Minutes
Member Services Committee
Committee of the Council of
The Corporation of the City of Brampton

Friday, February 26, 2016

Members:
Regional Councillor G. Gibson – Wards 1 and 5 (Chair)
Regional Councillor M. Palleschi – Wards 2 and 6 (Vice-Chair)
Regional Councillor E. Moore – Wards 1 and 5 (arrived at 9:46 a.m. – other municipal business)
Regional Councillor G. Miles – Wards 7 and 8

Other Members Present:
Regional Councillor Medeiros – Wards 3 and 4
City Councillor Fortini – Wards 7 and 8

Staff Present:
Office of the Mayor:
G. Maio, Executive Assistant
Office of the CAO:
J. Patteson, Chief Public Services Officer and Acting Chief Administrative Officer
Office of the Chief Operating Officer:
D. Cutajar, Chief Operating Officer
M. Gordon, Acting Director, Strategic Communications
K. Kiernander, Senior Specialist, Events
Corporate Services:
P. Simmons, Chief Public Services Officer
P. Fay, City Clerk
L. McInnis, Manager, Council Office
T. Brenton, Legislative Coordinator
Public Services:
A. Meneses, Executive Director, Facility Services
M. Solski, Manager, Call Centre Operations
The meeting was called to order at 9:30 a.m. and adjourned at 12:01 p.m.

1. **Approval of Agenda**

   The following motion was considered.

   MS005-2016 That the agenda for the Member Services Committee Meeting of February 26, 2016 be approved, as amended, as follows:

   To add:

   Item 8.3 Discussion at the request of Regional Councillor Gibson, re: Christmas Cards

   Carried

   Note: Later in the meeting on a two-thirds majority vote to reopen the question, the Approval of Agenda was reopened and Item 8.3 was added.

2. **Declarations of Interest under the Municipal Conflict of Interest Act** – nil

3. **Consent** – nil

4. **Announcements** – nil

5. **Delegations** – nil

6. **Staff Presentations** – nil

7. **Reports** – nil

8. **Other/New Business**

   8.1. Discussion Item re: **Council Office Furniture**

   Linda McInnis, Manager, Council Office, Corporate Services, provided a verbal update on Council Office furniture, which included:
   - several Council Members require new desks
- each new Member is provided with a one-time budget of $2,000 per term for office or home furniture or equipment
- meetings will be set up for Council Members with the appropriate staff to review furniture requirements

In response to questions from Committee, staff provided the following:
- overview of Mayor and Councillors’ Office Technology, Equipment and Furniture Policy
- confirmation that any unused funds by a Member will be returned to reserves, and cannot be used by another Member
- details on the life cycle replacement program

The following motion was considered.

**MS006-2016** That the verbal update from Linda McInnis, Manager, Council Office, Corporate Services, to the Member Services Committee Meeting of February 26, 2016, re: *Council Office Furniture*, be received.

Carried

**8.2.** Discussion Item at the Request of Regional Councillor Miles, re: *Processing Calls to Service Brampton Regarding Regional and/or City Issues*

Regional Councillor Miles expressed concern that some calls relating to regional matters may be processed to a City Councillor instead of a Regional Councillor.

Michelle Solski, Manager, Call Centre Operations, Public Services, outlined the procedure for processing calls and inquiries to Council Members and/or their staff, and indicated she is working with Linda McInnis, Manager, Council Office, Corporate Services, on a protocol to address Members’ requirements.

Committee discussion on this matter included:
- availability of statistics by Ward on calls and inquiries
- preference of some Members to have calls/inquiries forwarded to them as well as their Assistants
- need for solid communication between Ward Councillors and Assistants with respect to addressing inquiries
- potential for Members to forward calls/e-mails to both Assistants
The following motion was considered.

MS007-2016 1. That statistical reports be provided quarterly to each Member of Council on call volumes and public inquiries into the Call Centre and Council Office; and,

2. That Service Brampton staff be requested to forward contact alerts to both Ward Councillors, as appropriate; and,

3. That staff be requested to investigate and establish protocols for consistent phone extensions to access positions within the Council Office; and,

4. That staff be requested to enable forwarding of emails addressed to Members (through direct email addresses or portal forms) directly to Member email accounts.

Carried

8.3 Discussion at the request of Regional Councillor Gibson, re: Christmas Cards

Note: Later in the meeting on a two-thirds majority vote to reopen the question, the Approval of Agenda was reopened and this item was added.

See Item 9.1

Linda McInnis, Manager, Council Office, Corporate Services, outlined printing and postage costs for Christmas cards sent by Members in 2015.

Committee discussion on this matter included:
- variance in numbers of Christmas cards sent by Council Members
- need to agree on a set number of cards
- suggestion Member Christmas cards be discontinued unless expensed directly to an individual Member's business expense account
- suggestion that an annual calendar be issued in place of Christmas cards

The following motion was considered.

MS008-2016 That the annual Council calendar replace the need for Member Christmas cards issued through corporate accounts, and Members discontinue the practice of sending corporate Christmas cards
unless they are expensed directly from individual Member business expense accounts, including all printing and postage expenses.

Carried

9. **Deferred/Referred Matters**

9.1. **Council Newsletters and Annual Calendar**

See Item 8.3

Mariann Gordon, Acting Director, Strategic Communications, Office of the Chief Operating Officer, provided the following:
- background on consideration of this matter by the Member Services and Budget Committees
- samples of newsletters and the annual calendar
- details on approximate costs
- information on services provided by Strategic Communications
- proposed layout and corporate content for the newsletters and annual calendar

Ms. Gordon responded to questions from Committee with respect to the proposed format, content and timelines for the newsletters and calendar, and approximate costs.

The following motion was considered.

**MS009-2016**

1. That the Council newsletter be issued twice annually, targeting a June first issue date for 2016; and,

2. That one Council calendar be issued at the end of each year, starting in 2016; and,

3. That staff bring back to Committee a design mock-up of the cover (seasonally-themed) and back pages, photo choices for each month, and the layout of the format for the inside pages.

Carried

9.2. **Establishing the Office of the Municipal Ombudsman**

Peter Fay, City Clerk, Corporate Services, provided a reminder that this matter was referred from Council during budget deliberations, and that if a Municipal
Ombudsman is not appointed then the City would be under the jurisdiction of the Ontario Ombudsman, in accordance with Provincial legislation.

Committee reviewed the requirement at this time for a Municipal Ombudsman.

The following motion was considered.

MS010-2016 That a Municipal Ombudsman not be appointed at this time.

Carried

9.3. **Draft Event Protocol for Attendance and Participation by Members of Council**

Peter Fay, City Clerk, Corporate Services, referenced the draft Event Protocol appended to the agenda for this meeting, which was deferred from the Committee Meeting of December 7, 2015.

Committee consideration of this matter included:

- suggested amendments to the policy to:
  - ensure both Ward Councillors are invited to functions
  - clarify the precedence order where the Mayor is unable to attend a function
- possibility of getting the Mayor’s weekly calendar of events so that Councillors are made aware of city-wide events and not just Ward-specific, i.e. BBOT luncheon
- concern that Federal and Provincial Ministers, MPs, and MPPs are given priority status at City run functions and events over Members of Council
- need for information and discussion on the role of the Acting Mayor

The following motion was considered.

MS011-2016 1. That the Council Event Protocol be amended to:

   a. Include reference to City and Regional Councillors, as opposed to one or the other
   b. Under Item 1.0 (2), clarify the precedence order in the event the Mayor is unable to attend a function, as follows:
      a. Acting Mayor
      b. One of the ward Councillors – if the event is geographically-focused
      c. The relevant Committee Chair if the event is functionally-focused
      d. The relevant Committee Vice-Chair – if the function is functionally-focused
e. Another available Councillor; and,

2. That the City Clerk be requested to prepare a package of the duties and responsibilities of the Acting Mayor, in the event the Mayor is unavailable, in accordance with Council’s Procedure By-law and prevailing legislation.

Carried


Peter Fay, City Clerk, and Linda McInnis, Manager, Council Office, Corporate Services, provided the following
- reminder that this matter was referred from Council during Budget deliberations
- confirmation that the Council Communications position was not included in the budget
- details on the current staffing and funding for the receptionist position

Committee consideration of this matter included:
- need for renovations to the Council Office reception area
- possibility of retaining the Council Communications position, particularly for assistance with social media
- confirmation from staff that the Council Communications position is no longer funded
- need for future discussion about the Council Communications position

9.5 Council Code of Conduct – Referred Item Requesting Additional Rule on “Conduct Between Members of Council”

Committee agreed to vary the order of business and dealt with this item first.

Peter Fay, City Clerk, Corporate Services, provided a reminder that this matter was referred from the Council Meeting of January 27, 2016 (Resolution C005-2016).

Committee consideration of this matter included the potential need for a rule in the Council Code of Conduct to recognize the differences in roles and responsibilities between Regional and City Councillors.

Robert Swayze, Integrity Commissioner, City of Brampton, proposed that this matter be referred to him and the City Clerk for consideration.
The following motion was considered.

**MS012-2016** That Council Resolution C005-2016 (January 27, 2016) be referred to the Integrity Commissioner and City Clerk for consideration of possible rules for the Council Code of Conduct and/or a procedure or policy on the distinctions and shared and individual responsibilities and accountabilities between a City Councillor and a Regional Councillor.

Carried

10. **Notice of Motion** – nil

11. **Correspondence** – nil

12. **Councillors’ Question Period**

   1. In response to questions from Committee regarding the Council Office support staff model, Peter Fay, City Clerk, Corporate Services, advised that amendments to the current model would require a reopening of Council’s decision, and outlined the process for doing so.

13. **Public Question Period** – nil

14. **Closed Session** – nil

15. **Adjournment**

**MS013-2016** That the Member Services Committee do now adjourn to meet again on Monday, May 9, 2016 at 9:30 a.m. or at the call of the Chair.

Carried

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Regional Councillor G. Gibson, Chair