

Clause embodied in Report No. 14 of the Administration Committee, which was before the Council of the City of Toronto at its regular meeting held on February 4, 5 and 6, 2003.

32a**Improving the Quality of Property
Assessment Services Delivered to
Ontario Municipalities and Ratepayers**

(City Council, at its regular meeting held on February 4, 5 and 6, 2003, deferred consideration of this Clause to the next regular meeting of City Council scheduled to be held on April 14, 2003.)

(City Council, at its regular meeting held on November 26, 27 and 28, 2002, deferred consideration of this Clause to the next regular meeting of City Council scheduled to be held on February 4, 2003.)

The Administration Committee recommends that the City Clerk be requested to advise other municipalities and the Association of Municipalities of Ontario of the action taken by the Administration Committee respecting this matter.

The Administration Committee reports, for the information of Council, having:

- (1) referred the communication (October 21, 2002) from Ms. Tina Faibish, President, OPSEU Local 534, respecting this matter to the Chief Financial Officer and Treasurer with a request that he meet with representatives of MPAC (Municipal Property Assessment Corporation) respecting strategies and changes relative to the “Futures” Program and submit a report thereon to the meeting of the Administration Committee scheduled to be held on December 12, 2002; and
- (2) requested the Chief Financial Officer and Treasurer to inform MPAC Board of Directors of the Committee’s concerns with respect to the possible dilution of quality of service and the consequence of the “Futures” Program and that the City is reviewing the Program and will be bringing forward a decision in the near future.

The Administration Committee submits the following communication (October 21, 2002) from Ms. Tina Faibish, President, OPSEU Local 534:

My name is Tina Faibish. I am a Customer Service Representative with the Municipal Property Assessment Corporation, also known as MPAC. I work out of the office in Toronto. I am the President of Local 534 of the Ontario Public Service Employees Union (OPSEU).

I want to make a presentation on behalf of my union at the next council meeting on November 5, 2002.

I will be asking for Council's help in improving the quality of property assessment services delivered to Ontario municipalities and rate payers.

My union is concerned that a corporate change program at MPAC called "Futures" which will drastically reduce the quality of our customer service and the quality of our assessments.

We are concerned that these wholesale changes at MPAC could very well have an impact on the finances of municipalities.

I look forward to outlining our concerns to Council. Please let me know what time slot I have been given to make my presentation. I can be reached at either of the above-noted phone numbers.

The following persons appeared before the Administration Committee in connection with the foregoing matter:

- Ms. Tina Faibish, President, OPSEU, Local 534; and filed a written submission containing the following resolution; and
- Mr. Peter Thachuk, Senior Valuation Analyst, MPAC.

(City Council, at its regular meeting held on November 26, 27 and 28, 2002, had before it, during consideration of the foregoing Clause, a communication (November 12, 2002) from the Corporation of the Township of Armour, forwarding a resolution adopted by the Council of the Township of Armour with respect to improving the quality of property assessment services delivered to Ontario municipalities and ratepayers.)

(Having regard that City Council deferred consideration of this Clause to its next regular meeting scheduled to be held on February 4, 2003, the aforementioned communication will be resubmitted to Council.)

(City Council, at its regular meeting on February 4, 5 and 6, 2003, had before it, during consideration of the foregoing Clause, a communication (November 12, 2002) from the Corporation of the Township of Armour, forwarding a Resolution adopted by the Council of the Township of Armour with respect to improving the quality of property assessment services delivered to Ontario municipalities and ratepayers.)

(Having regard that City Council deferred consideration of this Clause to its next regular meeting scheduled to be held on April 14, 2003, the aforementioned communication will be resubmitted to Council.)