

**Minutes of the Operational Review Committee
Meeting Held
Tuesday, October 17, 2017**

Present:

Councillor Maroosis, Committee Chair
Councillor Serran, Committee Member
Mayor McDonald, Committee Member
Councillor King, Committee Member (5:07 p.m. - 5:45 p.m.)
Councillor Anthony, Committee Member
Councillor Bain, Committee Member
Councillor Mayne
Keith Robicheau, Chief Administrative Officer
Lea Janisse, Managing Director Corporate Services
Margaret Karpenko, Chief Financial Officer (5:12 p.m. – 6:18 p.m.)
Jason Whiteley, Fire Chief (5:15 p.m. – 6:18 p.m.)
David Euler, Managing Director Engineering, Environmental and Works
John Severino, Managing Director Community Services
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association

Regrets:

Marti Gerbasi, President CUPE Local 122

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:07 p.m.

1. Adoption of Minutes:
The Minutes of October 3, 2017 were approved as amended and will be forwarded to Council on October 31, 2017.
2. Business Arising from Minutes:
 - i. Operational Review of Transit – follow-up
 - The use of Para taxi is utilized on the weekends.
 - Marketing initiatives:
 - Transit travel packages are available.
 - Information sessions are provided at area high schools and Retirement Residences
 - Information booths also set up at the area malls.
 - Transit Flyers are an additional marketing tool
 - There are 269 bus stops.
 - A suggestion was received to move the bus stop on Algonquin Avenue to a location before the lights at Lansdowne Avenue to minimize the number of people crossing in the middle of the street. This will enable people to utilize the lights and crosswalk to improve safety.
 - Have we talked to the business owners in this area about this change?
 - Yes. Someone will follow-up before the change is finalized.
 - Is there any technology to text a driver if the bus is not at the stop?
 - The new software purchased for notifying passengers of the transit bus does not include this feature in the package.
 - If we are travelling ½ km into a rode, can we ask riders to text if they require service?
 - We run a similar service like this at the Airport Industrial Park. This service is on demand.
 - What is the standard of the City of North Bay transit?

- We have a 51% cost recovery ratio. In previous years we were third behind Toronto and Ottawa. The Transit service is rated favorably.

3. Operational Review of the Action Items

A) Community Services Action Items:

1. Establish a sub-committee to discuss tiered response and 911. A follow-up report regarding sub-committee membership and mandate will be provided to the Operational Review Committee at the next scheduled meeting.
 - a) Completed by Resolution of Council 2016-166 on April 4th, 2016.
2. Follow up in Corporate Services review – what is the total revenue realized and what is the cost associated with enforcing parking from 8-9 a.m. and 5-6 p.m.
3. John Severino to provide information regarding the number of spots available for the rental parking program. (see attached information)
 - There are a total of 1041 parking stalls available. Of the 1041 available stalls, 567 are rented.
 - There are 110 available on street parking spots. Of the 110 available spots, 16 are rented and 94 are available.
 - See the attached handout provided.
4. Future discussion on acquisitions/sale of parking lots – should we be in the parking business?
 - The parking study was delayed to 2019 in order to follow the traffic study expected to be completed in 2018
 - Do we offer a special rate package to Yes Employment?
 - This information is not available. We did have a large contract with other companies. For example, Stantec. The contract with Stantec has since expired and is not renewed.
 - What is the threshold for offering a discount for parking?
 - This is reviewed on a case by case basis but is usually large numbers as in one vendor who had 70 spaces.
 - Have we looked at charging for daytime parking at Memorial Gardens?
 - We do not charge for parking at Memorial Gardens but do have a parking rental program at Pete Pelangio. We can look at this.
 - Do we have some thoughts regarding Third Avenue?
 - With the new e-payment system coming we have thought this may be a good time to introduce changes. We may want to do some public relations as we may be extending the parking beyond the downtown core.
 - There are a number of buses parking at Memorial Gardens daily. Would we then have to look at charging for buses?
 - We do have a joint use agreement with the School Board and Bus Company.
5. Future discussion on possible user fees for after-hours use of City Hall.
6. John Severino will investigate the possibility of the North Bay Farmers' Market using the West Ferris Auditorium during the winter months.
 - The Farmer's Market has an Agreement now with the North Bay Mall. The challenges we may have would be to review the building. The Farmer's Market is bringing life to the North Bay Mall.
7. Future discussion regarding how we lose money at the Marina; can another party do it?
 - Over the past 5 years the Marina has broken even. The Marina is not a revenue generating mechanism. Gas consumption and rentals are down. This service is under review. Some complaints have been made about the food vendors at the

Marina. The options to obtain a "chip truck" are under consideration.

- Could we look at two vendors at the waterfront?
 - We are going into an RFP process this fall.
 - Boating is on the downward trend and this has nothing to do with the marina but more to do with the declining interest in boating. We are adjusting to this changing trend.
8. Future discussion regarding a better way to provide programming at the Aquatics
 - Since they changed their format how much are we ensuring that they are paying their fair share?
 - An agreement is soon to be signed for 5-10 years.
 9. Look at establishing a Committee like DART for Community Events where the coordinator of the event can speak to all departments that need to be involved at one time (i.e., Parks and Engineering).
 - There was a Sports Tourism presentation provided previously to the committee. The DART process is in use and the first one to go through this process will be announced soon. Review the value or place of having a loyalty or long term commitment rate for rink user fees.
 10. Review the value or place of having a loyalty or long term commitment rate for rink user fees.
 - John Severino to respond to this item as a part of the business arising from the minutes at the next Operational Review Committee meeting.
 11. Develop a strategy to attract fringe groups to the City of North Bay.
 - John Severino to respond to this item as a part of the business arising from the minutes at the next Operational Review Committee meeting.
 - A group of Nipissing University Students contacted regarding developing a new technology similar to that of the 407 transponder. This new technology would replace issuing tickets for parking. Instead you receive an invoice not a ticket for parking. They are seeking investors to create a pilot in North Bay.
 - People are talking about a one hour free parking pilot in the DIA. A study was completed and a presentation made to the DIA Board. This group is waiting for the rollout of e-services. There may be a cost associated with operating this pilot.

B) Corporate Services:

1. Establish a sub-Committee to look at the ERP and report back to Operational Review Committee (may also need to bring in an industry expert)
2. The information received from the RFP for the consultant is to be brought to the Operational Review Committee on April 25, 2016.
 - a) Completed – May 9th & May 16th.

C) Customer Service Centre:

1. Provide information as to how many emails Customer Service receives and which departments they are forwarded to.
Completed May 9
2. Look at improving Customer Service Centre information on the City's website.
 - Pending the start of the new Communications Officer
3. Look at the potential of an Information Kiosk for public information at main doors.
 - There are questions around the content and whether this is a two-way or static display. In order to determine the scope a Project Charter will be developed.
4. Department directory on phone system.

- Technically this can be done but we would need to determine the scope.
- 5. Opportunities for relocation of Centre in order to accommodate additional staffing and improving customer service (in-house).
 - This is not a budget item and would require recommendations.
- 6. Provide Customer Service Clerks hours at front counter.
 - Completed – Emailed September 12, 2016

D) City Clerk's Department:

1. Councillor Bain to discuss with FONOM and AMO the tremendous expense associated with Freedom of Information Requests. Clerk to provide information regarding legislated costs.
 - Completed April 26, 2016 by email.
2. No more paper copies of the Agenda and Minutes at the Operational Review Committee Meetings.
 - Completed April 26, 2016
3. Look at performing marriages.
 - There are current limitations with access to the Council Chambers due to the use by Provincial Offences Court. Research is under way on offering this service.

E) Information Systems

1. Provide statistics on the breakdown of ticket requests in IS.
 - In 2016 IS processed just under 8,000 requests for service to the City and other ABC's supported. IS staff are not currently capturing the time it takes to accomplish the task but just the number of requests received and staff may be working on multiple tickets at one time.
 - There are many companies that operate a billing system. Do we have a billing system?
 - Not at this time. This may be an area for review as we do have the technology.

F) Human Resources

1. Look at preparing an agreement regarding training for retention purposes.
 - Lea Janisse to respond to this item as a part of the business arising from the minutes at the next Operational Review Committee meeting.
2. Consider posting the Welcome Video on the City's website.
 - The Welcome Video is posted on the City's Intranet.
3. Provide Members of the Committee with a link to JoAnne Roy's website.
 - JoAnne Roy does not have a website. Complete

G) Financial Services

1. Streamline Purchasing Policy to include local suppliers.
 - There have been many communications about buying local. Margaret Karpenko to make available to Council.
2. Paul Valenti to come before entire Council to re: purchasing policy.
 - Margaret Karpenko to respond to this item as a part of the business arising from the minutes at the next Operational Review Committee meeting. Paul Valente's last day with the City of North Bay is October 23, 2017.
3. Look at the purchasing program that Timmins is currently using.
 - The City of North Bay uses MERX (Canada's electronic tendering service) as well as Request for Proposals and Tenders. This streamlines processes and confirms consistency and diverts risk.
4. Provide percentage of pre-authorized payments.
 - There is a good uptake on paperless reporting and registering for pre-authorized payments.
5. Provide a link to the City of North Bay Purchasing By-Law. Completed.
 - [Purchasing By-Law](#)

6. Add information from the Purchasing Open House to the City's website.
 - Margaret Karpenko to respond to this item as a part of the business arising from the minutes at the next Operational Review Committee meeting.
7. Discuss with North Bay Hydro the possibility of combining bills
 - The cost would be higher to consolidate the water bill
 - This will significantly impact the ability to transfer overdue water accounts to the tax accounts.
8. CFO to check to see how the Water Portal is currently set up re: anti-spam legislation
 - We have used the water portal a minimal amount of times. We are covered.
9. Provide the cost of postage for water billings.
 - Margaret Karpenko to respond to this item as a part of the business arising from the minutes at the next Operational Review Committee meeting.
10. Look at the possibility of sharing services with the ABC's.
 - We have had conversations regarding Accounts Payable and Payroll services with the Casselholme.

Action Items:

1. Councillor Maroosis will arrange a meeting with John Severino, Parking Staff and a group of Nipissing University Students regarding the development of new parking technology similar to that of a 407 transponder. A presentation will be scheduled for the committee.

Next Meeting: To be determined

Agenda Item:

1. Review Action Items: Information Services and Legal Services

Meeting adjourned at 6:18 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Judy Bechard
Deputy City Clerk