



**CITY OF HAMILTON**  
**PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**Parking and By-law Services Division**

<b>TO:</b>	Chair and Members Planning Committee
<b>COMMITTEE DATE:</b>	December 1, 2015
<b>SUBJECT/REPORT NO:</b>	Mediation Service Pilot Program (PED11181(e)) (City Wide) (Outstanding Business List Item)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Kelly Barnett (905) 546-2424 Ext. 1344
<b>SUBMITTED BY:</b>	Jason Thorne General Manager Planning and Economic Development Department
<b>SIGNATURE:</b>	

**RECOMMENDATION**

- (a) That the Mediation Service Pilot Program for neighbour disputes be made a permanent program.
- (b) That the item titled Mediation Service Pilot Program be identified as complete and removed from the Outstanding Business List.

**EXECUTIVE SUMMARY**

This Report responds to the Council direction to continue the mediation program for neighbour disputes and report back within a year or when the \$2,500 funding cap is reached whichever comes first.

***Alternatives for Consideration – Not Applicable***

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: Continue a \$2,500 yearly cap for a mediation service absorbed through the existing budget.

Staffing: N/A

Legal: N/A

## **HISTORICAL BACKGROUND**

On September 12, 2012, City Council directed staff to implement a 24 month mediation service pilot for neighbour disputes, and to report back with a full assessment of costs, efficiencies and effectiveness of providing mediation services for the Municipal Law Enforcement Section. Staff signed an agreement for a third party mediation service with Community Justice Initiatives. There was an annual fee of \$5,200 and a \$100 fee for each case that proceeded to mediation.

On December 17, 2014 staff reported back to Committee and recommended that the mediation pilot not be made a permanent program as it was not cost effective due to a low rate of participation. Staff presented an alternative to continue a mediation program with a funding cap of \$2,500, based on a fee per case and no retainer fee. Council endorsed the alternative and directed staff to report back to Committee within a year or when the \$2,500 funding cap was reached whichever came first.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

N/A

## **RELEVANT CONSULTATION**

Community Justice Initiatives was consulted in the preparation of this Report.

## **ANALYSIS AND RATIONALE FOR RECOMMENDATION**

Participation numbers continue to be low however, in staff's opinion, the mediation program is a viable option in dealing with neighbour disputes and there are minimal costs to running the program.

## **ALTERNATIVES FOR CONSIDERATION**

N/A

## **ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN**

### **Strategic Priority #1**

A Prosperous & Healthy Community

*WE enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.*

**Strategic Objective**

- 1.5 Support the development and implementation of neighbourhood and City wide strategies that will improve the health and well-being of residents.

**Strategic Priority #2**

Valued & Sustainable Services

*WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.*

**Strategic Objective**

- 2.3 Enhance customer service satisfaction.

**APPENDICES AND SCHEDULES ATTACHED**

N/A

KB/dt