
Meeting Minutes

Board of Directors

February 18, 2026

Time: 9:00 am – 12:00 pm

Location: PVSC Dartmouth Office, Boardroom A

Attendees: Joe Feeney, Bobby McNeil, Cathie O'Toole, Walter Tingley, Lynn Chisholm, Glenn Horne, Owen Sagness, Anita Bezeau (Teams), Juanita Spencer (Teams)

Regrets: Doug Boyd, Tara Maguire

Staff Attendees: Scott Farmer, Shannon Bennett, Julia Donahue, Tracy Williams

1. Agenda/Declaration of Conflict of Interest

The draft agenda was reviewed; there were no changes and no conflict of interest declared.

2. Review of Minutes

The draft minutes of December 10, 2025 were reviewed.

Moved by Glenn Horne, seconded by Owen Sagness the minutes of December 10, 2025 be accepted. Motion carried.

3. Consent Agenda

Staff indicated the Consent Agenda is being introduced as a new addition to the Board agenda to streamline the process and group together committee minutes, reports and updates, rather than having redundancy with committee summary notes, etc. (the Audit, Risk & Finance (ARF) minutes will be brought forward at that meeting for approval/acceptance). Items can be pulled and moved to the main meeting agenda if required. The consent agenda/process was agreed to by the Board.

Moved by Cathie O'Toole, seconded by Lynn Chisholm the Consent Agenda as presented and the process be accepted. Motion carried.

4. Health and Safety

The Balanced Scorecard (BSC) target is zero incidents, to date there are two for this fiscal year. Near misses were discussed and it was noted that staff are encouraged to report them as a prevention measure. As raised by the Committee, staff indicated that no issues have been identified regarding hesitation/barriers to reporting near misses/incidents, including any perceived impact on the BSC. A Wellness Week initiative was held from January 5-9th prior to the Inquiry Period, staff received refresher training on call de-escalation and related topics in December and January, as well as First Aid refresher training.

5. Risk Tolerance Policy

The draft Risk Tolerance Policy was reviewed by the ARF Committee, with additional detail incorporated regarding elevating risks. The policy establishes processes for measuring residual risk mitigations, along with defined roles and responsibilities, and procedures. It is a new policy and is being brought forward to the Board for approval as recommended by the ARF Committee.

Moved by Walter Tingley, seconded by Owen Sagness the Risk Tolerance Policy be accepted. Motion carried.

6. Audit Plan Approval

The external financial auditor, Doane Grant Thornton, presented the Audit Plan to the ARF Committee in January; there is no real change and it is in keeping with the strategy focus and approach as prior years. Staff noted the new (approved) Risk Tolerance Policy will be shared with the auditors.

Board members raised the matter of current audit fees and any possible cost reduction for next year considering the impact of AI tools. Staff also noted that other contracts are/will need to be reviewed with a focus on AI (data usage, protection, etc.).

Action: Staff to follow up and conduct a market analysis on financial audit fees.

Moved by Lynn Chisholm, seconded by Glenn Horne the 2026 Audit Plan by Doane Grant Thornton, for the year ended March 31, 2026, be accepted. Motion carried.

7. Assessment Rollout

Staff noted the rollout went smoothly. The 2026 Assessment Roll was delivered to Municipalities Dec 15th. The Roll total is \$2.6B, an 8% increase for residential and 6% commercial. A media briefing was held January 12th and press kits released. To date 21 Council presentations have been held, and they have generally gone well; budget questions were raised by one unit and staff are seeking to understand it a bit more. There was a little over 10K inquiries received (6300 via email and 3700 phone calls), and about 9,020 appeals received during the inquiry/appeal period.

8. Balanced Scorecard Results

As the organization is coming upon the end of this fiscal year, an update/snapshot was provided on the Balanced Scorecard where we are at/impacts pertaining to the measurements and targets for each of the objectives for Financial & Stewardship, People & Culture, Core Processes, and Client Services.

There was some discussion/comments/feedback provided by Board members on the language and reporting (i.e., could they be reported in activities) of incidents/near misses/accidents regarding the Employee Safety Measurement.

Action: Staff to review the language & reporting for incidents regarding the Employee Safety Measurement.

9. Planning Calendar

A PVSC budget and business planning cycle has been created, to align the business plan, budget & capital. An overview was provided of the proposed plan for advancing the strategy. Staff also noted that Technology Reserve Fund (TRF) check-ins will also occur with the Audit, Risk & Finance and Innovation & Modernization Committees.

10. Defensive Driving/Insurance Approach/Deductible Reimbursements (follow up)

Staff conducted a jurisdictional scan of assessment organizations. In most jurisdictions, employees are responsible for advising their insurer of any work-related vehicle use; the onus rests with the employee to notify their insurer. This requirement will be reflected in the letter of offer.

With respect to training, only one jurisdiction offers defensive driving training, delivered through Safety Services. Research related to liability considerations is ongoing.

Overall, training options are available should the organization choose to pursue them. There is also the potential to offer driving training on an optional, rather than mandatory, basis (without incurring liability for the organization).

11. Board Succession Timeline

Three Board members' appointment terms will expire at the end of 2026. The proposed recruitment timeline and related activities were reviewed.

Board members noted this presents an opportunity to clarify Board roles and structure, including the Chair and Vice Chair positions. Members expressed agreement with the proposed approach and timeline, supported the use of a third-party recruitment firm, and endorsed having new recruits attend the June 2026 Board Retreat as non-voting participants.

Board members also suggested transitioning the Chair and Vice Chair roles in early fall to allow incoming leaders to gain experience.

12. CEO Report

The following items were highlighted by the CEO:

- Operationally, the sales activity has improved in terms of currency and being reviewed timely (30 days) by shifting priority/focus; from 12K files in 2025 not reviewed to 3K in 2026.
- The Income & Expense mailout will be approximately 7200 packages. A different approach has been taken this year (with the vendor not being responsive and cost increase) and it is being done internally with cost savings.
- Through five assessor vacancies, three were filled externally and two internally (refreshing positions/not net new):
 - One Corporate Strategist hired externally (by not backfilling one of the assessor positions),
 - One Accounting Assistant in Finance was filled externally, and
 - Two Valuation Support roles were filled internally.
- Had discussed with Donae Grant Thornon (Katrina Beach) PVSC sharing its experience with Municipal Units on cybersecurity and fraud and have partnered with them to launch a professional development series, which kicked off (virtually) February 11, 2026. To date positive results have been received on the content and presenter effectiveness.
- Continue to make good progress on cybersecurity.
- Continue to make progress on the AI Roadmap with executive/managers sharing/learning through the AI discovery initiative and Community of Practice (13 participants for 1-2 hours over a number of weeks); have discovered savings in productivity and identified use cases (27) that are being sorted through.

Action: As requested by the Board, staff to include the list of 27 use cases with the next CEO report.

13. Next Agenda

An overview was provided of the agenda items for the April 15th Board meeting including business planning 26/27 initiatives, quarterly strategy map review (Financial Stewardship), Board self-assessment results, health & safety update, committee reports, CEO report.

The Chair will be reaching out to determine/confirm member continuation to ensure continuity considering upcoming recruitment.

14. In Camera

The Board did not hold an *in-camera* session.

Meeting Adjourned