



LEADING THE CHANGE – AN UPDATE FROM PVSC

NOVEMBER 8, 2019

JIMMY MACALPINE,
WARDEN, MUNICIPALITY OF THE DISTRICT OF DIGBY
CHAIR, PVSC BOARD OF DIRECTORS

KATHY GILLIS

CHIEF EXECUTIVE OFFICER, PVSC

AGENDA

- About PVSC
- Board Membership and Responsibilities
- Vision
- A Year in Review
 - Service Level Agreements
 - Capitalizing on our Hand Held Investment
 - Advancements in Technology
 - Creating a Canadian Assessment Alliance
- Recognizing our Team
- Accomplishments

ABOUT PVSC



PVSC is a municipally funded,
not-for-profit corporation

Employs approximately 135 people



Assesses more than 620,000 properties
in Nova Scotia annually



Provides an annual assessment roll to
the 50 Nova Scotia municipalities



Delivers property assessment notices
to all property owners

Administers the property
assessment appeal process



BOARD MEMBERSHIP



Recruitment is complete

Board Composition

- **Jimmy MacAlpine**, Chair, Warden, District of Digby
- **Greg Keefe**, Vice Chair, retired Province of NS
- **Bobby McNeil**, retired Director of Technology, CBRM
- **Chuck Falkner**, Efficiency NS
- **Clifford Hood**, Councillor Town of Yarmouth
- **Connie Nolan**, retired CAO East Hants
- **Darren Bruckschwaiger**, Councillor CBRM
- **Doug Boyd**, 30+ years in consulting and private sector
- **Jane Fraser**, CFO HRM
- **Joe Feeney**, Councillor Town of Mahone Bay
- **Juanita Spencer**, CEO Nova Scotia Federation of Municipalities
- **Mike Dolter**, CAO Town of Truro



BOARD RESPONSIBILITIES



Establishes a long-term strategic plan, while having oversight for risk



Creates multi-year operational and capital budgets



Maintains relationships and encourages partnership opportunities



Reports to the Nova Scotia Federation of Municipalities at its annual meeting



Appoints a Chief Executive Officer



Ensures external financial and quality audits are completed



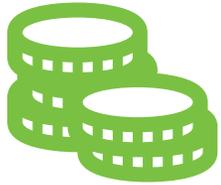
Files an annual report



Establish a Memorandum of Understanding with municipal clients

BOARD COMMITTEES

The Board has three committees



Audit, Risk and Finance

To assist the Board in carrying out its financial reporting, compliance, and risk management duties



Governance and Human Resources

Building and maintaining an effective governance structure that guides, supports and evaluates the PVSC Board of Directors and PVSC.

CEO recruitment, compensation, performance management and succession planning



New: Strategy and Stakeholder Relations

To assist the Board in carrying out its duties in the area of Strategic Planning and Stakeholder Relations

ORGANIZATIONAL VISION



To be a leading provider of property assessment services, delivering trusted information and expertise that helps strengthen local governments and communities worldwide.

Client Goal

Municipal Stakeholder Relations: To proactively engage with our municipal stakeholders to strengthen relationships and continue to uphold our service commitments

MUNICIPAL CLIENT CARE

Municipal Client Visits

- Goal of visiting all municipalities by the end of 2019
 - 30 visits completed August – October

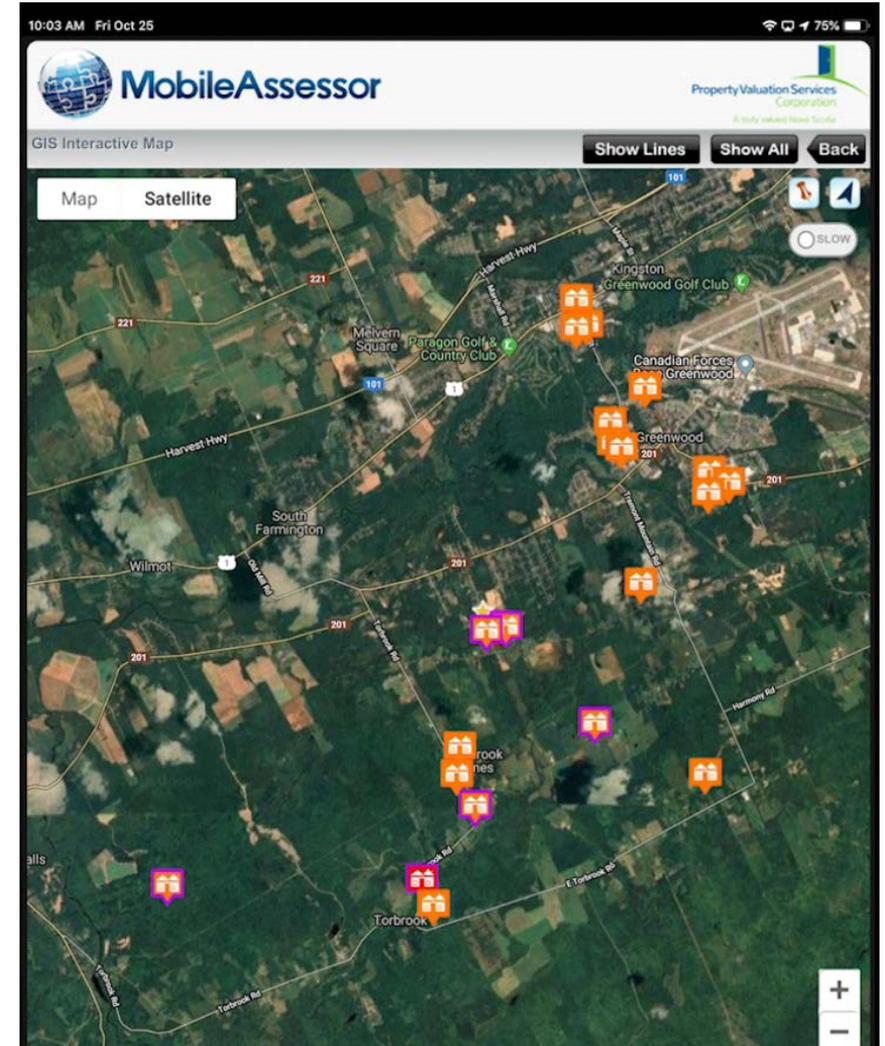
SLA's signed with 38 municipalities

- Standard agreement for all 50 municipalities
- Provides clarity around the services administered and delivered by PVSC
- Demonstrates commitment to quality and serves as a foundation for open channels of communication



CAPITALIZING ON OUR HAND HELD INVESTMENT

- Mobile Assessor: Handheld technology used to collect permit and inspection data, realtime in the field
- Invested in providing all assessors with latest technology to conduct more thorough inspections eliminating the back office entry
 - Increases amount of data collected in the field
 - Provides information on surrounding properties without a permit
- Provides an additional quality review prior to adding to the assessment roll



SHARING OUR TECHNOLOGY ADVANCEMENTS ON AN INTERNATIONAL STAGE

- Integration of machine learning as a mass appraisal tool
 - Proven mass appraisal valuation tool
 - Measured implementation approach
- Bob Gludemans is internationally recognized mass appraisal and Multiple Regression Analysis
 - ❖ Conducted an audit of PVSC's application of valuation using the direct sales comparison, enabled by machine learning
 - ❖ Co-presented with PVSC's Ashley Wu at the 2019 International Association of Assessing Officers conference



“PVSC created “quite the buzz” at the IAAO conference, establishing Nova Scotia as the industry leader in property assessment and machine learning” - IAAO President

CREATING A CANADIAN ASSESSMENT ALLIANCE

- Solidifying our Nation as a collective of assessment jurisdictions
- Established group focused on achieving excellence in the assessment industry through collaboration and information sharing
- National common areas of interest:
 - Talent recruitment and retention
 - Heavy industrial and special purpose properties
 - Training



2019 Canadian Property Assessment Network conference in Halifax this summer



RECOGNIZING OUR TEAM

- We have established 5 corporate virtues that describe the attributes we demonstrate as a corporation, and strive to instill in our staff
 - Working with you – we understand it's a privilege
 - There is only one chance
 - We all move our business forward
 - Proud to do our part
 - The power of one
- Awards are presented to staff who, recognized by peers, management and the Board, exemplify the virtues

ACCOMPLISHMENTS

Investment in training

- 2% of our budget is dedicated to training

This year we recognize Dan Belliveau

- Nova Scotia Real Estate Appraisers Association (NSREAA) Butler Award
- Highest mark by Nova Scotian in a course working towards appraisal designation



QUESTIONS?

