

Corporate Services Committee Report

22nd Meeting of the Corporate Services Committee
November 19, 2019

PRESENT: Councillors J. Morgan (Chair), J. Helmer, P. Van Meerbergen,
A. Kayabaga, S. Hillier, Mayor E. Holder

ALSO PRESENT: M. Hayward, A.L. Barbon, B. Card, I. Collins, B. Coxhead, A.
Hagan, L. Livingstone, D. MacRae, B. Martin, J. Millson, C.
Saunders, J. Taylor, B. Warner, B. Westlake-Power

The meeting is called to order at 12:31 PM.

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Consent

2.1 2019 Annual Report on Write-Off of Provincial Offences Act (POA)
Accounts Receivable

Moved by: E. Holder

Seconded by: J. Helmer

That, on the recommendation of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer, the Civic Administration BE AUTHORIZED to write-off \$52,411.25 in the outstanding *Provincial Offences Act* (POA) Accounts Receivable, in accordance with the Ministry of the Attorney General (MAG) Write-Off Directive and Council Policy, being the Accounts Receivable and Collections Policy.

Yeas: (6): J. Morgan, J. Helmer, P. Van Meerbergen, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

3. Scheduled Items

None.

4. Items for Direction

None.

5. Deferred Matters/Additional Business

5.1 (ADDED) Resubmitting - Recognition Event for Black History Month

Moved by: A. Kayabaga

Seconded by: J. Helmer

That the following actions be taken with respect to a recognition event for Black History Month:

a) the Civic Administration BE DIRECTED to report back to the December 3rd 2019, Corporate Services Committee with options of proclaiming black history month and other proclamations;

b) the staff report dated November 5, 2019, with respect to a recognition event for Black History Month BE RECEIVED; and,

c) the following, attached communications received by Councillor A. Kayabaga from community partners and the petition of the Black History Committee with respect to this matter, BE FORWARDED to Council for consideration:

- a communication, dated November 15, 2019, from Pillar Nonprofit Network;
- a communication, dated November 18, 2019, from London Muslim Mosque;
- a communication, dated November 19, 2019, from London Black History Coordinating Committee;
- a communication, dated November 18, 2019, from Anova and LAWC;
- a communication, dated November 17, 2019, from Pride London Festival; and,
- an on-line petition.

Yeas: (6): J. Morgan, J. Helmer, P. Van Meerbergen, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

5.2 (ADDED) 1st Report of the City Manager Search Committee

Moved by: E. Holder

Seconded by: A. Kayabaga

That the following actions be taken with respect to the 1st Report of the City Manager Search Committee from its meeting held on November 14, 2019:

a) the following actions be taken with respect to future meeting dates for the City Manager Search Committee:

i) the following meeting dates and times BE NOTED:

December 16, 11:30 AM to 1:30 PM

January 22, 11:00 AM to 1:00 PM

February 5, 9:00 AM to 6:00 PM

February 12, 9:00 AM to 1:00 PM

ii) the January 22, February 5 and February 12 meetings BE APPROVED to be held at a location other than City Hall; it being noted that Windermere Manor is the preferred meeting location, subject to availability;

b) the Bias Free Hiring Training BE ARRANGED for the City Manager Search Committee; it being noted that this training will be a part of a meeting noted in Item 4.1; and

c) clauses 1.1 and 1.2 BE RECEIVED for information.

Yeas: (6): J. Morgan, J. Helmer, P. Van Meerbergen, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

5.3 (ADDED) Proposed Change to Municipal Council Meeting to Adopt Budget - March 3, 2020 to March 2, 2020

Moved by: J. Morgan
Seconded by: S. Hillier

That the Annual Council and Standing Committee Meeting Calendar BE AMENDED by changing the Municipal Council Meeting, currently scheduled to be held on Tuesday, March 3, 2020 at 4:00 PM, to Monday, March 2, 2020 at 4:00 PM; it being noted that the statutory advertising related to this meeting has not yet been undertaken.

Yeas: (6): J. Morgan, J. Helmer, P. Van Meerbergen, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

6. Confidential (Enclosed for Members only.)

Moved by: J. Helmer
Seconded by: P. Van Meerbergen

That the Corporate Services Committee convene, In Closed Session, for the purpose of considering the following:

6.1 Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

A matter pertaining to the proposed or pending acquisition of land by the municipality, including communications necessary for that purpose; advice that is subject to solicitor-client privilege; commercial and financial information, that belongs to the municipality and has monetary value or potential monetary value and a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality.

6.2 Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

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6.4 Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

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6.5 Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

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6.6 Labour Relations/Employee Negotiations

A matter pertaining to advice and recommendations of officers and employees of the Corporation concerning labour relations and employee negotiations in regards to one of the Corporation's unions including communications necessary for that purpose and for the purpose of providing instructions and direction to officers and employees of the Corporation.

6.7 Personal Matters/Identifiable Individual

A matter pertaining to personal matters, including information regarding an identifiable individual, including a municipal employee, with respect to employment related matters, advice or recommendations of officers and employees of the Corporation including communications necessary for that purpose and for the purpose of providing instructions and directions to officers and employees of the Corporation.

6.8 (ADDED) Trade Secret, Scientific, Technical, Commercial, Financial or Labour Relations Information Supplied to the Corporation in Confidence

Three matters pertaining to trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons or organization, as provided by Odgers Berndtson.

6.9 (ADDED) Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

A matter pertaining to the proposed or pending acquisition of land by the municipality, including communications necessary for that purpose; advice that is subject to solicitor-client privilege; commercial and financial information, that belongs to the municipality and has monetary value or potential monetary value and a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality.

6.10 (ADDED) Land Acquisition / Solicitor-Client Privileged Advice / Position, Plan, Procedure, Criteria or Instruction to be Applied to Any Negotiations

A matter pertaining to the proposed or pending acquisition of land by the municipality, including communications necessary for that purpose; advice that is subject to solicitor-client privilege; commercial and financial information, that belongs to the municipality and has monetary value or potential monetary value and a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality.

Yeas: (6): J. Morgan, J. Helmer, P. Van Meerbergen, A. Kayabaga, S. Hillier, and E. Holder

Motion Passed (6 to 0)

The Corporate Services Committee convened, In Closed Session, from 1:04 PM to 1:54 PM.

7. Adjournment

The meeting adjourned at 1:56 PM.

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON NOVEMBER 19, 2019
FROM:	ANNA LISA BARBON MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER
SUBJECT:	2019 ANNUAL REPORT ON WRITE-OFF OF PROVINCIAL OFFENCES ACT (POA) ACCOUNTS RECEIVABLE

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer, Civic Administration **BE AUTHORIZED** to write-off \$52,411.25 in the outstanding Provincial Offences Act (POA) Accounts Receivable, in accordance with the Ministry of the Attorney General (MAG) Write-Off Directive and Council Policy, being the Accounts Receivable and Collections Policy.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Request for Write-Off of Provincial Offences Act (POA) Accounts Receivable
(November 21, 2017 meeting of Corporate Services Committee)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=38308>

Amendment to Council Policy Pertaining to “Accounts Receivable and Collections Policy”
(March 7, 2017 meeting of Corporate Services Committee)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=30051>

Amendment to Council Policy 8(5) “Uncollectible Accounts Receivable”
(December 13, 2016 meeting of Corporate Services Committee)
<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=28609>

Provincial Offences Act (POA) Collections – Ministry of Attorney General (MAG) Write-Off Directive
(November 26, 2008 meeting of Board of Control)
<http://council.london.ca/CouncilArchives/Agendas/Board%20of%20Control%20Agendas/Board%20of%20Control%20Agendas%202008/2008-11-26%20Agenda/Item%206.pdf>

BACKGROUND

On March 26, 2001, the Province of Ontario transferred the responsibility for the administration and prosecution of provincial offences in London-Middlesex to the City of London.

This transfer was part of the Province's strategy to realign provincial and municipal roles in the delivery of public services. As a result, the City was required to establish its own administration and prosecution office and courtrooms to deal with charges laid under the *Provincial Offences Act*.

What are provincial offences?

Provincial offences are regulatory (non-criminal) offences that include, but are not limited to:

- *Speeding, careless driving, or not wearing your seat belt.*
- *Failing to surrender your insurance card or possessing a false or invalid insurance card.*
- *Being intoxicated in a public place or selling alcohol to a minor.*
- *Trespassing or failing to leave premises after being directed to do so.*
- *Occupational Health and Safety Act and Ministry of Environment violations.*
- *Noise, taxi and animal care city bylaws.*

Source (retrieved November 2019): https://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/tickets_and_fines.php

This transfer allowed the City to retain the *fine* revenue associated with Part I and Part III of the charges and old Part II (parking – pre1994) charges. Part I, II and III are defined below:

- **Part I** charges are minor offences commonly referred to as “tickets” and typically carry a maximum penalty of \$1,000.
- **Part II** charges are exclusively parking tickets (pre-1994 collected by POA and post-1994 are part of the City’s Parking division).
- **Part III** charges are serious offences that require a court appearance and may result in jail time in addition to substantial fines.

A ticket charge is comprised of:

- **Fine** – as legislated by the courts and various Acts
- **Victim Fine Surcharge (VFS)** –
 - a component of the fine but not retained by the City
 - imposed on every non-parking fine and deposited by the provincial government into a special fund to help victims of crime
 - the amount of the VFS is usually \$20 of the imposed fine but fines over \$1,000 carry a surcharge of 25%
- **Cost** – additional charge laid if not paid within the required time limit
- **Fee** – additional enforcement fee laid if not paid within the required time limit

If the ticket remains outstanding, additional costs may be added, such as:

- Collection agency costs – costs of recovery if collected by the City’s third party collection agencies
- Other collection costs – certificate of default fee, writ fee, etc.

To further understand the composition of a ticket, the following numerical example has been included:

Example of a fine composition:

Fine		85.00	
Victim Fine Surcharge (VFS)		20.00	B 13.33%
Total Fine		105.00	
Fail to Respond (FTR) docket cost		5.00	
Total Cost		5.00	
Enforcement fee		40.00	
Total Fees		40.00	
Total fine per MAG file		150.00	100.00%
Add Collection Agency Costs (CAC)	14.75%	22.13	A
Total amount collected by Collection agency		172.13	
Less Collection agency Commission paid	14.75%	(22.13)	A
Net amount collected from Collection agency		150.00	
Less Victim Fine Surcharge (VFS)		(20.00)	B
Gross Revenue to City of London		130.00	
Less County Share	17.22%	(22.39)	C
City Share of Gross Revenue		107.61	71.74%

- A - user fee by-law allows Collection Agency Costs (CAC) to be added to the fine and included in the amount assigned to collection agencies
- results in net effect of nil cost to City for cost of collection agencies
- B - Victim Fine Surcharge is not shown as revenue
- collected and shown as liability on balance sheet
- remitted to MAG each quarter
- C - the County Share is calculated based on the annual weighted average assessment. The calculation is part of the Intermunicipal Service Agreement between the County, the City and all of the neighbouring municipalities within the County of Middlesex.

Collections

As part of the transfer of responsibility for the operation of Provincial Offences Courts in 2001, the Province also downloaded responsibility for the collection of a delinquent cases portfolio containing over 74,000 cases, having a total value of approximately \$17 million.

The devolvement of defaulted POA fines from the Province immediately required Ontario Municipalities to establish effective methods for the management of court administration, support functions, collection and civil enforcement activities. The opportunity to attempt the collection of this substantial receivable portfolio required proper tools and adequate staffing resources. As the receivable balance continued to grow after devolvement, it became evident that the City would have to develop and implement a collection strategy.

Internal collection processes

A series of processes and a number of tools were implemented in order to effect the most expeditious collection of default fines. New tools and processes are continually being developed to increase collection efforts of the service area. These processes include:

- Data received from MAG each month is “scrubbed” to correct addresses, add postal codes and telephone numbers.
- A series of collection letters have been developed and are sent out based on the default status of the POA fines.
- If mail is returned undeliverable, various skip-tracing tools are utilized to research updated addresses and telephone numbers and the appropriate collection notice is generated.
- Various enforcement activities are undertaken by the POA staff, which may include:
 - driver's licence suspension,
 - licence plate denial,
 - credit bureau reporting,
 - the filing of Certificates of Default;
 - further civil enforcement action.

There is no relief or reprieve from a fine as the court determines the fine, not the municipality. Once a fine has been imposed by the court, options for defendants include:

- applying for an extension of time-to-pay (determined by the court) and/or
- appealing a sentence to a judge.

Collections and administration staff do not have statutory authority to reduce fines due to hardship. Collection staff may consider payment plan arrangements on a case by case basis but there must be evidence of a good faith intention to pay based on these arrangements. Payment plans are documented in the collection system and flags indicate when payments have been missed. Missed payments would result in resuming of the collection process listed above.

External collection processes

As a part of its strategy to collect POA fines in default, the City also contracts with four professional collection agencies that are selected through an RFP process. If the POA collection staff are unsuccessful in collection activities through in-house activities, they then assign the receivables to the collection agencies. The collection agencies are monitored on a regular basis and will be given a portion of the receivables based on their prior months' recoveries.

It is only after the POA collection team have applied their best efforts to the collection of the debt through the various means listed above that they would recommend that a fine be deemed uncollectible and recommend to Council that collection activities cease.

It is currently POA collection's strategy to concentrate collection efforts on fines that are less than 2 years old and assign older debt to the collection agencies, after exhausting in-house collection methods.

The MAG directive and guideline (Appendix “A” attached) provides municipalities with the written authority to establish write-off criteria for those aged delinquent cases deemed uncollectible and staff have developed the required operating procedures to comply with the MAG directive.

The recommendations contained in this report will allow POA collection staff to fully concentrate their efforts on the most recent delinquent cases and will assist in maximizing the effectiveness of the POA collection process. The removal of cases deemed uncollectible will reduce the size and value of the delinquent fines portfolio to a more meaningful level and assist in forecasting future potential revenue based on a more accurate database.

Accounts Receivable and Collections Policy

In March 2017, the new Council Policy on Accounts Receivable and Collections (By-law No. CPOL.-346-337) was adopted. The policy is a statement of policies and goals relating to the procedures and collection of accounts receivable. The policy also provides authorization and guidelines for the write-off of uncollectible miscellaneous and POA receivables.

The authorization for write-off of uncollectible POA accounts receivable is as follows:

Dollar Value of POA Account	Person or Body Responsible for Deciding Further Action
\$0 to \$2,000.00	Manager III, Courts Administration or delegate <u>and</u> Director, Financial Services or delegate.
\$2,000.01 to \$10,000.00	City Treasurer or delegate <u>and</u> City Manager or delegate
Over \$10,000.00	City Council

Write-offs

As set out in the Council Policy, being the Accounts Receivable and Collection Policy, after exhausting established best practices, staff are seeking Council approval to write-off a total of four (4) cases with a total value of \$52,411 (2018 – 0 cases) of the total being written off for 2019, as summarized below:

Write-offs to be Approved by Council > \$10,000.00

Enforcement Year	Cases #	Total \$
2011	2	27,301.25
2012	2	25,110.00
	4	\$52,411.25

Administrative write-offs have been delegated to staff for approval as per the policy.

It should be noted that cases are written off for accounting purposes only.

Such write-offs do not absolve a convicted offender from the requirement to pay a case, as debts to the Crown are owed in perpetuity and are never forgiven.

As part of the write-off process, the electronic record will be removed, however all original source documents must be retained by the court office in accordance with the MAG directive and a separate data base containing these written-off cases will be maintained.

Financial Impact

The write-off does not impact the operational results for 2019.

For accounting purposes, revenue should be recognized when the critical event occurs. Due to legislative procedures and numerous factors that could affect the timing and ultimate payment of a fine, it was determined that the appropriate time to recognize the revenue is when the fine is paid. As a result, this revenue is recorded on a cash basis.

Policy Assessment

2019 is the third year of applying the amended Accounts Receivable and Collections Policy, using the new thresholds.

Staff have reviewed the amended policy and are not recommending any amendments to the policy at this time. The policy will be reviewed on an annual basis when the annual write-off report is brought forward to Council for approval in order to ensure it continues to meet the business needs of the Corporation in an effective manner.

Summary

This report recommends that the delinquent cases listed in this report, be approved for write-off and removed from the electronic POA system, as they meet the MAG's approved criteria for write-off.

This report was prepared with the assistance of Shannon Manders, Accounts Receivables Collection Officer of Financial Services.

SUBMITTED BY:	CONCURRED BY:
SHARON SWANCE, CPA, CGA MANAGER, ACCOUNTING FINANCIAL SERVICES	CHRIS HEPPLER MANAGER, PROVINCIAL OFFENCES COURTS ADMINISTRATION
CONCURRED BY:	RECOMMENDED BY:
IAN COLLINS, CPA, CMA DIRECTOR, FINANCIAL SERVICES	ANNA LISA BARBON, CPA, CGA MANAGING DIRECTOR CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER

Attach.

Appendix "A"

Provincial Offences Act

Write-Off Directive and Operating Guideline

Provincial Offences Act Unit
POA and Strategic Planning Branch
Court Services
Division Ministry of the Attorney
General

February 25, 2008

PROVINCIAL OFFENCES ACT

WRITE-OFF DIRECTIVE AND OPERATING GUIDELINE

PURPOSE:

1. To ensure that Municipal Partners administering the *Provincial Offences Act* (POA) courts can demonstrate that they have exercised due diligence with respect to the write-off of POA accounts receivable and made all reasonable efforts to minimize the value of POA accounts receivable recommended for write-off.
2. To provide guidance with respect to best practices regarding the write-off of POA accounts receivable that have been deemed uncollectible.

SCOPE AND APPLICATION:

1. This Directive and Operating Guideline applies to all Municipal Partners that are subject to a POA Transfer Agreement and the related Memorandum of Understanding (MOU) with the Attorney General.
2. This document has been developed to provide Municipal Partners with guidance as to the minimum requirements they are expected to meet in order to write-off POA accounts receivable. While the decision to write-off POA accounts receivable that have been deemed uncollectible is a local decision to be made by a Municipal Partner once all reasonable efforts to collect unpaid, defaulted fines have been exhausted, a Municipal Partner must follow the directives contained herein in order to ensure that the Province of Ontario, its Ministries and Agencies will not attempt to collect any portion of the written off funds from the Municipal Partner, including funds related to dedicated fines, fees or surcharges, subject to clause 4 below.
3. The Recommended Best Practices contained in this document have been developed to provide Municipal Partners with guidance with respect to best practices regarding the write-off of POA accounts receivable that have been deemed uncollectible.
4. Where a Municipal Partner has written off POA accounts receivable and any portion of those accounts receivable are subsequently paid, the requirements of the POA Transfer Agreements and the *Provincial Offences Act*, including requirements with respect to the remittance of certain funds to the Province of Ontario upon collection, continue to apply.

Appendix "A"

PRINCIPLES:

1. All reasonable effort to collect fines imposed under the POA must be made before any consideration for write-off is made. For purposes of this policy, "write-off" means the cessation of active collection.
2. In accordance with the requirements of the MOU, an equal effort to collect unpaid fines, regardless as to whether they are retained by the municipality or paid to a third party, must be demonstrated.
3. POA accounts receivable may be written off for accounting purposes only and do not absolve a convicted offender from the requirement to pay a fine, as debts to the Crown are owed in perpetuity and are never forgiven.
4. Collection activities of written-off accounts can be resumed when conditions change, as fines imposed by POA Courts are debts owed to the Crown and therefore are not subject to the *Limitations Act*.
5. Municipalities must retain adequate records after an account is written-off in order to support the possible future reinstatement of collection efforts.

MANDATORY REQUIREMENTS:

General

1. Each Municipal Partner shall create a formal Write-off Policy establishing protocols and thresholds under which POA accounts receivable shall be deemed to be uncollectible and therefore eligible for write-off.
2. Equal treatment and effort regarding the collection of all POA fines must be applied, without regard to whether the resulting revenue will be retained by the Municipal Partner or remitted to another third party.
3. With the exception of minor underpayments (i.e., less than \$25 outstanding), POA accounts receivable marked for write-off must have been in default for a minimum of 2 years.
4. Action to collect accounts receivable outstanding less than 2 years from individuals for whom a death certificate has been received may be undertaken should the Municipal Partner's Collections Policy and Protocol specifically require recoveries from Estates.
5. Where a Municipal Partner decides to write-off POA accounts receivable, the reasons for the write-off must be transparent and justifiable and must not place the administration of justice into disrepute.

Appendix "A"

6. Each Municipal Partner must have exhausted all reasonable and appropriate measures and efforts to collect unpaid, defaulted fines prior to the consideration of recommending a write-off.
7. The documentation in support of a Write-off recommendation must, at a minimum, include the following:
 - Copy of original Certificate of Offence or Part III information;
 - Record of additional costs and fees included in the outstanding amount;
 - Documentation as to all collection activities undertaken; and
 - Reason the write-off is recommended

Ongoing Administration

1. Where a Municipal Partner has written off POA accounts receivable and any portion of those accounts receivable are subsequently paid, the Municipal Partner must remit to Ontario, in a timely manner, all monies received in respect of fines, surcharges and fees that are payable to Ontario pursuant to subsection 165(5) of the *Provincial Offences Act*.
2. Where a Municipal Partner has written off POA accounts receivable and the related case(s) have been purged from ICON and any portion of those accounts receivable are subsequently paid, the case(s) related to the payment received must be re-entered into ICON (see related ICON instructions in Appendix A) and the payment must be recorded as revenue, with supporting documents, and distributed in accordance with the MOU.
3. Where, under the terms of the POA Transfer Agreement, a Municipal Partner proposes the contracting out of any services related to the performance of its obligations under the POA Transfer Agreement, the Municipal Partner must ensure that the contract provides that the person or organization performing the contract will meet the mandatory requirements and have due regard for the recommended best practices contained within this directive and operating guideline.
4. On an annual basis, each Municipal Partner must provide the POA Unit of the Ministry of the Attorney General with information regarding the total value of all fines deemed uncollectible and written-off during the previous municipal fiscal year (i.e., January 1st to December 31st) as part of the Annual Performance & Progress Report to be submitted no later than June 30th of each year.

Appendix "A"

RECOMMENDED BEST PRACTICES:

1. The Municipal Partner should have its written policy and protocol for the collection of unpaid, defaulted POA fines and criteria for write-off of uncollectible amounts approved by Council or by the Council committee responsible for the administration of the POA courts via a municipal By-Law.
2. Examples of reasonable and appropriate measures and efforts to collect unpaid fines prior to the consideration of recommending a write-off include the following collection activities, applied progressively. While the actual measures and efforts to be employed by a Municipal Partner should be documented in its Write-off Policy, the following steps provide guidance as to what is reasonable and appropriate:
 - Timely creation and distribution of all notices and communications;
 - Progressively severe delinquency notices, including letters via registered mail;
 - Consideration of extended payment plan;
 - Application of available administrative sanctions;
 - Specialized collection assistance; and
 - Civil fine enforcement mechanisms.
3. Accounts receivable should be reviewed semi-annually to identify potential write-offs and annually to identify accounts deemed uncollectible and to be recommended for write-off.

RESPONSIBILITIES:

Municipal Partners:

- Setting thresholds and formalization of own write-off policy based on the principals and requirements of this document;
- Specifying the format and reporting detail for write-offs recommendation submissions; and
- Final approval to cease active collection and write-off a fine.

Court Managers:

- Coding and processing in ICON;

Appendix "A"

- Document collection efforts made prior to the recommendation of a write-off; and
- Monitor outstanding accounts receivable on a semi-annual basis for potential write-offs.

Ministry of the Attorney General:

- Provision of continued access to ICON or its successor;
- Timely and regular scheduling of ICON purges; and
- Assistance to municipalities in dealing with other Provincial Ministries

ADDITIONAL INFORMATION:

If you have any questions or require further information regarding this document, please contact Pam Elliott, Provincial Offences Act Unit, at (416) 326-2590 or Pamela.Elliott@ontario.ca.

Appendix "A"

Appendix A

Process for Re-Entering Cases into ICON

1. Access the IACVH (conversion) screen with the case number.
2. The IIOFE (entry) screen will appear, allowing for entry of the case information. Please note that ICON will only allow dates prior to December 31, 1994 to be entered into the court date field. It is suggested that, in order to identify these cases, all cases being re-entered after write-off and subsequent payment should be keyed with a common court date (e.g., 010194). Once you hit the enter key, the ISCDS (update) screen will automatically appear.
3. Update the case information on the ISCDS (update) screen with the disposition information, including entering the same date in the conviction date field as was entered in the court date field on the previous IIOFE (entry) screen (e.g., 010194 as noted above). Update the fine and cost information and hit the enter key. The case has now been re-entered into ICON and payment can be processed through the IFCR (cash) screen.

The payment information related to the case should appear on the daily RICO reports.

Please note that access to the IACVH (conversion) screen is limited to Court Manager's.

TO:	CHAIR AND MEMBERS OF CORPORATE SERVICES COMMITTEE MEETING ON NOVEMBER 5, 2019
FROM:	WILLIAM C. COXHEAD ACTING DIRECTOR, HUMAN RESOURCES
SUBJECT:	RECOGNITION EVENT FOR BLACK HISTORY MONTH

RECOMMENDATION

That, on the recommendation of the Acting Director, Human Resources the following report regarding an event to recognize Black History Month:

- a) **BE RECIEVED** and that any decision **BE DEFERRED** until a review of the Issuance of Proclamation Policy is completed and a report is submitted at a future date.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

None

BACKGROUND

Council approved the following resolutions on June 11, 2019:

That on the recommendation of the City Clerk, the following actions be taken with respect to the "Policy for the Establishment and Maintenance of Council Polices...

*...d) the Civic Administration **BE DIRECTED** to report back to the Corporate Services Committee with respect to the potential for a new policy whereby the City of London would host an annual event to recognize Black History month."*

The purpose of this report is to provide information in regards to what events have been undertaken in the past at the City of London in support of Black History Month, as well as outline what future events are planned for 2020, and to seek direction regarding other potential events and associated policy development.

Black History Month

Black History Month is celebrated across North America in the month of February; it was established in 1975 in the USA and in Canada, provincially in Ontario in 1995, and it was proclaimed federally in 2008.

Follow the link for information on Black History Month in Canada here: <https://www.canada.ca/en/canadian-heritage/campaigns/black-history-month.html>

London Black History Month Coordinating Committee has been leading the work on establishment of Black History Month in London since 2002, out of a desire to increase awareness of Black History Month activities in the London area. The Committee dedicates itself to providing programs and services that increase public understanding of the diversity and history of London's Black community.

Follow the link for information on the Coordinating Committee and its history and activities: <http://lcclc.org/index.php/black-history-month>

Historical Overview of City of London Employee Black History Events

The first City of London Black History Month Celebration was hosted in February of 2018 where then Mayor had welcomed the attendees to the 90 minute program that was hosted on the 12th floor at City Hall. Approximately 75 people attended this event including City of London employees, members of council as well as members of the public. The event incorporated a panel of Black professionals from education, finance, legal, and policing sectors who presented on the resilience and success of black family in London area.

Between the fall of 2018 and early 2019, a new Employee Resource Group ('ERG') called ABC (African, Black and Caribbean identifying employees and their Allies) was established. One of their first action items was to host a Black History Month event at the Dearness Homes. This event was held in February 2019 and included information on Black History Month in Canada as well as presentation on significant historical figures and events pertaining to the Black communities residing in Southwestern Ontario. The same ERG also hosted the first Emancipation Day Recognition event at the City of London in August of 2019. The program included key note presentation by Dr. Christopher Taylor on impact of colonization and slavery on the Black community as well as discussion around the historical meaning of emancipation on the current status of Black communities living in Canada. The event also showcased steel pan music and Caribbean food for the attendees.

On November 20, 2018 the Community Emancipation Day, sponsored by the City's Culture Office was the recipient of the London, Diversity, Race Relations and Inclusivity Award. The first Emancipation Day Celebration was held in Springbank Park in August of 1948 and continued for 38 consecutive years. In 2013 the event was brought to its new location at the Heritage Meeting Tree at Westminster Ponds and is held every year the second last week of September as the launch of National Forest Week.

Future City of London Employee Events Black History Month Events

The City of London is looking to build upon the success of events over the past years. The following events are planned for February 2020.

- The ABC Employee Resources Group will be hosting an event that will feature a keynote speaker. This event will be open to City of London employees, members of Council as well as members of the public. This event will be advertised on the Black History Month calendar.
- The City of London will be hosting art work celebrating Black History Month at the Celebration Space at City Hall.
- The City of London will be showcasing screen savers on all City of London computers for the month of February celebrating Black History.

Stakeholder Feedback

After individual discussions with both the organizers of Black History Month and the requesting Council member it was determined that both were supportive of the City of London employee events held in the past as well as those scheduled for the future and were not seeking any changes in that regard. They did indicate however a desire to have this month more formally recognized in February at Council in the form of a proclamation.

As a result Civic Administration has reviewed Council policies as well as considered other options that Council might consider to formally recognize Black History Month.

a) Proclamation at City of London

The City of London currently has an 'Issuance of Proclamation Policy' (Appendix A) that sets out the corporate position with respect to the issuance of proclamations. This policy applies to any request for the issuance of proclamations on behalf of the City of London. According to this policy, no proclamations shall be issued on behalf of the City of London, except those required by law to be issued.

Council has recently directed Civic Administration to review and report back to the Corporate Services Committee with respect to the City of London Issuance of Proclamation Policy, specifically in terms of acknowledging nationally recognized proclamations.

b) Delegation Before Council

Arrangements could be made through the City Clerk's Office to invite a delegation from the Black History Month Coordinating Committee to attend the first Council meeting in February of each year to share information about Black History and the events planned for the month. This would be similar to recognitions received at Council in the past such as the Emancipation Day Recognition.

CONCLUSION

Given the request for a review and report back regarding the Councils existing Issuance of Proclamations Policy, Civic Administration recommends that this matter be deferred until a report on that matter is received and direction given at a future meeting.

PREPARED BY:	REVIEWED BY:
SALEHA KHAN, DIVERSITY AND INCLUSION SPECIALIST	GARY BRIDGE MANAGER, HUMAN RESOURCES AND CORPORATE SERVICES
RECOMMENDED BY:	
WILLIAM C. COXHEAD ACTING DIRECTOR HUMAN RESOURCES	

APPENDIX A

Issuance of Proclamations Policy

Policy Name: Issuance of Proclamations Policy

Legislative History: Adopted September 19, 2017 (By-law No. CPOL.-115-367);
Amended July 24, 2018 (By-law No. CPOL.-115(a)-418)

Last Review Date: April 15, 2019

Service Area Lead: City Clerk

1. Policy Statement

1.1 This policy sets out the corporate position with respect to the issuance of proclamations.

2. Definitions

2.1 Not applicable.

3. Applicability

3.1 This policy shall apply to any request for the issuance of proclamations on behalf of the City of London.

4. The Policy

4.1 No proclamations shall be issued on behalf of the City of London, except those required by law to be issued.



November 15, 2019

Councillor Arielle Kayabaga
London City Hall
300 Dufferin Avenue
London, Ontario

Endorsing your motion to City Council to proclaim Black History Month

Pillar Nonprofit Network is delighted to support your commitment to have London City Council proclaim February as Black History Month for our municipality effective 2020.

It is a mark of a progressive City to show leadership through this simple yet deeply important acknowledgement of our Country, Province and Municipality's deep historical roots and connection to its Black Community.

This nationally and provincially important and commemorative month is already being celebrated by many community groups and leaders; Council's proclamation will serve to demonstrate its respect and appreciation for their commitment and work on behalf of all of us who are proud to call London, Ontario home.

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Baldwin", with a long, sweeping horizontal line extending to the right.

Michelle Baldwin
Executive Director

C: Mayor, Ed Holder
City Clerk, Cathy Saunders

From: Ali Jomaa

Date: November 18, 2019 at 11:14:12 PM EST

To: "Kayabaga, Arielle" <akayabaga@london.ca>

Cc: Sahar Zimmo

Subject: process of setting proclamations Heritage Months

Greetings Councillor Arielle Kayabaga

I wish to present this letter to you and to city council for the support to establish the process of settings proclamations of heritage months. see attached letter

Best regards,

Ali Jomaa
London Muslim Mosque Chair



November 18th 2019,

London Ontario City Council,

300 Dufferin Avenue,

London Ontario

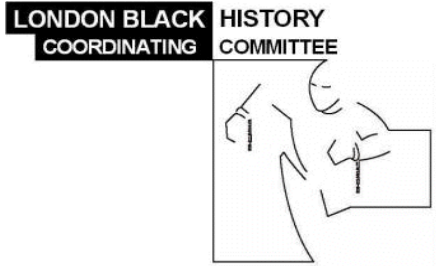
We are writing in support of city councillor Arielle Kayabaga's motion to reintroduce the process in city hall to introduce a process of setting proclamations in the City of London. This motion will put in place a process that will allow us to fully celebrate the great diversity that London has to offer. This includes important heritage months like February as Black History Month and October as Islamic Heritage Month, along with so many others that have been recognized Provincially and Federally. It will also give London the opportunity recognizes important historical dates of remembrance and embed them in our collective memory. It is our hope that the instigation of proclamations in London will go a long way to making people from diverse communities feel seen and acknowledged in London.

Best regards,



Ali Jomaa

London Muslim Mosque Chair



November 19, 2019

Councillor Arielle Kayabaga
London City Hall
300 Dufferin Avenue
London, Ontario

Endorsing Motion to proclaim Black History Month

The London Black History Coordinating Committee is delighted that London City Council will vote on a motion to proclaim February as Black History Month effective 2020.

This is a long overdue acknowledgement for many Londoners of black origin. Proclaiming BHM will demonstrate the deep appreciation of the connection, history and contributions of the Black Community to London.

The proclamation will also allow every Londoner to gain a greater understanding of London's heritage.

We hope the City will favourably consider this motion. History will look upon this motion as a momentous occasion for a progressive city that embraces its diverse histories and

Sincerely,

Carl Cadogan, Chair

London Black History Coordinating Committee

November 18th, 2019

Councillor Arielle Kayabaga
London City Hall
300 Dufferin Avenue
London, Ontario

Endorsing your motion to City Council re: city proclamations

Anova and London Abused Women's Centre (LAWC) are pleased to support your motion to have the City of London reinstate proclamations to the community, including proclaiming February 2020 as Black History Month.

The City of London has accomplished a number of impressive projects in this past year, including being the first city in Canada to have a pillar in their strategic plan addressing violence against women and girls.

In the interest of ensuring that the City of London can continue to create progressive, thoughtful and inclusive change this motion can create a unique opportunity. What is said and done by the City of London and our city council matters. Equally what is not said and not done carries weight. Having a City Council that uses its voice to create a more inclusive and welcoming community will benefit our entire city.

With respect,



Jessie Rodger
Executive Director, Anova
JessieR@anovafuture.org
519-642-3003 Ext. 2261



Megan Walker
Executive Director, LAWC
Mwalker@lawc.on.ca
519-432-2204

CC: Mayor, Ed Holder
City Clerk, Cathy Saunders



November 17, 2019

Councillor Arielle Kayabaga
London City Hall
300 Dufferin Avenue
London, Ontario

Endorsing your motion to City Council to proclaim Black History Month

Pride London Festival is proud to support your endeavours to have London City Council proclaim February as Black History Month in our city effective 2020.

As you know, Pride London Festival fought very hard to get a proclamation from City Council in the mid 1990s, from then Mayor Dianne Haskett. The proclamation meant a lot to the LGBT2Q+ communities, as it recognizes our celebration as valid and important to the residents of the city.

Though seemingly a small gesture, it is important that the City of London shows leadership and takes the steps to acknowledgement the deep historical roots and connections to its Black Community.

As we understand it, we are one of the only major cities in Canada that do not already mark this important month through a Council's proclamation. We believe it is beyond time to take this step, as a sign of respect, and as a commitment to recognizing the diverse communities that call London home.

Sincerely,

A handwritten signature in black ink that reads "Andrew Rosser". The signature is fluid and cursive.

Andrew Rosser
President, Pride London Festival

From: Kayabaga, Arielle

Sent: Tuesday, November 19, 2019 12:36 PM

To: Saunders, Cathy

Subject: Petition by black history committee

<https://www.change.org/p/city-of-london-proclaiming-black-history-month-by-city-of-london>

Proclaiming February Black History Month by City of London



498 have signed. Let's get to 1,000!

Silence Genti started this petition to city of london and 2 others

February 1st marks the beginning of Black History Month across North America, in our country and our province. Each year, Canada and the United States of America set aside a few weeks to focus on the contributions that people of African descent have made to the countries' histories. While it is recognized nationally and provincially along with many other municipalities, there is still a long way to go in London Ontario as our municipality has yet to formally recognize the importance of celebrating this month for our community. There are so many reasons why municipal governments need to take leadership in celebrating Black History Month especially in London where we continue to see a seemingly never-ending rise of anti-black racism. Celebrating Black History Month is beneficial to the whole community as it deepens our knowledge and understanding London and Canada's history.

Celebrating Black History Month provides opportunities to see the best of our culture and history, it creates awareness and allows us to forge greater bonds within our London community. Celebrating Black History Month is a celebration of Canadian history. Cities like Toronto, Brampton, Ottawa, Kingston and many more already officially celebrate this month and many other important and commemorative dates in our country and province and therefore we call upon LONDON ONTARIO to do the same!

Council's 2015-2019 Strategic Plan identified a need to develop a Community Diversity & Inclusion Strategy (CDIS) as a way to build a "diverse, inclusive and welcoming community" by "supporting all Londoners to feel engaged and involved in our community." More than 200 Londoners were actively engaged in the process which provided strong commitments and recommendations from Champions within our City. One of the commitments by the City of London stated, "Learning and honouring the unique histories and lived experiences of all peoples in our community."

There were also numerous strategies provided as recommendations that would coincide with support for Black History Month and formal acknowledgement of this month. Noteworthy are the "learning, sharing of knowledge, and building awareness about people with different

experiences and perspectives,” “learning, sharing, and recognizing the lived experiences, cultures and histories of Londoners,” “building cultural awareness among children and youth through community engagement activities,” and “promoting events and opportunities for Londoners to collaborate, share, and access information.” We understand and acknowledge that the CDIS was constructed under a different administration but we hope that the input and values from community members and this administration remain the same.

If you too agree that this is a positive, progressive direction London should move to, we ask you to support this petition that will go to the Corporate Services Committee on November 19th 2019 at 12:30pm to councillors consideration.

Thank you.

**CITY MANAGER SEARCH COMMITTEE
REPORT**

1st Meeting of the City Manager Search Committee
November 14, 2019

PRESENT: Mayor E. Holder (Chair), Councillors J. Morgan, J. Helmer ,
P. Van Meerbergen and A. Kayabaga

ALSO PRESENT: M. Barnes, M. Campbell (Odgers), J. Robarts (Odgers), C.
Saunders and B. Westlake-Power

The meeting is called to order at 11:08 AM.

1. ORGANIZATIONAL MATTERS

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests are disclosed.

1.2 Election of Chair and Vice-Chair

That Mayor E. Holder BE ELECTED as Chair and Councillor J.
Morgan BE ELECTED as Vice-Chair of the City Manager Search
Committee, for the term of the Committee.

2. CONSENT

None.

3. SCHEDULED ITEMS

None.

4. ITEMS FOR DIRECTION

4.1 Schedule future meeting dates and location(s)

That the following actions be taken with respect to future meeting
dates for the City Manager Search Committee:

a) the following meeting dates and times BE NOTED:

December 16, 11:30 AM to 1:30 PM
January 22, 11:00 AM to 1:00 PM
February 5, 9:00 AM to 6:00 PM
February 12, 9:00 AM to 1:00 PM,

b) the January 22, February 5 and February 12 meetings BE
APPROVED to be held at a location other than City Hall; it
being noted that Windermere Manor is the preferred meeting
location, subject to availability.

4.2 Bias Free Training

That the Bias Free Hiring Training BE ARRANGED for the City
Manager Search Committee; it being noted that this training will be a
part of a meeting noted in Item 4.1.

5. DEFERRED MATTERS/ADDITIONAL BUSINESS

None.

6. CONFIDENTIAL (Enclosed for Members only.)

That the City Manager Search Committee convene, In Closed Session, for consideration of the following:

- 6.1- Trade Secret, Scientific, Technical, Commercial, Financial or Labour
- 6.3 Relations Information Supplied to the Corporation in Confidence

Three matters pertaining to trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons or organization, as provided by Odgers Berndtson.

The City Manager Search Committee convenes, In Closed Session, from 11:15 AM to 12:13 PM.

7. ADJOURNMENT

The meeting adjourned at 12:32 PM.



300 Dufferin Avenue
P.O. Box 5035
London, ON
N6A 4L9

London
CANADA

November 15, 2019

Chair and Members of the
Corporate Services Committee

Re: Proposed Change to Municipal Council Meeting to Adopt Budget
March 3, 2020 to March 2, 2020

As you are aware, I represent the City of London as a Board member of the Federation of Canadian Municipalities (FCM). The March board meeting (and the FCM committee that I am Vice-Chair of) is scheduled to be held on Tuesday, March 3, 2020.

In order to accommodate my attendance at the above-noted FCM Committee Meeting and my ability to participate in the Municipal Council Meeting where consideration of the Multi-Year Budget is to occur, I respectfully request that the Municipal Council Meeting scheduled to be held on Tuesday, March 3, 2020 be rescheduled to be held on Monday, March 2, 2020.

It is my understanding that based on the review of Council Members current calendar schedules that this change could be accommodated. I am also advised that the Civic Administration can accommodate the change in date.

I respectfully request support of the following recommendation:

That the Annual Council and Standing Committee Meeting Calendar be amended by changing the Municipal Council Meeting currently scheduled to be held on Tuesday, March 3, 2020 at 4:00 PM to instead be held on Monday, March 2, 2020 at 4:00 PM.

Respectfully submitted,

Josh Morgan,
Councillor, Ward 7