

Special Council Minutes
November 22, 2021 - 5:30 PM
Virtual Meeting/Council Chambers
Whitby Town Hall

Present: Mayor Mitchell (Participating Virtually)
Councillor Drumm
Councillor Leahy (Participating Virtually)
Councillor Lee (Participating Virtually)
Councillor Mulcahy (Participating Virtually)
Councillor Newman (Participating Virtually)
Councillor Roy (Participating Virtually)
Councillor Shahid (Participating Virtually)
Councillor Yamada (Participating Virtually)

Also Present: J. Romano, Commissioner of Community Services
R. Saunders, Commissioner of Planning and Development
D. Speed, Head of Operations & Fire Chief
F. Wong, Commissioner of Financial Services/Treasurer
S. Klein, Director of Strategic Initiatives
J. Long, Head of Organizational Effectiveness
H. Ellis, Executive Advisor to the Mayor
C. Harris, Town Clerk
K. Douglas, Legislative Specialist (Recording Secretary)

Regrets: Councillor Roy
M. Gaskell, Chief Administrative Officer

1. Declarations of Pecuniary Interest

1.1 There were no declarations of pecuniary interest.

Moved By Councillor Newman
Seconded By Councillor Leahy

That Council move in-camera in accordance with Procedure By-law # 7462-18, Closed Meeting Policy G 040, and the Municipal Act, 2001, Section 239 (2)(c) a proposed or pending acquisition or disposition of land by the municipality or local board.

Carried

2. Closed Session

- 2.1** Confidential Community Services Department Report, CMS 20-21
Re: Whitby Sports Complex – Adjacent Land Acquisition Costs and Next Steps

This portion of the meeting was closed to the public. [Refer to the In Camera minutes of the meeting - Town Clerk has control and custody.]

- 2.2** Confidential Financial Services Department, Public Works (Engineering) Department, and Legal and Enforcement Services Joint Report, FS 63-21
Re: Update on Proposed Purchase of 112 Colborne Street, Part Lot 30, 1st Double Range, Plan H-50032, PIN 26502-0046 (LT) from Platanos Incorporated

This portion of the meeting was closed to the public. [Refer to the In Camera minutes of the meeting - Town Clerk has control and custody.]

3. Rising and Reporting

- 3.1** Motion to Rise

Moved By Councillor Newman
Seconded By Councillor Drumm

That Council rise from the closed portion of the meeting.

Carried

- 3.2** Reporting Out

Mayor Mitchell advised that during the closed portion of the meeting, Council discussed the proposed acquisition of lands by the municipality.

Resolution # 299-21

Moved By Councillor Shahid
Seconded By Councillor Mulcahy

1. That the requirement to obtain an appraisal in accordance with Town of Whitby Policy F 190 regarding the Acquisition, Sale or

- Other Disposition of Land Policy, be waived for the purchase of land adjacent to the Whitby Sports Complex; and
2. That Staff be directed to report to Council with the recommended design of the Whitby Sports Complex (WSC), including providing budgetary implications of the revised program.

Carried

Resolution # 300-21

Moved By Councillor Drumm
Seconded By Councillor Mulcahy

That a sole source contract be awarded to GHD Limited, in the amount of \$74,000 (plus HST) funded from the capital project 15211601 – Land Purchase – 112 Colborne Street West, for environmental testing related to the proposed property acquisition.

Carried

4. Presentations

- 4.1 Susan Chase and Blair Labelle, Senior Consultants, Perry Group Consulting
Re: Strategy and Principles for Digital Delivery

Susan Chase and Blair Labelle, Senior Consultants, Perry Group Consulting appeared before Council and provided a PowerPoint presentation regarding Strategy and Principles for Digital Delivery. Highlights of the presentation included:

- adapting to customer needs as they evolve through the use of technology;
- the trend toward digitization of government services, such as offering online renewal of licence plate stickers;
- affordability of delivering services online versus in-person;
- improving efficiencies through the application of technology;
- the importance of cybersecurity and risk management;
- attracting and retaining staff with modern and efficient technology;
- trends and projects undertaken by other municipalities regarding technology, such as encouraging remote working arrangements, using data and analytics to inform operations, and new online services;

- digital service patterns that can be applied across similar services to improve the customer experience, such as offering a Live Chat option on all municipal web pages;
- an overview of the strategies being considered in the Corporate IT and Digital Strategic Plan;
- questions to consider when assessing the Town's digital services;
- progress the Town has made regarding technology between 2017 and 2021, including gaps and improvements;
- applying the Digital First approach to the Customer Service Strategy;
- an overview of the six initiatives included in the Digital Service Framework;
- the two phases of developing Digital First Architecture, beginning with the expansion of existing technology followed by implementation of the Customer Service Management (CRM) and digital technologies;
- focus areas of the strategic roadmap, including digital services, workplace and collaboration, service transformations, and data and architecture;
- identifying service gaps and opportunities for improvement;
- a funding model that suggests utilizing Operating Expenditures rather than Capital Expenditures to support a more unified movement to cloud services, encourage innovation, and reduce the burden on Technology and Information Services (TIS);
- the benefits of IT centralization;
- the benefits of applying a Business Process Optimization (BPO) review to the Town's current work planning process;
- the importance of prioritizing digital security through staff education; and,
- a summary of the Digital Strategic Plan recommendations including adoption of the strategy and related principles, investment in new technologies, and action steps to ensure efficient progress.

A question and answer period ensued between Members of Council, Staff, and Susan Chase regarding:

- how the Town's Digital Strategic Plan compares to the strategies of other Durham municipalities;
- means of ensuring equal access to services despite a customer's access to and level of comfort with technology;
- ensuring the continuation of human interaction when delivering Town services as they become digitized;
- whether existing Enterprise Resource Planning (ERP) tools may be utilized to meet the Town's digital technology needs;
- the resources required to effectively digitize current processes;

- the estimated implementation timeline for the Digital Strategic Plan;
- whether the proposed Building Permit Portal will leverage online payment options;
- expanding the Town's online booking options for services; and,
- ensuring a customer first approach when digitizing service delivery.

5. Confirmatory By-law

5.1 Confirmatory By-law

Resolution # 301-21

Moved By Councillor Newman
Seconded By Councillor Leahy

That leave be granted to introduce a by-law and to dispense with the reading of the by-law by the Clerk to confirm the proceedings of the Council of the Town of Whitby at its special meeting held on November 22, 2021 and the same be considered read and passed and that the Mayor and the Clerk sign the same and the Seal of the Corporation be thereto affixed.

Carried

6. Adjournment

6.1 Motion to Adjourn

Moved By Councillor Leahy
Seconded By Councillor Shahid

That the meeting adjourn.

Carried

The meeting adjourned at 6:39 p.m.

Christopher Harris, Town Clerk

Don Mitchell, Mayor

