

**Minutes of the Operational Review Committee
Meeting Held
Monday, January 23, 2017**

Present:

Councillor Maroosis, Committee Chair
Councillor Anthony, Committee Member
Councillor Bain, Committee Member (5:55 pm)
Councillor King, Committee Member
Councillor Serran, Committee Member
Mayor McDonald, Committee Member (5:25-5:35)
Councillor Vaillancourt
Councillor Vrebosch (6:00 pm)
Councillor Shogren (6:30 pm)
Lea Janisse, Interim Chief Administrative Officer
John Severino, Managing Director Community Services
Domenic Schiavone, Director of Public Works
Scott Taggart, Manager Roads, Traffic and Dispatch
Scott Franks, Roads and Traffic Supervisor
Chief Jason Whitely
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association

Regrets:

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 January 16, 2017 were reviewed and approved by the Committee. The minutes will be presented to Council on February 7, 2017.
2. Business Arising from Minutes:
 - Review of Recommendation: A recommendation was read regarding the recommended change in format of removing the PAC process from the Development Application Process. The Chair invited a discussion and it was noted that Bev Hillier will be presenting this recommended change at a meeting of Invest North Bay in February. The committee would like to bring a recommendation forward at the February 21, 2017 meeting of Council.
3. Operational Review of Engineering & 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 Notable Fiscal and Staff Challenges.
 - Government changes require weekly checks of the distribution system. Five years ago lead was a popular focus with North Bay as an initial pilot site. Annually lead samples are checked.
 - Chemical monitoring is Ministry mandated however there is no funding provided to municipalities to complete these checks.
 - With all of this testing, is our water safe to drink? Are there any issues?
 - ❖ There are no issues with our water. The water is safe to drink.
 - Anytime this is a break the samples we currently routinely check do not cover this?
 - ❖ No. Further testing is required. We check two sets of samples: one on either side of the completed repair in addition to the mandated testing.
 - Are these tests contracted out to another company to complete?

- ❖ Yes. Their rates are competitive and most are done locally.
- In 2016 there were three reports of meter tampering. How are people doing this?
 - ❖ This is done by removing the water meter or bypassing it altogether. The meters that are tampered with are discovered as a “ping” missing from the system checks. Staff investigates the error and the discovery may be a broken wire. If we receive a zero read in reports it is an automatic contact. If it is a reduced amount, we may not have an alarm. Tampering with meters is not legal.
- When we discussed inspections, would you be able to further clarify if Developers inspect their own work how do we make sure the system is safe?
 - ❖ The disinfection of any system is documented according to Provincial Standards. Developers generally contract this work out. Bacteriological samples are required within twenty-four hours. Before tying into our system this testing must be completed. City of North Bay Water and Sewer staff oversees the connection and turn on the valves. We also do further tests.
- Do we charge Developers for this step?
 - ❖ Yes.
- Certain administrative charges are not being billed to Water and Sewer on an accurate basis for services. A certain rate is billed only.
- Would we not look at all Departments to ensure there is a balance of General Government Charges?
 - ❖ Yes.
- Are interest dollars moved back to Water and Sewer?
 - ❖ We need to look at what the charges are. For example with Legal services we charge a rate for services.
- What depth is the frost at this time of year? Is it driving water main breaks?
 - ❖ Right now the frost is at about two and a half to three feet in depth. In some places the frost may be four feet deep. We are not sure if the frost is the driving force behind the breaks. We are higher than we were last year and this would be an average year. It was a dry fall and we don’t expect drastic frost issues.
- Jaclyn is noting the water breaks in her communications.
 - ❖ In 2010 there were record breaks however with improvements in the infrastructure we should see a dramatic reduction.
- There are some revenue opportunities for us: repairs to the ONR; repairs to the Housing Authority and private homeowners; annual servicing of fire hydrants. Further revenues possibilities could include contracting our trucks to be used by North Bay Hydro.
 - Do you charge back the servicing or repairs to the Fire Department?
 - ❖ Not for flow testing, repairs or use. There may be a line item as an internal transfer from the Fire Department to maintain.
 - In the winter time is it your department that flags the fire hydrants?
 - ❖ Yes we look after this.
 - Does your department ensure that the fire hydrants are cleared of snow? Fire Departments in some municipalities ensure that their fire hydrants are cleared of snow.
 - ❖ Our priority is to educate and we do assist and work with Public Works to ensure that the water source is available.
 - With detailed field sheets, where are you at with the ability to locate using GPS?

- ❖ Our valves are located using GPS as well as some sanitary manholes. We can request this of drafting but in the field we do not have GPS for staff.
- What do you need?
 - ❖ Equipment and training for staff. Over the summer staff could complete locates and training.
- When you are hiring staff do they require grade 12 and a driver's license for entry level general labour positions?
 - ❖ We do not have any labour positions.
- What we would like to have is a flexible work force like winter maintenance in the Parks and Recreation Department.
 - ❖ This may pose a problem with Water and Sewer as you must be a licensed operator in order to turn valves, etc. We did make a change to include with the Utility Tractor position that they can operate a Winter Plow as well. There is resource sharing between departments such as Water and Sewer, Roads, Facilities, and Parks.
- Our staff that work in Water and Sewer, are they dispatched out of Public Works?
 - ❖ Yes.
- Who assigns the work at Water and Sewer?
 - ❖ The Supervisor and Managerial team review the pending work orders: complaints and urgent needs. The work is scheduled and the assignment package is provided to the Charge hand who meets with their crew to organize the work for the day.
- What is the process with the paperwork?
 - ❖ Requests for service are logged on a request for service form. A complete log of a call and follow-up action is kept. Time cards are completed with the work order number and municipal address. The physical paperwork is provided to an administrative staff member who enters it into the system.
- How long before we can move to electronic paperwork?
 - ❖ We don't see that happening as the cost to implement may be expensive and the equipment may take a beating. The paper copies of the reports are entered by dispatch clerks at night.
- Why would we not see this?
 - ❖ With staff in the field it is harder to track and may result in damage to the equipment because of the environment.

Operational Review of Engineering & Works

Scott Franks, Roads and Traffic Supervisor: Traffic Department presentation. Copies of the PowerPoint presentations were provided to the Committee.

- The Minimum Maintenance Standards was established in 2002.
- Luminaries: there is a minimum standard for replacement of light bulbs. For example if there are three bulbs out they must be replaced within 14 days.
 - The minimum standard that you spoke about, is it Provincial or local?
 - ❖ It is the Province's standard and our standard as well. We take calls and request for service. These are logged and provided to North Bay Hydro who will repair the outage twice per year. LED Lights have an eight year warranty on the fixture.
 - ❖ We react quicker than 14 days to repair any lights.
 - How many do we fix in the spring or fall?
 - ❖ We will get that number for you.
 - Do we get a rebate back from North Bay Hydro? How do we get billed?

- ❖ We are billed based on the calculation: usage and number of lights. We get a rebate for outage.
- Can we ever have a time where all traffic lights are green?
 - ❖ Never heard about this happening. Conflict monitoring prevents this. Conflict monitoring is checked twice annually. If a fault occurs all lights will flash red making the intersection a four way stop.
- Do we ever arrange lights for traffic and pedestrians?
 - ❖ This would extend cycles. Currently we operate on 90 second cycles. You can do this but it will extend the cycle time and reduce traffic efficiencies.
- Do you have standards regarding the placement of street lights? For example on Lakeshore it is bright on one side while on the other side there is little light. Do we review where lights are placed?
 - ❖ Lights are placed where Hydro poles are located. If no Hydro poles than we are unable to connect a street light.
- Do you look at courtesy walks? Different colored bricks?
 - ❖ We would only look at painting requirements.
- How much is an intersection for lights?
 - ❖ Approximately \$100.00 to \$200.00.
- There are changes to McIntyre and Fergusson Street and Fraser Street.
 - ❖ North Bay Hydro is updating their poles and kindly asked us to get off their pole.
- How much power is required for street lights?
 - ❖ I can get that for you.
- How long is advanced green?
 - ❖ 7 seconds is the average however there is a sensor in the road that will detect the vehicle and stay green.
- A light study was completed and the standard reviewed. We exceed the minimum standards.
- As lights age they lose some light. The arterial roads have a higher standard than collector roads than even residential roads. All meet or exceed the minimum standards. Lights are not expected to light sidewalks. The intent is to put lights where you may have pedestrian and car conflicts.

4. Action Items:

- The Committee recommended that the PAC recommendation be presented to Invest North Bay and then sent to Council for decision.
- The Committee would like to review actual administrative charges to the Water & Sewer Department.
- George Maroosis, Domenic Schiavone and Scott Taggart schedule a meeting with North Bay Hydro to review the potential of income through the flusher truck rental.
- GPS equipment and training for Water and Sewer staff.

Next Meeting: Tuesday, February 7, 2017– 4:45 p.m.

Agenda Item: (i) Engineering, Environmental Services and Works Unit Review
Continuation of Traffic Department presentation by Scott Franks, Roads and Traffic Supervisor.

Meeting adjourned at 6:50 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Judy Bechard
Deputy City Clerk