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Item No.
HRM Grants Committee
May 15, 2017

TO: Chair and Members of the HRM Grants Committee

SUBMITTED BY: Original Signed
Louis de Montbrun, Acting Director of Finance and Asset Management/CFO

DATE: March 28, 2017

SUBJECT: **211 Information and Referral Services (211 NS) –
License Agreement**

ORIGIN

This report originates with a request from the Tenant to enter into a new agreement with the Halifax Regional Municipality (HRM) for the premises located at 21 Mount Hope Avenue, as their current agreement will expire March 31, 2017.

LEGISLATIVE AUTHORITY

The recommended action complies with HRM Charter Section 63 (1) The Municipality may sell or lease property at a price less than market value to a non-profit organization that the Council considers to be carrying on an activity that is beneficial to the Municipality; and (2) A resolution to sell or lease property referred to in subsection (1) at less than market value shall be passed by at least a two thirds majority of the Council present and voting.

RECOMMENDATION

It is recommended that HRM Grants Committee:

Recommend that Halifax Regional Council authorize the Mayor and Municipal Clerk to enter into a less than market value license agreement with 211 Nova Scotia for the premises located at 21 Mount Hope Avenue, Dartmouth as per the key terms and conditions set out in Table 1 in the discussion section of this report.

BACKGROUND

211 is a toll-free 24-hour/365 days per year service that people can access either online or via telephone when they need help or access to human services from all levels of government, community based organizations and other private and charitable organizations. It is a confidential multi-lingual service that is designed to connect people with a full range of non-emergency social, health and government services in their community. Trained information and referral specialists (I&R) answer these 211 calls, assess the needs of each caller and link them with the best available information and services. 211 does not provide any service delivery, nor does it do any type of intake assessment.

Community Benefits of 211

- Callers can easily and quickly connect to information and referral services no matter where they are in the province.
- Helps the community use resources more effectively, by providing information that can be used to identify service gaps, duplication and emerging trends for service planning.
- Increase efficiency by helping callers to define their needs and by pointing them to the most appropriate places to find the assistance.

DISCUSSION

The decision to co-locate the 211 call centre at the Eric Spicer Building at 21 Mount Hope Avenue, Dartmouth was made on the basis of creating synergies not only with the HRM 311 call centre but also with 911 and the emergency management services for all three levels of government. The co-location of these facilities has created additional benefits including:

- Sharing of resources including knowledge, equipment and facilities
- Integrated emergency response
- Cost savings to 211 NS and taxpayers

Due to its location within the building, the space occupied by 211 NS is not considered space that could be used to generate revenue for HRM as it lacks the ability to be demised or metered separately for exclusive use by a commercial tenant. Based on this information, staff recommend a license agreement as there is no physical division or exclusive possession of the shared space and the appropriate rental rate for the premises should be equal to the facility operating costs.

Staff completed a market review of the rents in the area and the average base rent is twelve dollars and ninety-six cents (\$12.96) per square foot and the average additional rent (operating cost) is nine dollars and sixty cents (\$9.60) per square foot.

The proposed terms and conditions recommended by staff are outlined in Table 1 below.

Recommended Key Terms and Conditions	
Property Address	21 Mount Hope Avenue, Dartmouth – Eric Spicer Municipal Building
Licensor	Halifax Regional Municipality
Licensee	211 Information and Referral Services Association (o/a 211 Nova Scotia)
Area	1,500 sf (co-located within the HRM 311 Call Centre)
Term	Three (3) years (April 1, 2017 to March 31, 2020)
Commencement Date	April 1, 2017

Use	Non-emergency human and social information referral services
Gross Rent	Calculated at \$9.52 per sq. ft. or \$14,280 + HST for the first year of the term, inclusive of property taxes. The gross rental rate per square foot will increase by 2.5% on the anniversary date (April 1 st) of each subsequent lease year.
Insurance	Commercial General Liability in the amount no less than \$5,000,000 and any other insurance required by HRM as set forth in the agreement. HRM is to be on the policies as additional named insured.
Parking	The parking area is non-exclusive and shall be used in common with other users of the property. * See <i>Special Conditions below</i> .
Condition	The licensee accepts the premises on an “as is” basis.
Special Conditions	<ul style="list-style-type: none">• Licensee is responsible for any improvements• Two (2) undedicated parking spaces located in the secure IDTC parking area, all other staff parking in the main building parking lot in common with other building occupants.

FINANCIAL IMPLICATIONS

The Eric Spicer Building at 21 Mount Hope Avenue, which houses the HRM 311 Call Centre, is an HRM owned facility. Revenues of \$9.52 per sq. ft. covers the expenses from 211 NS's occupancy of the premises. Lease revenue goes to W202-5102.

RISK CONSIDERATION

There are no significant risks associated with the recommendations in this Report. The risks considered rate low.

COMMUNITY ENGAGEMENT

N/A

ENVIRONMENTAL IMPLICATIONS

Implications not identified.

ALTERNATIVES

1. HRM Grants Committee could recommend that Regional Council not renew the Agreement with 211 NS and instead provide notice of termination pursuant to the terms of the Agreement.
2. HRM Grants Committee could recommend that Regional Council lease the property at market value to 211 Nova Scotia. Neither alternative is recommended.

ATTACHMENTS

N/A

A copy of this report can be obtained online at <http://www.halifax.ca/commcoun/index.php> then choose the appropriate Community Council and meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

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