



LOCAL GOVERNMENT & FIRST NATIONS CUSTOMER SERVICE STANDARDS

Local Governments & First Nations Matter:

The Local Government and First Nations Customer Department is focused on continually improving our products, services, communications, and collaboration with our Local Government and First Nations customers. The Department’s goal is to optimize our customer service, by engaging Local Governments and First Nations on an ongoing basis to understand their expectations regarding assessment and property information services.

As a result of ongoing conversations with Local Government and First Nations customers, BC Assessment has updated our Customer Service Standards which are outlined herein and available on our public website. Our Customer Service Standards clearly indicate the level of service that Local Governments and First Nations can expect from BC Assessment, and ensure we focus on customer needs as we continue to deliver excellent service to our customers.

Holding Ourselves Accountable:

We hold ourselves accountable through published performance measures that allow both BC Assessment and our customers to track our progress in meeting expectations. Our performance measures for Local Government and First Nations will continue to focus around the specific areas that are important to you:

- Roll Stability
- Data Accuracy
- New Construction
- Communication

Roll Stability:

- BC Assessment will target actual changes between the Completed (December) and Revised (March) Assessment Rolls of 0.28% on an annual basis at the jurisdictional level:

Actual Value Change Completed to Revised Roll	2015 Assessment Roll	2016 Assessment Roll	2017 Assessment Roll
Completed Roll	\$1,206,152,088,777	\$1,336,100,851,128	\$1,667,918,048,627
Revised Roll	\$1,202,998,214,202	\$1,333,214,585,383	\$1,664,172,333,336
% Change	-0.26%	-0.22%	-0.22%



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Matched Sales Commitment:

- BC Assessment will ensure processing of Matched Property Ownership Changes within 5 days of receipt:

	2015 Assessment Roll	2016 Assessment Roll	2017 Assessment Roll
Total Matched Sales	153,600	180,974	202,422
Total Matched Sales Over 5 Days	709	1,101	368
% Sales Processed within 5 Days	99.54%	99.39%	99.82%

Non-Market Change Commitment:

- BC Assessment is committed to providing Local Governments with accurate, timely Non-Market Change (NMC) reporting:
 - November 15th - 90% of Completed Roll NMC captured & audited
 - December 31st (Completed Roll) - 100% of completed roll NMC captured & audited

2017 Assessment Roll	November 15 th Estimate	Completed Roll
Estimated Amount	\$22,142,698,419	\$23,806,641,416
% of Completed Roll	93.0%	N/A

Assessment Roll Reporting Commitment:

- BC Assessment is committed to effective Assessment Roll reporting (formerly Risk to Roll reporting) to Local Governments a minimum of twice per year:
 - Mid-Year Assessment Roll Report delivered between June to September
 - Year-End Assessment Roll Report delivered between November & January

What's Next?

- Continued collaboration with our customers to ensure our service standards and performance measures are relevant, meaningful, and communicated effectively.

Contact us:

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