



**HALIFAX REGIONAL COUNCIL  
COMMITTEE OF THE WHOLE MINUTES  
November 28, 2017**

PRESENT: Mayor Mike Savage  
Deputy Mayor Wayne Mason  
Councillors: Steve Streach  
David Hendsbee  
Lorelei Nicoll  
Sam Austin  
Tony Mancini  
Lindell Smith  
Shawn Cleary  
Russell Walker  
Stephen Adams  
Richard Zurawski  
Matt Whitman  
Lisa Blackburn  
Steve Craig  
Tim Outhit

REGRETS: Councillor Bill Karsten

STAFF: Jacques Dubé, Chief Administrative Officer  
John Traves, Municipal Solicitor  
Sherryl Murphy, Deputy Municipal Clerk  
Sheilagh Edmonds, Legislative Assistant

*The following does not represent a verbatim record of the proceedings of this meeting.*

*The agenda, reports, supporting documents, information items circulated, and video (if available) are online at [halifax.ca](http://halifax.ca).*

*The meeting was called to order at 10:00 a.m., and adjourned at 12:00 p.m.*

## **1. CALL TO ORDER**

Mayor Savage called the meeting to order at 10:00 a.m.

## **2. APPROVAL OF THE MINUTES – October 31 and November 14, 2017**

MOVED by Councillor Walker, seconded by Deputy Mayor Mason

**THAT the minutes of October 31, 2017 and November 14, 2017 be approved.**

**MOTION PUT AND PASSED.**

## **3. 2017-2020 Multi-year Priority Outcome Update – Continuation from November 14, 2017**

The following was before Council:

- A staff report dated November 7, 2017 (originally submitted at the November 14, 2017 meeting) with attached presentation entitled, 18/19 Priority Outcome Discussion and Direction (originally submitted at the November 14, 2017 meeting)
- A map circulated by Councillor Craig

### **Service Delivery**

Jane Fraser, Director, Corporate and Customer Services provided the update on the priority outcome of Service Delivery. Jane Fraser, Maggie MacDonald, Managing Director, Government Relations and External Affairs, and Dave Reage, Director, Halifax Transit responded to questions.

During the discussion Councillor Adams referenced a slide within the presentation, entitled, '*percentage of Businesses that Rate Halifax as an Above Average Place to do Business*' and questioned how this was determined. Maggie MacDonald indicated the information came from Halifax Partnership. Councillor Adams asked that staff forward him this information.

Councillor Mancini questioned how a call regarding a Halifax Water issue is tracked in the 311 Call Centre. Jane Fraser responded that a call about a Halifax Water issue would be transferred over to Halifax Water and currently there is no ability to have it tracked further. Jane noted that there is a plan to implement customer management software that will enable staff to continue to track the call until it has been completed. Jane advised Councillor Mancini that she would follow up with Halifax Water and find out how they track their calls and provide the information to the Councillor.

Councillor Whitman advised of a concern that inquiries which are forwarded to the Provincial Department of Transportation and Infrastructure Renewal are not carried out as a 'warm transfer' and asked Jane to follow-up on this when looking into Councillor Mancini's request.

In response to questions regarding 311 protocols and how inquiries are managed, it was suggested that it would be helpful if staff could provide a 'Lunch and Learn' session. Jane concurred and advised that she would follow-up with the Councillors' Support Office to schedule a session.

### **Social Development**

Cathi Mullally, Director, Human Resources and Diversity and Inclusion provided the staff update on the priority outcome of Social Development. Cathi Mullally; Kate Greene, Business Services Manager, Planning and Development; Brad Anguish, Director, Parks and Recreation; Dave Reage, Director, Halifax Transit; and Tracey Jones-Grant, Manager, Diversity and Inclusion responded to questions.

Councillor Blackburn noted that the number of accessible taxis were dropping quickly and significantly and she questioned what type of plan HRM had in place to deal with this. Mullally advised that the information was not at hand, but staff would follow-up and get back to the Councillor with a response.

**4. ADJOURNMENT**

The meeting adjourned at 12:00 p.m.

Sherryl Murphy  
Deputy Municipal Clerk