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## Item No. 2

**Halifax Regional Council**  
**December 9, 2008**

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

**SUBMITTED BY:**

A handwritten signature in black ink, appearing to read "Mike Labrecque".

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Mike Labrecque, Director, Transportation & Public Works

**DATE:** November 28, 2008

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

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### INFORMATION REPORT

#### ORIGIN

This report originates with staff of HRM Transportation & Public Works and provides an update to the June 17, 2008 Council Information Report - HRM Enhanced Maintenance Service Delivery - Capital District which outlined the 2008 enhanced maintenance service delivery approach in the Capital District area. This November update provides an overview of the enhanced program that was introduced in Capital District and intended to establish and meet a higher standard in overall service delivery in general maintenance for parks, sidewalks and streets.

## **BACKGROUND**

In 2007, HRM TPW 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 as well as 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 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 3 key components:

1. a collaborative approach between HRM and the business community,
2. dedicate and maximize available resources, and,
3. communication, monitoring, reporting on performance against the increased standards, including appropriate response times.

Service delivery improvements included areas identified by HRM staff, Councillors and BID representatives:

- parks maintenance and upgrades, flower basket program, new /replanted shrub and flower beds and planters,
- street potholes, paving and street cleaning,
- litter and gum removal,
- graffiti removal, and,
- small capital projects.

The Capital District was well serviced by BID and HRM resources which included businesses and staff from Parks, Streets, By-Law and summer students.

Implementation required several key steps. With an agreement between HRM and BID representatives, a program outline framed what would be considered a "pilot project" and represented a common goal, "Beautification Is Our Responsibility". Through collaboration and identified expectations, the approach aligned staff resources to promote:

- an early season start date,

- assess, adjust and review service delivery supported by a successful work plan, and,
- overall increase in service standards.

The scope of the work required a concentrated effort in the area of coordination and supervision and the success of the “pilot project” was noted by Councillors, the business community as well as residents.

**BUDGET IMPLICATIONS**

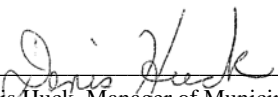
None

**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/cagenda.html> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Annette Verge, DCAO Operations Coordinator

Report Approved by:  \_\_\_\_\_  
Denis Huck, Manager of Municipal Operations, TPW