



CORPORATE SERVICES COMMISSION
Financial Services

TOWN OF NEWMARKET
395 Mulock Drive
P.O. Box 328
Newmarket, ON L3Y 4X7

www.newmarket.ca
mmayes@newmarket.ca
905.895.5193 ext 2102

November 28, 2016

CORPORATE SERVICES REPORT – FINANCIAL SERVICES – 2016-44

TO: Mayor Tony Van Bynen and Members of Council

SUBJECT: Service Level Agreement between MPAC and Ontario Municipalities

ORIGIN: Supervisor, Property Tax & Assessment

RECOMMENDATIONS:

- a) **THAT Corporate Services Report-Financial Services report – 2016-44 dated November 28, 2016 regarding a Service Level Agreement (SLA) between the Municipal Property Assessment Corporation (MPAC) and Ontario Municipalities be received and the following recommendations be adopted:**
- i. **THAT the presentation from Ms. Heather Colquhoun, Regional Manager, and Ms. Natasha Dawood, Account Manager, both with MPAC's Municipal and Stakeholder Relations department, be received, and**
 - ii. **THAT, the Town of Newmarket continues to participate in the Phase 1 Soft Launch with staff providing feedback to MPAC on a regular basis regarding the SLA, and**
 - iii. **THAT Council is presented with the final Service Level Agreement at the conclusion of the pilot project, along with periodic updates on the achievement of the expected service levels.**

COMMENTS:

Purpose

To provide Council with the background and the future plans to formalize a two-way service level agreement between MPAC and all Ontario municipalities.

Budget Impact

There is no budgetary impact.

Background

In December of 2013, the Ministry of Finance released the Special Purpose Business Property Assessment Review Report as part of their mandate to identify opportunities to refine Ontario's property tax system in terms of transparency, improvement, municipal engagement and compliance. The report contained over 26 recommendations and this information relates specifically to recommendation #3 of the Accountability section which stated;

“The Province should direct MPAC to work with municipalities to develop a standard form, two-way service level agreement (SLA) that makes transparent and accessible the accountability frameworks, service parameters, support needs, KPI's and enforcement mechanisms.”

MPAC put together a team of individuals that included representatives from MPAC, various municipalities and the Ministry of Finance. As an employee with MPAC at the time, the writer was given the opportunity to lead the team with a mandate of identifying the key services that MPAC provides to municipalities, setting the guidelines and dependencies for those services, and conducting focus groups with municipal stakeholders across the Province. The team continued the work, and as a result of my past participation, the Town of Newmarket and I were invited to continue to participate as a municipal representative which we have done to date.

The result of the ongoing work is a 'pilot ready' SLA that identifies 12 key services, within the four broad categories of Property Assessment In-year Maintenance, Property Assessment Roll, Appeals and Two-way Relationship Management, along with a standard service level for each item. Please see the table below:

| Property Assessment In-Year Maintenance | | |
|--|--|---|
| Building Permits | Supplementary and Omitted Assessments | Condominium Plan Info Form (CPIF) |
| Process 90% within 30 days | Process 85% within one year | Deliver at least 90% within 150 days of registration |
| Quarterly and Preliminary New Assessment Forecasts | Monthly and Yearly Post-Roll Notices | Tax Applications |
| Delivered within 30 days of each quarter and calendar year | Deliver within 30 days of each calendar month and year | Complete and return at least 90% within 90 days of receipt |
| New Assessment Report | Severance/Consolidation Information Form (SCIF) | Vacant Unit Rebate Applications |
| Delivered within 30 days of each calendar year | Deliver 90% within a calendar year within 150 days of registration | Complete and return 100% within 60 days |
| Property Assessment Roll | Appeals | Two-way Relationship Management |
| Assessment Value of Property | Pro-Active Appeals Mngmt | Municipal Inquiries |
| Accuracy with meet IAAO standards. Year-end Tax file delivered annually. | Work with municipalities to identify/review priority appeals and provide quarterly updates | Acknowledge and resolve municipal inquiries with specified time periods |

Next Steps

Beginning in July 2016, 21 municipalities, including Newmarket, along with the Ministry of Finance are reviewing the effectiveness and usefulness of the SLA. We are providing the municipal perspective to this review, recommending opportunities for improvements, reviewing the ability for all municipalities to meet their expected dependencies and receiving feedback on the service levels provided by MPAC. This work will be used to enhance the final product for Phase 2.

Phase 2 is anticipated to begin in 2017 with a formal launch of the SLA for all municipalities, along with a measurement tool dashboard. This is scheduled to take place at AMO in August 2017.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

This report links to Newmarket's key strategic directions by being well-respected by establishing effective working relationships with our partners and by being an influential contributor to regional and provincial affairs.

HUMAN RESOURCE CONSIDERATIONS

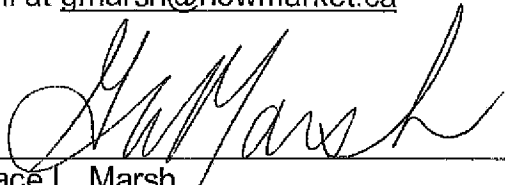
Staffing levels remain the same.

BUDGET IMPACT

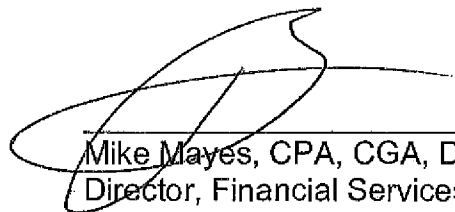
There is no budgetary impact.

CONTACT

For more information on this report, contact: Grace Marsh at 905-953-5300, ext. 2143 or via e-mail at gmarsh@newmarket.ca



Grace L. Marsh
Supervisor, Property Tax & Assessment



Mike Mayes, CPA, CGA, DPA
Director, Financial Services/Treasurer



Esther Armchuk, B.A. LL.B.
Commissioner, Corporate Services

GM/ne