

MPAC's Service Level Agreement and Enumeration Update

Carla Y. Nell
Vice President, Municipal and Stakeholder Relations

Ontario Municipal Administrators' Association
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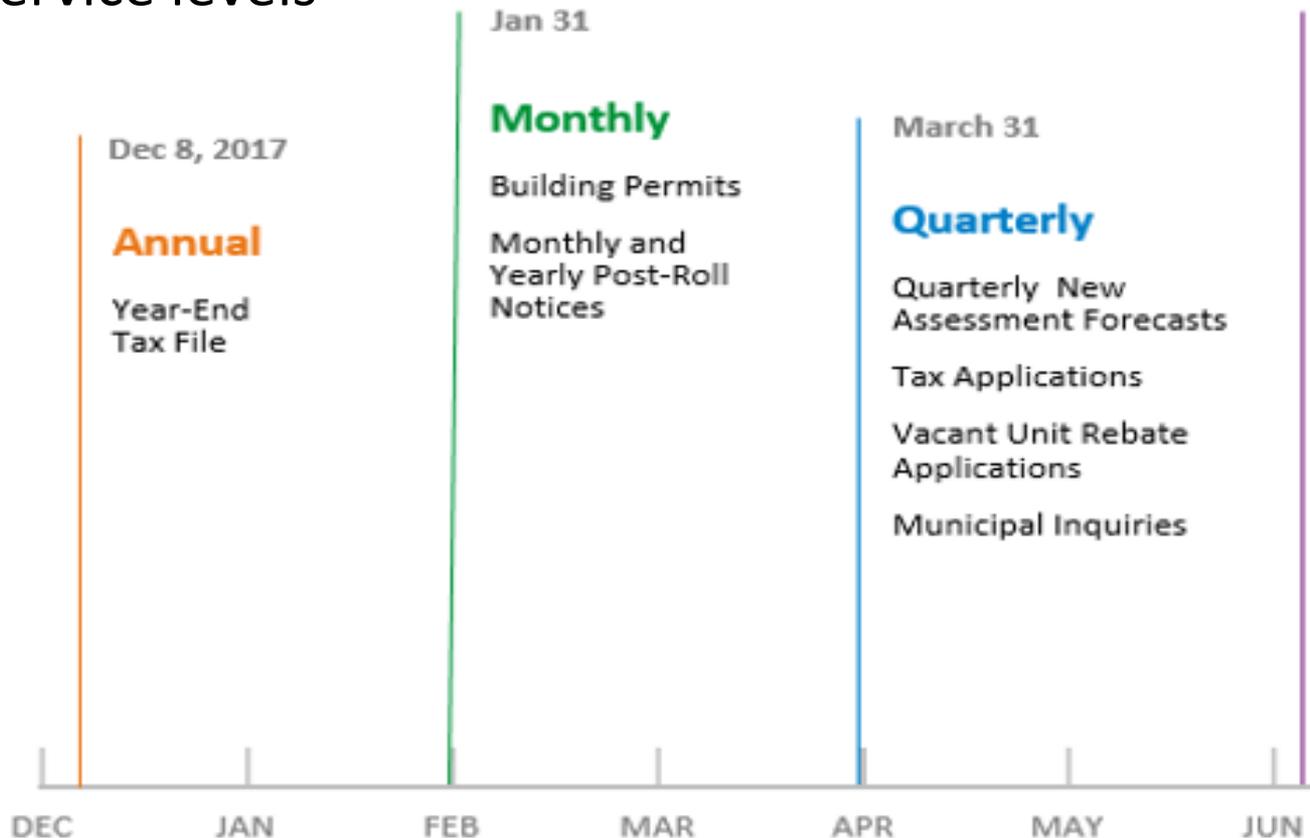
Agenda

- Service Level Agreement (SLA) Implementation Update
 - Municipal SLA Reporting Tool
 - New Assessment Forecast
- Enumeration Update
 - voterlookup.ca
- Questions

Service Level Agreement Implementation Update

SLA Update

- MPAC began implementing the SLA with the delivery of the Year-End Tax File in December 2017
 - As of April 30, MPAC has officially delivered on the first 7 service levels

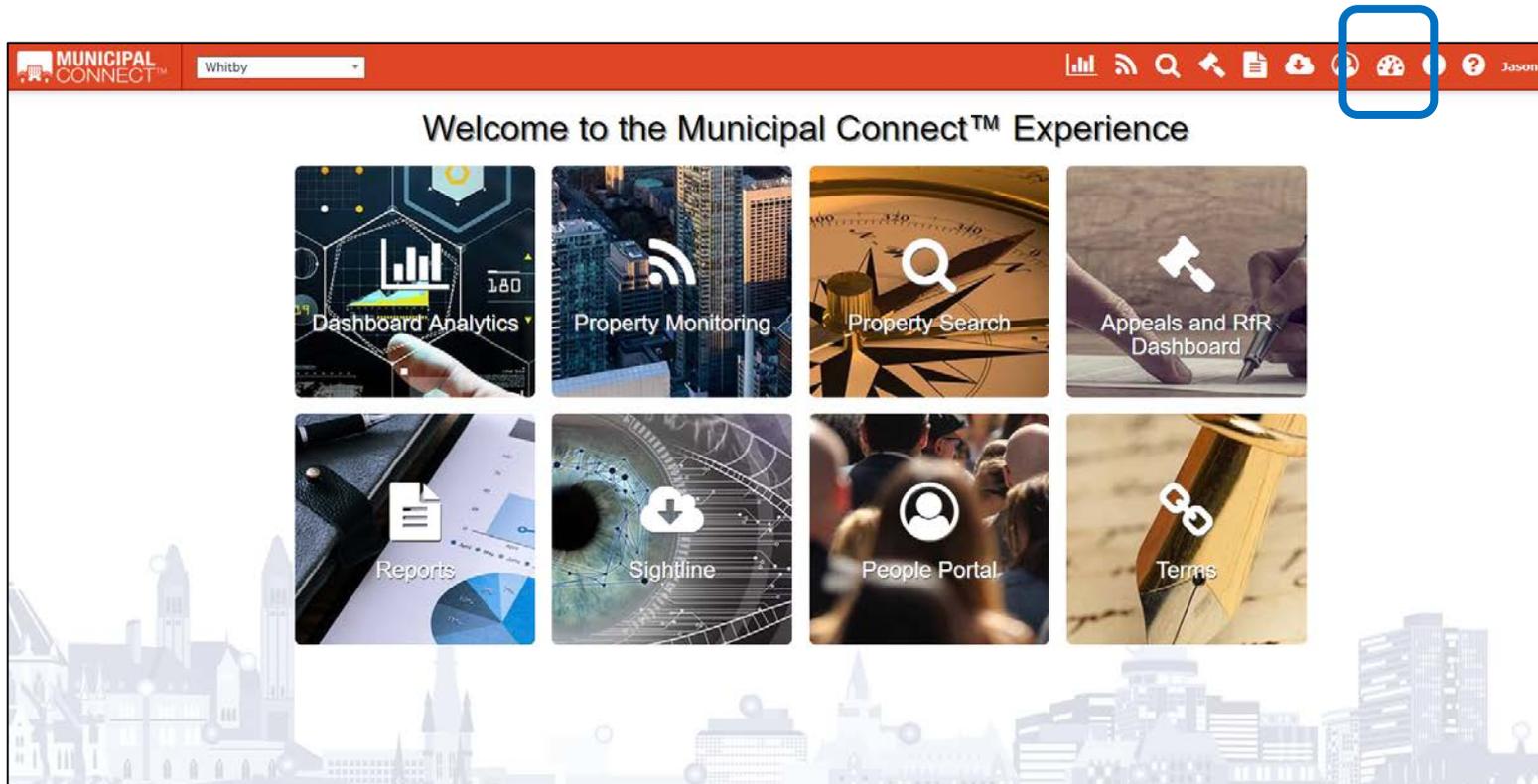


SLA Update

- To review progress made against the established service levels, a new reporting tool is now available via Municipal Connect
- As each service level is reported on, the reporting tool will indicate whether MPAC met or did not meet the service level requirements
- The reporting tool also notes if a municipal dependency was not met
- The SLA reporting tool supports shared accountability between MPAC and municipalities with clear expectations of our commitment to deliver timely, accurate and measurable services in key areas municipalities rely on most
- These measures will allow MPAC and municipalities to easily identify any areas where a service level is being missed to discuss ways to work more efficiently together to achieve our shared goals

SLA Performance Reporting Tool

- Municipalities can access the SLA reporting tool via Municipal Connect

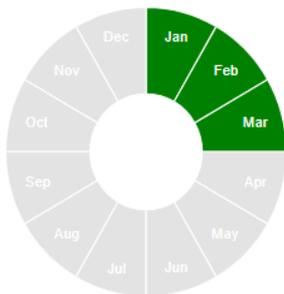


Performance Reporting Tool – Main Page

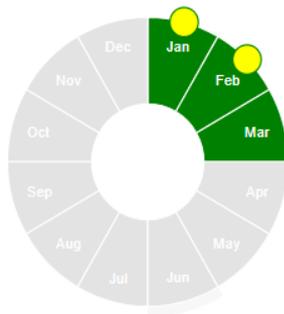
Service Level Agreement Report

Legend: ● MPAC achieved ● MPAC not achieved ● Future reporting period - data not yet available
● Municipal dependency not met

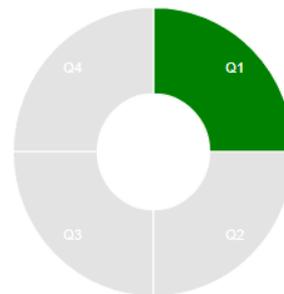
PRAN REPORTS



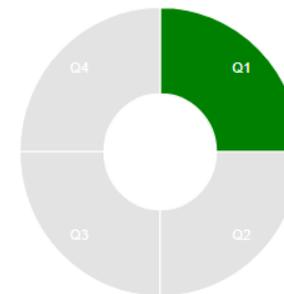
BUILDING PERMITS



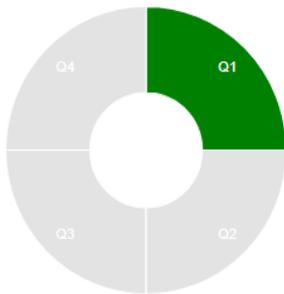
MUNICIPAL ENQUIRIES



TAX APPLICATIONS

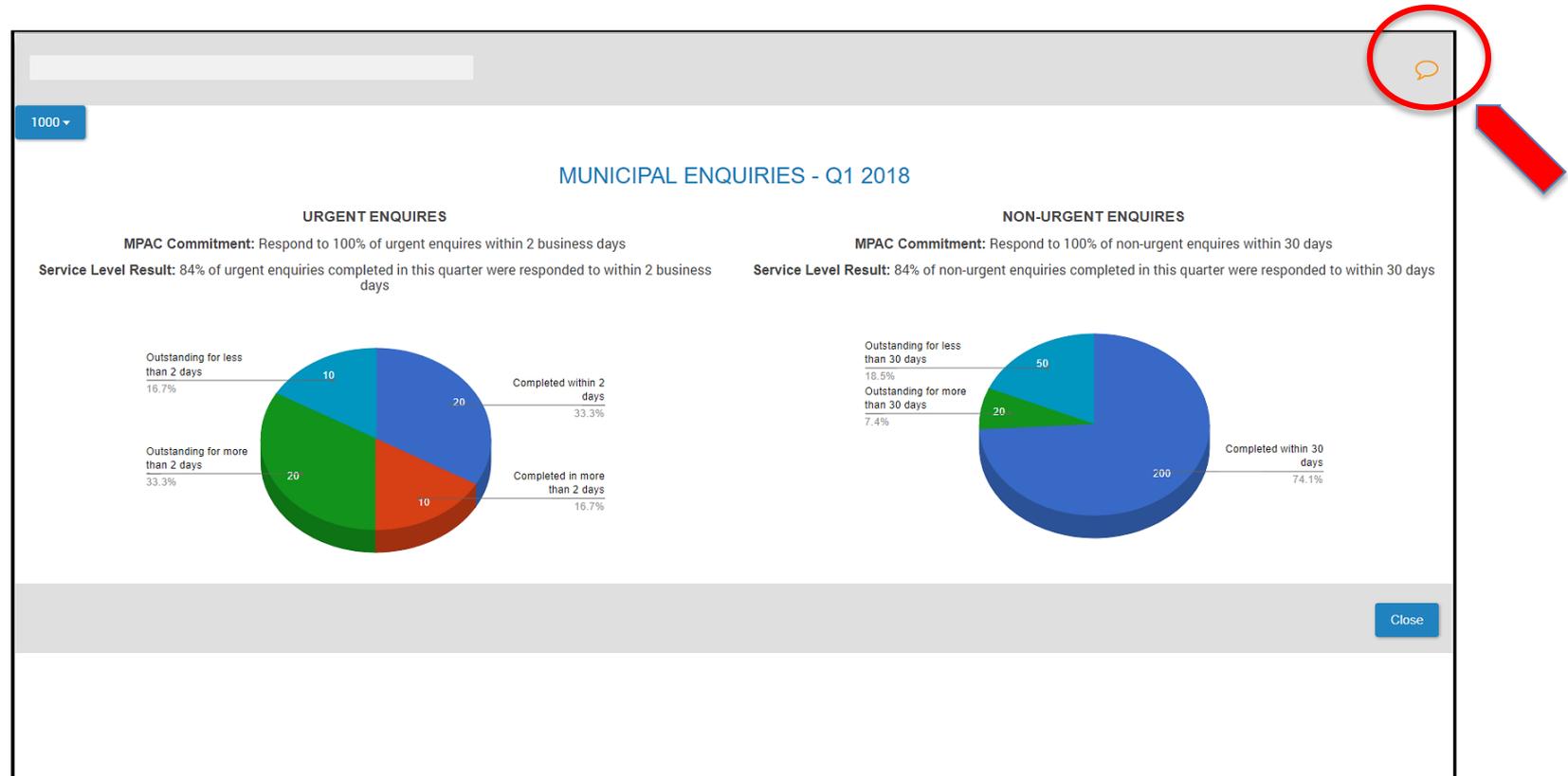


VACANT UNIT REBATE APPLICATIONS



Performance Reporting Tool - Municipal Enquiries

- By clicking on each service, users can drill down to review the specific service level commitment and result



- Users can click on the Comments icon located on every SLA reporting page to leave feedback/comments

Recent Service Level Reporting

Service Level Name	Delivery Date	Service Level Achieved
Year End Tax File	December 2017	Yes
Building Permit Notifications	Jan, Feb, Mar 2018	Yes
PRAN Reports	Jan, Feb, Mar 2018	Yes Missed for 2 municipalities
Tax Applications	March 2018	Yes
Vacant Unit Rebate Applications	March 2018	Missed for 14 municipalities
Municipal Enquiries	March 2018	Missed for 36 municipalities
New Assessment Forecast Report	April 30	Yes

Meeting SLA Requirements

- The SLA includes a process to address service disruptions caused by:
 - MPAC's failure to achieve service standards
 - A municipality's failure to perform its dependencies
- MPAC and municipalities both play a key role in delivering on the SLA promise
- Section 6 of the SLA provides a framework for addressing instances of non-performance of a Service Level, including:
 - a) immediate review of reasons for failure;
 - b) improved communications between MPAC and the municipality to address the problem; and
 - c) remedial actions required to meet the Service Level and prevent future issues.

A New Assessment Forecast



<Formal city/town name> New Assessment Forecast Report

Q1 2018

as of March 29, 2018

<Formal city/town name>	Forecasted Work Unit Range in 2018 ¹ (a – a1)		Estimated Value per Work Unit ² (b)	New Assessment Forecast Range ³ (a*b=c – a1*b=c1)	
	85% ⁴ (a)	100% (a1)		85% (c)	100% (c1)
New House	3,930	4,620	\$476,000	\$1,872,793,000	\$2,203,287,000
Residential Additions	170	200	\$39,000	\$6,843,000	\$8,051,000
Other ⁵	790	930	\$18,000	\$14,369,000	\$16,905,000
Residential Condominiums	170	200	\$328,000	\$57,849,000	\$68,058,000
New Registered Plans of Subdivision				\$127,851,000	\$150,413,000
Properties owned by the Province of Ontario or the Government of Canada ⁶					
Total Residential					
New Building Additions	180	210	\$1,924,000	\$358,624,000	\$421,911,000
	20	20	\$494,000	\$11,220,000	\$13,201,000
Total Commercial and Industrial⁷					
Total New Assessment Forecast Range				\$2,449,549,000	\$2,873,775,000

¹ New construction activity that is expected to lead to new assessment in 2018. Numbers have been rounded for ease of use.

² Value based on average supplementary or omitted assessment in 2017 including local area adjustments, where applicable.

³ Forecast range reflects an estimate of new assessment that may be processed in 2018. MPAC's service level commitment is to capture at least 85% of the total value of supplementary or omitted assessment within one year on occupancy. Despite our best efforts, new assessment may not be processed as a result of changing market conditions, delayed permit information, construction delays and limited access to properties. Numbers have been rounded for ease of use.

⁴ Numbers have been rounded for ease of use. As a result, the 85% forecast range calculation (a*b=c) may not be exact.

⁵ Other includes all other sources of new assessment. Examples include, but not limited to, garages, swimming pools, and home renovations.

⁶ Sufficient information is not available.

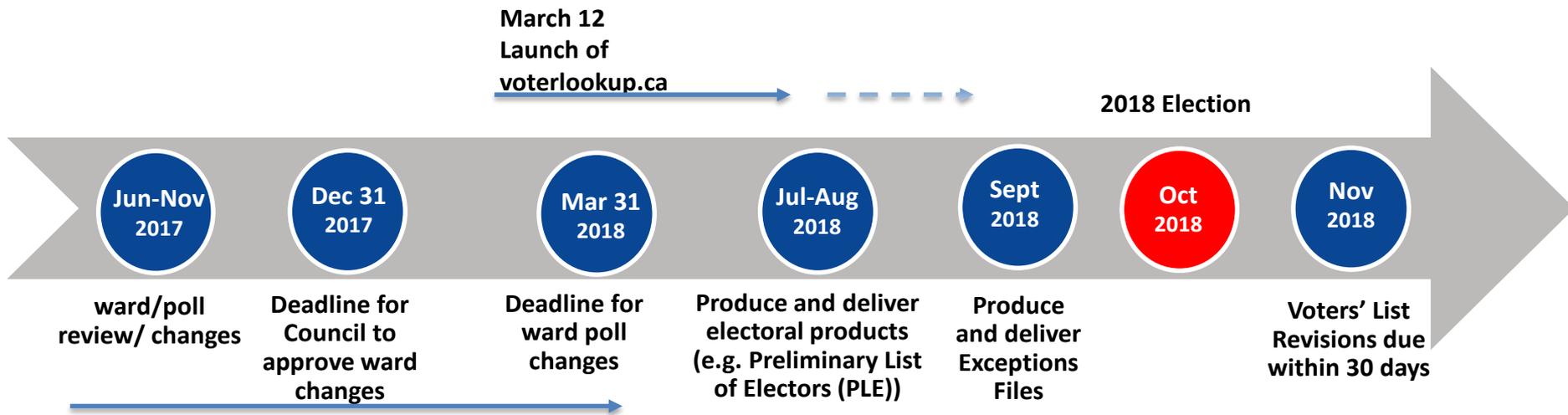
⁷ Business properties are complex and require more time and specialized resources to assess. Limited access to building plans and properties may prevent MPAC from capturing 85% of new assessment.

2018 Enumeration Update

MPAC's Role

- MPAC has the legislative responsibility of producing the Preliminary List of Electors (PLE) as per *Municipal Elections Act, 1996*, for each municipal/DSSAB election and by-election
 - The PLE is used by each municipality to create their final Voters' List
- MPAC maintains a 'Names Database' through:
 1. Regular updates applied to the property assessment database:
 - Land Titles/Land Registry changes
 - Mailing Address changes
 - School Support changes
 - New roll/unit updates
 2. Third party sources:
 - National Register of Electors (NROE) data maintained by Elections Canada
 - Ministry of Government and Consumer Services (MGCS)/Service Ontario Elections Ontario data
 3. Enumeration activities

2018 Enumeration/Election Milestones



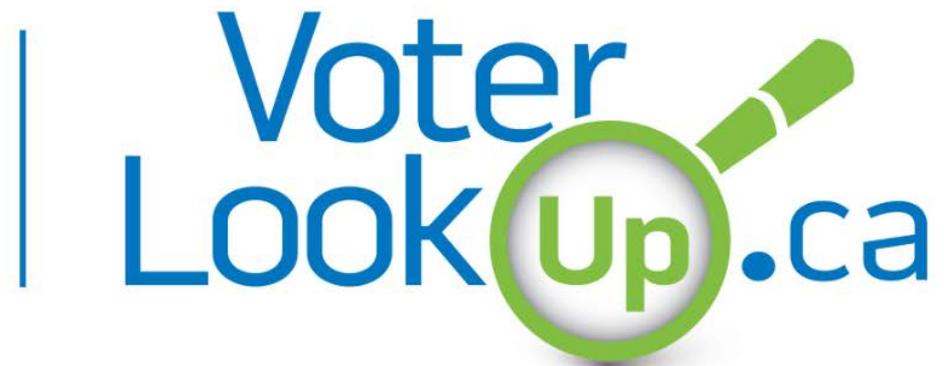
2018 Enumeration Approach

- On March 12, 2018 MPAC launched voterlookup.ca, a self-service online platform for Ontarians to confirm or update their information in MPAC's Names Database
 - Eligible electors can also update their information, add a name to an address, or change their school support
 - voterlookup.ca allows Ontarians to take an active role in maintaining accurate and up-to-date electoral lists
- A communications strategy has been deployed to raise awareness of the platform including:
 - the delivery of toolkits which were provided to municipalities and associations with information/materials to assist in driving users to voterlookup.ca
- Starting April 30, 2018 a social media campaign will commence with ads targeting millennials/first time voters, professionals, retirees and renters across Twitter, Facebook and Instagram

voterlookup.ca – Results to Date

- Since March 12, 2018 launch:
 - Total Searches: 40,500
 - Total Additions: 2,970
 - Total Revisions: 4,000
- Municipalities are actively promoting the site and weekly metrics are being posted to Municipal Connect, by municipality

HAVE YOUR SAY.
LOG ON TODAY.



Partnerships

- MPAC has re-established an Elections Working Group made up of municipal, association and elections representatives to share insights, ideas and discuss enumeration best practices
- Working in collaboration with Elections Ontario and Elections Canada to ensure timely receipt of National Register of Electors (NROE) and Permanent Register of Electors for Ontario (PREO) extracts, for inclusion in 2018 election products provided by MPAC
- MPAC, Elections Canada and Elections Ontario are engaged in promoting each other's online elector services to ensure that electors have the information and website links required to update information for elections at all levels

Questions?