



RTI PHASE 2 – PROPERTY TAX PROJECT

About the project

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- The Revenue Transformation Initiative (RTI) is a multi year project to replace aged systems and improve services to taxpayers and our partners
- Leverages the TACS and eTax systems used for PST and many other provincial taxes
- Phase 1 involved 6 programs over 2 years and completed on time and on budget in Dec 2015
- Phase 2 of the project involves the Rural Property tax, School and Police tax and Home Owner Grant (HOG) programs
- Complete transformation of all business and system functions (folio and taxpayer information, tax assessment, payments processing and new payment channels, refunds, audit, collections, online services, reporting, interfaces
- Phase 2 started in January 2016 and will be completed by Feb of 2017
- Project governance is provided a steering committee chaired by Elan Symes ADM Revenue Division and includes Steven Emery Executive Director Property Taxation Branch

Benefits of the project

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- Leveraging eTax system used for reporting PST provides for “one place” for Municipalities to report provincial taxes
- Improved reliability and quality of data and financial information exchanged between the ministry and municipalities
- Opportunities for automation and business process changes to streamline operations
- Improved administration of tax programs through more timely access to data and interaction with taxpayers and municipalities
- Opportunities for improved reporting and communication

School and Police Tax – Challenges

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- \$1.6 Billion school taxes net of \$800 million HOG offsets
- Timely distribution of monthly school tax “coupons”
- Fax technology is fragile
- Manual data entry subject to errors
- Lack of back up
- Timely distribution of school, police and rural tax rates (OICs)

School and Police Tax Changes

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- Monthly reporting of School and Police tax using eTax
- Offset HOG claims against School and Police tax collected as part of monthly filing
- Monthly reconciliation of taxes using eTax
- Online payment and reporting methods available

Home Owner Grant - Challenges

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- 1.1 million grants approved each year
- Annual tax expenditure of \$800 million
- Collector reporting insufficient to audit basic eligibility criteria:
 - Canadian citizen or permanent resident of Canada
 - Living in BC
 - One grant per year
 - 65 or older
 - Provincial disability assistance
- Supporting documentation required for many grant applications
- Current year grant information reported in the following tax year
- Separate reporting and payment for retroactive grants

Home Owner Grant Changes

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- Simplified application process will provide greater opportunity for online HOG applications
- HOG claim files submitted to the ministry will need to identify the applicant and their personal information:
- Monthly frequency for HOG claim files – this improves ability to audit claims in the current tax year
- Consolidate current year and retroactive HOG claims to one file type
- HOG tips can be submitted online through eTax

Change Impact for Municipalities

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- School and Police tax
 - ▣ System – minimal change anticipated
 - ▣ Business Process and Staffing
 - Staff training - using eTax for monthly reporting of taxes collected, online reporting
 - Business process change to include retroactive HOG claims to offset school and police tax collected
 - eliminate faxing
- HOG
 - ▣ System
 - Collection of applicant information
 - Online HOG claim forms will need to be updated to accommodate the new data
 - HOG claim interface files sent to the ministry will need to be updated to accommodate the new data
 - Update systems to send HOG claim files monthly
 - ▣ Business Process and Staffing
 - Training staff in new simplified application process
 - Business processes to safeguard applicant personal information including SIN

Timeline

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RTI Property Tax Project

- Initiation
- Base Configuration
- Requirements Definition
- Configuration and Build
- Testing
- Training
- Implement (Feb 6th)

Municipalities

(HOG and School/Police Tax)

- Establish Working Group
- HOG Claim File Design
- Development
- Testing
- Implement System/Interface
- Staff Training

2011

Apr

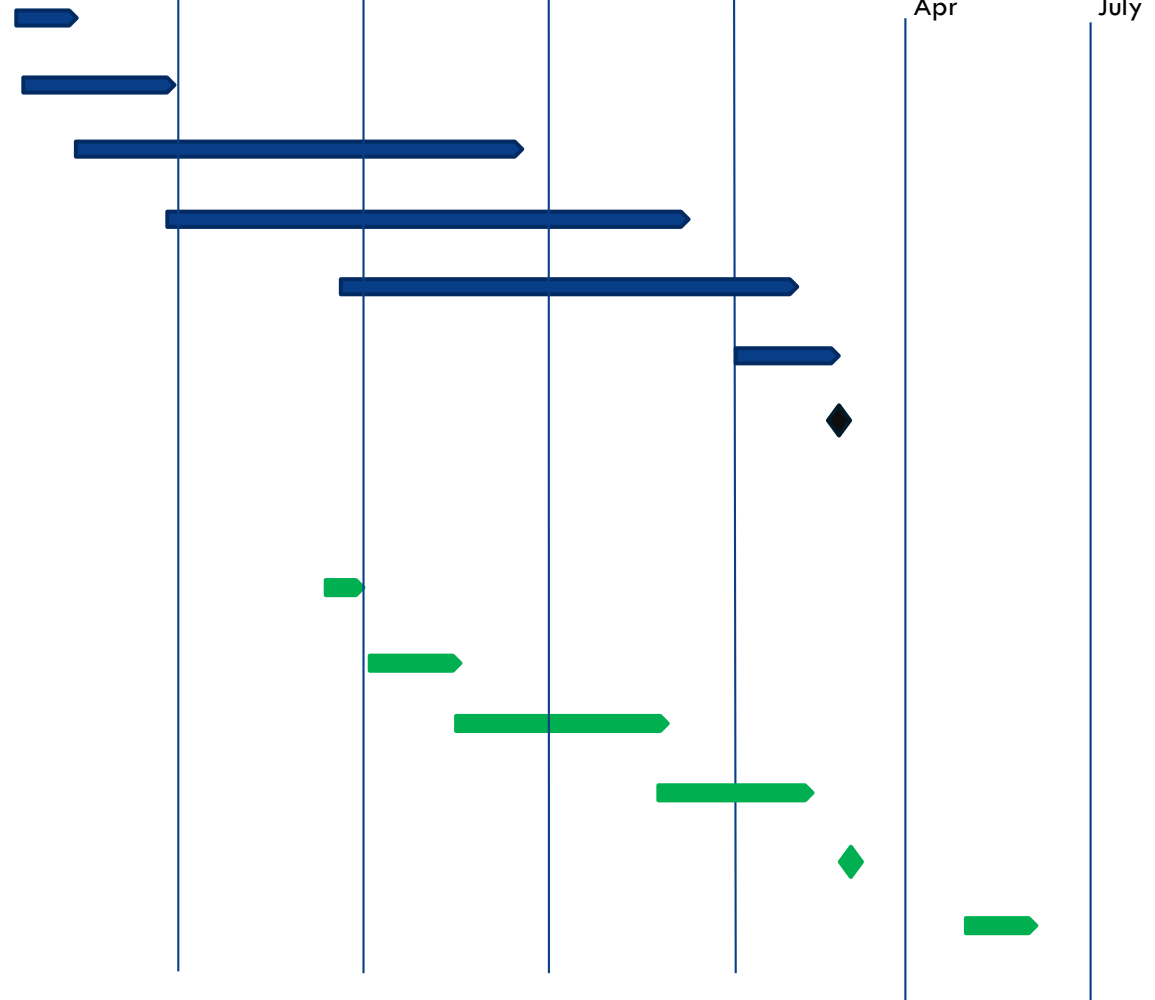
July

Oct

2017

Apr

July



Working with Municipalities

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- Need to work with a group from the municipalities who can represent all municipalities
- Working group would ideally Act as a single point of contact for questions
- Work with the province to coordinate design, development, testing and implementation activities amongst various vendors and municipalities
- Like at least 1 municipality to step forward at this conference to be part of the working group.