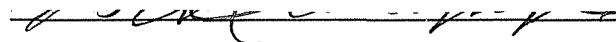


ITEM NO. 10.2.1
Halifax Regional Council
January 31, 2012

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY: Original Signed


Councillor Barry Dalrymple, Chair, Grants Committee

DATE: January 10, 2012

SUBJECT: Proposed Co-location of 211 Information and Referral Service (211
Nova Scotia)

ORIGIN

The January 9, 2012 Grants Committee meeting and staff report dated December 19, 2011.

RECOMMENDATION

It is recommended that Halifax Regional Council approve the terms and conditions, as outlined in Table 1 of the December 19, 2011 staff report attached as Attachment 1 to this report, to co-locate the 211 Non-Emergency Information and Referral Services (211 Nova Scotia) at Halifax Regional Municipality's Call Center and Dispatch Services at 21 Mount Hope Avenue, Dartmouth, and execute a formal Memorandum of Agreement with 211 Nova Scotia based on these terms and conditions.

BACKGROUND

The matter was before the Grants Committee as it is in regard to a less than market value lease. The process for consideration of a less than market value lease is outlined in Chapter 39, Section 63 of the Halifax Regional Municipality Charter as follows:

Sale or lease of municipal property

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.

(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.

See also the attached staff report dated December 19, 2011.

DISCUSSION

The Grants Committee reviewed the December 19, 2011 staff report at their January 9, 2012 meeting and approved the recommendation as presented.

BUDGET IMPLICATIONS

Budget implications are outlined in detail in the attached December 19, 2011 staff report.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

Financial Management Policies/Business Plan compliance is outlined in the attached December 19, 2011 staff report.

COMMUNITY ENGAGEMENT

The Grants Committee is comprised of six Citizen Representatives and six Elected Officials representing the six HRM Community Councils.

ALTERNATIVES

1. Halifax Regional Council may choose to decline the request from 211 Nova Scotia. This is not the recommended option

ATTACHMENTS

1. December 19, 2011 staff report.

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

Report Prepared by: Chris Newson, Legislative Assistant, 490-6732



P.O. Box 1749
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Grants Committee
January 9, 2012

TO: Chair and Members of Grants Committee

Original Signed

SUBMITTED BY:

Brad Anguish, Director, Community and Recreation Services

DATE: December 19, 2011

SUBJECT: Proposed Co-location of 211 Information and Referral Service (211 Nova Scotia)

ORIGIN

Request from 211 Nova Scotia Board of Directors, through a letter to the Chief Administrative Officer, requesting 211 Nova Scotia co-locate with HRM Call Centre and Dispatch Services at the Eric Spicer Building, Dartmouth.

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 co-locate the 211 Non-Emergency Information and Referral Services (211 Nova Scotia) at Halifax Regional Municipality's Call Center and Dispatch Services at 21 Mount Hope Avenue, Dartmouth, and execute a formal Memorandum of Agreement with 211 Nova Scotia based on these terms and conditions.

BACKGROUND

The CRTC (Canadian Radio-television and Telecommunications Commission) assign N11 numbers in Canada. They are then reserved for specific services through an application process. The following are the N11 assignments in Canada:

- 211 Public Information and Referral Services**
- 311 Non-emergency Municipal Government Services
- 411 Local Directory Assistance
- 511 Weather and Traveler Information Services
- 611 Telephone Repair Service
- 711 Message Relay Service for the Hearing Impaired
- 811 Non-urgent Health Care Telephone Triage Service
- 911 Emergency

211 Public Information and Referral Services

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 charity 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 (I&R) specialists 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 community use resources better, 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.

211 in Nova Scotia

The United Way has been advocating the 211 initiative to the Province for several years, and has secured private-sector financial support to create a 211 organization for access by all Nova Scotians. In 2010, the United Way approached both the Province and HRM to consider support for the 211 initiative. HRM's CAO approved staff to work with United Way, the Provincial Government, and other stakeholder groups in the form of a Steering Committee as well as a Working Group. A Project Team was put together with a mandate to review the various options and to produce a Business Case. It was anticipated there were some synergies and complementary services to be considered when reviewing the options and governance model for 211. Some of the activities of the Project Team through the Committees included:

- Held a cross-government symposium
- Developed a business case that articulates the options and associated implications for 211 in Nova Scotia to take forward to the Provincial Treasury Board
- Evaluated governance and operating models for 211 in Nova Scotia
- Evaluated funding options for 211 in Nova Scotia
- Identified 211 national requirements and standards

The Business Case from the Project Team was presented to the Provincial Treasury Board in the fall of 2010. When the Provincial Budget was released in March of 2011, an announcement was made of an ongoing financial commitment to 211 Nova Scotia, a registered Not for Profit agency, in the form of a yearly grant for each of five years. 211 Nova Scotia has been officially announced and project planning is underway to bring 211 to the citizens of Nova Scotia by February of 2013.

DISCUSSION

After receiving Provincial and private-sector approval and funding, 211 Nova Scotia staff assessed nine potential sites and concluded that shared space at the HRM Call Centre was the most viable option. This location would provide potential synergies not only with the HRM Call Centre, but also with 911 and emergency management services at the Municipal, Provincial and Federal levels. The Board of 211 Nova Scotia, through its Chair, Chuck Hartlen, has now made a formal request that 211 Nova Scotia co-locate at 21 Mt. Hope Avenue, in the Eric Spicer Building, Dartmouth. There are a number of benefits and potential opportunities of co-locating the 211 service with the HRM Call Centre:

- Knowledge sharing, management, technology
- Integrated emergency response
- Cost savings to 211 NS and taxpayers
- Utility cost recovery for HRM (\$11,250 plus HST/annum)

The HRM Call Center was built with future growth in mind and has the capacity to house the 211 Call Center in the short term. 211 Nova Scotia is requesting approximately 1,500 square feet to house two (2) management positions and up to eight (8) service advisors and technicians.

The space proposed for 211 Nova Scotia is not considered commercial space that could generate revenue for HRM on an ongoing basis. The proposed space does not have the typical characteristics such as demising walls, separate entrances/exits, separate utilities (heat/lights), etc. Staff of 211 Nova Scotia and the HRM Call Center would be co-located within the same space and would share in the amenities of that space. This opportunity exists because of the synergies and benefits as mentioned above.

Due to these facts, staff feel that an appropriate value for the proposed 1,500 square feet would be equal to the facility operating costs as outlined in the table below.

Staff is recommending the approval of this transaction based on the following key terms and conditions:

Table 1

Property	21 Mount Hope Avenue, Dartmouth – Eric Spicer Municipal Building
Landlord	Halifax Regional Municipality
Tenant	211 Nova Scotia
Location/Size	1,500 square feet (co-located within the HRM Call Center)
Gross Rent	\$11,250 + hst/annum for initial term (representative of \$7.50 per square foot operating costs – the cost of commercial assessment is included in this amount)
Term	Initial 3 year term, with an option to renew for an additional 2 years
Dates	February 29, 2012 to January 31, 2015
Special Conditions	1. Tenant is responsible for any related leasehold improvements, furnishings, and infrastructure costs, initial and ongoing; liability and tenancy insurance. 2. Secure (undedicated) parking provided, without charge, within IDTC Center designated parking area. 3. The Landlord (HRM) has the right to terminate the agreement with 211 Nova Scotia at any time giving 180 days prior written notification.

BUDGET IMPLICATIONS

Eric Spicer Building at 21 Mount Hope Avenue, which houses the HRM Call Center, is an HRM owned facility. Operating costs for this facility are funded annually through TPW's Facility Services. Revenues of \$7.50 per square foot from 211 Nova Scotia would fully offset any expenses related to the occupancy of 211 Nova Scotia.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

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

COMMUNITY ENGAGEMENT

N/A

ALTERNATIVES

Decline the request from 211 Nova Scotia. This is not recommended.

ATTACHMENTS

None

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

Report Prepared by: Brenda MacPherson, Coordinator, Leasing & Accommodations, Real Estate,
Planning & Infrastructure, 490-5935

Jane Young, Manager, Call Centre & Dispatch Services,
Community & Recreation Services, 490-4126

Report Approved by: Original Signed
Phil Townsend, Director, Planning & Infrastructure, 490-7166

Original Signed

Financial Approval by: _____
James Cooke, CGA, Director of Finance/CFO, 490-6308
