

1. **Council Convenes - O Canada** –Warden Hunter called to order the July 20, 2011 session of Cumberland Municipal Council at 1:00 p.m. The meeting was held in the Council Chambers of the E. D. Fullerton Municipal Building, Upper Nappan. O Canada was sung.
2. **Roll Call** - The roll was called by Shelley Hoeg, Executive Assistant to the Chief Administrative Officer. Councillors in attendance: Councillor Gerald Read, Deputy Warden John Kellegrew, Warden Keith Hunter, Councillor Allison Gillis, Councillor Ron MacNutt, Councillor Kathy Redmond, Councillor Phillip Donkin, Councillor Ernie Gilbert, Councillor John Reid, and Councillor Ratchford Merriam. Staff in attendance: Rennie Bugley, CAO, Andrew MacDonald, Director of Finance; Penny Henneberry, Director of Planning and Development; Steve Ferguson, Director of Policy and Research and Vicki Weaver, Recreation and Physical Activity Coordinator.
3. **Approval of Agenda (Additions/Deletions)** - The agenda was approved with the following additions and deletions:
 - Additions: 8 – Letter of appreciation Parrsboro District High School, 11.5 – Cumberland Archers Association, 11.6 – Travellers, 12.2 – Fort Lawrence, 13.3 – ECL Board Member, 16.2 – Harbourfest.
 - Deletions: #'s 6 and 7
4. **Approval of Minutes**
 - 4.1 Minutes from July 6, 2011 Council Session were approved as circulated.
5. **Business Arising from the Minutes**
 - 5.1 Action List, July 6, 2011 – There was no discussion on this issue.
6. **Delegations and Presentations**
This item was deleted.
7. **Public Hearings**
This item was deleted
8. **Correspondence**
Councillor Gilbert provided correspondence from the recipient of the \$500 bursary at the Parrsboro District High School. The recipient thanked Council for their generous bursary.
9. **Planning Issues**
 - 9.1 Cape D’Or Light – Present were Darlene MacDonald, N.S. Department of Economic and Rural Development and Tourism and Rhonda Kelly, Executive Director, CREDA to discuss the divestiture of lighthouses by the Province, and in particular, the Cape D’or Lighthouse. Ms. MacDonald advised that the Cape D’Or Lighthouse is being featured by the Province as a “must do”.

Ms. Kelly advised that from CREDA’s perspective, Cape D’Or is a top three destination along our Fundy Coast. Ms. Kelly feels losing the property could have a significant impact on tourism for the Fundy Shore. Ms. Henneberry advised that future information, such as environmental impact, will be provided at a future time.

Warden Hunter thanked the ladies for their presentation.
10. **Strategic Planning**
 - 10.1 July 13, 2011 Meeting Notes – This is provided as an information item.
11. **Financial Reports/Issues**
 - 11.1 2011/2012 Year End Audit Update – Director of Finance, Andrew MacDonald advised that due to scheduling difficulties our Year End Audit is running behind. This is anticipated to be completed by the first Council session in September, 2011.
 - 11.2 Customer Service Presentation – Finance Department - Andrew MacDonald, Director of Finance provided background information to Council regarding the Customer Service Priority and steps that have been taken so far.

Mr. MacDonald explained that the process was to:
Define what good customer service should look like;
Identify issues and current problem areas;
Changes need to be made and resources required; and
Performance Measurement.

The Department agreed that good customer service is “addressing the public’s needs in a courteous knowledgeable and prompt manner”

Issues and problem areas were agreed to be - standards and documentation, training, issues inherent in the “system” and Policy Development.

Standards and Documentation

The Committee looked at certain requirements for voice mail, e-mail and phone and documented the criteria.

They developed a Customer Service Log to track complaints or issues.

Work procedures were updated to increase staff understanding of roles and responsibilities and improve consistency and accountability which enhances internal controls. They will also be compiling a list of FAQ’s.

Training

The Finance Department held group training sessions to review the tax system software. Staff made contact with other Diamond users to explore potential of creating a user group. Two staff attended Customer service training hosted by NSCC in February 2011, and Customer services training is planned for all staff and Council in September.

Mr. MacDonald went over issues inherent in the System and the steps being taken to better manage these issues.

Mr. MacDonald also advised that the Committee believes that better policies will clarify the responsibilities and expectations which enhance effectiveness and efficiency.

The following Tax related Policies have been drafted:

Interest on Overdue Accounts Policy (April 6, 2011)

Tax Reduction on Damaged Property Policy (April 6, 2011)

Revenue Collection Policy (in progress)

Measures to evaluate this process will be benchmarks, collecting data through customer service logs, self assessment and customer service surveys.

The future direction of the Department will be to continue to improve, solicit input from Council to refine customer service standards to meet expectations; to maintain customer service as a standing item on department meeting agendas; to meet and review and evaluate the departments performance and to recommend adoption of an organization customer service policy.

Mr. Bugley advised that improvements have been seen and extended his personal thanks to Brenda Moore, Municipal Clerk/Records Manager for the lead role in the Customer Service initiative.

Warden Hunter thanked Mr. MacDonald for his presentation.

- 11.3 Grant Requests – **Cobequid OHV – IT WAS MOVED by Councillor Reid, seconded by Deputy Warden Kellegrew to approve a Grants to Organizations grant to the Cobequid OHV in the amount of \$5,175f or the building/repair of the Silica Lake Road and bridge.**

MOTION CARRIED #11-103

2011 Nova Scotia Youth Selects – **IT WAS MOVED by Councillor Read, seconded by Deputy Warden Kellegrew to provide recreation funds of \$200 from District 1 and \$50 from District 2 for a total of \$250 to the Nova Scotia Youth Selects.**

MOTION CARRIED #11-104

- 11.4 Public Works Budget – **IT WAS MOVED by Deputy Warden Kellegrew, seconded by Councillor MacNutt to approve a change in the 2011/2012 Public Works budget to allow for the purchase of a snow blower and salt spreader.**

MOTION CARRIED #11-105

- 11.5 Cumberland Archers Association – **IT WAS MOVED by Councillor Merriam, seconded by Councillor Gillis to provide a recreation grant in the amount of \$10,500 to the Cumberland Archers Association. Funds to be dispersed 50% up front and the other 50% to be provided with proof of receipts. Municipal funding to be contingent on the Archers Association receiving Provincial funding as well.**

MOTION CARRIED #11-106

11.6 Community Development Grants

The Travellers – District 7 - \$750

Wentworth Valley Schoolhouse Reunion – District 6 - \$1000

Joggins Railway Last Run Anniversary Committee – District 9 - \$1,000

River Philip Community Hall Association – Restoration of Cairn - District 6 - \$1,150

IT WAS MOVED by Councillor Redmond, seconded by Deputy Warden Kellegrew to approve the above community development grants.

MOTION CARRIED #11-107

12. Operational Services/Reports Issues12.1 Storage Facility –

IT WAS MOVED by Councillor Read, seconded by Deputy Warden Kellegrew, to proceed with the construction of a new storage facility, and connection to the Town of Amherst Sewer System (for the E. D. Fullerton Municipal Building) in the amount of \$84,000.

MOTION CARRIED #11-108

12.2 Fort Lawrence – **IT WAS MOVED by Councillor Read, seconded by Councillor Reid to re-new the agreement/lease with DOTIR for property located in Fort Lawrence adjacent to the provincial tourist information centre.**

MOTION CARRIED #11-109

13. Committee/Other Reports

13.1 Police Services Advisory Committee – Council requested that the issue of term of Members on our PSAC be dealt with by the Policy and By-Law Committee.

13.2 YMCA Strategic Plan 2011/2014 – This was provided in Councillors mail boxes.

13.3 ECL Board Member – **IT WAS MOVED by Councillor Redmond, seconded by Councillor MacNutt to approve the appointment of Judy Moore to the ECL Board for a term of 3 years, effective immediately.**

MOTION CARRIED #11-110

14. Old Business

14.1 Tidnish River Signage – This item will be put on the Council agenda for September.

15. New Business

15.1 UNSM Representative on Municipal Indicators Review Committee – Councillors interested were advised to contact Shelley Hoeg to assist them with submitting their application.

16. Information Items

16.1 Council and Fire Chief's Meeting – Council was provided a reminder of the meeting with Fire Chief's being held at the Oxford Lion's Club on Monday, July 25, at 7:00 p.m.

16.2 Harbourfest – Councillor Gillis advised that approximately 50% of the floating docks are complete (the Municipality provided recreation funds for this) and they will be used at Harbourfest this weekend. Councillor Gillis also invited all to attend this wonderful event.

17. Adjournment

On motion the meeting adjourned at 2:16 p.m.

18. God Save the Queen