



Assessment and Land Management Services

2025 Operational Plan



1: Department services

1.1: Our mission

Leading the way for people and business to thrive.

1.2: Service areas

Assessment

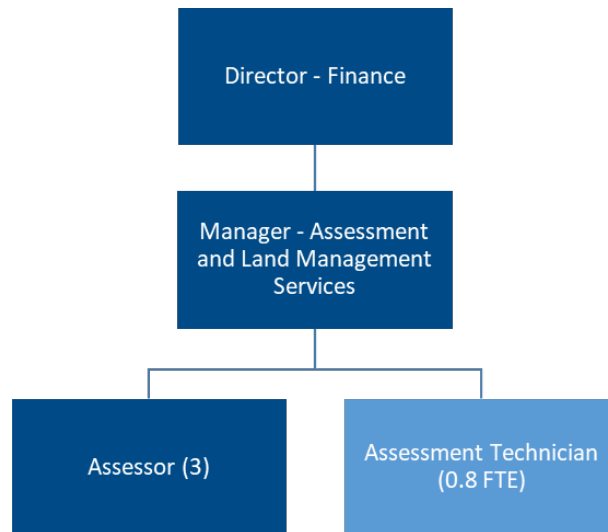
- The Assessment and Land Management Services department successfully produces and defends the assessment roll for Leduc County and submits the roll to Municipal Affairs for the purpose of audit and equalized assessment.
- Responsible for maintaining the ownership and sales records of all properties within Leduc County.
- Provides customers, property owners, real estate and valuation professional's information and support to understand the assessment process and outcomes.
- Engages with all customers in order to have a full understanding of the market and economic conditions present within the Leduc County region.
- Supports the taxation function as it relates to assessment to maintain a consistent tax base to facilitate Leduc County initiatives.
- Supports all departments with property information and market perspective, as required.
- Provides education and insight into the assessment process and legislation for administration, Council and County departments.

Land management

- Provides management oversight for County-owned land.
- Maintains a multi-department, collaborative land management approach to share pertinent information as it relates to County-owned land.
- Maintains, develops, and updates County-owned land policies, directives and procedures.
- Manages required processes for County-owned land leases.
- Maintains the County-owned land database and a central file system for County-owned land documents.
- Reviews and maintains legal agreements.



1.3: Organizational chart



2: Strategic priorities

Goal 1	<p>Strategic priority – Strong leadership Develop policies and procedures to streamline land management processes, ensuring efficiency and consistency in the oversight of County-owned properties so decisions can be made that are well-informed, measured and supported through data.</p>
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3: Department goals

Goal 2	<p>Increase customer service and department efficiencies to ensure accurate, fair and defensible assessments that comply with all legal and regulatory requirements.</p>
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4: Action plan

Goal 1

Strategic priority – Strong leadership

Develop policies and procedures to streamline land management processes, ensuring efficiency and consistency in the oversight of County-owned properties so decisions can be made that are well-informed, measured and supported through data.

Strategy 1.1

Collaborate with departments to review and enhance current processes for managing county-owned land to ensure efficiency, compliance, and optimal use of resources.

Actions	Target dates	Deliverables and/or key performance indicators
Establish land management policies and administrative directives for license to occupy and encroachments.	Q1 2025	Policy for the use of undeveloped road allowances approved by Council.
	Q4 2025	Administrative directives approved.

Goal 2

Increase customer service and department efficiencies to ensure accurate, fair and defensible assessments that comply with all legal and regulatory requirements.

Strategy 2.1

Enhance customer service through the development of online forms.

Actions	Target dates	Deliverables and/or key performance indicators
Create an online request for information form specifically for non-residential and income producing properties.	Q4 2025	An online request for information form for non-residential and income producing properties.

Strategy 2.2

Convert from the 2001 manual to the 2021 assessment residential manual to provide greater flexibility in defining and identifying assessment characteristics.

Actions	Target dates	Deliverables and/or key performance indicators
Update our CAMALOT system to the most recent residential manual.	Q3 2025	Report to executive leadership team once the transfer is complete.