

**Minutes - Final  
Finance and Corporate Services  
Committee**

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Wednesday, September 30, 2015

6:30 PM

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**For consideration by General Committee on October 19, 2015.**

**The meeting was called to order by the Chair of the Finance and Corporate Services Committee, Councillor Prowse at 6:39 p.m.**

**The following were in attendance for the meeting:**

**Present:** 5 - Councillor, Michael Prowse  
Mayor, J. Lehman  
Councillor, B. Ainsworth  
Councillor, A. Khan  
Councillor, M. McCann

**STAFF:**

Chief Administrative Officer, C. Ladd  
City Clerk/Director of Legislative and Court Services, D. McAlpine  
Director of Finance, C. Millar  
Executive Director of Access Barrie, R. James-Reid  
Manager of Customer Service, M. Kovacs  
Manager of Revenue, K. Short  
Manager of Water Operations, E. Tovilla  
Supervisor of Administrative Support Services, W. Sutherland.

**ALSO PRESENT:**

C. Richter  
J. Richter.

**The Finance and Corporate Services Committee met and reports as follows:**

Mr. Jeremy Richter provided an Open Delegation regarding the communication process for notifying property owners when a tenant is in arrears with payment of water bills. He advised that he was notified eight months after the bill remained unpaid by the tenant.

Mrs. Carole Richter advised that she recently contacted the Finance Department to question the notification process and was advised that notices are sent to the individual on file who is responsible for the bill. She inquired why the over-due notices were not mailed to their primary residence as is done with their property tax bills. Mrs. Richter informed the Committee that she had paid the outstanding water bill. Mrs. Richter felt that it would be beneficial to have a billing system that flagged overdue accounts and automatically provided notice to the property owner.

Members of the Committee asked a number of questions related to the Open Delegation provided, and received responses from the presenters and City staff. (File: C00)

**CUSTOMER CONTACT CENTRE BUSINESS CASE**

Rebecca James-Reid, Executive Director of Access Barrie and Monique Kovacs, Manager of Customer Service provided a presentation regarding the Customer Contact Centre Business Case.

Ms. James-Reid provided a brief overview of the history associated with the Customer Contact Centre and discussed slides concerning the following topics:

- The mission, values and goals contained within the Customer Service Plan;
- The key initiatives identified in the Customer Service Plan;
- Council direction provided in 2014 with respect to the Plan;
- The benefits of a Contact Centre; and
- The Departmental reviews undertaken as part of development of the Contact Centre business case.

Monique Kovacs discussed slides concerning the following topics:

- The recruitment of a Knowledge Management Co-ordinator to facilitate a corporate knowledge base;
- The requirement to invest in a Customer Relationship Management (CRM) system;
- The Contact Centre recommendations;
- The proposed phased approach to implementing the Plan;
- The return on investment associated with a Customer Contact Centre;
- The capital and operating costs associated with the proposed Contact Centre; and
- The next steps.

Ms. James-Reid concluded by requesting feedback from the Committee with respect to the Customer Contact Centre to be used in the preparation of a staff report to be presented to General Committee for consideration on October 19, 2015.

Members of the Committee asked a number of questions related to the information presented and received responses from City staff. (File: F00)

**REPORT OF THE TOWN AND GOWN COMMITTEE DATED JUNE 23, 2015.**

The Report of the Town and Gown Committee dated June 23, 2015 was received. (File: C05)

**REPORT OF THE ACCESSIBILITY ADVISORY COMMITTEE DATED JUNE 25, 2015.**

The Report of the Accessibility Advisory Committee dated June 25, 2015 was received. (File: C05)

**REPORT OF THE INTERNATIONAL RELATIONS COMMITTEE DATED SEPTEMBER 15, 2015.**

The Report of the International Relations Committee dated September 15, 2015 was received. (File: C05)

**The meeting adjourned at 8:20 p.m.**

**CHAIRMAN**