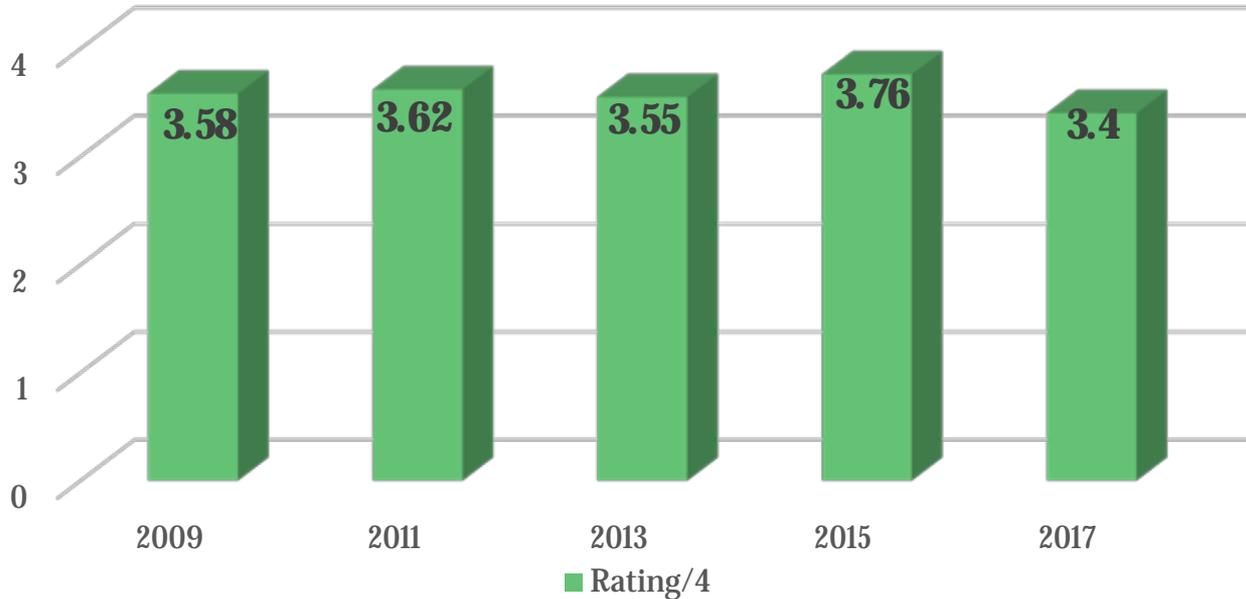
- Municipalities – Start sending in lists
 - Service Charters planned for 109 municipalities
 - Negotiate deadlines
- SAMA Goal – Deliver maintenance by date requested by municipality
 - Asking for date municipality requires complete maintenance package

Client Survey

- Initial Survey early 2009
- Next Surveys at end of 2011, 2013, 2015
- 2017 Survey
 - Answer the Question:
 - How are we doing?
 - Sample of Administrators – 114

Client Survey

- Customer Service
 - Agreement on positive statements regarding customer service decreased in 2017



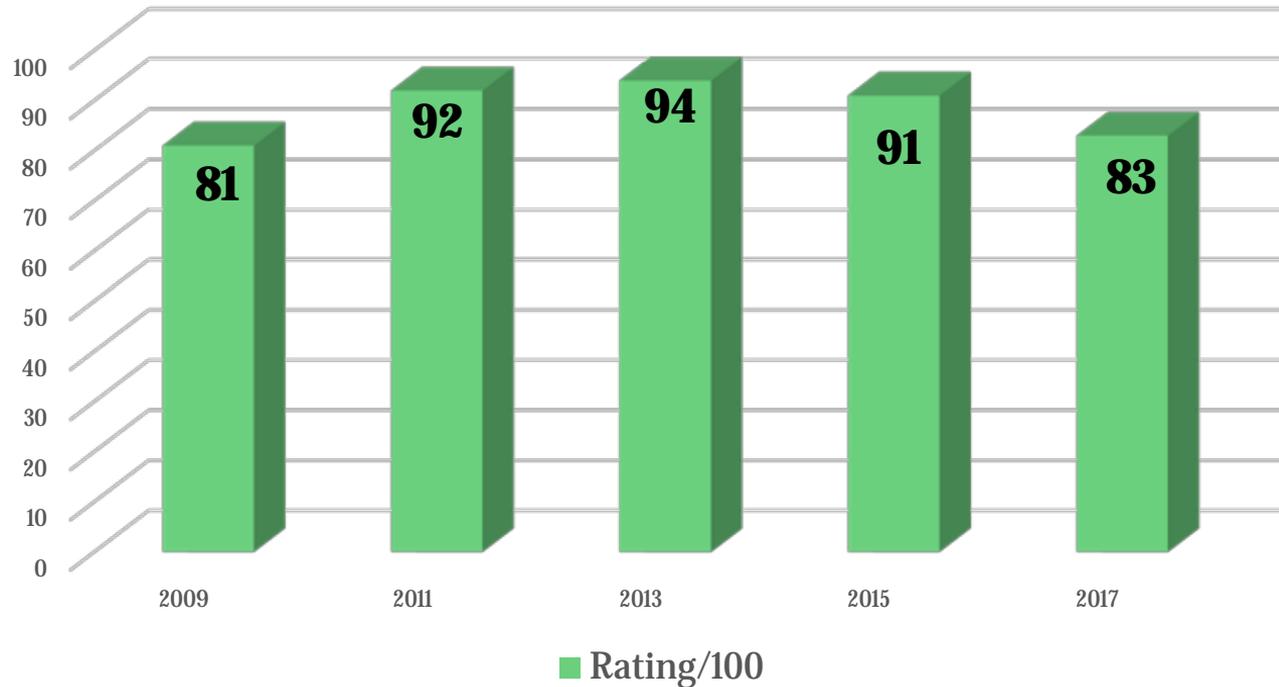
Client Survey

– Overall Service Satisfaction



Client Survey

– Maintenance Satisfaction Overall



Client Survey

– Revaluation Satisfaction



Client Survey

– Would You Recommend SAMA?



SAMA Information Sources

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- SAMA's website www.sama.sk.ca
 - On-line manuals, handbooks, FAQs, etc.
- Pamphlets and Fact Sheets
- Video on property assessment
 - <http://www.sama.sk.ca/html/2/understanding.html>
- SAMAView www.samaview.ca