



Seward Consulting Ltd.

City of Calgary Assessments Business Unit



Calgary, one of Canada's fastest growing cities, has a population of over 860,000. Located at the very edge of the high plains, where they rise into the foothills of the Rocky Mountains, Calgary covers over 700 square kilometers.

The City of Calgary Assessment Business Unit establishes property values to accurately calculate property taxes incorporating mill rates. As Calgary grows, the task of the Assessments department becomes more and more challenging.

Martin Wong
Project Manager
City of Calgary
Assessment Business Unit

“The estimated cost using the ‘traditional approach’ ... is roughly \$300,000 in one year. Compared to the cost of the electronic survey ... , the cost savings is \$200,000 and the time savings is 9 months.”

The Challenge



The City of Calgary implemented an annual Market Assessment for all property types in 1999, as required by the Government of Alberta. As part of the annual reassessment process, the City's Assessment Business Unit had to update all records it had on Calgary properties to ensure property taxes were fair and equitable.

The Assessment Business Unit's method of performing a massive customer survey in the past was very expensive and labor intensive. The traditional approach did not facilitate the re-using of tools, the flexibility of designing forms or rule-based data validation, and capitalization of web technology.

Automated Data Collection

The Solution

The Assessment Business Unit found that Cardiff *TELEform™* and OpenText LiveLink were the only combination of products that accurately addressed their need to automate data entry and manage the return document workflow.

Seward Consulting Ltd. utilized *TELEform™* Enterprise with e-Forms Warehouse for LiveLink, AVT RightFax, and an array of Fujitsu production scanners to provide a complete solution for the Assessment Business Unit.

Using *TELEform™*, a survey for condominium owners was developed to confirm the features of their homes. The pilot project consisted of over 43,500 surveys. Homeowners completed the survey and returned it by either mail or by fax.



“The entire project cycle executed in less than four months with excellent returns of quality data and investment in technology. The percentage of new data gathered well justifies the project.”

Martin Wong
Project Manager
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The Results

The Assessment Business Unit realized substantial benefits immediately following the implementation of the *TELEform™* solution. After receiving approximately 75% of the 43,500 home owner's survey, the department saved \$200,000 and increased turn around time by 9 months. Martin Wong acknowledges, “The tangible benefits will be the additional revenues ... generated from the collected data.”

“Since it is an automated tool, it is repeatable with little delta cost. The saving per property will increase.” states Wong.

