

HALIFAX REGIONAL MUNICIPALITY

HALIFAX REGIONAL COUNCIL COMMITTEE OF THE WHOLE MINUTES June 18, 2002

PRESENT: Mayor Peter Kelly
Deputy Mayor Robert P. Harvey (1:35)

Councillors: Steve Streach
Gary Hines
Keith Colwell
Ron Cooper
Harry McInroy
Brian Warshick (1:35)
Condo Sarto
Bruce Hetherington
Jim Smith
John Cunningham
Jerry Blumenthal
Dawn Sloane (1:55)
Sue Uteck (1:55)
Sheila Fougere (1:30)
Russell Walker
Diana Whalen (1:55)
Linda Mosher (1:25)
Brad Johns (1:50)
Len Goucher (1:35)
Reg Rankin
Gary Meade

ABSENT Councillor: Stephen D. Adams

STAFF: Mr. George McLellan, Chief Administrative Officer
Mr. Wayne Anstey, Municipal Solicitor
Ms. Vi Carmichael, Municipal Clerk
Ms. Chris Newson, Assistant Municipal Clerk

TABLE OF CONTENTS

1.	CALL TO ORDER.....	03
2.	APPROVAL OF THE ORDER OF BUSINESS AND APPROVAL OF ADDITIONS AND DELETIONS.....	03
3.	UNSM UPDATE	03
4.	LIS CORPORATE PROJECT UPDATE - STAFF PRESENTATION	04
5.	CAPITAL COST CONTRIBUTION - STAFF PRESENTATION	06
6.	ADJOURNMENT	08

1. CALL TO ORDER

The meeting was called to order at 1:15 p.m.

2. APPROVAL OF THE ORDER OF BUSINESS AND APPROVAL OF ADDITIONS AND DELETIONS

ADDED: UNSM presentation to be first on the agenda.
Item 4, LIS Corporate Project Update, will be addressed prior to
Item 3, Capital Cost Contributions.

MOVED by Councillor Streach, seconded by Councillor Hines, that the Order of Business be approved with the above noted additions and changes to the agenda.

MOTION PUT AND PASSED UNANIMOUSLY.

3. UNSM PRESENTATION

- UNSM Presentation - Councillor Blumenthal, President of UNSM

Councillor Hetherington commented that he is pleased to be hosting the regional meeting of the Union of Nova Scotia Municipalities (UNSM) for HRM. The meeting is to provide the members of this region with a brief overview of the UNSM and to allow the members of Council to ask questions of their Representatives who are; Mayor Kelly, Councillors Hetherington and Blumenthal and the Executive Director, Ken Simpson.

Councillor Blumenthal, President of UNSM, presented his mid-term report on the UNSM and indicated that input from Councillors on what direction they would like UNSM to take in future would be welcomed. A copy of Councillor Blumenthal's report was presented for the record.

Councillor Hetherington expressed reservations with UNSM taking on too much responsibility in regards to tax assessments and questioned who the public would go to if they had complaints regarding their assessments.

MOVED by Councillor Hetherington, seconded by Councillor McInroy, that the Committee of the Whole move discussion of the role of the UNSM in regards to tax rate assessment to a fall meeting.

MOTION PUT AND PASSED UNANIMOUSLY

4. LIS CORPORATE PROJECT UPDATE

- Geri Kaiser, Director, Shared Services, presented the staff update on the LIS Corporate Project with the assistance of; Don Crawley, Project Manager, Rosalyn Smith, Project Coordinator, Jane Young, Lead on Customer Service Call Center Module, Ed Thornhill, Lead on Permitting and Land Management Module, Charles Lloyd, Lead on Infrastructure Module, Paul Dunphy, Steering Committee representing Planning and Development Services,
- A printed copy of the PowerPoint presentation was circulated.

Ms. Kaiser reported that the LIS Corporate Project has the potential to be the backbone of HRM's customer service and bench marking system. The presentation included the following points regarding the functionality, integration opportunities and benefits of this system.

- Background
- LIS Vision
- Current Situation
- What will LIS (Land Information System) give HRM?
- What types of information will LIS manage?
- Client Benefits
- Internal Benefits
- What LIS will mean to Council?
- Next Steps

Ms. Kaiser reported that preliminary research was begun in July of 2000 and the decision to proceed was made in November of 2000. Hansen Information Technologies was selected as the best tool to achieve the goals of this project and currently 3 modules for Phase I are to be implemented:

- Customer Service Call Center Module - scheduled to go live on July 08th, 2002
- Land Management Module (Permitting, Subdivision and Bylaw Enforcement)- scheduled to go live in early spring
- Asset Management - Infrastructure - Sewers are scheduled to go live in January followed by Pavement Management and Work Orders.

A three minute video was shown as an example of what will be available through LIS.

Ms. Kaiser commented that 600,000 incoming calls come through the call center every year plus 250,000 from the dispatch center. With this technology a full call history will be available when a call is placed, including any permits that had been issued etc.

Council will have the ability to track the history and closure of complaints or service requests that their constituents make. There would also be improved information flow between staff and Council. Council will have accurate, reliable and timely information. A benefit to all would be the creation of an electronic knowledge base. Information will be transferred from huge binders into an electronic knowledge base which will be available to the entire organization.

Ms. Kaiser stated that more detailed information sessions are scheduled for mid-July.

Councillor Hetherington inquired as to whether capabilities for Councillors will be upgraded as currently Councillors cannot store anything in their computers and do not have access to GIS Viewer etc. on their remotes. Councillor Hetherington commented that this is a problem for Councillors as the majority of their requirements come after four o'clock when citizens get home from work and begin to ask questions.

Ms. Kaiser reported that an enterprise wide license was negotiated so that it is not necessary to pay for individuals; therefore, everyone in the organization can have access to the information even from remotes. There will be a GIS viewer available during the second stage of implementation (approximately 3 months). Mr. Don Crawley confirmed that Councillors will not be restricted by the desktop and access will be 24/7.

Councillor Warshick inquired as to whether the district Councillor will be notified when a constituent makes a complaint or a request. Ms. Kaiser responded that triggers could be set up to notify Councillors when such a complaint/request is made but this ability is still six to eight months away.

Councillor Sarto inquired as to whether this new technology would have a measurable economic impact on our staff. Mr. McLellan commented that this new technology will not diminish the workforce but will increase the level of professionalism and ability to serve the public.

Councillor Cunningham questioned how Councillors would handle direct requests / complaints from constituents. Ms. Kaiser reported that Councillors would be able to enter the request directly from their desktop and this process will be more time efficient.

Councillor Streach expressed concern that some members of the public may not be interested in dealing with this technology and inquired if the existing methods of communication would remain. Ms. Kaiser responded in the affirmative and stated that this is simply another mode of doing business.

Councillor Hetherington questioned whether there will be a tracking system put in place for calls entered by a constituent or a Councillor to enable a quick reference by the Councillor as to the progress of the request / complaint. Ms. Kaiser reaffirmed that the tracking

system could be available for areas that require an expenditure of labour, time and materials. Ms. Kaiser further explained that calls will be classified and the various classifications would have resolution times built into the system.

Councillor Sloane inquired as to whether constituents would be able to pay bills online. Ms. Kaiser reported that financial services, within the next month, will have the ability for constituents to pay parking tickets online and, in further phases, the dynamic portal will be included to allow for additional online services.

3. CAPITAL COST CONTRIBUTION

- Mr. Paul Dunphy, Director, Planning and Development Services, presented a brief report regarding the Capital Cost Contributions. Mr. Austin French presented a brief on Planning Documents, Mr. Peter Duncan presented a brief on Methodology as it Relates to Engineering Studies and Catherine Sanderson presented a brief on the Financial Aspects.
- Mr. Don Bickford assisted with a PowerPoint demonstration.

Mr. Dunphy commented that there are two classifications of documents in the public hearing package. The first are Planning Documents, which include amendments to the 18 MPS, 18 land use By-laws and the 4 Subdivision By-laws. Secondly, there is a set called Best Practices Guide which gives more detailed information, what kind of engineering studies are done, how you calculate the traffic and sewage flows and what models you use for that (density vs. flow rates). The Planning Documents all require Public Hearings, the Best Practices Guide is more of an Administrative document.

Mr. French, Manager, Community & Regional Planning, presented an overview of the Planning Documents. Mr. French commented that the Planning Documents are enabling policies and do not commit Council to an action at the time that they are adopted; they create the framework for future action. The MPS policies are statements of intent. These documents provide the background, overview and a description including the need, the nature of the problem and the objectives.

The Subdivision By-law includes an enhanced concept plan so that when a subdivision application is brought in, additional information is available. There will be a template into which future decisions will be inserted so that if Council at a future time, chooses to establish a cost area, there will be a map and a stipulation for the charge. Each time a charge is created, it would require a Public Hearing.

The Land Use By-law creates a template for the Infrastructure Charges new holding zone. This may be applied by Council and there will be a Public Hearing around that decision also.

Mr. French reported that if Council decides to proceed with the Capital Cost Contribution Charges Program, there will be policies in place in regards to how development agreements are handled in HRM, how you work through the agreement process with the addition of this new element to create the cost charge and also how the As of Right applications are dealt with. Council will identify the most appropriate future development areas for HRM and will specify the charges that would apply, well in advance.

Mr. Peter Duncan, Manager, Development Engineering Planning & Development Services reported on the Best Practices Manual. Mr. Duncan commented that for every specific charge area there will be a specific capital cost charge identified. How the charge is determined is referred to as a Master Plan or an Infrastructure Study and is composed of three elements; an engineering study, phasing and implementation plan and the financial management plan. Once you determine what you need, when you need it, define what the charge area is and define what HRM's share is, the next phase is to determine who pays and how much.

Ms. Catherine Sanderson, Manager, Revenue Financial Services, reported on the Financial Plans. The CCC (Capital Cost Charge) for any particular charge area will be supported by a prudent, long term financial plan subject to Council approval. HRM will assess it's ability to fund based on the cash flow impact of the model and other factors such as the CCC charge itself, our capital spending policy, a long term capital plan, reserves availability and participation of other levels of government. In terms of risk mitigation, the policy has provided for a number of strategies such as; placing a cap on the number of units allowed to be built prior to the building of a critical piece of infrastructure such as an interchange, providing an option to the developer to up-front some of their costs (accelerating their capital cost contribution payment schedule), charge interest on cash flow outstanding from the municipality for CCC collections and create a reserve that collects revenue specific to the charge area.

Councillor Cooper inquired as to what the costs would be to HRM. Ms. Sanderson responded that the money would be accounted by calculation of interest charges and that the financial management strategy would be clearly outlined in the Best Practices Guide.

Mr. McLellan confirmed that the financial strategy would be to segregate by area of interest and development.

Councillor Hines inquired what the procedure would be for those developers who are behind on their proposed projects and asked if there would be a protective device to recognize inflation charge. Ms. Sanderson responded that it would be the developers risk if they went over the time allotted.

Councillor Hines suggested that this fact be made clear, to which Mr. Dunphy responded that the risk assessment was discussed and HRM will not endorse those projects that are

too risky.

Councillor Hetherington inquired as to whether the comments made by developers to staff would be available for Councillors to review. In response, Mr. French advised that the comments were included in the packages. Mr. French also clarified that developers would be responsible for the cost of street lights in their developing subdivision.

5. ADJOURNMENT

Meeting adjourned at 3:00 pm

Vi Carmichael
Municipal Clerk