

MPAC Performance Measures Inventory

Measure	Current Target	Baselines (Avg: 2020-2022)	2020	2021	2022	2023
Assessment Excellence						
Assessment Growth Capture						
Growth assessed within one year of occupancy	>=85% (SLA)	85.89% Total Transactions: \$37,700,134,562 Within One Year: \$32,379,875,573	85.85% Total Transactions: \$37,312,049,482 Within One Year: \$32,033,366,701	85.76% Total Transactions: \$38,031,359,997 Within One Year: \$32,613,885,004	86.06% Total Transactions: \$37,756,994,206 Within One Year: \$32,492,375,015	87.22% Total Transactions: \$42,002,510,227 Within One Year: \$36,633,713,169
Severance and Consolidation Information Forms (SCIFs) delivered within 150 days of registration and within one year of registration	90% within 150 days 100% within one year (SLA)	150 Days 96.65% One Year 98.3%	150 Days 95.71% 8,426 of 8,804 One Year 98.30% 8,654 of 8,804	150 Days 96.76% 9,258 of 9,568 One Year 97.67% 9,345 of 9,568	150 Days 97.49% 9,976 of 10,233 One Year 98.93% 10,123 of 10,233	150 Days 98.38% 8,993 of 9,141 One Year 99.60% 9,104 of 9,141
Condominium Plan Information Forms (CPIFs) delivered within 150 days of registration and within one year of registration	90% within 150 days 100% within one year (SLA)	150 Days 85.68% One Year 98.65%	150 Days 72.49% 224 of 309 One Year 96.76% 299 of 309	150 Days 91.41% 234 of 256 One Year 99.61% 255 of 256	150 Days 93.13% 217 of 233 One Year 99.57% 232 of 233	150 Days 97.68% 253 of 259 One Year 100% 259 of 259

Measure	Current Target	Baselines (Avg: 2020-2022)	2020	2021	2022	2023
Assessment Accuracy & Equity						
Number of property reviews performed	Total reviews >= 550,000	Total reviews: 518,640	Total reviews: 589,862 Residential: 454,719 Non-Residential: 135,143	Total reviews: 531,189 Residential: 382,297 Non-Residential: 148,892	Total reviews: 434,869 Residential: 309,559 Non-Residential: 125,310	Total reviews: 393,235 Residential: 281,703 Non-Residential: 111,532
	Off-site 75%, 412,500 reviews	Off-site = 83.39%; 432,478	Off-site: 82.61%; 487,291 On-site: 17.39%; 102,571	Off-site: 84.63%; 449,534 On-site: 15.37%; 81,655	Off-site: 82.92%; 360,608 On-site: 17.08%; 74,261	Off-site: 69%; 270,212 On-site: 31%; 123,023
Assessment Stability						
Percentage of all properties experiencing a valuation change via the RfR process	No Target	0.16%	0.15% 8,273 of 5,425,834	0.25% 13,449 of 5,488,567	0.09% 5,070 of 5,547,280	0.1% 5,338 of 5,612,845
Percentage of all property assessments accepted without appeal	>=99%	99.32%	99.38% 5,390,357 of 5,425,834	99.31% 5,449,865 of 5,488,567	99.26% 5,506,383 of 5,547,280	99.23% 5,569,775 of 5,612,845
Appeals concluded for properties during the year with no value change	No Target	57.26%	66.36% 5,551 of 8,365	63.34% 6,454 of 10,189	42.04% 2,429 of 5,778	56.47% 1,748 of 3,095
Percentage of lower tier/single tier municipalities not experiencing appeal & RfR losses greater than 0.5%	>=85%	91.86%	96.1% 398 of 414	86.23% 357 of 414	93.24% 386 of 414	95.41% 395 of 414
Percentage of lower tier/single tier municipalities with assessment base remaining the same or increasing	>=90%	96.63%	93.5% 387 of 414	97.83% 405 of 414	98.55% 408 of 414	97.34% 403 of 414
Customer Service & Stakeholder Engagement						
Customer Service						
Overall customer satisfaction with MPAC's Customer Contact Centre	>=90%	93%	92%	93%	94%	94%

Measure	Current Target	Baselines (Avg: 2020-2022)	2020	2021	2022	2023
Percentage of calls responded to by staff within 5 minutes	>=90%	89%	85%	91%	90%	90%
Percentage of emails responded to by staff within 2 business days	>=90%	83%	87%	81%	80%	91%
Percentage of Municipal Service Levels Met	>=90% (SLA)	90%	82%	94%	94%	97.72%
Percentage of municipal inquiries responded to by staff within 30 calendar days	>=100% (SLA)	99.64%	99.42% 18,256 of 18,363	99.8% 13,260 of 13,287	99.72% 13,485 of 13,523	99.8% 17,544 of 17,579
Stakeholder Engagement						
Number of municipal engagement sessions	4,440 engagement sessions with all municipalities throughout the year.	4,785	4,051 engagements completed	5,547 engagements completed	4,756 engagements completed	7,802 engagements completed
	“engagements” includes quarterly meetings, days with MPAC, conference work, monthly webinars, training session and MPAC 101 for new staff, Council Session, etc.					
Operational Efficiency						
Financial Efficiency						
Year-end operating budget variance	<=3%	2.53%	5%	1%	1.6%	1.7%
Annual Levy Offset	>= \$16.6 M in surplus generated from value-added products	\$15.1	\$12.5M	\$15.5M	\$17.3M	\$17.69M
Cost Per Property	<=\$41.31	\$40.97	\$40.91	\$40.68	\$41.31	\$41.78

