

**Minutes of the Operational Review Committee
Meeting Held
Monday, June 6, 2016**

Present:

Councillor Maroosis, Committee Chair
Councillor Bain, Committee Member
Councillor King, Committee Member
Mayor McDonald, Committee Member
Lea Janisse, Acting Chief Administrative Officer
John Severino, Managing Director Community Services (5:35 p.m. – 6:55 p.m.)
Margaret Karpenko, Chief Financial Officer
Grant Love, Fire Chief
Peter Leckie, City Solicitor
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association
Brian Phillips, President CUPE Local 122 (5:30 p.m. to 6:55 p.m.)
Ron Melnyk, By-law Enforcement Coordinator (5:30 p.m. to 6:55 p.m.)
Jaclyn Bucik, Communications Officer (5:30 p.m. to 6:55 p.m.)
Adam Lacombe, Engineer

Regrets:

Councillor Anthony
Councillor Serran
David Euler, Managing Director of Engineering, Environmental Services and Works

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:30 p.m.

1. Adoption of Minutes:
The Closed Minutes of May 24, 2016 and the Regular Minutes of May 24, 2016 were approved by the Committee and will be presented to Council on June 13, 2016.
2. Business Arising from Minutes:
- Action item referred to analysis of staff time spent in the legal department. Would like to have the City Solicitor develop a process so that we can see the time spent in the legal department on what projects, and what additional help would be required.
3. Operational Review of Corporate Services.
 - Peter Leckie presented information – Risk Management and By-Law Enforcement. Copies of the presentations were provided to the Committee.
 - All claims submitted through the Clerks department.
 - SSA Adjusters Limited are our current adjusters. They objectively observe risks and report on future loss.
 - They view all files, no matter how small, as if they could be prepared for litigation.

- When claims are denied, they are handled in a business-like fashion.
- We have decencies in place to reduce liability.
- Documentation is crucial to a defense. A picture tells 1,000 words.
- We're hoping we'll have GPS in City vehicles soon. They help justify the City's case when someone makes a claim.
- A challenge for the City will be Bill 8 related to the Ombudsman. The Ombudsman is supposed to be a last resort for people who have tried to resolve their issues with a municipality.
- The Ombudsman cannot overturn decisions or issue penalties. They use moral persuasion.
- The City of North Bay has been contacted by an Early Resolution Officer, regarding a person who wasn't happy with our adjuster's response to their claim.
- There will be more from the Ombudsman in the future.
- Have you given any thought to tracking the amount of time you spend on Ombudsman-related issues?
 - Yes. Have only received one call so far. But could see the need to start to track the calls.
- By-law enforcement encourages cooperation and compliance.
- By-law enforcement investigates and enforces, provides education, and recommends changes.
- Can something be done about parked trailers not attached to vehicles on municipal property? The community is very upset.
 - A number of other municipalities have by-laws that don't allow trailers to be parked on municipal property, unless they are connected to a vehicle. The City of Bay does not have a by-law like that. Council could initiate something.
- We have used notices of trespass, and towed, which seems to help.
- Commissionaires handle parking enforcement and security.
- Notable: met budget goals and earned an extra \$91,000.
- The biggest challenge with Commissionaires is training and retaining staff. Cost could be contained if they were made City employees. They use the City as a training ground for other jobs.
- What answer are you looking for?
 - We don't have a lot of control over it. There are also difficult working conditions. Not sure what we can do to improve retention.
- The agreement with the Commissionaires expires in July. We're out looking for quotes now. There are limited options.
- Do the three waterfront marina security staff fit in the marina budget?
 - The cost paid for by Parks and Recreation.
- Is POA security one day per week?
 - It is one or two days per week.

- Do you hire more in the summer time?
 - Yes, for waterfront.
- During Council meetings, security person sits on the main floor is there a reason for that?
 - Traditionally they have been on the main floor. It's wherever they can serve best. The idea of having them on the main floor was to have them deal with people in the building who are not there for Council meetings.
- Commissionaires are trained and given ambassador training.
- Parking enforcement is primarily through foot patrol, from 9:00 a.m. to 5:30 p.m. approximately.
- There are tolerances. There is a five minute grace on meters and 15 minutes on pay and display.
- Is there a reason we go until 6:00 p.m. for parking?
 - It's at the call of Council. It generates revenue. If we reduced the time we'd reduce the revenue.
- How many tickets are generated between 5:00 p.m. and 5:30 p.m.?
 - Tried a few years ago to stop issuing tickets at 4:30 p.m. We found most meters weren't paid for after 4:30 p.m.
- Mobile patrols emphasize different areas of the City, depending on the time of year.
- Are we having issues with residential rentals?
 - Haven't had a lot of issues. City police do patrols in areas of concern.
- The challenges with parking relate to complaints. Complaints can be brought to the City Solicitor. We ask that businesses let us know if they have an event or something going on so we won't incorrectly ticket them.
- There is serious verbal abuse against Commissionaires, and the threat of physical abuse.
- What can we do about it?
 - Educate the public. Educate the DIA. Offer options to businesses.
- Is it worthwhile to have Ron meet with the DIA?
 - Ron used to be on the DIA board. But there are new staff at the DIA. It may be helpful to have him attend.
- What has helped a lot is having the Commissionaires take photos of infractions.
- Could the photos be available in Customer Service?
 - They do have access to the photos. But we're moving towards having ticket complaints going to Ron.
- Suggest that the Commissionaires introduce themselves to the public and business owners, to create relationships.
- Commissionaires do not stay around very long anymore. We don't see retired veterans on staff anymore.
- Ticket revenue was higher in 2015 than in previous years.

4. **ACTION ITEMS:**

- (i) By-law or action by legal department to address trailers parked on municipal property.

Moved by Councillor Bain, Seconded by Councillor King

That the Operational Review Committee adjourn in-camera pursuant to section 239(2) of the *Municipal Act, 2001*, as amended, at 6:55 p.m. to discuss advice that is subject to solicitor-client privilege.

Moved by Councillor Bain, Seconded by Councillor King

That the Operational Review Committee meeting reconvene at 7:15 p.m.

Next Meeting – Monday, June 27, 2016 – 4:15 p.m.

Agenda Item: P.O.A.

Meeting adjourned at 7:15 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Melanie Shaye
Deputy City Clerk