

**Minutes of the Operational Review Committee  
Meeting Held  
Tuesday, May 2, 2017**

**Present:**

Councillor Maroosis, Committee Chair  
Councillor Anthony, Committee Member  
Councillor King, Committee Member  
Councillor Bain, Committee Member (5:05 p.m.–6:17 p.m.)  
Councillor Serran, Committee Member  
Mayor McDonald, Committee Member (4:55 p.m.–5:20 p.m.; 6:00-6:17 p.m.)  
Councillor Forgette  
Keith Robicheau, Chief Administrative Officer  
John Severino, Managing Director Community Services  
Margaret Karpenko, Chief Financial Officer  
Jason Whitely, Fire Chief (5:05 p.m.–6:17 p.m.)  
Paula McCloskey, Senior Manager, Parks, Recreation & Leisure Service  
Melinda Fry, Manager, Sports & Events  
Shannon Saucier, Director Financial Services / Deputy Treasurer  
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association

**Regrets:**

Brian Phillips, President CUPE Local 122  
David Euler, Managing Director Engineering, Environmental and Works  
Lea Janisse, Managing Director of Corporate Services

Special Review Committee Chair, George Maroosis, called the meeting to order at 4:52 p.m.

1. Adoption of Minutes:  
The Minutes of April 18, 2017 were approved and will be presented to Council on May 30, 2017.
2. Business Arising from Minutes:
  - Fuel delivered to Parks in October 2016
    - John Severino explained the process for fuel delivery to the Parks Department
    - We have a fuel tank that alternates between the parks.
    - Lee Park receives 300 gallons of regular gasoline and 100 gallons of diesel.
    - The fuel has electronic dispensing which involves a sign-out process. All fuel used is tracked in this book and audited against fuel consumption monthly.
    - \$5000.000 work of fuel was purchased
      - What is fueled?
        - ❖ The fuel is used for the gators, chain saws, lawn mowers and any small equipment.
      - How do we determine which vehicle goes to Fleet management and what vehicle would not?
        - ❖ The general definition is wheels, odometer reading, timing etc.
      - What are we doing with the PHARA Bus system?
        - ❖ We are currently spending \$33,500.00 in repairs and fuel. In October 2016 we spent \$10,400.00 in repair and fuel. In September 2016 we spent \$9,000.00 in repair and fuel to the Airport.
      - If we are responsible for the PHARA buses, why are we sending them to the Airport instead of our own internal Fleet Department?
        - ❖ As part of the Mercury review it was noted that there may be opportunities to move these to the Fleet department. This is on the radar and will be reviewed when the system is implemented. It will be reviewed

when we proceed. We are still responsible for the Airport. They have 2 mechanics and the hourly rate is competitive. The PHARA buses are not the easiest to maintain. The problems we have are all reviewed by the Manager.

- When you say the rates are competitive with the City, what does that mean?
  - ❖ The shop rate for the Airport is \$65.00 per hour. The shop rate for the City Fleet Department is \$83.00. The ambulance servicing is all completed by the Airport as well. The District of Nipissing Social Services Administration Board recently went to Tender for the servicing of the ambulances.
- If there is a staffing issue? Should we be staffing the airport with City staff?
  - ❖ We do not staff the airport. They are airport staff. When they are not fully utilized in the garage they are put on truck duty.
- Why do the Para buses get fueled at the airport?
  - ❖ These buses only get fueled when getting serviced at the airport.
- How do we track the fueling?
  - ❖ Both the airport and city are on the Computrol system. We can get back to you with how this works.
- Are the qualifications of mechanics at the airport different from the city requirements?
  - ❖ They are heavy equipment mechanics. The qualifications are similar.

### 3. Operational Review of Arena Fees

- Melinda Fry and Shannon Saucier were present in relation to the Arena User Fees. Copies of the presentation were provided to the Committee.
  - A service level change is recommended to generate additional revenue through user fees. This would reduce a growing reliance on the tax levy.
  - A cost recovery analysis was completed evaluating winter ice use, contracted ice use, meeting room rentals, etc.
  - Consultation meetings were held with User Groups. The first meeting was held in May 2016 as an interactive process receiving feedback from a majority of all major groups.
  - Over the summer we reviewed the feedback. Feedback was positive. Although people did not want the increase they did understand the methodology.
  - The user groups also provided suggestions such as reducing Saturday evening rates, increasing public skating and shiny times, and creating a new program.
    - Did we get feedback regarding the tournament this past weekend? For example, some feedback received was that our rates were expensive.
      - ❖ We have a slide with comparative rates later on in the presentation.
  - We have more time slots than other municipalities and this may lead to confusion over rates.
  - The Adult Prime Rate for Pete Pelangio and West Ferris was used as the foundation for the remaining rates. This will be phased in.
  - The Youth Rate is 20% less than the Adult rate
  - We are a year behind in fees. For example, in 2017 we charged 2016 rates.
    - If I am organizing a tournament, are these the rates I am charged?
      - ❖ Yes.
    - Is there any discussion around Sports Tourism?

- ❖ No.
  - Is it a feasible thing for Economic Development to provide subsidy to Sports Tourism?
    - ❖ The Event Hosting Program is funded through the Parks and Recreation Department as a line item in the budget. There is also a benefactor rate through Tournament Organizers and Hotels.
  - So there is a way to apply for savings?
    - ❖ Yes.
- The 2015 Comparative Rates show the fees charges by Barrie, Timmins, Huntsville, Sudbury and our three arenas. When we look at this, rates are often compared to smaller arenas like Trout Creek and East Ferris. Smaller Arenas shut down for longer periods of time. Our costs are different than smaller municipalities. Some communities also charge resident verses non-resident rates. We have not done this.
- It is important to note that Sudbury is a region and we are not. They do not have a smaller municipality nearby.
  - Is there any value or place to having a loyalty or long term commitment rate?
    - ❖ We have not gone down that road but want to focus on improving things for user groups.
  - Some communities have summer ice rates. How come we do not have summer ice rates?
    - ❖ The analysis led us to the decision that we would have one rate.
  - Do we lose money in the summer?
    - ❖ No. We took an overview of the rates.
  - If we did not have summer ice, how much would we save?
    - ❖ We did have this discussion for 2 years prior but it did not move forward as we did not want to limit services. Summer ice is seen as a programming option and is an expectation for the hockey groups.
  - We still have ball hockey?
    - ❖ Yes we do. This is offered at the West Ferris Arena.
  - Why does the everyday taxpayer subsidize hockey and ice rinks?
    - ❖ It has to do with universal benefit to residents.
  - Are there any with 100% user fees?
    - ❖ Usually there is high demand in this case with 24 hour utilization.
  - What is the total budget for all arenas?
    - ❖ I believe we are contributing 3.2 million or about 50 %.
  - When would Council approvals be required?
    - ❖ It would be advantageous to the user groups so that they could begin preparing now. It allows user groups time to do fundraising to reduce the impact.
  - What are the subsidies offered to seniors?
    - ❖ Our rates are among the lowest. We offer a Public Skate at noon and a seniors and tots time.
- We do not feel it would be prudent to rush to implement this year, but allow a notice period to allow for adjustment. April 1, 2018 would give the user groups more time to adjust to the rate change. This would be a one year notice and two year phase in.
  - When are you bringing it up?
    - ❖ We are prepared to bring it up at the best opportunity to present it. We are not sure how Council feels about it.
  - Do we have the authority to recommend to Community Services to get this done?
    - ❖ Yes. We feel the user fees should be brought forward to the Community Services Committee and to Council.
  - At some point we will be moving to a surcharge on user groups for the West Ferris Arena. Can John speak to that?

- ❖ I don't think we would be adding fees to users. We are trying to move the balance of a subsidy over to the user. We have a revenue verses cost issue. This will be brought forward to Council.

4. Action Items:

- (i) Review the value or place of having a loyalty or long term commitment rate for rink user fees.

Next Meeting: Tuesday, May 16, 2017– 4:45 p.m.

Agenda Item: Economic Development

Meeting adjourned at 6:17 p.m.

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Councillor George Maroosis  
Chair Operational Review Committee

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Judy Bechard  
Deputy City Clerk