

Special Meeting of Council

Minutes

Date: Tuesday, March 28, 2023
Time: 6:00 pm
Location: Tecumseh Town Hall - Council Chambers
917 Lesperance Road
Tecumseh, Ontario N8N 1W9

Present:

Mayor, Gary McNamara
Deputy Mayor, Joe Bachetti
Councillor, James Dorner
Councillor, Alicia Higgison
Councillor, Brian Houston
Councillor, Tania Jobin
Councillor, Rick Tonial

Also Present:

Chief Administrative Officer, Margaret Misek-Evans
Director Legislative Services & Clerk, Robert Auger
Director Public Works & Engineering Services, Phil Bartnik
Director Community Safety & Fire Chief, Wade Bondy
Director Technology & Client Services, Shaun Fuerth
Director Development Services, Brian Hillman
Director Financial Services & Chief Financial Officer, Tom Kitsos
Deputy Clerk & Manager Legislative Services, Jennifer Alexander
Deputy Clerk - Clerks Services & Policy Advisor, Christina Hebert
Manager Customer Service, Amanda Circelli

A. Roll Call

B. Call to Order

The Mayor calls the meeting to order at 6:22 pm.

C. Land Acknowledgement

We acknowledge that we are on land and surrounded by water, originally inhabited by Indigenous Peoples who have travelled this area since time immemorial. This territory is within the lands honoured by the Wampum Treaties; agreements between the Anishinaabe, Haudenosaunee, Lenni Lenape and allied Nations to peacefully share and care for the resources around the Great Lakes.

Specifically, we would like to acknowledge the presence of the Three Fires Confederacy Ojibwe, Odawa, Potawatomi and Huron/Wendat Peoples. We are dedicated to honouring Indigenous history and culture while remaining committed to moving forward respectfully with all First Nations, Inuit and Métis.

D. Disclosure of Pecuniary Interest

There is no pecuniary interest declared by a Member of Council.

E. Delegations

1. Director Financial Services & Chief Financial Officer

Re: Procurement Policy

The Director Financial Services presents the PowerPoint presentation as appended on the agenda. The Mayor opens the floor to the members for questions. There are no questions raised.

Motion: SCM - 18/23

Moved By Councillor Tania Jobin

Seconded By Councillor Brian Houston

That the presentation entitled "Procurement Policy" as appended on the agenda **be received**.

Carried

2. Shaun Fuerth, Director, Technology & Client Services and Amanda Circelli, Manager Customer Service

Re: Customer Service

The Director Technology and Client Services introduces the new Customer Service Manager, Amanda Circelli. The Manager presents the PowerPoint presentation entitled "Customer Service" as appended on the agenda.

The Mayor opens the floor to questions from the Members.

In response to a question raised on tracking customer service inquiries, the Manager explains that she is monitoring inquiry response times and Council will receive a status report on a regular basis. She advises the Members that if residents are calling them to report an issue to direct them to the Town's website and submit a customer service request that will automatically be routed to Cityworks.

A Member inquired on the protection of Town employees from abusive behaviors on customer service inquiries. The Manager advises on the various measures in place to protect employees from such behaviors.

A Member asks on the process for follow-up with the customer on their inquiry. The Manager outlines the process after 30 days and notification to the customer.

The Mayor explains the volume of calls received by his office and requests access to information on customer inquiry status as critical.

Motion: SCM - 19/23

Moved By Councillor Rick Tonial

Seconded By Councillor Brian Houston

That the presentation entitled "Customer Service" as appended on the agenda **be received**.

Carried

F. Communications

There are no Communication items presented to Council.

G. Reports

There are no Reports presented to Council.

H. Adjournment

Motion: SCM - 20/23

Moved By Councillor Alicia Higgison

Seconded By Councillor James Dorner

That there being no further business, the Tuesday, March 28, 2023 meeting of the Special Council Meeting **be adjourned** at 7:06 pm.

Carried

Gary McNamara, Mayor

Robert Auger, Clerk