



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

## The New Municipal Experience Frequently Asked Questions September 2017

### **What is the new Municipal Experience?**

The enhanced version of Municipal Connect 2.0 will feature a new interface which will allow municipalities to select which MPAC portal they would like to access: Assessment Portal (assessment base portfolio management), Sightline (products) or People Portal.

We've established enterprise-wide licensing allowing municipalities to have as many users as they need to access the enhanced site.

### **What new assessment-related information is available?**

Available starting October 1, the new assessment portal will include:

- RTC/RTQ Reports
- Enhanced search features including site access, farm operation codes, and the ability to search by RTC and/or RTQ
- Improved mapping features will include displaying roll numbers on the parcels, as well as multi-vintage aerial imagery

### **What is Sightline?**

Sightline is a data exchange portal, eliminating the need for multi-channel delivery systems such as CDs, paper, email, etc.

Through this portal, municipalities will be able to access:

- Municipal Sales Listing (in a new format that allows automatic ingestion into tax systems, or to be easily converted to an Excel format. No more PDFs!)
- Municipal Change Profiles
- Electronic Assessment Information files

### **What is the People Portal?**

The people portal allows users to complete customized searches and exports of information related to the people within the user's respective jurisdiction. Available data contains personal information such as: name, mailing address, property location, gender, birth date, school support, religion, French language rights, citizenship, and whether they are a spouse, boarder or tenant.



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Use of the People Portal is governed by the Municipal License Agreement, and Access is granted by the local Municipal Connect 2.0 Administrator.

### **How are privacy concerns/data usage being managed?**

Both municipal users and MPAC are subject to the requirements contained in the *Municipal Freedom of Information and Protection of Privacy Act*. In addition, the use of the data within Municipal Connect 2.0 is regulated by the provisions contained in the Municipal License Agreement (an agreement between each municipality and MPAC), and additional licensing considerations through MPAC's data sharing agreement with Teranet.

Under the Municipal Connect 2.0 Terms and Conditions, municipalities are ultimately responsible for managing their own data governance related to any data obtained from Municipal Connect 2.0.

### **Who is responsible for what?**

The **Municipal Administrator** is authorized to create, edit and delete municipal user profiles.

When a municipal user profile is being created, or edited by the local Municipal Administrator, they should always be aware of the terms of use, as well as, the terms and conditions of the Municipal License Agreement, paying particular attention to Section 3 of the Agreement, whereby:

*The information contained in this product (the "Information") is provided "as is" by the Municipal Property Assessment Corporation ("MPAC") to the municipality (the "Institution"). The Institution assumes all risks and liabilities from the use of the information, and may only use the Information for internal planning purposes or the issuing of tax bills in accordance with the Municipal License Agreement and applicable Product Use Sheets entered into by MPAC and the Institution.*

With the added functionality of Municipal Connect 2.0, including access to people information, and products that can be exported, MPAC has established an added level of governance, via a new role, to ensure Municipal Connect 2.0 usage and the further use of the data is compliant with all relevant statutory and regulatory requirements. This role is known as the **Compliance Governor**.

Depending on each municipality, the same person may assume the role of both Municipal Administrator and Compliance Governor. Given that the Municipal Clerk's role is already one of governing compliance with various statutory and regulatory requirements, in order to ensure appropriate use of the Municipal Connect 2.0 application and personal data provided therein, MPAC suggests as a best practice that the Municipal Clerk take on the role of compliance governor.

Each individual **Municipal Connect User** is also responsible for their appropriate access and use of MPAC data in accordance with the Terms of Use and Municipal License Agreement.