



Special Council Meeting

Minutes

C#01-19

Monday, January 21, 2019, 10:00 a.m.

Council Chambers

225 East Beaver Creek Road

Richmond Hill, Ontario

A Special Council Education and Training meeting of the Council of the Town of Richmond Hill was held on Monday, January 21, 2019 at 10:00 a.m. in the Council Chambers.

Council Members Present: Mayor Barrow
Regional and Local Councillor DiPaola
Regional and Local Councillor Perrelli
Councillor Beros
Councillor West
Councillor Cilevitz

Regrets: Councillor Muench
Councillor Liu
Councillor Chan

Staff Members Present:

N. Garbe, Chief Administrative Officer
I. Simanovskis, Commissioner of Community Services
M. Gandhi, Director, Communication Services
D. Alexander, Manager, Access Richmond Hill
L. Conde, Manager, Policy and Inter-Governmental Affairs
N. Chakravorty, Administrative Assistant to Members of Council
A. Daneshvar, Administrative Assistant to Members of Council
J. Hambleton, Administrative Assistant to Members of Council
S. Kavassalis, Administrative Assistant to Members of Council
S. Margolin, Administrative Assistant to Members of Council
R. Pham-Nguyen, Administrative Assistant to Members of Council
S. Huycke, Town Clerk
K. Hurley, Council/Committee Coordinator

Adoption of Agenda

Moved by: Regional and Local Councillor DiPaola
Seconded by: Councillor Cilevitz

That the agenda be adopted as distributed by the Clerk.

Carried

Disclosures of Pecuniary Interest and General Nature Thereof

There were no disclosures of pecuniary interest by Members of Council under the *Municipal Conflict of Interest Act*.

Scheduled Business

3.1 Education and training meeting with respect to Council Orientation Presentation

Meeta Gandhi, Director, Communication Services, provided introductory remarks regarding the Town of Richmond Hill's Contact Centre, Access Richmond Hill, and introduced Dayna Alexander, Manager, Access Richmond Hill, who would be providing the Council Orientation Presentation.

Dayna Alexander, Manager, Access Richmond Hill, provided an overview of the services and functions provided by Access Richmond Hill (ARH), highlighted the Service Experience Vision, and reviewed key features of the Customer Relationship Management (CRM) system. She provided information related to milestones and service levels, ARH interactions, Access Dashboard, training and development for staff, quality assurance and language translation services. D. Alexander concluded the Council Orientation Presentation by highlighting Community Events attended by ARH staff to promote their services and benefits, reports available through ARH, and how the public could connect with ARH.

By-Law to Confirm the Proceedings of Council at This Meeting

Moved by: Councillor West
Seconded by: Regional and Local Councillor DiPaola

That By-law 11-19, A By-law to confirm the proceedings of Council at this meeting, be passed.

Carried

Adjournment

Moved by: Councillor Cilevitz

Seconded by: Councillor West

That the meeting be adjourned.

Carried

The meeting was adjourned at 10:31 a.m.

Dave Barrow, Mayor

Stephen M.A. Huycke, Town Clerk