
Meeting Minutes

Meeting: Board of Directors

Date: September 13, 2013

Attendees

Russell Walker, Amanda Whitewood, Greg Herrett, Alex Morrison, Darren Bruckschwaiger, Bobby McNeil, Bill Joe MacLean, , Doug Sabeen, Dan McDougall

Regrets:

Brian Cullen Lloyd Hines
Betty MacDonald Raymond Tynes

Staff Attendees

Kathy Gillis, Dwayne Phillips, Kim Ashizawa, Tracy Williams

Others

Michael Kelly, MARA Consulting

The Chair called the meeting to order.

1. Review of Agenda

The draft agenda was reviewed.

Moved by B. J. MacLean, seconded by G. Herrett that the Agenda be accepted. Motion carried.

2. Review of the Minutes

The draft minutes of July 11, 2013 were reviewed.

Moved by D. Bruckschwaiger, seconded by B. McNeil that the Minutes be accepted. Motion carried.

3. Update from Committees

Audit & Finance Committee

The Acting Audit & Finance Committee Chair, G. Herrett, noted that the Committee met on September 12, 2013 and received an update on the Quarter One Financials and the Employee Travel Policy. As well, an update on the Hosting Strategy Project, and an overview on the status of the e-Delivery project were provided.

Quality & Client Service Committee

D. Bruckschwaiger indicated that the Committee met on September 12, 2013 and were provided with an update on the following:

a. Planning, Performance Measurement & Reporting Project Update

The project is to gain a clearer picture of how and what PVSC reports on to its stakeholders and to gain an understanding of what the Board members require for compliance reporting and performance measurement. This will include consultation with the Board members, and M. Buchanan and her team are planning to meet with the Governance Committee in October to review a Board consultation guide framework to get ideas and feedback from the Committee. During the November – December time period, they will conduct Board member consultations and best practice research. The hope is to report back to the Board in February (2014) with a defined and approved framework & process for planning, performance measurement and reporting.

b. Municipal Engagement Update

The Municipal Client Relations strategy was developed in response to feedback received through the Municipal Engagement Process (when Trudy Leblanc visited the municipal units to understand satisfaction benchmarks for service delivery – directly aligned with PVSC’s strategic focus of: “Engagement, Partnership & Integration”). To date, some of the results include formation of a Municipal Advisory Committee; a July newflash; UNSM training materials developed; 17 municipal visits; two regional AMA meetings attended; terms of reference drafted for a permits working group; various reports developed – appeal summary report, roll quality report, and detailed requirements gathered for a monthly sales report and a growth indicators report; launched an inquiry tracking system; and, have created a draft PVSC-Municipal MOU for core services.

c. Income & Expense Project

PVSC is examining the Income & Expense valuation methodology for applicable commercial properties. Some of the rationale for this project includes collection and analysis in the current process is expensive and time consuming, and clients are asking for web-based data collection. The objectives of the project are increased transparency and client understanding of the process, better manage appeals, improve management of human resources, value properties as accurately as possible, and improve product and service levels for clients.

4. Municipal Tax Study

K. Gillis provided a status update on the municipal taxation study initiative. As a recap, a Tax Reform White Paper was prepared by Shingai Nyajeka. The PVSC Board then approved moving forward with a broader study in partnership, upon endorsement, with the Union of Nova Scotia Municipalities (UNSM). In August 2013, the UNSM Board agreed to participate and support a broader study.

K. Gillis reviewed the reporting structure and terms of reference for the Study, Steering Committee, and the Advisory Panel.

The Board further discussed the municipal taxation study initiative and as a result it was determined that the scope for the Municipal Tax Study would be redefined.

Action: Staff and PVSC Board members (B. MacDonald, A. Whitewood, G. Herrett, B. McNeil) will work together to redefine the scope and focus for the Municipal Tax Study.

5. CEO Report

Board members were provided with the CEO's Strategic Update report for review. It was noted that the front reception area at the PVSC Dartmouth office will be reconfigured to a self-serve model.

6. E-Delivery Project Update

M. Kelly provided up update on the key activities (since June 2013) and on the status of the various phases of the project. The RFP deadline was extended to accommodate internal and external requests for additional time, which creates a requirement for bridge funding of the project team for October (but no overall increase in the project budget). The RFP closed without responses from vendors (due to timing, competing and larger RFPs, and concerns with complexity of integration with the SNSMR solution option). It was noted that the SNSMR solution option was investigated and may become viable in the future as it evolves and matures. The procurement approach was revised and commitments were obtained from vendors to participate. Overall, the timeline will be maintained.

Due to the RFP extension and contingency, bridge funding of \$50K was requested.

Moved by G. Herrett, seconded by B. McNeil that the "bridge funding" of \$50K be accepted. Motion carried.

The revised procurement approach and key dates were reviewed. Recommendations and approvals will be requested at the October 25, 2013 PI Council and PVSC Board meetings. Approval to proceed as outlined was requested.

Moved by G. Herrett, seconded by B. McNeil that approval to proceed as outlined be accepted. Motion carried.

Meeting adjourned