

**Property Valuation Services Corporation
Board of Directors
Minutes
September 26, 2008**

Attendees

Lloyd P. Hines	Carroll Publicover
Greg Keefe	Russell Walker
Trudy LeBlanc	Darren Bruckschwaiger
Bobby McNeil	John Prall
Debbie Kampen	Ken Simpson

Regrets

Mervin Hartlen

Staff Attendees

Kathy Gillis	Jean Thorburn
Russ Adams	Tracy Williams

1. Agenda

- The draft agenda was reviewed.

Moved by C. Publicover, seconded by B. McNeil that the agenda be accepted. Motion carried.

2. Minutes

- The draft Minutes of August 29, 2008 were reviewed.

Moved by R. Walker, seconded by D. Kampen that the Minutes be accepted. Motion carried.

3. Business Arising

HST

A letter of reply was received from Minister Muir as per the Chair's letter of Aug 29/08 with regard to seeking support to offset the provincial portion of the HST (paid by PVSC) that the Province will be receiving. Options will be discussed with the Minister at next month's quarterly meeting.

K. Simpson noted that he spoke with the CEO of the Federation of Canadian Municipalities (FCM) who in turn will raise the issue with the CRA in Ottawa.

Action: *Mark Singer (Grant Thornton) to find out / get a list of other companies / organizations that will be impacted if the CRA decides that other assessment agencies will have their HST status changed when they rule on the PVSC case.*

B. McNeil indicated that Gordon Gillis is a CRA board member nominated by the Province of Nova Scotia and that perhaps PVSC should make him aware of the HST issue.

Moved by D. Bruckschwaiger, seconded by K. Simpson, that a letter be written from the Chair to Mr. Gillis with respect to CRA's position on PVSC HST status. Motion carried.

4. Reports from Committees

Quality & Client Services Committee

C. Publicover noted that the Committee met on Sept 25/08 and discussed how the internal and external quality audits will unfold over the next couples of years.

External Quality Audit Work Plan

J. Thorburn indicated that work is still continuing on the internal audit focussing on data quality, staff training and year end roll quality. The external readiness audit is scheduled for March 31/09 and the first full audit is set for 2010. RFP's will be prepared this fall for both the readiness and external audits. The gaps identified by Deloitte have been assigned to each division and monthly monitoring and reporting to the CEO has been established.

Process Improvement Program

The PVSC Strategic Plan identified, through the corporate vision and goals, the need for continuous improvement. Now that staff is comfortable with the new technology we can proceed to implement a process improvement program. A Request for Information (RFI) was issued in July/08; two companies were interviewed and Denise Navec was contracted (Sept 23/08 to Jan/09) to begin training our staff. The program will employ process improvement methodologies of Lean/Six Sigma and Kaizan. Through this process the Executive Team will be able to monitor the performance and success of the organization; it will create a culture shift towards all staff focusing on customer needs and efficiencies; introduce new methods and ideas to develop new service offerings resulting in increased customer and stakeholder satisfaction. A selected team of eight staff will work with Denise to learn the necessary skills and become "change agents". The appeals process has been selected for a pilot project, which is set to kick-off Oct 22nd-23rd.

Quality Standards – Understanding IAAO Measures (Median, Mean & Weighted Mean)

J. Thorburn provided an overview of the mass appraisal process, testing requirements and the options available for assessment performance reporting as per the International Association of Assessing Officers (IAAO) standards. PVSC and Atlantic Canada use the Weighted Mean methodology and PVSC is currently reviewing this standard as the majority of other Canadian and other North American assessment agencies use median methodology.

5. New Business

UNSM Conference

C. Publicover reported that the PVSC presentation was received well at the UNSM conference but unfortunately attendance was low given the position on the conference agenda. The UNSM made a donation to the Yarmouth Regional Hospital in recognition o the PVSC presentation.

R. Walker suggested having a PVSC booth at the home shows. L. Hines suggested staff investigate purchasing an appropriate booth (frame and backdrop with logo).

Report on meetings with Party Caucuses

L. Hines noted that the Liberal Caucus meeting (Sept 3rd) went well with six out of nine caucus members, including the leader, in attendance. The September 12th

presentation to the NDP Caucus was attended by the Finance Critic, Graham Steele and a party researcher. A date has yet to be confirmed for the PC Caucus meeting.

6. CEO Report

K. Gillis noted the following:

- Operational staff are focused on finalizing the roll and getting inspections done.
- The establishment of an internal call centre - centralizing the phones to the Bridgewater office - is being implemented. During the set up there was an increase in dropped calls and longer wait times. The set up coincided with some municipalities sending second tax notices which resulted in an increased call volume. Staff have responded to specific complaints stemming from this issue. Until the call centre is completely ready to go live with the upgrade to phone technology that will allow for more effective monitoring of the calls waiting in the system and distribute them among operators, some phone lines will stay in other regional offices. Staff are exploring alternative arrangements for partnership with an external call centre during the heavy call volumes received during appeal period in January and February.
- Staff has made significant progress on redesigning the assessment notice. Consultation focus groups were held with two external groups, staff, and the Ombudsman's Office. As well, other assessment jurisdictions notices were reviewed. Recognizing this is the first year the assessment notice will come from the PVSC, a communication plan is being established which will include announcements (ie. newspaper, tv) to inform property owners of the change. Board members suggested possible adaptations to the notice. K. Gillis advised that these will be considered if technologically possible.

7. Other

The Board discussed the growth in CPI so far this year. The Chair noted that if recent trends prevail, the CPI could possibly be in the vicinity of 4.5% this year for purposes of the CAP calculation. This is almost double the rate from 2007. The exact rate will be available before year end.

Meeting Adjourned
Next Meeting – Fri., October 31, 2008