

**Property Valuation Services Corporation
Board of Directors Meeting
Minutes
April 1, 2011**

Board Attendees

Jimmy MacAlpine	Russell Walker
Carroll Publicover	Billy Joe MacLean
Darren Bruckschwaiger	Doug Sabeau
Lloyd Hines	Amanda Whitewood
Kevin Malloy	Sandy Hudson

Regrets

Rick Farmer

Staff Attendees

Kathy Gillis	David Chipp
Russ Adams	Jeff Caddell
Meredith Buchanan	Tracy Williams

1. Review of Agenda

The draft agenda was reviewed – no additional items were included.

Moved by L. Hines, seconded by R. Walker that the agenda be accepted. Motion carried.

2. Review of the Minutes

The draft minutes of February 4, 2011 and February 11, 2011 were reviewed.

Moved by B. J. MacLean, seconded by D. Bruckschwaiger that the minutes be accepted. Motion carried.

3. Reports from Committees

Governance Committee

a) **PVSC Board Expense Policy**

The Governance Committee reviewed the current Union of Nova Scotia Municipalities (UNSM) expense policy and rates and updated the PVSC Board Expense Claim Policy to the same rates prescribed by the UNSM (as per the PVSC Act). The format of the expense form has been simplified.

Moved by L. Hines, seconded by C. Publicover that the PVSC Board Expense Claim Policy update be accepted accordingly. Motion carried.

b) **PVSC Board Appointments – vacancies**

The Committee reviewed and approved an outline of the desired skills & attributes for consideration of the AMA vacancies. These will be passed on to the UNSM President via a letter from the Chair.

Thank you letters will be sent to R. Brideau and C. O'Toole for their contributions as members of the PVSC Board of Directors.

It was suggested the Board (Chair and Vice Chair) conduct exit interviews with departing Board members.

- c) UNSM / SNSMR CAP Review – Update
Service Nova Scotia and Municipal Relations (SNSMR) is currently considering the information it has gathered from stakeholders on CAP, including administrative cost input from PVSC. K. Malloy noted the SNSMR plan is to complete the review this spring.

Audit & Finance Committee

- a) Appointment of External Financial Auditors
The Audit & Finance Committee is recommending that the three year contract with Grant Thornton be extended for two years (for fiscal year audits 2010/11 and 2011/12).

Moved by B. J. MacLean, seconded by C. Publicover that the external financial auditors contract with Grant Thornton be extended for two years be accepted. Motion carried.

- b) Capital Budget
As per the Mar 30/11 memo to the Audit & Finance Committee, Board authorization is required to transfer funds from operating to capital with regard to two new projects this year – the Single Address Initiative, and the ArcGis / Pictometry data hosting,

Moved by D. Bruckschwaiger, seconded by D. Sabeau that the Board authorize the transfer of funds from the operating budget to the capital budget for the SAI project, and hosting costs be accepted. Motion carried.

A Board member noted the possibility of a financial standard change with regard to a restriction on moving funds from an operating budget to a capital budget for not-for-profit organizations may be forthcoming.

Action: R. Adams to add the above noted item regarding a possible restriction on moving funds from an operating to a capital budget to the Audit & Finance Committee meeting agenda to discuss with the external financial auditors.

Quality & Client Service Committee

- a) 2011 Assessment Roll Validation
J. Caddell reviewed the assessment roll validation process. First implemented for the 2009 roll, this is an important part of the overall audit framework. It provides data quality checks on major components of the roll with coordinated activity with operations, IT and internal audit. The scope was expanded this year to review an additional 5,000 account for a total of 80,000 reviewed through various intervals throughout the year. Results are reported to operations and linked to staff training for continuous improvement.

Action: PVSC staff to forward the Roll Validation and the Business Improvement presentations to Board members.

- b) Business Improvement Process Update
M. Buchanan provided an overview / update of recent and ongoing business improvement activities, aligned with PVSC's strategic goals, regarding process improvement; engagement, partnership & integration; and technology innovation. Building on the successes achieved to date, a risk management approach to the business improvement planning is being incorporated supported by National Quality Institute (NQI) standards.

c) Call Centre Survey

R. Adams presented the results of the 2011 Property Owner Feedback Survey. The results consist of 400 surveys conducted with randomly selected property owners who placed a call to the PVSC during the 2011 assessment appeal period. The objective was to determine caller satisfaction with the PVSC (call centre and assessors) in handling calls. Overall, the call centre satisfaction rate was 88% (up 11% from 2010), and 84% of clients who spoke with an assessor were satisfied with the experience (up from 79% in 2010).

A “check-in” is usually also conducted around the September timeframe with property owners who have gone through the appeal process.

According to this and previous surveys, there is a growing interest in receiving the assessment notice electronically. K. Gillis noted that staff are considering the feasibility of a pilot with a small section of property owners to test electronic notices.

4. Board Strategic Discussions - Risk Analysis

The Chair introduced the discussion and K. Gillis reviewed management’s current risk analysis for the PVSC. The Board discussed other risk considerations and mitigation strategies. In terms of the CAP, it was suggested that the CEO and Chair meet with the Minister of SNSMR to present information / facts regarding the market based assessment system.

Moved by C. Publicover, seconded by R. Walker that the Board authorize K. Gillis and the Chair, in addition to consulting with K. Malloy and B. J. MacLean, to meet with the Minister of SNSMR to present information / facts regarding the market based assessment system be accepted. Motion carried.

An additional day or half day session with the Board will be scheduled to continue the discussion on strategic risks.

5. CEO Report

In addition to the Operations update included in the CEO report, K. Gillis noted that a settlement regarding NSPI with Queens has been reached. The NSPI Annapolis Royal appeal is still outstanding.

The Property Innovation Council meeting is April 1/11 – the Single Address Initiative (SAI) is progressing but at this point there is no new update from the last meeting.

PVSC (via a letter from the Chair) has requested a meeting with Minister MacDonell of SNSMR to discuss his letter to the UNSM President regarding Nova Scotia Utility and Review Board (NSURB) costs.

**Meeting Adjourned
Next Meeting – June 24, 2011**