

# People Portal

## Frequently Asked Questions

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## Accessing the People Portal

### What is the People Portal?

The People Portal is a feature of Municipal Connect™ 2.0 which allows users to search for, view and export people related data, including their respective non-assessment property information such as ward, poll, address, property type, etc.

### Is there a cost associated with its use?

There is no cost to use Municipal Connect™ 2.0 or its components such as the People Portal.

### How does it differ from accessing people information in the classic version of MC?

In the classic version of Municipal Connect™, people and property assessment information were integrated within a single search tool without a clear distinction between assessment information and people data. Search results often contained far more information than necessary with limited ability for the user to restrict results to just a few required data fields.

### If I have access to Municipal Connect™ 2.0, do I automatically get access to the People Portal?

Each municipality has a designated Municipal Connect™ 2.0 Site Administrator. Access to the People Portal must be provided through the local Municipal Connect™ 2.0 Site Administrator in your respective municipal office.

### Is there a limit to the number of staff who can be given access?

The Municipal Connect™ 2.0 Site Administrator in your respective municipal office will establish/modify user accounts to provide site access. There is no limit to the number of staff that can be given access.

### Are there different levels of People Portal access?

Yes, there are two levels of access: *Standard* and *Enhanced*. *Standard* users have access to property information as it pertains to people within the People Portal, whereas *Enhanced* users have access to people information, including related property information. The access level associated with the People Portal is dependent on the role /job-related requirements of individual users.

### Will the credentials I used under the previous version of Municipal Connect™ work with the People Portal?

No. The Municipal Connect™ 2.0 Site Administrator in your respective municipal office will need to establish a new Municipal Connect™ 2.0 user account and /or modify an existing Municipal Connect™ 2.0 account to encompass the People Portal.



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## Searches

### **If a search produces more records than can be displayed, how does the user obtain all the results?**

Users can refine search parameters.

### **Can I export data from the People Portal?**

Yes, there is an export feature built into the People Portal based on a user's search results. If export attempts exceed established limits, the user will be prompted to redefine their search criteria so as to capture results in two or more files, which can then be merged together once data has been exported to Excel. In accordance with the MPAC Data Sharing Agreement with Teranet, exports of search results that include licensed data are limited to 5,000 records each. Licensed data includes:

- Owner Name
- Service (mailing) Address
- Sale Amount
- Sale Date

### **Where can I find tenant information?**

If provided to MPAC, information pertaining to the tenants of a property can be found using the People Portal and searching for the subject property, by property location, tenant name.

### **What is a 'Designated Ratepayer' and 'Pooled'?**

A 'Designated Ratepayer' is defined as either:

- the Crown in right of Canada or a province,
- a corporation without share capital or corporation sole that is an agency, board or commission of the Crown in right of Canada or a province,
- a municipal corporation,
- a corporation without share capital that is a local board as defined in the *Municipal Affairs Act*,
- a conservation authority established by or under the *Conservation Authorities Act* or a predecessor of that Act, or
- a public corporation.

No matter what the classification is of a property owned by a designated ratepayer, the assessment shall be shared among all school boards that have jurisdiction within the municipality.

**Pooled /Pooling** is a mechanism for distributing the Education Taxes of Designated Ratepayers based on a percentage determined annually by the Ministry of Education according to calculations based on enrolment.



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### School Support

#### What is School Support?

School support of an occupant is defaulted to English-public unless the person informs MPAC otherwise.

Anyone can support an English-public school board, but one must be Roman Catholic to support a separate board. To support a French Language board, one must have French Language Education Rights (FLER). The rules defining FLER are found in section 23 of the Canadian Charter of Rights and Freedoms. If one wanted to support a French-separate board, the person would have to be both a Roman Catholic and have FLER.

A person can support only one school board per property. However, the support they choose must also apply to all other properties they own that exist within the same school board jurisdiction.

If a person changes their school support for voting purposes, the school support change may also affect which board receives their Education taxes.

#### What is Unit Support?

Unit support directs which school board will receive the education taxes from an individual unit of a multi-unit residential building or from a single family residential property. All tenants of an individual unit (or all owners of a residential property) must have the same school support, otherwise the education taxes for that unit will default to the English-public board. Taxes cannot be split at the unit level. The same holds true for a single family residential property. The school support of 'Boarders' is not considered when determining unit support. In MPAC's occupant status system, 'Boarders' are typically children.

While an individual's personal school support may not determine which school board their Education taxes are directed to, it always determines the board for which they vote in school board elections.

The *Education Act* requires that 'tenant' support take precedent over the 'owner's' support for purposes of directing Education taxes.

#### What is a School Lease?

This provision provides an opportunity for property owners of a single family residential property (who do not each have the right to support a separate or French board), to set up a 'School Lease'. It can also be used for tenanted units.

The purpose of a 'School Lease' is to prevent 'unit support' from defaulting to English-public when all 'owners' (or occupants of a tenanted unit) do not have the same school support. A 'school lease' essentially turns the 'qualifying owner' (the one who is qualified to support a separate or French language school board) into a 'tenant' on the property while the 'non-qualifying owner' remains as the 'owner'. As a 'tenant', this owner gets to direct the Education taxes to the board they support. This mechanism does not impact the actual ownership of the property.



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## Reports

### **Will the new People Portal include the same standard 'Reports' now contained in Municipal Connect?**

Most of the same reports will be available, including the 'Potential Elector Counts Summary Report', 'Household Counts Report' and 'Population Report'. However, in some cases (i.e. 'New Roll Entry') results can be generated by searching based on "Created Date (Range)".

Under the 'Potential Elector Counts Summary Report', one can also access the Map View tool for viewing their ward /poll information in a mapping environment.

After generating a 'Potential Elector Counts Summary Report', one can the export a PEC data file or an Excel version of the Summary report.

### **Will the reports generated from People Portal be printable?**

Yes, the Reports that are generated from the People Portal will be downloadable/printable.

## [voterlookup.ca](http://voterlookup.ca)

### **Does the People Portal replace voterlookup.ca?**

The People Portal does not replace voterlookup.ca.

The People Portal is designed to provide access to information pertaining to the people who own /occupy properties within a respective jurisdiction. Voterlookup.ca was created to support the Enumeration processes and provide all Ontario electors with the opportunity to confirm and /or update their information online for the purposes of the Preliminary List of Electors that MPAC provides in July – August of an election year.

Information that is collected through voterlookup.ca is part of the information that is provided through the People Portal, along with information from MPAC's Property Assessment Database and any other information that we obtain from property owners and/or tenants that is received through the ongoing processing of sales affidavits, Applications for the Direction of School Support, unsolicited calls to our Customer Contact Centre and Voters' List revisions that are received from municipal clerks following a regular /general election which occurs every 4 years.