

Present: Mayor Mitchell
Councillor Alexander (arrived at 6:08 p.m.)
Councillor Leahy
Councillor Lee
Councillor Mulcahy
Councillor Newman
Councillor Roy
Councillor Shahid
Councillor Yamada (arrived at 6.21 p.m.)

Also Present: M. Gaskell, Chief Administrative Officer
S. Beale, Commissioner of Public Works
H. Ellis, Executive Advisor to the Mayor
P. LeBel, Commissioner of Community & Marketing Services
W. Mar, Commissioner of Legal and By-law Services/Town Solicitor
A. McCullough, Manager, Financial Planning
R. Saunders, Commissioner of Planning and Development
C. Siopis, Manager of Corporate Communications
D. Speed, Fire Chief
C. Harris, Town Clerk
L. MacDougall, Temporary Legislative Coordinator (Recording Secretary)

Regrets: None noted

1. Declarations of Pecuniary Interest
2. Presentations

2.1 G. Hardy, Manager, Engineering and Infrastructure Services
Members of Council CityWorks Issue Management Process

G. Hardy, Manager, Engineering and Infrastructure Services, appeared before Council and provided a PowerPoint presentation regarding Members of Council CityWorks (MOC) Issue Management Process. Highlights of the presentation included:

- the utilization of the Lean Process Review to explore

- opportunities for the Town to enhance, streamline, and make processes and service delivery to the public more effective;
- using the CityWorks Program for recording, tracking and reporting resident action inquiries;
- the MOC CityWorks category for managing and reporting inquiries from residents that have escalated through Members of Council;
- the inefficiencies related to the current MOC CityWorks Issue Management Process;
- the steps undertaken to review the MOC CityWorks Issue Management Process, including examining the existing process to determine inconsistencies and inefficiencies and recommending and implementing a new process to eliminate inefficiencies and provide clarity on roles and responsibilities within the processes;
- the goal of CityWorks to assist Council and Staff to achieve the shortest possible response time to residents inquiries;
- ensuring requests, inquiries, and complaints are dispatched to the appropriate staff as efficiently as possible;
- forwarding general inquiries or requests for information to the appropriate Senior Leadership Team Member;
- detailed information regarding the new process and steps to maintain and ensure an appropriate workflow;
- detailed information related to urgent items requiring immediate attention, the action items list to support and compliment the new process and the sample response letters/emails to residents;
- the changes made to the MOC Summary Report, including the expected completion date and the colour coding system for the timeline to complete tasks; and,
- the implementation of the new process commencing January 2019.

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

- whether Members of Council would be apprised via email regarding ongoing discussion between staff and residents;
- whether there would be an automated process following staff responding to residents when issues are resolved;
- clarification on the changes to the standard response time from 7 to 14 business days;
- whether a service request from the public regarding multiple issues would be considered one or multiple requests;
- whether a second request would be opened should a resident inquire regarding the status of their first request; and,
- how many of the residents that contact Members of Council

directly do so because they feel it would be a better way to resolve their concern and/or due to not being aware of how to contact appropriate staff.

3. Adjournment

3.1 Motion to Adjourn

Moved By Councillor Leahy
Seconded By Councillor Lee

That the meeting adjourn.

Carried

The meeting adjourned at 6:40 p.m.

Christopher Harris, Town Clerk

Don Mitchell, Mayor