

**The Corporation of the City of Kawartha Lakes**  
**MINUTES**  
**EXECUTIVE COMMITTEE**

**2017-006**  
**Thursday, October 5, 2017**  
**9:00 A.M.**  
**Weldon Room**  
**City Hall**  
**26 Francis Street, Lindsay, Ontario K9V 5R8**

**MEMBERS:**  
**Mayor Andy Letham**  
**Councillor Pat Dunn**  
**Councillor Mary Ann Martin**  
**Councillor Kathleen Seymour-Fagan**  
**Councillor Andrew Veale**

**Accessible formats and communication supports are available upon request.**

**1. CALL TO ORDER**

Mayor Letham called the meeting to order at 9:00 a.m. Councillors P. Dunn, M.A. Martin, K. Seymour-Fagan and A. Veale were in attendance. Guest Councillors J. Pollard, B. Junkin and P. O'Reilly were in attendance. Staff members R. Taylor, C. Shanks, L. Thornbury, A. Vickery, C. Davidson and A. Webster were also in attendance.

**2. ADMINISTRATIVE BUSINESS**

**2.1 Adoption of Agenda**

**Moved By** Councillor Seymour-Fagan  
**Seconded By** Councillor Martin

**RESOLVED THAT** the agenda for the October 5, 2017 Executive Committee meeting be adopted as circulated.

**CARRIED**

**2.2 Declaration of Pecuniary Interest**

There were no declarations of pecuniary interest noted.

**2.3 Adoption of Minutes**

**Moved By** Councillor Martin  
**Seconded By** Councillor Veale

**RESOLVED THAT** the minutes of the September 8, 2017 Executive Committee be adopted as circulated.

**CARRIED**

**3. DEPUTATIONS/PRESENTATIONS**

**4. CORRESPONDENCE**

**5. NEW OR OTHER BUSINESS**

### 5.1 Website Presentation & Discussion (Q & A)- C. Davidson

C. Davidson and A. Webster provided a presentation and updates on the new City of Kawartha Lakes website. C. Davidson advised that the website changes daily and that all divisions have a responsibility to update their information. There is also an app that can be downloaded so you can updates on your phone regarding City services. C. Davidson also encouraged the group to use our "subscribe" feature so Council and staff can stay updated on City Council and committee meetings.

**Moved By** Councillor Veale

**Seconded By** Councillor Martin

**RESOLVED THAT** the presentation from C. Davidson and A. Webster be received.

**CARRIED**

### 5.2 Trade Agreement Changes Impacting Procurement Policies-A.Vickery

A. Vickery provided the Executive Committee with a brief overview on the trade agreement changes that impact the procurement policy. A. Vickery advised that the City now has to advertise all RFP's over a certain limit internationally. There will be an update brought to Council in the near future.

**Moved By** Councillor Dunn

**Seconded By** Councillor Seymour-Fagan

**RESOLVED THAT** the verbal update from A. Vickery be received.

**CARRIED**

### 5.3 Customer Service Standards (DRAFT)-C.Shanks/L.Thornbury

C. Shanks advised that there were many staff members that worked through each piece of the Draft Customer Services Standard. This standard will be a management directive and it aligns with the strategic plan adopted by Council.

**Moved By** Councillor Dunn

**Seconded By** Councillor Veale

**RESOLVED THAT** the verbal update from C. Shanks be received.

**CARRIED**

#### 5.4 Customer Service Program Update-C. Shanks/L.Thornbury

L. Thornbury advised that the City will reach out again via survey to track and measure customer service in the new year. C. Shanks also advised that the City will be hosting 2018 National Municipal Service Delivery Officials conference from October 1-3 2018. This will highlight Kawartha Lakes as well as be a chance for municipalities to share citizen focused municipal service delivery.

**Moved By** Councillor Seymour-Fagan

**Seconded By** Councillor Veale

**RESOLVED THAT** the verbal updates from C. Shanks and L. Thornbury be received.

**CARRIED**

#### 5.5 Roundtable

There were no roundtable updates or discussion.

#### 6. CLOSED SESSION

#### 7. NEXT MEETING

The next meeting of the Executive Committee will take place on Thursday November 2, 2017 at 9:00 a.m. in the Weldon Room.

#### 8. ADJOURNMENT

**Moved By** Councillor Dunn

**Seconded By** Councillor Martin

**RESOLVED THAT** the October 5, 2017 Executive Committee meeting adjourn at 11:05 a.m.

**CARRIED**