



Corporate Services, Strategy, Risk and Accountability Committee Meeting

Minutes

Date: February 2, 2022

Time: 9:30 am

Location: Council Chambers - members participating remotely

Members Present: Rory Nisan (Chair), Paul Sharman, Kelvin Galbraith, Lisa Kearns, Shawna Stolte, Angelo Bentivegna, Mayor Marianne Meed Ward

Staff Present: Tim Commisso, Kwab Ako-Adjei, Kevin Arjoon, Laura Boyd, Sue Connor, Joan Ford, Sheila Jones, Chad MacDonald, Allan Magi, Angela Morgan, Enrico Scalera, Nancy Shea-Nicol, David Thompson (Audio/Video Specialist), Georgie Gartside (Clerk)

1. Declarations of Interest:

None.

2. Delegation(s):

None.

3. Consent Items:

3.1 Hydro business plan (F-03-22)

Moved by Councillor Galbraith

Receive and file finance department report F-03-22 regarding the Hydro 2022 business plan.

CARRIED

3.2 2021 to 2022 group health benefits renewal (HR-02-22)

Moved by Councillor Galbraith

Retain Sun Life as the provider of major medical, dental, long term disability and life insurance for the benefit year December 1, 2021 to November 30, 2022.

CARRIED

3.3 Halton Court Services business plan and budget (L-05-22)

Moved by Councillor Galbraith

Approve the 2022 Halton Court Services (HCS) budget as presented; and
Contribute \$50,000 from net revenues to the capital reserve fund during 2022 to ensure that requirements of the Capital Reserve Fund Policy are met; and

Approve the draft terms of reference with respect to an external review of Halton Court Services including, but not limited to, development of operations and recommendations relate to service delivery, long-term financial sustainability and governance to a maximum of \$100,000 be provided from the stabilization reserve fund.

CARRIED

4. Regular Items:

4.1 Election Sign By-law (CL-04-22)

Moved by Councillor Kearns

Enact a by-law to regulate election signs in the City of Burlington and repeal By-law 18-2018, attached as appendix B to office of the city clerk report CL-04-22; and

Enact a by-law to amend By-law 34-2007, as amended, being the Sign and Advertising By-law to delete references to election signs, attached as appendix C to office of the city clerk report CL-04-22.

CARRIED

4.2 Vision to Focus progress report as of Q4 2021 (CS-02-22)

Moved by Councillor Stolte

Receive and file Vision to Focus (V2F) progress report and V2F integrated reporting update as of December 2021 as contained in appendices A and B of corporate strategy report CS-02-22.

CARRIED

4.3 City-wide customer experience optimization and operationalization of CRM system (CX-01-22)

Moved by Councillor Kearns

Receive and file customer experience department report CX-01-22 providing an update on city-wide customer experience optimization and operationalization of the CRM system.

CARRIED

4.4 Staff direction regarding closed meeting protocol (CSSRA-02-22) (SD-04-22)

Moved by Councillor Stolte

Direct the City Manager to include in the upcoming report (CM-08-22 – March 2, 2022) a review of the City of Burlington closed session meeting policies and procedures and report back on options and recommendations to ensure the development of updated best practices, policies and procedures. (SD-04-22)

CARRIED

Moved by Councillor Nisan

Refer motion memorandum CSSRA-02-22 regarding closed meeting protocol to the City Manager for a staff-driven process.

LOST

5. Confidential Items:

- 5.1 Confidential update on a real estate matter (L-11-22)

Note: This item was approved at the February 3, 2022 Special Council meeting.

Moved by Councillor Sharman

Proceed with next steps, **as amended**, as outlined in confidential legal department report L-11-22; and

Authorize the City Manager to execute documents in connection with this matter, in a form satisfactory to the Executive Director of Legal Services and Corporation Counsel and with content satisfactory to the Manager of Realty Services.

CARRIED

- 5.2 Confidential contingency report as at December 31, 2021 (F-02-22)

Moved by Councillor Galbraith

Receive and file confidential finance department report F-02-22 providing the status of the reserve for contingencies as at December 31, 2021.

CARRIED

- 5.3 Confidential update on a litigation matter (L-02-22)

Moved by Mayor Meed Ward

Instruct the Executive Director of Legal Services and Corporation Counsel or their designate to proceed in accordance with the instructions sought in confidential legal department supplementary memorandum 2.

CARRIED

- 5.4 Confidential triannual litigation update (L-03-22)

Moved by Councillor Kearns

Direct the Executive Director of Legal Services or their designate to proceed in accordance with the instructions sought in matters #8 and #34 and the balance of confidential legal department report L-03-22 be received and filed.

CARRIED

5.5 Confidential insurance renewal (L-04-22)

Note: This item was withdrawn from the agenda.

6. Procedural Motions:

6.1 Motion to proceed into closed session

Moved by Councillor Bentivegna

Move into closed session in accordance with the following provisions under the Municipal Act:

Section 239(2)(e), litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board, with respect to confidential finance department report F-02-22 providing the status of the contingency reserve as at December 31, 2021, confidential legal department report L-02-22 providing an update on a litigation matter, and confidential legal department report L-03-22 providing the triannual litigation update; and

Section 239(2)(c), a proposed or pending acquisition or disposition of land by the municipality or local board, with respect to confidential legal department report L-11-22 providing an update on a real estate matter.

CARRIED

7. Information Items:

Moved by Councillor Bentivegna

Receive and file the following item, having been given due consideration by the Corporate Services, Strategy, Risk and Accountability Committee.

CARRIED

7.1 Staff presentation to City-wide customer experience optimization and operationalization of CRM system (CX-01-22)

8. Staff Remarks:

9. Committee Remarks:

10. Adjournment:

11:09 a.m. (recessed), 11:14 a.m. (reconvened), 11:59 a.m. (recessed),
1:02 p.m. (reconvened), 1:09 p.m. (closed), 2:47 p.m. (public)

Chair adjourned the meeting at 2:51 p.m.