

# PROPERTY ASSESSMENT APPEAL BOARD



## UPDATES

February 14, 2022

### 2021 Annual Report Highlights

We would like to acknowledge our stakeholders as achievement of the Board's performance targets speaks highly of the level of cooperation between the parties to appeals before the Board.

Highlights from the [Annual Report](#) include:

1. Board Performance:
  - Met or exceeded all performance targets.
  - Received 4,427 appeals in 2021, a decrease of 15% compared to the previous year; with a total appeal volume of 8,309 a 3% decrease.
  - Completed over 5,200 appeals, a record number of completions in one year, with 96% of those completions as a result of a mediated resolution.
2. Outstanding Appeals:
  - As of December 31, 2021, the Board had 3,084 appeals outstanding, a decrease of 21% versus the previous year. Of the outstanding appeals, 1,277 were from prior years, with 871 appeals in contingent status (i.e. in abeyance pending the outcome of another Board decision or a Court decision). Of that, 634 appeals were awaiting the outcome of a BC Supreme Court Stated Case decision pertaining to the applicability of the Additional School Tax (AST).
3. Pathway to Reconciliation and Diversity and Inclusion:
  - The Board outlines its commitment to truth and reconciliation with Indigenous peoples and to carry out the applicable calls to action of the Truth and Reconciliation Commission Report (TRC Report) and has started on this ongoing work. To date, this has been through the incorporation of land acknowledgments in hearings and written communications and TRC training for our staff and Board members.

- The Board also outlines its commitment to further diversity, equity, inclusion to become more representative of those that we serve through incorporation of identifying preferred gender pronouns, titles, and intercultural competency training for our staff and Board members.

#### 4. Looking forward to 2022:

- The Board will continue to improve access to our processes, and achieve efficiencies whenever possible.
- For self-represented appellants:
  - the Board is developing video content that will explain an important issue in assessments, equity. This multi-media video will be available not only in English but other languages.
  - the Board is continuing work on the implementation of cutting-edge Artificial Intelligence technology to supplement our Solution Explorer.
- As with other sectors, the Board will continue the important and ongoing work of reconciliation and of improving diversity and inclusion. This means that:
  - the Board will continue to recruit qualified staff and members from diverse backgrounds to ensure that we adequately represent all British Columbians, particularly from Indigenous communities.
  - the Board will continue to review our processes and communications to be more representative and inclusive.
  - the Board will continue to train our staff and Board members to better serve all British Columbians, including Indigenous Peoples.