



**EXECUTIVE STANDING COMMITTEE  
MINUTES  
November 23, 2015**

**PRESENT:** Mayor Mike Savage, Chair  
Deputy Mayor Matt Whitman, Vice Chair  
Councillor Jennifer Watts  
Councillor Russell Walker  
Councillor Steve Craig  
Councillor Linda Mosher  
Councillor Bill Karsten

**OTHERS PRESENT** Councillor Lorelei Nicoll

**STAFF:** Mr. Richard Butts, Chief Administrative Officer  
Mr. John Traves, Municipal Solicitor  
Ms. Cathy Mellett, Municipal Clerk  
Ms. Phoebe Rai, Legislative Assistant

*The following does not represent a verbatim record of the proceedings of this meeting.*

*The agenda, supporting documents, and information items circulated to the Executive Standing Committee are available online: <http://www.halifax.ca/boardscom/SCadmin/index.php>*

*The meeting was called to order at 10:01 a.m. and moved into an In Camera (In Private) session at 10:59 a.m. The Standing Committee reconvened to adjourn at 11:29 a.m.*

**1. CALL TO ORDER**

The Mayor called the meeting to order at 10:01 a.m.

**2. APPROVAL OF MINUTES – November 2, 2015**

MOVED by Councillor Watts, seconded by Councillor Walker

**THAT the minutes of November 2, 2015 be approved as circulated.**

**MOTION PUT AND PASSED.**

**3. APPROVAL OF THE ORDER OF BUSINESS AND APPROVAL OF ADDITIONS AND DELETIONS**

MOVED by Councillor Walker, seconded by Deputy Mayor Whitman

**THAT the agenda be approved as circulated.**

**MOTION PUT AND PASSED.**

**4. BUSINESS ARISING OUT OF THE MINUTES – NONE**

**5. CALL FOR DECLARATION OF CONFLICT OF INTERESTS**

Councillor Watts recused herself from consideration of item 14.1.1 regarding the nominations to the Metropolitan Regional Housing Authority.

**6. MOTIONS OF RECONSIDERATION – NONE**

**7. MOTIONS OF RESCISSION – NONE**

**8. CONSIDERATION OF DEFERRED BUSINESS – NONE**

**9. NOTICES OF TABLED MATTERS – NONE**

**10. CORRESPONDENCE, PETITIONS & DELEGATIONS – NONE**

**11. INFORMATION ITEMS BROUGHT FORWARD**

**11.1 Councillor Craig – 14/15 Q4 and Year End Citizen Service Requests Performance Report**

The following was before the Executive Standing Committee:

- A staff information report dated August 21, 2015
- A staff presentation dated November 23, 2015

Mr. Ed Thornhill, Manager, Corporate Planning provided a brief presentation. He outlined the importance of performance measurement, the customer relationship management process, and reporting challenges.

Mayor Savage thanked Mr. Thornhill for the staff presentation.

A brief discussion ensued with Committee members asking questions of clarification from staff. In response to questions from Councillor Watts regarding how interactions between residents and the 311 call centre can be improved, Ms. Jane Fraser, Director of Operations Support noted that a number of initiatives have been recently launched to improve service. She advised that a consultant has been hired to examine quality assurance, audit incoming calls, determine why some calls are not closed, assess the definition of "closed" calls, and consider mechanisms to communicate to residents how their request is

being handled. Ms. Fraser indicated that staff are also working on a web strategy whereby residents would be able to log and track service complaints, and they have increased capacity both with respect to incoming calls and complaints submitted via email.

Responding to questions from Councillor Mosher regarding communication with residents respecting timeframes, standards, and priorities for snow removal, Mr. Bruce Zvaniga, Director of Transportation and Public Works indicated that staff are considering how to improve communication regarding these matters.

Councillor Nicoll provided commentary with respect to the two different streams that can be used by councillors to initiate a service request and requested guidelines for choosing which option to use. Mr. Zvaniga responded that staff are currently considering how to streamline the process.

MOVED by Councillor Craig, seconded by Councillor Watts

**THAT the Executive Standing Committee forward the information report dated August 21, 2015 to Regional Council for Council's information.**

**MOTION PUT AND PASSED.**

**12. REPORTS**

**12.1 STAFF**

**12.1.1 2016 Executive Standing Committee Meeting Schedule**

The following was before the Executive Standing Committee:

- A staff recommendation report dated November 16, 2015

MOVED by Councillor Mosher, seconded by Deputy Mayor Whitman

**THAT the Executive Standing Committee review scheduling options and adopt the proposed 2016 Executive Standing Committee meeting schedule.**

MOVED by Councillor Mosher, seconded by Deputy Mayor Whitman that the motion be amended to indicate

**THAT the meeting proposed for March 14, 2016 be revised to March 21, 2016 to avoid a conflict with March Break.**

**AMENDMENT PUT AND PASSED.**

MOVED by Councillor Watts, seconded by Councillor Walker that the motion be amended to indicate

**THAT the meeting proposed for February 8, 2016 be revised to February 22, 2016 to avoid a possible scheduling conflict with the Federation of Canadian Municipalities Sustainable Communities Conference.**

**AMENDMENT PUT AND PASSED.**

**MAIN MOTION AS AMENDED PUT AND PASSED.**

**12.2 MEMBERS OF STANDING COMMITTEE - NONE**

**13. MOTIONS**

**13.1 CAO Liaison/Review**

MOVED by Councillor Walker, seconded by Councillor Karsten

**THAT the Executive Standing Committee ratify and confirm the Committee's intent that existing CAO Review/Liaison Committee members conclude the ongoing review of the Chief Administrative Officer for the 2015/2016 fiscal year.**

Mayor Savage advised that the genesis of the motion was to ensure continuity for the ongoing review of the Chief Administrative Officer taking into account the change to the membership of the Executive Standing Committee upon Council's election of the new Deputy Mayor.

**MOTION PUT AND PASSED.**

**14. IN CAMERA (IN PRIVATE)**

MOVED by Councillor Walker, seconded by Deputy Mayor Whitman

**THAT the Executive Standing Committee convene an In Camera (In Private) session to consider items 14.1.1, 14.1.2, and 14.1.3.**

**MOTION PUT AND PASSED.**

The Executive Standing Committee convened to an In Camera (In Private) session at 10:59 a.m. and reconvened at 11:29 a.m.

**14.1 Personnel Matter**

**14.1.1 Nominations to Community Monitoring Committee, Halifax Regional Library Board, and Metropolitan Regional Housing Authority**

This matter was discussed In Camera (In Private). Nominations were forwarded to Regional Council for consideration.

**14.1.2 Councillor Nominations to Board of Police Commissioners**

This matter was discussed In Camera (In Private). Nominations were forwarded to Regional Council for consideration.

**14.1.3 Councillor Nominations to Halifax Regional Water Commission**

This matter was discussed In Camera (In Private). Nominations were forwarded to Regional Council for consideration.

**15. ADDED ITEMS – NONE**

**16. NOTICES OF MOTION – NONE**

**17. DATE OF NEXT MEETING - Monday, January 18, 2016 at 10:00 a.m., Council Chamber,**

**18. ADJOURNMENT**

The meeting adjourned at 11:29 a.m.

Phoebe Rai  
Legislative Assistant