



ASSESSMENT REVIEW BOARD (ARB) UPDATE

PRESENTED TO

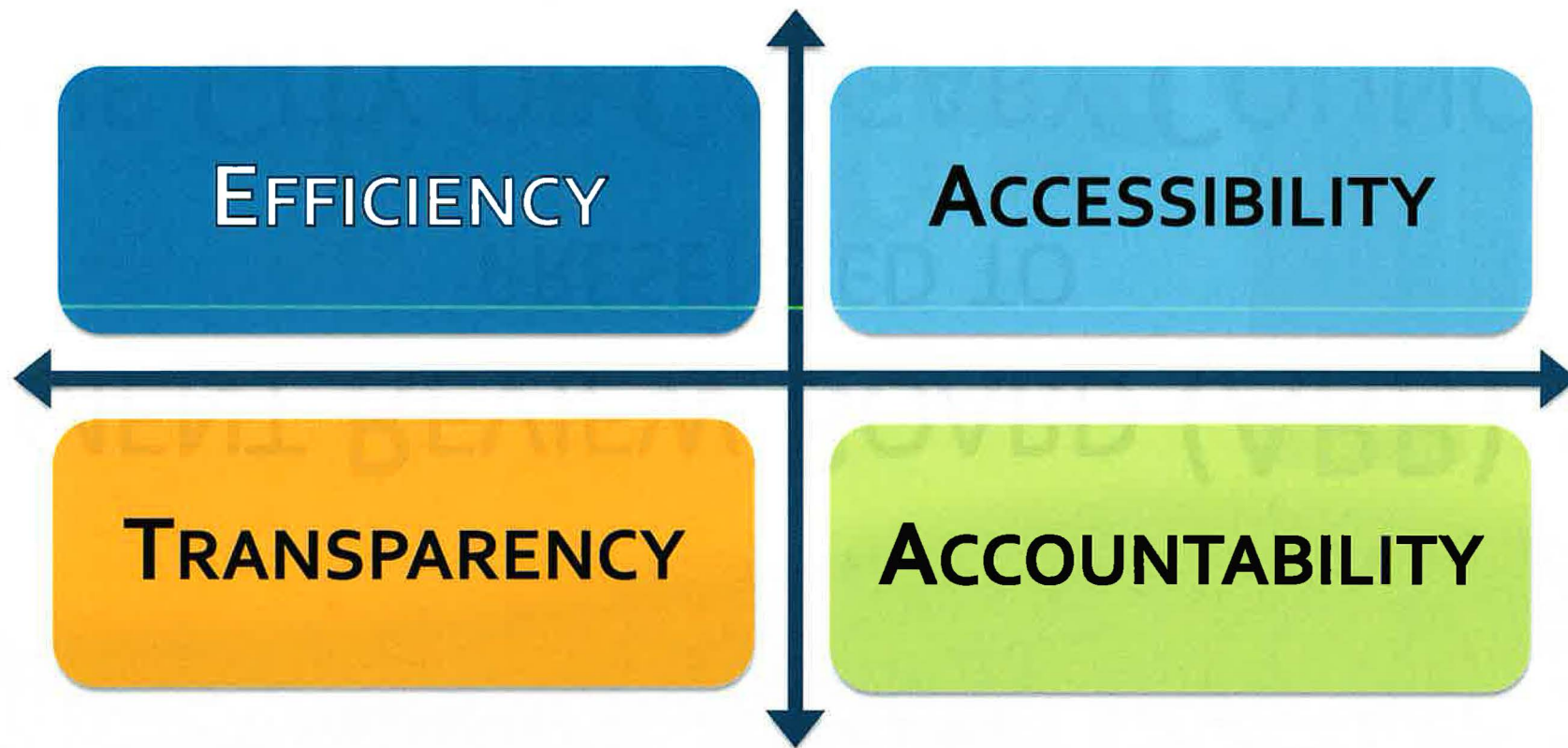
THE CITY OF CALGARY COUNCIL

JOHN MATHIAS, GENERAL CHAIR

MAY 03, 2021



ARB PRINCIPLES



BOARD MEMBER EXPERIENCE

21/41 appointed in last 5 years



Current roster of 41 members

11/41 appointed in last 6 to 10 years



Member Development

What?

- 12 term appointment limit
- Annual and ongoing member reviews
- Annual training conference
- Daily meetings with members
- Support and guidance from ARB Leadership

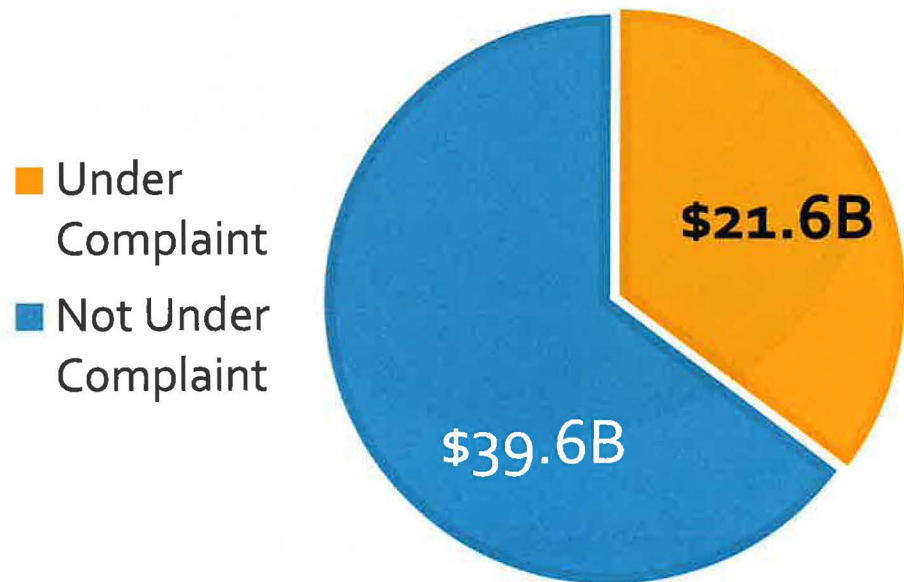
How?

- Identify training needs
- Focus on decision-writing skills
- Provide development opportunities for newer members
- Mentor new and developing members

2020 CALGARY PROPERTY VALUES UNDER COMPLAINT

NON-RESIDENTIAL ACCOUNTS (14,216)

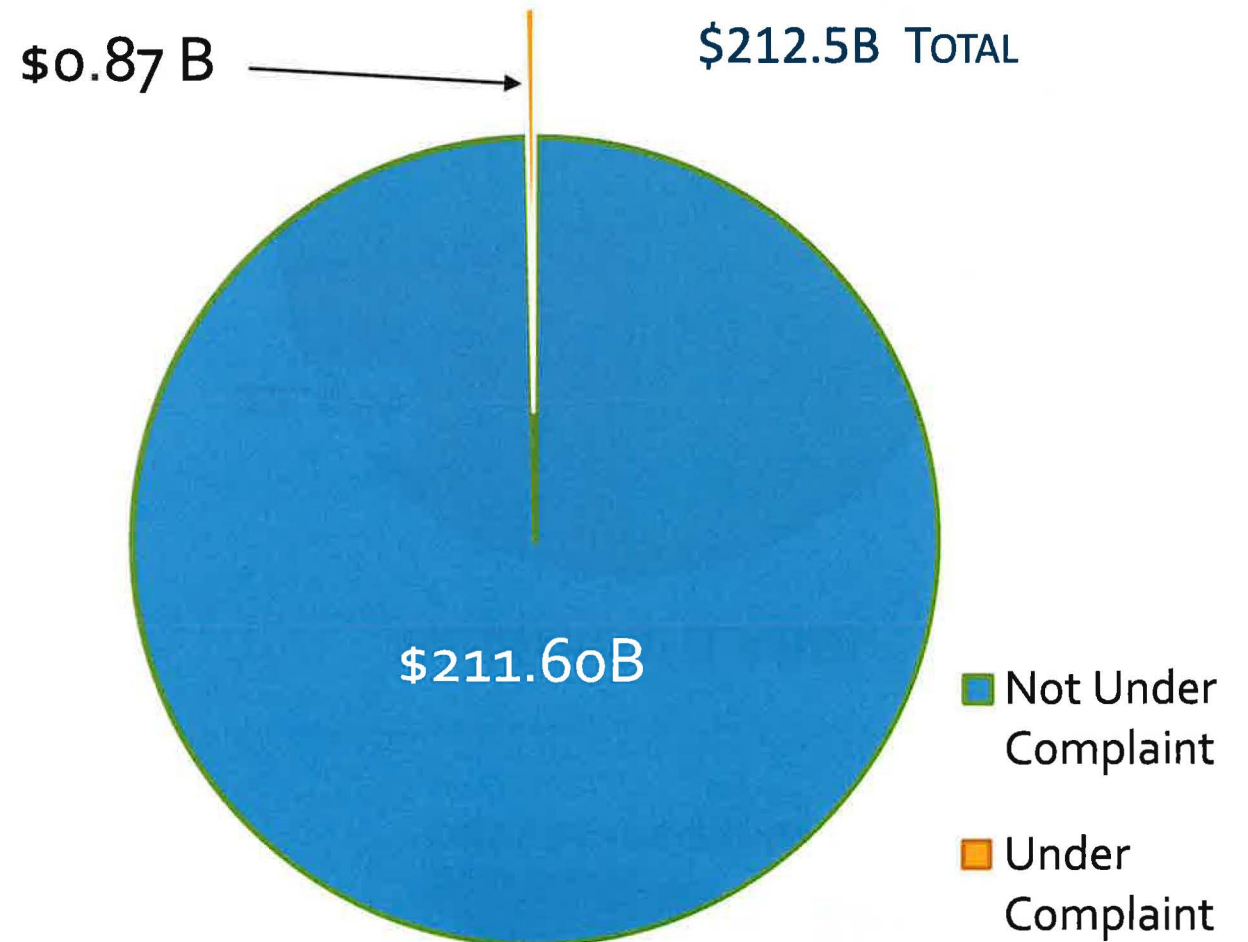
\$61.2B TOTAL



2,192 Accounts Under Complaint (15.4% of Total)
 35.3% of Total \$ Value Under Complaint
 Highest Value Under Complaint \$399.5M (Southcentre)
 Median Value Under Complaint \$4.3M

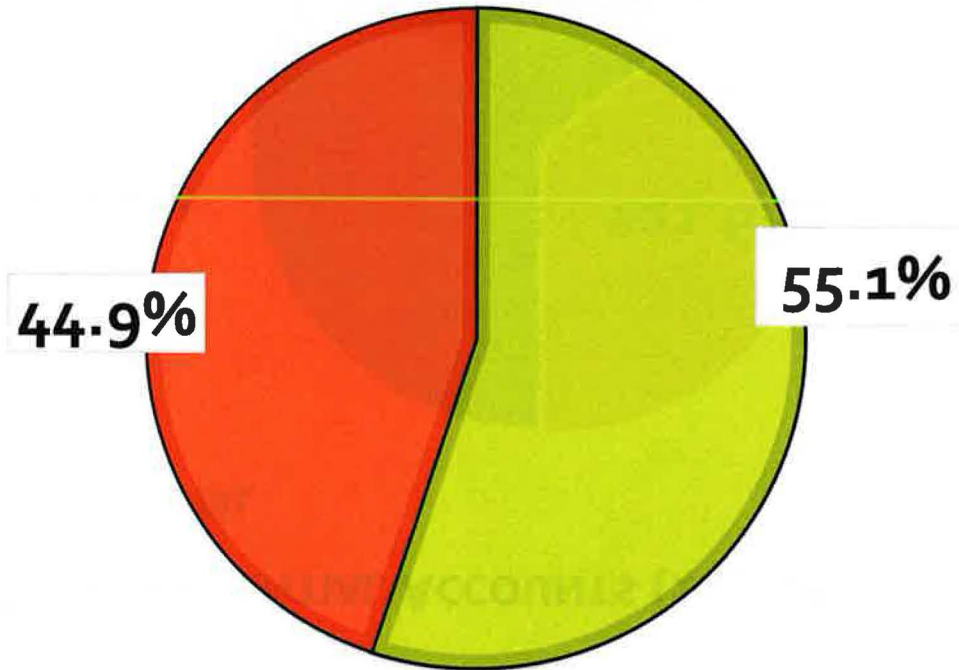
RESIDENTIAL ACCOUNTS (517,578)

\$212.5B TOTAL



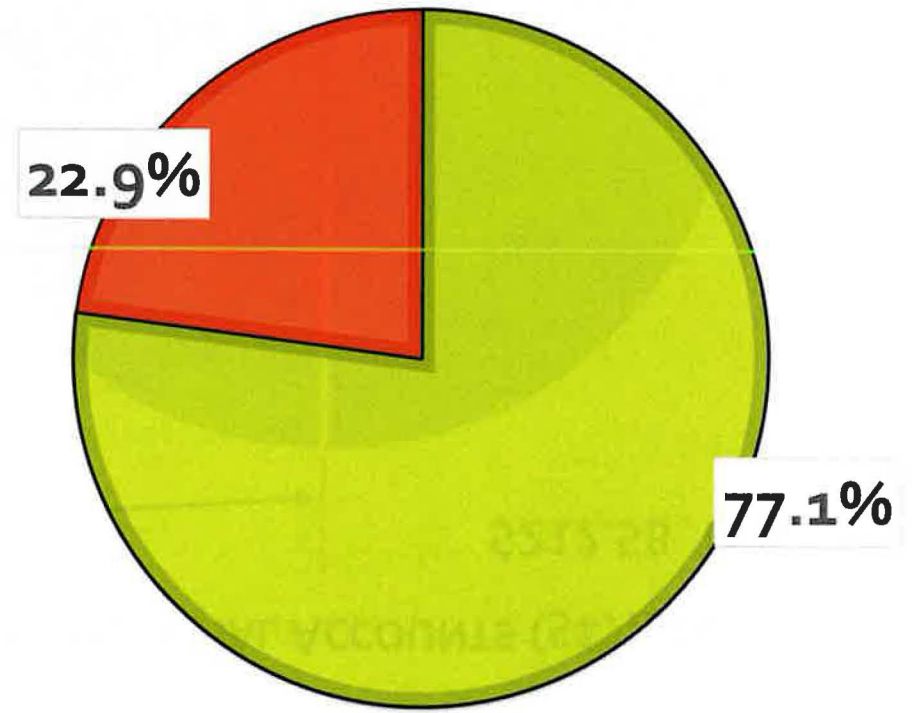
2020 ARB Decisions

Non-Residential (CARB)



■ No Change ■ Reduced by ARB

Residential (LARB)

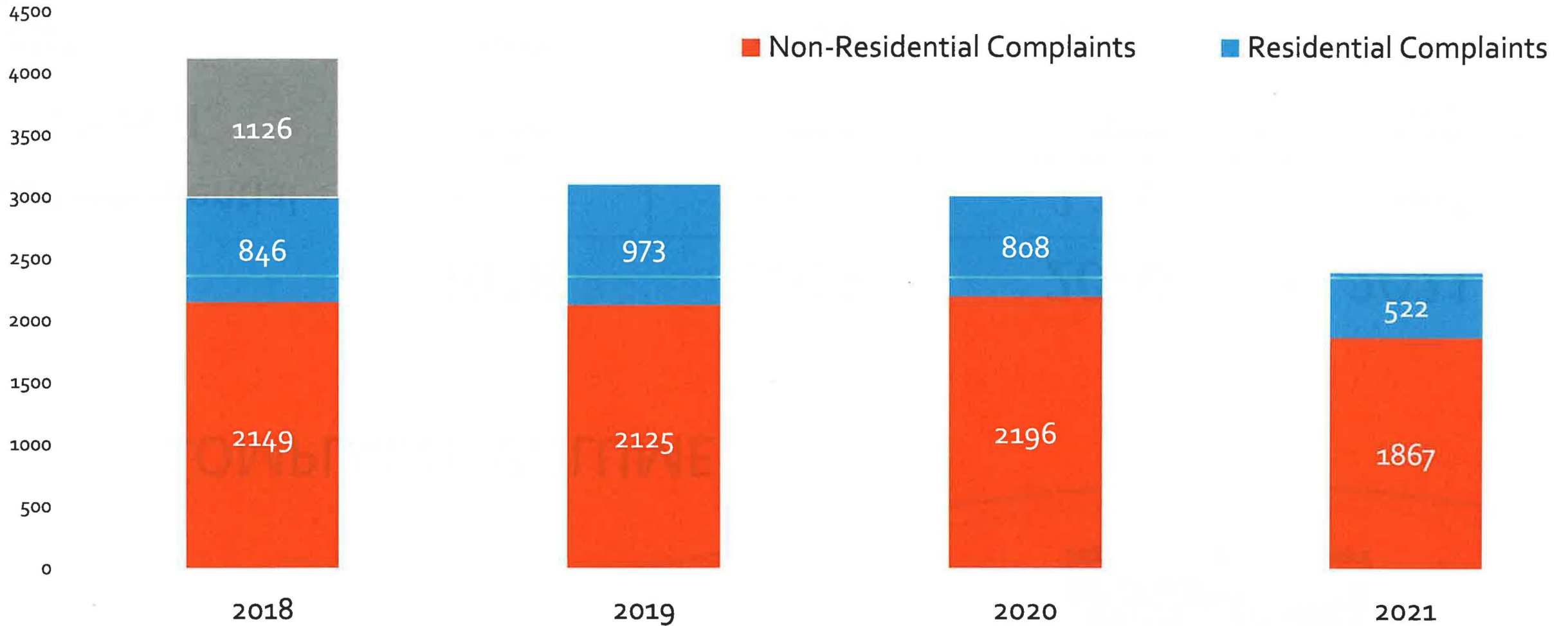


■ No Change ■ Reduced by ARB

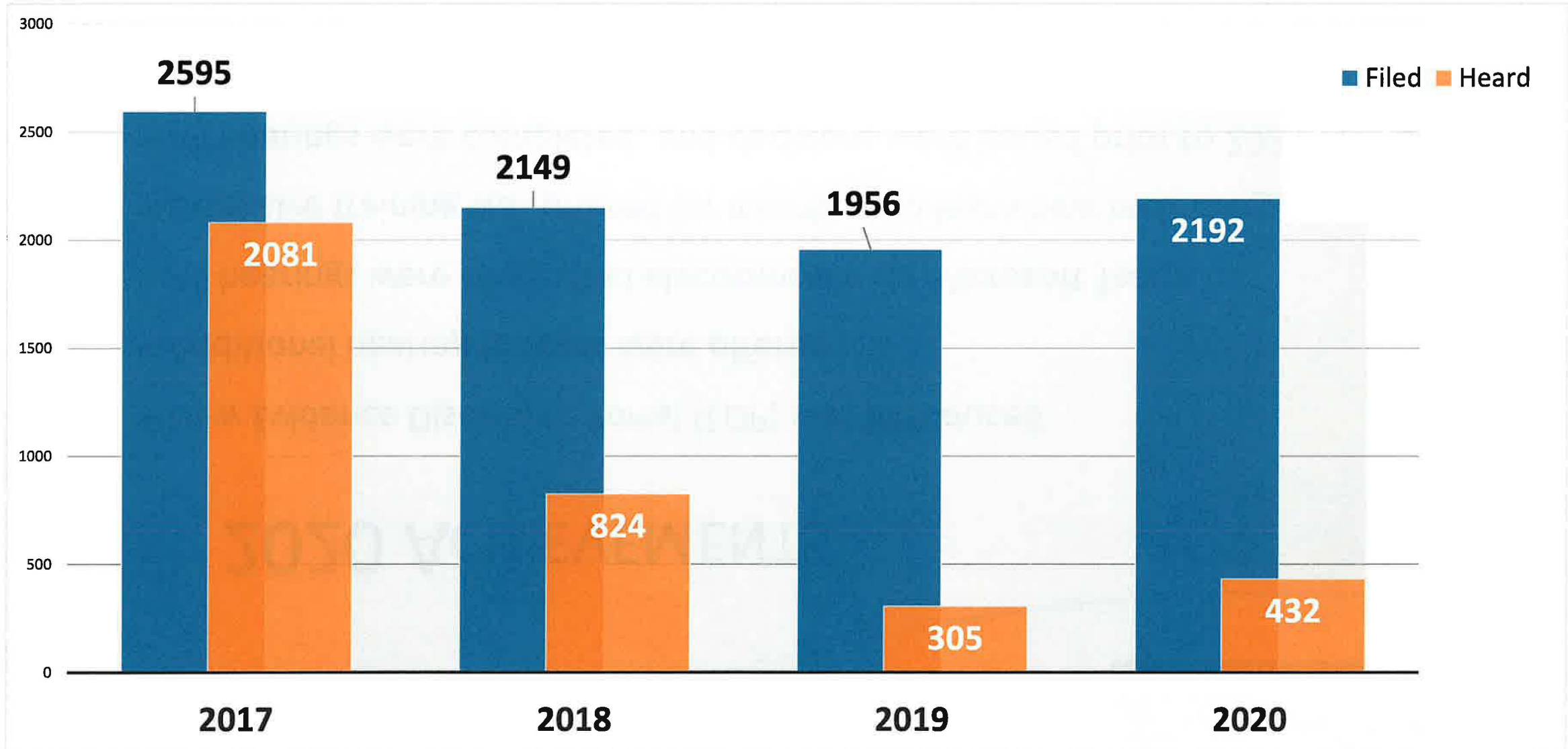
COMPLAINT VOLUME

| | 2018 | 2019 | 2020 | 2021 |
|-----------------|-------|-------|-------|---------|
| Non-Residential | 2,149 | 1,956 | 2,196 | 1,867 ↓ |
| Residential | 846 | 996 | 808 | 522 ↓ |
| Total | 2,995 | 2,952 | 3,004 | 2,389 |

2018 TO 2021 ARB COMPLAINTS



NON-RESIDENTIAL COMPLAINTS - 2017 TO 2020



2020 ACHIEVEMENTS

- New Evidence Disclosure Portal (EDP) was introduced
- Additional hearing formats were offered
- All hearings were conducted electronically via Microsoft Teams
- Extensive training was offered for members to learn new technology
- All hearings were completed, and decisions were issued prior to 2020 year end

EVIDENCE DISCLOSURE PORTAL (EDP)

Implemented April 2020

ADVANTAGES

- **Simple and convenient**
- **One location for submission of evidence from both parties**
- **Allows large file sizes - up to 250 MB**
- **Easy to track status of submissions from both parties**

COVID-19 EFFECT ON ARB HEARING SCHEDULE



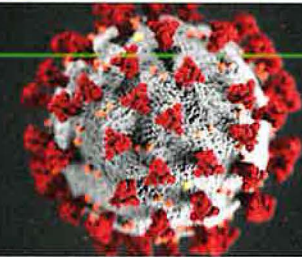
TYPICAL YEAR PRIOR TO PANDEMIC



2020



- Started June 15th
- Finished mid-November 2020
- All decisions issued mid-December
- Planned to finish in January 2021



2021



- Start May 3rd
- Projected to finish end of October 2021

OPERATIONAL CHALLENGES

- Average of 2,835 complaints over the last four years
- Unpredictable number of complaints each year
- High settlement rates on non-residential complaints create challenges in scheduling of complaints and panel members

Important Dates 2021

- | | |
|--------------|--|
| May 03: | Residential (LARB) hearings start |
| June 14: | Non-residential (CARB) hearings start |
| September: | Member recruitment |
| December 31: | Deadline for issuing all written decisions |



INCREASED HEARING OPTIONS

Pre-COVID-19

- In-person hearings

2020 Hearing Options

- Written
- Telephone conference

2021 Hearing Options

- Written
- Telephone conference
- Videoconference

THANK YOU AND QUESTIONS ...

On behalf of Peggy Grace and Helen Ang, Vice Chairs of the Calgary ARB, the additional 38 local members and 20-plus provincial members, it is a pleasure and distinct privilege to serve the taxpaying citizens of Calgary through the interesting and significant work of the ARB.

John Mathias, General Chair ARB