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**Item No. 2**  
**Halifax Regional Council**  
**July 8, 2008**

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**   
Mike Labrecque, P. Eng., Director, Transportation & Public Works

**DATE:** June 26, 2008

**SUBJECT:** **HRM Enhanced Maintenance Service Delivery - Capital District**

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### **INFORMATION REPORT**

#### **ORIGIN**

This report originates with staff of HRM Municipal Operations, Transportation & Public Works and outlines the 2008 enhanced maintenance service delivery approach in the Capital District area. The enhanced program is intended to establish and meet a higher standard in overall service delivery in general maintenance for parks, sidewalks and streets.

## **BACKGROUND**

In 2007, HRM Transportation and Public Works staff, Capital District Councillors and representatives from the local business community (BID's), expressed concerns regarding the service delivery approach for parks, sidewalks, street projects and general maintenance in the Capital District area. The expressed concerns noted litter, cigarette butts, graffiti, flower and shrub beds, pot holes, sidewalk repair, and general clean-up during and following special events. Consideration was given regarding a revised service delivery approach that would enhance the overall appearance of the Capital District area. Discussion reinforced the importance of an appropriate response to the issues and noted that the Capital District area should be serviced through increased standards and results that would direct resources to meet the expectations of key stakeholders.

In the spring of 2008 a new strategy directed the following service delivery approach.

## **DISCUSSION**

The 2008 enhanced maintenance service delivery approach and expectations for the Capital District area focused on three key components:

1. a collaborative approach between HRM and the business community.
2. dedication of and maximization of available resources.
3. communication, monitoring, and reporting on performance against the increased standard, including appropriate response times.

The most significant change to date has been the restructure of staff resources. The reorganization of BID and HRM staff resources now allows us to work hand in hand under one coordinated approach. Our spring/summer staff resources have been assigned early this year, starting in mid April, with a full staff compliment in place by mid May.

Communication regarding all aspects of the enhanced approach will include: feedback from the BID representatives, public, staff and Councillors. To date comments and feedback have been positive.

The opportunity to host the World Hockey event set the standard from which we will strive to maintain throughout the Capital District on an on-going basis. A follow-up report in September will speak to the overall successes achieved through this initiative.

Fall 2008 will provide the opportunity for a review and recommendations. This will establish a clear and pre-set work plan for the 2009/2010 season.

This HRM led initiative will lead to community partnership and an enhanced sustainable service delivery.

The HRM street scape project and small capital projects fall outside this initiative and are based on annual capital budget allocations according to capacity.

**BUDGET IMPLICATIONS**

None.

**FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN**

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/agenda.html> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

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