



Special Council Minutes

January 19, 2024, 12:00 p.m.
Whitby Operations Centre
333 McKinney Drive

Present: Mayor Roy
Councillor Bozinovski
Councillor Cardwell (Arrived at 12:20 p.m.)
Councillor Mulcahy
Councillor Leahy
Councillor Lee (Arrived at 12:15 p.m., Left at 2:30 p.m.)
Councillor Lundquist
Councillor Shahid (Arrived at 12:11 p.m., left at 2:17 p.m., Re-joined at 3:00 p.m.)
Councillor Yamada (Arrived at 3:00 p.m.)

Also Present: M. Hickey, Fire Chief
S. Klein, Director of Strategic Initiatives
J. Long, Head of Organizational Effectiveness
J. Romano, Commissioner of Community Services
F. Santaguida, Commissioner of Legal and Enforcement Services/Town Solicitor
R. Saunders, Commissioner of Planning and Development
F. Wong, Commissioner of Financial Services/Treasurer
M. Dodge, Executive Advisor to the Mayor
C. Harris, Town Clerk
K. Douglas, Sr. Legislative Specialist (Recording Secretary)

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1. Call To Order: The Mayor
 2. Call of the Roll: The Clerk
 3. Declarations of Conflict of Interest
There were no declarations of conflict of interest.
 4. Facilitated Session by Rob Adams, Town Hall Consulting

Re: Overview of Customer Service Processes and Good Governance

4.1 Rob Adams, Town Hall Consulting

Re: Good Municipal Governance

Rob Adams, Town Hall Consulting, provided a PowerPoint presentation regarding Good Municipal Governance. Highlights of the presentation included:

- municipal relations and the impact on business operations;
- challenges impacting municipalities; and,
- strategies for fostering positive teamwork.

4.2 Chris Harris, Director of Legislative Services/Town Clerk

Re: MOC CityWorks

Chris Harris, Director of Legislative Services/Town Clerk provided a PowerPoint presentation regarding Members of Council (MOC) CityWorks. Highlights of the presentation included:

- CityWorks upgrades and next steps for improving functionality;
- the current MOC CityWorks process overview;
- responsibilities of staff and Members of Council;
- statistics regarding requests received and resolved; and,
- the Town's digital customer experience vision.

4.3 Paul Thistle, Director of Operational Services

Re: Operations Division - Customer Inquiries and Process Overviews

Paul Thistle, Director of Operational Services, provided a PowerPoint presentation regarding customer inquiries received by the Operations Division and process overviews. Highlights of the presentation included:

- statistics concerning the number of inquiries received by the Operations Centre;
- an overview of the Report a Winter Issue Dashboard;
- communication with residents regarding the resolution of their inquiry;

- the number and nature of requests received through Members of Council; and,
- an overview of the Forestry Program, tree pruning, and special collections.

4.4 Francesco Santaguida, Commissioner of Legal and Enforcement Services/Town Solicitor

Re: Enforcement Services Division - Customer Inquiries and Process Overviews

Francesco Santaguida, Commissioner of Legal and Enforcement Services/Town Solicitor provided a PowerPoint presentation regarding customer inquiries received by the Enforcement Services Division and process overviews. Highlights of the presentation included:

- achieving by-law compliance in a manner that is fair and equitable;
- the timeline for processing complaints received through MOC CityWorks;
- enforcement for non-compliant by-law violations;
- differences between animal and parking by-law enforcement; and,
- the roles and responsibilities of Staff and Members of Council.

4.5 Rob Adams, Town Hall Consulting

Re: Values of Municipal Leadership

Rob Adams, Town Hall Consulting, provided a PowerPoint presentation regarding the values of municipal leadership. Highlights of the presentation included:

- values and characteristics of strong leaders;
- various types of leadership styles;
- statistics concerning employee engagement in North America; and,
- establishing a vision and legacy as a leader.

5. Adjournment

Moved by Councillor Cardwell
Seconded by Councillor Leahy

That the meeting adjourn.

Carried

The meeting adjourned at 4:02 p.m.

Christopher Harris, Town Clerk

Elizabeth Roy, Mayor