



## MINUTES

### CALGARY PARKING AUTHORITY BOARD

HELD 2013 JULY 31 AT 7:30 AM

IN THE CENTRE OF EXCELLENCE CPA BOARDROOM (851-9<sup>TH</sup> AVE SW)

Present: F. Clemens (acting Chair)  
Ald. D. Hodges  
Ald. G. Carra  
E. Sawyer  
B. O'Leary, Q.C.  
G. MacDonald  
T. Malik  
D. Morgan (designate for M. Logan)

Absent: D. Wood  
M. Logan

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

F. Clemens called the meeting to order at 8:00 a.m.

#### 1. CONFIRMATION OF AGENDA

CONFIRM AGENDA, Moved by E. Sawyer that the agenda for the July 31, 2013 CPA Board be confirmed.

CARRIED

#### 2. CONFIRMATION OF MINUTES

CONFIRM AMENDED MINUTES, Moved by B. O'Leary that the Minutes for the 2013 May 30 Meeting be confirmed.

CARRIED

### **3A. LIST OF OUTSTANDING AND RECURRING ITEMS**

T. McLeod suggested to the Board to reformat the list of outstanding and re-occurring items by quarters. The Board agreed that it would be a good idea and to implement the new format for the next regular meeting.

F. Clemens queried whether there were any responses on outstanding item, 'Expression of Interest (EOI)'. Administration responded that there were three responses and a number of queries. The EOI close date is 2013 July 31. The preparation of the Request for Proposal (RFP) will be prepared based on information gathered from the EOI.

M. Logan responded to a query on the outstanding item, 'First Capital Mount Royal'. Administration indicated they will retrieve the minutes from City Clerk's website and send out to the members.

CONFIRM THE LIST OF OUTSTANDING AND RE-OCCURRING ITEMS, Moved by M. Logan that the List of Outstanding and Re-Occurring Items as of 2013 July 31 be confirmed.

CARRIED

### **3B. 311 STATISTICS**

MOVED BY M. Logan to accept the 311 Statistics for information.

CARRIED

### **4A. CPA2013-08 BOARD OF DIRECTORS EXPENSE POLICY**

B. O'Leary indicated the directors expense policy was reviewed at the last Governance Committee meeting. The Governance Committee is recommending the Board approve this policy.

MOVED BY M. Logan to approve the recommendations in CPA2013-08 Board of Directors expense report as amended. Amendments:

CPA2013-08 Attachment 1

Accountability section:

1. All expenses must be authorized by the Board. Amended to
1. All expenses must be authorized by the Chair.

2. The General Manager or designate will report to the Chair on all expenses claimed by the Directors on a yearly basis. Amended to

2. The General Manager or designate will report to the Chair and Board on all expenses claimed by the Directors on a yearly basis.

Redirect the report back to the Governance Committee to review Accountability item #1 and #2 in terms of timing and process; I.e. the Board not reviewing the Directors expenses until a year later.

CARRIED

#### **4B. CPA2013-09 BUSINESS PLAN 2013 STATUS REPORT UPDATE**

M. Logan suggested the wording in 1.01 Woonerf project be revised to reflect that the \$500K is seed funding from the Parking Land Acquisition Reserve set aside by Council for the Woonerf project.

F. Clemens requested a report by Q3 2014 on what other cities are doing in terms of the residential parking permits.

MOVED BY Ald. Hodges to accept CPA2013-09 Business Plan 2013 Status Report Update for information as amended.

CARRIED

Jamie Duncan (Vice President IPSOS Public Affairs) arrived at 8:25 a.m. to present results of the 2013 Customer Satisfaction Survey.

#### **4H. CUSTOMER SURVEY**

Jamie Duncan from IPSOS Reid presented high-level results of the customer survey. Suggestions from the Board included:

- E. Sawyer suggested Administration to determine three customer service measures to integrate with the business plan and key performance measures.
- T. Malik recommended an annual survey of customers to be done at the same time each year to factor out seasonal variables. F. Clemens added that it should be done at the same time of day as well.

F. Clemens requested the previous customer survey conducted at the CPA be circulated to members of the Board. Administration indicated that the last customer survey was in 2009 and it would be emailed to the board members.

Moved by F. Clemens to receive the 2013 Customer Satisfaction Survey report for information and to adopt IPSOS Public Affairs' recommendations, as follows:

**IPSOS Public Affairs' recommendation on a go-forward basis:**

1. To consider an annual implementation of direct customer satisfaction survey and a less frequent (2-4 years) broader general public survey focused on the organizations overall external perceptions.
2. To consider integrating customer performance measurements into the CPA business plan along with the development of a customer-focused scorecard for each manager with a customer service line.
3. To consider developing a long-term strategic communications campaign focused on engaging and educating the public about CPAs services and addressing the overarching misconception that you drive parking prices in Calgary.

CARRIED

**4C. CPA2013-10 STATUS OF PROPERTY TAX/BUSINESS TAX ASSESSMENTS**

Moved by E. Sawyer to adopt Option 3 as amended. CPA to utilize the formalized procedures agreed upon between CPA and City Assessment. The Board directs Administration to utilize external resources for their expertise sooner in the process when analyzing property and business assessments. If Administration decides the appeal process is necessary, it must be brought back to the Board for approval. Council will be informed if an appeal from the CPA goes forward.

CARRIED

**4D. CPA2013-13 CPA PERFORMANCE MEASURES UPDATE**

MOVED BY E. Sawyer to accept report CPA2013-13 CPA Performance Measures Update for information. To direct Administration to review the performance measures and remove the measures that is merely a count or recording of statistics.

CARRIED

#### **4E. DRAFT SPOTLIGHT ON PARKING**

MOVED BY G. MacDonald to accept the draft Spotlight on Parking for information as amended. Administration to incorporate the comments/revisions from the Board. Some key comments were:

- emphasize the CPA do not control rates in the City of Calgary; CPA prices below market
- indicate the car sharing program is not a city initiative, that it is a private company
- a reminder that on-street parking is free on statutory holidays
- highlight how much dollars are distributed to The City of Calgary
- page 14 'no more parking tickets' could be construed as misleading bullet point on ParkPlus cellphone accounts

CARRIED

#### **IN-CAMERA**

MOVE IN CAMERA, Moved by B. O'Leary 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 9:50 am., to consider business matters.

RISE AND REPORT

E. Sawyer to move out of camera at 10:30 am. and that the Authority rise and report.

#### **RISE AND REPORT**

#### **4F. CPA GOVERNANCE STRUCTURE - DEFERRED**

The CPA governance structure is deferred until the regular meeting of the Board in September.

#### **4G. CPA BOARD EFFECTIVENESS SURVEY - DEFERRED**

The CPA board effectiveness survey is deferred until the regular meeting of the Board in September.

**4I. PARKPLUS SYSTEM COMMERCIALIZATION REPORT PFC2013-0537**

Moved by M. Logan to receive the ParkPlus system commercialization report PFC2013-0537 for information.

CARRIED

**4J. CPA2013-11 QUARTERLY FINANCIAL REPORT TO JUNE 30, 2013**

W. Haidey presented the financial results to June 30, 2013 and the 2013 yearend projection.

Moved by E. Sawyer to receive the financial results and yearend projection for information.

CARRIED

**4K. CPA2013-12 2014 OPERATING AND CAPITAL BUDGET ADJUSTMENTS (Draft)**

W. Haidey presented the proposed adjustments for the 2014 operating and capital budget. This is a first draft and the final report will be presented to the Board for approval in the September regular meeting.

Moved by E. Sawyer to receive the 2014 operating and budget adjustments (draft) for information.

CARRIED

**5. SUB-COMMITTEE UPDATES**

Audit Committee update by E. Sawyer. The Audit Committee spent a fair amount of time reviewing the integrated risk management reports. As part of its deliberations, there were some changes to the policy responsibility section and additional risks identified on the risk register.

Moved by E. Sawyer for the Board to approve the change in the policy statement and to receive the remainder of the report for information.

CARRIED

**6. GM UPDATE**

T. McLeod to distribute the GM update to Board members by email.

**7. ADJOURNMENT**

MOVED BY E. Sawyer that the CPA do now adjourn at 10:55 A.M.

CARRIED

CONFIRMED BY THE CALGARY PARKING AUTHORITY

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

\_\_\_\_\_  
CHAIRMAN

\_\_\_\_\_  
MEMBER

The next Regular Meeting of the CPA Board has been scheduled to be held on 2013 September 19 at 7:30 am.