

**Minutes of the Operational Review Committee  
Meeting Held  
Monday, September 12, 2016**

**Present:**

Councillor Maroosis, Committee Chair  
Councillor Anthony, Committee Member  
Councillor King, Committee Member  
Councillor Serran, Committee Member  
Mayor McDonald, Committee Member  
Councillor Vrebsoch  
Councillor Mayne  
Councillor Shogren (5:40 p.m. to 6:45 p.m.)  
Lea Janisse, Interim Chief Administrative Officer  
John Severino, Managing Director Community Services  
David Euler, Managing Director of Engineering, Environmental Services and Works  
Margaret Karpenko, Chief Financial Officer  
Domenic Schiavone, Director of Public Works  
John Ouellette, Fleet Manager  
Jaclyn Bucik, Communications Officer

**Regrets:**

Councillor Bain, Committee Member  
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association  
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 Minutes of September 6, 2016 were approved by the Committee and will be presented to Council on September 19, 2016.
  
2. Business Arising from Minutes:
  - The Chair requested a brief up-date on the City Hall Security Audit.
  - In 2013 a consultant was hired to conduct a security audit of a number of workplaces.
  - One of the recommendations is that we have policies and procedures in place.
  - A risk analysis was completed with input from city employees regarding the day to day risks.
  - A committee is reviewing the recommendations of the consultants.
  - The risk analysis can be found on the intranet.
  - The stairwells at City Hall have been locked.
  - In order to access the basement via the elevator you must use your swipe card.
  - Must maintain a balanced approach. We cannot eliminate all of the risk.
  - It is the approach to call 911 in relation to security issues.

- The DNSSAB staff have alarms - City staff does not nor are they prepared for a difficult situation.
    - The consultants focused on the probability not the possibility. Look at the incident, put barriers in place. We do not have any way to prevent someone coming into City Hall. Staff have the confidence to de-escalate.
  - When did the security audit take place?
    - In 2013.
  - It is my understanding that when the recent event took place at City Hall the communications person was away on holidays – does she have a replacement? I found out about the incident through Facebook. We need to prioritize the security audit.
  - This is a discussion for the whole of Council not just the Operational Review Committee. We can't lock ourselves down like Fort Knox. We have customers that cannot take the elevators so they need access to the stairwells.
  - The consultants focused on a number of different work places. We don't want to send a message to our employees so they are afraid to come to work.
    - What can you tell us about the security in the Council Chambers?
      - We do have the ability to have plain clothes police officers in the chambers. The Commissionaires are trained on a different levels of force but this is a service that we have not contracted them for.
    - What background does our by-law enforcement have? Could he not attend Council/Committee meetings?
      - His background is in policing.
3. Operational Review of Corporate Services.
- David Euler re: Engineering, Environmental Service and Works. Domenic Schiavone and John Ouellette were present in relation to the Fleet Department. Copies of the presentations were provided to the Committee.
  - Hours of Operation:
    - One staff member is on duty 4:00 a.m. during winter control.
    - One staff member is on duty at 5:00 a.m. during the summer construction season.
    - This shift is required for pre-trip inspections.
  - Current Garage Staffing:
    - The Full Time Employees have dropped by three. Two mechanics and one labourer.
4. What do the mechanics work on?
- Anything that has an engine or a set of wheels.
5. What does the Service Equipment Person do?
- Greasing.
    - Do the mechanics due repairs for transit?
      - Yes.
    - Does this include the wash bays?
      - No transit staff does this function.

- The mechanics also do warranty work which is charged back to the manufacturer.
    - Do the mechanics look after all City vehicles?
      - Not Police or North Bay Hydro.
  - Historically there is a shortage of mechanics. Need to have an apprenticeship program.
    - How long has the position been vacant?
      - For a month or two.
    - Have we relayed this issue to Canadore College?
      - Yes they are aware of it.
  - We have lost quite a few young mechanics from the City to pursue employment elsewhere.
- Core Business:
- There are trucks available to the mechanics to be able to roadside assistance if necessary.
  - The Allu bucket has proven to be a great asset to the City. With the testing that has been conducted so far the City will be able to use the Granular B that the Allu bucket is producing.
    - What will the savings equal?
      - In the future the City will be able to eliminate the purchase of Granular B – it would only be an estimate of maybe \$100,000.00 per year in saving.
    - Would it be beneficial to take this piece of equipment off-site?
      - Never sure what type of material they are going to run into. Right now looking at a second loader to replace a grader. This will ensure that someone is always at the Worthington dump site in order to eliminate illegal dumping and this piece of equipment can be used to level the site, etc.
  - The Commercial Vehicle Operating Registration (CVOR) was at 68% violation – which is very high. It now sits at 29%. We have looked at various charges and worked with different agencies to get this reduction. We are also reviewing training and awareness.
    - What is the acceptable average for a CVOR?
      - 35%.
    - Are the same ratings established across the Province?
      - The Province does not give us a different rating because we are in Northern Ontario.
  - There is a two year moving window - in 2014 we had a bad winter so we are just coming out of that now.
  - We have met with the North Bay Police to review some of the charges that have been laid. Now using by-law infractions instead of HTA charges.
    - Does the City of North Bay issue their own licenses to root out the bad drivers?
      - The City requests a driver's abstract, drivers also go through a defensive driving and other associated courses. They have to pass a practical (road) and written test.
    - Does the City do alcohol and drug testing?

- Cannot do this unless we have reasonable suspicion.
- How is the City tracking fuel consumption?
  - In order to access the pumps each employee has their own PIN, they must enter the vehicle number, the odometer reading – if they put in less mileage than was last recorded the system will automatically deny access. We are looking at temperate compensated pumps. We are looking at the fuel system as a whole.
- Fleet Management Information System:
  - Currently done by way of manual paper system.
  - This new system will bring the City up to Industry Standards.
    - Is this a done deal?
      - Yes, Council passed a Resolution and the agreement has been signed. There will be a 30 to 100 day implementation period. The longer implementation period is because we don't have a current system.
    - Do you need temporary help to implement the program?
      - No, we had three summer students and they have done a lot of the footwork.
    - Refresh my memory how much was the cost of the program?
      - \$129,000.00 U.S.
    - Once this system is running will all Phara be part of the system?
      - We have looked at this and right now Phara's vehicles are looked after by the airport – we can speak to Jack to see if this is still viable.
- Financial Changes in Fleet:
  - Currently vehicles are purchased through the capital budget. The plan is to eliminate this procedure with the use of FIM. Vehicles will be purchased through the operating budget.
  - Once the vehicle is put into FIM – FIM would track the asset for replacement.
  - Each department will have greater accountability for the replacement of their vehicles.
  - This will not be part of the 2017 Budget.
    - This just changes the way the money is distributed it is not reducing the budget.
      - That is correct. Instead of capital it will be part of operating.
  - FIM will pick the optimal time for replacing the vehicle. Some of the vehicles are being kept too long and too much money is being put into maintenance. The system will provide the exact costs of maintenance, fuel, etc.
    - You mentioned that the departments will have greater accountability – do you have any idea right now of how much that would be?
      - Not at this point in time.

- Purchase of Equipment:
  - In circumstances where the piece of equipment is specialized they will sole source.
    - Have you had conversations with the local suppliers – do they feel comfortable and engaged?
      - Yes and it has brought the prices down as well.

4. Action Items:

- (i) Look at purchasing temperature compensated pumps.
- (ii) Committee to review Security Audit.

Next Meeting: Monday, September 19, 2016– 5:00 p.m.

Agenda Item: Engineering, Environmental Service and Public Works  
Continuation of Fleet Department

Meeting adjourned at 6:45 p.m.

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Councillor George Maroosis  
Chair Operational Review Committee

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Karen McIsaac  
City Clerk