

**Minutes of the Operational Review Committee
Meeting Held
Tuesday, September 19, 2017**

Present:

Councillor Maroosis, Committee Chair
Councillor King, Committee Member
Councillor Serran, Committee Member
Mayor McDonald, Committee Member
Councillor Forgette
Councillor Mayne
Keith Robicheau, Chief Administrative Officer
David Euler, Managing Director Engineering, Environmental and Works
John Severino, Managing Director Community Services

Regrets:

Councillor Anthony, Committee Member
Councillor Bain, Committee Member
Lea Janisse, Managing Director Corporate Services
Margaret Karpenko, Chief Financial Officer
Jason Whiteley, Fire Chief
Gord Mulcahey, Executive Member North Bay Professional Firefighters'
Association
Marti Gerbasi, President CUPE Local 122

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:15 p.m.

1. Adoption of Minutes:
The Minutes of September 5, 2017 were approved and will be presented to Council on October 3, 2017.
 2. Business Arising from Minutes:
 - i. None
 3. Operational Review of the Action Items
The Operational Review Committee may have recommendations for Council to review for the 2018 budget.
Action Items from the Operational Review presentations will be sorted into three categories as follows:
 - Action Items Accomplished
 - Action Items Removed
 - Action Items Recommended to move forward to Council
- A. General Items:
1. Prepare Additional Operational Review Committee Binder - Accomplished
 - a. Completed Feb 24, 2016
 2. Process for Engaging Staff - Accomplished
CAO Keith Robicheau provided a brief update about initiatives underway to engage staff.
 - North Bay Proud Employee Engagement Program
 - North Bay Proud is a process for engaging staff and driven by Keith, Lea (Managing Director Corporate Services) and the rest of the Senior Management Team (David Euler, Managing Director Engineering, Environmental and Works; John Severino, Managing Director Community Services, Margaret Karpenko, Chief Financial Officer; and Jason Whiteley, Fire Chief).
 - There will be a staff appreciation barbecue on Thursday, September 21, 2017 at Lea Park. North Bay Proud Day!
 - There are North Bay Proud Champions across the Corporation. This is a group of 20+ staff members that act as Ambassadors for the North Bay Proud Employee Engagement Program.

- Fridays are designated as casual days across the organization and staff wear their North Bay Proud T-Shirts.
- The Ambassador Orientation Program (AOP) for new staff provides a day of training that also includes presentations from North Bay Proud Champions.
- A Staff Engagement Survey was completed in the fall of 2016. Feedback from staff identified items for improvement. The Senior Management Team reviewed this information and continue to work on improving the areas of concern identified by staff. For example, communication was highlighted as an area of improvement which resulted in the development of Quarterly Department Meetings.
- The CAO will ask the Managing Director of Corporate Services to provide the Baseline Engagement Survey Outcome presentation to members of Council.
 - At one time Business Units would make presentations to Committee meetings. It was recommended that Business Unit Presentations be added to the list of recommendations going forward to Council. Further to this it was recommended that presentations be made at Special Committee meeting and that they be held in the 5th floor board room.
 - It was recommended that Committee Chairs and Managing Directors be paired to create dialogue and build partnerships.
 - How could we facilitate a model of communication where Committee members and Business Units communicate regularly?
 - The CAO will work with the Clerk's office to work together to realize scheduling efficiency while complying with the Municipal Act.

3. Provide Service Level Changes - Accomplished
 - a. Completed Feb 24, 2016
4. Add Sewer and Water Section to Binder - Accomplished
 - a. Completed Feb 24, 2016

B. Planning Department:

1. Provide electronic copy of presentations to Committee - Accomplished
 - a. Completed Feb 24, 2016
2. Review the DART Committee Process– who is in the room and are they the right people. (Committee to review) - Accomplished
 - a. Copy of Process Sent to Committee Mar 2/16 via email
 - b. April 4/16 – Presentation by Bev Hillier and Peter Carello
 - c. Council voted to eliminate the PAC
3. Compile trends over 5 years of properties rezoned, lot development, growing/declining inventory.(Planning to prepare) – Recommendation
 - a. To be completed.
4. Consider the need to compile and analyze specific information concerning demographics, population, home vacancies, and trends in housing needs vs actual construction etc. construction.
 - a. The target date for completion in late 2018.
 - b. Recommendation to move something forward to Council in Early 2018 as an Information Report. Further Recommendation to work with the Researcher on staff at the District of Nipissing Social Services Administration Board as a collaborative initiative in addition to other Community Partners such as the Health Unit.
Accomplishment: Creation of a Development Consultation Process

C. Building Department:

1. Review the model and fees. Recommendation
The review of fees was scheduled for last year however delayed. It has been a number of years since this review has taken place and staff would need direction from Council on this.

The model could be a full costing approach or a cost recovery approach which involves a cost accounting model.

The CAO will follow-up with the Chief Financial Officer and further discussions will be held with the Senior Management team and the Community Services Committee.

2. Review location of the Building Department in conjunction with the Planning Department. - Accomplished

a. Completed May 2017

The colocation of the Building and Planning Departments has resulted in positive feedback from customers and is working well.

In order to complete the move, renovations started 10 years ago was completed within the existing budget. Parks and Facilities staff worked together to complete the work.

There is a synergy in support between Planning, Parks and Building departments.

- Further discussions around City Hall renovations are needed with respect to functionality and modernization.
- The Library is looking at updating their Service Counters and is completing an analysis at this time. DNSSAB is experiencing crowding in their office. A functional needs analysis is required to review the impact of the change and determine the cost.
- The Federal/Provincial Governments are defining the office of the future.
- The first cut of the needs analysis for the main floor will be completed in-house by David Jackowski. The space analysis will be completed by an architect and the initial cost may be \$100,000.00 to start the conversation. During the review stage and design stage it is important to note that the Accessibility for Ontarians with Disabilities Act (AODA) legislation may drive some of the changes. For example, to change the width of the front doors to be AODA compliant. Any major renovation will require AODA compliance.
- Enterprise Resource Planning (ERP) software can change how we do business and may impact how we complete work.
 - Have you added technology change to the budget?
 - The \$5,000,000.00 request for the technology change is added to the 10 year budget plan.
 - Involved with ERP integrated software will be a review of processes and an implementation plan.

4. Action Items:

- i. The CAO will ask the Managing Director of Corporate Services to provide the Baseline Engagement Survey Outcome presentation to members of Council.
- ii. The CAO will work with the Clerk's office to determine how business unit presentations may be made to Council efficiently and in compliance with the *Municipal Act*.

Next Meeting: Tuesday, October 3, 2017 @ 5:00 p.m.

Agenda Item: Review Action Items.

Meeting adjourned at 6:22 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Judy Bechard
Deputy City Clerk