

USE CASE

County authorities needed to update property taxation model to better capture the conditions that had seen inner cities struggle, while suburban neighbourhoods thrived in order to advance equitable development.

This was a **highly divisive** issue, that required extensive **stakeholder engagement** to develop & align on alternatives to the existing system for generating taxation levels.

Transparency & trust were key in order to minimise political resistance to the outcome:

“They wanted to work out how to best advance economic growth... while fostering community relationships”



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The review brought together a **diverse group of stakeholders** to provide unique **knowledge** and sometimes **divergent opinions**, combining academic, front line & policy based experience:

- Municipal Government
- County Government
- Experts in Property Tax
- Economists
- Practitioners

This process took around 6 months, and built both the **Criteria for the Land Valuation** and **alternatives for a new valuation policy** that would drive property tax assessment:

- Build more clarity around complex issues in this public policy
- Focus on shared interests amongst the group
- Build buy-in for the outcome with community decision makers

“Stakeholders really appreciated the instantaneous feedback from TransparentChoice... it helped develop a deeper understanding... and they enjoyed it too”



Ellen J. Szarleta

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OUTCOME

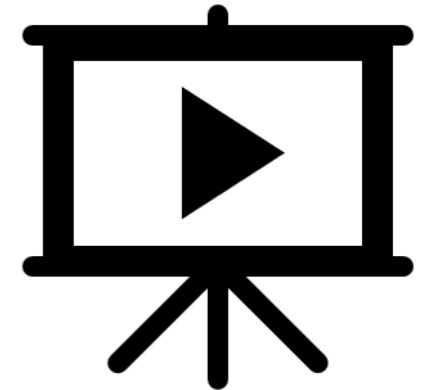
The final decision was **published** with confidence, knowing there was **rigour** in the process & **quality** in the outcome. Policy makers could make **transparent decisions** with the assurance that they had considered all stakeholders.

The software **connected** the policy consultation process to the decision making & implementation, a connection that will ultimately lead to more support for the implementation of the new policy.

“TransparentChoice is a vehicle for collective decision making that local government feels very comfortable with... we are changing the culture of public decision making using this tool”



Click below to listen to
Ellen's story in her own words



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