

8TH REPORT OF THE
GOVERNANCE WORKING GROUP

Meeting held on March 28, 2012, commencing at 3:04 PM, in Committee Room # 5, Second Floor, London City Hall.

PRESENT: Councillor P. Hubert, Chair, Councillors J. Baechler, M. Brown, D. Henderson, J. Swan, H Usher and C. Saunders (Secretary)

ABSENT: Councillor B. Polhill

ALSO PRESENT: T. Dobbie, E. Gamble, K. Graham and B. Westlake-Power

I. DISCLOSURES OF PECUNIARY INTEREST

1. No pecuniary interests were disclosed.

II. CONSENT ITEMS

2. Municipal Council Resolution adopted at its meeting held on July 25, 2011 re Proposed Governance Model and the Proposed Meeting Schedule for the City of London

Recommendation: That the Municipal Council resolution adopted at its meeting held on July 25, 2011 with respect to the Proposed Governance Model and the Proposed Meeting Schedule for the City of London, **BE RECEIVED**.

3. Municipal Council resolution adopted at its meeting held on July 25, 2011 re Acting Mayor

Recommendation: That the Municipal Council resolution adopted at its meeting held on July 25, 2011 with respect to the Acting Mayor, **BE RECEIVED**.

4. Municipal Council resolution adopted at its meeting held on August 29 and 30, 2011 re Residual Local Government Funding Arising from the Recent Governance Restructuring

Recommendation: That the Municipal Council resolution adopted at its meeting held on August 29 and 30, 2011 with respect to the Residual Local Government Funding Arising from the Recent Governance Restructuring, **BE RECEIVED**.

5. Municipal Council resolution adopted at its meeting held on November 7, 2011 re Creation of a Council Service London Team

Recommendation: That the Municipal Council resolution adopted at its meeting held on November 7, 2011 with respect to the creation of a Council Service London Team, **BE RECEIVED**.

III. SCHEDULED ITEMS

None.

IV. ITEMS FOR DIRECTION

6. Council Service London Team Report

Recommendation: That, on the recommendation of the City Clerk, with the concurrence of the interim City Manager, the attached Three-Year Implementation Plan (Appendix A) to establish a Council Service London Team to enhance support to Members of Council **BE ENDORSED** subject to the submission and approval of the following matters:

- a) a protocol with respect to communications support;
- b) job descriptions for the Council Service London Team;
- c) a protocol with respect to the utilization of the Council Service London Team, after normal working hours;
- d) a protocol with respect to the sharing of co-op students;
- e) an understanding on how technical students from Fanshawe College can be utilized;
- f) the establishment of a central email account for Councillors; and,
- g) an evaluation of the Plan, six months after implementation;

it being noted that the attached Plan will be incorporated into the broader Service London implementation plan to be presented to the Finance and Administrative Services Committee in Spring 2012;

it being further noted that the Governance Working Group received the attached presentation from T. Dobbie and K. Graham, with respect to this matter.

V. DEFERRED MATTERS/ADDITIONAL BUSINESS

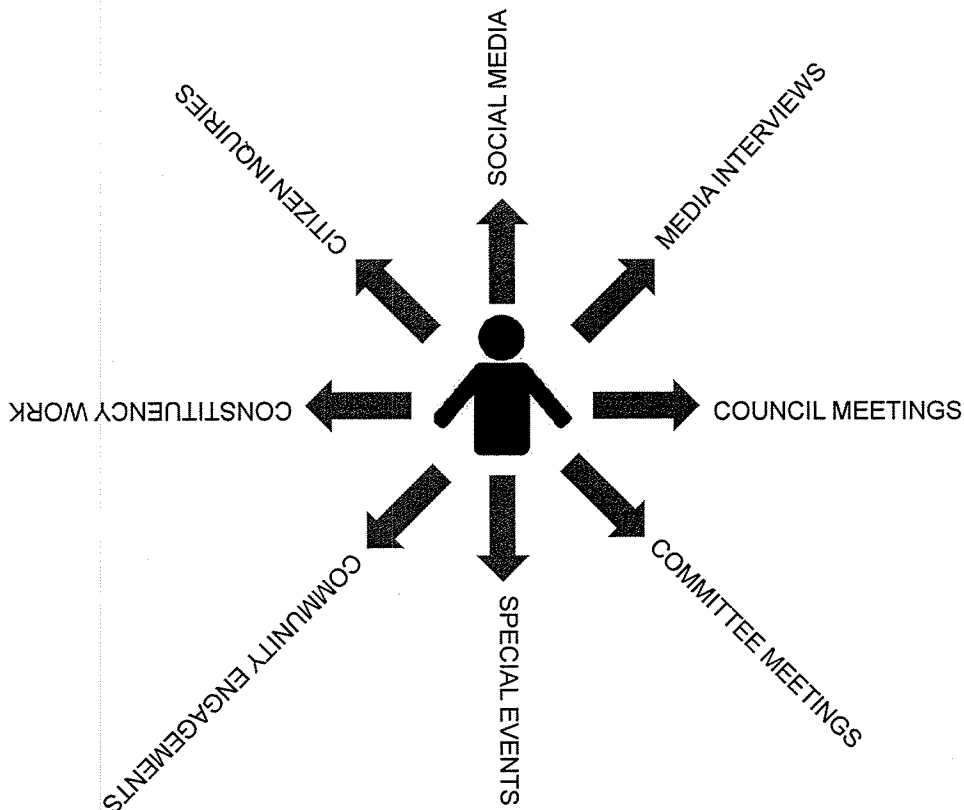
- 7. That the Civic Administration **BE DIRECTED** to report back on potential models that could be established to assist with conflict resolution between Members of Council.

VII. ADJOURNMENT

The meeting adjourned at 4:40 PM

COUNCIL SERVICE LONDON TEAM

Governance Working Group
March 28, 2012



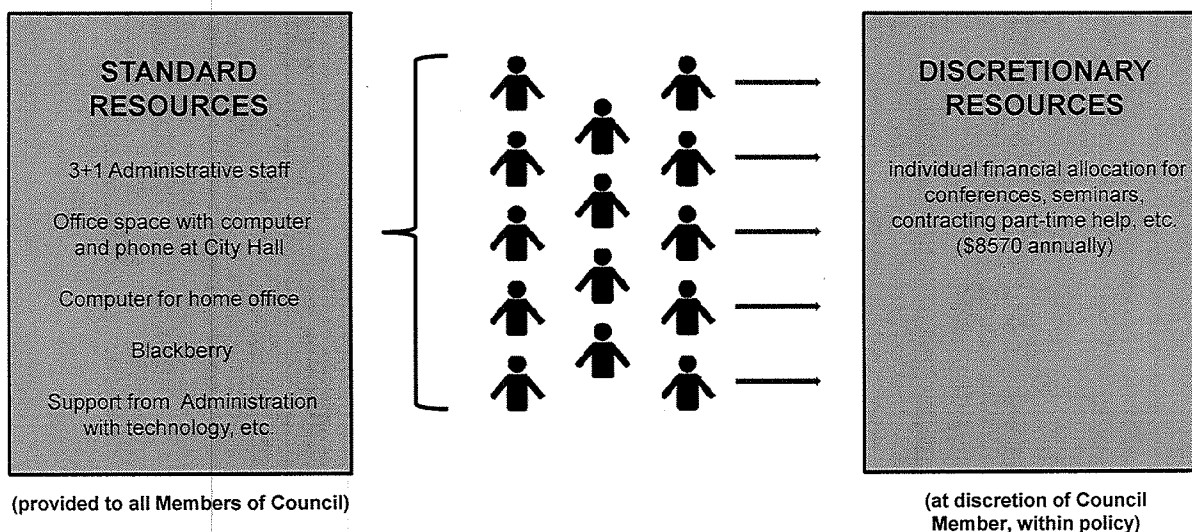
November 2011 Resolution

The Finance & Administration Committee directed the Governance Working Group (GWG) to report back with a three-year implementation plan for establishing a Council Service London Team, including the following:

- asking each member of Council about their needs
- identifying how existing staff can be better utilized
- partnerships with the Library and Western
- dedicated resources from TSD and Corporate Communications
- considering additional financial resources for each Member of Council

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Current Model



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One-on-One Interviews

Individual interviews were conducted with each Member of Council about their needs. These discussions identified that:

- there is significant variation between the needs of Council Members
- some Members would like dedicated resources for research, policy development, etc.; others are not interested in these supports
- several members identified significant administrative demands as a part of their role – filing agendas and minutes, accessing documentation, sometimes hundreds of calls/emails/etc each day, maintaining a current schedule, etc.

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Online Survey

Councillor Hubert conducted a survey of Members of Council about their current needs. 8 Council Members responded. This survey identified that:

- that the most important supports needed by Councillors are in the areas of communications (including communicating with constituents, copywriting, web design and newsletter design) and administrative services (scheduling, etc).
- the highest response was for additional staffing, followed by office supplies, newsletters and town hall meetings
- the majority of respondents felt that the hiring and supervision of councillor's assistants should be a joint effort, including both the Council Member and administration, while a few respondents felt it should be entirely at the discretion of the Council Member, independent of administration

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Environmental Scan

Administration reviewed the Council Member support model in several peer municipalities. This review identified:

- a huge range in support provided in peer municipalities
- at one extreme, Council Members in Guelph and Windsor are not provided with any budget or staff assistance to Council Members, and Chatham-Kent councillors are not provided with offices
- at an other extreme, the City of Hamilton provides funding for each Council Member to hire a dedicated administrative assistant and provides office space for assistants outside each Councillor's office or in the ward
- many municipalities provide shared administrative resources

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Proposed Model

The proposed model is based on the following objectives:

- to improve and increase the supports available to Council Members to enhance administration of constituency work while providing flexibility in how these supports are accessed
- to leverage existing resources and expertise, both internally to the organization and in the community
- to create learning opportunities for local graduate-level students studying fields relevant to the work of Council Members
- to maintain the overall effectiveness, economy and efficiency of the Councillors' Office
- to achieve the best possible balance to meet very different needs

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Proposed Model

Background work identified five primary needs of Council Members:

- administrative support – maintaining calendar, scheduling community meetings, etc.
- technical support – assisting with software use, ensuring adequate systems, etc.
- communications support – social media assistance, writing newsletters, etc.
- information management – organizing documents, creating a database, etc.
- policy and research support – researching best practices, writing proposals, etc.

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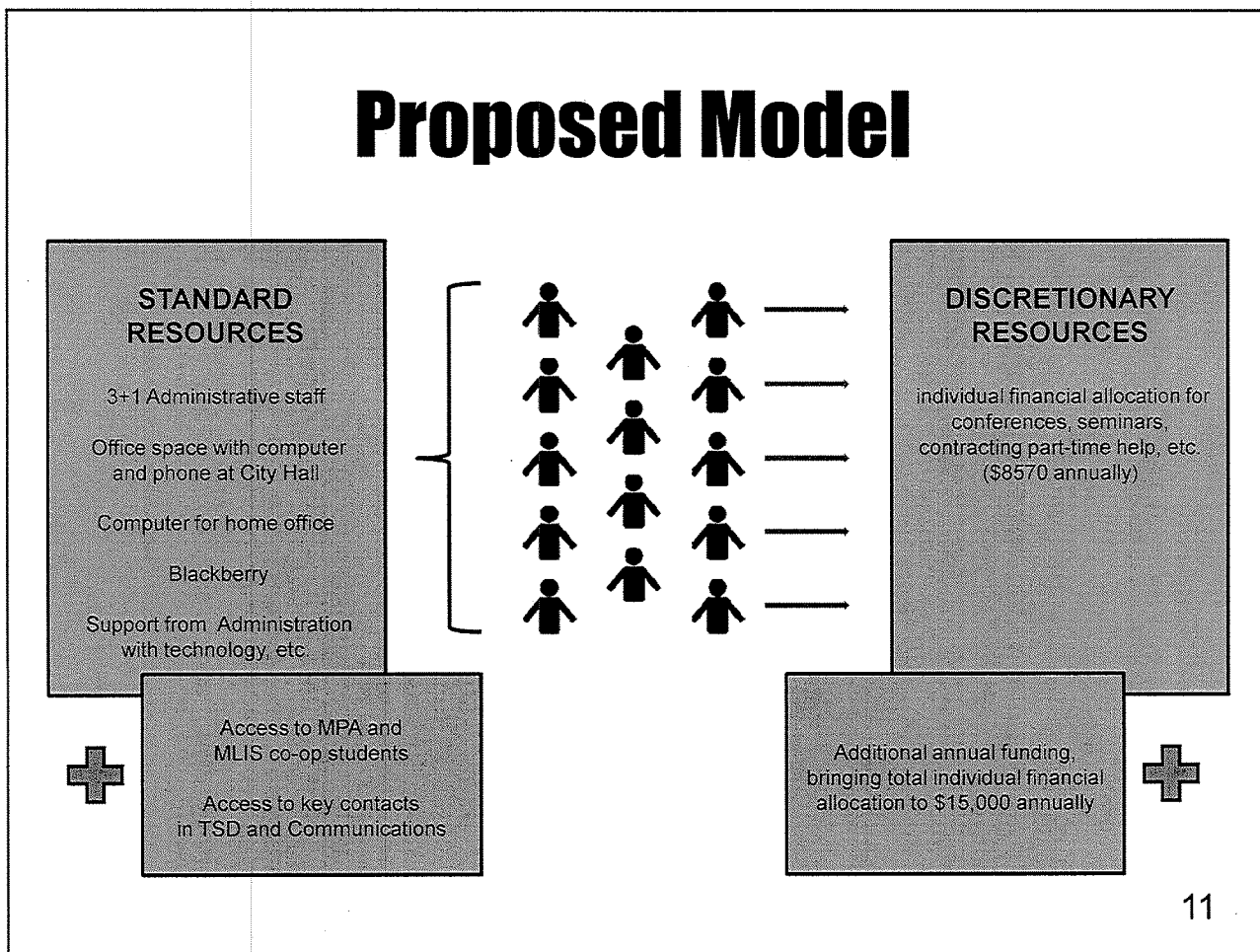
Proposed Model

The proposed model addresses these needs through:

- administrative support – increase to 4 permanent shared administrative staff
- technical support – key contact identified from TSD
- communications support – key contact identified from Corporate Communications
- information management – Masters of Library & Information Science student co-ops
- policy and research support – Masters of Public Administration student co-ops

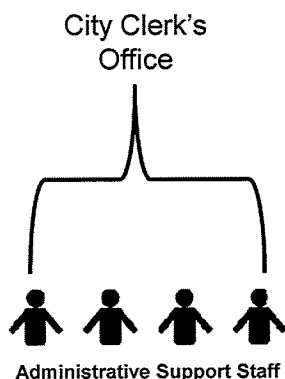
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Proposed Model



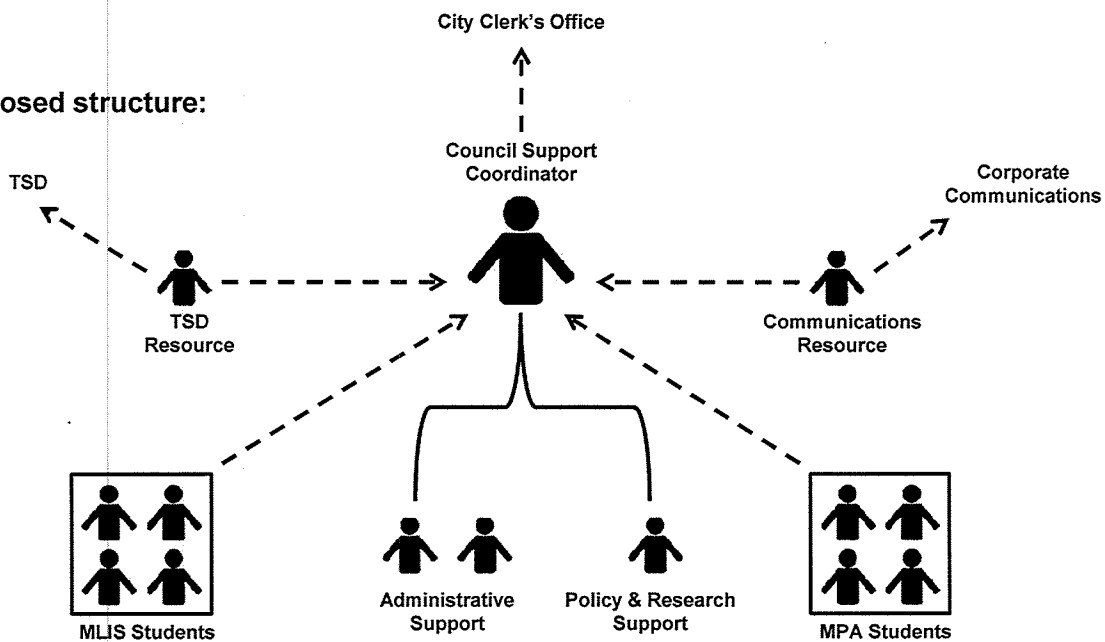
Council Service London Team

Current structure:



Council Service London Team

Proposed structure:



questions?

Cathy Saunders
City Clerk