



**MINUTES OF THE REGULAR MEETING OF THE CALGARY PARKING AUTHORITY  
HELD ON 2013 March 1, AT 7:30 a.m. IN THE CPA Centre of Excellence,  
604 – 9<sup>th</sup> Ave S.W.**

Present: F. Clemens  
Ald. D. Hodges  
Ald. G. Carra  
E. Sawyer  
G. MacDonald  
T. Malik

Absent: D. Wood  
B. O'Leary, Q.C.  
M. Logan

Also Present: T. McLeod, General Manager  
W. Haidey, Controller

Minutes by: B. Goodman

F. Clemens called the meeting to order at 7:45 a.m.

**1. CONFIRMATION OF AGENDA**

AMENDMENT, Moved by F. Clemens that the Agenda for today's meeting be amended by moving In Camera, Item 5B. Customer Survey Presentation to the beginning of the meeting.

CONFIRM AMENDED AGENDA, Moved by T. Malik that the agenda for the March 1, 2013 CPA Board be confirmed, as amended.

CARRIED

MOVE IN CAMERA, Moved by F. Clemens 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 8:00 am., to consider business matters.

## **RISE and REPORT**

### **5B. Customer Survey**

MOVED BY Alderman Carra to approve recommendation for administration to do a deeper dive on next phase and to best extent possible, recalibrate including utilizing face to face interviews.

CARRIED

### **5C. 2012 Customer Service Stats tracked by 311**

F. Clemens requests a one page summary of 311 stats be included in Board packages. Administration will provide monthly updates in Board packages.

### **5D. Communications Report**

The Board received for information the Communications Report and Budget

## **2. CONFIRMATION OF MINUTES – January 24, 2013**

AMENDMENT, Moved by F. Clemens to amend Minutes to reflect that he was not present and did not vote on 2013 Downtown Cash-In-Lieu Parking Rate item.

CORRECTION to In Camera item PCI Process Update; should read PCI compliance not PCE Compliance.

CONFIRM AMENDED MINUTES, Moved by E. Sawyer that the Minutes for the 2013 January 24 Meeting be confirmed as amended.

CARRIED

## **3. REVIEW OUTSTANDING AND RECURRING ITEMS**

E. Sawyer advised that Item 10. %Annual Performance Measures Update+ is not semi - annual but July is first draft with budget.

CONFIRM THE AMENDED LIST OF OUTSTANDING AND RE-OCCURRING ITEMS, Moved by E. Sawyer that the List of Outstanding and Re-Occurring Items as of 2013 March 1 be confirmed as amended.

CARRIED

#### **4A. GM UPDATE**

T. McLeod presented the February GM Update.

F. Clemens requested that Break-In numbers indicate time of day and a percentage column to show how many vehicles a day.

Suggestion made to share stats on car sharing and how it reduces parking demand.

#### **5. IN-CAMERA**

MOVE IN CAMERA, Moved by Alderman Hodges 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 am., to consider business matters.

#### **RISE and REPORT**

#### **5A. CPA2013-03 Status Update Report on ParkPlus System Marketing**

MOVED by E. Sawyer to receive Report for Information.

CARRIED

#### **5E. Committee Update**

##### **i. IP/ParkPlus**

The Board received an update on ParkPlus business matters.

#### **5F. ILOT Update**

E. Sawyer requested a Business Case be presented at the next Board Meeting.

#### **4B. JURISDICTIONAL PARKING PRICE SURVEY**

MOVED BY Alderman Carra to table this report to next meeting when there is a larger forum.

CARRIED

**6. ADJOURNMENT**

MOVED BY Alderman Carra that the CPA do now adjourn at 11:00 am. .

CARRIED

CONFIRMED BY THE CALGARY PARKING AUTHORITY

ON 2013 \_\_\_\_\_

\_\_\_\_\_  
CHAIRMAN

\_\_\_\_\_  
MEMBER