



sama

SASKATCHEWAN ASSESSMENT
MANAGEMENT AGENCY

— INNOVATION AND IMPROVEMENT —



2019
ANNUAL
MEETING



DELTA
HOTELS
MARRIOTT
REGINA



APRIL 10, 2019



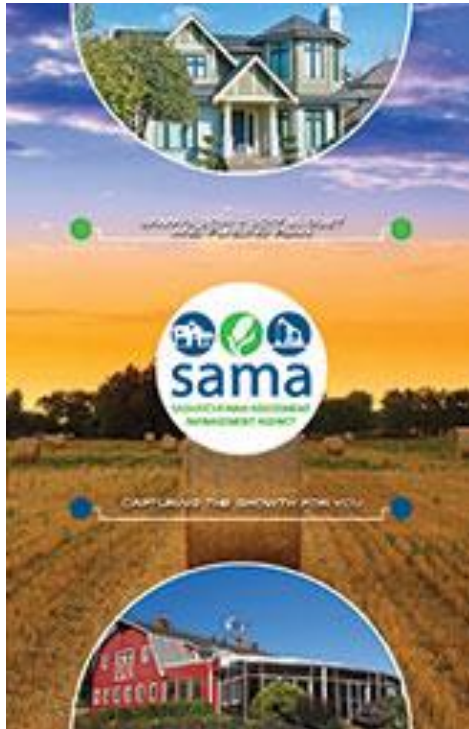
sama

SASKATCHEWAN ASSESSMENT
MANAGEMENT AGENCY

CEO Update

Irwin Blank

Agency Statistics



- ▶ Agency created in 1987
- ▶ 7 person Board of Directors
- ▶ Assessment governance for entire province
- ▶ Assessment services for 758 municipalities
- ▶ 862,900 assessed properties
- ▶ 8 regional offices
- ▶ 158 permanent staff
 - ▶ 112.5 in Assessment Services
 - ▶ includes 6 for Moose Jaw contract
- ▶ Total cost per property = \$22.99 (includes governance)
- ▶ \$20M operating costs (2018)
- ▶ **\$21M funding for 2019**

SAMA Vision and Mission

Vision

- ▶ SAMA is the recognized leader and authority on property assessment, and Saskatchewan's service provider of choice.

Mission

- ▶ SAMA develops, regulates and delivers a stable, cost-effective assessment system that is accurate, up-to-date, universal, equitable and understandable.



Purpose of Assessments

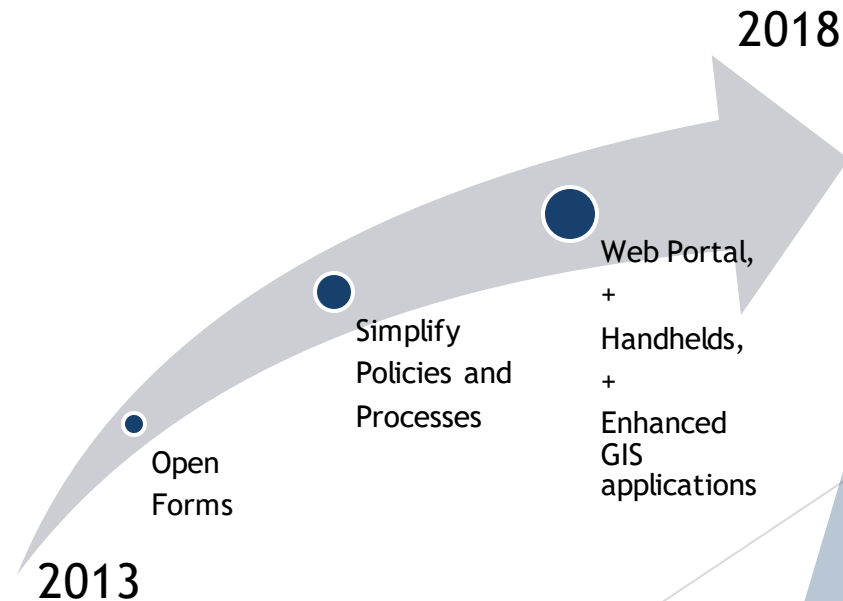


- ▶ Assessments pay for essential services that politicians and taxpayers want and need.
- ▶ In 2018 the assessment base brought in \$2.1 billion. Over 50% of revenue for municipalities and 40% of revenue for schools.
- ▶ Revenue needs are growing to support growing economy.
- ▶ Preserves local autonomy.

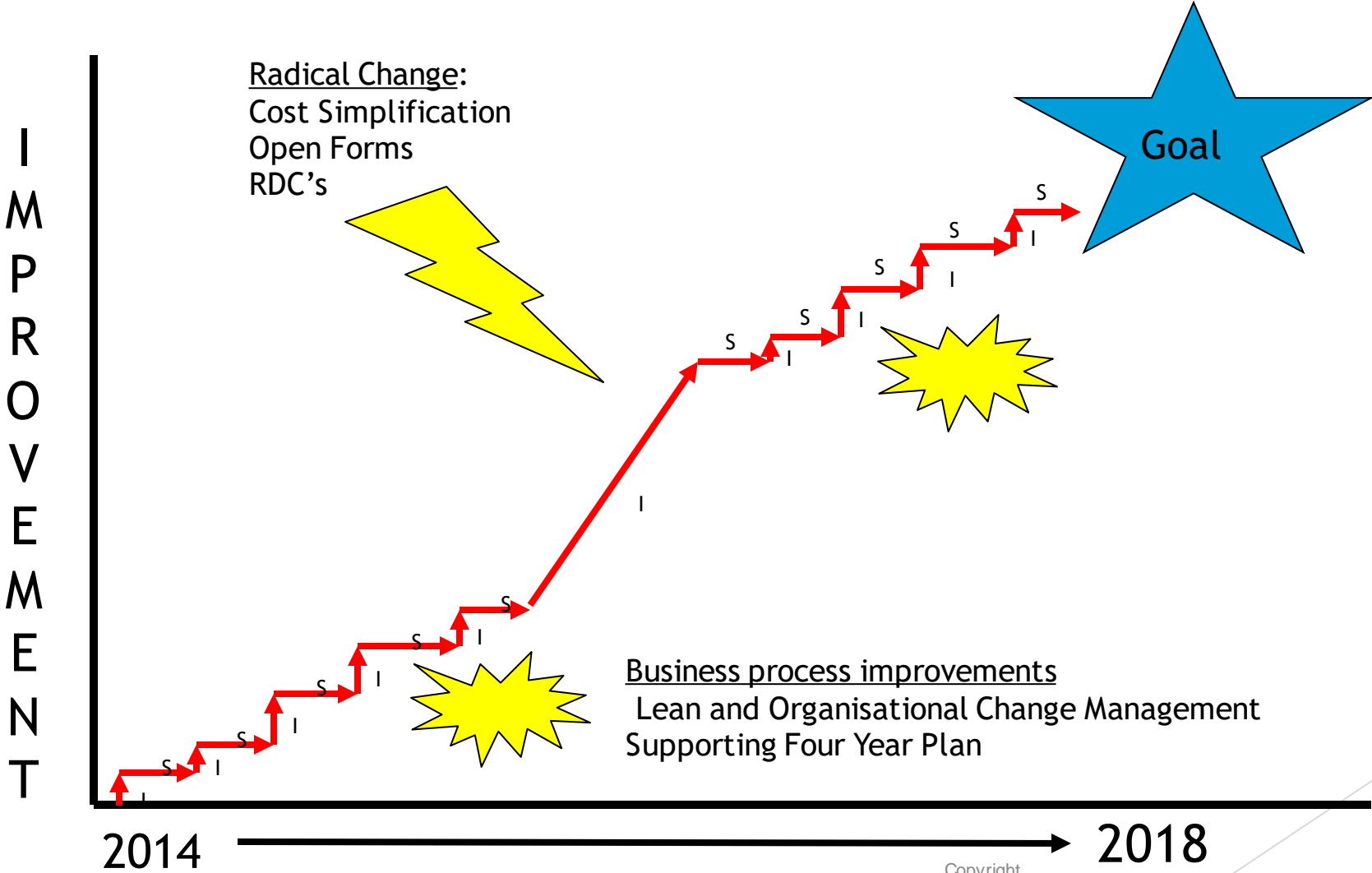
Background on SAMA's Strategic Directions (2014 to 2017)

- ▶ Build capacity to capture \$30+ M annual revenue currently being left on the table for local governments
- ▶ Increase the number of property reviews from 50,000 (2012) to 100,000 per year by 2018, while improving product quality, increasing employee engagement and fulfilling our core responsibilities.

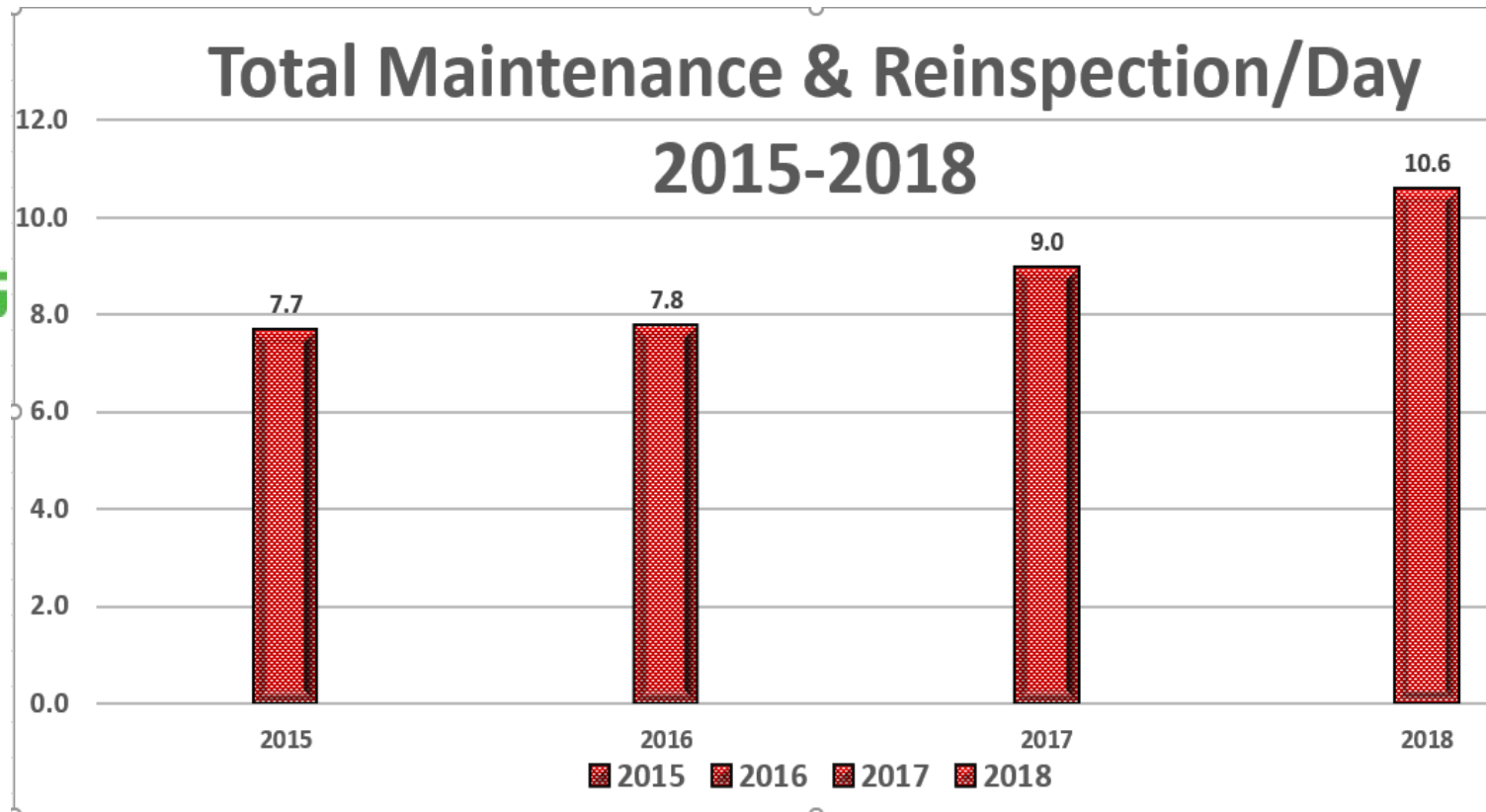
Innovate our way to a 12 year inspection cycle



Four Year Plan



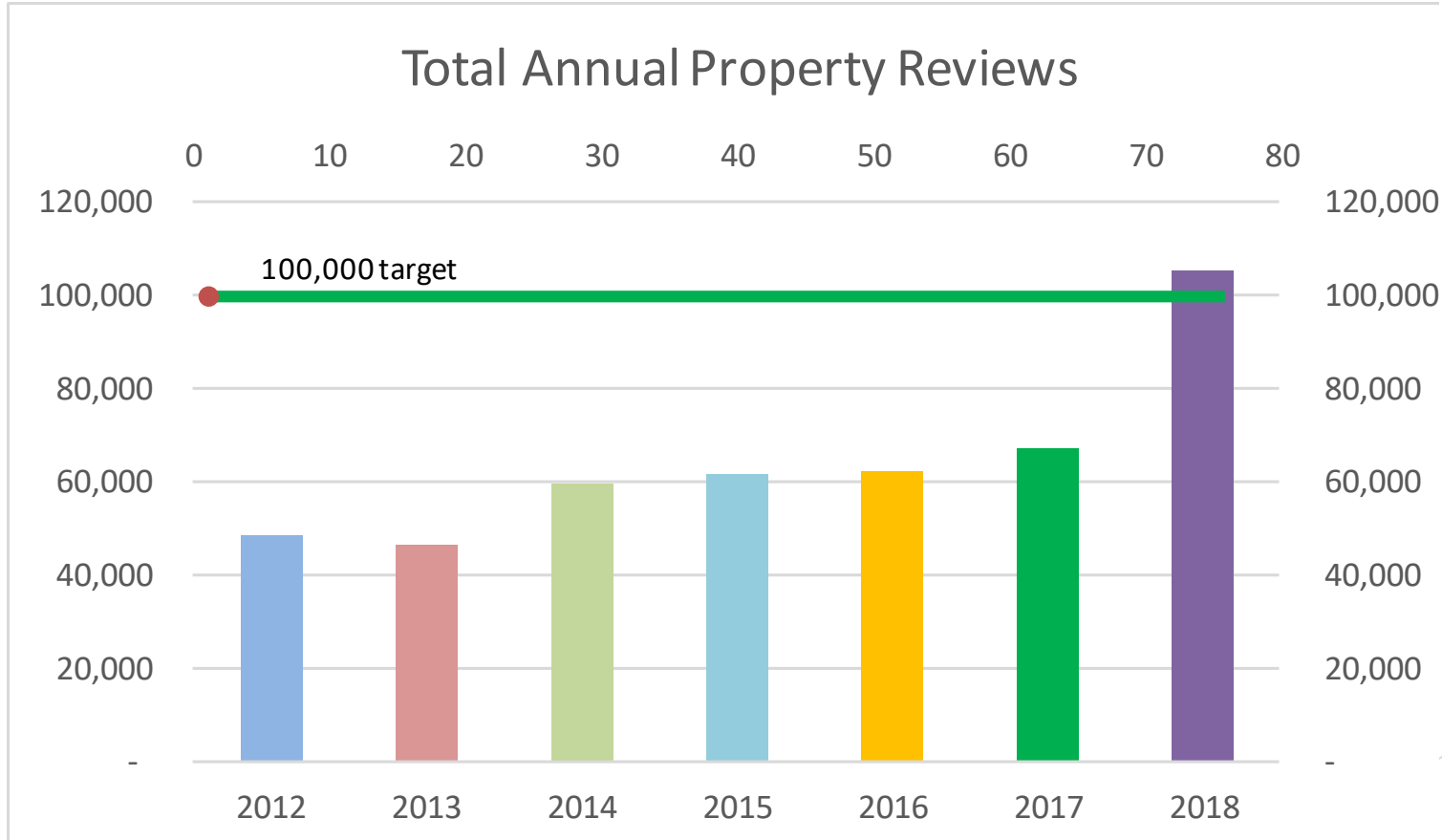
SAMA Inspection Progress





SAMA Inspection Progress

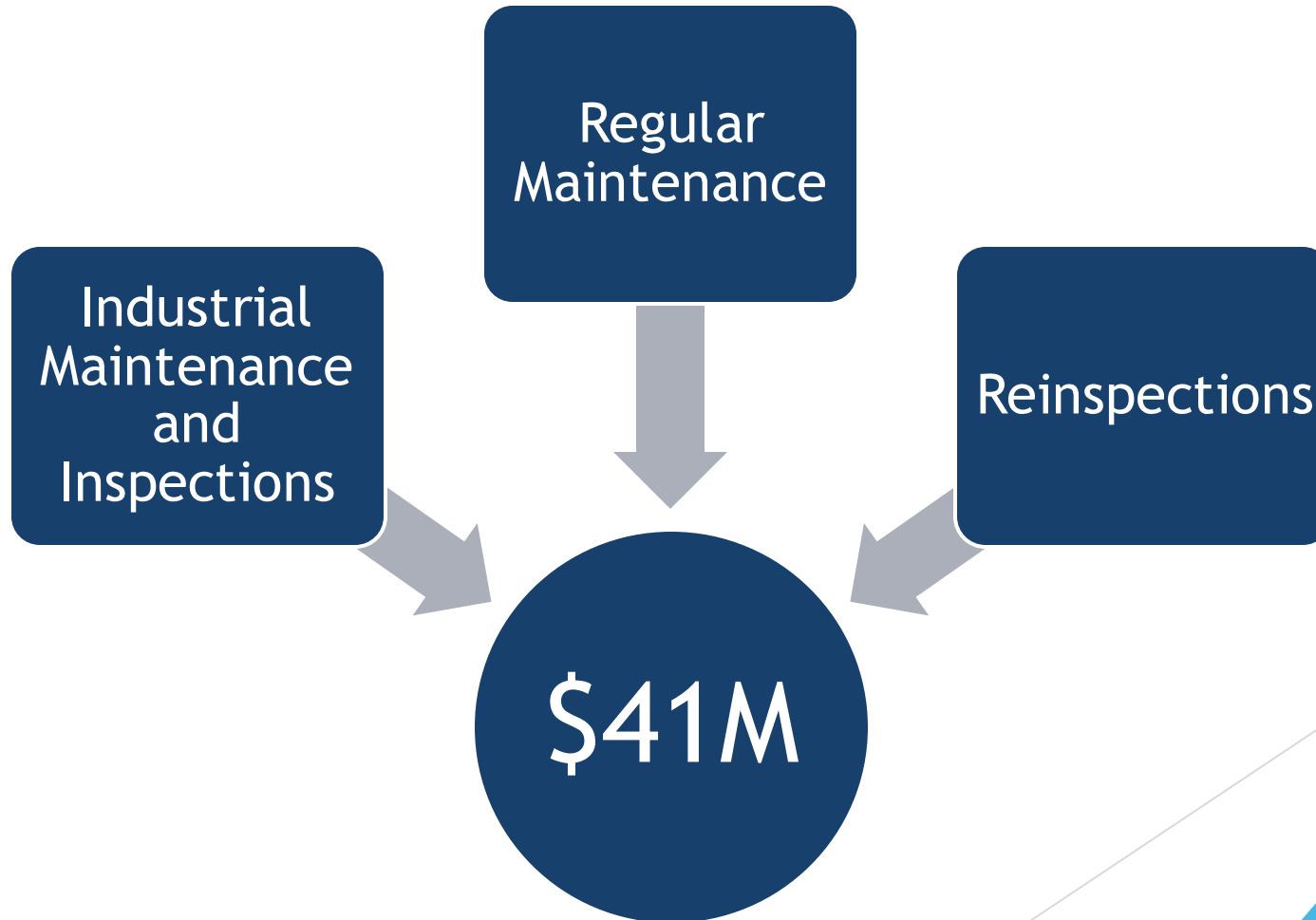
2019
ANNUAL
MEETING





2018 Growth = Substantial Additional Revenue for Local Governments

2019
ANNUAL
MEETING





A Very Successful 2018!

Inspected over 105,000 properties + timely delivery of maintenance to over 85% of our clients!

2019
ANNUAL
MEETING





2019
ANNUAL
MEETING

SAMA's 2018 to 2021 Strategic Directions

1. Maintain and enhance stakeholder supported funding model for SAMA.
2. Simplify and streamline to improve efficiency and effectiveness.
3. Use policy, process and technology changes together to deliver on the promise to radically increase property inspections.
4. Strengthen the capabilities of all employees.

SAMA 2019 Staff Engagement Scores

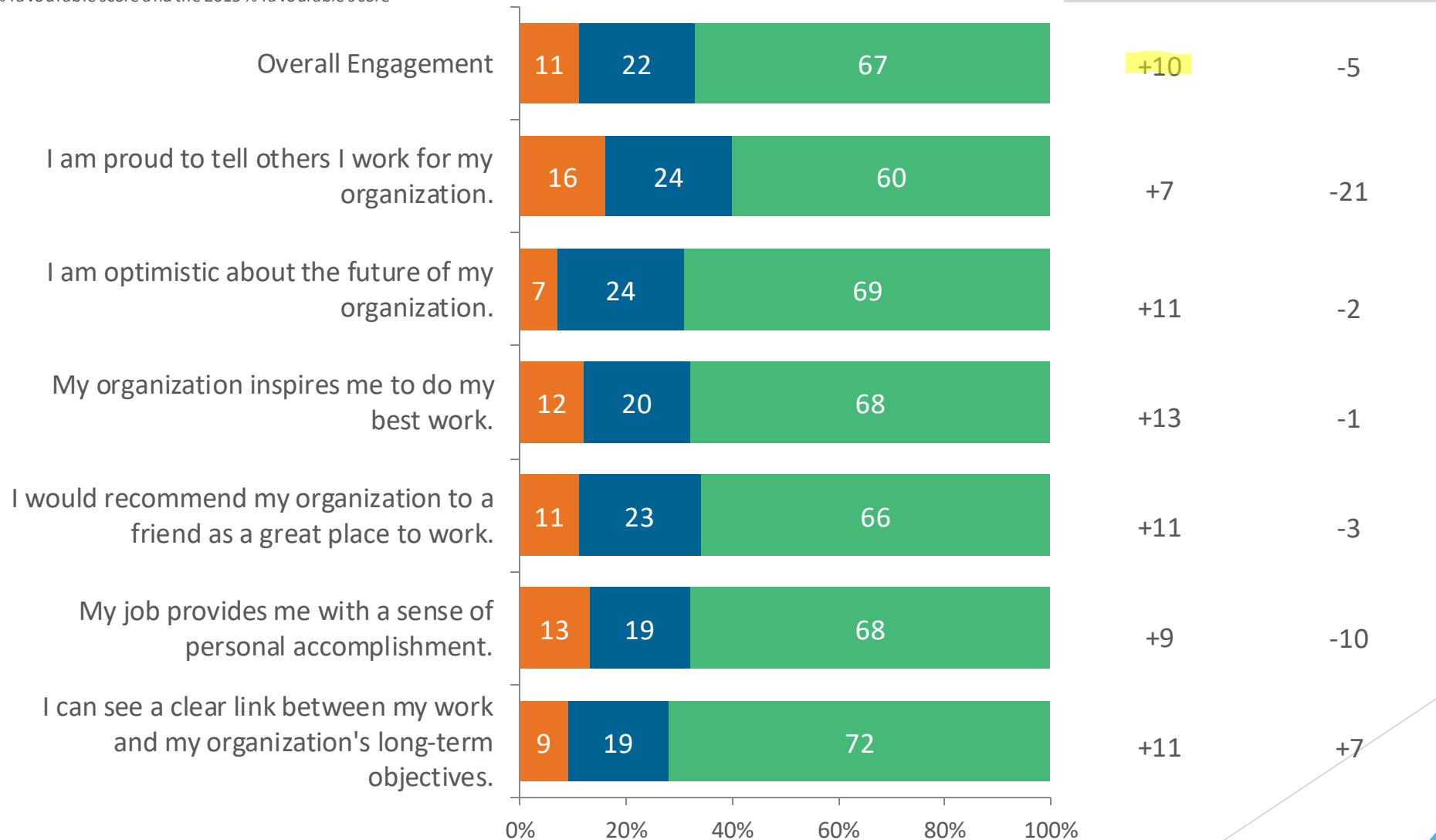
Data is rounded to the nearest whole number

* Number indicates the difference between the 2018 % favourable score and the 2015 % favourable score

Unfavourable Neutral Favourable

+/- SAMA 2015*

+/- TM Benchmark



Engagement Driver Analysis





Major Objectives for 2019

2019
ANNUAL
MEETING

- ▶ 100,000+ property inspections/reviews
- ▶ Maintenance delivered on time
- ▶ Legislative mandate successfully met
- ▶ 2021 manual, guide, policies approved by March 2019
- ▶ 2021 market analysis - 90% complete with improved quality by December 31st
- ▶ New web site, web portal and SAMAView implemented on time and on budget
- ▶ New management/leadership training program in place
- ▶ Add staff to further increase property inspections
- ▶ Successfully bargain a new contract with employees
- ▶ Gain approval from funding stakeholders for 2020 budget



2019 ANNUAL MEETING

Challenges for 2019

- ▶ ~~Attaining~~ Exceeding our 100,000 objective while also substantially completing market analysis for 2021 revaluation.
- ▶ Completing remaining TI capital projects on time and on budget.
- ▶ Handling increased expectations regarding First Nations assessment work.
- ▶ Appeals:
 - ▶ Board of Revision level issues
 - ▶ SMB backlog
 - ▶ Court of Appeal (E.G. tanks at oil and gas facilities)



2019
ANNUAL
MEETING

Assessment Services Presentation

Managing Director of
Assessment Services Division

Todd Treslan