mpac

MUNICIPAL PROPERTY ASSESSMENT CORPORATION

2006 ANNUAL REPORT

Compliance Statement

In keeping with the reporting requirements under the *Municipal Property Assessment Corporation Act, 1997*, the Corporation has complied with any policies, procedures and standards established by the Minister of Finance under section 10, and with the process established regarding the development and implementation of quality service standards by the quality service commissioner.

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MISSION, VISION AND VALUES

Our Mission

To deliver timely, cost-effective, objective and accurate property valuations and related information to property owners, municipalities and the Province of Ontario.

Our Vision

To be the global leader in property assessment, infused with a spirit of innovation and entrepreneurship.

Our Values

As an organization and as individuals:

We Keep Our Promises.

Our customers can rely on us to deliver timely, accurate information and sound advice. We deliver on our commitments.

We Are Professional.

Everyone at MPAC is responsible for providing excellent customer service. We conduct ourselves and our business with empathy, integrity and uncompromising honesty. We communicate clearly.

We Are Responsive And Resourceful.

We commit our time and talents to creating innovative solutions that meet or exceed our customers' needs. We respond quickly to change. We use the right technologies to reduce cost and improve services.

We Lead.

We will remain the best in our field by finding and developing new opportunities for ourselves and our customers, and by embracing change enthusiastically. We compete fairly with other businesses. Nobody will do it better.

We Make MPAC A Great Place To Work.

We thrive on hard work and encourage a healthy perspective and balanced approach toward our personal and professional lives. We demand integrity from ourselves and each other. We support employee involvement in their community. We have fun. We recognize accomplishment. We learn from our successes and our mistakes. We are proud of what we do.

MESSAGE FROM THE CHAIR

Debbie Zimmerman
Chair, MPAC Board of Directors

We continued to build on the four key areas the Board established as priority in 2005 – product quality, service delivery, productivity and communications.

In 2006, MPAC focused on improving service to Ontario municipalities and the property taxpayers we serve.

We continued to build on the four key areas the Board established as priority in 2005 – product quality, service delivery, productivity and communications.

The cancellation of the 2006 and 2007 province-wide assessment updates is helping MPAC focus on changes that make it easier for property taxpayers to access information and better understand their assessment. New procedures were put in place to address issues such as ensuring that Assessment Review Board decisions are carried forward when they should be.

Additional changes will be implemented for the 2008 assessment update. All these changes will ensure that assessed values are even more accurate. Property taxpayers will have a better understanding of how their assessment was determined and, when a mistake is made, property taxpayers can count on having it quickly and easily corrected.

In his report last March, the Ombudsman of Ontario provided additional impetus for the Board to move further and faster with planned improvements. I am pleased to report that action has been taken on all 20 of the Ombudsman's recommendations that fall within our jurisdiction. However, three of the recommendations have significant cost implications because they involve increasing levels of service provided by MPAC. This would involve hiring additional staff, primarily in MPAC's 33 field offices across Ontario.

The Board made a commitment to discuss this with municipalities before a final decision was made. Those discussions began last fall, and we are committed to ensuring that every municipality in Ontario has the opportunity to provide input on these three recommendations to assist us in making a decision on how to move forward.

With the 2006 enumeration completed, MPAC undertook several post-election activities. We held stakeholder consultations and worked closely with the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) to determine what improvements can be made for the next enumeration in 2010. I would like to thank the AMCTO for their guidance, and allowing MPAC to provide input into their post election survey.

I continue to be impressed by the commitment and hard work of MPAC's employees. Thanks to their dedication, we have been able to implement many improvements and realize significant accomplishments this past year.

I would also like to recognize and thank the Directors who left the Board in 2006 for their support and contribution, and to welcome our new Directors. I look forward to working with them as we move forward in 2007.

MESSAGE FROM THE PRESIDENT

Carl Isenburg
President and
Chief Administrative Officer

We could not have been successful in meeting these challenges without the dedication, skills and professionalism of MPAC staff.

In 2006, MPAC made significant progress on a number of fronts to improve the organization and the services it delivers.

MPAC reacted quickly and professionally to the Ombudsman's Report – *Getting It Right* – that was released in late March. The organization demonstrated its ongoing commitment to continuous improvement by taking action on all 20 of the recommendations that fell within its jurisdiction.

We spent a good part of 2006 planning for change to make the organization more transparent, with more customer engagement and more accurate information for our municipal stakeholders and property taxpayers. We also made some systems changes to help us track our progress in meeting these goals. We built quality into our Key Performance Indicators, and, in 2007, we will build in even more quality measurements to ensure we continue to deliver on our commitments.

Although the 2006 assessment update was cancelled, MPAC still had a significant number of ongoing responsibilities. Few realize that the actual printing and production of assessment notices is a small portion of our overall budgeted activities.

We sent more than one million notices to property taxpayers. These notices go out routinely whenever there is new construction, a change to a property or a sale.

We also continued to collect information through inspections and other programs, and responded to questions and challenges in the form of Requests for Reconsideration and Assessment Review Board complaints.

In 2006, MPAC processed over 480,000 changes in ownership, inspected more than 355,000 properties, and added more than 82,000 properties to the assessment rolls. We added over $22.5 billion of in-year assessment to the municipal tax rolls.

MPAC also completed the enumeration for Ontario's 2006 municipal elections, processing almost one million municipal enumeration forms and completing more than three million ward and/or poll boundary updates. This was a significant undertaking.

We are working hard to implement as many of the Ombudsman's recommendations as we can, and to deliver a better customer experience for property taxpayers. We do recognize that more work needs to be done.

This was a year of significant challenges for the Corporation. We could not have been successful in meeting these challenges without the dedication, skills and professionalism of MPAC staff. I thank them for their hard work and support.

CORPORATE PROFILE

On December 31, 1998, the Government of Ontario transferred responsibility for property assessment from the Ministry of Finance to the Ontario Property Assessment Corporation, an independent body established by the *Ontario Property Assessment Corporation Act, 1997*. Amendments to the Act in 2001 changed the composition of the Board of Directors and renamed the organization to the Municipal Property Assessment Corporation (MPAC).

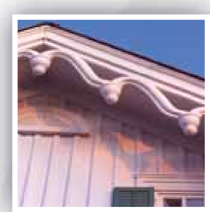
Every municipality in Ontario is a member of MPAC, a non-share capital, not-for-profit corporation whose main responsibility is to provide its customers – property owners, tenants, municipalities, and government and business stakeholders – with consistent and accurate property assessments.

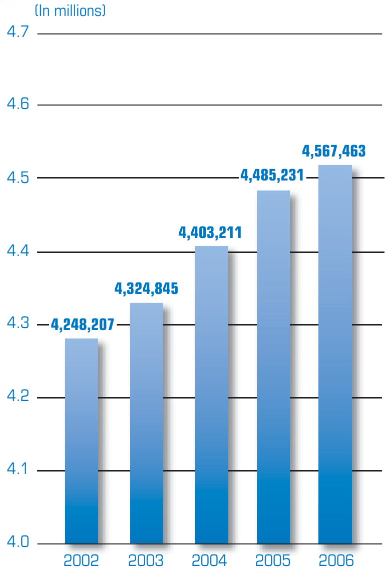
MPAC is accountable to the public through a fifteen member Board of Directors. Eight members of the Board are municipal representatives; five members represent property taxpayers; and two members represent provincial interests. All members of the Board are appointed by the Minister of Finance.

MPAC administers a uniform, province-wide property assessment system based on current value assessment in accordance with the provisions of the *Assessment Act*. It provides municipalities with a range of services, including the preparation of annual assessment rolls used by municipalities to calculate property taxes. Municipal enumerations are also conducted by MPAC in order to prepare a Preliminary List of Electors for each municipality and school board during an election year. Today, MPAC is responsible for the assessment of more than 4.5 million properties in the province.

MPAC has a province-wide presence, with most staff located in 33 field offices. MPAC's head office is in Pickering, and its Customer Contact Centre/Central Processing Facility is located in Toronto.

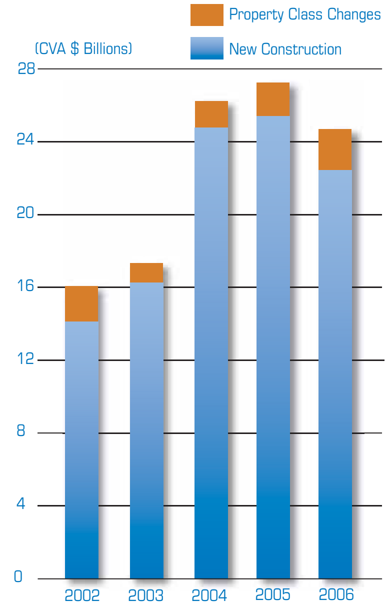
GROWTH STATISTICS





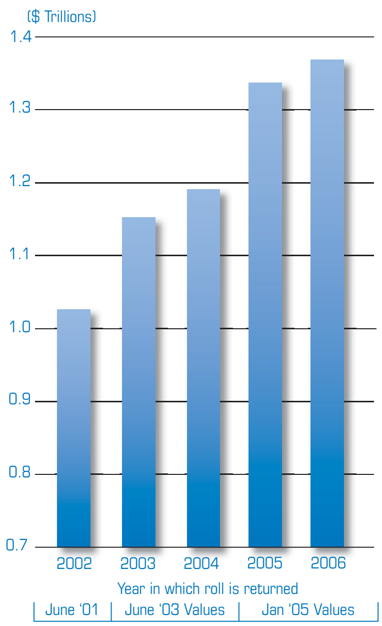
Property Counts

The total number of properties contained in the 2006 assessment roll returns to all municipalities was 4,567,463 – an increase of 82,232 over the 2005 assessment roll returns.



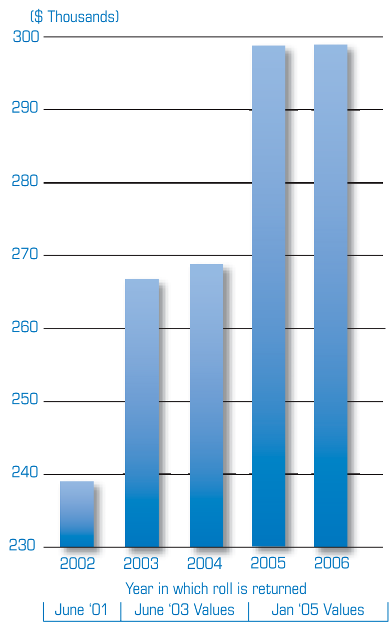
Supplementary & Omitted Assessments

During 2006, MPAC added approximately $22.5 billion in new assessment to municipal tax rolls as a result of new construction.



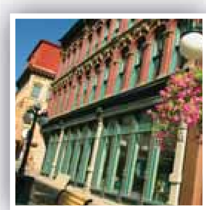
Property Values

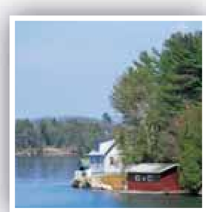
The total assessed value of all properties in Ontario for the 2006 assessment roll returns rose from $1,339.8 billion to $1,364.6 billion.



Average Property Value

This chart shows the change in average current value assessment from 2002 to 2006.





PUTTING PROPERTY TAXPAYERS FIRST

In 2006, MPAC experienced a tremendous amount of change. It was a challenging year that fuelled important progress, and paved the way for future improvements.

In March, the Ontario Ombudsman released 22 recommendations designed to address concerns voiced by Ontario property taxpayers. Twenty of the recommendations pertained to MPAC, while the remaining two rested with the Ontario Government. In several cases, MPAC had already begun to address the issues raised by the Ombudsman. The bottom line was that MPAC agreed it could do more to improve the products and services it provides to property taxpayers and municipalities, and to make their experience with MPAC a more positive one.

The Corporation also looked at fundamental elements like its Mission, Vision and Values and Key Performance Indicators.

A Renewed Commitment

MPAC started by renewing its commitment to putting property taxpayers first and making sure that the organization's customer service, goals and business practices supported their needs. The Corporation also looked at fundamental elements like its Mission, Vision and Values and Key Performance Indicators.

MPAC began to research ways it could give property taxpayers better access to information – as well as more quality information about their assessment. It also focused on providing more support for property taxpayers who challenge an assessment. For example, if the assessment is adjusted as the result of a Request for Reconsideration (RfR) or an Assessment Review Board (ARB) hearing, MPAC makes sure that the new value is carried forward, provided that the circumstances justifying the adjustment have not changed.

Accelerated Improvement

In many ways, the year was highlighted by accelerated progress and continuous improvement – a hallmark of MPAC's culture. By the end of 2006, MPAC had made significant progress in improving its products and services. In addition, ten of the twenty recommendations made by the Ombudsman had been implemented.

At the same time, the Corporation recognized that it could go even further. By conducting property inspections on a more regular basis, MPAC can improve the accuracy of the data it collects and expand services to property taxpayers.

In 2006, MPAC initiated a consultation process with municipal stakeholders on various options and the resources required to implement them. That consultation is ongoing.

Key Improvements in 2006

Property taxpayers now have access to much more information about the assessed value of their property, how the value was determined and the information that MPAC has on file about that property. An open dialogue with Ontario property taxpayers is key to ensuring MPAC has the most up-to-date information – which in turn leads to accurate values.

Here are some of the important enhancements MPAC introduced to property owners in 2006:

- values that have been adjusted as the result of a Request for Reconsideration (RfR) or an Assessment Review Board (ARB) hearing are being carried forward, where appropriate;
- greater weight is being given to the actual selling price of homes when an assessment is challenged;
- at least seven days in advance of an ARB hearing, property taxpayers will be provided with the list of properties MPAC will use to explain the assessed value at the hearing. This will help level the playing field and ensure there are no surprises;
- MPAC makes offers for settlement at least seven days prior to an ARB hearing;
- more information about how assessed values are determined is now available on MPAC's web site; and
- an enhanced brochure was delivered to over one million property taxpayers with their property assessment notices in the fall of 2006.

An open dialogue with Ontario property taxpayers is key to ensuring MPAC has the most up-to-date information – which in turn leads to accurate values.

Progress Continues

As the organization begins planning for the 2008 province-wide assessment update, additional changes will be made to improve transparency, increase the level of trust and, ultimately, ensure assessments are even more accurate.

KEY PERFORMANCE INDICATORS

Performance indicators are an important way for MPAC to stay focused on the right goals and deliver quality products and services. The Corporation's Key Performance Indicators (KPIs) support four main areas: Product Quality, Service Delivery, High Performance Culture, and Risk and Financial Management. The following highlights a KPI from each of those sections.

1. Product Quality

A key indicator of MPAC's assessment quality is the extent to which assessed values are reduced through Requests for Reconsiderations and Assessment Review Board complaints. In 2006, the reductions incurred through these processes, regardless of the assessment roll(s) in question, equalled only 0.50% of the total assessed value on the 2005 roll.

2. Service Delivery

For Property Taxpayers

Everyone in MPAC is responsible for providing excellent customer service. Customer service standards ensure that customers are dealt with in a courteous, timely, efficient and consistent manner, whether by telephone, correspondence, on-site visits or in the field office. Compliance with these standards is checked regularly. Results for 2006 indicated that MPAC's customer service targets were met 87.5% of the time for telephone calls and 86.8% of the time for voice mail. When MPAC representatives visited properties in 2006, service targets were met 96.8% of the time, while visitors to MPAC field offices experienced a similarly high degree of service quality, at 94.8%.

For Municipalities

There are several key performance indicators that ensure MPAC delivers high-quality service to Ontario municipalities. Among them is the speed with which MPAC assesses new buildings and additions. New buildings and additions – residential in particular – generate the majority of supplementary and omitted assessment that is added in-year across Ontario. For all classes of property, MPAC strives to assess 100% of all new buildings and additions within six months of their occupation. MPAC was able to assess 77.1% of all residential properties within this target.

3. Risk and Financial Management

At $33.38, MPAC's cost per property is among the best in Canada, especially when compared to other similar sized assessment organizations and taking into account regional living and accommodation costs and wages. The Corporation's ability to maintain a strong cost per property measurement illustrates a consistently high degree of efficiency and productivity over the years, especially considering the increased workload from the annual rise in the number of properties.

For example, from 2000 to 2006, MPAC's cost per property decreased from $34.17 to $33.38. At the same time, the number of properties added to assessment rolls in Ontario increased by more than half a million, which is almost the size of the City of Toronto.

4. High Performance Culture

Training and development initiatives are an important way to ensure quality performance is delivered at all levels across the Corporation. While technical skills and professional training are essential to delivering on our core business, customer service training continues to be the primary focus for the organization. The following are some important programs currently being planned:

- new training programs to help managers coach front-line employees on customer service best practices;
- an orientation program to ensure that, from day one, new employees have the tools to deliver customer-focused service; and
- a comprehensive program for staff related to property taxpayer communication and support.

To ensure that MPAC employees have the tools and resources they need to succeed, MPAC commits to allocating a minimum of 1.5% of its salary budget towards training and development resources for employees.

RESOLVING ASSESSMENT CONCERNS

Requests for Reconsideration and complaints filed with the Assessment Review Board are important indicators of the public's acceptance of their property assessments.

Throughout the year, property owners may request that MPAC review their property's assessed value or classification through a Request for Reconsideration. If MPAC and the property owner agree on a change to the assessment, it is made. If an agreement cannot be reached, the individual can file a complaint with the Assessment Review Board. The deadline for filing complaints for the 2006 taxation year was extended to June 30, 2006.

The chart below shows the number of Requests for Reconsideration and complaints that were completed in each taxation year, regardless of the assessment roll(s) in question, and the associated assessment reductions.

Requests for Reconsideration and Assessment Review Board Complaints

Property Valuation Date	June 30, 2003				January 1, 2005	
Taxation Year	2004		2005		2006	
	Properties	Reduction	Properties	Reduction	Properties	Reduction
Requests for Reconsideration	164,221	$ 3.53 B	87,961	$ 1.89 B	116,089	$ 3.18 B
Complaints to the Assessment Review Board	45,885	$ 1.89 B	46,587	$ 3.58 B	44,226	$ 3.56 B
Total	**210,106**	**$ 5.42 B**	**134,548**	**$ 5.47 B**	**160,315**	**$ 6.74 B**
Percentage of all Properties	4.86%		3.06%		3.57%	
Percentage of Total Assessment		0.47%		0.46%		0.50%

THE ASSESSMENT UPDATE CYCLE

Although the 2006 and 2007 province-wide assessment updates were cancelled by the Ontario Government, MPAC continued to ensure that assessed values were as up-to-date as possible. In November 2006, the Corporation generated over one million notices for properties that experienced changes such as ownership, school support, or a structural change that would affect the value.

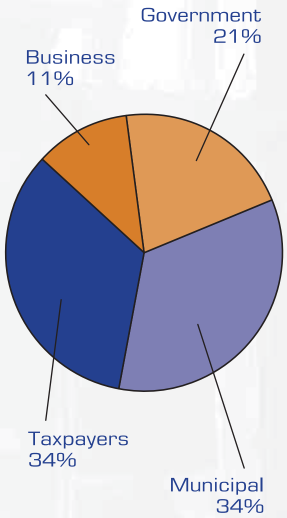
Province-wide Update Year	Taxation Year(s)	Valuation Date
1997	1998, 1999, 2000	June 30, 1996
2000	2001, 2002	June 30, 1999
2002	2003	June 30, 2001
2003	2004, 2005	June 30, 2003
2005	2006, 2007, 2008	January 1, 2005
2008	2009	January 1, 2008

CURRENT VALUE ASSESSMENTS OF PROPERTIES AT ROLL RETURN

The assessed values and property counts are distributed as follows:

Property Type	2002 ($)	2003 ($)	2004 ($)	2005 ($)	2006 ($)	2006 Property Counts
Residential	668,552,659,913	786,862,352,149	808,310,759,481	938,300,304,970	958,054,962,924	4,083,425
Multi-Residential	43,759,155,830	49,588,198,900	49,764,418,200	54,724,317,520	54,963,791,140	15,771
Commercial	121,027,921,830	131,550,161,822	134,750,511,724	156,277,974,398	159,031,558,521	134,947
Industrial	49,734,635,695	54,726,216,779	55,042,371,573	62,435,939,770	63,033,772,096	72,529
Pipeline	5,634,720,888	6,105,948,116	6,165,391,616	6,281,982,916	6,309,670,712	1,486
Farm	44,012,671,320	47,255,319,023	47,429,122,836	51,713,169,639	51,910,866,987	210,212
Managed Forest/ Conservation	1,604,873,521	1,911,962,860	1,934,527,260	1,390,402,300	1,337,191,382	9,397
Special/Exempt	84,857,139,400	76,678,999,915	77,424,280,717	68,733,467,956	69,972,025,328	39,696
Totals	**1,019,183,778,232**	**1,154,679,159,564**	**1,180,821,383,407**	**1,339,857,559,469**	**1,364,613,839,090**	**4,567,463**

Outreach Activities by Stakeholder
(Total sessions = 583)



CONNECTING WITH PEOPLE ACROSS THE PROVINCE

Relationship building is a key component of MPAC's renewed commitment to anticipating and responding to the needs of its valued stakeholders - property taxpayers, municipal members, business partners and government officials across Ontario.

In 2006, MPAC produced a wide range of communications materials to educate and inform its stakeholders about its products, services and the property assessment process. The materials were offered in a variety of print and electronic formats. In addition, MPAC representatives hosted 583 information sessions across the province.

MPAC also joined forces with the Ontario Seniors' Secretariat to strengthen its relationship with a very important group of property taxpayers – Ontario seniors. The goal is to help all taxpayers better understand MPAC's role and the property assessment process.

MPAC forged several successful partnerships with key organizations in 2006. For example, the Corporation collaborated with the Ontario Real Estate Association (OREA) to develop an on-line 'Assessment 101' program. It will assist realtors and agents by expanding their knowledge and understanding of property assessment through an e-learning application, which in turn will help them deliver value-added service for their clients.

The province-wide update may have been cancelled, but MPAC continued to ensure that property taxpayers whose assessment information changed since the last assessment update received a new notice. Extended hours in field offices and the Customer Contact Centre were offered for additional support.

SUPPORTING THE MUNICIPAL ELECTION PROCESS: ENUMERATION

In addition to MPAC's mandate to assess Ontario's more than 4.5 million properties, the Corporation is also responsible for identifying all eligible municipal and school board voters in the province. The clerk of the municipality will use this information to prepare the voters' list.

In 2006, MPAC supported the municipal election process by sending Municipal Enumeration Forms to over 2.4 million households across the province. This supplements MPAC's annual distribution of Occupancy Questionnaires. In 2006, MPAC sent more than 618,000 Occupancy Questionnaires to new owners and tenants.

Recipients are not legally required to return the Municipal Enumeration Form or the Occupancy Questionnaire; however, it is an important way to make sure that eligible voters are added to the preliminary municipal voters' list. The return rate for the Municipal Enumeration Form in 2006 was close to 40%, which is consistent with the rate of return for the last three enumerations.

To ensure that electors voted in the appropriate wards and at the right polling stations, MPAC completed ward boundary changes on approximately 1.6 million properties and poll boundary changes on approximately 1.4 million properties, at the request of municipalities. Also, at the request of municipal clerks, MPAC added new information to the 2006 Preliminary List of Electors that identified potential electors who had not confirmed their Canadian citizenship.

In addition to supporting the municipal elections, the occupant information MPAC collects also supports the production of:

- the Ontario Population Report;
- identification of potential jurors;
- annual school support lists; and
- other MPAC products used by municipalities, school boards and the provincial government for planning purposes.

BOARD OF DIRECTORS

Front Row (Left to Right) **Margaret Black**, Mayor of the Township of King and Councillor, Regional Municipality of York (MR); **Al Edmondson**, Mayor of the Township of Middlesex Centre (MR); **Bas Balkissoon**, Vice-Chair, MPAC Board of Directors and M.P.P., Scarborough-Rouge River (PR); **Debbie Zimmerman**, Chair, MPAC Board of Directors and Councillor, Regional Municipality of Niagara (MR); **Carl Isenburg**, President and Chief Administrative Officer, MPAC, Corporate Secretary; **Lori Shalhoub**, Director, External Affairs & Public Policy, DaimlerChrysler Canada Inc. (TR); **Douglas Jure**, Principal, Douglas Jure & Associates (TR).

Back Row (Left to Right) **Terry Mundell**, President, Greater Toronto Hotel Association (TR); **Laura L. D. Leyser**, Sales Representative, Re/max a-b Realty Ltd., Brokerage REALTOR® (TR); **Doug Craig**, Deputy Mayor of the City of Greater Sudbury (MR); **Steven Robinson**, Chief Administrative Officer for the Town of Cobourg (MR); **Jacques Hétu** (TR); **Cliff Jenkins**, Toronto City Councillor, Don Valley West (MR); **Larry Ryan**, Chief Financial Officer for the Region of Waterloo (MR).

Absent: **Peter Suma**, Vice-President, Investments, GrowthWorks Capital Inc. (PR).

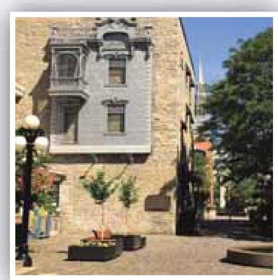
PR = Provincial Representative MR = Municipal Representative TR = Taxpayer Representative

EXECUTIVE MANAGEMENT GROUP

Front Row (Left to Right) **Lee Taylor**, Director, Business Development; **Larry Hummel**, Vice-President, Property Values; **Carl Isenburg**, President and Chief Administrative Officer; **Lucy Foster**, Director, Executive Office.

Back Row (Left to Right) **Antoni Wisniowski**, Vice-President, Information Technology; **Rose McLean**, Director, Legal and Policy Support Services; **Gord Thow**, Director, Quality Services and Quality Service Commissioner; **Gerry Stuart**, Vice-President, Corporate and Human Resources.

FINANCIAL HIGHLIGHTS



Statement of Financial Position

As at December 31, 2006

ASSETS	2006	2005
Current		
Cash	$ 40,855,121	$ 45,068,885
Investments	16,044,053	11,698,656
Accounts receivable	1,874,391	2,357,078
Prepaid expenses	1,556,975	2,023,679
	60,330,540	61,148,298
Capital Assets	14,943,564	15,927,186
TOTAL ASSETS	**$ 75,274,104**	**$ 77,075,484**
LIABILITIES		
Current		
Accounts payable and Accrued liabilities	$ 16,625,634	$ 19,573,379
Employee future benefits	12,547,856	10,736,026
Total Liabilities	**$ 29,173,490**	**$ 30,309,405**
FUND BALANCES		
Restricted Fund		
Invested in Capital Assets	$ 14,943,564	$ 15,927,186
Operating Fund		
Reserve for Enumeration	—	3,066,000
Reserve for Working Funds	21,653,021	18,711,093
Reserve for Data Sharing Agreement	8,413,529	9,061,800
Reserve for Corporate Projects	1,090,500	—
	31,157,050	30,838,893
Total Fund Balances	46,100,614	46,766,079
TOTAL LIABILITIES AND FUND BALANCES	**$ 75,274,104**	**$ 77,075,484**

Statement of Operations

Year Ended December 31, 2006

	2006	2005
Revenue		
Municipal Revenue	$ 150,435,620	$ 146,054,000
Interest Revenue	2,343,089	1,330,259
Other Revenue	7,117,981	6,092,679
Total Revenue	**$ 159,896,690**	**$ 153,476,938**
Total Operating Expenses	**$ 155,469,672**	**$ 151,377,041**
Excess of Revenue over Expenses	4,427,018	2,099,897
Data Sharing Agreement *	—	10,397,175
Inter-fund Transfers – Capital Projects	(4,108,861)	(4,926,418)
Net Excess of Revenue over Expenses	$ 318,157	$ 7,570,654

* MPAC received a payment of $10.4 million in 2005. As part of the agreement, MPAC is required to make royalty payments for Fiscal years 2003 to 2017 inclusive. At the direction of the Board, MPAC has established an internally restricted fund for the purpose of covering future royalty payments and other costs associated with the data sharing agreement. A total of $1.3 million of royalties for the years 2003 to 2005 inclusively were expensed in the fiscal year 2005 and a total of $648k was expensed this fiscal.

OFFICE LOCATIONS AND CONTACT INFORMATION

FIELD OFFICE LOCATIONS (33)

North
Dryden
Fort Frances
Kenora
North Bay
Sault Ste. Marie
Sudbury
Thunder Bay
Timmins

South West
Chatham
Goderich
London
Owen Sound
Sarnia
Windsor

Central North
Bancroft
Barrie
Bracebridge
Parry Sound
Peterborough
Trenton

Central South
Brantford
Hamilton
Kitchener
St. Catharines

East
Brockville
Cornwall
Kingston
Ottawa
Pembroke

GTA
Mississauga
Oshawa
Richmond Hill
Toronto

Central Processing Facility, Toronto

MPAC Customer Contact Centre

P.O. Box 9808

Toronto, ON M1S 5T9

www.mpac.ca

enquiry@mpac.ca

Monday to Friday, 8 a.m. to 5 p.m.

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1 877 TTY MPAC (889-6722)

Toll Free Fax 1 866 297-6703

Head Office

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Telephone 905 831-4433

Fax 905 831-0040

Toll Free 1 877 635 MPAC (6722)

President's Office	905.837.6153
Corporate and Human Resources	905.837.6165
Finance and Administration	905.837.6174
Legal and Policy Support Services	905.837.6176
Quality Services	905.837.6186
Customer Relations	905.837.6193
Property Values	905.837.6335
Information Technology	905.837.6340
Business Development	416.250.2150
Communications	905.837.6287

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MUNICIPAL PROPERTY ASSESSMENT CORPORATION