
Meeting Minutes

Board of Directors

September 22, 2023

Time: 9:00 am – 12:00 pm

Location: PVSC Dartmouth Office, Boardroom A

Attendees

Joe Feeney, Bobby McNeil, Connie Nolan, Laurie Murley (MS Teams),
Darren Bruckschwaiger, Cathie O'Toole

Regrets: Doug Boyd, Tara Maguire, Juanita Spencer,

Staff Attendees: Kathy Gillis, Russ Adams, Julia Donahue, Carolyn McKenzie, Jeff Caddell,
Rod Tremblay, Tracy Williams

Guest: Joe O'Connor, Work Time Reduction Center of Excellence

The Board Chair advised that with the Audit, Risk and Finance Committee Chair unable to be present, a Board meeting will be scheduled for mid-October to devote time for the financial discussion and recommendations pertaining to the fiscal 2024/2025 budget.

1. Review of Agenda

The draft agenda was reviewed.

**Moved by Laurie Murley, seconded by Darren Bruckschwaiger the agenda be accepted.
Motion carried.**

2. Review of Minutes

The draft minutes of June 28, 2023 were reviewed.

Moved by Cathie O'Toole, seconded by Connie Nolan the minutes of June 28, 2023 be accepted. Motion carried.

3. Board Acknowledgements

Resignation – C. Faulkner

As per the note provided to the Board, Chuck Faulkner has resigned his position on the PVSC Board of Directors due to other commitments. The Board Chair indicated he has spoken personally with Chuck and extended thanks on behalf of the Board. A Letter will be sent as well.

Moved by Laurie Murley, seconded by Connie Nolan the Board of Directors thank Chuck Faulkner for his service on the Board of Directors of the Property Valuation Services Corporation and wish him great success in his future ventures, and to forward this motion to Chuck to convey the Board’s appreciation be accepted. Motion carried.

Recognition - (late) L. Hines

Lloyd P. Hines passed away on September 11, 2023. In addition to his extensive service as a municipal and provincial elected official over many years, Lloyd was one of the original founders in the formulation and separation of Assessment Services from government to PVSC.

Moved by Darren Bruckschwaiger, seconded by Bobby McNeil the PVSC Board of Directors offers its deepest condolences to Patricia Hines and family on the passing of Lloyd P. Hines, and forward this motion to Patricia Hines to convey the Board’s condolences be accepted. Motion carried.

4. Presentation by J. O’Connor, Work Time Reduction Center of Excellence

The Chair stated the Board has been having discussions pertaining to work week modernization and that Joe O’Connor’s presentation is meant to keep that going and serve as an education opportunity from an expert in the field.

Kathy Gillis, along with Joe O’Connor, provided an overview of his background. He is the Director & Co-founder of the Canadian-based Work Time Reduction Center of Excellence, former CEO at 4 Day Week Global and former research scholar at Cornell University. He is one of the founders of the Four Day Work Week organization in Ireland and is now based in Toronto and works with many Canadian organizations. PVSC has retained him to perform a readiness Diagnostic of the organization to consider modernization of work schedules.

Joe O’Connor provided the Board with an overview of the research on work week modifications including definitions, models, and reasons to consider. He outlined the approach to assess the organization’s readiness and capacity to revise working hours and maintaining productivity. He provided an overview of the diagnostic activities, outputs, and benefits.

The diagnostic will be conducted/assessed through four unique lenses: 1. people and collaboration, 2. systems and procedures, 2. actions and outcomes, and 4. innovation and the future.

Questions and answers were discussed following the presentation. The Chair noted the Board now has more education on this matter than when it was first brought forward, and Kathy Gillis also noted it will be great to have a diagnostic of the organization regardless of moving forward or not.

5. **Committee Meetings Update**

Governance and HR Com.

Bobby McNeil, Governance Committee Chair, advised the Committee met on September 14, 2023 and the two main items discussed were board recruitment and remuneration.

A written meeting summary was provided to the Board in advance of the Board meeting. As noted, Royer Thompson recruitment firm was retained to assist in Board member recruitment. At the Governance meeting, the Committee agreed for Royer Thompson to start the initial contact process with the list of potential candidates (included with the Governance Committee meeting summary) with the purpose of short listing the group for review and an interview by the selection committee for the two Independent members. Then, ultimately for a member with municipal unit experience.

Royer Thompson advised they would proceed to determine interest in servicing on the PVSC Board. However, as part of this process Royer Thompson raised the issue of remuneration and that the current level for the PVSC Board is very low and likely a barrier to retaining quality candidates. The Governance Chair noted that even with the recommended motion for the NSFMs from the June 2023 PVSC Board meeting to raise the per diem from \$150 to \$300, Royer Thompson noted this revision would still be at the very bottom end. The Governance Chair stated the need to be respectful of people's professional time and that it is a good governance matter that the Board has to address and therefore suggested a \$5K retainer per year for Board members, \$9K for the Board Chair, and \$7K for the Board Vice Chair due to additional duties requires agreement from the PVSC Board members.

The Board discussed this matter in detail and agreed that a meeting be requested with the NSFMs to outline the direction/remuneration changes for consideration/input prior to a formal resolution. In addition, it was suggested that staff redraft the remuneration policy (from that of the June 28, 2023 motion) resulting from today's discussion for consideration by the PVSC Board.

Action: Staff to reach out the NSFMs' CEO to arrange a meeting, with the NSFMs' President, Vice-President & CEO, and the PVSC Board of Directors Chair,

CEO, & VP of Assets, to discuss PVSC Board recruitment and remuneration changes (then formalized in a letter).

Action: Staff to do a redraft of the remuneration policy for the PVSC Board's consideration.

Moved by Connie Nolan, seconded by Darren Bruckschwaiger that the Board rescind the motion adopted at the June 28, 2023 PVSC Board of Directors meeting recommending the NSFM set the remuneration per diem to \$300 for all members attending board and committee meetings, and that the Board Chair and Vice Chair also receive the per diem for other necessary meetings under three hours, as further consideration of the remuneration policy is required. Motion carried.

6. Q2 CEO Report

Kathy Gillis noted the report was provided in advance of the meeting. Staff will present on residential reassessment, IT planning & cybersecurity, the wildfires, and floods. Kathy also noted the Board was provided material pertaining to property assessment and taxation in Ontario (risk related).

Jeff Caddell, Assistant Director, Operations presented an overview of the 2024 residential reassessment process, noting the current reassessment method, considerations for market change, the 2024 reassessment method, and next steps pertaining to the 2024 reassessment process.

Carolyn McKenzie, VP Innovation and Technology, provided an update on cybersecurity in Canada (landscape), what PVSC is doing (current state), and next steps.

Landscape

- From PVSC's perspective, we are in good shape.
- The landscaping is changing – increased cyber attacks, cybercrime is on the rise.
- Average cost to companies of data breaches, cost & breaches, has increased in Canada.

Current State

- PVSC has carried out adjustments since the 2018/2019 recommendations.
- Progress continues on the three remaining critical controls identified at the Feb. 2022 meeting.
- PVSC recently renewed its cyber insurance policy in June 2023. Based on our technology and controls, insurance renewal was obtained with minimal premium increase.

Next Steps

- Will follow-up with the Audit, Risk and Finance Com. in the next six-twelve months, to understand everyone's roles in the event PVSC had a cyber event.
- Currently doing cyber discovery pertaining to PVSC's response time and development of a Cyber Incident Response Plan scaled to IT resources.
- Will complete another external review in 2024.

Rod Tremblay, Assistant Director Roll & Data Maintenance provided an update on the wildfire & flooding response, along with Carolyn McKenzie who headed up the response and has led the team. An overview was provided of the various activities and timelines, and noted that the International Property Tax Institute (IPTI) was engaged for research (on natural disasters). Also provided an overview of considerations for the 2024 assessments, and as part of the process is reviewing lessons learned and documenting processes, etc.

7. In Camera

No in-camera session was held.

Meeting Adjourned