

# TAXATION



## VALUE PROPOSITION

*I expect my tax bill to be accurate, easy to understand, and that I am treated fairly and provided with convenient payment options.*

*I expect all tax services will be delivered in a cost-effective manner while meeting legislative and financial requirements for the municipality.*

### KEEP IN MIND:

## Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



### Economic Conditions

*High growth municipalities may require additional billing processes*



### Government Policy

*Ministry required standardized billing and capping methodologies require frequent software upgrades to maintain legislation compliance*



### Local Economy

*Local conditions may influence measures related to receivables and collections*



### Policy & Practices

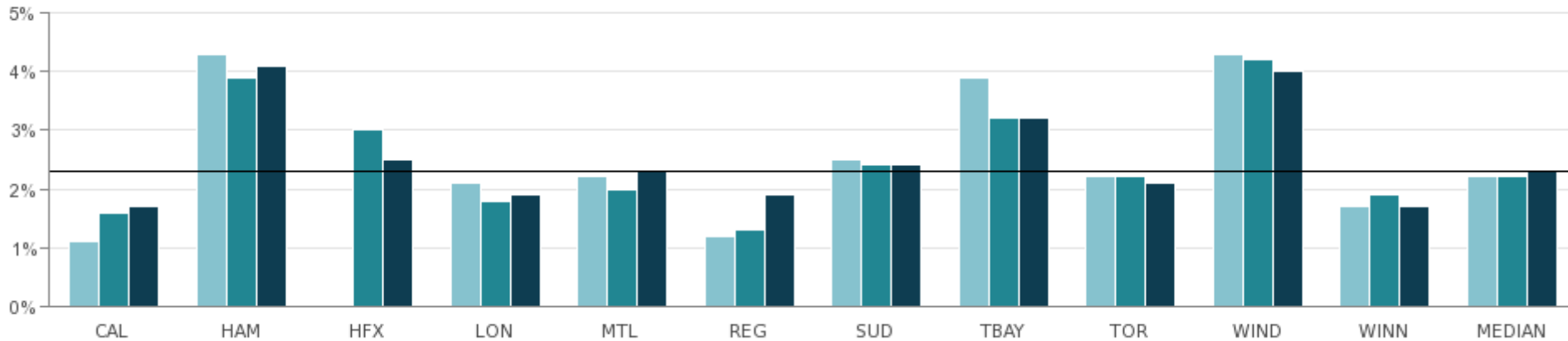
*Differences in how each municipality defines and administers payment options*

*For a full description of influencing factors, please go to: [www.mbnccanada.ca](http://www.mbnccanada.ca)*

## Taxation

**Figure 32.1 Current Year's Tax Arrears as a Percent of Current Year Levy**

This measure shows the proportion of the current year levy not collected as of the year end. The strength of a local economy, as well as the collection practices in each municipality, may impact tax arrears, collections and penalty and interest charges.



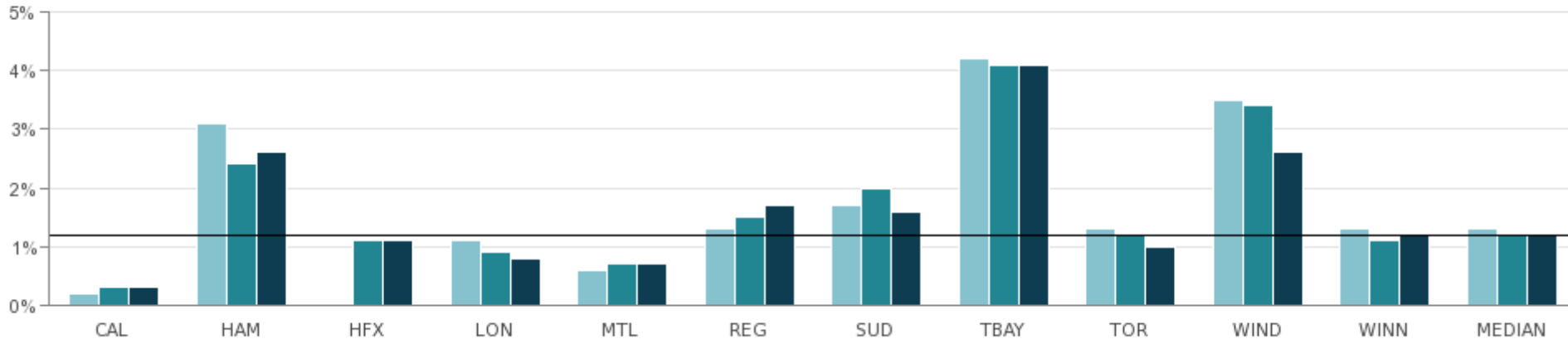
2016	1.1%	4.3%	N/A	2.1%	2.2%	1.2%	2.5%	3.9%	2.2%	4.3%	1.7%	2.2%
2017	1.6%	3.9%	3.0%	1.8%	2.0%	1.3%	2.4%	3.2%	2.2%	4.2%	1.9%	2.2%
2018	1.7%	4.1%	2.5%	1.9%	2.3%	1.9%	2.4%	3.2%	2.1%	4.0%	1.7%	2.3%

Source: TXRS135 (Community Impact)

## Taxation

**Figure 32.2 Percent of Prior Year's Tax Arrears Not Collected in the Current Year as a Percent of the Current Year Levy**

This measure reflects the percentage of prior year's taxes not collected as of the year end. The strength of a local economy, as well as the collection practices in each municipality may impact tax arrears, collections and penalty and interest charges.



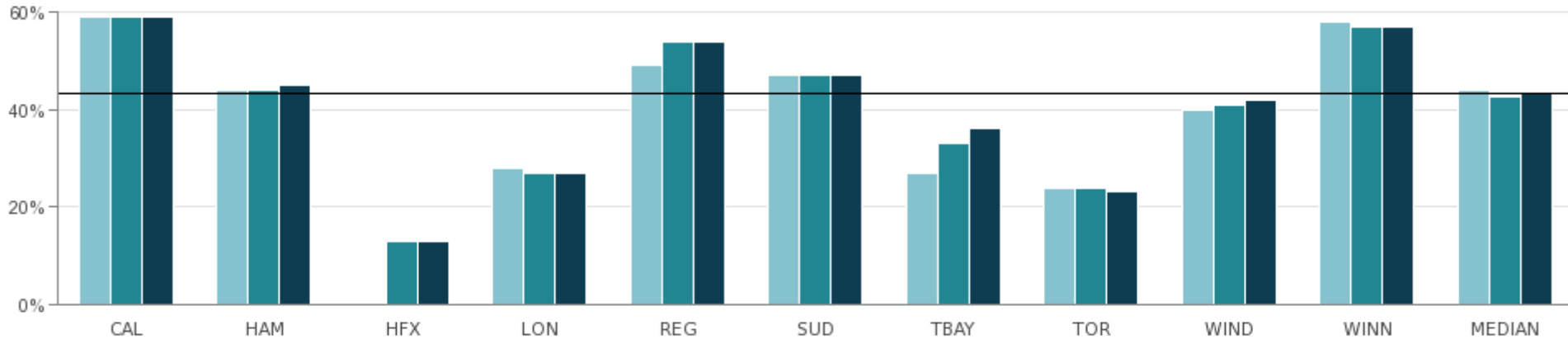
2016	0.2%	3.1%	N/A	1.1%	0.6%	1.3%	1.7%	4.2%	1.3%	3.5%	1.3%	1.3%
2017	0.3%	2.4%	1.1%	0.9%	0.7%	1.5%	2.0%	4.1%	1.2%	3.4%	1.1%	1.2%
2018	0.3%	2.6%	1.1%	0.8%	0.7%	1.7%	1.6%	4.1%	1.0%	2.6%	1.2%	1.2%

Source: TXRS140 (Community Impact)

## Taxation

### Figure 32.3 Percent of Accounts (All Classes) Enrolled in a Pre-Authorized Payment Plan

The number of installments and/or due dates offered by a municipality may impact the enrollment in pre-authorized payment plans.



2016	59%	44%	N/A	28%	49%	47%	27%	24%	40%	58%	44%
2017	59%	44%	13%	27%	54%	47%	33%	24%	41%	57%	43%
2018	59%	45%	13%	27%	54%	47%	36%	23%	42%	57%	44%

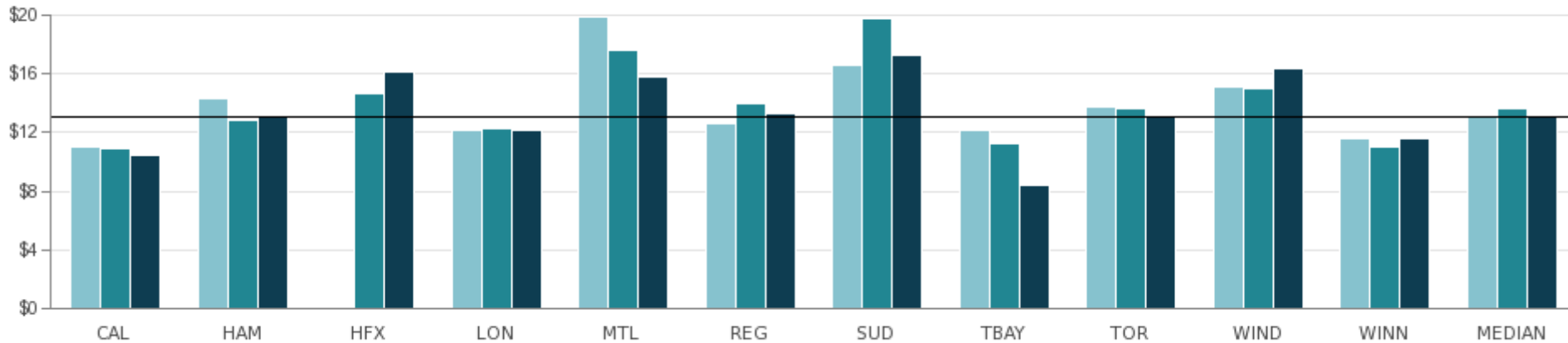
Source: TXRS405 (Customer Service)

Montreal: Does not offer a pre-authorized payment plan to its residents.

## Taxation

**Figure 32.4 Operating Cost to Maintain Property Tax Accounts per Property Tax Account Serviced**

This measure reflects the costs related to the preparation and mailing of all billings, including interim, final and supplementary bills. Payment processing and collection are also included in this calculation. Results may be impacted by the extent to which processes are automated.



2016	\$10.98	\$14.33	N/A	\$12.16	\$19.89	\$12.61	\$16.59	\$12.13	\$13.81	\$15.12	\$11.55	\$13.21
2017	\$10.96	\$12.86	\$14.63	\$12.32	\$17.65	\$13.96	\$19.82	\$11.30	\$13.69	\$15.05	\$11.05	\$13.69
2018	\$10.51	\$13.03	\$16.15	\$12.12	\$15.76	\$13.29	\$17.25	\$8.39	\$13.04	\$16.36	\$11.57	\$13.04

Source: TXRS310 (Efficiency)

