



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Service Level Agreement Frequently Asked Questions December 2017

About the Service Level Agreement

What is the Service Level Agreement (SLA)?

Our Service Level Agreement is MPAC's promise to deliver timely, accurate and measurable products and services to our municipal stakeholders.

It is our commitment to all municipalities to maintain high performance standards when providing services to each municipality, and each municipality's commitment to perform the dependencies that MPAC requires in order to meet these standards.

The SLA will validate the work that MPAC and the municipality does and creates an accountability framework, which is of mutual benefit to MPAC, municipalities and taxpayers.

Is the SLA a legally binding document?

No. The SLA is MPAC's commitment to maintain high performance standards when providing products and services to each municipality. Neither MPAC nor municipalities are required to formally sign the SLA.

When is the SLA being implemented?

Delivery of the Year-End Tax File on December 8, 2017, will mark the official province-wide launch of the SLA. MPAC has developed a phased approach to implementing the SLA, which coincides with the performance reporting delivery dates described in the SLA.

Commencing January 1, 2018, MPAC will begin to monitor its performance against each Service Level and will provide the results to municipalities in accordance with the timelines described in the SLA.

What happens if MPAC misses a Service Level?

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

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



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

What happens if a municipality fails to meet a dependency which results in the delay of a service?

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 Service Level; and
- make recommendations to improve procedures and communications with the municipality.

How is the SLA being measured?

The measurement process, period and formulas are described in each of the Service Levels. MPAC is in the process of creating an external dashboard for our municipal stakeholders that will report MPAC's performance, in accordance with the measurement periods and reporting requirements outlined in the SLA.

In the interim, a Service Level Report will be provided via MPAC's Sightline so municipalities can monitor performance against each Service Level.

What if my municipality does not want to participate in the SLA?

The SLA encourages a collaborative working relationship between MPAC and municipalities. The dependencies on municipalities outlined in the SLA for many of the Service Levels, are evidence of MPAC's desire to work together to optimize service delivery to municipalities and property taxpayers. MPAC is committed to meeting all service levels, and the municipal dependencies support this commitment. Municipalities are not mandated to participate, but there are greater opportunities for service improvements and efficiencies when all parties are engaged in the SLA.

How will MPAC ensure that the quality of each of Service Level product/service isn't degraded (i.e. it isn't rushed) in order to meet the relevant SLA reporting period/date?

MPAC performs numerous process controls and quality checks for all the services and products being delivered to municipalities and property owners. With the SLA will come increased performance reporting which may help to identify any patterns or trends that impact MPAC product accuracy.

What is the value of the SLA for my small municipality?

The SLA is relevant to everyone. It is about clarifying roles and responsibilities between MPAC and municipalities in 14 key service areas and making sure that municipalities have a clear understanding of MPAC's assessment products and services.

With a better understanding of delivery timelines and expected levels of service, municipalities should be in a better position to manage the corresponding activities that support your business needs and assessment base.



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

Service Level Specific Questions

What is the difference between the Year-End Tax File and the Assessment Roll?

The Year-End Tax File is an electronic file provided to municipalities every year to assist them with their planning and tax billing needs. The Year-End Tax File information is effective as of roll cutoff and contains more data elements than the hard copy Assessment Roll. It is not a legislated product and municipalities may choose to disregard this product, if desired.

The Assessment Roll contains all legislated data elements as per Section 14 of the *Assessment Act*. The Assessment Roll is provided in hard copy format only, for every municipality, to be made available to the public as per Section 39 of the Act.

Will the Year-End Tax File be available only from Sightline, or also delivered by CD?

For the first service delivery in 2017, the Year-End Tax File will be provided in CD format as well as through Sightline. Going forward, all products will only be available in Municipal Connect through Sightline.

MPAC will provide an Assessment Growth Report as part of the SLA, but what about assessment loss?

There is no Service Level specific to report out on losses. Information regarding assessment loss is available through the Appeals and Request for Reconsideration dashboard in Municipal Connect. Additionally, the control total report and year-end growth reports provide the overall change, within a taxation year, which considers both assessment losses and gains - i.e. net growth.

What is the difference between 'preliminary new assessment report' and the 'new assessment report'?

The 'preliminary' new assessment report is a forecast of assessment growth that is estimated by MPAC and delivered to municipalities by October 31. The 'new assessment' report is reporting the actual new assessment delivered for that tax year, compared against the new assessment forecast. The new assessment report is provided 30 days following the end of a calendar year.

Is it the role of MPAC or the municipality to initiate the escalation clause in the SLA in the event of a Service Level not being achieved?

MPAC is accountable for initiating the escalation clause. However, both parties are able to escalate an issue if a Service Level is not achieved.



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

What is the difference between an “urgent” and “non-urgent” enquiry?

Enquiries will be considered urgent under exceptional circumstances. Generally speaking, these are enquiries that will have a material impact on a municipality’s ability to properly bill and collect taxes or which is required for the purposes of answering a question of material interest to a municipality.

Can a municipality suggest a change to the measurement/standard related to a Service Level?

During the implementation phase of the project, MPAC will be collecting all feedback from both within MPAC and from municipalities. This feedback will be reviewed after implementation of all Service Levels in 2018. MPAC will then review and consider the need to make any changes to the SLA, in collaboration with the municipal representatives of the project team, i.e., SLA Municipal Working Group.