Present: Councillors C. Collins (Acting Chair), B. Bratina, B. McHattie and S. Merulla

Absent with Regrets: Councillor T. Whitehead (Chair) – Personal
Councillor D. Mitchell (Vice Chair) – City Business

Also Present: M. Hazell, Senior Director, Parking and By-Law Services
B. Young, Director, Municipal Law Enforcement
J. Xamin, Senior Project Manager, Operational Strategies
G. Wyde, Superintendent, Property Standards and Zoning
V. Ormond, Superintendent, Municipal Law Enforcement
S. Bailey, Superintendent, Municipal Law Enforcement
K. Barnett, Community Liaison Coordinator
C. Vidic, Process Control and Development Coordinator
D. Thomas, Administrative Assistant
H. Bain, Administrative Assistant
S. Paparella, Legislative Assistant, Office of the City Clerk

THE OPERATIONAL REVIEW SUB-COMMITTEE PRESENTS REPORT 09-002 AND RESPECTFULLY RECOMMENDS:

1. **2007 Operational Review of the (former) Standards and Licensing Section - Outstanding Business (PED09331) (City Wide)**

   That the following three items, which are not yet complete, on the Operational Review Sub-Committee's Outstanding Business List, attached as Appendix A to Report 09-002, be referred to the Economic Development and Planning Committee for staff reports in 2010:
(i) Item “J” – Aromatherapy Businesses;

(ii) Item “K” – Categories of Licenses; and,

(iii) Item “V” – Private Clubs.

2. Technology Review for Municipal Law Enforcement and Animal Control (PED09330) (City Wide)

That Report PED09330, respecting Technology Review for Municipal Law Enforcement and Animal Control, be received for information.

FOR THE INFORMATION OF COMMITTEE:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following change to the agenda:

(i) Item 4.1 should read as follows:

“2007 Operational Review of the (former) Standards and Licensing Section - Outstanding Business (PED09331) (City Wide)”

The December 10, 2009 agenda, for the Operational Review Sub-committee, was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

None were declared.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

3.1 November 16, 2009

The Minutes of the November 16, 2009 meeting of the Operational Review Sub-committee were approved, as presented.
(d) 2007 Operational Review of the (former) Standards and Licensing Section – Outstanding Business (PED09331) (City Wide)

Items “A” through “I”, “L” through “U”, and “W” through “AA” were considered complete and removed from the Operational Review Sub-Committee’s Outstanding Business List.

Report PED09331, and the associated presentation, reflected that “In 2005 the Planning and Economic Development Department requested Audit Services to conduct an operational review of the (former) Standards and Licensing Section to look for efficiencies and opportunities to improve the service delivery.” Current staff had been misinformed through a staff report, which was previously written by former staff members of the Department.

Councillor Sam Merulla asked that the official record be amended to reflect the correct manner in which the audit of the Licensing and Property Standards Division Operational review was initiated.

To clarify, the operational review of the former Licensing and Property Standards Division, of the Planning and Economic Development Department, was initiated through the following motion (Merulla/McHattie) at the July 13, 2005 meeting of Council:

“7.1 Operational Review of Licensing and Property Standards Division

That the City Manager be directed to initiate an internal operational review of the licensing and property standards division.”

(e) ADJOURNMENT (Item 5)

There being no further business, the Operational Review Sub-committee adjourned at 2:02 p.m.

Respectfully submitted,

Councillor C. Collins, Acting Chair
Operational Review Sub-committee

Stephanie Paparella
Legislative Assistant
December 10, 2009
## OUTSTANDING BUSINESS LIST

As of November 2, 2009

<table>
<thead>
<tr>
<th>Issue</th>
<th>Date Initiated</th>
<th>Direction Given</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aromatherapy Businesses</td>
<td>Feb. 13/07 B&amp;L Op. Rev. Report 07-001 Item (g)(ii)</td>
<td>Staff was directed to report back to the Op. Review Sub-committee with a list of how many aromatherapy businesses are licensed versus how many exist in the City of Hamilton.</td>
<td>OUTSTANDING</td>
</tr>
<tr>
<td>Categories of Licences</td>
<td>Feb. 13/07 B&amp;L Op. Rev. Report 07-001 Item (g)(iii)</td>
<td>Staff was directed to report back to the Op. Review Sub-committee as to how many categories of licenses should be licensed and how many are not (i.e. Bed &amp; Breakfasts, etc.); noting the potential loss of revenue.</td>
<td>OUTSTANDING</td>
</tr>
<tr>
<td>Licensing of Private Clubs</td>
<td>Oct. 30/07 B&amp;L Op. Rev. Report 07-002 Item (f)</td>
<td>That staff be directed to categorize the various types of private clubs and to investigate the implementation of licensing and licensing fees for private clubs, and report back to the Building and Licensing Division Operational Review Sub-committee.</td>
<td>OUTSTANDING</td>
</tr>
</tbody>
</table>