



City of Hamilton
AUDIT, FINANCE AND ADMINISTRATION COMMITTEE
AGENDA

Meeting #: 21-005
Date: April 8, 2021
Time: 9:30 a.m.
Location: Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's Website:
<https://www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas>

City's YouTube Channel:
<https://www.youtube.com/user/InsideCityofHamilton> or Cable 14

Angela McRae, Legislative Coordinator (905) 546-2424 ext. 5987

1. CEREMONIAL ACTIVITIES
2. APPROVAL OF AGENDA
(Added Items, if applicable, will be noted with *)
3. DECLARATIONS OF INTEREST
4. APPROVAL OF MINUTES OF PREVIOUS MEETING
 - 4.1. March 25, 2021
5. COMMUNICATIONS
6. DELEGATION REQUESTS
 - 6.1. Cameron Kroetsch, Chair of the Lesbian, Gay, Bi-sexual, Transgender and Queer Advisory Committee, respecting an All Advisory Committee Event (For Today's Meeting)

7. CONSENT ITEMS

7.1. Interview Sub-Committee to the Audit, Finance and Administration Committee Minutes - March 17, 2021

7.2. Various Advisory Committee Minutes:

7.2.a. Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Advisory Committee - February 16, 2021

7.2.b. Committee Against Racism - November 24, 2020

7.2.c. Committee Against Racism - January 26, 2021

8. STAFF PRESENTATIONS

9. PUBLIC HEARINGS / DELEGATIONS

9.1. Larry Pomerantz, RainBarrel.ca, respecting the rain barrel program and a 10.8% increase due to supply chain cost increases (Approved March 25, 2021)

9.2. Cameron Kroetsch, Chair of the Lesbian, Gay, Bi-sexual, Transgender and Queer Advisory Committee, respecting an All Advisory Committee Event

10. DISCUSSION ITEMS

10.1. Accounts Receivable Write-Offs for 2020 (FCS21015) (City Wide)

10.2. Banking Agreement - Authorization to Negotiate (FCS21027) (City Wide)

10.3. Amendment of Contract for Residential Water / Wastewater Warranty Protection Plans (FCS21024) (City Wide)

10.4. All Advisory Committee Event (FCS21029) (City Wide)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

13.1. Amendment to the Outstanding Business List:

13.1.a. Items to be removed:

Ward Specific Funding Initiatives Update as of December 31, 2019 (FCS20045) - That staff report back with additional information respecting Appendix D of Report FCS20045

Added: July 9, 2020 at AF&A - Item 8.3

Completed: December 3, 2020 at GIC Budget (FCS20101(a))

OBL Item: 20-G

Citizen Committee Report - Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Advisory Committee - All Advisory Committee Event - Referred back to Clerk's staff to develop a format for an All Advisory Committee Event and report back to AF&A

Added: February 4, 2021 at AF&A - Item 9.3

Completed: April 8, 2021 at AF&A - Item 10.4

OBL Item: 21-B

14. PRIVATE AND CONFIDENTIAL

14.1. March 25, 2021 - CLOSED Minutes

Pursuant to Section 9.1, Sub-section (k) of the City's Procedural By-law 21-021, and Section 239(2), Sub-section (k) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board.

14.2. Fraud and Waste Investigation Update Report #28276 (AUD21003) (City Wide)

Pursuant to Section 9.1, Sub-sections (b) and (d) of the City's Procedural By-law 21-021, and Section 239(2), Sub-sections (b) and (d) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to personal matters about an identifiable individual, including municipal or local board employees; and labour relations or employee negotiations.

15. ADJOURNMENT



AUDIT, FINANCE AND ADMINISTRATION COMMITTEE MINUTES 21-004

9:30 a.m.

March 25, 2021

Council Chambers

Hamilton City Hall

Present: Councillors L. Ferguson (Chair), C. Clark, C. Collins, B. Johnson, M. Pearson, A. VanderBeek, and M. Wilson

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. CONSENT ITEMS (Item 7)

(Pearson/Johnson)

That the following Consent Items (Item 7), be received:

- (a) 2020 Fourth Quarter Request for Tenders and Proposals Report (FCS20033(c)) (City Wide) (Item 7.1)
- (b) 2020 Fourth Quarter Emergency and Non-competitive Procurements Report (FCS20034(c)) (City Wide) (Item 7.2)
- (c) 2020 Fourth Quarter Non-Compliance with the Procurement Policy Report (FCS20035(c)) (City Wide) (Item 7.3)
- (d) Annual Assessment Appeals as of December 31, 2020 (FCS21012) (City Wide) (Item 7.4)
- (e) Annual Tax Arrears as of December 31, 2020 (FCS21013) (City Wide) (Item 7.5)
- (f) Report of the 2020 Remuneration and Expenses as Required under Section 284 of the Municipal Act (FCS21014) (Item 7.6)
- (g) Enhancing Compliance with City-Wide Cash Handling Policy (AUD21002) (City Wide) (Item 7.7)
- (h) Occupational Injury and Illness Claims Annual Report 2020 (HUR21005) (City Wide) (Item 7.8)

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson

YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

**2. Governance Review Sub-Committee Report 21-002 - February 23, 2021
(Item 10.1)**

(Pearson/VanderBeek)

**(a) 2020 Review of the City's Procedural By-law – Amendments to Allow
for Virtual Participation at Council and/or Committee Meetings
(FCS21004(a) / LS21001(a)) (Item 9.2)**

That Report FCS21004(a) / LS21001(a), respecting 2020 Review of the City's Procedural By-law – Amendments to Allow for Virtual Participation at Council and/or Committee Meetings, be received.

(b) Legal Advice on Contract Terms (LS21006) (City Wide) (Item 13.2)

That Report LS21006, respecting Legal Advice on Contract Terms, be received and remain confidential.

(c) Integrity Commissioner Work Plan (FCS20016(b)) (City Wide) (Item 9.1)

- (i) That the Integrity Commissioner's Work Plan outlined in Appendix "A" to Governance Review Sub-Committee Report 21-002, as amended to remove any references to Council Code of Conduct and Council/Staff Relations Policy, be approved;
- (ii) That the City Clerk be directed to manage the delivery of the Integrity Commissioner's Work Plan as outlined in Appendix "A" to Governance Review Sub-Committee Report 21-002, as amended to remove any references to Council Code of Conduct and Council/Staff Relations Policy; and,
- (iii) That completed Work Plan items outlined in Appendix "A" to Governance Review Sub-Committee Report 21-002, as amended to remove any references to Council Code of Conduct and Council/Staff Relations Policy, be presented to General Issues Committee for discussion.

At Committee's request, Item (c) respecting the Integrity Commissioner Work Plan (FCS20016(b)) was voted on separately as follows:

**Result: Motion on Item (c) of the Governance Review Sub-Committee
Report 21-002 - February 23, 2021, CARRIED by a vote of 5 to 1, as follows:**

YES - Ward 13 Councillor Arlene VanderBeek

YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
CONFLICT - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
NO - Ward 1 Councillor Maureen Wilson

Result: Motion on the balance of the Governance Review Sub-Committee Report 21-002 - February 23, 2021, CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

3. Corporate Technology and Software Standardization Committee (FSC21021) (City Wide) (Item 10.2)

(Pearson/Ferguson)

- (a) That Council approve the creation of a Corporate Technology and Software Standardization Committee (CTSSC) with the authority to establish technology and software standards City wide, similar to the Standards and Approved Products Committee from procurement By-law Number 20-205, Policy 14, Section 4.14, Item 2;
- (b) That this Committee report back to Council once a year with an update to the list of corporate technology and software standards along with the rationale for any standards established during the previous year.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

4. Transit Division Radio System Support - Service Agreement (FCS21022) (City Wide) (Item 10.3)

(Pearson/Johnson)

That the General Manager, Finance and Corporate Services, or their designate, be authorized and directed to establish a new multi-year Service Agreement with the incumbent vendor, Bell Mobility Inc. (Bell Mobility) for the support of the radio system used by Hamilton Street Railway (HSR) within the Transit Division of the Public Works Department for a 5-year term with a 5-year extension option as well

as a one (1) year optional extension, at the discretion of the City, under the same terms and conditions as the previous agreement and in a format approved by the City Solicitor pursuant to Procurement Policy #11 – Non Competitive Procurements.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

- YES - Ward 13 Councillor Arlene VanderBeek
- YES - Ward 12 Councillor Lloyd Ferguson
- YES - Ward 11 Councillor Brenda Johnson
- YES - Ward 10 Councillor Maria Pearson
- YES - Ward 9 Councillor Brad Clark
- YES - Ward 5 Councillor Chad Collins
- YES - Ward 1 Councillor Maureen Wilson

5. Authority to Negotiate and Place a Debenture CityHousing Hamilton (CHH) Project - 500 MacNab Street (FCS19068(b)) (City Wide) (Item 10.4)

(Pearson/Collins)

- (a) That the General Manager, Finance and Corporate Services, be authorized to enter into and execute any necessary agreements, including any agreements with Infrastructure Ontario's Loan Program, to secure the capital funding required for CityHousing Hamilton Corporation project at 500 MacNab Street with content acceptable to the General Manager, Finance and Corporate Services, and in a form satisfactory to the City Solicitor;
- (b) That the General Manager, Finance and Corporate Services, be authorized and directed to negotiate and confirm the terms, placement and issuance of all debenture issue(s) and / or private placement debenture issue(s), in either a public or private market and / or bank loan agreements and debenture issue(s) and / or variable interest rate bank loan agreements and debenture issue(s), in an amount not to exceed \$3,950,000 Canadian currency in support of CityHousing Hamilton for project at 500 MacNab Street;
- (c) That the General Manager, Finance and Corporate Services, be authorized and directed to enter into and execute any necessary agreements, to engage the services of all required persons, agencies and companies to secure the terms and issuance of the debenture issue(s) described in Recommendation (b) to Report FCS19068(b) including, but not limited to, external legal counsel, fiscal agents and financial professionals, with content acceptable to the General Manager, Finance and Corporate Services, and in a form satisfactory to the City Solicitor;
- (d) That the General Manager, Finance and Corporate Services, Mayor and City Clerk are individually authorized and directed to enter into and / or execute, on behalf of the City of Hamilton, all agreements and necessary ancillary documents to implement Recommendation (b) to Report FCS19068(b) and in order to secure the terms and issuance of the

- debenture issue(s) described in Recommendation (b) to Report FCS19068(b) with content acceptable to the General Manager, Finance and Corporate Services, and in a form satisfactory to the City Solicitor;
- (e) That the General Manager, Finance and Corporate Services, be authorized and directed to administer all agreements and necessary ancillary documents described in Recommendations (a), (c) and (d) to Report FCS19068(b);
 - (f) That the City of Hamilton will act as guarantor of the long-term financing identified in Recommendation (b) to Report FCS19068(b) not to exceed \$3,950,000 sought by CityHousing Hamilton Corporation for the 500 MacNab Street Project and that the General Manager, Finance and Corporate Services, and City Clerk be authorized to execute any agreements and ancillary documents relating to the guarantee;
 - (g) That the General Manager, Finance and Corporate Services or designate, be authorized to enter into an amending agreement to the existing loan agreement of \$9,229,500 with CityHousing Hamilton for the 500 MacNab Street Project, in a form satisfactory to the City Solicitor, that will permit the use of the additional financing received on the project;
 - (h) That staff be directed to prepare, for Council's consideration, all necessary by law(s) to authorize and implement the CityHousing Hamilton Corporation projects at 500 MacNab Street including by-laws for the purpose of authorizing the debenture issue(s) in accordance with Recommendations (b), (c), (d), (e), and (f) to Report FCS19068(b) and any by-laws necessary to negotiate, place and secure the required capital funding in accordance with Recommendation (a) to Report FCS19068(b).

Result: Motion CARRIED by a vote of 7 to 0, as follows:

- YES - Ward 13 Councillor Arlene VanderBeek
- YES - Ward 12 Councillor Lloyd Ferguson
- YES - Ward 11 Councillor Brenda Johnson
- YES - Ward 10 Councillor Maria Pearson
- YES - Ward 9 Councillor Brad Clark
- YES - Ward 5 Councillor Chad Collins
- YES - Ward 1 Councillor Maureen Wilson

6. Amendment to the 2019 Development Charges Background Study and Development Charges By-law (FCS21025) (City Wide) (Item 10.5)

(Wilson/Clark)

- (a) That the Development Charges Update Study prepared by Watson & Associates Economists Ltd. and dated March 5, 2021, be released to the public; and,
- (b) That staff be directed to incorporate language into the Draft Amending Development Charges By law, included in the Development Charges

Update Study, attached as Appendix “A” to Report FCS21025, to provide a residential intensification exemption, such that new or existing single detached dwellings, semi-detached dwellings or row-dwellings can add up to two secondary dwelling units (SDUs) without paying development charges.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

7. Development Charges Stakeholders Sub-Committee Report 21-001 - March 11, 2021 (Item 10.6)

(Wilson/Collins)

(a) Development Charges Budget – Gross and Net (FCS21023) (City Wide) (Item 7.1)

That Report FCS21023 respecting Development Charges Budget – Gross and Net, be received.

(b) Development Charges Update Study (Item 10.1)

That the Development Charges Update Study, be received.

(c) Appointment of Committee Chair and Vice Chair for 2021-2022 (Item 13.1)

- (i) That Councillor Danko be appointed as Chair of the Development Charges Stakeholders Sub-committee for 2021-2022.
- (ii) That Paul Szachlewicz, Hamilton Chamber of Commerce, be appointed as Vice Chair of the Development Charges Stakeholders Sub-committee for 2021-2022.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

8. Heritage Green Park Improvements (Ward 9) (Item 11.1)

(Clark/Johnson)

WHEREAS, Heritage Green Park, 447 First Rd. West is an active community park in Ward 9 with recreation amenities that support the local residents and beyond;

WHEREAS, recreation amenities and supporting infrastructure in this park would benefit from life cycle replacement and enhancements;

WHEREAS, additional funding sources are required to support the capital replacement and enhancement program in order to implement these improvements; and,

WHEREAS, grant opportunities may exist with the Heritage Green Community Trust, administered through a granting process.

THEREFORE, BE IT RESOLVED:

- (a) That City of Hamilton Staff be authorized and directed to investigate and submit applications for Heritage Green Community Trust grants; and,
- (b) That the Mayor and City Clerk be authorized and directed to execute any required agreement(s) and ancillary documents, with such terms and conditions in a form satisfactory to the City Solicitor.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

9. Standardization of Intergraph Canada Ltd., Hexagon Safety and Infrastructure Division's Computer Aided Dispatch Software for the Hamilton Fire Department (FCS21018) (Item 14.1)

(Pearson/Clark)

- (a) That the Standardization and Single Sourcing of software, support and professional services for the Computer Aided Dispatch System used by Hamilton Fire Department, manufactured by Intergraph Canada Ltd., Hexagon Safety and Infrastructure Division, pursuant to Procurement Policy #14 – Standardization, be approved for a period of five years from the date of Council approval;

- (b) That the General Manager, Finance and Corporate Services, be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with Intergraph Canada Ltd., Hexagon Safety and Infrastructure Division, in a form satisfactory to the City Solicitor;
- (c) That the General Manager, Finance and Corporate Services, be authorized to amend any Contract executed and any ancillary document(s), in a form satisfactory to the City Solicitor, in the event that Intergraph Canada Ltd., Hexagon Safety and Infrastructure Division, undergoes a name change;
- (d) That Closed Session recommendations, be approved and remain Confidential until execution of the necessary agreements and the ancillary documents; and,
- (e) That the contents of Report FCS21018, respecting Standardization of Intergraph Canada Ltd., Hexagon Safety and Infrastructure Division's Computer Aided Dispatch Software for the Hamilton Fire Department remain confidential.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

- YES - Ward 13 Councillor Arlene VanderBeek
- YES - Ward 12 Councillor Lloyd Ferguson
- YES - Ward 11 Councillor Brenda Johnson
- YES - Ward 10 Councillor Maria Pearson
- YES - Ward 9 Councillor Brad Clark
- YES - Ward 5 Councillor Chad Collins
- YES - Ward 1 Councillor Maureen Wilson

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 2)

The Committee Clerk advised of the following changes to the agenda:

6. DELEGATION REQUESTS

- 6.1 Larry Pomerantz, RainBarrel.ca, respecting the rain barrel program and a 10.8% increase due to supply chain cost increases (For a future meeting)

(VanderBeek/Johnson)

That the agenda for the February 18, 2021 Audit, Finance and Administration Committee meeting be approved, as amended.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

- YES - Ward 13 Councillor Arlene VanderBeek

YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(b) DECLARATIONS OF INTEREST (Item 3)

Councillor Clark declared an interest to Item 10.1, the Governance Review Sub-Committee Report 21-002 – February 23, 2021 respecting Item 2, the Integrity Commissioner Work Plan (FCS20016(b)) and Item 3, Legal Advice on Contract Terms (LS21006) as he has requested a review of an incident by the Integrity Commissioner, and while there is no pecuniary interest, there may be a perceived or apparent conflict of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)

(i) February 18, 2021 (Item 4.1)

(Clark/Pearson)

That the Minutes of the February 18, 2021 meeting of the Audit, Finance and Administration Committee be approved, as presented.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(d) COMMUNICATIONS (Item 5)

(i) Correspondence from CityHousing Hamilton, respecting their response to the Audit, Finance & Administration Committee's Outstanding Business List (OBL) Item pertaining to Report AUD17021 (Item 5.1)

(Pearson/Wilson)

That the correspondence from CityHousing Hamilton, respecting their response to the Audit, Finance & Administration Committee's Outstanding Business List (OBL) Item pertaining to Report AUD17021, be received.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson

YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(e) DELEGATION REQUESTS (Item 6)

- (i) Larry Pomerantz, RainBarrel.ca, respecting the rain barrel program and a 10.8% increase due to supply chain cost increases (For a future meeting) (Added Item 6.1)**

(Clark/VanderBeek)

That the delegation request from Larry Pomerantz, RainBarrel.ca, respecting the rain barrel program and a 10.8% increase due to supply chain cost increases, be approved for a future meeting.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(f) GENERAL INFORMATION / OTHER BUSINESS (Item 13)

- (i) Amendments to the Outstanding Business List (Item 13.1)**

(Pearson/Johnson)

That the following amendments to the Audit, Finance & Administration Committee's Outstanding Business List, be approved:

- (a) Item Considered Complete and Needing to be Removed:**

CityHousing Hamilton - Review of Implementation of Renovation and/or Repairs to Parking Lot Project at 395 Mohawk Road East
Added: August 16, 2017 at AF&A - Item 9.2
Completed: March 25, 2021 at AF&A - Item 4.1
OBL Item: F

Process for Addressing Development Charge (DC) Concerns (FCS20007) (City Wide)
Added: February 20, 2020 at AF&A - Item (f)(ii)
Completed: March 25, 2021 at AF&A - Item 9.1 (Procedural By-law 21-021)
OBL Item: 20-B

Citizen Committee Report - Committee Against Racism -
Transitional Model for the Re-opening of HARRC (CAR-19-01)
Added: December 5, 2019 at AF&A - Item 9.3
Completed: February 18, 2021 at AF&A - Item 9.1
OBL Item: 19-S

Academic and Student Residence Development Grant Program
Added: May 16, 2019 at AF&A - Item 11.4
Completed: March 25, 2021 at AF&A - Item 10.5
OBL Item: 19-H

(b) Items Requiring a New Due Date:

Municipal Property Tax Billing Software (FCS20006)
OBL Item: 20-A
Current Due Date: Q1 2021
Proposed New Due Date: Q1 2022

2020 Property and Liability Insurance Renewal Report (LS20010)
OBL Item: 20-C
Current Due Date: Q1 2021
Proposed New Due Date: Q2 2021

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(g) **PRIVATE AND CONFIDENTIAL (Item 14)**

(Pearson/VanderBeek)

That Committee move into Closed Session respecting Item 14.1, pursuant to Section 9.1, Sub-section (k) of the City's Procedural By-law 21-021, and Section 239(2), Sub-section (k) of the Ontario Municipal Act, 2001, as amended, as the subject matter pertains to a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality or local board.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek

YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(i) Standardization of Intergraph Canada Ltd., Hexagon Safety and Infrastructure Division's Computer Aided Dispatch Software for the Hamilton Fire Department (FCS21018) (City Wide)

Staff were provided direction in Closed Session.

For disposition of this matter, please refer to Item 9.

(h) ADJOURNMENT (Item 15)

(Pearson/Wilson)

That, there being no further business, the Audit, Finance and Administration Committee, be adjourned at 10:12 a.m.

Result: Motion CARRIED by a vote of 7 to 0, as follows:

YES - Ward 13 Councillor Arlene VanderBeek
YES - Ward 12 Councillor Lloyd Ferguson
YES - Ward 11 Councillor Brenda Johnson
YES - Ward 10 Councillor Maria Pearson
YES - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

Respectfully submitted,

Councillor Ferguson, Chair
Audit, Finance and Administration
Committee

Angela McRae
Legislative Coordinator
Office of the City Clerk

Request to Speak to Committee of Council

Submitted on Tuesday, February 23, 2021 - 2:43 pm

==Committee Requested==

Committee: Audit, Finance & Administration Committee

==Requestor Information==

Name of Individual: Cameron Kroetsch

Name of Organization: LGBTQ Advisory Committee

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request: To speak to the item on the April 8, 2021 Audit, Finance and Committee Committee's Agenda with respect to an All Advisory Committee Event as recommended by the LGBTQ Advisory Committee through a Citizen Committee Report submitted to AF&A at its February 4, 2021 meeting.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No



Hamilton

**INTERVIEW SUB-COMMITTEE TO THE AUDIT, FINANCE AND
ADMINISTRATION COMMITTEE**

MINUTES 21-001

3:00 p.m.

Wednesday, March 17, 2021

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillors M. Wilson (Chair), and C. Collins

Absent: Councillor B. Clark – City Business

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

The Clerk advised that there were no changes to the agenda.

(Collins/Wilson)

That the agenda for the March 17, 2021 meeting of the Interview Sub-Committee to the Audit, Finance and Administration Committee be approved, as presented.

Result: Motion CARRIED by a vote of 2 to 0, as follows:

NOT PRESENT - Ward 9 Councillor Brad Clark

YES - Ward 5 Councillor Chad Collins

YES - Ward 1 Councillor Maureen Wilson

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

(i) October 21, 2019 (Item 3.1)

(Collins/Wilson)

That the Minutes of the October 21, 2019 meeting of the Interview Sub-Committee to the Audit, Finance and Administration Committee be approved, as presented.

Result: Motion CARRIED by a vote of 2 to 0, as follows:

NOT PRESENT - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(d) PRIVATE & CONFIDENTIAL (Item 4)

(i) October 21, 2019 – Closed Minutes (Item 14.1)

(Collins/Wilson)

- (a) That the Closed Session Minutes of the October 21, 2019 meeting of the Interview Sub-Committee to the Audit, Finance and Administration Committee be approved, as presented; and,
- (b) That the Closed Session Minutes of the October 21, 2019 meeting of the Interview Sub-Committee to the Audit, Finance and Administration Committee, remain confidential.

Result: Motion CARRIED by a vote of 2 to 0, as follows:

NOT PRESENT - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(Collins/Wilson)

That the Interview Sub-Committee to the Audit, Finance and Administration Committee move into Closed Session for Item 4.2, pursuant to Section 9.1, Sub-section (b) of the City's Procedural By-law 21-021, and Section 239(2), Sub-section (b) of the *Ontario Municipal Act, 2001*, as amended, as the subject matter pertains to personal matters about an identifiable individual, including City employees.

Result: Motion CARRIED by a vote of 2 to 0, as follows:

NOT PRESENT - Ward 9 Councillor Brad Clark
YES - Ward 5 Councillor Chad Collins
YES - Ward 1 Councillor Maureen Wilson

(ii) Consideration of the Selection of Additional Committee Members to the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee (Item 4.2)

Staff were provided with direction in Closed Session.

(Collins/Wilson)

That the direction provided to staff in Closed Session be approved and remain confidential.

Result: Motion CARRIED by a vote of 2 to 0, as follows:

NOT PRESENT - Ward 9 Councillor Brad Clark

YES - Ward 5 Councillor Chad Collins

YES - Ward 1 Councillor Maureen Wilson

(e) ADJOURNMENT (Item 5)

(Collins/Wilson)

There being no further business, the Interview Sub-Committee to the Audit, Finance and Administration Committee adjourned at 3:21 p.m.

Result: Motion CARRIED by a vote of 2 to 0, as follows:

NOT PRESENT - Ward 9 Councillor Brad Clark

YES - Ward 5 Councillor Chad Collins

YES - Ward 1 Councillor Maureen Wilson

Respectfully submitted,

Councillor M. Wilson, Chair
Interview Sub-Committee to the
Audit, Finance and Administration
Committee

Angela McRae
Legislative Coordinator
Office of the City Clerk



Hamilton

MINUTES

LGBTQ Advisory Committee

Tuesday, February 16, 2021

6:00 PM - 7:45 PM

Webex

Present: James Diemert, Autumn Getty, Lisa-Marie Johnston, Cameron Kroetsch (Chair), Jake Maurice, Violetta Nikolskaya (Vice Chair), Kyle Weitz, Councillor Maureen Wilson (City Council Appointee)

Regrets: Freja Gray, Terri Wallis

Absent: None

Staff: Pauline Kajiura (Staff Liaison)

Guests: Mikhaila Bernales (BSW Placement Student)

1. Welcome and Introductions

C. Kroetsch took roll call.

2. Land Acknowledgement

V. Nikolskaya provided a Land Acknowledgement.

3. Approval of the Agenda

(K. Weitz / A. Getty)

That the LGBTQ Advisory Committee approve the Agenda for today's meeting as distributed and that the Agenda be amended to separate motion 9.2 into 2 motions creating a new 9.3.

CARRIED

4. Declarations of Interest

None

5. Approval of Minutes of Previous Meeting

(C. Kroetsch / V. Nikolskaya)

That the LGBTQ Advisory Committee approve the minutes from its January 19, 2021 meeting as distributed.

CARRIED

6. 2021 Committee Elections

For Vice Chair - At the previous meeting, C. Kroetsch nominated V. Nikolskaya and the nominee accepted. V. Nikolskaya nominated K. Weitz and the nominee did not accept. K. Weitz nominated J. Diemert but the nominee was not present. The nominee did not accept, at today's meeting. V. Nikolskaya was acclaimed as Vice Chair.

Recording Secretary - There were no nominations.

7. Delegation Requests

7.1 Deputy Chief Ryan Diodati, Chief Administrative Officer Anna Filice, LGBTQ Liaison Officer Rebecca Moran, EDI Specialist Paola Jani, and Community Relations Coordinator Jasbir Dhillon from the Hamilton Police Service as outlined in their request (attached) for a

future meeting, subject to the approval of the City Clerk

(K. Weitz / L. Johnston)

That the delegation request be approved for the March 16, 2021 meeting of the LGBTQ Advisory Committee.

CARRIED

Discussion - Members indicated a general discomfort with this motion since a complaint had been filed against a member of the Committee, in part, for delegating to the Hamilton Police Services Board (HPSB) and wanted to ensure that the City Clerk approved this delegation request and deemed it to be lawful before it proceeded (the motion includes wording to this effect). Staff confirmed that they would confer with the office of the City Clerk before the next meeting, and before extending an invitation to the delegates.

Members were generally concerned about this request in part because an invitation was extended to Hamilton Police Service (HPS) Chief Eric Girt following the events of Pride 2019 as an offer to come forward to discuss issues in public after a suggestion for a private meeting came forward. The Committee felt having this discussion in public was more appropriate. The invitation was not even acknowledged by the HPS. It's slightly puzzling to members of the Committee why HPS is coming forward at this time.

There is also a clear conflict with respect to our inability to delegate to the HPSB without written permission, but the HPS' ability to delegate to the Committee without requiring the same permission. The complaint filed against the Committee's Chair to the Integrity Commissioner explicitly referenced this matter.

Members discussed an ongoing investigation of 2 HPS officers with respect to an engagement, on video, that impacted the community. There is discomfort around having discussions with the HPS until the results of that investigation are known.

In general, several members raised questions about the intentions of HPS in submitting this delegation request.

Members discussed that, considering that the Committee's delegations were refused by the HPSB more than once, that they should be open and welcome a discussion in public like this. The Committee has an opportunity to ask questions and to engage with HPS on this matter directly.

7.2 Graeme Brown, Business Analyst, Business Development from the City of Hamilton with respect to the Economic Development Action Plan as outlined in their request (attached) for a future meeting

(J. Diemert / V. Nikolskaya)

That the delegation request be approved for the March 16, 2021 meeting of the LGBTQ Advisory Committee.

CARRIED

Discussion - Members of the Committee have asked City staff to pass along a message to the delegate to ask if they will be providing materials in advance of their delegation for the Committee to review and, if so, to distribute them to the Committee as soon as possible.

8. Delegations

None

9. Regular Business

9.1 Approval of Chair's Delegation to the Audit, Finance and Administration Committee on April 8, 2021

(C. Kroetsch / J. Diemert)

That the LGBTQ Advisory Committee approve that the Chair delegate to the Audit, Finance and Administration Committee on April 8, 2021 with respect to the Committee's Citizen Committee Report respecting an All Advisory Committee event.

CARRIED

Discussion - The Chair informed the Committee that he had spoken with staff and was informed that this separate permission from the Committee was required. This is important since there is no other way for the Committee to actively participate in this discussion as it is not mandatory for its requests to be referred back before a decision is made, even if those requests are modified from their original form.

Staff updated the Committee that the office of the City Clerk has been directed to think about what the event might look like. There was a brainstorming session about how the event may go, attended by City staff only. Most of the Committee Staff Liaisons agreed that the agenda should be centred on presentations from each Advisory Committee, as suggested by the LGBTQ Advisory Committee, and allow for time for questions. In addition to the Hamilton Cycling Advisory Committee and the Arts Advisory Commission, the Immigrant and Refugee Advisory Committee and the Hamilton Veterans Committee have discussed the event and are in favour of it happening. Some other questions that

came up during the City staff brainstorming session included the following -

- Who will chair the event?
- Are Advisory Committees able to gain consensus via email about the details of the event if timing presents a problem (i.e. that Advisory Committees will not meet in time to give feedback or make requests about the agenda, date, or time of the event)?
- What other agenda items may be required?
- Does this event need to happen via Webex?
- Should City Council Appointees be attending this event?

Members of the Committee wanted more information about whether there might be other platform alternatives for hosting the meeting outside of Webex as there is no accessible captioning currently available to the City of Hamilton through Webex. Staff will follow up to find out about alternatives.

9.2 Recommendation to submit a Citizen Committee Report regarding the Selection Process for Vacancies on the LGBTQ Advisory Committee

(C. Kroetsch / K. Weitz)

That the LGBTQ Advisory Committee recommend that the City of Hamilton focus their selection on youth, Queer and Trans Black, Indigenous, and People(s) of Colour (QTBIPOC), and Two Spirit members of the community; and involve members of the LGBTQ Advisory Committee in the selection process, by submitting the Citizen Committee Report, Focus and Committee Involvement in Selection

Processes (see the attached draft).

CARRIED

Discussion - The mover provided a brief history of the situation, and why this had to be brought forward again including his discussion with the office of the City Clerk around which part of the original Citizen Committee Report from January 2020 this had been included in. Even though the January 2020 report had been approved by City Council, these 2 items were not placed properly in the report and were not considered to be approved as a result.

This is being brought forward to ensure that these items are before City Council in time for the start of the selection process.

A delegation to the Audit, Finance and Administration Committee addressed these issues, according to the member of the Committee who delegated, but were still somehow not incorporated in the approval. Members of the Audit, Finance and Administration Committee seemed to acknowledge the points, as part of the original Citizen Committee Report, and the delegate was confused as to why this additional step was required.

There were some questions put to City staff by the office of the City Clerk that asked that the Committee consider making its recommendation more clearly but members of the Committee thought it was important to state the recommendation on the exact terms as brought forward in January 2020 so as not to create any additional confusion.

City staff and members discussions that the Hamilton Aboriginal Advisory Committee already has a selection process that allows for its members to participate in the selection, directly, and that this should be mentioned during

any delegation on the subject.

According to City staff, a change of this nature would have to come from City Council as it had for the Hamilton Aboriginal Advisory Committee.

Ideas were shared about using anonymous recruitment processes, ensuring that confidentiality was respected, and defining who on the Committee would participate. It was agreed that the Citizen Committee Report would specifically outline who from the Committee would participate, namely the Chair and Vice Chair.

Members expressed frustration that they had to make this request again and encouraged City Council to sign off on our request to ensure that there is better representation in areas where there is currently not enough. Since there are not any members of Two Spirit or LGBTQIA+ communities participating in the selection process, apart from some in City staff who may provide support, members thought it was particularly important that the Committee be included.

9.3 Approval of Chair's Delegation to the Audit, Finance and Administration Committee on February 18, 2021

(C. Kroetsch / J. Diemert)

That the LGBTQ Advisory Committee approve that the Chair delegate to the Audit, Finance and Administration Committee on February 18, 2021 with respect to the Committee's Citizen Committee Report entitled Focus and Committee Involvement in Selection Processes.

CARRIED

10. Discussion Items

10.1 Outstanding Business List

No discussion

10.2 Updates from Working Groups (C. Kroetsch, V. Nikolskaya)

No discussion

10.3 Changes to the Land Acknowledgement (J. Maurice)

J. Maurice informed the Committee that they had reached out to other youth to get feedback and had started brainstorming on changes to the Land Acknowledgement. They hope to bring a motion forward at the next Committee meeting.

10.4 "Pride in Hamilton - An Independent Review into the Events Surrounding Hamilton Pride 2019" (L. Johnston)

This item was brought forward as it was the first time the Committee had an opportunity to comment on it since its release in June 2020 as the Committee was not permitted to meet virtually until August 2020.

Members questioned why the report's writer did not come to the LGBTQ Advisory Committee to report on their findings and why the Hamilton Police Service (HPS) was coming independently.

A member mentioned that the recommendations in the report do not adequately address the report's findings and that there are still individuals facing charges for defending the public at Pride 2019.

This was in contrast to the report produced by HPS, completely refuted and debunked by the Independent

Review, that detailed HPS' own perception of what happened at Pride. It was completely different and HPS removed themselves from all wrongdoing.

Apart from the Hamilton Police Service acknowledging that the Independent Review has value and merit, there needs to be work done internally to acknowledge what happened.

The incident that was recorded on video of a police officer lunging at a member of the community demonstrates that police are not learning from this and that their sincerity about building trust is not genuine. An investigation into that matter will be conducted internally.

A member shared that they felt the Independent Review was damning of police conduct and completely discredited the internal investigation which found no wrongdoing. The Independent Review was clear that those who stepped up to defend the community from white supremacists intent on violence were in no way responsible for what happened. The Independent Review was clear that groups, like the Proud Boys, were there to cause harm and that the City's permissive attitude toward their congregation in front of City Hall exacerbated this situation. The review's writer made it clear that HPS had a number of tools at its disposal, including laws, bylaws, and policies, that its officers chose not to use and that its leadership chose not to enforce.

A member raised the question of where this \$600,000 to pay for the report came from exactly? What budget line? How was it funded? They also commented that the review does not go far enough in acknowledging the balance of power or directing HPS to apologize to Pride Hamilton.

10.5 Citizen Committee Report regarding the All Advisory Committee event (C. Kroetsch)

Refer to Item 9.1 for discussion.

10.6 Citizen Committee Report regarding Accessible Captioning (C. Kroetsch)

C. Kroetsch informed the Committee that there were motions coming forward to the Audit, Finance and Administration Committee on February 18, 2021 in regard to accessible captioning.

10.7 Recruitment and Advertising to Fill Committee's Vacancies (P. Kajiura)

P. Kajiura informed the Committee that the recruitment process had begun to fill all 6 vacancies. The creative team from the city produced the advertisements in collaboration with Matthew Crans and it was successfully rolled out.

Members expressed that this was an unprecedented collaboration between the LGBTQ Advisory Committee and the City of Hamilton and that this sort of communication and collaboration would be welcome in the future around other issues.

11. Correspondence

Response from the City Clerk's office to the Committee's Comments with respect to its December 2020 Letter

Discussion - The office of the City Clerk's response to the matter clearly stated that they would not involve the Committee in changes to the formatting of its Minutes, despite all of the current changes having been worked out in agreement with the Committee.

In terms of the other issues, it looks like they have been adequately responded to by the office of the City Clerk, especially in clearing up the oversight with respect to excluding Committees from writing their own Citizen Committee Reports.

12. Adjournment

(J. Diemert / V. Nikolskaya)

That, there being no further business, the meeting be adjourned at 7:45 PM.

CARRIED



Hamilton

MINUTES

Committee Against Racism

Tuesday, November 24, 2020

6:30 PM

Webex

Present: Marlene Dei-Amoah, Phillip Jeffrey, Taimur Qasim, Shamini Jacob, Annie Law, Tyrone Childs, Leslyn Gombakomba, Pauline Kajiura (Staff Liaison), Mikhaila Bernales (McMaster BSW Placement Student)

1. WELCOME AND INTRODUCTIONS

The Chair welcomed all in attendance.

2. LAND ACKNOWLEDGEMENT

P. Kajiura read the Land Acknowledgement.

3. APPROVAL OF THE AGENDA

(T. Qasim, T. Childs)

Motion: To approve the agenda, as distributed

CARRIED

4. DECLARATIONS OF INTEREST

None declared.

5. APPROVAL OF MINUTES OF PREVIOUS MEETINGS

5.1 Minutes – Meeting of February 25, 2020

(P. Jeffrey, S. Jacob)

Motion: To approve the minutes of the meeting held February 25th, 2020, as distributed, with amended numbering to make it sequential.

CARRIED

5.2 Minutes – Meeting of October 27, 2020.

(A. Law, T. Qasim)

Motion: To approve the minutes of the meeting held October 27th, 2020, as distributed, with the following amendments:

Item 9.2 is corrected as follows: Taimur Qasim accepted the nomination and was appointed as CAR's Vice-Chairperson.

Item 9.3, correction of name should read: Taimur Qasim

CARRIED

6. COMMUNICATIONS

None.

7. DELEGATION REQUESTS

None.

8. CONSENT ITEMS

None.

9. PUBLIC HEARINGS /DELEGATIONS

None.

10. STAFF PRESENTATIONS

10.1 Agenda Item Categories

P. Kajiura provided an explanation of the various categories of the City of Hamilton's agenda template for Advisory Committees, as requested by the committee at the previous meeting.

11. DISCUSSION ITEMS

11.1 Review Recommendations on City of Hamilton's Hate Prevention & Mitigation Initiative.

The Initiative is currently in the phase of inviting suggestions for the strengthening and refinement of the recommendations that came from community engagement.

CAR was invited to provide input as a Committee and provided suggestions during the meeting, which P. Kajiura will pass along to the consultant.

11.2 Committee's Workplan

DEFERRED

11.3 Issues raised in correspondence received in meeting of October 27, 2020.

DEFERRED

11. 4 HARRC update

The closing date for the applications for HARRC's Board of Directors is December 4, 2020

11.5 Committee Member recruitment and selection

Citizen Committee Report is to be sent to the Audit, Finance and Administration Committee, to request a recruitment process be underway.

12. MOTIONS

12.1 2021 Budget Request

T. Childs/T. Qasim

To authorize M. Dei-Amoah and P. Kajiura to proceed in developing and submitting the budget request in the same amount as last year's request, \$8900.

CARRIED

13. NOTICES OF MOTION

None.

14. GENERAL INFORMATION / OTHER BUSINESS

None.

15. PRIVATE AND CONFIDENTIAL

None

16. ADJOURNMENT

(T. Childs, S. Jacob)

That the Committee Against Racism meeting adjourn at 8:50pm.

CARRIED

Next meeting is scheduled for Tuesday December 22nd at 6:30pm



Hamilton

MINUTES
Committee Against Racism (CAR)
Tuesday, January 26, 2021, 6:30 pm
Webex

Present: John Ariyo (staff), Mikhaila Bernales (McMaster BSW Placement Student), Marlene Dei-Amoah (Chair), Shamini Jacob, Phillip Jeffrey, Pauline Kajiura (Staff Liaison), Annie Law, Councillor Nrinder Nann, Taimur Qasim
Regrets: Leslyn Gombakomba
Absent: Tyrone Childs

1. WELCOME AND INTRODUCTIONS

M. Dei-Amoah called the meeting to order.

1.1 M. Dei-Amoah welcomed Councillor Nrinder Nann who was appointed to the Committee by Council on December 16, 2020. Councillor Nann expressed her pleasure in joining and that in seeing the role unfilled had waited for someone who is not racialized to take the role as it is important for non-racialized individuals to do this important work but did not want to see the role vacant and sees as an instinctive fit for her.

(a) LAND ACKNOWLEDGEMENT

P. Kajiura read the Land Acknowledgement.

(b) APPOINTMENT OF CHAIR, VICE-CHAIR, AND SECRETARY (Item 2)

Chair: M. Dei-Amoah – nominated by P. Jeffrey; seconded by T. Qasim; nomination accepted; M. Dei-Amoah acclaimed as Chair.

Vice-Chair: T. Qasim – nominated by M. Dei-Amoah; seconded by S. Jacob; nomination accepted; T. Qasim acclaimed as Vice-Chair.

Secretary: P. Jeffrey – nominated by T. Qasim; seconded by A. Law; nomination accepted; P. Jeffrey acclaimed as Secretary.

(c) APPROVAL OF THE AGENDA (Item 3)

The Staff Liaison advised of the following changes to the agenda:

1. The Land Acknowledgement was added to the agenda after the Welcome and Introductions.

2. A report from Councillor N. Nann on the hate incident she and her staff experienced on January 6, 2021 was added under General Information/Other Business.

(T. Qasim, S. Jacob)

That the agenda of January 26, 2021 be approved, as amended

CARRIED

(d) DECLARATIONS OF INTEREST (Item 4)

None declared.

(e) APPROVAL OF MINUTES OF PREVIOUS MEETINGS (Item 5)

That approval of the minutes of November 24, 2020 be deferred to the next meeting.

DEFERRED

(f) COMMUNICATIONS (Item 6)

(i) Clerk's Department, Dec 11, 2020 re: Advisory Committee and Citizen Committee Reports; Letter to Advisory Committees re: Clarifying the Committee Structure and Streamlining of Advisory Committee Processes (Item 6.1)

(A. Law, T. Qasim)

That, in view of the new processes regarding the minutes of Advisory Committees, the Committee Against Racism requests acknowledgment from the Legislative Coordinator that the minutes have been reviewed, whether there have been revisions made or not, and that revisions be identified/tracked and provided to the committee by the Legislative Coordinator.

CARRIED

(g) DISCUSSION ITEMS (Item 8)**(i) Committee Meeting Dates 2021 (Item 8.1)**

Currently, meetings are held on the 4th Tuesday of each month, 6:30pm – 8:30pm. The committee made no change, however, Cllr. Nann may have a conflict on some dates.

(ii) Afro- Canadian Caribbean Association (ACCA) 's request for sponsorship for "Remembering Martin and Linc" online commemoration event, Sunday January 17, 2021 at 2:00pm (Item 8.2)**(M. Dei-Amoah, A. Law)**

That the Committee Against Racism allocate \$1,000 to ACCA's "Remembering Martin and Linc" event held Sunday, January 17, 2021.

CARRIED**(iii) Committee's Budget 2021 (Item 8.3)**

Council approved the Committee's 2021 budget request of \$8,900.00, which is the same amount as last year. The reserves of \$7,000 is separate from the 2021 budget amount.

(iv) Recruitment of new Committee members (Item 8.4)

The Committee stressed the importance in recruiting a diversity of members.

(T. Qasim, P. Jeffrey)

That the Committee Against Racism request the Interview Sub-Committee of the Audit, Finance and Administration Committee be reconvened to review applications for 2 vacant positions on the Committee Against Racism to replenish the Committees membership and that new applications be solicited through a targeted outreach and recruitment process.

CARRIED**(v) Invitation to Hamilton Immigration Partnership Council (HIPC) to provide a presentation; from CAR meeting February 2020 (Item 8.5)**

In January 2020, CAR received correspondence from HIPC asking for an opportunity to meet with CAR to inform HIPC research plans, CAR made

a decision to invite HIPC to provide a presentation. P. Kajiura recently inquired as to whether HIPC is still interested in meeting and found this research has ended and there are no requests of CAR at this time, however, they are happy to provide CAR with a presentation on HIPC's work and priorities, to see if there is an opportunity to collaborate. CAR will wait to invite a presentation until the committee's workplan is updated.

- (vi) Terms of Reference – review and update. (Item 8.6)

(T. Qasim, P. Jeffrey)

That the Terms of Reference – Review and Update, be deferred to the next meeting of the CAR.

DEFERRED

- (vii) Approach to Develop Committee's Workplan (2021- 2022) (Item 8.7)

Working group consisting of the following committee members was established to review and update the workplan: T. Qasim, A. Law, P. Jeffrey and S. Jacob. Will report at the committee's February meeting.

- (viii) Update on Hamilton Anti-Racism Resource Centre (HARRC) (Item 8.8)

A report which includes proposed budget and Board members selected and terms of reference is prepared and will be submitted to Council.

- (ix) Discussion on correspondence received on October 27, 2020 (Item 8.9)

(P. Jeffrey, S. Jacob)

That the Discussion on correspondence received on October 27, 2020, be deferred to the next meeting of the CAR.

DEFERRED

- (i) **GENERAL INFORMATION/OTHER BUSINESS (Item 9)**

Councillor N Nann reported on the hate incident which she and her staff experienced on January 6, 2021.

- (j) **ANNOUNCEMENTS (Item 10)**

(S. Jacob, A. Law)

That the Committee Against Racism receive the following information items:

- (i) Hamilton Police Service EDI Specialist (Item 10.1)

- (ii) Hamilton Black Film Festival (Item 10.2)
- (iii) P. Kajiura will circulate an email regarding the Black History Month Launch, January 31, 2021

CARRIED

(k) ADJOURNMENT (Item 11)

(T. Qasim, S. Jacob)

That the Committee Against Racism meeting adjourn at 8:50 pm.

CARRIED

Next meeting is scheduled for Tuesday February 23rd at 6:30pm

Request to Speak to Committee of Council

Submitted on Monday, March 22, 2021 - 12:58 pm

==Committee Requested==

Committee: Audit, Finance & Administration Committee

==Requestor Information==

Name of Individual: Larry Pomerantz

Name of Organization: RainBarrel.ca

Contact Number:

Email Address: info@rainbarrel.ca

Mailing Address: 17 Head Street, Hamilton ON, L8R 1P8

Reason(s) for delegation request: We were recently awarded a contract to sell rain barrels directly to Hamilton residents. Our supplier has since implemented a 10.8% increase due to supply chain cost increases driven by COVID. Overseas shipping rates have since tripled due to supply and demand for shipping containers. Based on the contract price, we now lose money on every rain barrel sold. Procurement states that it would not be fair to permit a pandemic related cost increase, even though the product is sold to residents and therefore has no influence on City budgets. Force Majuere is not accepted for cost increases, but it is the pandemic that driving these increases. I hope the Committee and Council can provide direction to the Procurement Department. I don't believe it is fair to have to subsidize the program when circumstance completely out of our control have change so significantly.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? Yes



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Financial Services and Taxation Division

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Accounts Receivable Write-Offs for 2020 (FCS21015) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Bev Neill (905) 546-2424 Ext. 6274
SUBMITTED BY:	Mike Zegarac General Manager, Finance and Corporate Services Corporate Services Department
SIGNATURE:	

RECOMMENDATIONS

- (a) That the Schedule of General Accounts Receivable Write-Offs less than \$1,000 in the amount of \$3,877.91 attached as Appendix "A" to Report FCS21015, be received for information;
- (b) That the General Manager of Finance and Corporate Services be authorized to write-off uncollectible Lodges Receivables in the amount of \$68,388.36 attached as Appendix "B" to Report FCS21015.

EXECUTIVE SUMMARY

In accordance with Council Policy:

A listing of uncollectible General Accounts Receivable accounts totalling \$3,877.91 and valued at less than \$1,000 each have been written-off since the last report in May 2020 and is attached as Appendix "A" to Report FCS21015. These amounts have been allowed for in the 2020-year end allowance for doubtful accounts. Therefore, the write-offs of these receivables will not be reflected in the 2021 actual expenditures.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**SUBJECT: Accounts Receivable Write-Offs for 2020 (FCS21015) (City Wide) -
Page 2 of 3**

A listing of uncollectible Lodges Accounts Receivable accounts totalling \$68,388.36 is attached as Appendix “B” to Report FCS21015 for Council approval. Upon approval, the Accounts Receivable Section will remove the accounts from the Aged Trial Balance and prepare the necessary accounting entries. These amounts have been allowed for in the 2020-year end allowance for doubtful accounts. Therefore, the write-offs of these receivables will not be reflected in the 2021 actual expenditures.

Alternatives for Consideration – See Page 3

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The Accounts Receivables write-offs have been allowed for in the 2020-year end allowance for doubtful accounts. Therefore, the write-off of these receivables will not be reflected in the 2020 actual expenditures.

Staffing: None.

Legal: None

HISTORICAL BACKGROUND

This report is being brought forward in accordance with the Accounts Receivable Write-Off Policy, approved by City Council on February 9, 2005, Council Report #05-003, Item 4.

The Write-Off Policy sets the following authorization levels for account write-offs:

- Up to \$500 Director, Financial Services or designate
- Between \$500 and \$1,000 General Manager, Finance and Corporate Services or designate
- Greater than \$1,000 City Council Approval

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Accounts Receivable Write-Off Policy.

RELEVANT CONSULTATION

Originating departments have been advised of the accounts that will be written-off as they pertain to their department’s operations.

- The Lodges Administration provided the write-off items that pertain to their operations.

**SUBJECT: Accounts Receivable Write-Offs for 2020 (FCS21015) (City Wide) -
Page 3 of 3**

ANALYSIS AND RATIONALE FOR RECOMMENDATIONS

All avenues of collection regarding the receivables being recommended for write-off have been exhausted.

Collection procedures include, but are not limited to:

- Mailing written non-payment reminders, such as, statements, demand letters, etc.
- Verbal request by telephone or, in person, where applicable
- Negotiating revised payment terms
- Cross-referencing against the Accounts Payable System
- Drawing on securities held, such as, Letter of Credit, Bonds, etc., if applicable
- Recovery through the tax system by transferring uncollectible items as permitted in our By-Laws
- Legal action
- Use of a Collection Agency

ALTERNATIVES FOR CONSIDERATION

Accounts that are written-off will be removed from the active listing. If future information is received that would aid in the collection of these written-off amounts, active collection would be resumed.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report FCS21015 - Write-off of General Accounts Receivable 2020
Less than \$1,000.

Appendix “B” to Report FCS21015 - Write-off of Lodges Accounts Receivable 2020
Over \$1,000.

BN/dw

Hamilton Receivables Less than \$1,000 For 2020

Customer ID	Customer Name	Amount	Description
119051	Canadian Addiction Treatment Acquisition	63.16	Finance Charges
113710	Canusa Games	35.00	"
114479	Rogers Communication Canada In	31.69	"
100201	C.O.A.S.T.	313.21	"
118741	Shoeless Joe's	67.94	"
116489	Stonehaven Specialty Contracti	128.49	"
116896	Starbucks Coffee Canada	110.87	"
106388	Cogeco Connexion Inc.	29.30	"
108930	McMaster University	84.92	"
118483	Mohawk College Sustainability	88.76	"
118783	Oxford College	313.94	"
119707	Ontario Restaurant Hotel & Mot	38.64	"
120000	Mrs. America Productions Ltd	22.44	"
101185	The Hamilton YWCA	406.62	"
118742	Sasso Pizza	52.52	"
100762	McMaster University, Facility	143.19	"
101087	Sheraton Hamilton	364.67	"
108741	Stoney Creek BIA	69.47	"
114288	Wentworth Standard Condo Corp.	149.02	"
114479	Rogers Communication Canada In	31.69	"
116142	1512081 Ontario Limited	328.56	"
116252	Infrastructure Ontario	400.71	"
118988	CLV Group	72.18	"
102010	Super 8 Motel (Upper James)	49.16	"
119375	Network Sewer & Watermain	69.69	"
119459	Courts Administration Service	20.40	"
119707	Ontario Restaurant Hotel & Mot	38.64	"
120000	Mrs. America Productions Ltd	22.44	"
119051	Canadian Addiction Treatment A	63.16	"
101241	Tuite General Contracting Inc.	189.04	"
116560	Octacom	41.32	"
116909	Canadian Red Cross Society	37.07	"
	Total Finance Charges	\$ 3,877.91	

Lodges Receivable Over \$1,000 for 2020

Customer ID	Customer Name	Amount	Description
1063	*****	32,104.10	Accomodation Accomodation/
903	*****	3,739.86	Personal Trust Account
78	*****	15,870.27	Accomodation Accomodation/
619	*****	10,541.19	Personal Trust Account
648	*****	6,132.94	Accomodation
		68,388.36	

** Personal names not provided as per Council direction.



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Financial Services and Taxation Division

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Banking Agreement - Authorization to Negotiate (FCS21027) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Shelley Hesmer (905) 546-2424 Ext. 3020
SUBMITTED BY:	Mike Zegarac General Manager, Finance and Corporate Services Corporate Services Department
SIGNATURE:	

RECOMMENDATION

- (a) That the General Manager, Finance and Corporate Services, or designate, be authorized to negotiate a one-year agreement with an option to extend one additional year with The Royal Bank of Canada for the provision of banking services outlined in report FCS11084 (October 11, 2011).
- (b) That the General Manager, Finance and Corporate Services, or designate, be authorized to sign the agreement in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

A Request for Proposal (RFP) for banking services for the City of Hamilton (City) was issued in 2011. The contract was awarded to The Royal Bank of Canada (RBC). The term of the agreement was for five years with an option to renew for an additional five-year period. The City exercised the option and the ten-year term expires September 30, 2021.

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SUBJECT: Banking Agreement - Authorization to Negotiate (FCS21027) (City Wide) - Page 2 of 4

City staff is looking for authorization to negotiate a one-year agreement with an option to extend one additional year with RBC for banking services. Switching banks during the pandemic is not preferred. The process is labour intensive and impacts all City departments, Boards and external bodies. With everyone's attention currently focused on the pandemic, issuing an RFP at this time would create a significant amount of work for impacted staff, distracting from pandemic related work.

If a one to two-year agreement is approved, City staff would look to an RFP for banking services during this time period. The term of the next RFP would be for five years with an option to renew for an additional five years.

Alternatives for Consideration – Page 4

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The annual compensation and cash management fees for the period of October 1, 2020 – September 30, 2021 is \$121,550.

Staffing: There are no associated staffing implications.

Legal: Contract with the bank would have to be reviewed and approved by the City Solicitor.

HISTORICAL BACKGROUND

The Royal Bank of Canada (RBC) has provided the City with banking services since it was awarded the contract in May 2001 in report FCS01047. Council approved an extension to the contract with RBC in June 2006 in report FCS06065. The Audit and Administration Committee at its meeting of March 3, 2010, authorized the issuance of Request for Proposal (RFP) for banking Services for a term of ten years in report FCS10018. Staff issued an RFP for banking Services in February 2011 and staff evaluated two proposals received from RBC and Scotiabank between April and July 2011. Council awarded the contract to RBC in October 2011 in report FCS11084. The term of the contract is set to expire September 30, 2021.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

There are no policy implications. Purchasing Policy By-Law 20-205, Policy #5 Section 4.5 (5) requires that this report be presented to Committee and Council and that Council determine the procurement process to be followed.

SUBJECT: Banking Agreement - Authorization to Negotiate (FCS21027) (City Wide) - Page 3 of 4

RELEVANT CONSULTATION

Discussions regarding the need to issue a Request for Proposal for banking services at this time or to ask for authorization to negotiate a one to two-year agreement with our existing bank, RBC, were held with the staff that would be heavily involved in issuing the RFP and undertaking the job of transferring banking services. Based on the information gathered it was preferable to ask for authorization to negotiate a one to two-year contract with RBC for banking services until staff return to the office and covid-19 work pressures are reduced.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The issuance of an RFP for banking services and the changing of banking services have a significant impact on City operations which affects all departments and physical locations. The bank is intricately tied to the financial controls of the City especially as it relates to cash handling, deposits, investments and disbursements. Some of the software had to be interfaced with the banks and, in some cases, the City is utilizing bank supplied software and reporting.

The timing of issuing an RFP for banking services during the pandemic is not ideal. City staff are already being fully utilized. The RFP process is labour intense with a conservative estimate of staff time required being well in excess of 500 hours. In order to draft the RFP, staff from all City departments and Boards must document their banking requirements to be included in the RFP, as well as, develop the evaluation criteria. Once the RFP is issued and the proposals are received, an evaluation must be done by the evaluation team.

Once a decision is made City staff must work closely with the new bank to establish new bank accounts, banking procedures, create new banking reports, establish on-line banking processes, order new cheques and have the bank test them, make changes with the armoured car service, train staff on new processes and systems, ensure all old banking details given out to customers is updated, and old deposit books are collected and new ones are delivered.

City staff is satisfied with the services provided during the past ten years and are supportive of retaining RBC, as the City's bankers, should Council decide to do so.

SUBJECT: Banking Agreement - Authorization to Negotiate (FCS21027) (City Wide) - Page 4 of 4

ALTERNATIVES FOR CONSIDERATION

The City could negotiate a shorter-term extension with RBC to allow enough time to issue an RFP for banking services and then transfer banking services to the new bank. Switching banks would result in a significant amount of staff time and resources. Existing processes and systems would have to change. Staff resources would have to be re-allocated from existing projects to implement the new systems and processes. With staff resources already being fully utilized this will create additional work for staff.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

None.

SH/dw



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Financial Planning, Administration and Policy Division

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Amendment of Contract for Residential Water / Wastewater Warranty Protection Plans (FCS21024) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	John Savoia (905) 546-2424 Ext. 7298
SUBMITTED BY:	Brian McMullen Director, Financial Planning, Administration and Policy Corporate Services Department
SIGNATURE:	

RECOMMENDATIONS

- (a) That the contract for Residential Water / Wastewater Warranty Protection Plans (C2-02-14) between the City of Hamilton and Service Line Warranties of Canada, Inc. be amended so that Service Line Warranties of Canada, Inc. may adjust Warranty Plans fees once during any 12-month period based on increases in the consumer price index for services in Ontario as defined by Statistics Canada and that any such adjustment shall not exceed the CPI percentage increase over the prior year plus two percentage points unless the Parties agree in writing;
- (b) That the Mayor and City Clerk be authorized and directed to execute all necessary documents to amend Contract C2-02-14 between the City of Hamilton and Service Line Warranties of Canada, Inc. dated April 25, 2014, to implement Recommendation (a) of Report FCS21024, in a form satisfactory to the City Solicitor and with content satisfactory to the General Manager, Finance and Corporate Services.

EXECUTIVE SUMMARY

In April 2014, Council endorsed the awarding of a Contract with Service Line Warranties of Canada, Inc. (SLWC) to offer Hamilton residents an optional water and sewer line warranty program that provides emergency repair coverage for residential water service lines, sewer laterals and interior plumbing and drainage (for details refer to Report FCS12044(a)). The Contract was for a term of two years with an option to renew for an additional maximum of two, five-year term renewals at the City's sole discretion. The City is soon to exercise the final five-year renewal term effective April 25, 2021.

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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 2 of 10

The SLWC warranty program offered in Hamilton includes three product plans:

- Sewer Line Warranty – Covers the cost of repairing broken, leaking or clogged outside sewer lines.
- Water Line Warranty – Covers the cost of repairing broken or leaking outside water lines. It should be noted that the Water Line Coverage also includes thawing frozen water lines.
- In Home Plumbing and Drainage Warranty – Covers the cost of broken, leaking or frozen water or sewer lines inside the house, including drain lines connected to the main sewer stack. This does not cover faucets or fixtures, venting issues or gas lines.

With respect to warranty plans fees, the Contract specified that SLWC would be able to re-evaluate and adjust its pricing after the initial two-year term, subject to City approval, should the City choose to exercise the contract extension. Any increase to warranty plans pricing is to be substantiated with documentation which clearly identifies that current pricing levels are not sufficient to cover associated warranty plans costs and expenses, to the satisfaction of the City. A request to increase warranty plans pricing must be submitted 60 days prior to the expiry of the term. If no request is made, the contract extension would occur on the same terms and conditions of the original Contract including price.

Since the program launch in August 2014, SLWC has completed over 6,700 repair / replacements saving residents of Hamilton over \$2.85 M. There was no change in warranty plans pricing when the initial two-year renewal term concluded in April 2016. SLWC has not increased its pricing in the seven-year relationship, to date, as it has strived to maintain the lowest price possible for its customers.

On February 12, 2021, SLWC advised the City of proposed warranty plans price increases for both new and renewing customers, with an effective date of June 1, 2021. For all existing customers, this increase would occur at renewal. SLWC has indicated the warranty plans pricing increase is necessary to maintain the level of service for its customers.

Table 1 of Report FCS21024 outlines SLWC's monthly pricing for both new and renewing customers (prices exclude applicable HST).

TABLE 1

Warranty Plan	Current Price	Price as of June 1, 2021
Water service line (WSL)	\$ 5.00	\$ 6.00
Sewer service line (SSL)	\$ 5.75	\$ 8.00
In-home Plumbing and Drainage (IPD)	\$ 6.50	\$ 9.00

SLWC recognizes costs through the construction fees associated with warranty claims and the frequency of repairs necessary to service its active customer contracts. Both cost elements have risen significantly since the partnership launched in 2014 whereas the warranty plans pricing has not increased.

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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 3 of 10

The following factors have contributed to SLWC's revised pricing summarized in Table 1 of Report FCS21024:

- Average repair costs for the Water Service Line product and the Sewer Service Line product have risen by approximately 25% and 45% respectively since 2014
- Job frequency for the Interior Plumbing and Drain product has risen by 52% since 2014

Refer to the Analysis and Rationale for Recommendation(s) section of Report FCS21024 for more details regarding the increased warranty plans costs and expenses that have led to the revised warranty plans pricing.

The SLWC warranty program has expanded across Ontario, particularly with the Association of Municipalities of Ontario (AMO) Local Authority Services' endorsement, as 61 Ontario municipalities have now joined Hamilton in becoming SLWC partners (refer to Appendix "A" to Report FCS21024). SLWC has indicated that its intent is to have consistent pricing across their Ontario partners. Many of the Ontario SLWC partners permit inflationary warranty plans price annual increases rather than solely when contractual term periods expire.

Renewal letters communicating the price increase will be sent by SLWC to Hamilton existing customers at least 45 days prior to their renewal date, which will give customers the option to opt out of their coverage should they choose.

In order to avoid a recurrence of several years' cumulative price increases when the final contractual term expires in April 2026, staff recommend that the contract for Residential Water and Wastewater Warranty Protection Plans (C2-02-14) be amended so that SLWC may adjust warranty plans fees once during any 12-month period based on increases in the consumer price index (CPI) for services in Ontario as defined by Statistics Canada and that any such adjustment shall not exceed the CPI percentage increase over the prior year plus two percentage points unless both parties agree in writing.

Alternatives for Consideration – N/A

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: All administrative costs associated with the warranty plans from marketing to complete claims handling are the full responsibility of SLWC so that the City bears no financial costs related to program delivery. Per the Contract, SLWC provides the City commission revenues based upon a 5% of premium revenue (for 2020, the City received \$37 K in commission revenues). SLWC has advised the City that, based on past experience with warranty plan price increases, it does not anticipate any major impact with respect to customer retention.

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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 4 of 10

In recognition that the City became SLWC's first Canadian partner and is a leader in offering residents an optional warranty program, the City receives from SLWC, 0.5% of commission revenues generated in other SLWC Ontario partner locales. As many of the Ontario SLWC partners are fairly recent partners, the associated commission revenues have been modest to date (nearly \$13K for 2020).

However, this revenue stream is expected to develop significantly as communities with a large number of households (for example, the City of Ottawa launched the warranty program in February 2021) become a SLWC partner and the overall continued growth in Ontario partnerships.

All revenues the City receives from SLWC are directed to the Rate Supported Budget.

Staffing: N/A

Legal: It is anticipated that the City will be required to enter into an amending agreement in order for SLWC to adjust Warranty Plans fees once during any 12-month period based on increases in the consumer price index (CPI) for services in Ontario as defined by Statistics Canada and that any such adjustment shall not exceed the CPI percentage increase over the prior year plus two percentage points unless the both parties agree in writing.

HISTORICAL BACKGROUND

In April 2014, Council endorsed the awarding of a Contract with Service Line Warranties of Canada, Inc. (SLWC) to offer Hamilton residents an optional water and sewer line warranty program that provides emergency repair coverage for residential water service lines, sewer laterals and interior plumbing and drainage (for details refer to Report FCS12044(a)). The Contract was for a term of two years with an option to renew for an additional maximum of two, five-year term renewals at the City's sole discretion. The City is soon to exercise the final five-year renewal term effective April 25, 2021.

Since the initial marketing campaign in September 2014, over 5,900 residents have chosen to enrol in over 11,900 SLWC warranty plans and over 6,700 claims have been addressed by SLWC's network of local, licensed contractors at a cost of over \$2.85 M with a claim denial rate of less than 0.8%. This significant amount of repair costs represents investment in local private infrastructure and dollars retained in the Hamilton economy. The contract with SLWC assures the City that all repairs are performed to Ontario Building Code standards and that all appropriate permits, where required, are obtained.

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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 5 of 10

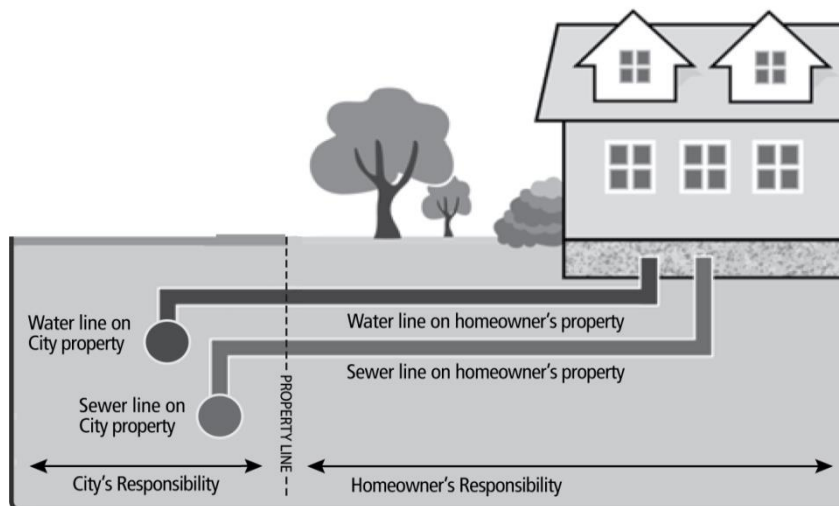
The SLWC warranty program offered in Hamilton includes three distinct coverages:

- Sewer Line Warranty – Covers the cost of repairing broken, leaking or clogged outside sewer lines.
- Water Line Warranty – Covers the cost of repairing broken or leaking outside water lines. It should be noted that the Water Line Coverage also includes thawing frozen water lines.
- In Home Plumbing and Drainage Warranty – Covers the cost of broken, leaking or frozen water or sewer lines inside the house, including drain lines connected to the main sewer stack. This does not cover faucets or fixtures, venting issues or gas lines.

A key objective for the City has been to inform Hamilton homeowners about public versus private ownership of water and sewer lines as delineated per Figure 1 of Report FCS21024. The City continues to be proactive in helping homeowners prepare and / or protect themselves against potential large expenses. The partnership formed with SLWC has met the intention of public education and to also let residents know what options they have to protect themselves from potential liabilities resulting from service line failures.

Generally, there are two marketing mail campaigns annually (usually Spring and Fall) by which SLWC reaches out to Hamilton's nearly 145,000 residential water accounts. This has provided the City the opportunity for educational outreach regarding homeowner water and sewer service line responsibilities at no cost to the City as SLWC pays 100% for all marketing. It should be noted, that all SLWC marketing materials must be approved by the City and that for the City to send out a similar mailing, it would cost approximately \$175 K per each occurrence.

FIGURE 1



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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 6 of 10

In early 2014, the City issued a competitive Request for Proposal (RFP) process so that any company interested in a partnership to offer optional service line warranty plans to Hamilton residents could compete. Ultimately, SLWC offered the lowest price, best coverage, extremely low claim-denial rates and had extensive experience with these partnerships. In 2016, SLWC became part of HomeServe USA Corp (HomeServe) who currently serves over four million customers under similar arrangements with 1,000+ other municipal, utility and association partners in Canada and the United States. HomeServe USA is the North American arm of HomeServe PLC, a London Stock Exchange listed company in the top 200 UK companies by market capitalization.

SLWC provides the City compensation of 5% of City of Hamilton enrolment revenue for allowing the use of the City logo on the warranty offering letters that homeowners receive. The support of the City via the co-branded marketing letters alerts residents of the legitimacy of the program resulting in more enrolments which, in turn, allows SLWC to offer the warranties at lower prices to residents because of the increased participation. The commission revenues received to date have amounted to approximately \$37 K in 2020 and nearly \$215 K since 2014. The revenue the City receives is directed to the Rate Supported Budget.

The SLWC warranty program has grown across Ontario, particularly, with the Association of Municipalities of Ontario (AMO) Local Authority Services' endorsement, as 61 Ontario municipalities have now joined Hamilton in becoming SLWC partners (refer to Appendix "A" to Report FCS21024). In recognition that the City became SLWC's first Canadian partner and is a leader in offering residents an optional warranty program, the City receives from SLWC 0.5% of commission revenues generated in other SLWC Ontario partner locales.

As many of the Ontario SLWC partners are fairly recent partners, the associated commission revenues have been modest to date (nearly \$13K for 2020 and \$34 K since 2014). However, this revenue stream is expected to develop significantly as communities with a large number of households (for example, City of Ottawa launched the warranty program in February 2021) have recently become a SLWC partner and the overall continued growth in Ontario partnerships.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

City of Hamilton Procurement Policy: The Contract constitutes a revenue generating contract between the City and SLWC that yields a financial return for the City in the form of commission revenues and, as such, the City's Procurement Policy is applicable.

RELEVANT CONSULTATION

Corporate Services Department – Legal and Risk Management Services Division and Procurement Section of Financial Services and Taxation Division have been consulted in the preparation of Report FCS21024.

SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 7 of 10

ANALYSIS AND RATIONALE FOR RECOMMENDATIONS

With respect to warranty plans fees, the Contract specified that SLWC would be able to re-evaluate and adjust its pricing after the initial two-year term, subject to City approval, should the City choose to exercise its contract extension. Any increase to warranty plans pricing is to be substantiated with documentation which clearly identifies that current pricing levels are not sufficient to cover associated warranty plans costs and expenses, to the satisfaction of the City. A request to increase warranty plans pricing must be submitted 60 days prior to the expiry of the term. If no request is made, the contract extension would occur on the same terms and conditions of the original Contract including price.

There was no change in warranty plans pricing when the initial two-year renewal term concluded in April 2016. SLWC has not increased its pricing in the seven-year relationship, to date, as it has strived to maintain the lowest price possible for its customers.

On February 12, 2021, SLWC advised the City of proposed warranty plans price increases for both new and renewing customers, with an effective date of June 1, 2021. For all existing customers, this increase would occur at renewal. SLWC has indicated the warranty plans pricing increase is necessary to maintain the level of service for its customers.

Table 1 of Report FCS21024 outlines SLWC's monthly pricing for both new and renewing customers (prices exclude applicable HST).

TABLE 1

Warranty Plan	Current Price	Price as of June 1, 2021
Water service line (WSL)	\$ 5.00	\$ 6.00
Sewer service line (SSL)	\$ 5.75	\$ 8.00
In-home Plumbing and Drainage (IPD)	\$ 6.50	\$ 9.00

SLWC recognizes costs through the construction fees associated with warranty claims and the frequency of repairs necessary to service its active customer contracts. Both cost elements have risen significantly since the partnership launched in 2014 whereas the warranty plans pricing has not increased.

The following factors have contributed to SLWC's revised pricing summarized in Table 1 of Report FCS21024:

- Average repair costs for the Water Service Line product and the Sewer Service Line product have risen by approximately 25% and 45%, respectively, since 2014:
 - for Water Service Line from \$456 (2014) to \$572 (2020)
 - for Sewer Service Line from \$352 (2014) to \$505 (2020)
- Job frequency for the Interior Plumbing and Drain product has risen by 52% since the program initially launched (approximately 300 completed claims in 2015 representing 23% of IPD enrollments to 1,300 claims in 2020 representing 35% of IPD enrollments)

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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 8 of 10

- Low pricing, high acquisition costs due to relatively low resident response and increasing expenses (underwriting and other claims handling costs) have resulted in an average profit margin of 1.66% across the three warranty products
- The revised pricing will align with the pricing for all SLWC Ontario partners while remaining competitive among similar offerings in the marketplace (see pricing below plus applicable taxes):

	WSL Pricing (CAD)	SSL Pricing (CAD)	IPD Pricing (CAD)
Hamilton	\$ 6.00	\$ 8.00	\$ 9.00
New Ontario SLWC Partners	\$ 6.00	\$ 8.00	\$ 9.00
EPCOR (Alberta)	\$ 5.99	\$ 11.99	\$ 9.99
Buffalo Water (US)	\$ 8.85	\$ 15.19	\$ 18.99
Enercare (Canada)	-	-	\$ 17.99
Reliance Home Comfort (Canada)	-	-	\$ 21.99

Prior to issuing the RFP in February 2014, Risk Management Services through the City's insurance broker did conduct a scan of property insurance carriers and at that time, most home insurance policies did not provide coverage for water and sewer lines. As such, most home insurance policies had potentially expensive coverage gaps with respect to water and sewer lines.

The expansion of the SLWC warranty program in Ontario to over 60 Ontario municipalities, has seemingly motivated property insurers to offer riders (insurance endorsements) to home property insurance. Currently, many insurance companies offer optional endorsements to provide coverage for water and sewer lines as an extension of a homeowner's current property policy. For the most part, they are not automatically included in a standard policy and have to be added at the request of the policy holder.

Coverages can range in price from one insurance provider to the next such that the water and sewer line home insurance endorsement monthly cost may, in some cases, be lower than the SLWC program's monthly cost. However, due to the applicable home insurance deductible, the apparent savings are most likely to be erased when the need for a claim arises.

Typically, home insurance deductibles are \$1,000 or higher. Over the past year, the average SLWC water and sewer line claim cost related to 547 water and sewer line warranty repairs performed in Hamilton was approximately \$565. Thus, the home insurance water and sewer line rider coverage deductible negate the perceived cost benefit over the SLWC warranty program. Additional cost considerations are that filing an insurance claim may increase future premiums, deny a future claim or possibly cancel the property policy, making it more difficult for a homeowner to get home insurance in the future.

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SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 9 of 10

Beyond cost considerations, the claim process with SLWC resolves the repair issue quicker and overall is less complicated for a home owner versus a home insurance claim. Under the SLWC warranty program, the home owner contacts a 24/7 repair hotline and a local, licensed, reputable plumber will make the repair in accordance with the Ontario Building Code (note, SLWC repair work carries a one-year warranty). Whereas, the typical insurance claim process regularly involves a site visit from a property insurance adjuster and often times, the property owner has to hire a contractor to perform the repairs.

In addition, 'mystery shopper' calls conducted by SLWC to Canadian insurance agencies reinforced that service line coverage cannot be purchased on its own but could be added to existing policies, with monthly pricing ranging from \$8 to \$12 for Water Service Line coverage and \$9 to \$14 for Sewer Service Line coverage (range based on applicable deductible).

The weighted average of SLWC's revised adjusted monthly pricing is \$7.48. Had there been in place an inflationary CPI pricing mechanism (as per Recommendation (a) of Report FCS21024), the 2021 weighted average of SLWC's pricing would be \$7.63, reinforcing that the SLWC's revised 2021 pricing reflects inflationary cost pressures.

SLWC has been able to provide quality value to Hamilton residents for the past seven years at a consistent price. Based on the aforementioned factors, SLWC's pricing adjustment has been demonstrated as necessary to meet the increased expenses of managing the program.

Renewal letters communicating the price increase will be sent by SLWC to Hamilton existing customers at least 45 days prior to their renewal date, which will give customers the option to opt out of their coverage should they chose.

As noted, SLWC has indicated that its intent is to have consistent pricing across their Ontario partners. Many of the Ontario SLWC partners permit inflationary warranty plans price annual increases rather than solely when contractual term periods expire.

In order to avoid a recurrence of several years' cumulative price increases when the final contractual term expires in April 2026, staff recommends that the contract for Residential Water and Wastewater Warranty Protection Plans (C2-02-14) be amended so that SLWC may adjust warranty plans fees once during any 12-month period based on increases in the consumer price index (CPI) for Services in Ontario as defined by Statistics Canada and that any such adjustment shall not exceed the CPI percentage increase over the prior year plus two percentage points unless both parties agree in writing.

ALTERNATIVES FOR CONSIDERATION

N/A

SUBJECT: Amendment of Contract for Residential Water/Wastewater Warranty Protection Plans (FCS21024) (City Wide) – Page 10 of 10

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

Clean and Green

Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.

People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report FCS21024 – Service Line Warranties Partner List March 2021

JS/dt

SERVICE LINE WARRANTIES PARTNER LIST MARCH 2021

1. **City of Hamilton**
2. Regional Municipality of Peel
3. County of Brant
4. Town of Tecumseh
5. Town of Saugeen Shores
6. Town of Niagara-on-the-Lake
7. Town of South Bruce Peninsula
8. Township of St. Clair
9. Municipality of Meaford
10. Municipality of Grey Highlands
11. Township of Georgian Bluffs
12. Town of Fort Frances
13. Town of Arnprior
14. Town of Parry Sound
15. Township of Southgate
16. Municipality of Bayham
17. Municipality of Callander
18. Municipality of Wawa
19. Town of Atikokan
20. Municipality of Temagami
21. Township of Manitouwadge
22. Town of Mattawa
23. Township of Assiginack
24. Township of Billings
25. Township of Hornepayne
26. Town of Gore Bay
27. Township of McGarry
28. Municipality of Killarney
29. Township of Dubreuilville
30. City of Elliot Lake
31. Town of Malahide
32. Town of Hanover
33. Township of Ramara
34. City of Kenora
35. Town of Bancroft
36. Township of Oro-Medonte
37. Town of Goderich
38. Town of Lincoln
39. City of Windsor
40. Municipality of Port Hope
41. Town of Grand Valley
42. Municipality of South Dundas
43. Municipality of Dutton
Dunwich
44. City of Kingston
45. Township of the North Shore
46. Township of North Glengarry
47. Township of South Glengarry
48. Township of South Stormont
49. Township of Stirling-Rawdon
50. City of Quinte West
51. Town of Shelburne
52. Town of Spanish
53. Municipality of Southwest
Middlesex
54. Township of Loyalist
55. Municipality of Kincardine
56. Municipality of Casselman
57. City of Ottawa
58. Township of North Huron
59. Municipality of Central Huron
60. Municipality of South Huron
61. Town of Prescott
62. Municipality of North Dundas



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
City Clerk's Office

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	All Advisory Committee Event (FCS21029) (Outstanding Business List Item)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Janet Pilon (905) 546-2424 Ext. 4304
SUBMITTED BY:	Andrea Holland City Clerk Office of the City Clerk
SIGNATURE:	

RECOMMENDATION

- (a) That an All Advisory Committee Event be approved for 2021;
- (b) That staff of the Clerk's Office, Legislative Division be directed to Chair the All Advisory Committee Event in 2021; and
- (b) That the Advisory Committee Staff Liaisons be directed to proceed as outlined in the report, in order to facilitate an All Advisory Committee Event in 2021.

EXECUTIVE SUMMARY

At the February 4, 2021, Audit, Finance & Administration Committee received and referred the Citizen Committee Report from the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Advisory Committee respecting the hosting of an All Advisory Committee Event to Clerk's staff to develop a format for an All Advisory Committee Event and report back to the Audit, Finance & Administration Committee on April 8th, 2021.

Alternatives for Consideration – See Page X or Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: All Advisory Committee Event (FCS21029) (City Wide) - Page 2 of 3

Financial: N/A

Staffing: N/A, as the existing Staff Liaisons will be tasked with completing the tasks involved in holding an All Advisory Committee Event.

Legal: N/A

HISTORICAL BACKGROUND

The Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee prepared a Citizen Committee Report for Audit, Finance and Administration Committee's consideration at their February 4, 2021 meeting.

"The purpose is for each AC to have the opportunity to introduce itself and to educate the other ACs about what it does. As part of this presentation, each AC will talk about the successes it has had and the challenges it has faced. There will be an open discussion after these presentations to allow for comments, suggestions, feedback, and support."

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The All Advisory Committee Event will comply with Section 239(1) of the *Municipal Act, 2001*, ensuring that the event is open to the public, being as it will be livestreamed to YouTube.

RELEVANT CONSULTATION

Clerk's received positive feedback from the Hamilton Aboriginal Advisory Committee; Arts Advisory Commission; Hamilton Cycling Committee; Housing and Homelessness Advisory Committee; Immigrant and Refugee Advisory Committee; Keep Hamilton Clean and Green Committee; Mundialization Committee; Seniors Advisory Committee; Hamilton Status of Women Committee; Hamilton Veterans Committee and Waste Management Advisory Committee.

The Committee Against Racism and the Food Advisory Committee did not respond as they did not meet during the timeframe of the survey.

The Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee were not surveyed given that they were the authors of the Citizen Committee Report in agreement of the All Advisory Committee Event.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

OUR Vision: To be the best place to raise a child and age successfully.

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SUBJECT: All Advisory Committee Event (FCS21029) (City Wide) - Page 3 of 3

Clerk's have developed the agenda (attached as Appendix A) and recommended the proposed format based on the feedback received.

Next Steps, if the process outlined within this report is approved by Council:

- (1) All Staff Liaisons will be asked to come to agreed upon date and time for the All Advisory Committee Event, which will be approved by each of the Advisory Committees at their next scheduled meeting;
- (2) One Staff Liaison will be responsible for ensuring that the date and time of the event is in the public meeting calendar; the preparation of the agenda; scheduling the meeting in YouTube; scheduling the WebEx meeting and forwarding the information to each of the Staff Liaison;
- (3) All Staff Liaisons will be responsible for inviting their respective Advisory Committee members to the WebEx meeting;
- (4) All Staff Liaisons will, at a meeting prior to the All Advisory Committee Event, have their Advisory Committee prepare a 5 minute presentation (see below for the details) and appoint a member to be the presenter;
- (5) One Staff Liaison will be responsible for recording the proceedings of the event (all Staff Liaisons will forward a list of the members of their respective Advisory Committees to this Staff Liaison for attendance purposes);
- (6) A member of the Clerk's Office, Legislative Division staff will be appointed as the Chair of the event to provide oversight of the event proceedings and to allow Advisory Committee Members an opportunity to fully participate.

Advisory Committee presentations will include an introduction of the Advisory Committee's purpose (mandate) in order to educate the attendees; the successes and the challenges the Advisory Committee has experienced, with the presentations concluding with questions, comments, feedback and suggestions from the attendees.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**Community Engagement and Participation**

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community

APPENDICES AND SCHEDULES ATTACHED

Appendix A – Draft All Advisory Committee Event Agenda



City of Hamilton
ALL ADVISORY COMMITTEE EVENT

AGENDA - DRAFT

Date: To be confirmed

Time: To be confirmed

Location: Due to the COVID-19 and the Closure of City Hall All electronic meetings can be viewed at:

City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton>

Staff Liaison (To be determined) (905) 546-2424 ext. TBD

1. CEREMONIAL ACTIVITIES

1.1 Welcome / Introductions

1.2 Land Acknowledgment

2. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

3. DECLARATIONS OF INTEREST

4. ADVISORY COMMITTEE PRESENTATIONS (5 Minutes per presentation)

- (a) Hamilton Aboriginal Advisory Committee
- (b) Arts Advisory Commission
- (c) Hamilton Cycling Committee
- (d) Housing and Homelessness Advisory Committee
- (e) Immigrant and Refugee Advisory Committee
- (f) Keep Hamilton Clean and Green Committee
- (g) Mundialization Committee
- (h) Seniors Advisory Committee
- (i) Hamilton Status of Women Committee
- (j) Hamilton Veterans Committee
- (k) Waste Management Advisory Committee
- (l) Advisory Committee for Persons with Disabilities
- (m) Committee Against Racism
- (n) Food Advisory Committee
- (o) Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee

5. ADJOURNMENT