

**From:** [Kelly Lush](#)  
**To:** [Kelly Lush](#)  
**Subject:** FW: MPAC: 2023 Annual Report  
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Good morning Jodi,

Today, MPAC is honoured to share three significant documents with you.

First, we present our [2023 Annual Report](#) which celebrates our many achievements and accolades in 2023. These accomplishments are a testament to our collaborative efforts with municipal and provincial partners, the innovative solutions we have introduced over the last year, and our steadfast determination to deliver exceptional value to the people of Ontario.

As part of our commitment to enhancing accountability and transparency, we are also happy to share our third annual [Performance Report](#). This document provides a wealth of statistics on how well we are meeting our goals in areas such as capturing new assessment, the proportion of property assessments that are accepted without going to appeal, Customer Contact Centre satisfaction and many more.

The third document is a copy of MPAC's Financial Statements for the Year Ended December 31, 2023. If you have any questions regarding the Financial Statements, please contact Mary Meffe, Vice-President, Corporate Services and Chief Financial Officer, at (289) 539-0306 or [mary.meffe@mpac.ca](mailto:mary.meffe@mpac.ca).

As we strive to uphold the highest standards in service delivery in our pursuit of excellence, we are grateful for your continued support.

Should you have any questions regarding the reports, please do not hesitate to contact me.

Yours truly,

Alan Spacek  
Chair, MPAC Board of Directors

Copy Nicole McNeill, President & CAO

Mary Meffe, VP, Corporate Services & CFO

