



City of North Bay Report to Council

Report No: CORP-2024-077

Date: September 4, 2024

Originator: Lisa Beaulieu

Business Unit:

Department:

Corporate Services

Financial Services Department

Subject: MPAC Data Sharing and Services Agreement

Closed Session: yes no

Recommendation

1. That Council authorize and approve the Data Sharing and Service Agreement (DSSA) between the Municipal Property Assessment Corporation (MPAC) and The Corporation of the City of North Bay (the "Agreement")
2. That Council direct the Mayor and Clerk to execute the funding agreement that is satisfactory to the Chief Administrative Officer, Chief Financial Officer and City Solicitor.

Background

The DSSA was developed in consultation with Municipal Liaison Group (MLG), which is made up of volunteer municipal representatives from across the province.

This agreement is intended to be a framework that will govern the relationship between MPAC and all 444 municipalities as the benchmark for how our organizations interact. It will continue to evolve with our ever-changing needs and will become the standard of how we will collaborate and do business into the future.

The DSSA is a standardized agreement with four (4) years with auto-renewal each year thereafter and cannot be customized for individual municipalities. There is a commitment by MPAC on a go forward basis to review and update service levels, dependencies and data products in consultation with members of the MLG. The Agreement modernizes and consolidates the following documents;

- Municipal License Agreement, 2007
- Municipal Connect Terms & Conditions of Use, 2007
- MPAC Terms and Conditions, 2007
- Ontario Parcel Master Agreement, 2007
- Service Level Agreement, 2018

The DSSA identifies the permitted uses of MPAC data by municipalities, how MPAC will protect municipal data, and outlines service levels for the following key performance dependencies.

- 1. The Service Level Agreement (SLA)** establishes service levels for a comprehensive set of MPAC services and dependencies that the Municipality will make reasonable efforts to fulfill. These are the same service levels established by MPAC in 2018 with all municipalities. Dependencies include the Municipality's timely delivery of building permits and building plans to MPAC. Notification of missed service levels has been reduced to 10 days and escalation procedures have been clarified.
- 2. MPAC's Permitted Uses of Municipal Documents** clarify how MPAC will use information supplied by the Municipality to fulfill its legislated mandate. In addition to meeting service levels, performing property assessment activities and fulfilling other statutory duties, MPAC will also use the Municipality's information to update its databases to provide assessment data to the Municipality, other municipalities, taxpayers and stakeholders, and commercialize data and insights to offset the Municipality's levy payments. The Municipality's information will be protected from disclosure to, and unauthorized access by, third parties.
- 3. Municipalities Permitted Uses of MPAC Data Products** provide the Municipality and its consultants with expanded uses of MPAC data for internal planning, internal operational and external distribution uses. It also provides easier access to license custom products and for Municipality-owned and funded entities to access MPAC data.
- 4. Data Terms and Conditions of Use** provide a reciprocal set of terms and conditions that govern all information licensed under this DSSA. The terms and conditions acknowledge the intellectual property rights of licensed information and require that both MPAC and the Municipality protect information (including third party information) in accordance with their respective obligations under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), the Assessment Act and this DSSA. Remedies are provided in the event of unauthorized use or disclosure of the information.

A standardized/master Agreement eliminates the need to manage and review multiple contracts. Signing The DSSA will ensure staff can maintain the existing level of internal and external services currently provided to ratepayers, other departments, agencies, boards and commissions (ABC's).

Consequences of not executing the DSSA

We routinely rely on Municipal Connect (“Connect”) property records, products, schedules to verify assessment data, and respond to property specific inquiries. Connect is our doorway to logging property specific enquiries, identifying issues, requesting property reviews, and accessing property specific assessment details and valuation records.

Connect is the preferred/designated information exchange portal between municipalities and MPAC. It allows staff immediate access to MPAC products information and data required to address various tax, property and assessment related inquiries.

Financial/Legal Implications

The deadline for signing the Data Sharing and Services Agreement (DSSA) was December 31, 2023. The city was granted a one-year limited extension to execute the Agreement no later than December 31, 2024.

There are no financial implications to the agreement. The agreement allows access to non-statutory products that are integrated into business practices.

Attached: Appendix A Data Sharing and Service Agreement (DSSA)

Corporate Strategic Plan

- | | |
|---|---|
| <input type="checkbox"/> Natural North and Near | <input checked="" type="checkbox"/> Economic Prosperity |
| <input checked="" type="checkbox"/> Affordable Balanced Growth | <input type="checkbox"/> Spirited Safe Community |
| <input checked="" type="checkbox"/> Responsible and Responsive Government | |

Specific Objectives

- Explore and implement opportunities to streamline processes, policies and practices that make it easier and more effective to do business in North Bay
- Explore opportunities to reduce the costs of government service delivery, including shared services and new technologies
- Work with partners and stakeholders to identify and find solutions to streamline processes and remove barriers

Options Analysis

Option 1:

That Council authorize and approve the Data Sharing and Service Agreement (DSSA) between the Municipal Property Assessment Corporation (MPAC) and The Corporation of the City of North Bay (the “Agreement”)

This option is recommended.

Option 2:

That Council reject and decline to execute the Agreement.

This option is not recommended. If not executed by the end of the year, MPAC will continue to provide mandatory statutory services, but we will lose all access to Connect and non-statutory products. This would negatively impact our productivity, including the level of customer service we currently provide internally to staff, our ABC's and externally to the public.

Recommended Option

1. That Council authorize and approve the Data Sharing and Service Agreement (DSSA) between the Municipal Property Assessment Corporation (MPAC) and The Corporation of the City of North Bay (the "Agreement")
2. That Council direct the Mayor and Clerk to execute the agreement that is satisfactory to the Chief Administrative Officer, Chief Financial Officer and City Solicitor.

Respectfully submitted,

Name: Lisa Beaulieu, A.I.M.A., B.E.S.

Title: Assessment and Real Estate Specialist

Attachment: DSSA Agreement

I concur with this report and recommendation

Name: Margaret Karpenko, CPA, CMA

Title: Chief Financial Officer /Treasurer

Name John Severino, P.Eng., MBA

Title: Chief Administrative Officer

Personnel designated for continuance:

Name: Lisa Beaulieu, A.I.M.A., B.E.S.

Title: Assessment and Real Estate Specialist