

**Minutes of the Operational Review Committee
Meeting Held
Monday, March 21, 2016**

Present:

Councillor Maroosis, Committee Chair
Councillor Bain, Committee Member
Councillor Serran, Committee Member
Councillor Anthony, Committee Member
Mayor McDonald, Committee Member
Councillor Mayne
Councillor Vrebosch
Councillor Forgette
Jerry Knox, Chief Administrative Officer
Lea Janisse, Managing Director Corporate Services
David Euler, Managing Director Engineering, Environmental Services and Works
John Severino, Managing Director Community Services
Margaret Karpenko, Chief Financial Officer
Grant Love, Fire Chief
Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association

Regrets:

Councillor King, Committee Member
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 March 14, 2016 Minutes were approved by the Committee and will be presented to Council on April 4, 2016.
2. Business Arising from Minutes:
 - (i) Hours of Commissionaires:

Peter Leckie and Karen McIsaac are working on a schedule of public after hour meetings and will provide the same to Ron Melynck so he can advise the Commissionaires of the new hours.
 - (ii) Motion Re: Sub-Committee – 911 Services and Emergency Tiered Response Process.

The following Motion is to be presented to Council on Monday, April 4, 2016:

That the Review Committee establish a Sub-Committee to review the City's 911 Service and Emergency Tiered Response Process;

That Councillor Mac Bain be appointed as Chair of the Sub-Committee;

That the Fire Chief, the North Bay Police Services Board, the North Bay Regional Health Center Ambulance Division and the Nipissing District Social Services Administration Board be asked to send representatives to the Sub-Committee; and

That the Sub-Committee report their findings in three months.

3. Summer Meeting Schedule:

The Operational Review Committee will meet every second Monday at 4:15 p.m. this will be in conjunction with the Summer Committee/Council Meetings.

4. Operational Review of Community Services Business Unit.

- John Severino presented information from the Community Services Business Unit. A copy of the presentation was provided to the Committee.

Transit:

- Staffing:
 - Spareboard Operators:
 - ❖ Called in as required – permanent part-time employees of the City.
 - ❖ They have no guaranteed hours.
 - ❖ Minimize overtime.
- Transit Structure – 2016
 - Crossing Guards
 - ❖ Are the responsibility of the Municipality pursuant to the *Municipal Act*
 - ❖ As schools close the crossing guards are reduced – they have been reduced from 19 to 16.
 - ❖ No agreement with the School Boards – the services is mandated.
- Transit Evolution:
 - If the City wished to get 13 to 14 years from a bus instead of the standard 11 to 12 year life cycle could this be accomplished?
 - ❖ The maintenance costs are significantly higher.
 - Why does the Industry look at age instead of mileage?
 - ❖ It is due to the environmental exposures the buses have.
- North Bay Transit at Work:
 - Service size area should read 314.0 kilometres squared.
- Responsible for:
 - After 8:00 p.m. dispatch is switched over to Public Works.
 - Installation and maintenance of signs is provided by Public Works.
 - Customers call in with a complaint/issue it goes through dispatch.
 - Dispatch is where employees call in when they cannot make scheduled shift due to illness.
- Kilometric Travel:
 - The number of kilometres travelled had the biggest decrease in 2015 due to route adjustments.
 - The North Highway had reduced service.
 - Hornell Heights and Pinewood Park area have had increased service.
- Fuel:
 - 2011-2013 the implementation of air cooling systems vs. oil cooling systems reduced fuel consumption.
 - The 2015 adjustment in the routes has reduced fuel consumption.
 - Smart Driver Training has also helped reduced fuel consumption.

- Ridership levels are going down but this is not unique to just our community.
 - Should the City be looking at a marketing plan.
 - Has the City looked at providing bus services to the School Boards?
 - The City buses do not shut down for snow days.
- Transit Revenue:
 - The City currently has agreements in place with Canadore College and Nipissing University.
 - Looking at private industry to provide employee transit passes.
- Transit Expenses:
 - The City may wish to look at the tender regarding the purchase of tires regarding the recycling costs.
 - The peak season is for eight (8) months – Labour Day to May 1st.
 - There are reduced bus hours on Family Day, Easter Monday, Civic Holiday and Boxing Day.
 - The hours during statutory holidays need to be reviewed to see if there should be a reduction in the service currently provided.
 - The City should not be just focusing on the student's needs they also need to focus on the needs of the citizens.
 - Peak service is designed around businesses as well students.
- R/C Ratio Comparisons – How do we Stack Up?
 - These figures are skewed due to the larger cities that are included in the survey.
- Additional Responsibilities:
 - School Crossing Guards
 - ❖ The guards are part-time employees of the City.
 - ❖ The *Municipal Act* mandates that the Municipality bears the cost of crossing guards.
 - Para Bus
 - ❖ There has been a drop in users for Para Bus due to the transit buses being 100% accessible.
 - ❖ The qualifications for use of the para bus are currently under review by the Province.
 - ❖ P.H.A.R.A. accepts the applications and makes the decision as to who can use the para bus.
 - ❖ P.H.A.R.A. also books the appointments.
- Para Bus – Stats:
 - Para buses are not designed to have the demands that the City puts on them.
 - The City ran a pilot project utilizing a van instead of a para bus.
 - Sometimes only see one person on a para bus.
 - Transit Manager has been working with PHARA to schedule more than one pick up at a time.
 - Does it make sense to contract taxis to do this work.
- Capital Projects:
 - There will be two buses replaced this year.
 - Bus Stops – will be looking at concrete pads to make it easier to get on and off the bus.
 - Automated Stop Announcement System has been completed.
- Where do we want to be:
 - Will be using technology where there is payback to us.
 - AVL System will be in place.
 - Does the City have the capability for citizens to use their phones to know when a bus will be at the stop – the AVL System will provide this service.

- Smart applications will hopefully be in place by the end of the year.
- Way Finding:
 - More visual signage – will only be at the major bus routes and transfer points.
 - Bus routes through google apps.
- Transit Signal Optimization:
 - The buses will not be able to change a red light to green but will only be able to hold the green light for a longer period.
 - This will improve fuel efficiency and schedules.
 - The Transit Manager attends conferences regarding best practices for routing, etc.
- Pay By Text:
 - How do we make this convenient for our customers – IT have been involved and engaged.
- Challenges/Opportunities:
 - Fares are at their limit.
 - The changes to the Labreche route increased the budget by \$40,000.00.

5. **ACTION ITEMS:**

- (i) Mileage comparison to other cities. (from a life cycle perspective)
- (ii) Investigate using Transit Buses with the various school boards.
- (iii) Review procedure for the purchase of tires. (Consider expanding tender to Quebec suppliers)
- (iv) Provide statistics re: ridership on Para Bus. (number of passenger transported per trip)
- (v) Explore more marketing initiatives to increase ridership.

6. Next Meeting – Tuesday, March 29, 2016 – 5:15 p.m.

Agenda Items: John Severino – Wrap up of Community Services
David Euler – Engineering, Environmental and Public Works Business Unit

Meeting adjourned at 6:50 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Karen McIsaac
City Clerk