

**Minutes of the Operational Review Committee
Meeting Held
Monday, April 25, 2016**

Present:

Councillor Maroosis, Committee Chair
Councillor Bain, Committee Member (5:30 p.m. to 7:00 p.m.)
Councillor King, Committee Member
Councillor Anthony, Committee Member
Mayor McDonald, Committee Member
Councillor Forgette
Councillor Shogren
Councillor Mayne
Lea Janisse, Managing Director Corporate Services
John Severino, Managing Director Community Services
David Euler, Managing Director of Engineering, Environmental Services and Works
Margaret Karpenko, Chief Financial Officer
Grant Love, Fire Chief
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association

Regrets:

Councillor Serran, Committee Member
Jerry Knox, Chief Administrative Officer
Brian Phillips, 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 April 4, 2016 Minutes were approved by the Committee and will be presented to Council on May 2, 2016.
2. Business Arising from Minutes:
Action Items:
 - Due to the April 11th meeting being cancelled information regarding the ERP will be heard on Monday, May 9th.
 - The sub-committee will be established once the Committee has had an opportunity to speak with Information Services.
 - The sub-committee will need a member of the Operational Review Committee or Council to be the chair.
 - The sub-committee will need a mandate to clarify its objectives.
 - Baylor presentation identified a shortfall in our date system – will this be something that can be identified in the sub-committee.
3. Operational Review of Corporate Services.
 - Lea Janisse presented information from Corporate Services. A copy of the presentation was provided to the Committee.
 - Customer Service Centre
 - Established in July 2014
 - Eliminated 1.5 positions across the organization.
 - Established the centre within the existing budget.
 - Change the way the City provides customer service to the community.
 - The number of calls received have remained steady.
 - Taking away someone to do mail seems counterproductive.
 - Need to change the way we process water bills.
 - An aggressive communication plan needs to be rolled out regarding pre-authorized water bills and e-billing.
 - Website for Customer Service is not user friendly.
 - Departments need to ensure that they are providing up-to-date information to the Customer Service Clerks.
 - The Customer Service Centre does not take calls for DSSAB.
 - Would it be a possibility to out-source answering the phone.
 - The majority of the forms are on-line.

- Good Neighbour Handbook should be provided to Customer Service to hand out to citizens and also made available on-line.
- The in-house parking ticket program saves \$10,000.00 in licensing fees per year.
- Humane Society program will help eliminate duplication of work.
- The Humane Society does not pay the City to process licenses.
- There have been preliminary discussions regarding moving dispatch to the Customer Service Centre.
- The waste line is one area that has been identified to be moved to the Customer Service Centre.
- What opportunities are there to develop the empty space in the lobby?
- Does finance need to be on the first floor?
- The reason it was on the first floor was because of the cashier component.
- Now that this has moved to Customer Service there is no need for financial services to be on the first floor.
- Have we looked at moving the Commissionaire's to the space where the old reception is?
- Would have to look at how much the Commissionaire's are actually in the building.
- When a customer comes to Customer Service they are encouraged to sign up for pre-authorized payments.
- An information kiosk at the front doors would help eliminate the number of inquiries fielded by Customer Service.

➤ Clerk's Department

- Maintenance was moved to Community Services when the Customer Service Centre came under the umbrella of the Clerk's Department.
- The number of Freedom of Information requests have increased over the years with no change to the possibility of recovering costs.
- Would it be possible to eliminate the paper agenda for the Operational Review Committee Meetings and use an electronic agenda?
- Have FONOM and AMO look at the legislated fees.
- Look at the performing marriage ceremonies at City Hall.

4. **ACTION ITEMS:**

Customer Service:

- (i) Provide information as to how many emails Customer Service receives and which departments they are forwarded to.
- (ii) Look at improving Customer Service Centre information on the City's website.
- (iii) Look at the potential of an Information Kiosk for public information at main doors.
- (iv) Directory on phone system.
- (v) Opportunities for relocation of Centre in order to accommodate additional staffing and improving customer service (in-house assessment).

Clerks:

- (i) Councillor Bain to discuss with FONOM and AMO the tremendous expense associated with Freedom of Information Requests. Clerk to provide information regarding legislated costs.

- (ii) No more paper copies of the Agenda and Minutes at the Operational Review Committee Meetings. Clerk will only send via email.
- (iii) Look at performing marriages.

Next Meeting – Monday, May 9, 2016 – 5:15 p.m.

Agenda Items: Continuation of Corporate Services
ERP Discussion

Meeting adjourned at 7:00 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Karen McIsaac
City Clerk