



**General Issues Committee
MINUTES (BUDGET)
9:30 a.m.
Tuesday, February 7, 2012
Council Chambers
Hamilton City Hall
71 Main Street West**

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

Absent with Regrets: Councillors S. Duvall, B. McHattie – City Business

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 & Economic
Development
J. A. Priel, General Manager, Community Services
Dr. E. Richardson, Medical Officer of Health
H. Hale Tomasik, Executive Director, Human Resources
P. Barkwell, City Solicitor
C. Biggs, Co-ordinator, Committee Services/Council/Budgets

1. CHANGES TO THE AGENDA

The Clerk advised of the following changes:

ADDED PRESENTATION

(i) 4.1 Corporate Services

NOTE: Items 4.1 and 4.2 on the agenda will be re-numbered 4.2 and 4.3 respectively.

ADDED PRIVATE & CONFIDENTIAL

(ii) Proposed Acquisition of Land (Added as Item 9.1) (No copy)

(Collins/Whitehead)

That the agenda be approved, as amended.

CARRIED

2. DECLARATIONS OF INTEREST

None.

3. APPROVAL OF MINUTES OF PREVIOUS MEETING

None

4. STAFF PRESENTATIONS

4.1 Corporate Services

Rob Rossini provided overview, which included performance metrics/ service levels, organizational chart, 2012 net operating budget by division, 2012 gross-net departmental budget, 2012 major cost drivers, 2012 base budget savings, chronically underfunded programs and additional information, including Corporate Services permanent vacancies as at December 31, 2011 and year-to-end levy change trend. Each Director presented the budget for their division.

Corporate Services – Administration

- 2012 net operating budget by section
- 2012 gross-net divisional budget
- 2012 major cost drivers

Staff follow-up:

Staff to provide copy of the work plan that was presented to the Senior Management Team.

City Clerk – Rose Caterini

- Overview of services, including 2011 service indicators, POA charges filed, POA gross revenues, process improvements, organizational chart, 2012 net operating budget by section, 2012 gross-net divisional budget and 2012 major cost drivers

Discussion included:

- Is there any movement afoot for preparing for future elections with respect to accessibility issues, residents not on voters' list
- Seek committee of citizens to deal with elections issues e.g., on-line voting, voting my mail, voters' registration
- From AMO perspective, all municipalities have the same or similar concerns; AMO has established a working group to work through some of these issues

Customer Services, Access and Equity – Jane Lee, Director

- Overview of services and performance metrics/service levels for Customer Contact Centre, Municipal Service Centres, Access & Equity Office, organizational chart, 2012 net operating budget by section, 2012 gross-net divisional budget and 2012 major cost drivers

Discussion included:

- Is there an opportunity to increase services at the Municipal Service Centres to include those offered by Service Canada; staff responded that the Province is looking at their service delivery model; staff will re-initiate discussions, indicating that the City is interested in looking at providing service and the possibilities that may exist
- Need better advertising of serviced offered at MSC's; need to educate and put out more information; let residents know; put out signage of what services are provided as MSC's
- Look at opportunities for synergies with Service Ontario offices across the City; partnerships with other government agencies and outreach; suggest that they conduct some of their business in the City's buildings; possibly reduce numbers of buildings
- Look for opportunities to provide more services with better hours
- Synergies and savings to be realized with having less government buildings in general, resulting in saving money at all levels of government; look at shared model service delivery; look at other services with library staff in terms of technology to improve service
- As implementation of AODA legislation starts to take effect, there will be a significant impact in terms of cost

Information Requested:

- Report back on phone calls to Customer Contact Centre to have better understanding, better breakdown and breadth
- Want to see 2008 to 2012 total contribution to OMERS from the City – increase in dollars
- Want to see breakdown of dropped calls

- Would like to know how busy Customer Contact Centres are on each day of the week to distribute staffing, how many of these individuals are the first point of contact (want to ensure that there is no overstaffing), and better breakdown of information to find out busy periods, rather than lump sum numbers

(Clark/Merulla)

That staff report back on in terms of how people pay for their taxes i.e., through mail, debit, automotive debit and what percentage is and dollar figures; how tax revenue come in from the consumer to the City

CARRIED

(Johnson/Ferguson)

That the Committee recess and reconvene at 12:40 p.m.

CARRIED

Financial Planning & Policy – Mike Zegarac, Director

- Overview of services and performance metrics/service, organizational chart, 2012 net operating budget by section, 2012 gross-net divisional budget and 2012 major cost drivers

Comments included:

- Need to encapsulate not only the savings that have been achieved, but also the issue of cost avoidance through relationships and partnerships

Information requested:

- Update on recoveries from Deutschebank issue; staff will provide an update in terms of the entire issue and where the market value stands to date based on values as of February 2011

Information Services – Maria McChesney, Director

- Overview of services, including Operations, Infrastructure Assets managed by IS, major projects – infrastructure and operations, business applications; 2011 IS Municipal Comparitors, performance metrics/service, organizational chart, 2012 net operating budget by section, 2012 gross-net divisional budget and 2012 major cost drivers

Discussion included:

- Should be a number of Councillors engaged in discussions with respect to the City's website; know elements that are important to Councillors and their constituents

- Pointed out that Councillors do not have the capability to look at Hanson, which would provide Councillors with the opportunity to better serve their constituents; staff to inquire as to why elected officials or their administrative assistants cannot access Hanson and respond to Councillors

(Merulla/Collins)

That staff be directed to investigate a strategy to eliminate current technology with new technology and report back to the appropriate Committee. **CARRIED**

(Powers/Pasuta)

- (a) That the City Manager be encouraged to proceed with the release of the website review report;
- (b) That City staff be requested to ensure adequate consultation with Council and interested citizenry before significant changes to the City's website and functions are implemented. **CARRIED**

Treasury Services – Tony Tollis, City Treasurer

- Overview of services, including 2011 service indicators, performance metrics/service, organizational chart, 2012 net operating budget by section, 2012 gross-net divisional budget and 2012 major cost drivers

(Johnson/Pearson)

That the presentation of the 2012 Corporate Services Budget be received.

CARRIED

The Council-referred Item in the Corporate Services budget will be brought forward during the budget deliberations.

5. MOTIONS

None

6. NOTICES OF MOTION

Councillor Powers introduced the following Notice of Motion;

2012 Budget Deliberations – Full Time Equivalents

That the final 2012 City of Hamilton budget reflect no net increase in FTE's (Full-Time Equivalents) in the City's work force as compared to the 2011 employment numbers.

7. GENERAL INFORMATION/OTHER BUSINESS

None

8. PRIVATE & CONFIDENTIAL

(Pearson/Jackson)

That the Committee moved into closed session at 3:10 p.m. pursuant to Sub-section (c) of the City's Procedural By-law and Section 239(2)(c) of the Municipal Act as the subject matters pertain to a proposed or pending acquisition or disposition of land for City purposes. **CARRIED**

The Chair noted that staff from Legal Services and the Real Estate Section of the Planning and Economic Development Department are currently looking at a proposed property acquisition, and wish to seek direction from the Committee In Camera as to whether or not to pursue the property and if so, on what terms and conditions.

As this involves the potential acquisition of a property, staff is of the view that it will disadvantage the City with respect to the private negotiations if the property is identified publicly at this time. Should negotiations succeed, the purchase would require public approval at that time.

The Committee reconvened in open session at 3:45 p.m.

The Chair reported that direction was provided to staff In Camera.

9. ADJOURNMENT

(Pearson/Powers)

That the Committee recess at 3:45 p.m.

Respectfully submitted

Councillor T. Whitehead
Deputy Mayor