

Municipal Government Board

Total Sent Out: 437
 Total Response: 123
 Per Cent Returned: 28%

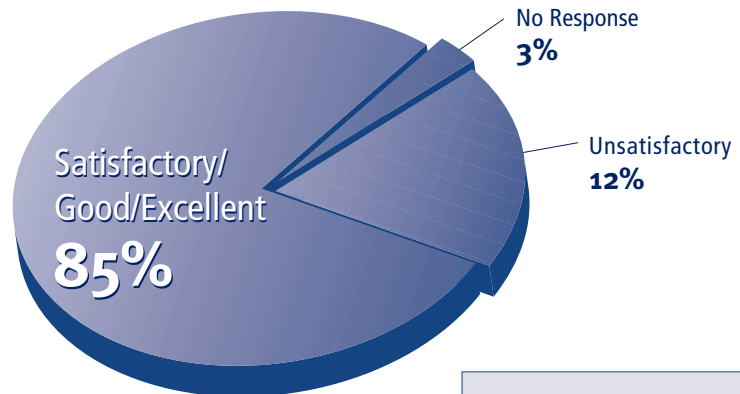
2000 stakeholder survey response summary

Dear stakeholders:

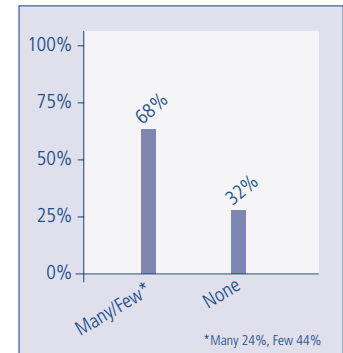
Thank you for participating in the Municipal Government Board's (MGB's) **performance feedback questionnaire**. The constructive input by parties appearing before the Board will assist the Board in pursuing additional improvements. The Board accepts the constructive suggestions and will make increasing efforts to challenge itself to achieve the high levels of adjudication excellence expected by the parties who appear before the Board. Special attention has already been made to improving the timeliness of the Board's decision. **The number of outstanding decisions has been reduced from over 100 in the summer of 2000 to less than 30 in February 2001.** In addition the Board will continue to improve its scheduling, case management and hearing processes to ensure that appeals are dealt with in an effective, efficient, timely fashion without impacting the rights of parties to natural justice. Again, thank you for your constructive input.

Gerald C.M. Thomas
 Chairman, MGB

Overall, how would you rate the performance of the Board?



What improvement, if any, have you observed in the performance of the Board over the last few years?



An introduction to the Municipal Government Board

What is the Municipal Government Board?

The Municipal Government Board (MGB) is an independent and impartial Board appointed by Lieutenant Governor in Council to hear assessment appeals from decisions of the local Assessment Review Boards (ARB).

If you disagree with the decision of your local ARB you can appeal this decision to the MGB.

Who are the MGB members?

Members consist of persons from across the province from a variety of professional backgrounds (e.g. appraisers, assessors, realtors, lawyers, engineers etc.) with training and experience in property valuation disputes.

The MGB may hear your appeal with a panel of one or more members. A quorum for a panel of three is two members.

What are the powers of the MGB?

After hearing your appeal the MGB can change the decision of the ARB in relation to your assessment if it agrees that the assessment is not correct or fair. The MGB cannot change the property tax rate, the level of municipal service, or the operations of your municipality.

Who responded

Approximately how many times have you appeared before the MGB in the past two years?

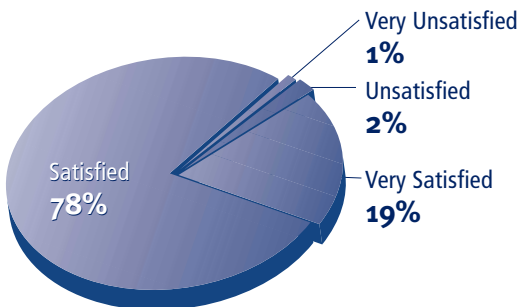
11 to 30 times	7%
5 to 10 times	15%
Greater than 30 times	5%
Less than five times	33%
Only Once	41%

In what capacity did you appear before the Board?

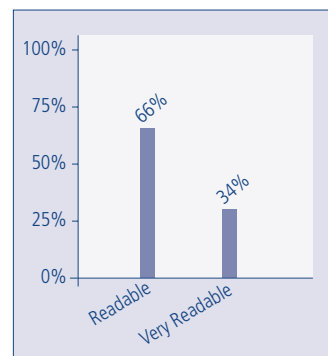
Assessor	44%
Lawyer	2%
Planner	5%
Property Owner	31%
Tax Agent	5%
Other	14%

Scheduling staff treatment

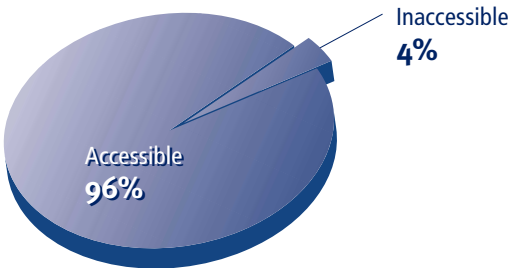
Were you satisfied with the scheduling notices you received on your appeal(s)?



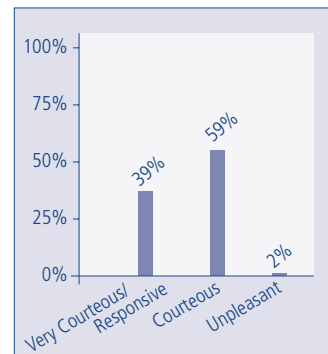
Were the notices clear, understandable and readable?



Were Board staff accessible if you had a scheduling question?



During scheduling of your appeal, were the Board staff courteous and responsive?

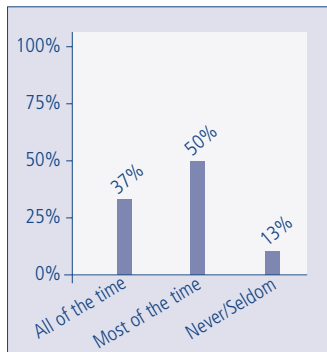


Were you satisfied with the manner in which your appeal(s) were scheduled?

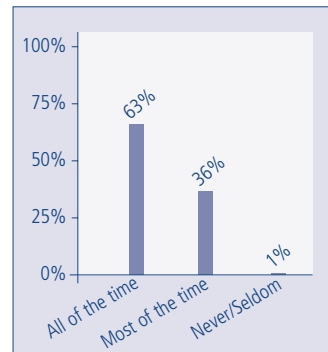
Very Satisfied	19%
Satisfactory	74%
Unsatisfactory	7%
Very Unsatisfactory	1%

Treatment at hearings

Do you feel you received a fair hearing on each case you presented?



Was a fair opportunity provided to present your case(s)?

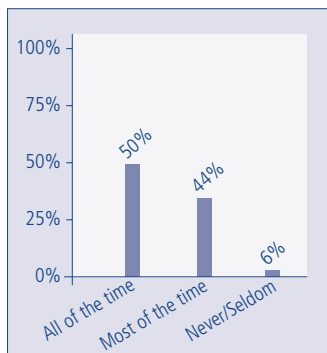


Were you treated in a courteous professional manner during the hearing?

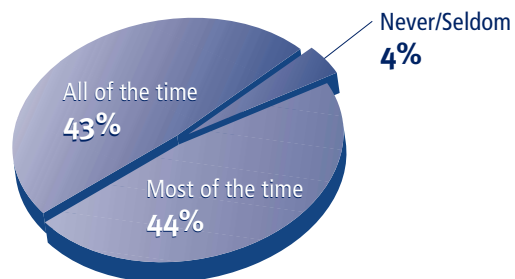
All of the time	59%
Most of the time	37%
Never/Seldom	3%

Clear communication of decisions

Regardless of the decision, were oral decisions of the Board presented in a clear, concise and understandable manner?



Are the written orders and letters to confirm the decision(s) of the Board presented in a clear, concise and understandable manner?



Are the written decisions of the Board presented in a reasonable time period?

All of the time	27%
Most of the time	43%
Never/Seldom	30%

Hearing facilities

If you attended hearings in or outside of Edmonton or Calgary, did the location and hearing facilities meet your needs?

In Edmonton?

Yes	90%
No	10%

In Calgary?

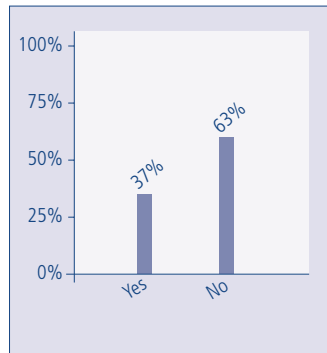
Yes	76%
No	24%

Outside of Edmonton and Calgary?

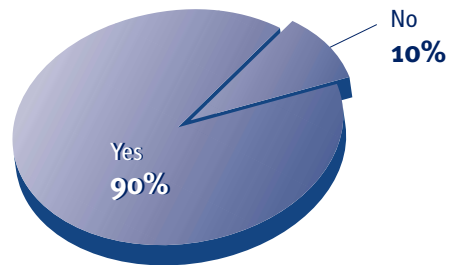
Yes	91%
No	9%

Board's website

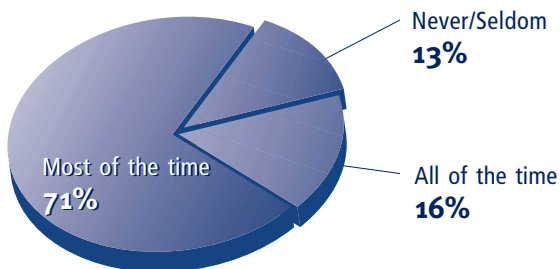
Are you aware of the location of the Board's Website?



Are you satisfied with the Board's Website?



Did the Board's Website provide you with the information you wanted?



Have you used the Board's Website?

