

2021–2025 Strategic Plan

We Value Ontario

We stand for being accountable, transparent and customer-centric.

We aspire to bring value-added services and property insights to all Ontarians

How we'll get there →

Putting our people and culture first

1. Redefine and implement MPAC's workforce planning strategy
2. Refine and implement a career development and succession planning strategy
3. Develop and implement a workplace strategy through the lens of our new guiding principles for physical work environment and flexible work
4. Develop and implement Equity, Diversity, Inclusion and Anti-Racism strategy, policy and metrics

Delivering continuous operational excellence

1. Build and implement MPAC's modernization strategy (people, processes, technology, security and risk management frameworks, appeals)
2. Continue to advance data governance maturity, and embed the principles into processes and culture
3. Evolve MPAC's operating model to deliver on value-added insights

Elevating the property owner and stakeholder experience

1. Grow and strengthen the property owner's experience with MPAC
2. Strengthen municipal relationships by expanding value-added products and services aligned to meet their diverse and evolving needs
3. Continue to improve MPAC's relationship with the Province by providing value-added data, analytics and actionable insights
4. Ensure MPAC's brand and positioning to Ontarians is understood and supported

Unlocking opportunities to drive value and additional revenue

1. Maintain and increase levy offset generated by commercial opportunities in Ontario
2. Define and develop our commercial assessment technology solution for domestic market (outside of Ontario) and international markets (outside of Canada)
3. Identify opportunities and realize new revenue in domestic and international markets for our assessment technology solution
4. Define MPAC's open data strategy

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Continue to develop an inclusive and respectful culture that supports employees, attract future talent, and promote a healthy and positive work environment.



4
INITIATIVES

Delivering continuous operational excellence

Add value for customers through modernized IT services, strong data governance, and the capacity to deliver real-time insights and products that meet the diverse needs of Ontario communities.



3
INITIATIVES

Elevating the property owner and stakeholder experience

Strengthen our relationships with property owners, municipal partners and the province by providing value-added data and actionable insights, while helping customers understand MPAC and the value we bring beyond assessments.



4
INITIATIVES

Unlocking opportunities to drive value and additional revenue

Deliver even more value to Ontario while exploring new revenue streams that fuel our work – both domestically and internationally - with leading-edge assessment technology and data solutions.



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INITIATIVES