



## Service Level Agreement between MPAC and Ontario Municipalities



## Purpose

MPAC and municipalities have jointly developed a Service Level Agreement (SLA) that establishes fair, meaningful and achievable performance standards for assessment services that municipalities and taxpayers rely on most. The SLA also covers the activities that MPAC requires municipalities to perform (“Dependencies”) to meet the “Service Levels.”

The SLA will allow municipalities to regularly review MPAC’s performance and resolve issues that interfere with the achievement of Service Levels. In addition, the agreement fosters continuous improvement in service delivery through greater collaboration between MPAC and municipalities.

## Overview

The SLA is a clear road map for achieving the stated Service Levels, and includes the following features:

- MPAC’s service standards for services related to the provision of the assessment roll, property assessment in-year maintenance and support services;
- Service Level definitions so that MPAC’s performance can be measured against internationally recognized technical standards;
- a commitment by MPAC to meet service standards, contingent on the timely performance of municipal Dependencies, such as building permits and municipal tax applications;
- a performance dashboard for MPAC and municipalities to track performance and Dependencies; and
- a process for addressing Service Level and Dependency performance issues.

It is important to note that the SLA is a living document and includes a principle-based approach for adding or modifying Service Levels in consultation with municipalities. This process will ensure that the SLA remains meaningful to municipalities and that the Service Levels continue to support measurable business or operational objectives.

By partnering with municipalities to create the SLA, MPAC has made a clear commitment to deliver accurate, equitable and transparent assessment services that provide value for money.

## Background

### Development of the SLA

In December 2013, the Ministry of Finance released The Special Purpose Business Property Assessment (SPBPAR) 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 and the Ministry of Finance. The group identified key services and the related timelines and Dependencies associated with each service. In addition, MPAC consulted with municipal focus groups, including municipalities of all sizes from across the Province.

Feedback received from the municipal working group team members and municipal focus groups was instrumental in developing the terms of the SLA.

## Service Levels

The table below includes the specific Service Levels included in the document.

| Title   |
|---|
| Processing Building Permits                       |
| Delivery of Post-Roll Reports                     |
| Delivery of New Assessment Forecasts              |
| Processing of Tax Applications                    |
| Processing of Vacancy Applications                |
| Response to and Resolution of Municipal Inquiries |
| Delivery of Year-End Tax File                     |
| Processing of Severances/Consolidations           |
| Processing New Construction                       |
| Accuracy of Assessment (IAAO Standards)           |

## Continuous Improvement

The SLA provides measures to address instances where MPAC fails to meet a Service Level, including:

- immediate review of reasons for failure;
- improved communications between MPAC and the municipality to address the problem; and
- remedial actions required to meet the Service Level and prevent future performance issues.

If a Service Level is missed in consecutive measurement periods, the non-performance will be escalated to the MPAC Chief Operating Officer and/or MPAC Quality Service Commissioner.

Many of the Service Levels outlined in the SLA are dependent on municipal involvement. If a municipality does not perform a Dependency, MPAC may:

- advise the municipality of the nature and extent of this failure on the applicable Service Level; and
- make recommendations to improve procedures and communications with the municipality.

It is important to note that the SLA does not add any new rights or liabilities in relation to MPAC or municipalities. Municipalities still have all of their existing rights—and MPAC still has all of its current obligations—set out in applicable legislation such as Municipal Act and Assessment Act .

The SLA is an integral part of MPAC’s vision of providing high-quality assessment services throughout the Province of Ontario. The creation of these Service Levels will ensure that MPAC staff is accountable for the service commitments outlined in the SLA. The document will also promote better communication between MPAC and municipal stakeholders to proactively address and resolve performance issues that interfere with the achievement of Service Levels.

## Appendix: Service Level Details

| Service  | Service Level Objective   | MPAC Commitment   | Municipal Dependency  |
|--|---|---|---|
| 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.  |
| Monthly Post-Roll Notices  | To deliver Annual PRAN Reports and Monthly PRAN Report to municipalities by specified dates. This will assist in summarizing the impact of value changes and classification changes processed through PRANs.            | Deliver monthly report within 30 days of the end of the calendar month.   | None  |
| Quarterly New Assessment Forecasts   | To deliver quarterly forecasting reports to municipalities predicting new assessment growth.  | Deliver within 30 days following the first three calendar quarters.   | Deliver complete building permits within 30 days of issuance.<br>Notify MPAC regarding changes to provincial and federally-owned properties.  |
| Tax Applications   | Provide a timely response to tax applications allowing municipalities to maintain commitments in preparation for council approval (September 30th) and meet legislative timeframes.                                     | Complete and return 90% of tax applications within 90 days of receipt.  | Deliver all required supporting documentation, including all documentation required from the tax payer.<br>Deliver all required information by May 15th, for applications to be processed prior to August 15th. |
| Vacant Unit Rebate Applications  | To provide sufficient processing time for Vacancy Unit Applications in order avoid any interest penalties for municipalities.   | Review all vacant unit rebate applications each quarter, and respond within 60 days of receipt.   | Deliver all information required to process the application.  |
| Municipal Inquiries  | To acknowledge and resolve municipal email and telephone inquiries within specified time periods.   | Respond to urgent municipal inquiries within 2 business days.<br>Acknowledge receipt of non-urgent enquires sent to centralized mailbox within 1 business day, and respond within 30 days.                        | Properly identify urgent inquiries.   |
| Severance/Consolidation Information Form (SCIF)  | To deliver to municipalities in a timely manner SCIFs for registered MPlans and/or RPlans.  | Deliver 90% of all SCIFs within 150 days of plan registration, and 100% within 1 year of registration.  | Deliver information required to process SCIFs including lot zoning, lot addresses and lot servicing information.  |
| Condominium Plan Information Form (CPIF)   | To deliver to municipalities in a timely manner CPIFs for registered Condo Plans.   | Deliver 90% of CPIFs within 150 days of registration, and 100% within 1 year of registration.   | None  |
| Year-End Tax File  | To provide the Year-End Tax File annually no later than December 8th, in the agreed upon format, that can be successfully loaded into a municipality's system.  | Provide annually no later than December 8th, in agreed upon format.   | Capability to accept file format, and commitment to use data in accordance with Section 53 of the <i>Assessment Act</i> .   |
| Preliminary New Assessment Forecast  | To deliver preliminary forecasting reports to municipalities predicting new assessment growth.  | Deliver within 30 days of end of third calendar quarter.  | Deliver complete building permits within 30 days of issuance.<br>Notify MPAC regarding changes to provincial and federally-owned properties.  |
| New Assessment Report  | To provide a report that compares actual versus forecasted new assessment growth. Used to determine the accuracy and reliability of the forecasted growth assisting with future growth predictions.                     | Deliver New Assessment Report within 30 days of the end of the calendar year.   | Deliver complete building permits within 30 days of issuance.<br>Notify MPAC regarding changes to provincial and federally-owned properties.  |
| 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.<br>Notify MPAC regarding changes to provincial and federally-owned properties.<br>Upon request, provide access to non-residential building plans. |
| Assessment of Residential, Farm Multi-Residential, Industrial, and Commercial Properties | To measure the accuracy and/or uniformity of reassessment values, for residential, farm, multi-residential, commercial and industrial properties, against the internationally recognized mass appraisal IAAO Standards. | Measure assessment accuracy against IAAO appraisal standards.   | None  |

● Monthly    
 ● Quarterly    
 ● Semi-Annually    
 ● Annually    
 ● Post-Assessment Update