



General Issues Committee

REPORT 12-018

9:30 a.m.

Thursday, June 28, 2012

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Deputy Mayor J. Farr (Chair)
Mayor R. Bratina
Councillors B. McHattie, B. Morelli, S. Merulla, C. Collins,
T. Jackson, J. Partridge, R. Pasuta, R. Powers, L. Ferguson,
M. Pearson

Absent with Regrets: Councillor S. Duvall – Personal Business
Councillor T. Whitehead – Vacation
Councillor B. Johnson – Personal Business
Councillor B. Clark – Vacation

Also Present: C. Murray, City Manager
R. Rossini, General Manager, Finance and Corporate
Services
G. Davis, General Manager, Public Works
T. McCabe, General Manager, Planning and Economic
Development
J. A. Priel, General Manager, Community and Social
Services
Dr. E. Richardson, Medical Officer of Health
C. Newman, Legislative Co-ordinator

THE GENERAL ISSUES COMMITTEE PRESENTS REPORT 12-018 AND RESPECTFULLY RECOMMENDS:

- 1. Corporate Service Delivery Review – Opportunity Filter and Profile Template (CM11009(a)/FCS11056(a)) (City Wide) (Item 3.1)**

That Report CM11009(a)/FCS11056(a), respecting the Corporate Service Delivery Review – Opportunity Filter and Profile Template, be received.

2. Redevelopment of the City of Hamilton's Website (CM12008/ FCS12055) (City Wide) (Item 3.2)

- (a) That Council, in principle approve the outcomes and strategies outlined in Report CM12008, FCS12055;
- (b) That Council approve phase 1 of the City of Hamilton website redevelopment project, beginning with the governance plan, creation of a web redevelopment team, a business case including savings and revenues expected and related aspects, at a cost of \$575,000 to be funded from:
 - (i) \$475,000 from the "Organization-Wide Service Improvements for Telephone and Online Project";
 - (ii) \$100,000 from the unallocated Capital Reserve 102020;
- (c) That staff report back on clear deliverable items and how their implementation affects the overall project funding;
- (d) That Staff report back to the General Issues Committee upon completion of this work, prior to the 2013 budget deliberations;
- (e) That a Web Redevelopment Sub-Committee, be established with a membership of 4 Members of Council, to meet at the call of the Chair.

FOR THE INFORMATION OF COUNCIL:**(a) CHANGES TO THE AGENDA (Item 1)**

The agenda was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

None

(c) STAFF PRESENTATIONS**(i) Corporate Service Delivery Review – Opportunity Filter and Profile Template (CM11009(a)/FCS11056(a)) (City Wide) (Item 3.1)**

Chris Murray, City Manager introduced today's items with the assistance of a PowerPoint presentation. A copy of the presentation was obtained for the official record.

Mr. Murray spoke to the Committee with respect to the changes that are occurring in government, and specifically spoke the changes that are occurring within municipal government. There was an emphasis on the need to seek service improvements and ways in which to find efficiencies.

Mr. Murray introduced consultants Jim Alexander and Bruce Peewer from KPMG. The consultants gave a presentation to the General Issues Committee with the assistance of PowerPoint presentation. A copy of the presentation was obtained for the official record.

Mr. Alexander and Mr. Peewer gave an overview of the service delivery review process, and the objectives and deliverables. They described that the review will look to identify opportunities and begin to narrow down the main priorities, through the mechanisms outlined by the review process.

The Committee asked questions of the process and how the consultation will take place as the process continues.

Please refer to Item 1 for disposition on this matter.

(ii) Redevelopment of the City of Hamilton's Website (CM12008/FCS12055) (City Wide) (Item 3.2)

Mike Zegarac, Director, Financial Planning and Policy gave a presentation to the General Issues Committee with the assistance of PowerPoint presentation. A copy of the presentation was obtained for the official record

Mr. Zegarac, gave a background on the City's website, and indicated the current usage statistics associated with the current website. Mr. Zegarac outlined the key principles of the web redevelopment project, and the need to update the City's webpage to meet *Accessibility for Ontarians with Disabilities Act* (AODA) regulations by 2014.

The Committee expressed concerns with respect to the cost of redeveloping the City's webpage, and wanted to obtain further information with respect to the financial benefits of the redevelopment.

Please refer to Item 2 for disposition on this matter.

(d) GENERAL INFORMATION

- (i) Amendment to Council Communication 5.6 of June 27, 2012 - Correspondence from Andrew L. McCallum, Chief Coroner for Ontario respecting Inquest into the death of Christopher Skinner**

Further to Council's recommendation of June 27, 2012 in which the Medical Officer of Health was directed to report back on the Chief Coroner's report to the General Issues Committee, the Medical Officer of Health is now directed to submit her report to the Board of Health for consideration.

(e) ADJOURNMENT

There being no further business, the Committee adjourned at 1:20 p.m.

Respectfully submitted

Councillor J. Farr
Deputy Mayor

Christopher Newman
Legislative Co-ordinator
June 28, 2012