

**Minutes of the Operational Review Committee  
Meeting Held  
Monday, October 3, 2016**

**Present:**

Councillor Maroosis, Committee Chair  
Councillor Anthony, Committee Member  
Councillor King, Committee Member  
Councillor Serran, Committee Member  
Councillor Bain, Committee Member  
Mayor McDonald, Committee Member  
Councillor Forgette  
Lea Janisse, Interim Chief Administrative Officer  
John Severino, Managing Director Community Services  
David Euler, Managing Director of Engineering, Environmental Services and Works  
Adam Lacombe, Senior Capital Program Engineer  
Margaret Karpenko, Chief Financial Officer  
Jaclyn Bucik, Communications Officer

**Regrets:**

Brian Phillips, President CUPE Local 122  
Gord Mulcahey, Executive Member North Bay Professional Firefighters'  
Association

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:16 p.m.

1. Adoption of Minutes:  
The Minutes of September 26, 2016 were approved by the Committee and will be presented to Council on October 17, 2016.
2. Business Arising from Minutes:  
There was no business arising from the Minutes.
3. Operational Review of Corporate Services.  
(i) David Euler re: Engineering, Environmental Service and Public Works was present in relation to the "Water and Wastewater Facilities" presentation. Copy of the PowerPoint presentation was provided to the Committee.
  - There is one Operator through the day but there is considerable automation at the plant. If there is an alarm it goes to both Water and Wastewater staff.
  - The Operations are regulated by the Ministry of the Environment and Climate Change (MOECC). Staff are constantly reviewing trends and testing samples.
  - Treatment is really a challenging process. All compliance issues are reported annually and provided to Council.
  - The Water Plant is new and the Wastewater Plant is older.

- The facility is computerized with the use of Hansen. At the beginning of the transition from OCWA, staff worked with OCWA to barcode the equipment. There are over 2000 labelled assets. Hansen enables staff to create a work order to alert staff to flagged issues. Maintenance is completed as a proactive approach.
- If you have someone within this department, can they go help in another department?
  - ❖ Yes. This happens more often between Landfill and Water/Waste Water as Landfill does not have an electrician. This sharing of staff usually happens a couple times per month.
  - MOECC is that the Ministry of the Environment and Climate Change?
    - ❖ Yes.
  - What is the snapshot showing the plan and actuals when we changed from OCWA to managing the system internally?
    - ❖ There has been a small savings of \$60,000.00. The real heart of the proposal was to invest in maintaining the facility.
  - The number of households is about 19,000 in the city. What is the capacity for the system?
    - ❖ Usage does vary from household to household.
- A capital project of \$500,000.00 to \$1,000,000.00 requires a lot of hands on management. There are also a number of small projects which also requires considerable time.
  - Are some of staff wages charged to Capital projects?
    - ❖ Yes. Some wages are charged to Capital projects and some to the Operating budget.
- Waste Water Flows are influenced by severe infiltration events. For example in March 2016 we had to handle 250,000 m<sup>3</sup> per day. This was the highest since the 1970's. With Climate Change and how these storms are happening we have to renew our processes.
  - Would you say this is a priority for Council with respect to Climate Change and should we resolve it at the source?
    - ❖ Yes. We could review at the source. For example the parking lots and use of paving stones so that water does not flow off the surface quickly but instead slowly dissipates. This is a significant priority.
  - Was the drop in water use due to the introduction of water meters?
    - ❖ Yes. It has had an effect.
  - As consumption increases we will see these numbers increase?
    - ❖ Yes, but many people have switched to low flow toilets and other water saving options.
  - Are we moving to an oversized culvert?
    - ❖ When Adam and his team review for design he will recommend solutions.
  - Recently the North Bay Mall parking lot was overrun with water resulting in deep and large puddles in the parking lot.
    - ❖ If you are not cleaning out your catch basin and private drains there will be a problem. The maintenance of this system is the responsibility of the property owner until it flows into municipal property.

- The Grit Removal Facility was a key investment to allow more liquids and inorganic removal at the front end of the process. This was a little over 5 million dollar investment that will pay dividends over the long haul.
- Replacement of Isolation Valves: Through the use of the Hansen system we have established a regular maintenance process for staff to follow in the exercising of valves on a regular basis. There are big gates in the system and stones get into the bottom. When you can't clean the stones you have to use more air and this increases energy costs.
- Based on the work we are doing we have reduced our staff by one Operator and added one to the maintenance team.
- The existing Generator is so old that we are unable to get parts. In the event of a big storm we usually have a few minutes to get it back on line. Staff have to custom make the repair parts.
- The planned electrical upgrade will be completed by our own crew over the next year.
- The roof of the Digester is no longer safe. No one is allowed on the roof.
- The Raw Sewage Pumps are very old and their efficiency analyzed. It was determined that new pumps will help us save money.
- The recommended Aeration Upgrades will improve air efficiency with the new blower.
- Eventually we will need to expand however we have limited space surrounding the facility.
  - We don't have property to expand?
    - ❖ If we need to expand we don't have enough property. We own a bit of property on Monk Street and Stanley Street. Canor Construction is behind our property. If that property ever became available we should consider purchasing.
  - Should we close Monk Street and use that land?
    - ❖ I am not sure if we can do that as others use that road.
  - Because your department was handling the water meters, some people made application for and received downsizing retroactive to the date of application?
    - ❖ Some applicants had to obtain a consultant and wait for them before proceeding. We then adjusted the date back to the first of the month in which they contacted our office.
  - There has been a complaint by someone who had their meter downsized. The complaint was regarding the date applied for the meter downsizing. The customer thought the date should go back to the first of January at the date of implementation. The review committee should be aware of this.
  - How many customers have downsized?
    - ❖ There are some meters that may not be capturing the amount of flow. The city reserves the right to change out the meter as needed.
  - Are we going to be proactive and let the balance of Council know about the retroactive downsizing concerns?

- ❖ Interim CAO Lea Janisse will send out an information item to the balance of council.
  - What is the full cost of retroactive adjustment?
    - ❖ If we do decide to go retroactive to January 1 for one customer, should we not do it for all?
  - It is anticipated that there may be a letter or presentation to council about this.
  - What is the expected lifespan of the Wastewater plant?
    - ❖ It depends on what you invest over time. For example, with the tanks, if you take care of the infrastructure items, change pumps, add new equipment, etc. it could last a long time.
  - If you did not maintain?
    - ❖ It would not last long. Critical components must be maintained for the system to work well.
- (ii) Adam Lacombe, Senior Capital Program Engineer was present in relation to the "Engineering Services" presentation. Copy of the PowerPoint presentation was provided to the Committee.
- What is the Engineer in Training Position?
    - ❖ This position is currently filled by a recent University Graduate. In order for an engineer to become licensed they require 4 years working in a position under the direction of a licensed engineer.
  - How many licensed engineers do we have on staff?
    - ❖ There are 4 engineers. The Certificate of Engineering covers 13 staff.
- Our core services: Sewer, Road, and Water
  - We have records of anything that we have built. We also store maps similar to legal plans like those at the registry office. These maps indicate where services are located around a house.
    - Are these services located on the 5<sup>th</sup> floor not the 1<sup>st</sup> floor?
      - ❖ We hope to evolve the services and eventually transfer them to the Customer Service Centre.
    - How much contact do you have with the planning department?
      - ❖ We work with the planning department on a regular basis.
    - Is this all computerized?
      - ❖ All paper records have been scanned in the last 5 years. We can then pull this information in as a background and use AutoCAD in design.
    - Do staff in Public Works have access to this information?
      - ❖ Yes. Staff have access by way of a pdf document. Currently staff do not have electronic access.
    - Do inspectors have tablets?
      - ❖ We are working towards this in the future. The maps operate mainly in pdf. This would be hard to access on a smart phone because the screen is too small. We can make smaller maps available for printing.
  - Diaries for construction projects have moved to an electronic tool.
    - Do inspectors have a laptop?
      - ❖ Yes. Their laptop would be used as a site office.

- Real-time records are available online by using GPS.
- Municipal Consent – Utility companies apply to access and close a city road to ensure that the roads are not dug up and left unrepaired.
- For any new builds, a security deposit is obtained to ensure that someone does not just dig up a road and not complete a project.
  - Do you charge the Building Department for engineering work?
    - ❖ There was a time study completed and a formula pre-determined by percentage. When Bill 124 came into effect analysis was completed. We rely on the time study. The building revenues cannot go to the levy. Those go to support departments by percentage.
  - What is the percentage breakdown of billing for working on a road and moving a service?
    - ❖ For example with Union Gas, the City will pay 35% of the cost and Union Gas will pay 65%. With Hydro the costs are split 50% to 50%.

(ii) Action Items:

- Provide a report showing the Water and Wastewater plan and actuals when we changed from OCWA to managing the system internally. A snapshot of where we are at currently.

Next Meeting: Tuesday, October 11, 2016– 5:15 p.m.

Agenda Item: Engineering, Environmental Services and Works Unit Review  
David Euler

Meeting adjourned at 6:50 p.m.

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Councillor George Maroosis  
Chair Operational Review Committee

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Judy Bechard  
Deputy City Clerk