



P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No.

**Grants Committee
February 9, 2015**

TO: Chair and Members of Grants Committee

Original Signed

SUBMITTED BY:

Jane Fraser, Director, Operations Support

DATE: December 23, 2014

SUBJECT: 211 Information and Referral Services (211 NS) – Renewal

ORIGIN

In 2011 a request was received from the 211 NS Board of Directors, through a letter to the Chief Administrative Officer, requesting that 211 NS co-locate the 311 Halifax Call Centre at the Eric Spicer Building, Dartmouth. This request was approved by Regional Council on January 31, 2012, and based on the approved terms, staff entered into an Agreement with 211 NS for a 3 year initial term with a 2 year option to renew. The initial term will expire on March 31, 2015, and 211 NS has requested to exercise their renewal option.

LEGISLATIVE AUTHORITY

The recommended action complies with HRM Charter Section 63 (1) The Municipality may sell or lease property at a price less than market value to a non-profit organization that the Council considers to be carrying on an activity that is beneficial to the Municipality; and (2) A resolution to sell or lease property referred to in subsection (1) at less than market value shall be passed by at least a two thirds majority of the Council present and voting.

RECOMMENDATION

It is recommended that the Grants Committee recommend that Regional Council approve the terms and conditions as outlined in Table 1 of this report to renew the Memorandum of Agreement for 211 Nova Scotia, co-located with the 311 Halifax Call Centre at 21 Mount Hope Avenue, Dartmouth and execute an amendment to the Agreement based on the terms and conditions as per Table 1 of this report.

BACKGROUND

211 is a toll-free 24-hour/365 days per year service that people can access either online or via telephone when they need help or access to human services from all levels of government, community based organizations and other private and charitable organizations. It is a confidential multi-lingual service that is designed to connect people with a full range of non-emergency social, health and government services in their community. Trained information and referral specialists (I&R) answer these 211 calls, assess the needs of each caller and link them with the best available information and services. 211 does not provide any service delivery, nor does it do any type of intake assessment.

Community Benefits of 211

- Callers can easily and quickly connect to information and referral services no matter where they are in the province.
- Helps the community use resources more effectively, by providing information that can be used to identify service gaps, duplication and emerging trends for service planning.
- Increase efficiency by helping callers to define their needs and by pointing them to the most appropriate places to find the assistance.

DISCUSSION

The decision to co-locate the 211 call centre at the Eric Spicer Building was made on the basis of creating synergies not only with the 311 Halifax Call Centre but also with 911 and the emergency management services for all three levels of government. The co-location of these facilities has created additional benefits including:

- Sharing of resources including knowledge, equipment and facilities
- Integrated emergency response
- Cost savings to 211 NS and taxpayers

Due to its location within the building, the space occupied by 211 NS has limited marketability or potential to be used to generate revenue for HRM as it lacks the ability to be demised or metered separately for exclusive use by a commercial tenant. Based on this information, the appropriate rental rate for the premises should be equal to the facility operating costs.

Terms for the renewal are outlined in the table below.

Table 1

Property	21 Mount Hope Avenue, Dartmouth – Eric Spicer Municipal Building
Landlord	Halifax Regional Municipality
Tenant	211 Information and Referral Services Association (o/a 211 Nova Scotia)
Location/size	1500 sf (co-located within the HRM 311 Call Centre)
Gross Rent	\$14,070.00 + HST/annum for the renewal term. (representative of \$9.38 psf operating costs including property taxes).
Term	Two years
Dates	April 1, 2015 – March 31, 2017
Special Conditions	1) Tenant is responsible for any leasehold improvements 2) 2 undedicated parking spaces located in the secure IDTC parking area, all other staff parking in the main building parking lot in common with other building occupants. 3) HRM as Landlord has the right to terminate this agreement at any time by providing 180 days prior written notice.

FINANCIAL IMPLICATIONS

The Eric Spicer Building at 21 Mount Hope Avenue, which houses the 311 Halifax Call Centre, is an HRM owned facility. Operating costs for this facility are funded annually through Facility Services. Revenues of \$9.38 per square foot from 211 NS would reasonably offset the expenses related to their occupancy of the premises.

COMMUNITY ENGAGEMENT

N/A

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications.

ALTERNATIVES

HRM may choose not to renew the Memorandum of Agreement with 211 NS and may instead opt to provide notice of termination pursuant to the terms of the agreement. This is not recommended.

ATTACHMENTS

N/A

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

Report Prepared by: Marcia Connolly, Leasing Coordinator, 902.490.5935
Original Signed

Report Reviewed by: _____
Peter Stickings, Manager, Corporate Real Estate, 902.490.7129
Original Signed

Report Reviewed by: _____
Jane Young, Manager, Citizen Contact Centres, 902.490.4126
Original Signed

Report Approved by: _____
Jane Fraser, Director, Operations Support, 902.490.7166
Original Signed

Financial Approval by: _____
Greg Keefe, Director of Finance & ICT/CFO, 902.490.6308
