

**Minutes of the Operational Review Committee  
Meeting Held  
Monday, November 14, 2016**

**Present:**

Councillor Maroosis, Committee Chair  
Councillor Anthony, Committee Member  
Councillor King, Committee Member  
Councillor Serran, Committee Member  
Mayor McDonald, Committee Member (5:17 pm – 5:35 pm)  
Councillor Forgette  
Councillor Mayne  
Councillor Vrebosch  
Councillor Shogren  
Lea Janisse, Interim Chief Administrative Officer  
David Euler, Managing Director of Engineering, Environmental Services and Works  
Domenic Schiavone, Director of Public Works  
Scott Taggart, Manager Roads, Traffic and Dispatch  
John Severino, Managing Director Community Services  
Gord Mulcahey, Executive Member North Bay Professional Firefighters’  
Association

**Regrets:**

Brian Phillips, President CUPE Local 122  
Councillor Bain, Committee Member

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:15 p.m.

1. Adoption of Minutes:  
The Minutes of October 31, 2016 were approved by the Committee and will be presented to Council on December 12, 2016.
2. Business Arising from Minutes:  
There was no business arising from the Minutes.
3. Operational Review of Corporate Services.  
David Euler re: Engineering, Environmental Service and Public Works  
Scott Taggart, Manager of Roads, Traffic and Dispatch  
Domenic Schiavone, Director of Public Works was present in relation to the “Public Works: Water Distribution, Waste Water Collection, Storm Water Collection presentations.” Copies of the PowerPoint presentations were provided to the Committee. The Presentation resumed at Complaint Management.
  - (i) Public Works: Complaint Management
    - Do we use a computer system for this process?
      - No. Currently staff use paper records and it is a manual process. This paperwork is manually entered into the system. The upgrade known as “Hansen 8” was recently purchased and plans

are underway for implementing this program for all of Public Works.

- Are there additional resources needed to launch this program?
    - The resources required are Administration Staff to work on the system. This resource was accounted for in the 2017 budget. Once the system is implemented most of the process will be computerized.
  - Will the system record time and employee name?
    - Hansen will record staff hours required on projects however it will not be able to pay employees.
  - How do we get the interface?
    - We would need a new Corporate Software package for this application.
  - Is this system a good investment?
    - This system is also used by other departments such as the Customer Service Centre.
  - How would the Complaint Management System process work with calls from Council?
    - Generally speaking calls from Council go directly to a Supervisor or Manager and not always to dispatch, however calls are encouraged at dispatch.
  - Some complaints are of a sensitive nature, will dispatch understand the priority?
    - If Council is getting calls then it is deemed an expedited response.
  - How do you manage the on-call coverage from 12:00 a.m. to 7:00 a.m.?
    - On-call staff will respond within 30 minutes of a call. Staff are at home at this time and when they are on-call they use a city vehicle, pager and phone to increase the response time. For example, they may receive calls related to water breaks. There are 2 unionized staff and 1 Supervisor on-call during this time.
  - What about snow storms and road conditions?
    - The Roads crew works from 4:00 pm to 7:30 am with one Sander Operator on the road. They are able to alert the Supervisor of changes in road conditions. The Supervisor is also reviewing satellite weather data. If road conditions worsen, there is a chain of communication to notify of the need for additional roads crews to work on the roads.
  - If there was a water break in the winter what would we do?
    - Sometimes a staff member operating a Sanding Truck may notice a water break at night. They will notify the on-call staff and remain at the location of the break to act as traffic control as well as assist as needed until staff are on site.
  - Are there any plans to centralize dispatch at City Hall?
    - This option has been discussed and is under review currently at the Senior Management level.
  - Question to John Severino: Do you have a similar complaints process?
    - I will review our process and get back to you.
- ❖ Dispatch has 2 phone lines: One for Public Works and one for Transit. Staff working in dispatch also have radio communication with Roads and Transit.
  - ❖ Scott Bradford is working on an automated solution for the phones system.

- ❖ There is an overlapping of services between Water & Sewer utilizing staff from other departments. For example, training for Roads staff includes a refresher on plow operation. This cross training and sharing of resources helps us all.
  - At what point do we seek quotes from outside contractors?
    - It depends on the scope of the work involved. For example, if there is a large new build we may contract out. The reason for this is the staff and time commitment required may be negatively impacted if we have to remove someone from a job for a couple of days due to an emergency somewhere else in the City. If it doesn't fit as a project for the team to complete.
  - Was there a break under Chippewa Creek?
    - Yes. In the winter months the piping broke with the heaving under the culvert.
  - How did you determine it was broken?
    - The water came up on the other side of the road and if you recall a car drove into it.
  - We have a number of staff employed year round. Summer represents additional holiday coverage and projects. What else could these staff be doing? How do you know you have the right number of staff? Is there any way to know how our staff move around the City?
    - Between April and November we hire staff for specific Capital projects. In the winter months, any staff without a permanent position do not get any hours but instead move to a part time list. If staffing needs arise we can turn to the part time list and call staff into work. The part time list includes staff with seniority but they are not being paid until called in for a shift. The part time list has a 3 strikes policy.
  - Do these staff members receive or access benefits?
    - Some may receive a pension or others may receive Employment Insurance benefits.
  - How many are on this list?
    - There is 9 staff on the part time list.
  - If they are not used for 2 years on the part time list, what then?
    - They are no longer on the part time list.
  - Have you ever had anyone miss 3 shifts?
    - Last year we had three staff who missed three shifts in a row and were as a result were let go.
  - What is their classification?
    - They are classified as part time staff. They are called out of the pool when needed. The bulk of these staff are in the Parks Department.
  - What is the requirement for full time versus part time?
    - The request comes from the department. Staff may receive shifts but their hours assist them to pass probation and build up seniority.
  - Is Transit a way for people to get hired at the City?
    - Yes, but not like previously where there was considerable movement around the city. The language in the Collective Agreement limits the movement.
  - Is there language regarding the minimum number of staff?

- No. The job is what drives the need in the department. The number of full time equivalent staff positions is reduced considerably.
- Do you need any new equipment?
  - No. We have made great progress in this area.
- There were 397 frozen lines. How many have we been able to dig down and lower in order to prevent future issues?
  - At this point it is a small number. I can get the exact number for you. Rock is sometimes right below the pipe and this rock refusal causes difficulty. Road reconstruction is where we could address this problem.
- When it comes to water safety how often do you have to update the licensing?
  - The renewal is every three years. This represents fifty hours per year of training.
- What are the colored rings on fire hydrants?
  - The color of the ring communicates the level of water flow. For example, red is low and blue is highest.

4. Action Items: None

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

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

Meeting adjourned at 6:42 p.m.

---

Councillor George Maroosis  
Chair Operational Review Committee

---

Judy Bechard  
Deputy City Clerk