



**EXCELLENCE THROUGH EFFICIENCY AND EFFECTIVENESS
E3 TASK FORCE**

**May 17, 2011
Canada Room**

Attendance:

Regional Councillor Gord Landon
Regional Councillor Joe Li
Councillor. Howard Shore
Councillor Don Hamilton
Councillor Alan Ho
Councillor Alex Chiu
Councillor Logan Kanapathi

Regrets

Deputy Mayor Jack Heath

Staff

John Livey, Chief Administrative Officer
Brenda Librecz, Commissioner of Community & Fire Services
Andy Taylor, Commissioner of Corporate Services
Jim Baird, Commissioner of Development Services
Joel Lustig, Treasurer
Kimberley Kitteringham, Town Clerk
Rhonda Bosch, Senior Manager Shared Services
Dennis Flaherty, Director Communications & Community Relations
Bill Wiles, Manager By-Law Enforcement & Licensing
Andrew Brouwer, Deputy Clerk
Stephen Huycke, Public Services & Records Coordinator
Andrea Tang, Manager Financial Planning
Alida Tari, Council/Committee Coordinator

The Excellence through Efficiency and Effectiveness - E3 Task Force meeting convened at 1:03 p.m., with Regional Councillor Gord Landon in the Chair.

1. CORPORATE SERVICES

The following presentations were deferred from the May 16, 2011 E3 meeting to this date.

Legislative Services Department

Ms. Kimberley Kitteringham, Town Clerk delivered a PowerPoint presentation providing a departmental overview of Legislative Services.

The Committee discussed enforcement of the Town's Sign By-law and the whether the fines should be set higher to discourage violations of municipal By-laws. Staff explained the difficulties associated with laying charges under the Sign By-law, but advised that they will look into options available.

The Committee inquired whether businesses are fined when shopping carts are returned to them. Staff advised that there is a fine charged and this has resulted in more businesses closely managing missing shopping carts.

There was brief discussion regarding the Town's current record retention process and the advantages of converting paper records to an electronic format. Staff advised that they are at the beginning stages of an information management project which is focused on information governance. Pilot programs, such as "e-agenda" will assist with understanding user requirements and will inform the development of options for an eventual enterprise electronic document management system.

The Committee inquired whether the Town has a corporate policy with respect to translation services and translation of documents. Staff advised that there currently is no corporate policy in place. It was noted that the Town does provide some telephone translation services through the contact centre, and that "Google Translate" will be an important feature of the new Portal.

There was discussion regarding the "Kick Start" program that promotes community clean-ups. Councillor Logan Kanapathi suggested that staff meet with him to further discuss his ideas and suggestions regarding the Kick Start program in his Ward. Staff indicated some of the Councillor's ideas will be addressed by the public Realm Strategy.

Regional Councillor Joe Li suggested that a formal policy should be established to guide the filling of a vacancy on Town of Markham Council. The Town Clerk agreed to circulate a memo on appointment policy options for Council information.

The Committee thanked staff for their presentation and complimented Legislative Services for their professional, courteous and helpful staff.

Moved by Councillor Howard Shore

Seconded by Councillor Logan Kanapathi

That the presentation by Kimberley Kitteringham, Town Clerk, regarding Legislative Services Departmental Overview be received.

CARRIED

Contact Centre

Ms. Rhonda Bosch, Senior Manager Shared Services delivered a PowerPoint presentation providing an overview of the Contact Centre Department.

There was discussion regarding the preferred process for dealing with complaints received by Markham that relate to matters of Regional jurisdiction. Staff inquired whether Members of Council would support having an agreement with York Region that would have Markham staff conduct work on limited Regional matters (ie. Picking up debris on Regional roads)

and charge back for some. The Committee stated their support of having such an agreement.

The Committee discussed the need to better promote the services provided by the Contact Centre to increase awareness of it amongst residents. It was suggested that the Contact Centre phone number should be included on the Member of Council's business cards and e-mail signatures.

There was discussion regarding the customer service satisfaction survey. The Committee requested a break down of the survey results by Ward. Staff will forward those reports and pointed out that it will not include the constituent's personal information. The Committee requested that staff investigate whether or not complainant information can be made available to Members of Council under MFIPPA. The Town Clerk will provide an e-mail response to this question.

Councillor Logan Kanapathi advised that he has received complaints from his constituents with respect to the customer service provided by the contact centre. Staff requested that Members of Council document any complaints so that staff can investigate and follow up. Staff advised they will meet with Councillor Kanapathi to further address his concerns.

The Committee thanked staff for their presentation.

Moved by Regional Councillor Joe Li
Seconded by Councillor Howard Shore

That the presentation by Ms. Rhonda Bosch, Senior Manager Shared Services, regarding the Contact Centre Department Overview be received.

CARRIED

COMMUNICATIONS & COMMUNITY RELATIONS

Mr. Dennis Flaherty, Director Communications & Community Relations delivered a PowerPoint presentation providing an overview of the Communications and Community Relations department.

The Committee requested more notice of press conferences so they can make arrangements to attend.

There was discussion with respect to the role of the Communication Advisor and the Manager of Community Relation.

The Committee inquired whether the Markham Life Magazine should continue to be distributed to Markham households. Staff advised that they are doing a survey specific to Markham Life Magazine as a number of questions, one of which will be on electronic versus paper format.

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The Committee thanked staff for the presentation.

Moved by Councillor Howard Shore

Seconded by Regional Councillor Joe Li

That the presentation by Dennis Flaherty, Director Communications & Community Relations, regarding Communications & Community Relations Departmental Overview be received.

CARRIED

ADJOURNMENT

The E3 Task Force meeting adjourned at 4:15 pm.