

Special Council Meeting Minutes Thursday, August 13, 2015 1:00 p.m. Victoria Parks Community Centre 35 Victoria Crescent, Mono Mills

Mayor A. Thompson Councillor D. Beffort Councillor N. deBoer Councillor J. Downey Councillor A. Groves Councillor J. Innis Councillor G. McClure (Arrived at 1:49 p.m.) Councillor R. Mezzapelli Councillor B. Shaughnessy

Chief Administrative Officer: D. Barnes Deputy Fire Chief: D. Bailey Parks Manager/Landscape Architect: B. Baird Human Resource Associate: R. Carvalho Director of Administration/Town Clerk: C. deGorter Accessibility, Election & Special Projects Manager: L. Hall Director of Development Approval and Planning Policy/Deputy CAO: M. Hall Director of Parks & Recreation: L. Johnston Manager of Corporate Communications: B. Lee Manager of Economic Development: N. Lingard Chief Librarian: C. Lipp Director of Public Works: D. Loveridge Human Resource Business Partner: S. Lyn-Cook Manager, Engineering Services: L. Maitre Web Editor: T. Maxwell Senior Manager, Information Technology: A. Narvali Manager, Energy & Environment: S. Peckford Director of Human Resources: J. Porter Manager of Legislative Services/Deputy Clerk: D. Thompson Treasurer: P. Tollett Manager of Purchasing & Risk Management: A. Valentino Deputy Fire Chief: M. Wallace Communications Co-Ordinator: R. Wilson Manager of Policy & Sustainability: H. Xu

1. CALL TO ORDER

Mayor Thompson called the meeting to order at 1:04 p.m.

2. PRESENTATION

Doug Barnes, Chief Administrative Officer advised of the purpose of the meeting and the objectives to be achieved.

Sara Peckford, Manager of Energy & Environment provided a presentation regarding Customer Service (see attached presentation). Members of Council and staff participated in round table discussion to clarify and define customer service needs for inclusion in the Council Work Plan.

Councillor McClure joined the meeting at 1:49 p.m.

Laura Johnston, Director of Parks & Recreation provided a presentation regarding priorities within the Visioning Exercise to be included in the Council Work Plan. Members of Council and staff participated in round table discussion regarding priorities for consideration.

D. Barnes summarized the discussions and next steps.

Mayor Thompson thanked everyone for their participation.

3. ADJOURNMENT

On verbal motion moved by Councillor R. Mezzapelli and seconded by Councillor D. Beffort, Council adjourned at 4:12 p.m.

Allan Thompson, Mayor

Carey deGorter, Clerk