



PURSUING EXCELLENCE IN ASSESSMENT POLICY AND SERVICES FOR SASKATCHEWAN

ASSESSMENT SERVICES DIVISION UPDATE

TODD TRESLAN

MANAGING DIRECTOR ASSESSMENT SERVICES

ASSESSMENT SERVICES PROVIDED BY SAMA

1. Annual Maintenance

- Annual changes to keep physical inventory current.

2. Reinspections

- 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)

- Agreements to adjust
- Boards of Revision, Saskatchewan Municipal Board
- Court of Appeal, Queen's Bench Court



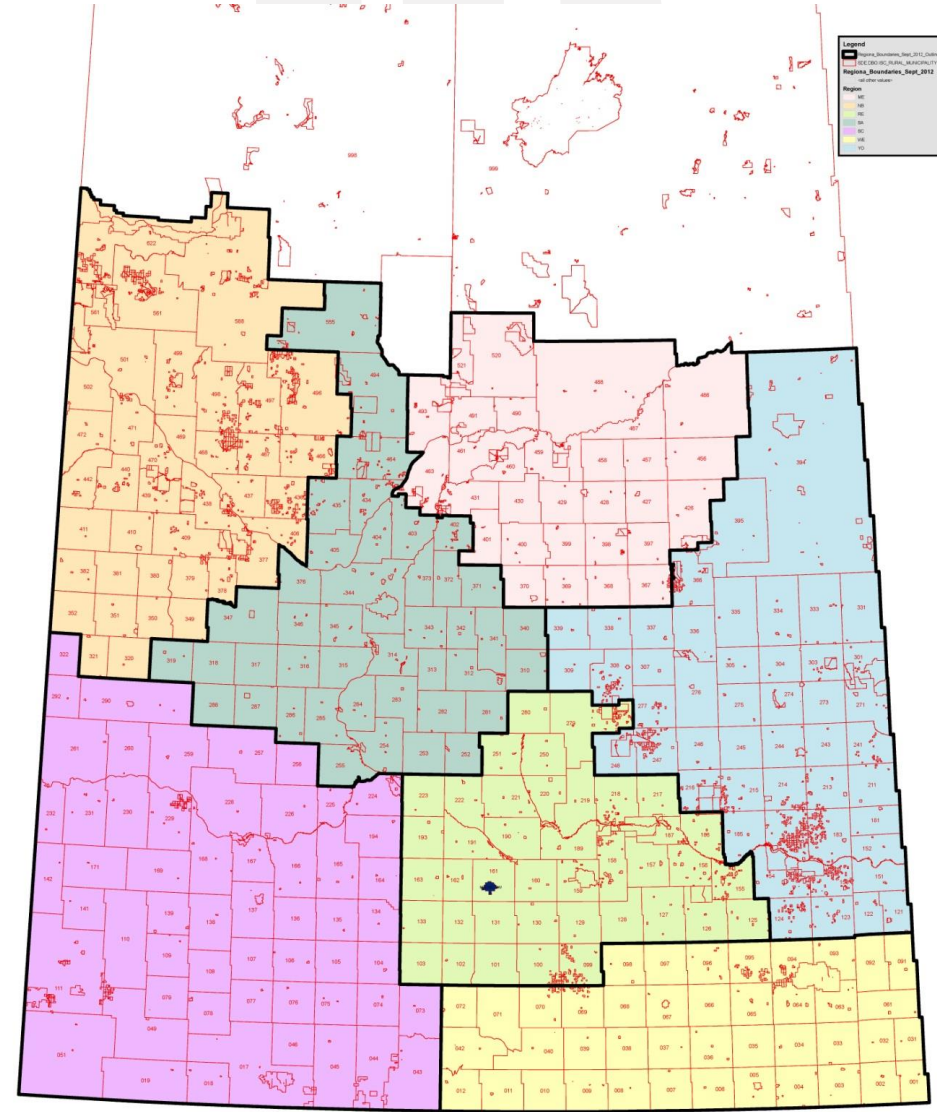
SAMA STATISTICS

- Assessment services for 756 municipalities (Annual Maintenance, Reinspections, Revaluations and Support of Value)
- Approximately 871,000 assessed properties
- 8 regional offices, Industrial Unit (located in Regina) and a Revaluation Unit
- 163.25 permanent staff
 - 118.25 in Assessment Services



SAMA REGIONS

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



Sept 2012

SALES VERIFICATION

2013 Revaluation (Jan. 1, 2007 – Dec. 31, 2010)

202,940 total sales

2017 Revaluation (Jan. 1, 2011 – Dec. 31, 2014)

215,562 total sales

2021 Revaluation (Jan. 1, 2015 – Dec. 31, 2018)

197,445 total sales

2025 Revaluation (Jan. 1, 2019 – Dec. 31, 2022)

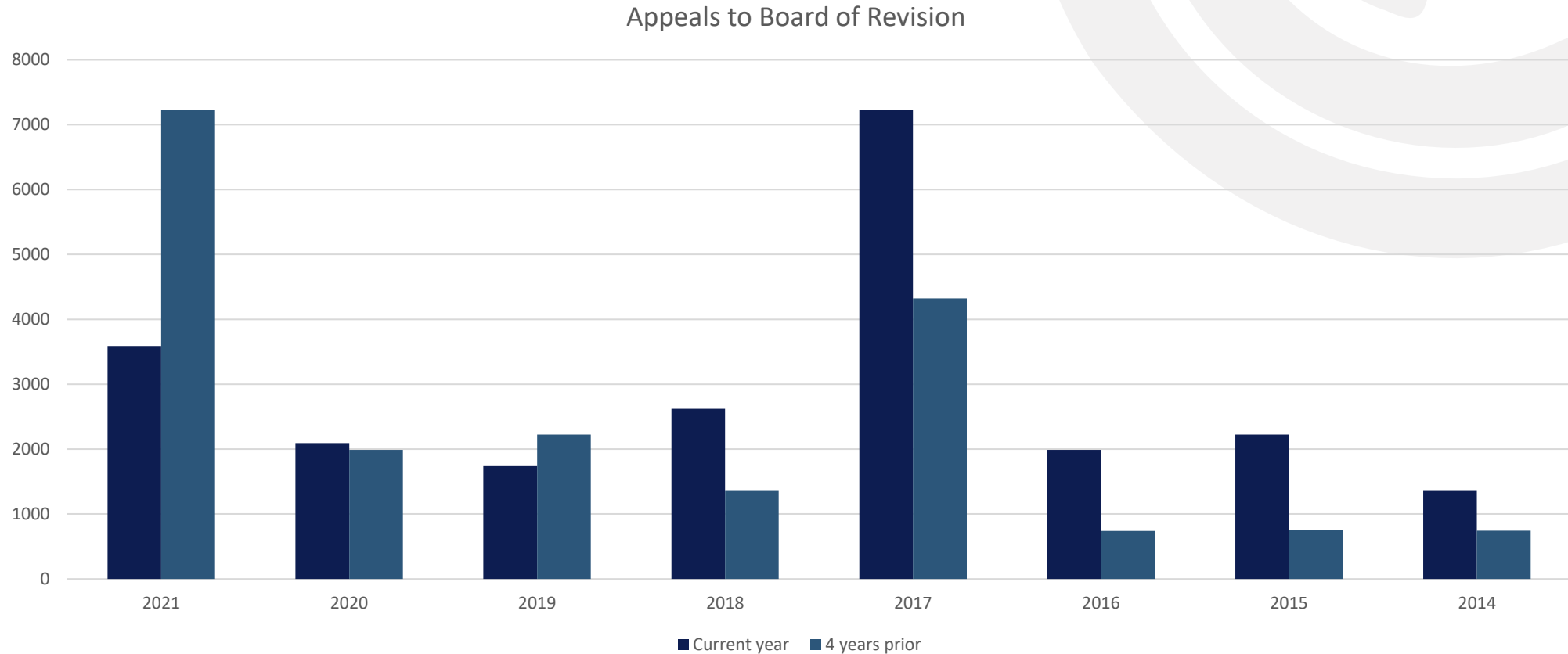
147,255 total sales as of March 28, 2022

Approx. 45,000 - 50,000 sales per year

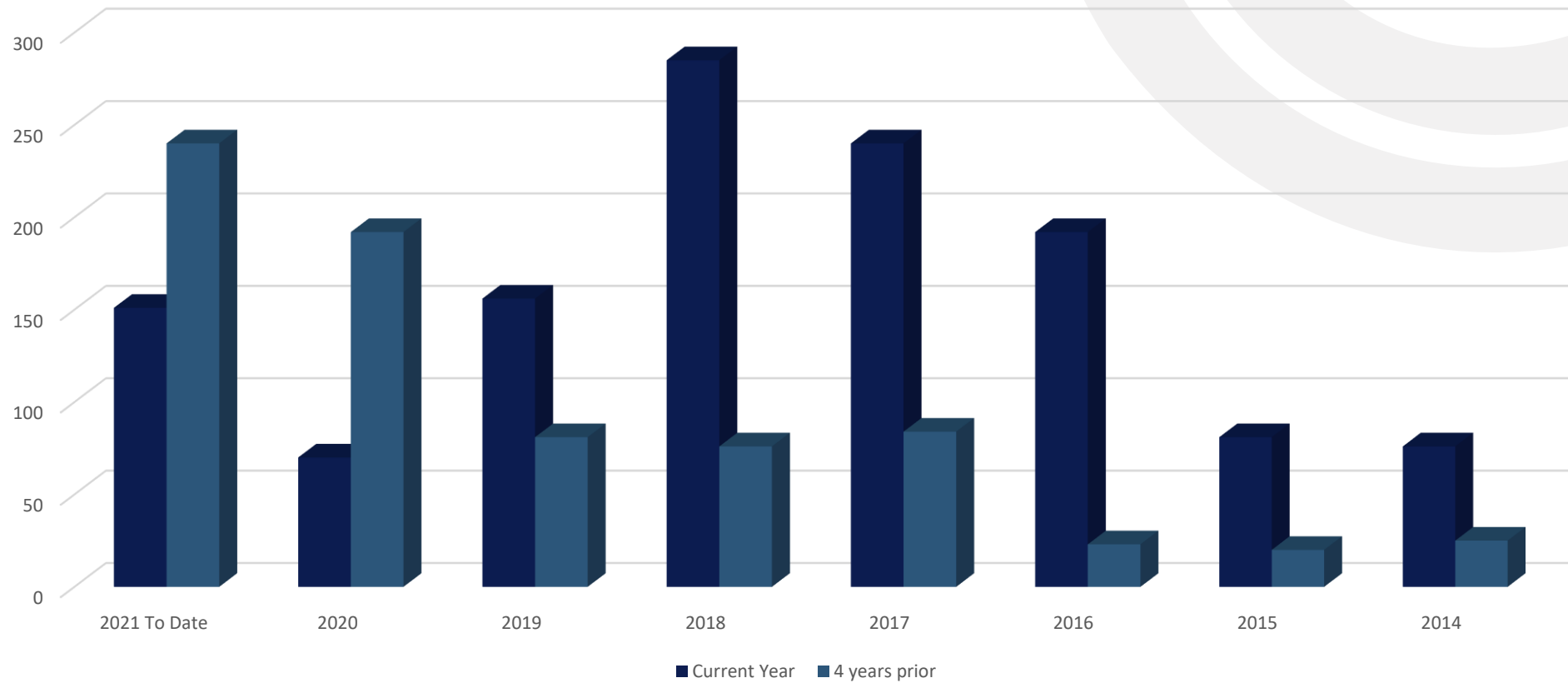
Approx. 15,000 to 20,000 sales to verify each year



SUPPORT OF VALUE – APPEALS



SUPPORT OF VALUE – SMB

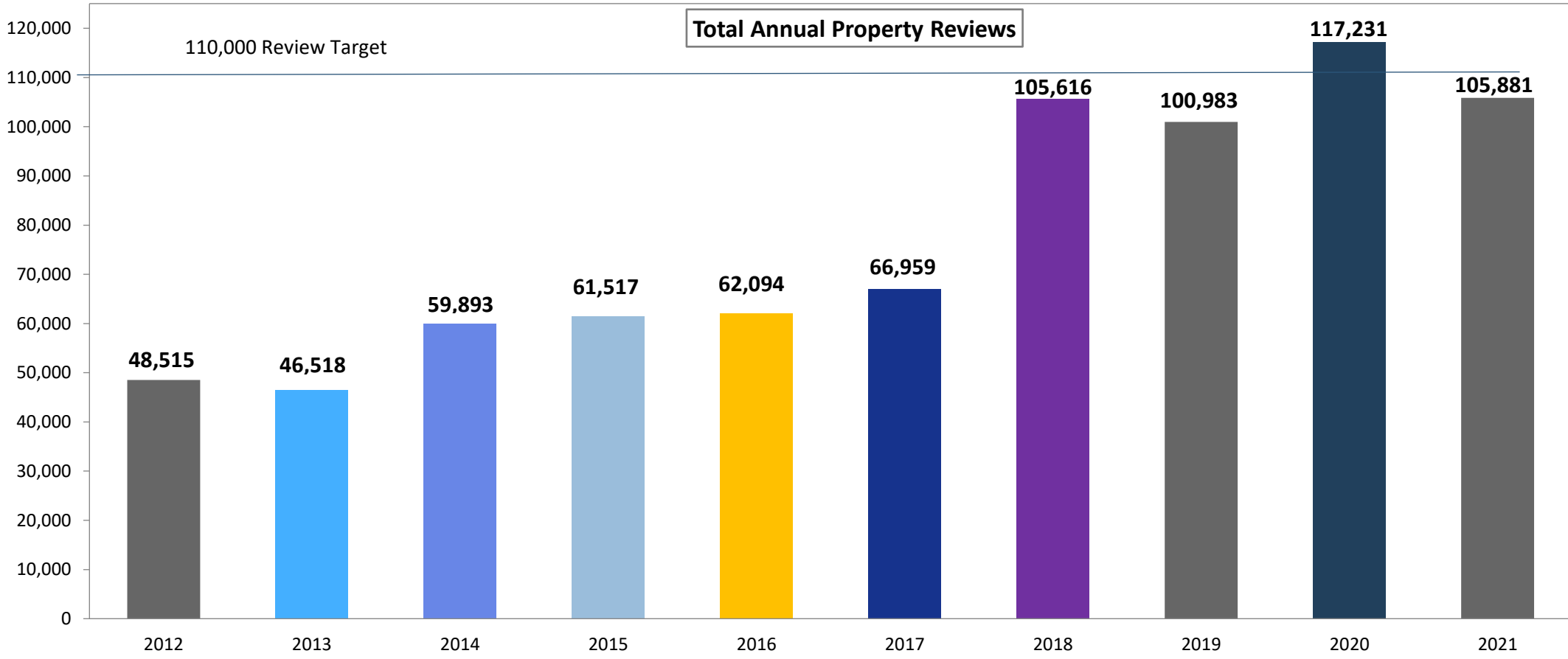


OUR PRIMARY 2021 GOAL

2020 Goal: 110,000+
December 31, 2021



CONTINUING TO DELIVER ON THE PROMISE



2022 SAMA Annual Meeting

2021 REINSPECTIONS FOR USE IN 2022

Total – 71,483 properties

Agricultural – 37,136 properties in 20 RM's

Commercial – 952 properties

Residential – 16,424 properties

Industrial – 1,008 industrial properties

Flow Line Review – 15,963 properties

PLANNED 2022 REINSPECTIONS FOR USE IN 2023

Total – 76,893 properties

Agricultural – 37,949 properties in 25 RM's

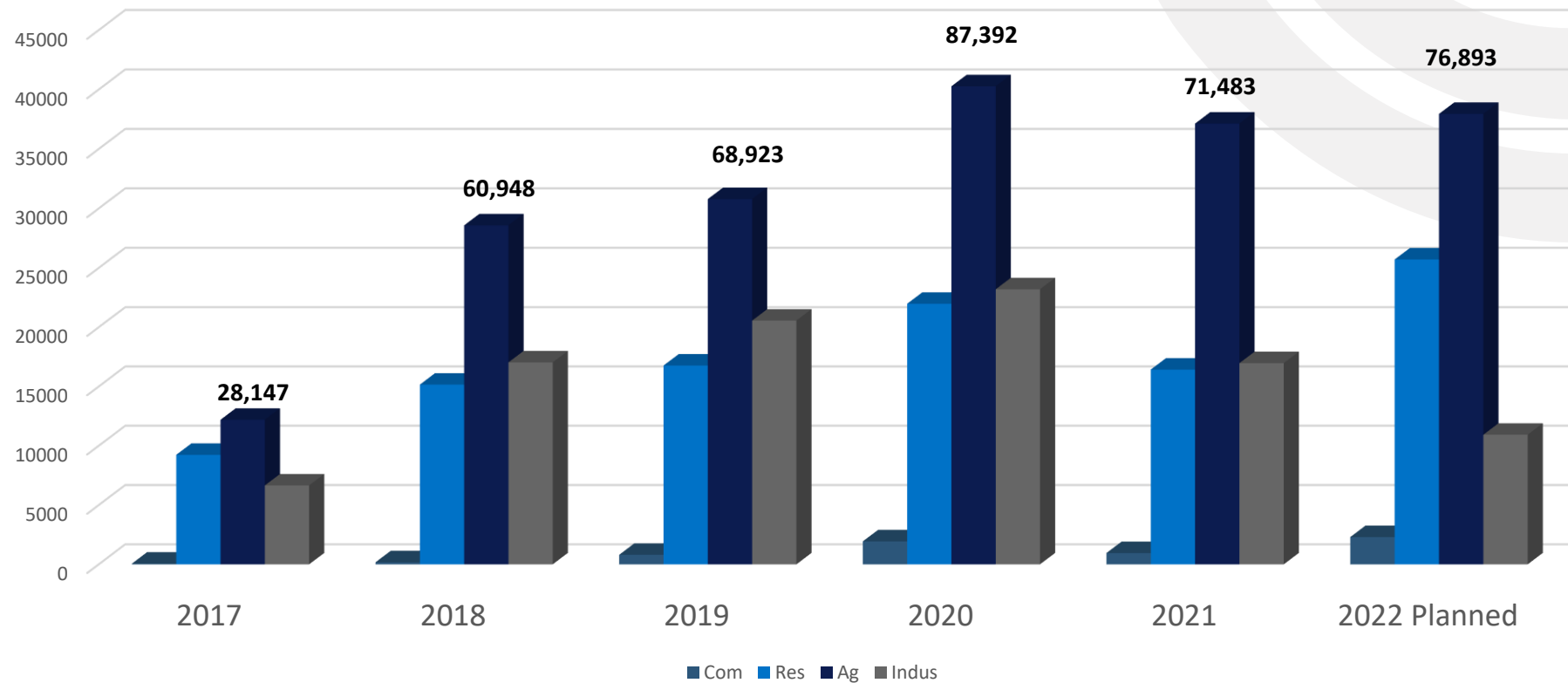
Commercial – 2,303 properties

Residential – 25,705 properties

Industrial – 936 industrial properties

Flow Line and Tank Review – 10,000 properties

2017 - 2021 & PLANNED 2022 REINSPECTIONS



2021 MAINTENANCE



64% of clients received their maintenance by their requested delivery date.



83% of clients received their maintenance within 3 weeks of their requested delivery date.

2022 MAINTENANCE



98% of clients have received their maintenance by their requested delivery date.



100% of clients have received their maintenance within 3 weeks of their requested delivery date.

2022 ROLL STATUS

As of April 11, 2022

Rolls closed – 102

Rolls open – 291

Rolls not yet open - 363

Client Survey

Initial Survey early 2009

Next Surveys at end of 2011, 2013, 2015,
2017 & 2019

2021 Survey

Answer the Question:

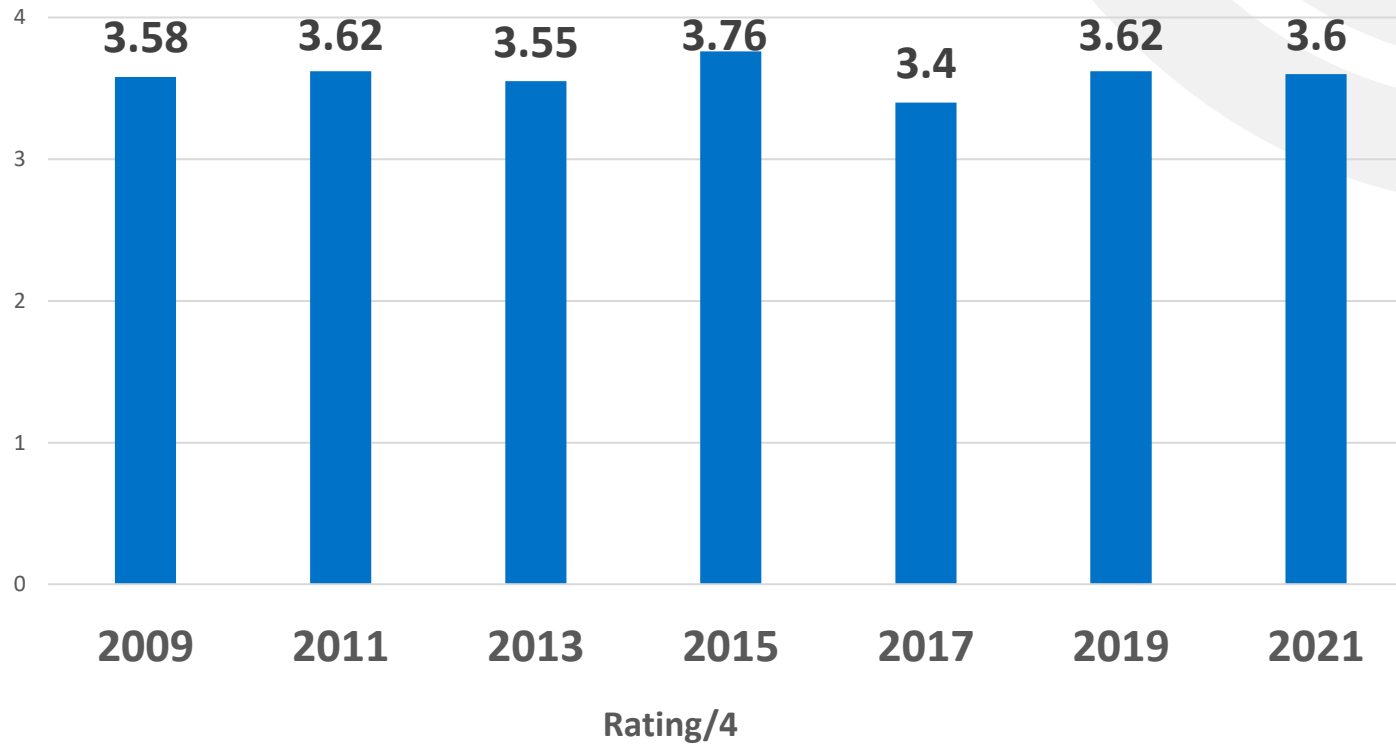
How are we doing?

Sample of Clients – 150



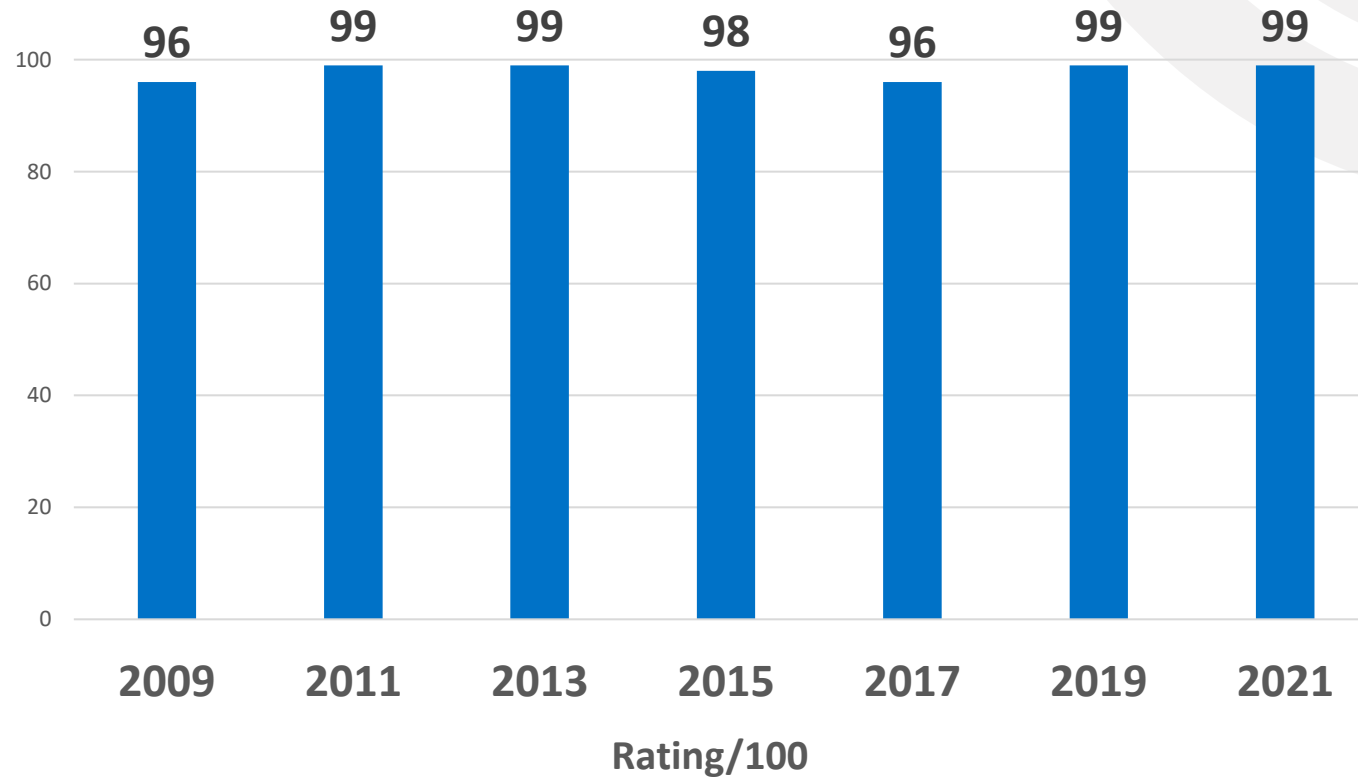
CLIENT SURVEY

- Customer Service
 - Agreement on positive statements regarding customer service maintained in 2021



CLIENT SURVEY

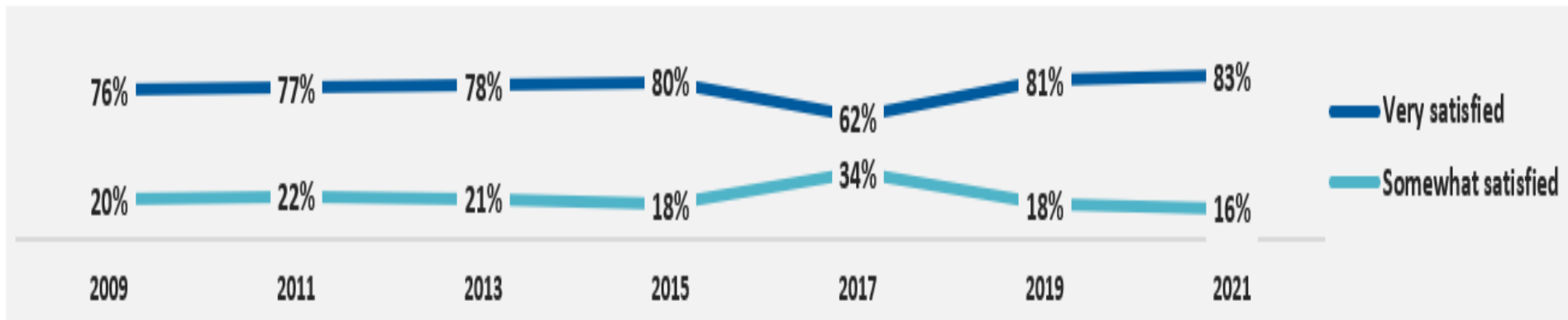
- Overall Service Satisfaction (Very Satisfied and Somewhat Satisfied Ratings)



CLIENT SURVEY

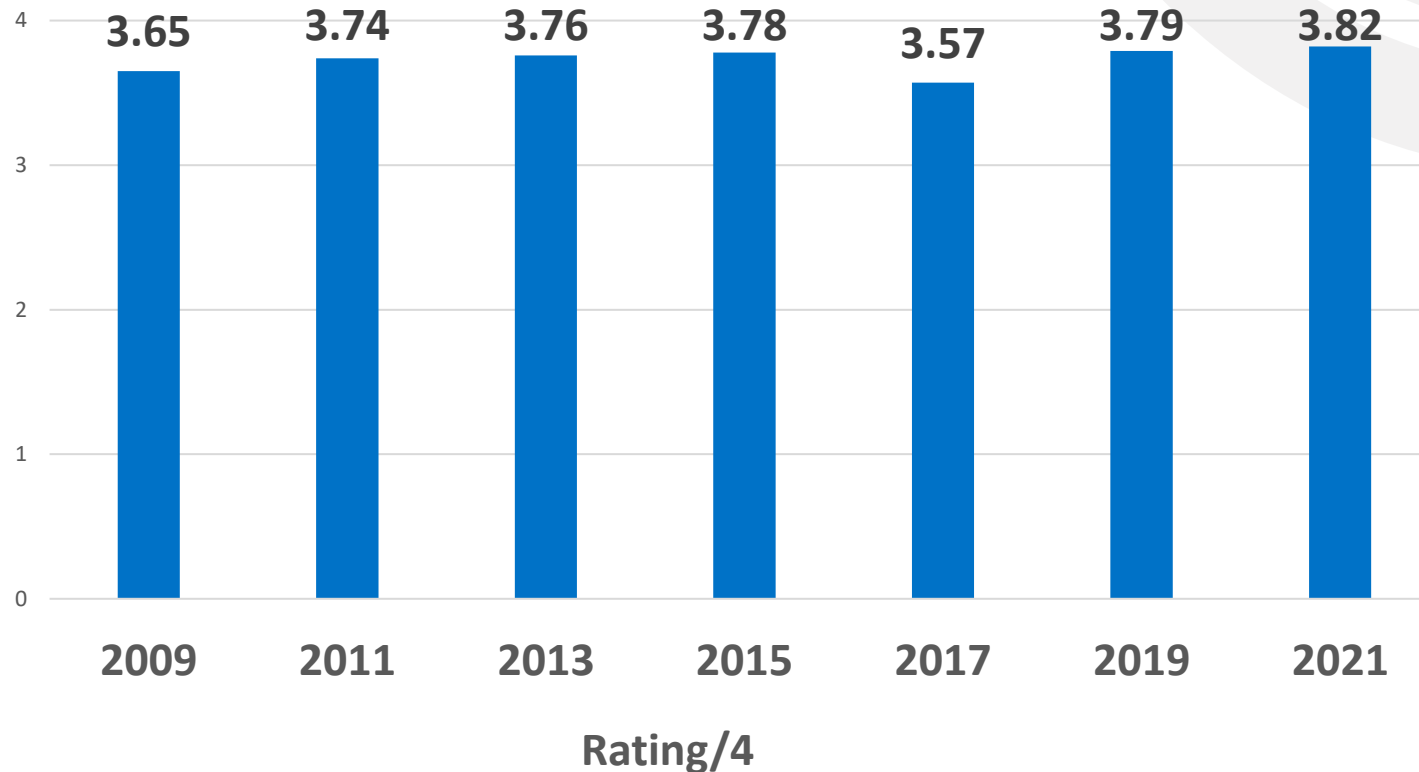
- Overall Service Satisfaction

Tracking Overall Satisfaction with Customer Service, 2009-2021



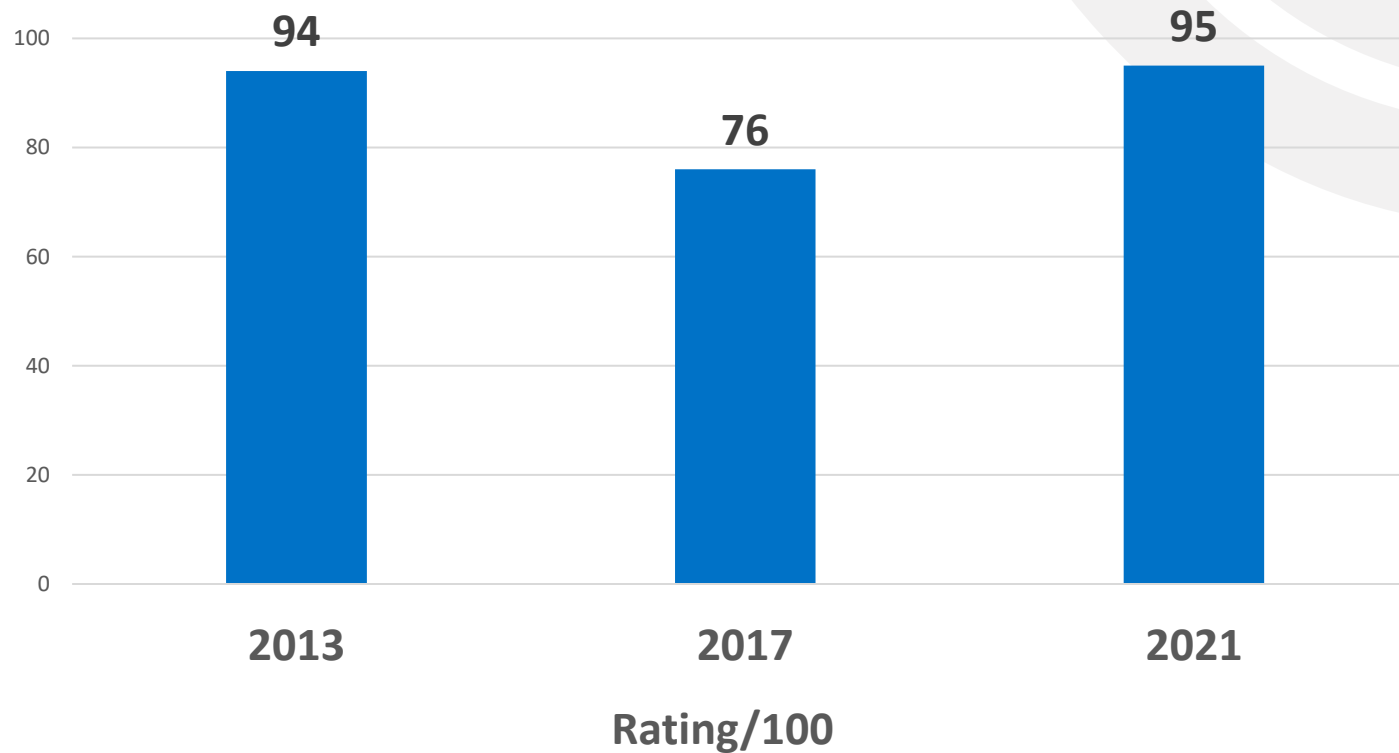
CLIENT SURVEY

- Overall Service Satisfaction
 - Very strong satisfaction data and shows an improvement from 2019 and a definite improvement from 2017 (last revaluation) and the highest figure recorded across the seven surveys.



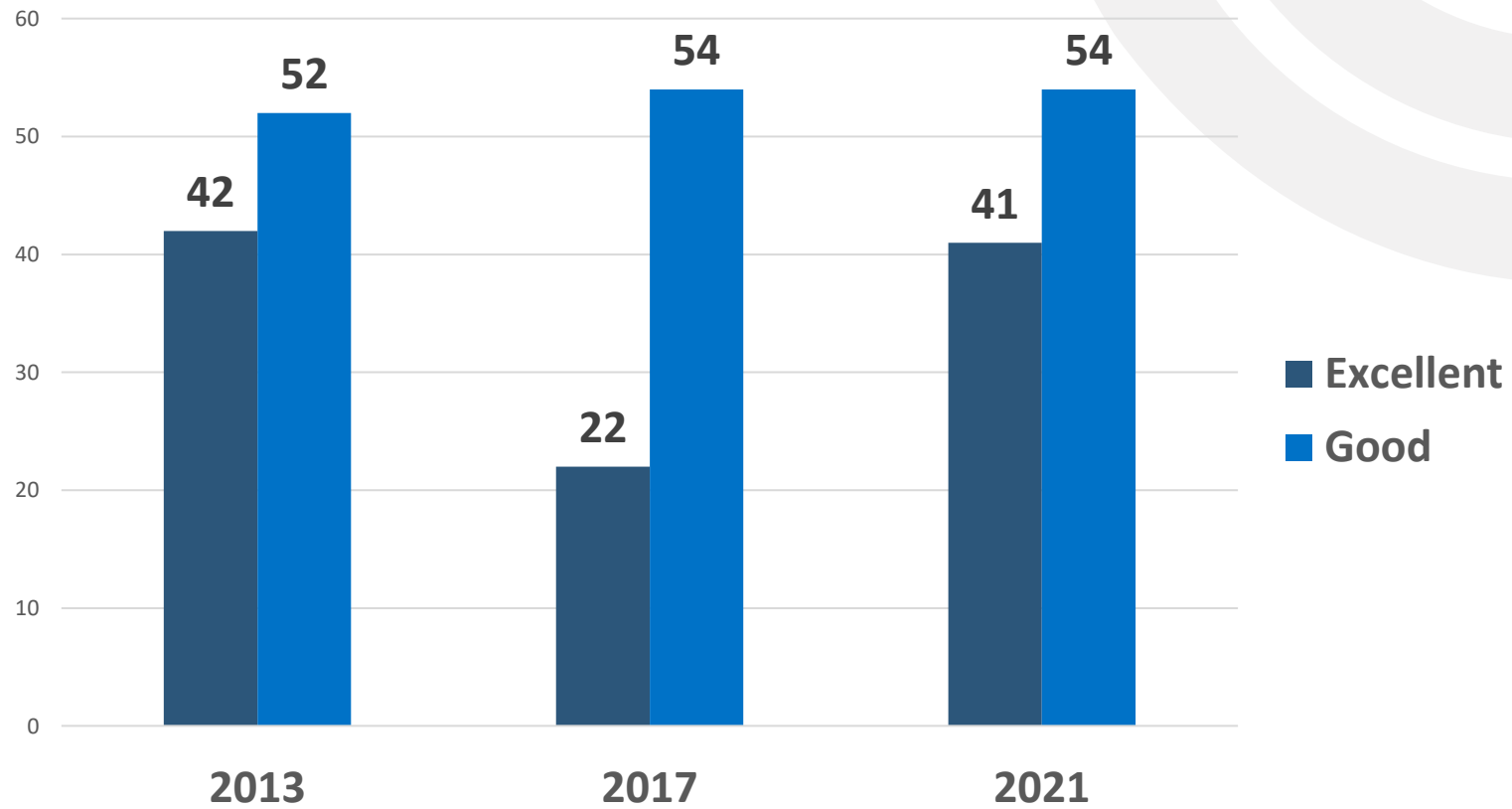
CLIENT SURVEY

- Revaluation Service Satisfaction (Excellent and Good Ratings)



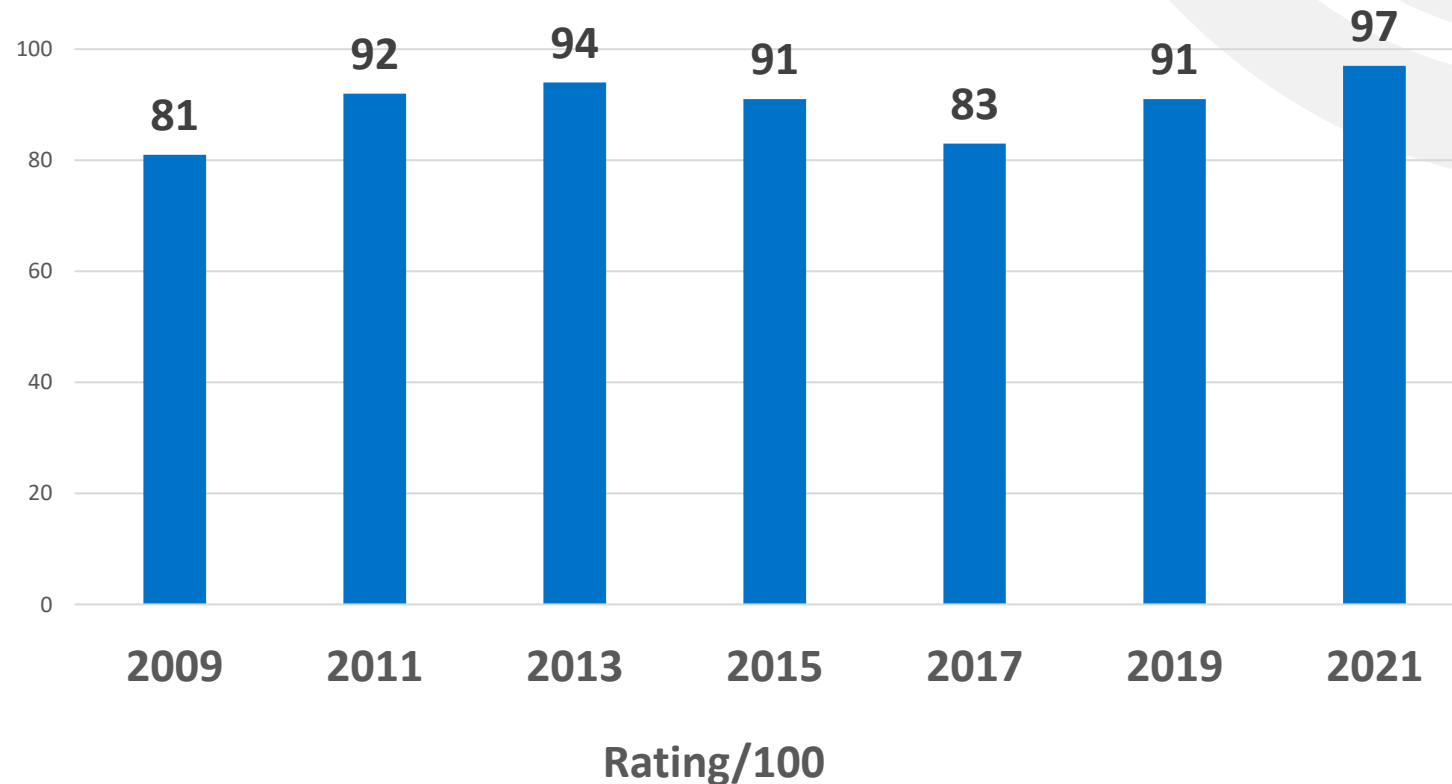
CLIENT SURVEY

- Revaluation Service Satisfaction



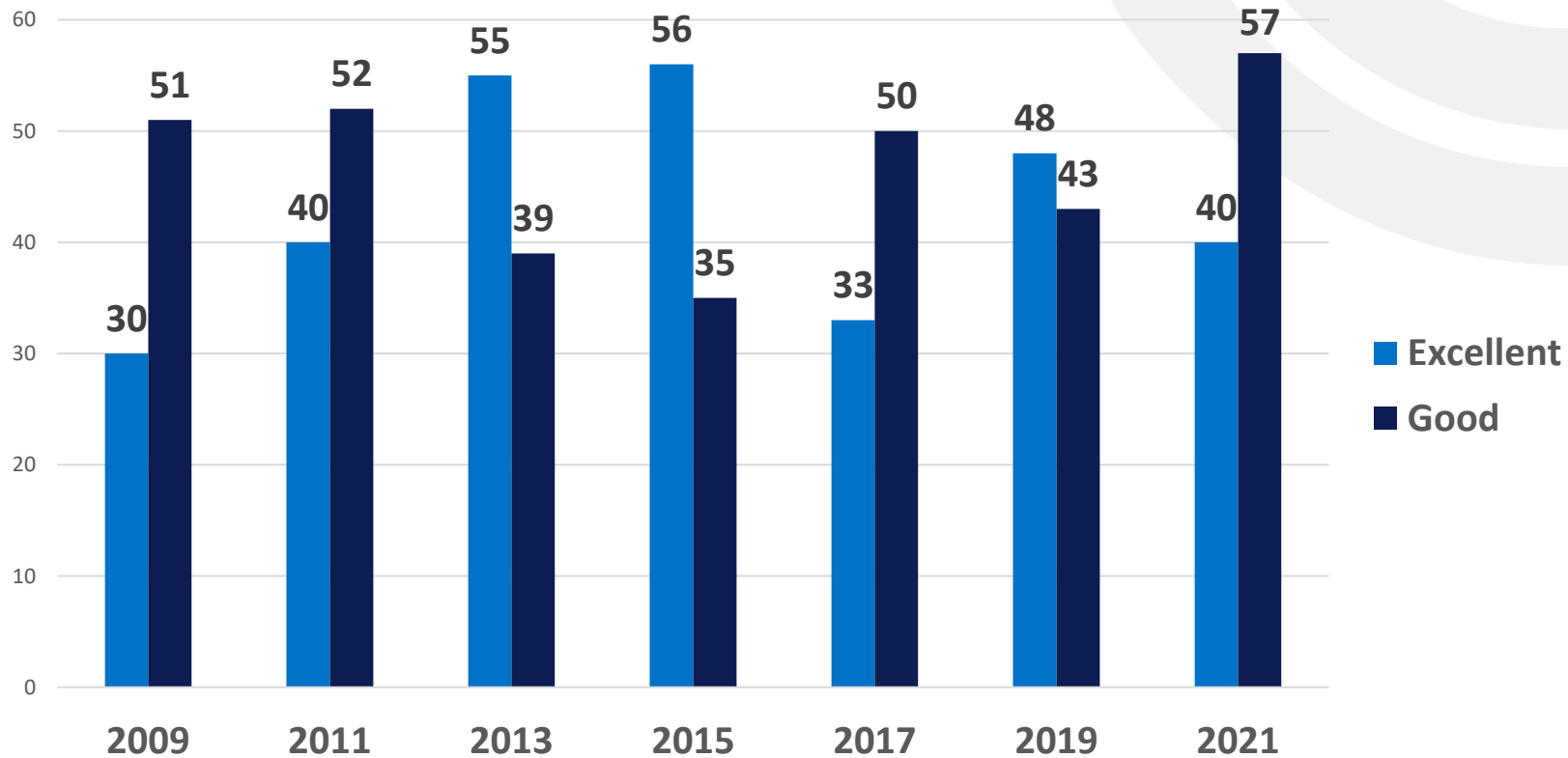
CLIENT SURVEY

- Maintenance Satisfaction Overall (Excellent and Good Ratings)



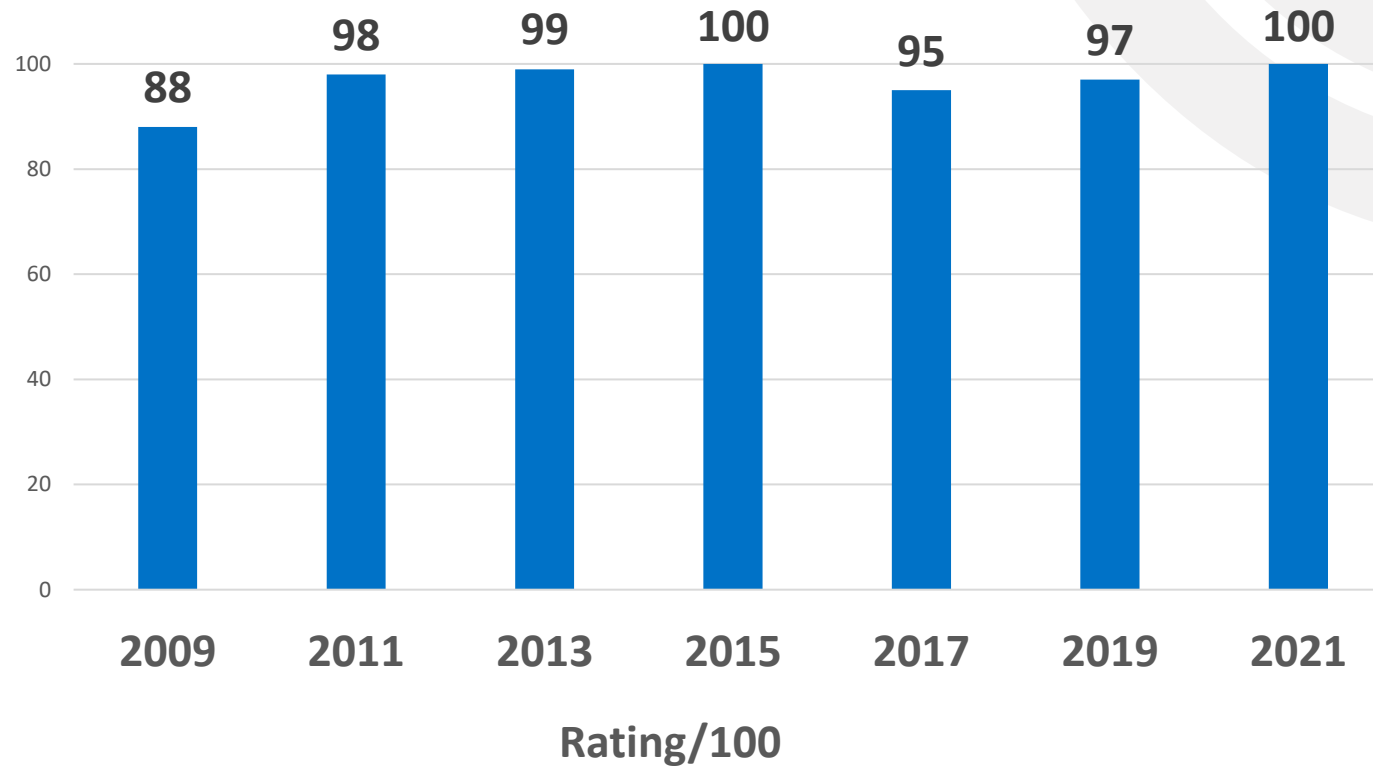
CLIENT SURVEY

- Maintenance Satisfaction Overall



CLIENT SURVEY

- Would You Recommend SAMA?



SAMA INFORMATION SOURCES

SAMA'S WEBSITE

<https://www.sama.sk.ca/>

On-line manuals, handbooks, FAQs, etc.

Pamphlets and Fact Sheets

Video on property assessment

<https://www.youtube.com/embed/aezCPelB7NU>

SAMAView

<https://mysama.ca/account/login>

