

# Looking Ahead

2026 Assessment Services  
update



# Shaping the future works best with knowledge of the past

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2025  
highlights

2026 –  
where are  
we now

Looking  
ahead

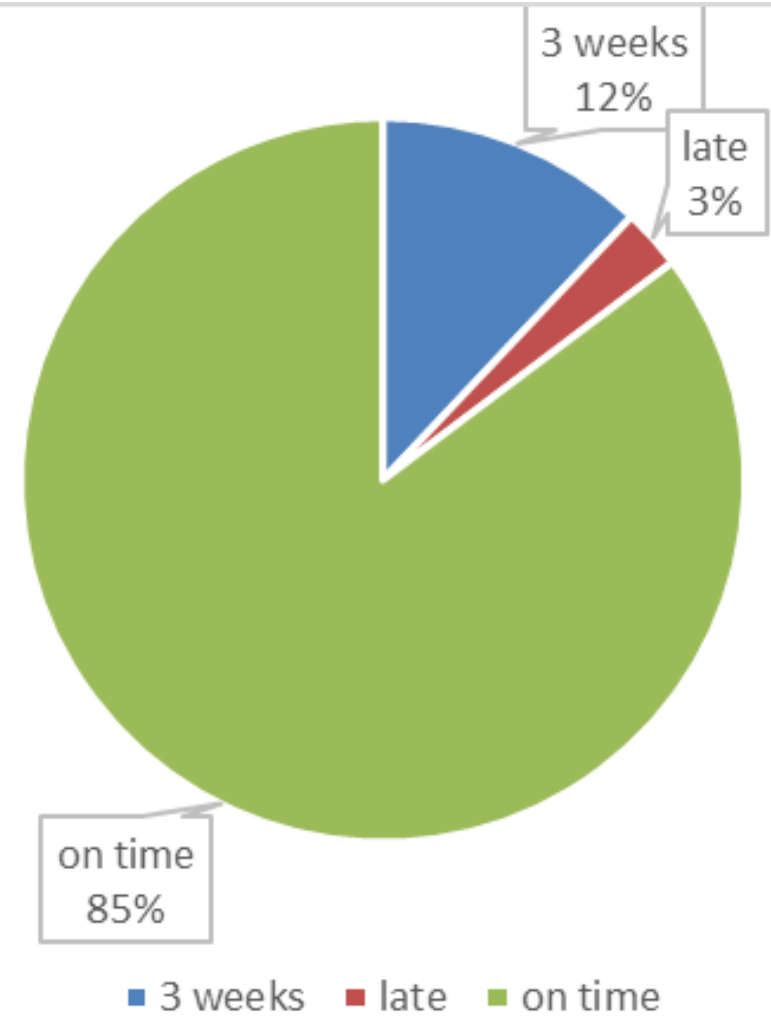
**2025**

**Goal  
100,000**

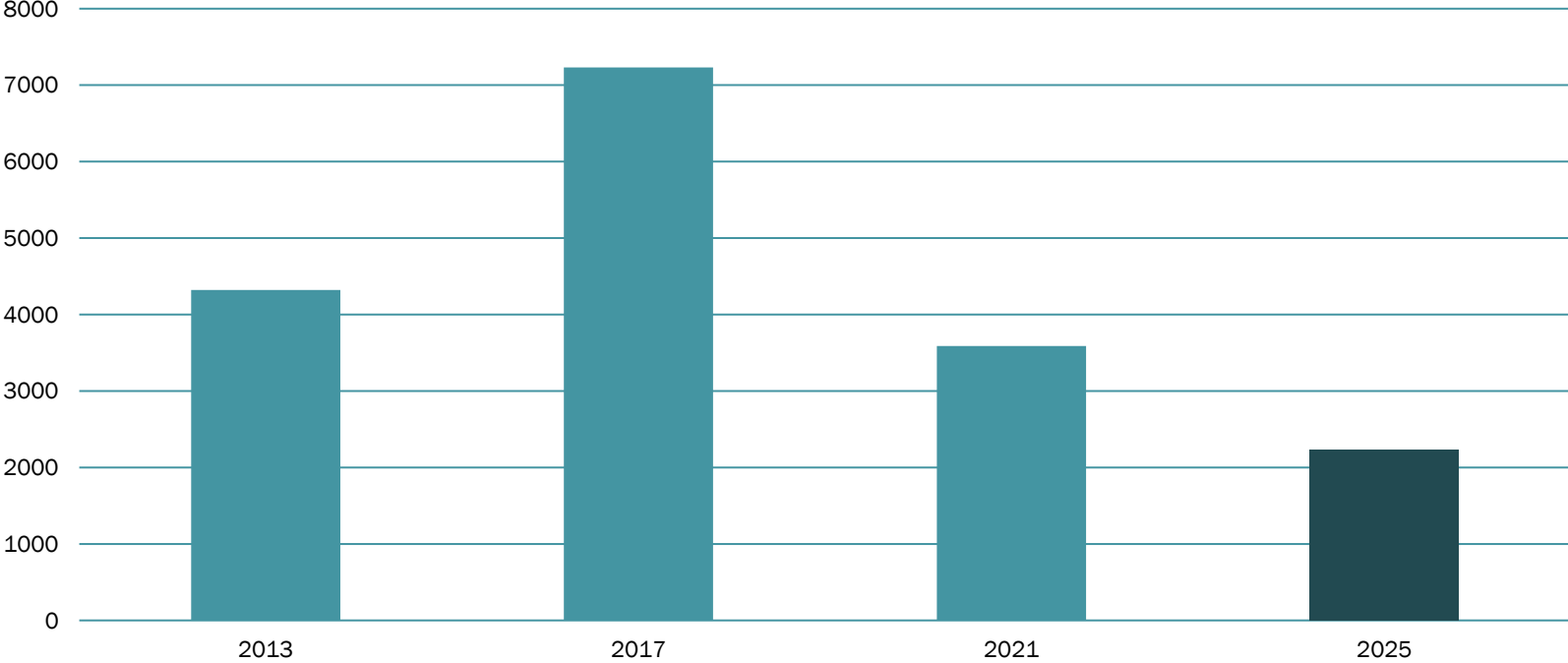
**Reviewed  
102,000**

# On Time Delivery - 2025

Goal 85% on time, 95% within 3 weeks



# Lowest appeal rate in last 4 Revaluations



# Assessment Appeals Committee



Just over 340 appeals in 2025

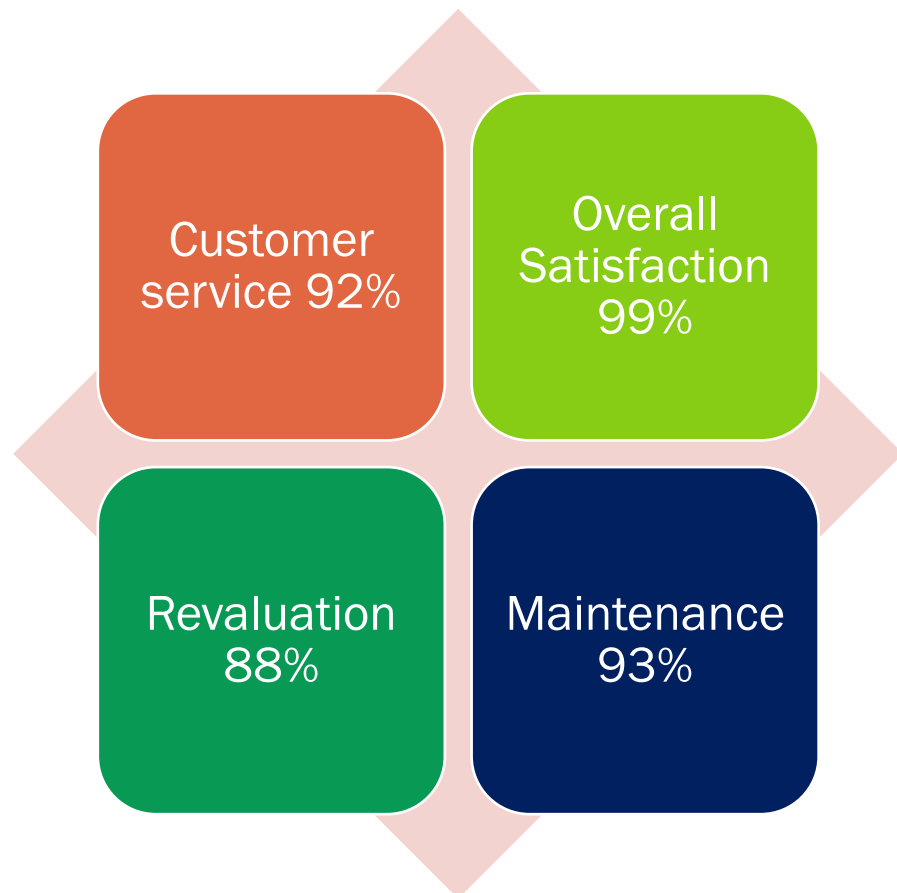
Case law is becoming sufficient to stabilize the system

# 2026 Assessment Roll

698 municipalities  
complete

130 rolls closed,  
296 open

88 appeals



# Client Survey

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# Enhancing Client Communication

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## Site Visits

Regional managers are starting visits to some client municipalities.

## Service Improvement Through Feedback

Direct feedback from clients helps identify areas for improvement, strengthens relationships and ensures satisfaction.



**2026**

A slightly different look



# Focus on core services while preparing for the future

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Revaluation –  
improve on  
processes to deliver  
a timely and accurate  
2029 roll

Maintenance –  
provide the annual  
changes identified by  
our clients

Support of Values –  
feedback mechanism  
for values

# Innovation and Continuous Improvement

- Spending time now
- Leverage technology for future gains





**What can  
we  
accomplish**

- Goal of 73,000 property reviews
- Prepare for 2029 Revaluation
- Annual Maintenance
- Support of Value
- Shape our future through Innovation and Continuous Improvement.