

# Here's what the Future brings

- **A call centre** – MPAC is setting up a call centre to respond to all questions and requests. It will be further away from local problems, staffed by “customer relations” people. Call centre staff cannot be expected to know local situations.
- **More distant, less personal** – Municipalities already know who to call at MPAC to sort out their problems.
- **Jobs will move to Toronto** – Many municipalities will see jobs lost to Toronto in this reshuffling of MPAC's structure.
- **Service disruption** – A change of this magnitude cannot help but disrupt the operations of MPAC, and for an extended period of time. MPAC acknowledges that the staffing transition will take at least a year, and getting the whole changed structure operating properly will take until the end of 2002.
- **Understaffing** – MPAC is already understaffed. There are 25 per cent fewer people working here now than when MPAC first took over, and MPAC is proposing another 25 per cent cut in staffing. MPAC cannot complete annual reassessments with half the staff. Let's stop the crisis before it's too late.

# Tell MPAC you don't like its Future

You are a shareholder in MPAC, and you can put them back on track.

Over 80 municipalities have passed resolutions urging a halt to the Futures restructuring. Please join them.

## Contact:

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The  
future  
is  
not  
good



Property  
assessment  
in crisis

# We provide good service

The Municipal Property Assessment Corporation (MPAC) provides an essential service to municipalities across Ontario.

We assess properties – the foundation for the municipal taxation system. And we do voter enumeration, so municipalities have accurate voter lists for their elections.

This work used to be done by the provincial Ministry of Finance, but in 1998 it was divested to the Ontario Property Assessment Corporation (OPAC). OPAC has recently changed its name to MPAC.

# Why are we telling you this?

A new MPAC initiative called “Futures” will reduce staff by one-half and will destroy the service we provide. The present staff have voted 96 per cent in favour of doing anything they can to stop this plan. The workplace is demoralized and in chaos. The massive reorganization is doomed to failure, and municipalities will be hurt the most.

# Call centres can't replace local expertise

MPAC wants to centralize a lot of its functions into the Greater Toronto Area. This means two things for municipalities outside the GTA.

- They lose direct contact with local people who understand their local area.
- They lose decent paying jobs for local citizens and ratepayers.

Certainly MPAC can improve the way it does business. The staff are not stuck in the mud yearning for a distant perfect past.

But the “Future”, as MPAC envisages it, will mean less service, less local knowledge, less expertise in the programs we provide for municipalities.

## Assessing “Futures”

“MPAC is bringing in far-reaching change that is not based on input from the staff who have been providing good assessment service for years, but rather from people who have never worked in the assessment function that are only interested in bottom-line cost cutting.” *Peterborough property assessor*

“MPAC policies must be flexible enough to address municipal concerns province-wide, not just GTA-wide. What may work for them will not work for us. Running an effective corporation that is essentially Provincial means recognizing your clients' differences, and catering to them.”

*St. Catharines assessment field officer*

“I can't fathom how a call centre would benefit MPAC or municipalities when questions arise that area municipalities or individuals need answers to.”

*Timmins assessment clerk*