



**MINUTES OF THE REGULAR MEETING OF THE CALGARY PARKING COMMITTEE  
HELD ON 2019 February 26 AT 7:30 a.m. IN THE CPA Centre of Excellence,  
604 – 9<sup>th</sup> Ave S.W.**

Present: J. Pantazopoulos (Chair)  
E. Chidley – via conference  
C. Coutinho – via conference  
A. Osis  
S. Qureshi  
J. Kwong  
T. McLeod – for M. Thompson

Absent: Councillor Chu  
Councillor Davison

Also Present: G. Furtado General Manager

J. Pantazopoulos called the meeting to order at 7:30 am.

**1. WELCOME AND CONFIRMATION OF AGENDA**

CONFIRM AGENDA, Moved by A. Osis that the agenda for the February 26, 2019 CPA Board be confirmed.

CARRIED

**2. CONFIRMATION OF MINUTES – December 4, 2018**

CONFIRM MINUTES, Moved by J. Kwong that the Minutes for the 2018 December 4 regular meeting of the Calgary Parking Committee be confirmed.

CARRIED

**MOVE IN CAMERA**, Moved T. McLeod that in accordance with Section 197 of the *Municipal Government Act*, and Sections 24(1)(a) and 24(1)(g) and 25(1) (c) (ii) of the *Freedom of Information and Protection of Privacy Act*, the Committee now move in camera at 7:32 am, with respect to the following item:

**3A. 9AP-Project Update, CPA2019-01**  
Administration in attendance: G. Furtado

MOVED by T. McLeod to move out of camera at 7:52 am and rise and report.

Moved by T. McLeod to accept Report CPA2019-01, 9AP Update for information. Report CPA2019-01 to remain confidential subject to section 24 and 25 of the *Freedom of Information and Protection of Privacy Act*.

CARRIED

#### **4A. 2018 CUSTOMER SATISFACTION SURVEY RESULTS**

S. Trigg, Manager of Communications and Customer Service presented the 2018 Customer Satisfaction Survey Results.

CPA conducts a Customer Satisfaction Survey annually; the 2018 survey was conducted by NRG Research Group (as was the 2017 survey)

The results of this survey are used to measure CPA customers' experience and satisfaction with ParkPlus, CPA services and staff.

MOVED BY T. McLeod to accept for information.

CARRIED

#### **4B. 2018 EMPLOYEE ENGAGEMENT SURVEY SUMMARY**

Kathy Lidbury, Manager of Human Resources, presented the Employee Engagement Survey Results.

It was noted that Kudos is an online recognition tool and a great way to recognize employees. Kudos have proven to be very effective and well received by employees.

Survey received a 78% response rate from employees.

MOVED BY E. Chidley to accept for information.

CARRIED

#### **4C. QUARTERLY FINANCIALS**

J. Foulds, CPA Controller, provided the results to December 31, 2018.

There was a positive net variance \$3.0 M.

Administration requested to add a column with latest estimates so we can conduct action plans earlier if required.

MOVED BY J. Kwong to accept for information.

CARRIED

**4D. BCCs PRESENTATION TO COUNCIL – MARCH 4, 2019**

G. Furtado presented CPA's presentation to Council for Committee review.

Members of Council have requested that the Calgary Parking Committee make a short presentation before Council on March 4. Presenters will be John Pantazopoulos and Andrew Osis.

**4E. SUB-COMMITTEE REPORTS AND UPDATES**

**1. Audit Committee**

J. Kwong, Chair of the Audit Sub-Committee, provided an update from the meeting held on December 14, 2018.

The Audit Subcommittee reviewed and approved the 2018 Audit Service Plan as presented and forward to the Calgary Parking Committee for information.

The Audit Subcommittee reviewed and discussed a Financial Statement Discussion and Analysis Document and provided revisions to Administration. This revised format was approved by the Audit Subcommittee via email, February 8, 2019 and will be used going forward for external disclosure and included in next Financial Statements.

MOVED BY E. Chidley to accept for information.

CARRIED

**2. Governance Committee**

E. Chidley, Chair of the Governance Subcommittee reported on the meeting held January 23, 2019.

E. Chidley was appointed as Chair of the Governance Subcommittee.

The Work Plan for 2019 was approved and forwarded to the Calgary Parking Committee for information.

The Governance Subcommittee approved the Crossing, at Ghost River as the venue for the April 12-13, 2019 Strategic Session.

Dates confirmed: Friday April 12 all day session and overnight and Saturday, April 13 to noon.

A Facilitator has been engaged for the session.

MOVED BY J. Kwong to receive this update for information.

CARRIED

#### **4F. STRATEGIC MEETING / PROPOSED AGENDA**

J. Pantazopoulos noted that this is an opportunity for the Board to come together and provide Strategic Direction.

We're looking for input and perspective from new members.

G. Furtado is working with J. Pantazopoulos to develop the Agenda.

#### **4G. LIST OF OUTSTANDING AND RECURRING ITEMS**

Moved by S. Qureshi to receive the list of Outstanding and Recurring Items for information.

CARRIED

#### **5. GM UPDATE**

G. Furtado provided a verbal update highlighting the following:

Glow Festival

Initiative from Downtown Association Calgary – Feb 14-18

CPA in supporting Calgary Businesses, offered free parking during the event. An Event code allowed free parking for patrons over 4 days – 1400 activations of code. Very positively received.

Early February Snow Route Parking Ban

1900 tickets issued – 53 hours – first Ban since fee increase; \$120

Education and increasing compliance

Same fee structure as Spring Cleaning

Safety is the focus

G. Furtado reported that a Report will be coming to the April Committee Meeting regarding Lot 66.

**MOVE IN CAMERA**, Moved by J. Pantazopoulos that in accordance with Section 197 of the *Municipal Government Act*, and Sections 24(1)(a) and 24(1)(g) and 25(1) (c) (ii) of the *Freedom of Information and Protection of Privacy Act*, the Authority now move in camera at 10:00, to consider business matters.

MOVED by J. Kwong to move out of camera at 10:30 am without reporting.

**6. ADJOURNMENT**

Meeting adjourned at 10:30 a.m.

CONFIRMED BY THE CALGARY PARKING AUTHORITY

ON 2019 \_\_\_\_\_

\_\_\_\_\_  
CHAIRMAN

\_\_\_\_\_  
MEMBER