



## Corporate Services, Strategy, Risk and Accountability Committee Meeting

### Agenda

**Date:** March 29, 2023  
**Time:** 9:30 a.m. and 6:30 p.m. (if required)  
**Location:** Hybrid meeting- virtual and Council Chambers, City Hall  
**Contact:** Committee Clerk, Lisa.Palermo@burlington.ca, 905-335-7600 x 7492

**1. Declarations of Interest:**

**2. Delegation(s):**

Standing committee and City Council meetings are held using a hybrid model, allowing members of Council, city staff and the public the option of participating remotely or in-person at city hall, 426 Brant St.

Requests to delegate to this hybrid meeting can be made by completing the online delegation registration form at [www.burlington.ca/delegate](http://www.burlington.ca/delegate), by submitting a written request by email to the Office of the City Clerk at [clerks@burlington.ca](mailto:clerks@burlington.ca) or by phoning 905-335-7600, ext. 7481 by noon the business day before the meeting is to be held. It is recommended that virtual delegates include their intended remarks, which will be circulated to all members in advance, as a backup to any disruptions in technology issues that may occur.

If you do not wish to delegate, but would like to submit correspondence, please email your comments to [clerks@burlington.ca](mailto:clerks@burlington.ca). Any delegation notes and comments will be circulated to members in advance of the meeting and will be attached to the minutes, forming part of the public record.

**3. Consent Items:**

Reports of a routine nature, which are not expected to require discussion and/or debate. Staff may not be in attendance to respond to queries on items contained in the Consent Agenda.

3.1 Single source procurement request – IT service management software replacement (BDS-05-23)

Approve a single source procurement process and ongoing use of ServiceNow platform for the IT Service Management Software replacement and other uses as necessary with CDW Canada Corp. as the implementation partner and reseller for ServiceNow licenses; and

Authorize the Manager of Procurement Services to issue a purchase order and sign any associated agreements with the vendor named above, with content satisfactory to the Chief Information Officer and in a form satisfactory to the Executive Director of Legal Services and Corporation Counsel.

3.2 Hydro dividend policy (CM-03-23)

Authorize and approve the amendment to the Shareholder Direction dated October 15, 2019 to establish a new Dividend Policy between BEC and the City of Burlington as set out in detail in city manager's office report CM-03-23, in accordance with the Shareholder Direction dated October 15, 2019, and the Corporation of the City of Burlington ("City of Burlington") in its capacity as a shareholder of the Burlington Enterprise Corporation ("BEC"); and

Authorize and direct the Mayor and City Clerk to execute the Resolution of Sole Shareholder substantially in the form appended as Appendix A to city manager's office report CM-03-23, subject to the approval as to form by the Executive Director of Legal Services and Corporation Counsel and approval as to content of the Chief Financial Officer; and

Direct the City Clerk to consolidate the Shareholders Direction in accordance with the authorized amendments and forward a copy to the BEC.

3.3 Financial status report as at December 31, 2022 (F-06-23)

Receive and file finance department report F-06-23, providing the financial status report as at December 31, 2022.

**4. Regular Items:**

4.1 Bill 23 financial impact analysis (F-10-23)

Receive and file finance department report F-10-23, providing a Bill 23 financial impact analysis.

4.2 Engagement, communications and volunteer update for 2022 (CC-01-23)

Receive and file corporate communications and engagement department report CC-01-23 providing a status update on engagement, communications, and volunteers; and

Approve the continuation of Food for Feedback as an annual engagement event to be located at Central Park.

4.3 Health, safety and wellness review for 2022 (HR-03-23)

Receive and file human resources department report HR-03-23, providing a health, safety and wellness review for 2022.

4.4 Customer centric digital architecture review (BDS-04-23)

Endorse the Customer Centric Digital Architecture Blueprint contained in Appendix A of report BDS-04-23, including next steps and the CRM Implementation Roadmap inclusive of option 3 of the KPMG report to proceed to adopt and migrate to a new Customer Relationship Management (CRM) platform and;

Direct the Executive Director of Digital Service and Chief Information Officer to develop plans to achieve the blueprint and verify the approach for the new CRM platform with a report back to Council in Q3 2023 and;

Direct the Chief Financial Officer to review and report back in advance of the 2024 Budget on the multi-year capital and operating requirements and impacts of the CRM Implementation Roadmap.

4.5 Corporate project status reporting – Dec 2022 and Jan 2023 (CM-02-23)

Receive and file city manager's office report CM-02-23 providing status reports for designated corporate projects for the period December 2022 through January 2023 as detailed in Appendix A.

4.6 Operating budget performance report as at December 31, 2022 and summary of year-end financial position (F-13-23)

Receive and file finance department report F-13-23 which reports on the 2022 year-end financial position.

4.7 Burlington Lands Partnership update #3 (CM-01-23)

Receive and file city manager's office report CM-01-23: Burlington Lands Partnership Update #3 providing an update on potential land partnerships and opportunities and confidential Appendix A providing a closed session update on a confidential land partnership opportunity; and

Direct the City Manager to proceed as directed based on the closed session staff presentation on a confidential land partnership opportunity.

**5. Confidential Items and Closed Session:**

Confidential reports may require a closed meeting in accordance with the Municipal Act, 2001. Meeting attendees may be required to leave during the discussion.

5.1 Confidential insurance renewal report (L-05-23)

Pursuant to Section 239(2)(a) of the Municipal Act, the security of the property of the municipality or local board.

Note: this item will be considered at the March 30, 2023 Council meeting.

5.2 Confidential triannual litigation update (L-06-23)

Pursuant to Section 239(2)(e) of the Municipal Act, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board.

5.3 Confidential legal department update on a litigation matter regarding 401-417 Martha Street (L-21-23)

Pursuant to Section 239(2)(e) of the Municipal Act, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board.

Note: this item will be considered at the March 30, 2023 Council meeting.

5.4 Confidential legal department update on a litigation matter regarding 1200 King Road (L-22-23)

Pursuant to Section 239(2)(e) of the Municipal Act, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board.

- 5.5 Confidential legal department update on a litigation matter regarding appeals to the new Official Plan (L-23-23)

Pursuant to Section 239(2)(e) of the Municipal Act, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board.

Note: this item has been withdrawn by staff.

- 5.6 Confidential status report on the contingency reserve fund - Feb. 28, 2023 (F-12-23)

Pursuant to Section 239(2)(e) of the Municipal Act, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board.

- 5.7 Confidential Appendix A to Burlington Lands Partnership update #3 report regarding a land partnership opportunity (CM-01-23)

Pursuant to Section 239(2)(h), information explicitly supplied in confidence to the municipality or local board by Canada, a province or territory or a Crown agency of any of them, and Section 239(2)(k), 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 or local board.

- 6. **Rise and Report from Closed Session:**
- 7. **Procedural Motions:**
- 8. **Information Items:**
- 9. **Staff Remarks:**
- 10. **Committee Remarks:**
- 11. **Adjournment:**