



SERVICE LEVEL AGREEMENT

MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION



BACKGROUND

- In December 2013, the Ministry of Finance released The Special Purpose Business Property Assessment Review, which included a recommendation for MPAC to work with Ontario municipalities to develop a two-way Service Level Agreement that clearly lays out accountability frameworks, service parameters, support needs and performance indicators.
- A working group was formed with representation from MPAC, municipalities of all sizes across the Province and the Ministry of Finance.
 - The group identified key services and the related timelines and Dependencies associated with each service.
- Feedback received from the municipal working group team members and municipal focus groups was instrumental in developing the terms of the SLA.

OVERVIEW

- The SLA features:
 - Definitions so that MPAC's performance can be measured against internationally recognized technical industry standards
 - A commitment by MPAC to meet service standards, contingent on the timely performance of municipal Dependencies, such as building permits and vacancy applications
 - A performance dashboard for MPAC and municipalities to track performance and dependencies
 - A formal escalation process for addressing Service Level and Dependency performance issues

SERVICE LEVELS

Property Assessment Roll

Property Assessment In-Year Maintenance

Assessment of Residential, Farm, Multi-Residential, Industrial and Commercial Properties

Accuracy – will meet IAAO standards

Year-End Tax File

Delivered annually

Building Permits

Process 90% within 30 days

Quarterly and Preliminary New Assessment Forecasts

Delivered within 30 days of each quarter and calendar year

Supplementary and Omitted Assessments

Process 85% within one year

Condominium Plan Information Form (CPIF)

Deliver at least 90% of the total number of CPIFs within 150 days of registration

Proactive Appeals Management

Work with Municipalities to identify and review priority assessment appeals and provide quarterly updates on progress

Appeals

Two-way Relationship Management

Municipal Inquiries

Acknowledge and resolve municipal inquiries within specified time periods

Vacant Unit Rebate Applications

Complete and return 100% of Vacant Unit Rebate Applications within 60 days

Severance/ Consolidation Information Form (SCIF)

Deliver 90% of SCIFs registered within a calendar year within 150 days of registration

Tax Applications

Complete and return to Municipalities at least 90% of Tax Applications within 90 days of receipt

SERVICE LEVELS

- The Service Levels are defined in detail within the SLA in addition a plain language Service Level document has been created by MPAC for Municipalities. The plain language document includes:
 - Service level number
 - Service description
 - Service level objective
 - MPAC commitment
 - Municipal dependency

SERVICE LEVELS

Service Level #	Service Description	Service Level Objective	MPAC Commitment	Municipal Dependency
5	Building Permits	To ensure all Building Permit notifications are loaded to MPAC's Permit Tracking System data base within a specified time.	Load building permits to MPAC's Permit Tracking System within 30 days.	Deliver complete building permits.
8	Supplementary and Omitted Assessments	Process Supplementary Assessment Change and Omitted Assessment Change in a timely manner.	Process 85% of the total value of supplementary and omitted assessment changes within one year, and process the balance of the value changes in accordance with Sections 33 and 34 of the <i>Assessment Act</i> .	Deliver complete building permits within 30 days of issuance. Notify MPAC regarding changes to provincial and federally-owned properties.

IMPLEMENTATION

- As municipal input was integral to the development of the SLA, MPAC has sought out the varied expertise of municipal representatives across the province to support a soft launch of the SLA.
- Municipal team members are being asked to:
 - Provide municipal perspective, insight, and support/participation in outreach and implementation strategy
 - Create opportunities for continued improvements in service delivery
 - Offer regular feedback on the reporting of service levels
 - This partnership creates opportunities for greater collaboration with municipalities and allows for any improvements required prior to provincial launch in 2017.

TIMELINE

Soft Launch
Commences
July 1, 2016

Soft Launch
Ends
July 1, 2017

Monthly meetings to review and
discuss performance metrics

AMO
Aug 2017

Provincial Launch
Q3 2017

MUNICIPAL REPRESENTATION

Peel Region	City of Ottawa	City of Windsor
Halton Region	City of Mississauga	District of Muskoka
Town of Petrolia	Town of Milton	Township of Lake of Bays
York Region	City of Thunder Bay	Atikokan Township
Oxford County	City of Toronto	City of Barrie
County of Lambton	Municipality of Wawa	City of Sarnia
Town of Newmarket	Township of Zorra	City of Greater Sudbury
Ministry of Finance		

QUESTIONS?

