



**MINUTES OF THE REGULAR MEETING OF THE CALGARY PARKING AUTHORITY
HELD ON 2016 March 30 AT 7:30 a.m. IN THE CPA Centre of Excellence,
604 – 9th Ave S.W.**

Present: F. Clemens (Chair)
E. Chidley – via conference
L. Falkenberg
S. Gittens
L. Hassanali
D. Morgan – for M. Logan
J. Pantazopoulos
E. Sawyer

Absent: Councillor Carra
Councillor Chu

Also Present: M. Derbyshire, General Manager
J. Hackett, Controller
J. Hay, Manager, Enforcement Support
S. Trigg, Manager, Communications and Customer Service

F. Clemens called the meeting to order at 7:30 am.

1. WELCOME AND CONFIRMATION OF AGENDA

CONFIRM AGENDA, Moved by E. Sawyer that the agenda for the March 30, 2017 CPA Board be confirmed.

CARRIED

2. CONFIRMATION OF MINUTES – February 23, 2017

CONFIRM MINUTES, Moved by J. Pantazopoulos that the Minutes for the 2017 February 23 regular meeting of the CPA Board be confirmed.

CARRIED

3. MOVE IN CAMERA, Moved by S. Gittens 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 7:34 a.m., to consider business matters.

MOVED by E. Sawyer to move out of camera at 7:40 a.m. and not report.

4A. AMENDMENTS TO CALGARY TRAFFIC BYLAW 26M96, TT2017-0353

M. Derbyshire presented Report TT2017-0353, which will be going forward to the April 19th, 2017, Transportation and Transit Committee.

F. Clemens requested Administration to report visitor abuse to Board on an annual basis.

Over-riding philosophy with this change is customer service.

Key metric – instead of ticketing; want to achieve compliance; i.e. keeping area clear in front of homes: used to be x vehicles; now there are x vehicles and they are all registered.

Moved by J. Pantazopoulos to accept for information and proceed to T & T Committee.

CARRIED

4B. CPA RESIDENTIAL PARKING PERMIT PROGRAM, CPA2017-08

M. Derbyshire reported that this has been on the CPA Work Plan for 3 to 4 years and Council has been supportive. Provides the ability to address issues of the current cumbersome system.

Highlights:

- not changing RPP system; only how the program is administered and enforced,
- changing bylaw to accommodate this change,
- ability to expand on use of license plate technology.
- Timelines: ready to go to T&T on April 19th, 2017

Moved by S. Gittens to accept Report CPA2017-08 for information.

CARRIED

4C. CPA COMMUNICATION UPDATE – 2017, CPA2017-09

S. Trigg, Manager of Communications and Customer Service presented the annual Communications Update for 2017.

M. Derbyshire would like to draw attention to our research indicating that the CPAs reputation is inversely proportional to the amount of media coverage we receive.

CPA will be releasing annual "Report to the Community"; this year it is a micro-site.

S. Trigg noted the following:

- Expanding Stampede Breakfast to engage 2000 Calgarians in 2017,
- Looking at Social media strategy and addressing any gaps,
- Looking to increase Facebook, Twitter and LinkedIn; followed by an average of 20%
 - opportunity to connect directly with customers and address their concerns with Immediacy,
- Implemented CPA messaging board to provide relevant information to customers (rates, how CPA benefits the City, etc)
- Attend 8 on-site events to promote ParkPlus cell phone accounts

S. Trigg outlined the RPP Communications Strategy:

- Will use more traditional methods of communication to include those that don't access social media,
- Will connect with Councillors before report goes through Council to ensure they are fully aware for any customer queries they receive,
- Send Council monthly updates on topics of interest and will include RPP
 - o critically important to ask Councillors how they feel the best way is to get the information out
 - o Hold Open Houses in Communities

Moved by S. Gittens to accept update for information.

CARRIED

5A. SUB-COMMITTEE REPORTS AND UPDATES

1. Audit Committee

E. Sawyer, Chair of the Audit Committee provided an update from the March 23 Audit Committee Meeting.

John Pantazopoulos was appointed Vice-Chair of this Committee.

Committee reviewed Terms of Reference and made minor revisions. The revised Terms of Reference forwarded to CPA Board for approval.

Moved by E. Sawyer to approve the Terms of Reference as amended.

CARRIED

2017 Work Plan was reviewed and forwarded to the Board for information.

Moved by E. Sawyer to receive the 2017 Work Plan for information.

CARRED

Committee reviewed the Year-end financial statements. E. Sawyer noted that J. Pantazopoulos did an extensive review and offered questions which were all answered by CPA Administration.

Deloitte presented the report and attended the meeting.

Conducted annual assessment of external auditors, included in Board Package. Deloitte received a very strong rating.

Included in Board Package is a summary of Distributions to The City of Calgary for the year ended December 31, 2016.

Moved by S. Gittens to approve the 2016 year-end financial statements as amended and receive the Year-end Communication Report from Deloitte for information.

CARRED

2. Governance Committee

E. Chidley, Chair of the Governance Committee, reported on the March 9th Governance Committee Meeting.

E. Chidley was appointed as Chair of this Committee.

Terms of Reference were reviewed and revised and will be brought back to May Governance Committee meeting for final edit and confirmation; adding succession planning in more detail. The 2017 Work Plan was confirmed.

GM Goals and Objectives for 2017 were reviewed and discussed. Succession planning is included in Work Plan for two meetings.

Currently looking at the potential for a digital system for Board Material. E. Chidley requests a cost comparison of distribution of material. Administration will provide.

General Manager Goals and Objectives 2017.

No issue with broad based objectives; difficult to pin down any specific goals.

A SWOT analysis was requested for the next Board Meeting. Review February email questions and include in April Board Package.

D. Finley will be conducting Board Evaluation for both individual members and Board as a whole this year.

Moved by L. Hassanali to accept update for information.

CARRIED

5B. LIST OF OUTSTANDING AND RECURRING ITEMS

Moved by S. Gittens to receive the List of Outstanding and Recurring Items for information.

CARRIED

5C. GM UPDATE

M. Derbyshire provided a brief update and noted that Spring Street Sweeping starts in April. CPA is supporting via enforcement. Media release March 30, 2017.

Moved by L. Hassanali to accept GMs report for information.

6. CHAIR'S UPDATE

F. Clemens confirmed date for CPA Board afternoon meeting / dinner will be May 25, 2017.

Noted a May 5th lunch invitation for the Calgary Economic Development-Report to the Community is extended to Board Members. CPA has a table at this event. If you're interested let Administration know.

Requested M. Derbyshire investigate software system for all Board documents / packages. L. Hassanali is currently piloting the Samsung tablet. Administration will come back with further analysis.

7. ADJOURNMENT

Meeting adjourned at 9:37 a.m.

CONFIRMED BY THE CALGARY PARKING AUTHORITY

ON 2017 _____

CHAIRMAN

MEMBER