



**DIVERSITY INITIATIVES' AND
MUNICIPAL SERVICES
COUNCIL WORKSHOP
April 2, 2012
12:00 PM
CANADA ROOM**

Attendance

Mayor Frank Scarpitti
Deputy Mayor Jack Heath
Regional Councillor Gord Landon
Regional Councillor Joe Li
Councillor Valerie Burke
Councillor Howard Shore
Councillor Don Hamilton
Councillor Carolina Moretti
Councillor Colin Campbell
Councillor Alan Ho
Councillor Logan Kanapathi
Councillor Alex Chiu

Andy Taylor, Chief Administrative Officer
Jim Baird, Commissioner Development Services
Brenda Librecz, Commissioner of Community Services
Joel Lustig, Treasurer
Nasir Kenea, Chief Information Officer
Sharon Laing, Director Human Resources
Cheryl McConney-Wilson, Diversity Specialist
Paul Ingham, Director Operations
Don Taylor, Manager Executive Operations
Meg West, Manager Strategic Initiatives
Kitty Bavington, Council/Committee Coordinator

Regrets

Regional Councillor Jim Jones

The Diversity Initiatives' Update and Municipal Services Council Workshop convened at 1:38 PM with Mayor Frank Scarpitti as Chair.

DISCLOSURE OF PECUNIARY INTEREST

None disclosed.

1. DIVERSITY INITIATIVES' UPDATE

Cheryl McConney-Wilson, Diversity Specialist delivered a PowerPoint presentation regarding the diversity action plan.

The Committee discussed the following:

- Statistics on the language line at the Contact Centre
- Statistics regarding the Google translate on the portal site

- Inclusion of lesbian, gay, bisexual and trans (LGBT) community
- Language and culture should be included with the diversity plan
- Ensuring diversity is achieved when hiring Town of Markham summer students
- Lottery strategy relative to summer recruitment
- Ensuring the Race Relation Committee is involved in the diversity process
- Should income be included as part of the diversity plan?
- Importance of enhancing the opportunity for public engagement regarding diversity

2. MUNICIPAL SERVICES

Paul Ingham, Director, Operations delivered a PowerPoint presentation regarding Municipal Services.

The Committee advised that they receive remarkable feedback on the Town's level of service and thanked Mr. Ingham along with all his staff for their excellent service.

There was discussion regarding any potential areas of concern. Staff indicated that the on-going block pruning program could be difficult to sustain. Staff pointed out the impact on staff resources with respect to the growing number of special events.

The Committee discussed the ways in which the service standards are measured. It was suggested that the "Municipal Services - Service Standards by Commission" list be edited.

ADJOURNMENT

The Diversity Initiatives' Update and Municipal Services Council Workshop adjourned at 3:37 PM.