

BC Assessment

2026/27 – 2028/29 Service Plan

February 2026



BC ASSESSMENT

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Board Chair's Accountability Statement



The 2026/27 – 2028/29 BC Assessment Service Plan was prepared under the Board's direction in accordance with the *Budget Transparency and Accountability Act*. This plan is consistent with government's strategic priorities and fiscal plan. The Board is accountable for the contents of this plan and is responsible for the validity and reliability of the information presented.

All significant assumptions, policy decisions, events and identified risks, as of February 2026 have been considered in preparing the plan. The performance measures presented are consistent with the *Budget Transparency and Accountability Act*, BC Assessment's mandate and goals, and focus on aspects critical to the organization's performance. The targets in this plan have been determined based on an assessment of BC Assessment's operating environment, forecast conditions, risk assessment and past performance.

Signed on behalf of the Board by:

A handwritten signature in blue ink, appearing to read 'G. Pala', with a horizontal line underneath.

Gina Pala
Board Chair, BC Assessment
February 3, 2026

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Strategic Direction

In 2026/27, the public sector organizations will do their part to support the Government of British Columbia's prioritizing support for people by taking action to make life better for everyone.

Despite a challenging fiscal environment due to global uncertainty, trade relationship reordering, and low resource prices, over the past year Government made significant progress on efforts to reduce costs for British Columbians, hire more doctors and nurses, and build more homes, hospitals and schools, faster. Crown Agencies will continue to advance these key priorities even as tariffs, trade policies, and instability outside of the province's borders continue to put pressure on the province's finances.

Ongoing fiscal pressure means all parts of Government, including Crown Agencies must continue to do their part to maximize efficiencies and make sure every dollar counts.

To respond to these extraordinary times, Crown Agencies will support Government's focus on expanding trade and investment both within Canada and abroad and delivering major projects that offer good jobs and opportunities for people and communities. This focus on economic growth and prosperity is critical to delivering the revenue needed to provide services and infrastructure.

Good relationships and mutually beneficial partnerships with First Nations are critical to building a better future for everyone in British Columbia. Crown Agencies will continue supporting efforts to implement the Declaration on the Rights of Indigenous Peoples Act Action Plan. Through collaboration and open dialogue, we aim to foster trust, stability and certainty for all.

This 2026/27 service plan outlines how BC Assessment will support the Government's priorities and selected action items identified in the most recent [BC Assessment Mandate Letter](#).

Purpose of the Organization and Alignment with Government Priorities

BC Assessment is a provincial Crown corporation with the legislated mandate to establish and maintain property assessments that are uniform across British Columbia, in accordance with the *Assessment Act*. The assessment roll forms the basis for distributing property taxes. Accurate and uniform assessments provide the foundation for a stable tax base for taxing authorities.

While BC Assessment has no direct role in property taxation, it plays a key role in the provincial property taxation system by producing high quality and accurate assessments each year for more than two million properties in the province. Property taxes collected by local governments sustain the community services, transportation and utility infrastructure, schools, police and fire services, parks, recreational and cultural services that provide broad public benefits to British Columbians.

BC Assessment works closely with the Ministry of Finance as a trusted advisor on policy administration and continues to support the provincial government and other entities through data and property information sharing, ensuring efficient and effective processes for customers to access services and information.

The next three years will see BC Assessment support provincial government priorities and policy development through use of specialized expertise and data, including pursuit of the direction contained in the most recent [BC Assessment Mandate Letter](#).

Performance Planning

Goal 1: Produce high quality and accurate assessments

This goal reflects BC Assessment's commitment to producing an annual assessment roll which provides a vital and widely accepted foundation for property taxation throughout the province.

Performance Measures

Performance Measure	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
1.1 a) Assessment to Sales Ratio				
- Residential	98.0%	97 – 100%	97 – 100%	97 – 100%
- Strata-Residential	98.0%	97 – 100%	97 – 100%	97 – 100%
- Non-Residential	96.2%	95 – 100%	95 – 100%	95 – 100%
1.1 b) Coefficient of Dispersion				
- Residential Urban	7.7%	5.0 – 10.0%	5.0 – 10.0%	5.0 – 10.0%
- Strata Residential Urban	5.3%	5.0 – 10.0%	5.0 – 10.0%	5.0 – 10.0%
- Residential Rural	12.2%	5.0 – 15.0%	5.0 – 15.0%	5.0 – 15.0%
- Strata Residential Rural	5.3%	5.0 – 15.0%	5.0 – 15.0%	5.0 – 15.0%
- Non-Residential	9.9%	5.0 – 15.0%	5.0 – 15.0%	5.0 – 15.0%
1.1. c) Price Related Bias				
- Residential	-1.1%	-5.0 – 5.0%	-5.0 – 5.0%	-5.0 – 5.0%
- Strata Residential	-1.1%	-5.0 – 5.0%	-5.0 – 5.0%	-5.0 – 5.0%
- Non-Residential	-0.4%	-5.0 – 5.0%	-5.0 – 5.0%	-5.0 – 5.0%
1.2 a) Assessment Roll Stability ¹	99.64%	≥ 99.50%	≥ 99.50%	≥ 99.50%
1.2 b) Assessments Accepted without Appeal ²	98.0%	≥ 98.0%	≥ 98.0%	≥ 98.0%

Data source: Internal property information database

¹2025/26 Forecast is the actual changes in taxes collected as a result of supplementary rolls issued between March 22, 2024, and December 12, 2025.

²2025 revised roll assessment acceptance without appeal.

Discussion

BC Assessment has a well-established performance measurement system to monitor roll quality and accuracy. BC Assessment uses roll quality measures to assess the accuracy and uniformity of the assessment roll and to identify areas for improvement in data quality and processes. These roll quality measures include Assessment to Sales Ratio (ASR), Coefficient of Dispersion (COD), and Price Related Bias (PRB). BC Assessment also uses Assessment Roll Stability and Assessments Accepted without Appeal results to measure its performance in delivering high quality and accurate assessment rolls.

The median ASR is a common roll quality measure used by the International Association of Assessing Officers (IAAO). The median ASR measures how closely assessments mirror a property's actual selling price, tracking assessment accuracy in a market-based property assessment system. The closer the result is to 100 percent, the more accurate the assessment. The ASR is calculated by dividing the assessed value (as determined by BC Assessment) of a property that has sold by its selling price and expressing the result as a percentage. For example, if a property is assessed with a value of \$972,000 and it sold for \$1,000,000, the ASR would be 97.2 percent. The IAAO's standard for a median ASR is 90–110 percent. BC Assessment targets a higher level of accuracy, striving for a median of 97–100 percent for residential properties and 95–100 percent for non-residential properties.

BC Assessment measures the COD for residential properties located in both urban and rural areas, according to internationally recognized standards. The COD measures appraisal uniformity by calculating the dispersion of all ASRs around the median ASR. The COD is calculated by adding the differences between each ASR in the group and the median ASR, then, determining the average difference. A more uniform and accurate portfolio of assessments is indicated by a lower COD percentage. BC Assessment has matched the IAAO standards for the COD on single-family residential properties at a 5 to 10 percent range for homogeneous (urban) regions, a 5 to 15 percent range for heterogeneous (rural) regions, and 5 to 15 percent for non-residential properties. A broader range is targeted for rural regions, due to fewer comparable market references and potentially wider ranges of purchase price for any given property.

The PRB is a measure that shows whether the assessment-to-sales price ratios are systematically higher, lower, or steady as property values increase. The PRB measures the percentage relationship between property values and assessment ratios, indicating by what percentage assessment levels change whenever property values are doubled (or halved), ensuring that both low and high-valued properties are being assessed equitably. Assessments are regressive if high-value properties are under-appraised relative to low-value properties, and progressive if high-value properties are over-appraised. A good quality assessment roll is neither regressive nor progressive, because value inequities lead to property tax inequities.

Each year, property statuses can change, data errors are corrected, and new properties are developed. The assessment roll is also subject to changes made after an appeal to the Property Assessment Review Panel (PARP) and/or the Property Assessment Appeal Board (PAAB). Property owners are encouraged to contact BC Assessment following the receipt of their assessment notice in January if they have concerns or questions.

Assessment Roll Stability estimates the amount of taxes collected or refunded by taxing jurisdictions that did not change in general taxable value for a period of 20 months after the revised roll is completed. This encompasses changes resulting from the PAAB process by way of Supplementary Assessments. A high estimate indicates a stable high quality assessment roll. The Assessment Roll Stability performance measure target of $\geq 99.70\%$ was revised to $\geq 99.50\%$ to recognize that the performance measure is influenced by factors beyond BC Assessments direct control, such as economic trends, which creates inherent variability in

results. The performance measure target of $\geq 99.50\%$ continues to represent a high standard while remaining realistic, achievable, and aligned with the current operating environment.

The 2025/26 actual measures the 2024 Assessment Roll Stability by estimating the changes in taxes collected as a result of supplementary rolls issued between May 1, 2024, and December 31, 2025. The targets were determined based on an analysis of historical data for taxes collected or refunded.

The performance measure “Assessments Accepted without Appeal” reflects the public acceptance rate for a completed assessment roll. BC Assessment interprets the high acceptance of assessments by residential and non-residential property owners as validation of the quality, accuracy, and uniformity of assessments.

The 2025/26 actual results (for the 2026 Assessment Roll) will be available in April 2026. Assessment data quality and accessibility have improved in recent years as demonstrated through the number of formal complaints registered, which has remained consistently under two percent of assessed properties.

Objective 1.1: Produce accurate and uniform assessments

BC Assessment continually enhances and improves its core business practices to ensure assessments are accurate and uniform.

Key Strategies

- Enhance data collection and data validation processes for assessment accuracy and uniformity
- Evolve assessment practices and appraisal strategies for optimal use of resources and technology

Discussion

BC Assessment relies on internationally recognized standards to verify that assessment roll quality is achieved. BC Assessment will continue to refine the measures contained in its service plans to ensure its adopted standards are current with evolving industry standards and technology.

Modernized assessment practices, advanced statistical analytics, and modelling are used to enhance data collection and validation as part of the appraisal process. Clear and efficient channels for identifying and resolving issues affecting quality, dedicated appraisal modelling and data maintenance teams, and multi-year data validation plans are in place. Application of machine learning to augment analysis and valuation capabilities continues to be actively investigated.

These activities are targeted at maintaining and delivering a high quality and accurate assessment roll across the province, while accounting for uncontrollable factors like market movement, to ensure fair and equitable distribution of property taxes.

Objective 1.2: Deliver reliable and accepted assessment rolls

BC Assessment leverages advanced statistical analytics and appraisal modelling, using its computer assisted mass appraisal system of AssessBC and appraisal expertise to deliver reliable and accepted assessment rolls that provide stability for taxing authority budgets.

Key Strategies

- Optimize the AssessBC system for delivery of assessment services
- Invest in tools and refine products and services to improve access and availability of property information
- Ensure depth of appraisal expertise and specialized knowledge to provide transparency on assessment processes
- Continue to enhance communications which enable property owners to better understand their assessments and related impacts

Discussion

Assessment roll stability is critical for taxing authorities. Accurate and reliable assessment rolls are foundational tools for managing taxing authority budgets, particularly as the cost of borrowing is directly influenced by the stability of their tax revenue. BC Assessment annually measures the stability of the assessment roll by analyzing the changes to the revised roll after it is completed, which can affect taxing authorities' total property tax base. Minimal changes indicate a stable, dependable assessment roll.

Continuous improvements to the AssessBC system and ongoing development of information and tools available on BC Assessment's website are essential for delivering enhanced and accessible assessment services that improve transparency about the assessment process and support assessment acceptance.

Goal 2: Trusted and valued by customers and partners

This goal reflects the importance of mutually beneficial relationships with broad groups of customers and partners and recognizes that BC Assessment's property information is useful for more than property assessments.

Performance Measures

Performance Measure	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
2.1 Customer Satisfaction Index – Property Owners (Employee Interaction) ¹	78	73 to 85	73 to 85	73 to 85
2.2 Customer Satisfaction Index – Property Owners (Digital Information) ¹	62	≥ 65	≥ 65	≥ 65

Performance Measure	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
2.3 Customer Satisfaction Index – Taxing Authorities (Employee Interaction) ^{1,2}	88	n/a	≥ 86	n/a
2.4 Customer Satisfaction Index – Taxing Authorities (Information, Services and Tools) ^{1,2}	80	n/a	≥ 73	n/a

Data source: BC Assessment has a contract with a market research firm to act as an independent third party to conduct the customer satisfaction surveys.

¹The index figure is relative to 100.

²The Customer Satisfaction Index for Taxing Authorities is collected through a biennial survey, scheduled for 2025/26 and 2027/28.

Discussion

The Customer Satisfaction Index related to employee interaction includes a series of questions enabling BC Assessment to track performance and plan for improvements. Respondents indicate the importance of the services they require, as well as the level of agreement with perceived BC Assessment staff knowledge and access to information. Strong agreement correlates with higher index scores. The index figures are relative with 100 being a perfect score.

BC Assessment's target range of 73 to 85 for property owners, and ≥ 86 for taxing authorities, indicate provision of high-quality customer service. The index for property owners is comprised of the combined results for residential and non-residential property owners. The index for taxing authorities is comprised of the combined results for local governments and Indigenous Nations. Property owners are surveyed annually while taxing authorities are surveyed every two years as requested.

BC Assessment's strategic direction includes improving access to self-serve assessment information and ensuring customer and partner understanding and awareness of processes, products, and services. The indices for property owners and taxing authorities measure organizational performance and confidence in support of this goal.

Objective 2.1: Ensure positive customer and partner interactions

BC Assessment promotes maintaining strong relationships and providing high quality property information that customers and partners can rely on through close collaboration to identify opportunities for enhancements.

Key Strategies

- Elevate the approach to stakeholder engagement and expand outreach with customers and partners
- Improve understanding and proactive response to evolving customer and partner needs
- Collaborate with partners to improve assessment review and appeal processes

- Increase trust and confidence in the assessment system with targeted and timely communications

Discussion

The quality of BC Assessment's relationships with property owners, local governments, Indigenous Nations, and the provincial government is fundamental to collective success. Staff interact with customers and partners daily by providing information and answering inquiries. Enhanced staff inquiry training and real-time review of calls by supervisors increase first call resolution and provide improved customer service delivery. These interactions are tracked, and customer feedback is solicited to help understand how BC Assessment is performing and how it can enhance customer experience.

Objective 2.2: Improve access to assessment information with enhanced digital capabilities

Providing assessment information is a key component of BC Assessment's service to customers and partners. BC Assessment continually strives to enhance the quality of its assessment information and the methods used to provide it.

Key Strategies

- Enhance online options for property owners to access and manage their own property information
- Strengthen partnerships and advance opportunities for information exchange and other mutual benefits

Discussion

BC Assessment continually enhances the number and depth of its assessment products, information, and services to meet or exceed customer and partner expectations through digital platforms. Newly implemented enhancements include a sample of sold properties, comparative neighboring property valuations, a new map feature, and additional property detail information such as historic assessed values and value change graphs. Progress towards this goal is measured using the Customer Satisfaction Index.

BC Assessment will strengthen partnerships and advance information sharing across all customer groups through initiatives that enhance data submission and delivery capabilities, improve information exchange, and ensure consistency and quality of data products.

Goal 3: Meaningful Partnerships and Reconciliation with Indigenous Nations

This goal demonstrates BC Assessment's commitment towards lasting and meaningful reconciliation by supporting First Nations who exercise property tax on their reserve lands, and Modern Treaty Nations who enlist BC Assessment services for property taxation on their Treaty Lands or Nisga'a Lands as the case may be. Where applicable, BC Assessment ensures alignment with the actions outlined in the *Declaration on the Rights of Indigenous Peoples Act*.

Performance Measures

Performance Measure	2024/25 Baseline	2025/26 Forecast	2026/27 Target	2027/28 Target	2028/29 Target
3.1 Number of Indigenous Nations choosing BC Assessment to provide assessment services	102	102	Maintain and support when requested	Maintain and support when requested	Maintain and support when requested

Data source: Internal data information

Discussion

BC Assessment will continue to strengthen relationships with all the Indigenous Nation customer groups. The numbers above indicate the count of Indigenous Nation customer groups for which BC Assessment provides assessment services including Indigenous communities who choose independent taxation and Modern Treaty Nations who choose to exercise property taxation on their Treaty Lands or Nisga'a Lands as the case may be. BC Assessment provides technical expertise and advice in the decision-making process as it relates to assessment and taxation for all of its Indigenous Nation customer groups.

Objective 3.1: Supporting Indigenous Nations' ability to establish and sustain property taxation

BC Assessment provides assessment services, upon request, to First Nations, across the province in support of independent taxation of real property under the *First Nations Fiscal Management Act*, or the *Indian Act*. BC Assessment also provides assessment services to Modern Treaty Nations who have adopted provincial assessment laws on their Treaty Lands or Nisga'a Lands as the case may be.

Key Strategies

- Expand and enhance property assessment services across all of B.C.'s Indigenous Nations
- Continue to share knowledge and support partnerships with institutions involved in First Nation property taxation

- Continue to engage in open dialogue to understand the unique needs of Modern Treaty Nations and independent taxing First Nations

Discussion

As part of the B.C. provincial government's work to create true and lasting reconciliation with Indigenous peoples, BC Assessment is strongly committed to supporting a renewed relationship with Indigenous peoples based on recognition of rights, respect, cooperation, and partnership.

BC Assessment actively works with its Indigenous Nation clients in the creation of assessment rolls, which is a necessary and foundational component in establishing a stable tax base and administering effective and efficient property taxation and services in their communities.

In providing property assessments to First Nations exercising independent property taxation throughout B.C., BC Assessment works closely with the [First Nations Tax Commission \(FNTC\)](#). In 2020, BC Assessment and the FNTC entered into a Memorandum of Understanding to commit to work together to support Indigenous property assessment and taxation in the coming years. Each First Nation community makes its own decision about becoming independently taxing and whether to engage an assessment service provider. The number of First Nations that use BC Assessment has been growing steadily over the past few years and is a testament to the good relationships and quality of services provided to First Nations exercising independent taxation.

BC Assessment remains committed to working with and identifying engagement opportunities with Modern Treaty Nations.

Financial Plan

Financial Summary

[\$000] ¹	2025/26 Forecast	2026/27 Budget ²	2027/28 Plan ²	2028/29 Plan ²
Revenues				
Tax Levies	125,231	126,931	128,631	130,331
Other Revenue	7,154	6,595	6,695	6,800
Total Revenue	132,385	133,526	135,326	137,131
Expenses				
Employee Expenses	87,748	87,269	86,262	86,070
Other Operating Expenses	35,904	37,321	39,005	40,478
Amortization	8,050	8,936	10,059	10,583
Total Expenses	131,702	133,526	135,326	137,131
Annual Surplus (Deficit)	683	0	0	0
Total Debt	0	0	0	0
Total Liabilities	22,434	21,910	21,701	21,556
Accumulated Surplus (Deficit)	61,443	61,443	61,443	61,443
Capital Expenditures	7,347	6,125	5,965	5,525

Note: The above financial information was prepared based on current Generally Accepted Accounting Principles.

¹ Financial information for all years was prepared based on Public Sector Accounting Standards (PSAS).

² Estimates for tax levy rate increases have not been included in the 2026/27 – 2028/29 figures, pending Treasury Board Staff approval.

Key Forecast Assumptions, Risks and Sensitivities

Estimates for tax levy increases and unconfirmed funding for future cost pressures have not been included in the Financial Outlook. Annual increase in revenue is mostly related to the projected increase in the number of properties from new development. Key risks and uncertainties affecting BC Assessment's financial outlook include the ability to increase levy rates to cover uncontrollable cost pressures, changes to data access revenues, changes in future PARP and PAAB processes and costs, wage and benefit increases, and changes in interest and inflation rates.

Employee expenses represent approximately 65 percent of BC Assessment's total operating budget. The 2022-2024 Collective Agreement term is based on calendar year and expired on December 31, 2024. The Provincial bargaining mandate that will inform the outcomes of collective bargaining negotiations will not be known until 2026. At the time of writing the 2026/27 - 2028/29 Service Plan, funding for cost pressures is pending approval by Government and is not reflected in forward-looking budget and plan figures. Approval will be known by the end of March 2026, at which time, the Financial Outlook will be revised accordingly.

Management's Perspective on Financial Outlook

BC Assessment does not receive grants or government transfers for operating, capital, and working capital purposes. The primary source of revenue is a tax levy collected from each taxable property, which is budgeted to provide approximately \$127 million in 2026/27 calculated using the 2025/26 average levy paid. In addition, BC Assessment receives approximately 4.9 percent of its revenue from other sources, including property assessment service contracts with Indigenous communities, payments in lieu of taxes, data access services, and investment income.

Tax levy rates require approval by Government by March of each year, at which time the tax levy revenue and operating expense figures contained in the 2026/27 - 2028/29 Service Plan will be revised. The tax levy is a component of the property taxes paid by property owners to the taxing authorities, which in turn remit the tax levy collected to BC Assessment. BC Assessment collects its revenues from taxing authorities in July/August of each year. BC Assessment borrows funds from the provincial government to finance operations and capital expenditures during the first half of the calendar year and repays its debt in full by August of each year.

BC Assessment manages the increasing financial pressures resulting from increased number of properties, continuous improvement of customer service levels, wage, and inflationary pressures in part by leveraging technology to enable optimization of assessment methods and business processes.

Appendix A: Mandate Letter from the Minister Responsible



May 27, 2025

513841

Kathleen (Ruth) Wittenberg
Chair, Board of Directors
BC Assessment
400 – 3450 Uptown Boulevard
Victoria, BC V8Z 0B9

Dear Kathleen (Ruth) Wittenberg,

On behalf of Premier Eby and Executive Council, I would like to extend my thanks to you and your board members for your organization's leadership, dedication, and expertise in which you serve the people of British Columbia.

Public sector organizations—including Crown corporations, Health Authorities and Post-Secondary Institutions—support British Columbians by delivering vital public services and are accountable to the public through their Minister responsible. Your continued leadership in advancing and preserving the public interest strengthens trust in public institutions.

This mandate letter, which I am sending in my capacity as Minister responsible for BC Assessment, communicates our government's priorities for the entire public sector and provides specific direction and expectations of your organization for the duration of Government's term.

Government's priority is to make a tangible difference in people's lives through growing the economy, creating good paying jobs, strengthening health care and making our communities and neighbourhoods safer for British Columbians. British Columbians expect public sector organizations to deliver responsible, quality services equitably in all regions across the province. This includes strategic stewardship in planning, operations, financial, risk, and human resource management including information security and privacy protection. Providing equitable service requires due consideration of the diverse



needs of local communities with specific attention to the unique needs of rural, remote and First Nation communities.

In the current economic and fiscal context including the threat of U.S. tariffs and other global economic challenges affecting British Columbian families, your organization is to work with ministry staff to review all existing programs and initiatives to ensure programs remain relevant, efficient, sustainable, grow the economy, and help keep costs low for British Columbians. Public sector organizations are expected to adhere to the principles of: cost consciousness, accountability, appropriate compensation, service, and integrity. This includes following the spirit and intent of core government fiscal management practices to make all efforts to achieve administrative and operating efficiencies while delivering core programs and services.

Strategic stewardship requires public sector organizations keep up-to-date systems and implement effective cybersecurity practices, including maintaining information management and cybersecurity policies, guidelines, and standards; assessing enterprise risk for high-value information and services, including confidential and sensitive data; and continuously evaluating and updating security practices to align with industry standards. The [Office of the Chief Information Officer](#) within the Ministry of Citizens Services is available to support and offer guidance to your organization in any of these areas including communication protocols with core government.

As required by the *Climate Change Accountability Act*, you must ensure your organization implements plans and strategies for minimizing greenhouse gas emissions and managing climate risk. Your organization is expected to work with my ministry to report out on these plans and activities as required by legislation. Public sector organizations will continue to take action on climate change, a commitment that remains foundational and key to a healthy and prosperous BC for future generations.

Underlying all this work is our partnership with Indigenous peoples and our commitment to advancing reconciliation. I expect your organization to comply with the *Declaration on the Rights of Indigenous Peoples Act*, including implementing existing commitments made under it. I expect your organization to work in partnership with First Nations rights-holders to advance shared interests.

Public sector organizations must also adhere to government direction provided through the [Public Sector Employers' Council Secretariat](#) (PSEC) with respect to public sector compensation and bargaining mandates. Your organization's compensation decisions



must be consistent with policy direction provided through PSEC. Please coordinate closely with PSEC before finalizing compensation decisions for existing CEOs or Presidents and Vice Presidents and in the recruitment of new CEOs or Presidents. PSEC consultation is also encouraged prior to hiring for Vice President positions.

The Crown Agencies Secretariat (CAS) in the Ministry of Finance supports public sector organizations to operate effectively, in the public interest, and aligned with government's strategic direction and priorities. Within CAS, the [Crown Agencies and Board Resourcing Office](#) will continue to support your board on recruitment, appointments and professional development by ensuring board composition and governance reflects the diversity of our province.

I expect you to ensure the important priorities and areas of focus listed in this letter are incorporated into the practices of your organization and as you develop plans to address the following priorities:

- Continue to work closely with the Ministry of Finance and key partners to evaluate and develop policy, regulatory, legislative, and operational solutions to emerging and existing assessment policy and methodology priorities to support government's commitment to build a strong, sustainable economy that works for everyone.
- Support government's commitment to put people first by delivering BC Assessment's services in a fiscally responsible manner.
- Continue to focus on BC Assessment's core mandate to establish and maintain uniform and accurate real property assessments and work to modernize and improve access of assessment information for all British Columbians.
- In cooperation with the Ministry of Finance, BC Assessment will endeavor to collect and refine necessary data as well as leverage the corporation's expertise to support the provincial government in developing new policies and evaluating existing programs.

Each board member is asked to sign this letter to acknowledge this direction from government to your organization. The signed letter is to be posted publicly on your website by June 2025.



I look forward to continuing to work with you and your board colleagues to ensure the sustainable delivery of the services the public relies on.

Sincerely,

Brenda Bailey
Minister

cc: Honourable David Eby, KC
Premier

Shannon Salter
Deputy Minister to the Premier, Cabinet Secretary and Head of the BC Public Service

Doug Scott
Deputy Minister and Secretary to Treasury Board
Ministry of Finance

Elenore Arend
Associate Deputy Minister, Crown Agencies Secretariat
Ministry of Finance

Victoria Chan
Director
BC Assessment

John D. Crawford
Director
BC Assessment

Susan Gimse
Director
BC Assessment

Nicole Halbauer
Director
BC Assessment



Karen Hoffmann
Director
BC Assessment

Robert K. Lapham
Director
BC Assessment

Gina Pala
Director
BC Assessment

Richard Rainey
Director
BC Assessment

Jeremy Trigg
Director
BC Assessment

Adam Whitcombe
Director
BC Assessment

Jason Grant
Chief Executive Officer/President
BC Assessment

Kathleen (Ruth) Wittenberg
Chair, BC Assessment
Date: May 29, 2025

John D. Crawford
Director, BC Assessment
Date: June 4, 2025

Victoria Chan
Director, BC Assessment
Date: June 4, 2025

Susan Gimse
Director, BC Assessment
Date: June 11, 2025



Nicole Halbauer
Director, BC Assessment
Date: June 5, 2025

Robert K. Lapham
Director, BC Assessment
Date: June 2, 2025

Richard Rainey
Director, BC Assessment
Date: June 9, 2025

Adam Whitcombe
Director, BC Assessment
Date: June 8, 2025

Karen Hoffmann
Director, BC Assessment
Date: May 30, 2025

Gina Pala
Director, BC Assessment
Date: June 4, 2025

Jeremy Trigg
Director, BC Assessment
Date: May 30, 2025