



BC Assessment's Service Standards indicate the level of service that Local Governments and Indigenous Nations can expect from us. They also ensure we focus on Taxing Authority needs as we continue to deliver service to our stakeholders.

### 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 Taxing Authorities will continue to focus around the specific areas that are important to you:

- Roll Stability
- Data Accuracy
- New Construction
- Communication

### Roll Stability:

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

Actual Value Change Completed to Revised Roll	2019 Assessment Roll	2020 Assessment Roll	2021 Assessment Roll
Completed Roll	\$1,991,623,956,190	\$1,934,553,269,627	\$2,009,680,237,447
Revised Roll	\$1,985,685,846,368	\$1,930,466,856,955	\$2,007,034,155,009
% Change	-0.29%	-0.21%	-0.13%

### Matched Sales Commitment:

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

	2019 Assessment Roll	2020 Assessment Roll	2021 Assessment Roll
Total Matched Sales	169,873	162,481	176,294
Total Matched Sales Over 5 Days	426	613	605
% Sales Processed within 5 Days	99.85%	99.62%	99.66%



# LOCAL GOVERNMENT & INDIGENOUS NATIONS SERVICE STANDARDS RESULTS

## Non-Market Change Commitment:

- We are committed to providing Local Governments with accurate, timely Non-Market Change (NMC) reporting:
  - Interim Preview Roll (October 31<sup>st</sup>): > 75% of Completed Roll NMC captured & audited
  - Mid-November: 90% of Completed Roll NMC captured & audited
  - Completed Roll (December 31<sup>st</sup>): 100% of completed roll NMC captured & audited

2021 Assessment Roll	Preview Roll	Mid-November	Completed Roll
Estimated Amount	\$19,982,016,535	\$20,783,604,513	\$22,390,962,765
% of Completed Roll	89.24%	92.81%	N/A

## Assessment Roll Reporting Commitment:

- We are committed to effective Assessment Roll reporting (formerly, Risk to Roll reporting) a minimum of twice per year:
  - Mid-Year Assessment Roll Report delivered 1<sup>st</sup> business day in August
  - Year-End Assessment Roll Report delivered 1<sup>st</sup> business day in January

### What's next?

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

## Contact us:

### Local Government Relations

[localgovernment@bcassessment.ca](mailto:localgovernment@bcassessment.ca), or  
1-866-valueBC (825-8322) x 00498

### Indigenous Relations

[firstnations@bcassessment.ca](mailto:firstnations@bcassessment.ca), or  
1-866-valueBC (825-8322) x 04251

