

**Property Valuation Services Corporation
Board of Directors
Minutes
April 24, 2009**

Attendees

Carroll Publicover	Debbie Kampen
Mervin Hartlen	Darren Bruckschwaiger
Jimmy MacAlpine	Bobby McNeil
Trudy LeBlanc	Kevin Malloy
Gloria McCluskey	Billy Joe MacLean

Regrets

Lyle Goldberg (for K. Simpson)

Guest

David Duka

Staff Attendees

Kathy Gillis, Russ Adams, Tracy Williams, Jean Thorburn, Joe McEvoy, Rick MacLeod, Teth Cleveland, Chris Kent

1. Agenda

- The draft agenda was reviewed and two items were added under item 6:
 1. Board Professional Development
 2. Quarterly Meeting with the Minister of Service Nova Scotia and Municipal Relations (SNSMR).

Moved by D. Kampen, seconded by G. McCluskey that the Agenda be accepted. Motion carried.

2. Minutes

- The draft Minutes of March 27, 2009 were reviewed.

Moved by B. McNeil, seconded by T. LeBlanc that the Minutes be accepted. Motion carried.

3. Business Arising

HST Status Update

The 2008/09 accounts have been closed as of Apr 23/09. The HST reimbursement documents have been submitted to CRA and we are waiting for the refund response.

4. Reports from Committees

Quality and Client Services Committee

Quality Framework

J. Thorburn provided an overview of Quality Services and the quality framework noting that the two main functions of Quality are quality assurance and quality control. The framework is the basis for the readiness audit and process improvement initiatives that will be priorities for the Corporation this year.

Readiness Audit

In 2010 an independent external audit will be conducted to review PVSC's compliance with legislation and the Memorandum of Understanding (MOU) with the Province. Through an RFP, Deloitte was awarded the contract to conduct a Readiness Audit which focused on the MOU requirements, the International Association of Assessing Officers (IAAO) standards, and the general computer processes. The audit was completed a few weeks ago and the final report will be provided to management for response. An update of the findings of the audit will be provided at the next Quality Committee meeting and then to the Board. As well, Jeff Caddell of Quality Services will provide a scope of the audit at the next Quality Committee meeting.

Operational Audit

A component of the audit will focus on the operational processes. Therefore, earlier in April (2009) an internal operational audit project commenced to ensure the processes created are followed as per the legislation and the IAAO standards and to identify areas requiring further development, staff training, etc.

Process Improvement

On the quality assurance side, management has recognized that staff require proper internal processes and procedures to do their jobs efficiently and effectively. Lean Six Sigma, which is a methodology that analyzes the flow of processes and identifies potential areas for improvement to increase efficiencies, has been initiated. The first area reviewed is the appeal processes and included client interviews of property owners, municipalities, regional court chairs and the Province of Nova Scotia to identify ways to improve. A component of the process improvement includes the Kaizen program which empowers staff to make improvements to processes.

Client Survey Results

D. Duke, an independent survey consultant, presented the results of the 2009 Property Owner Feedback Survey. Each year a survey is conducted of the callers to the call centre to measure the effectiveness of responding to property owner enquiries. This year the survey was expanded to include property owners that didn't specifically appeal their assessments or call the call centre. Overall, there has been a general decrease in satisfaction from previous years which is in line with an increase in appeals. A factor seems to be public perception of a declining real estate market and a recession. K. Gillis noted the need for a client engagement strategy to communicate the facts about assessment, what it is we do and promote an awareness and understanding of assessment base year and market value.

5. New Business

Initiatives / Projects for 2009/10

A strategic project portfolio overview document was provided to the Board. K. Gillis noted that if the financial position changes (ie. the anticipated HST reimbursement amount) these initiatives would be affected. This will be discussed further at the Audit & Finance Committee meeting in May.

Pictometry

R. MacLeod noted that Pictometry is the world's largest digital aerial photography company. Its software uses oblique aerial photographs to allow users to have high-resolution images of neighbourhoods, landmarks, roads and buildings from various angles. For PVSC, it provides a streetscape view of properties and buildings and the technical ability to obtain data such as building dimensions and characteristics. C. Kent and T. Cleveland provided a demonstration of the technology and how it can be used to obtain assessment data. The PVSC is currently running a pilot of some areas of the province and is evaluating the potential business model and possible partnerships to have a wider application of the technology.

6. CEO Report

Operations

The appeals review is being managed and moving forward with an anticipated end of June completion date.

Board Governance

One of the corporate goals is to implement best practice governance. PVSC has joined the Conference Board of Canada Public Enterprise Governance Centre (on a trial basis). They hold two meetings a year for members to discuss various governance topics. The Chair, Chair of the Governance Committee, and the Corporate Secretariat will attend a meeting May 19th-20th in Ottawa at the Conference Board and will report back to the Board to evaluate continued membership.

As well, the governance training at Queen's University, previously attended by the Governance Committee, is informative and effective. It is important the Board Chair and Chairs of committees be well versed in governance. PVSC is taking advantage of a partial fee discount from prior attendance and the Audit & Finance Chair will attend the spring session in mid April. Arrangements will be made for the Board Chair and Quality Committee Chair to attend the fall session in November. It was noted that those who have gone on Board training should bring back to the Board what they have learned and look at how it can be incorporated. Perhaps this can form part of the June session.

Board Professional Development / Retreat

Board members are requested to send available dates in June and for the first week in July to T. Williams or R. Adams so that dates can be confirmed (current tentative dates are June 25th-26th or June 26th-27th).

UNSM CAP Review Committee

The Committee has been struck by the UNSM. PVSC staff Joe McEvoy and Rick MacLeod are providing research support and relevant CAP data to the Committee.

The next quarterly meeting of the PVSC Chair and CEO with the Minister of SNSMR is scheduled for April 29/09.

Meeting Adjourned.

Next Meeting – Fri., May 29, 2009