



2020 to 2023 Business Plan

Service: Taxation

\$0.01

Cost per day for the average rate payer (2020 to 2023)

0.08%

Percentage of the 2020 to 2023 City of London Net Property Tax Supported Budget

Who we are:

- Taxation is responsible for tax billings, collections and payment processing. It maintains accounting records and computer systems relating to taxation, administers tax rebate programs, assessment reviews, provides customer service, and public information as it relates to taxation.
- Taxation is also responsible for analysis and the development of taxation policies and budgets for revenues and expenditures related to taxation for Council approval.
- Taxation also provides estimates on net assessment growth.

What we do:

- Taxation contributes towards the efficiency and effectiveness of the City's revenue generation, recovering the costs of the service from user fees to the extent possible.

Why we do it:

- **Mandatory** - All Ontario municipalities are required funding through taxation. All single tier municipalities are required to develop and approve tax policy on an annual basis. All municipalities are required to administer tax rebate programs as required by the Provincial government.

The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2020	2021	2022	2023	2020 to 2023 TOTAL
Gross Operating Expenditures	\$2,328	\$2,389	\$2,445	\$2,466	\$9,628
Other Revenues	-\$1,807	-\$1,834	-\$1,860	-\$1,888	-\$7,389
Net Tax Levy Supported Operating Budget	\$521	\$555	\$585	\$578	\$2,239
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	21.9	21.9	21.9	21.9	N/A

Reflects 2020 to 2023 Council Approved Budget - January 12, 2021.

The following section provides an overview of the key activities the service plans to undertake from 2020 to 2023 to implement the Corporation's 2019 to 2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2020 to 2023

Most of the activities of this service are required by Provincial legislation. The objective of the Taxation Office is to continue to provide the following services in an efficient, effective manner and to recover the costs of the service from user fees to the extent possible. The main activities completed to provide this service are:

- Tax billing, collection and payment processing;
- Maintenance of accounting records, computer systems and budget estimates related to taxation;
- Administration of tax rebate programs and assessment review;
- Analyses and development of taxation policies for Council approval;
- Providing information to the public about property taxation and related assessment issues.

Risks and Challenges Anticipated in 2020 to 2023

- In 2021, the Assessment Roll will be based on a Province-wide reassessment with taxable values phasing in market values from January 1st 2016 to January 1st 2019 – the potential effects of this reassessment are unknown at this time.
- Potential changes to taxation legislation in the future by the Province and the Province-wide assessment could affect tax policy options to be considered by Council.
- Utilizing technology to provide information to the public about property taxation and related assessment issues.

The service directly supports the following components of the Corporation's 2019 to 2023 Strategic Plan:

Leading in Public Service

The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service.

Expected Result: Maintain London's finances in a transparent and well-planned manner to balance equity and affordability over the long term.

Strategy:

- Develop tax policy to align with Council priorities of the Strategic Plan. (LPS-28)

Metric	2019	2020	2021	2022	2023
< City of London Commercial tax ratio compared to average Provincial Commercial tax ratio.	< average Provincial Commercial tax ratio	< average Provincial Commercial tax ratio	< average Provincial Commercial tax ratio	< average Provincial Commercial tax ratio	< average Provincial Commercial tax ratio
< City of London Industrial tax ratio compared to average Provincial Industrial tax ratio.	< average Provincial Industrial tax ratio	< average Provincial Industrial tax ratio	< average Provincial Industrial tax ratio	< average Provincial Industrial tax ratio	< average Provincial Industrial tax ratio
< City of London Multi-residential tax ratio compared to average Provincial Multi-residential tax ratio.	< average Provincial Multi-residential tax ratio	< average Provincial Multi-residential tax ratio	< average Provincial Multi-residential tax ratio	< average Provincial Multi-residential tax ratio	< average Provincial Multi-residential tax ratio
Average tax increases by property class including education.	TBD	TBD	TBD	TBD	TBD
Metric TBD pending the tax policy strategy.	TBD	TBD	TBD	TBD	TBD

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