

Meeting the evolving needs of our partners.

MUNICIPAL PROPERTY ASSESSMENT CORPORATION



MUNICIPAL
PROPERTY
ASSESSMENT
CORPORATION

ROMA Conference

Toronto, Ontario | January 22, 2024

Improving the property
assessment experience.



How we're supporting you.

A 2023 snapshot



● **5.6 million**
Inventory of properties
maintained

● **400,000**
Sales transactions processed

● **160,000**
Property inspections

● **17,500**
Severances and consolidations
processed

● **300,000**
Building permits processed

● **87%+**
Of new assessment added within one year
of occupancy

● **129,600**
Calls from property owners, emails
and chats

● **8,700**
Requests for Reconsideration

● **8,800**
Appeals closed

*All stats are as of October 27, 2023



Top customer questions.

Approximately 130,000 calls
in 2023

1. Questions on the Notice itself.
2. Help accessing AboutMyProperty.ca.
3. Questions on how the assessed value was determined, and what can they do if they don't agree.



MPAC's Corporate Data Strategy.

What's ahead



**Focusing on
the Needs &
Experiences of
MPAC's
Audiences.**



**Adopting a
Value-First
Mindset.**



**Embracing an
Enterprise-First
Perspective.**

Transformation &
innovation to work
more efficiently.



Municipalities with the highest growth



Top 10 Municipalities for New Assessment (Population under 15,000)



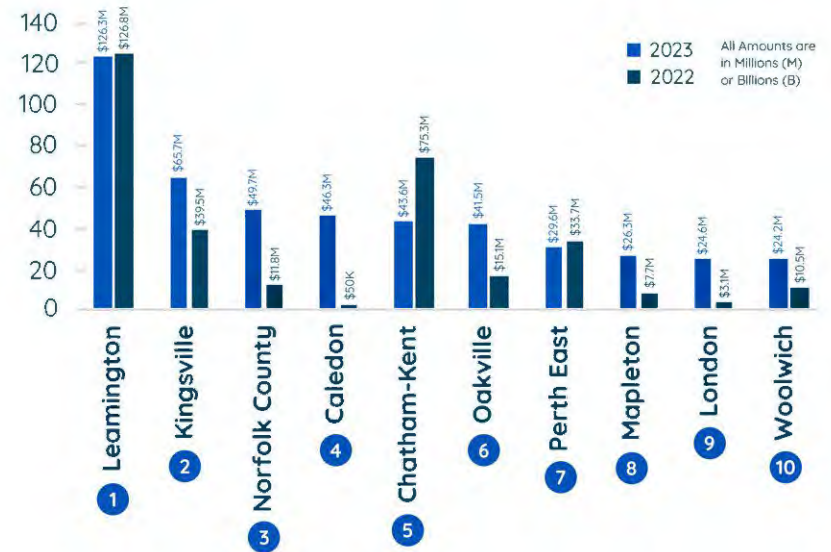
Municipalities with the highest growth

4

Caledon

2023 - \$46.3M | 2022 - \$50K

Top 10 Municipalities for New Assessment in Farms



MUNICIPAL
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Modernizing to serve you better.



Over **5,000**
Municipal Connect
users



RTC/RTQ
Expansion project



450,000
AboutMyProperty™ users



48%
of all building permits
submitted are through
webservice.



Real Time Values
to deliver real time values for any
property on any given day.



Gravel pit and quarry update.

3,200

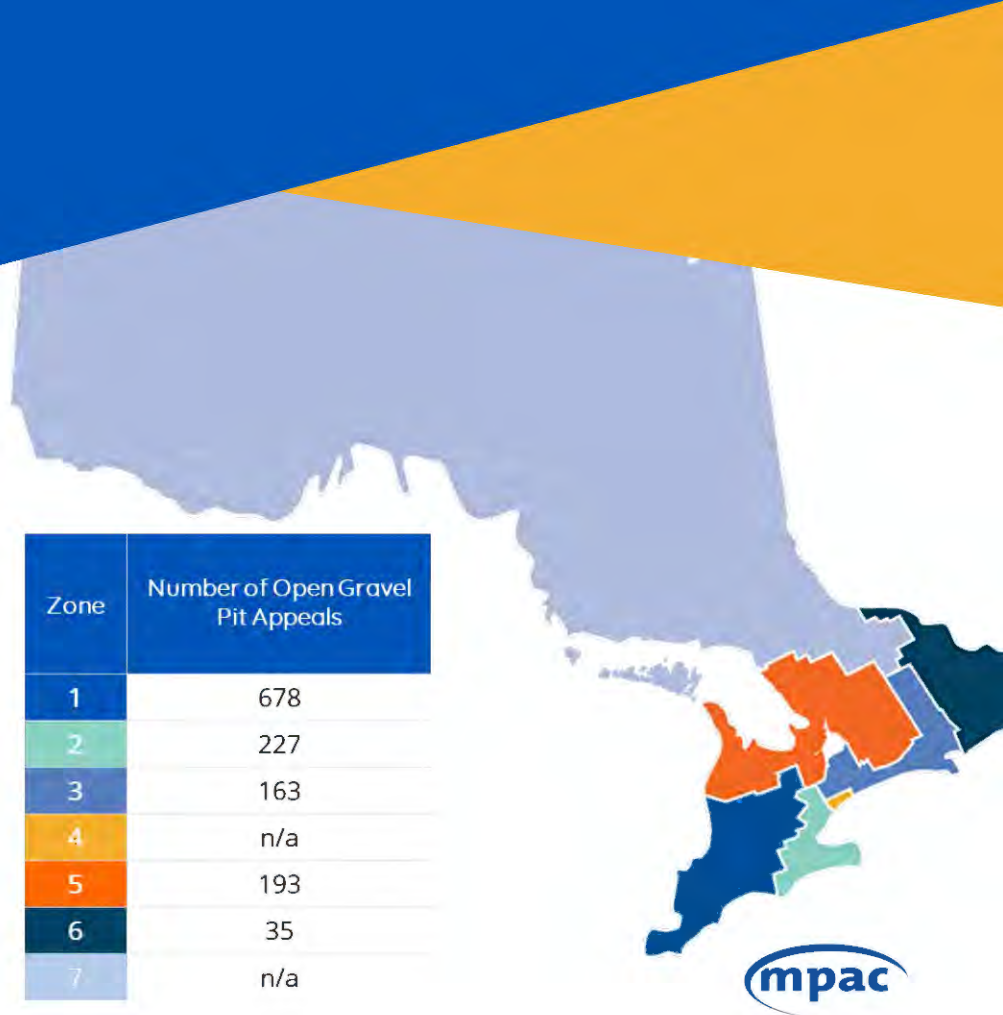
gravel pit and quarry properties across Ontario

1,296

open appeals that relate to 650 separate roll numbers*

*As of January 15, 2024

Zone	Number of Open Gravel Pit Appeals
1	678
2	227
3	163
4	n/a
5	193
6	35
7	n/a



Tax Incentive Process for the Farm Tax Rate Program.

NEW process increases roll stability and reduces administrative processing.

PROCESS

- Based on Agricorp's year-end inventory, property **APPROVALS** for Farm Tax for the 2023 Assessment Roll for 2024 taxation have been processed.

PAUSE

- **REMOVALS** have been paused until the revised inventory is received after roll close.

REMOVE

- Removals will be processed with the appropriate tax class updates through **supplementary assessments issued in May of 2024.**



Insights.

Ontario's property landscape

Building permit data gives us a unique perspective on activity and behaviour shifts.

Storage facilities are becoming more modern with multi-storey designs that are larger and offer flexible spaces.

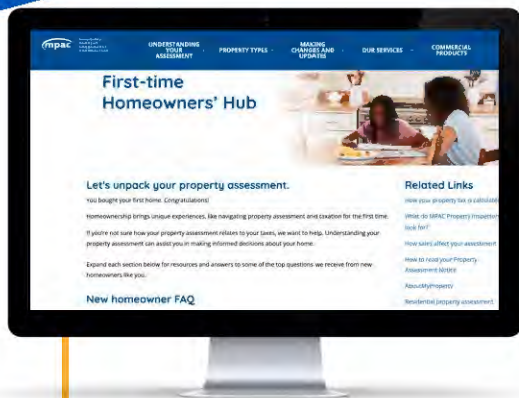
Condominiums are 35% smaller while the average detached home is 25% larger.

The future of building and assessment.



Supporting property owners.

Resources, tips and more!



NEW! First-time Homeowners' Hub



Door hangers + letters



Social media campaigns



Educational videos



Supporting municipalities.

Resources you can use!



- Orientation Sessions
- Conferences
- Municipal Resources + Property Assessment Toolkit
- Municipal Connect
- InTouch Newsletter

We invite you to reach out!

Contact your local Municipal and Stakeholder Relations Account Manager with questions or to learn more.

