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# Meeting Minutes

**Meeting: Board of Directors**

**Date: June 24, 2016**

## Attendees

Jimmy MacAlpine, Russell Walker, Doug Sabeau, Connie Nolan, Greg Keefe, Alex Morrison, Kevin Saccary, Madeleine Daues, Mike Dolter, Michele McKenzie

## Regrets

Amanda Whitewood, Robert Bird, Betty MacDonald

## Staff Attendees

Kathy Gillis, Russ Adams, Meredith Buchanan, Chris Doucette, Cheryl Fenerty, Jill Brogan, Tracy Williams

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The Chair, Jimmy MacAlpine, called the meeting to order.

### 1. **Review of Agenda**

The draft agenda was reviewed.

**Moved by Russell Walker, seconded by Michele McKenzie that the agenda be accepted.**

**Motion carried.**

### 2. **Review of the Minutes**

The draft minutes of the April 8, 2016 meeting were reviewed.

**Moved by Mike Dolter, seconded by Russell Walker that the April 8, 2016 minutes be accepted. Motion carried.**

### 3. **Committee Updates**

#### Audit, Risk and Finance Committee

Russell Walker, Chair of the Audit, Risk and Finance Committee provided an update on the April 7, 2016 meeting.

#### (a) Enterprise Risk Management

- The three risks related to people/leadership, specifically Succession Planning, Leadership Development, and Organizational Performance, have been combined into Organizational Growth Strategy. This change is due to the overlapping/common themes, mitigation strategies, and the requirement for an approach with broader coordination of activities and resources.

- The risk related to Government Decision Making has been changed to Government Relationship Management as PVSC can impact the relationship but not the actual decisions made by government(s). It was noted that Kathy Gillis recently met with the new Deputy Minister for the Department of Municipal Affairs, Kelliann Dean to discuss Open Data.
- Items related to the Information Technology Security/Business Continuity risk are on track; a gap analysis and penetration test has been completed by an external consultant.

The Board suggested that a chart be created and used to rank the status/severity of the risks (ie. low, medium, high).

**Action: As part of the Enterprise Risk Management update, staff to implement the use of a ranking chart (i.e. status/severity in terms of low, medium, high) for each risk.**

(b) Year End Financials

- The Special Operating Reserve has been increased by \$330,000 due to a positive balance in the Operating Fund.
- Funding was maintained during the fiscal year for the Permit Data Exchange (PDX) strategic project, through the Technology Advancement Fund.
- Weak market performance resulted in income being offset by unrealized losses due to decline in market values of investments.
- Completed three year Actuarial valuations of future employee benefits (Service Awards and Health Benefits). The outcome concluded that the liabilities are funded.

**Moved by Russell Walker, seconded by Mike Dolter that the Investment Report be accepted. Motion carried.**

(c) Financial Audit Report

The External Financial Auditors met with the Committee on June 23, 2016 to present their finding of the financial audit – no adjustments or misstatements were observed and all presented fairly.

**Moved by Mike Dolter, seconded by Madeleine Daues that the Audit, Risk and Finance Committee report be accepted. Motion carried.**

**Quality and Client Service Committee**

Michele McKenzie, Chair of the Quality Committee provided an update on the April 7, 2016 meeting.

(a) Annual Report

The Quality Committee provided feedback to staff on the draft Annual Report **and a** final draft has been prepared. The Committee is recommending full Board approval of the Annual Report.

**Moved by Michele McKenzie, seconded by Madeleine Daues that the 2015/2016 Annual Report be accepted. Motion carried.**

4. **Open Data**

- Kathy Gillis indicated that she and Greg Keefe met with the Deputy Minister, Kelliann Dean, of Municipal Affairs with regard to specifically engaging with the Province through a Memorandum of Understanding (MOU) for Open Data. Deputy Dean agreed to line-up a meeting with the Deputy Minister of Internal Services (Jeff Conrad). Once finalized, an agreement signing event will occur.
- An Open Data Forum was held at this year's Association of Municipal Administrators (AMA) Spring Conference to engage municipal units who are not currently on an open data portal.
- A meeting was also held with Economic Development Officers and there is definitely interest. Next steps need to be determined.
- Cheryl Fenerty, PVSC IT Manager, provided the Board with an update on the Open Data Service.
  - The open data initiative started in 2012, and in 2015 PVSC committed to it as one of its strategic priorities. Some of the benefits include transparency, accountability, research innovation, economic development, reduced demand for government services, and problem solving and informed decision making. The Open Data Service Project will focus on the implementation and support of a portal that will enable consumer access to open data. The project objectives, approach, and implementation roadmap were reviewed. Cheryl noted that a Request for Information (RFI) followed by a formal Request for Proposal (RFP) for the Open Data Service was previously issued. Four companies responded and a contract has been signed with Socrata. Four resources within PVSC (current positions) have been identified to support the service.
  - It was indicated that the Quality Committee will be asked to provide input and feedback on a communications plan for the open data launch (need to determine the approach to communicate with all of our stakeholders what we are doing).

5. **Quality Update**

Jill Brogan, Policy Research and Development Consultant with PVSC presented on the Partners in Excellence initiative.

- The Partners in Excellence initiative will help to realize PVSC's long term vision – *To be a world class leader of market valuation and integrated property services, recognized for excellence – in our people, products and our business.* Work towards this vision continuous to be approached in three phases; phase three (2016-2020) focuses on excellence in all aspects of our business, organizational growth, healthy workplace, and continued expansion of services.
- Excellence Canada is an independent, not-for-profit corporation that is dedicated to advancing organizational performance across Canada. It has longstanding experience in certifying public and private sector organizations with a focus on excellence, innovation and wellness.
- Excellence Canada will provide PVSC with the “quality” piece. The International Property Tax Institute (IPTI) validates our core operation, Excellence Canada will validate what we are doing and where we need to improve in terms of people, wellness, etc.
- Jill identified what the benchmark assessment process consists of, and as well the planning and next steps.

## 6. CEO Report Q1

- Kathy Gillis advised that she and other members of the Land Bid Team attended a debrief with the Province on the results of the Request for Supplier Qualifications (RFSQ) regarding Alternative Service Delivery for the Land Registry. Thirteen evaluators reviewed and ranked the RFSQ response on the following evaluation sections: Strategic, Financial, Technical and Operational. The Province announced in May that it was ceasing its exploration of registry outsourcing.
- The Board indicated to continue pursuing the Land initiative with the Province on how to integrate/innovate.

**Moved by Kevin Saccary, seconded by Russell Walker that the CEO's report be accepted. Motion carried.**

## 7. Strategic Opportunity Discussion

In 2014, PVSC identified Strengthening the Business, Opening Data to Others, and Broadening Service Offerings as the three areas of strategic focus for 2015-2010. As discussed, with some recent environmental changes, it needs to be determined what opportunities PVSC should explore moving forward. After some discussion, it was agreed the following would be the three priorities, in order:

1. Service Offerings to Municipal Units
2. Land Registry – Strategy/Next Steps
3. External Service Offerings\*

\*Create a framework/committee and establish criteria/business case. Board member representatives for the committee will include Greg Keefe, Michele McKenzie, Jimmy MacAlpine, and Madeleine Daues.

8. **In Camera**

An *in camera* session was held.

**Action: Staff to provide the Board with a list of staff/senior management who interact with the Board.**

**Meeting adjourned**