

# Request for Decision City Council



## Type of Decision

Meeting Date	February 26, 2004				Report Date	February 18, 2004			
Decision Requested	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input type="checkbox"/>	Open	<input type="checkbox"/>	Closed

## Report Title

**Award of RFP for the Operation of the Transit Centre Information Kiosk**

### Policy Implication + Budget Impact

This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.

The 2004 base budget for the Transit Information Kiosk operation at the Downtown Transit Terminal was increased from \$54,000 in 2003 to \$102,600 in 2004 to reflect anticipated increase in costs related to the RFP for the delivery of kiosk services. The overall Greater Sudbury Transit budget decreased by 3.1% in 2004.

Background Attached

### Recommendation

THAT the contract for the delivery of services for the Information Kiosk at the downtown Transit Terminal be awarded to Zio's Tuck Shop, this being the only proposal to meet the criteria outlined in the Request For Proposal. The bid cost is:

Feb 1/04 to Jan 31/05 \$99,600

Feb 1/05 to Jan 31/06 \$110,000

Feb 1/06 to Jan 31/07 \$120,000,

with an option to extend the contract for a 4<sup>th</sup> and 5<sup>th</sup> year pending an annual review by the City, and subject to the satisfactory performance of the terms and conditions set forth in the agreement,

4<sup>th</sup> year Feb 1/07 to Jan 31/08 \$125,000

5<sup>th</sup> year Feb 1/08 to Jan 31/09 \$130,000.

The above amounts excludes GST.

Recommendation Continued

### Recommended by the General Manager

  
Caroline Hallsworth  
General Manager, Citizen and Leisure Services

### Recommended by the C.A.O.

  
Mark Mieto  
Chief Administrative Officer

**Report Prepared By**



Roger Sauvé  
Manager, Greater Sudbury Transit

**Division Review**

**Executive Summary**

The downtown Transit Terminal Information Kiosk contract between the City and Zio's Tuck Shop expired on August 31<sup>st</sup>, 2002, and has been overholding on a month-to-month basis, pending the award of a new Request for Proposal. The initial RFP call closed November 4<sup>th</sup>, 2003. Since that time, there have been extensive negotiations with the only proponent related to this contract to achieve the best possible price for this service. In addition staff costed out the service if delivered internally, using City of Greater Sudbury staff and resources.

**Background**

The Transit Centre kiosk began operation shortly after the terminal opened in May 1997. The kiosk operation is comprised of two components which include the sale of bus tickets/passes on behalf of the City to its transit passengers, and as well, the sale of Lottery and Nevada tickets. A percentage of the gross lottery sales are distributed to the Operator and the Sudbury Food Bank is the licenced charitable organization and the beneficiary from the break-open ticket sales (Nevada tickets) as required under the regulations of the Alcohol and Gaming Commission. In 2003 the Sudbury Food Bank derived approximately \$6,000 in revenue from the Nevada ticket sales at the Transit kiosk.

A great deal has changed at the Transit Centre since the doors first opened in the fall of 1996. In 1999, the City took a pro-active and innovative marketing approach to improve ridership. A "Frequent Rider Reward" program was initiated which provided low-cost ticket incentives to Sudbury Transit frequent riders. The result was a steady and modest increase in passengers and a large shift from cash-paying customers to ticket-purchasing customers. Currently, 30% of our passengers purchase tickets and the vast majority of these sales occur at the ticket kiosk at the downtown Transit Centre.

In 2001, with amalgamation, enhanced services and lower fares for passengers from the former municipalities lead to a 10.4% increase in ridership, compared to the national average increase in transit ridership of 2.6%. So successful was the new service, that it won the Canadian Urban Transit Association's Outstanding Achievement Award. More recently, the double cohort post-secondary enrolments have contributed to ongoing growth of our transit service. In total, since 1999, ridership at Greater Sudbury Transit has increased by 20% over the five year period. The increased ridership coupled with the increase in ticket purchases has placed a great deal of pressure on the kiosk.

In recent years the kiosk operator has also experienced high staff turnover and public complaints were often received advising that Transit Kiosk staff seemed to be inadequately trained and unfamiliar with the transit route network. The contractor advised that high turnaround in staff was tied to employing staff at minimum wage and the low rates that were paid under the terms and conditions of the former contract for this service. The RFP specified that all proponents were to put measures in place to recruit and retain qualified staff and that their pay levels be commensurate with the skill level required of front-line customer service staff.

The cost to Greater Sudbury Transit under the current contract is \$43,200. After negotiations with the only proponent for the Transit Centre Kiosk, the agreed upon price for 2004 is \$99,600, as described in the table below. Although the increase is significant, the proposed price is in accordance with the specifications identified in the proposal and reflects the costs of recruiting and retaining staff in a competitive service environment.

Prior to recommending award of this contract, staff completed a detailed analysis of the costs associated with providing this service using municipal employees. Costing for the service delivered by the City would require that we employ 2 full-time employees to cover 4,160 hours of service and part-time employees to cover the remaining 1,430 hours of service. Based on the job description for these duties, these unionized positions would be paid in group 4 year 5. We also added the appropriate percentages to reflect vacation and benefits. Other costs would include costs for a security company to pick-up deposits on a daily basis, additional insurance costs related to the increased services provided by the City, and service costs for a contractor to maintain the ATM machine located at the Transit Centre.

<b>Term</b>	<b>CGS Net Cost (Internal Delivery)</b>	<b>Zio's Cost</b>
Feb 1/04 to Jan 31/05	\$123,768	\$99,600 plus GST
Feb 1/05 to Jan 31/06	\$127,994	\$110,000 plus GST
Feb 1/06 to Jan 31/07	\$132,347	\$120,000 plus GST
Feb 1/07 to Jan 31/08	\$136,830	\$125,000 plus GST
Feb 1/08 to Jan 31/09	\$141,448	\$130,000 plus GST

The table above outlines the amount paid to Zio's Tuck Shop during the term of the proposed contract and provides a comparison to the cost of providing the service using an internal delivery model. The term of the proposed contract is thirty-six (36) months from February 1, 2004, to December 31, 2006, with an option to extend the contract up to sixty (60) months in 12-month increments, subject to an annual review by the City.

There were no other bidders, and the CGS cannot provide the same level of service for a lower price than the tendered amount. Therefore, it is recommended that the contract for the delivery of services for the Information Kiosk at the downtown Transit Terminal be awarded to Zio's Tuck Shop.

# Request for Decision City Council




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Report Title
Noise By-Law Exemption - Highway 17 from 1.3 km East of M.R. # 55 at Lively, Easterly to Highway 69

Policy Implication + Budget Impact	
n/a	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
<input checked="" type="checkbox"/>	Background Attached

Recommendation
<p><b>-THAT an exemption to the Noise By-Law be granted to the Ministry of Transportation of Ontario from May 1, 2004 to June 30, 2004 between the hours of 7:00 p.m. to 7:00 a.m.</b></p> <p><b>-Exemption is granted for the former Town of Walden By-Law 93-424, being a By-Law to prohibit and regulate noise in the former Town of Walden, and for the former City of Sudbury under Municipal Code, Chapter 776, Section 776.3.10.</b></p> <p><b>-Exemption is granted to the Ministry of Transportation of Ontario for the proposed road improvements on the Highway 17 By-Pass, from Highway 69 to Municipal Road 55, to be completed in 2004.</b></p>
Recommendation Continued

**Recommended by the General Manager**

  
 Don Bélisle  
 General Manager of Public Works

**Recommended by the C.A.O.**

  
 Mark Mieto  
 Chief Administrative Officer

Date: February 18, 2004

**Report Prepared By**



R. G. (Greg) Clausen, P. Eng.  
Director of Engineering Services

**Division Review**

In 2003, the Ministry of Transportation requested and received an exemption from the Noise By-Law. A copy of Council Resolution 2003-165 and the report from the General Manager of Public Works dated 2003-04-02 is attached as Exhibit "A".

The Ministry of Transportation is requesting a further exemption of the Noise By-Law between May 1, 2004 to June 30, 2004. The further exemption is required to permit their contractor to complete their project. A copy of their letter dated December 11, 2003 requesting the further exemption is attached as Exhibit "B".

Staff recommend the approval of this further exemption.

**PART I  
CONSENT AGENDA**

The following resolution was presented to adopt Items C-1 to C-10 inclusive, contained in Part I, Consent Agenda:

2003-155 Portelance/Petryna: That Items C-1 to C-10 inclusive, contained in Part I, Consent Agenda, be adopted.

**CARRIED**

**Item C-10  
Noise By-law  
Exemption**

Report dated 2003-04-02 from the General Manager of Public Works regarding Noise By-law Exemption - Highway 17 from 1.3 km east of M.R. #55 at Lively, Easterly to Highway 69 was received.

The following resolution was presented:

2003-165 Portelance/Petryna: That exemption to the Noise by-law be granted to the Ministry of Transportation of Ontario from May 1, 2003 to October 1, 2003 between the hours of 7:00 p.m. to 7:00 a.m.;

Exemption is granted for the former Town of Walden, By-law 93-424, being a By-law to prohibit and regulate noises in the Town of Walden, and for the former City of Sudbury under Municipal Code, Chapter 776, Section 776.3.10;

Exemption is granted to the Ministry of Transportation of Ontario for the proposed road improvements on the Highway 17 By-pass, from Highway 69 to Municipal Road 55, to be done in 2003.

**CARRIED**

<b>A P P R O V E D</b>			
Committee	<i>City Council</i>	Date	<i>Apr. 10/03</i> Res. # <i>2003-165</i>
Approved	<i>City Council</i>	Date	<i>Apr. 10/03</i> Res. # <i>2003-155</i>
Except Res. #	_____		

**Request for Decision  
City Council**





Type of Decision									
Meeting Date	April 10, 2003				Report Date	April 2, 2003			
Decision Requested	<input checked="" type="checkbox"/>	Yes		No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

Report Title
<b>Noise By-law Exemption-Highway 17 from 103 km east of M.R. #55 at Lively, Easterly to Highway 69</b>

Policy Implication + Budget Impact	
n/a	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
<input checked="" type="checkbox"/>	Background Attached

Recommendation
<p><b>That exemption to the Noise By-law be granted to the Ministry of Transportation of Ontario from May 1, 2003 to Oct 31, 2003 between the hours of 7:00 p.m. to 7:00 a.m.</b></p> <p>Exemption is granted for the former Town of Walden, By-law 93-424, being a By-law to prohibit and regulate noises in the Town of Walden, and for the former City of Sudbury under Municipal Code, Chapter 776, Section 776.3.10.</p> <p>Exemption is granted to the Ministry of Transportation of Ontario for the proposed road improvements on the Highway 17 By-pass, from Highway 69 to Municipal Road 55, to be done in 2003.</p>
Recommendation Continued

Recommended by the General Manager
 Don Bélisle General Manager of Public Works

Recommended by the C.A.O.
 Mark Mieto Chief Administrative Officer

Date: March 28, 2003

**Report Prepared By**



Angelo Dagostino  
Roads and Drainage Engineer

**Division Review**



Angelo Dagostino  
Roads and Drainage Engineer

The Ministry of Transportation of Ontario (MTO) is proposing to re-pave Highway 17 Southwest By-pass, from Highway 69 to Municipal Road 55 in 2003.

To minimize the inconvenience to the users of this corridor, MTO proposes the work be done between the hours of 7:00 p.m. and 7:00 a.m. from May 1<sup>st</sup> to October 31<sup>st</sup> of this year.

MTO is requesting an exemption from the City of Greater Sudbury Noise By-law. A copy of MTO's letter dated January 20, 2003 is attached.

Staff have reviewed this request and exemptions are needed from the two (2) former municipal by-laws to prohibit and regulate noise:

- 1) By-law 93-424 of the former Town of Walden  
and
- 2) Municipal code of the former City of Sudbury, Chapter 776, Section 776.3.10

Staff recommend the approval of this exemption.

Attachment



Ministry of Transportation  
159 Cedar St., Suite 503  
Sudbury, ON P3E 6A5  
Tel: (705) 564-7712  
Fax: (705) 564-3144

Ministère des Transports  
159, chemin Cedar, bureau 503  
Sudbury (Ontario) P3E 6A5  
Tél : (705) 564-7712  
Télééc : (705) 564-3144



REC-111-2003  
**Exhibit 'B'**  
MILITIO

December 11, 2003

RECEIVED  
DEC 12 2003

Mr. A. Dagostino, P.Eng  
Roads and Drainage Engineer  
City of Greater Sudbury  
P.O. Box 5000, Stn. A  
200 Brady Street,  
Sudbury, ON P3A 5P3

CITY OF GREATER SUDBURY ENGINEERING

Dear Mr. Dagostino:

**Re: Noise By-Law Exemption, Hwy 17 from MR #55 at Lively to Hwy 69**

As discussed in our telephone conversation on November 7, 2003, the Ministry of Transportation is requesting a Council Resolution for an exemption to the City's Noise By-Law in order to complete the above noted Highway 17 reconstruction project in 2004.

A Noise By-Law exemption was granted to the Ministry from May 1, 2003 to October 31, 2003 to permit night paving operations between 7:00 p.m. and 7:00 a.m. on this Highway 17 project. Unfortunately, our contractor did not complete the project in 2003 and will resume paving operations in the spring of 2004.

Night paving operations reduces the impact to the flow of traffic on the Highway 17 Bypass. Therefore the Ministry is requesting another exemption to the City's Noise By-Law, granting roadwork to be permitted on Highway 17, from MR #55 to Highway 69, between the hours of 7:00 p.m. and 7:00 a.m., from May 1, 2004 to June 30, 2004.

If you have any questions or concerns regarding this request, please do not hesitate to contact me at 564-7712.

Sincerely,

Bruce Sedgwick  
Area Contracts Engineer  
Sudbury.

cc: John Cimino

# Request for Decision City Council



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	Direction Only				Type of	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

## Report Title

**Transcab Service Contracts**

### Policy Implication + Budget Impact

This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.

Background Attached

### Recommendation

THAT the service contracts with Lockerby Taxi, Ferguson Transportation and Garson Taxi for the provision of TransCab service be extended on a month to month basis pending the outcomes of the 2004 budget and any subsequent RFP process.

Recommendation Continued


### Recommended by the General Manager

Caroline Hallsworth  
General Manager, Citizen and Leisure Services

### Recommended by the C.A.O.

Mark Mieta  
Chief Administrative Officer

**Report Prepared By**



Roger Sauvé  
Manager, Greater Sudbury Transit

**Division Review**

**BACKGROUND:**

Transcab service is an extension to the conventional transit system. It provides door to bus taxi service to low ridership areas. Providing this service by taxi is less costly than providing the service with conventional transit buses and routes. Greater Sudbury Transit currently has three service providers: Lockerby Taxi, Ferguson Transportation, and Garson Taxi. The contracts with these providers will expire at the end of February. There are currently budget options that, if accepted, would reduce or eliminate transcab service. We are requesting that Council approve the extension of the current contracts until service levels are determined through the budget process and the completion of a Request for Proposal.

# Request for Decision City Council




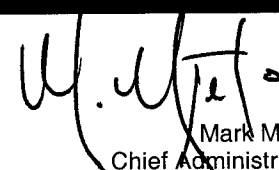
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Decision Requested	<input checked="" type="checkbox"/>	Yes		No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

Report Title
Proposed All-Way Stop Traffic Control at the Intersection of Moonrock Avenue, Telstar Avenue and Brenda Drive

Policy Implication + Budget Impact	
n/a	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
<input checked="" type="checkbox"/>	Background Attached

Recommendation	
<p>- THAT traffic control at the intersection of Moonrock Avenue and Telstar Avenue at Brenda Drive be controlled by an all-way stop.</p> <p>- THAT a By-Law be passed to amend City of Greater Sudbury Traffic and Parking By-Law 2001-1 to implement the recommended change.</p>	
<input type="checkbox"/>	Recommendation Continued

Recommended by the General Manager
 Don Bélisle General Manager of Public Works

Recommended by the C.A.O.
 Mark Mieta Chief Administrative Officer

Date: February 18, 2004

**Report Prepared By**



Nathalie Mihelchic, P. Eng.  
Co-ordinator of Traffic and Transportation

**Division Review**



R.G. (Greg) Clausen, P. Eng.  
Director of Engineering Services

The City's Traffic and Transportation Section has recently received a request from Ward 1 Councillor Terry Kett to review the existing traffic control at the intersection of Moonrock Avenue, Telstar Avenue and Brenda Drive. Local residents are very concerned with rolling stops at the intersection and related pedestrian safety as well as with excessive speeds of vehicles traveling along Moonrock Avenue. A similar request was received last September 2003.

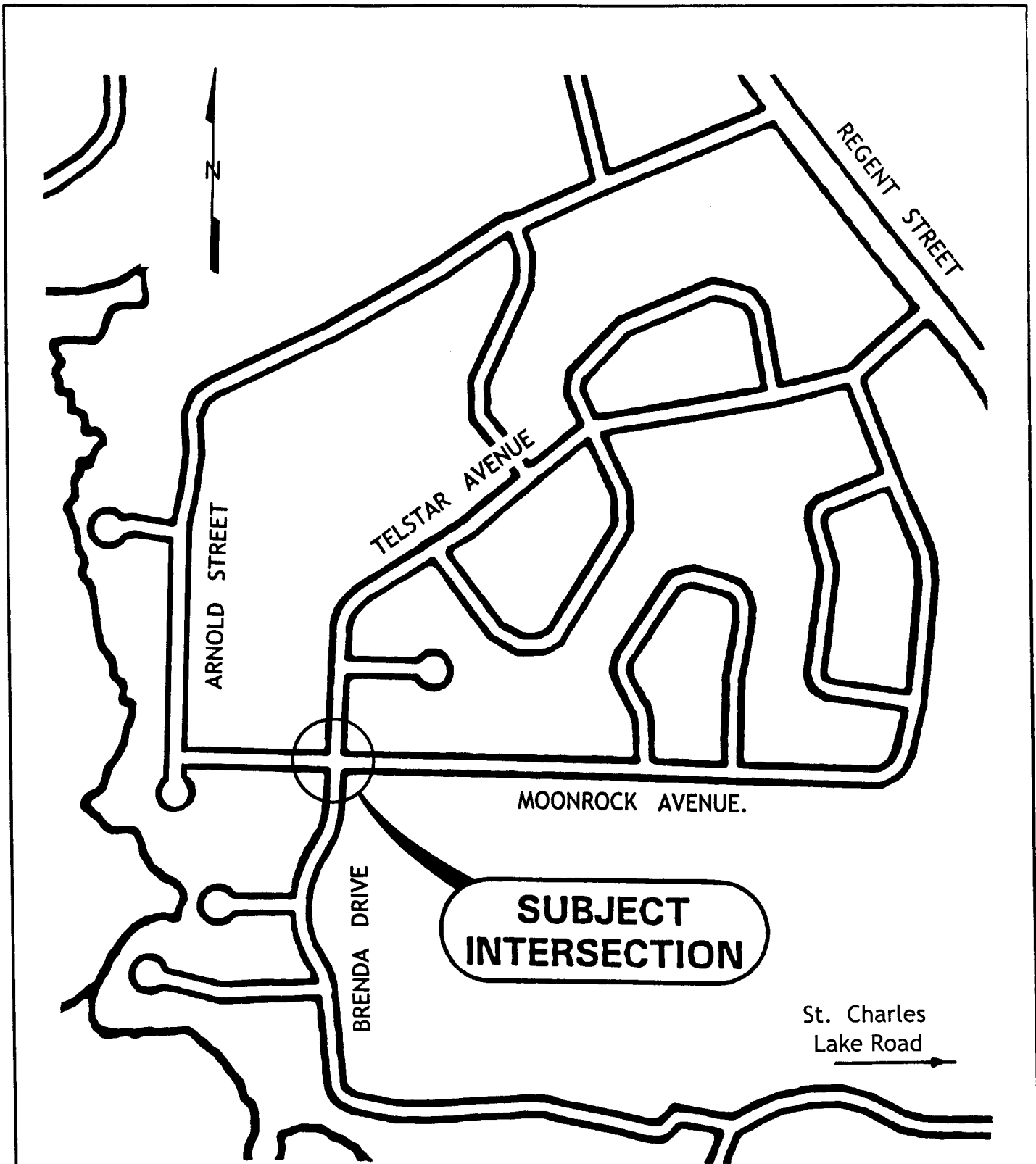
The intersection is located in the Moonglo Subdivision as shown on Exhibit "A" attached. All three streets are classified as residential collector streets with an Annual Average Daily Traffic (AADT) ranging from 160 vehicles on Moonrock Avenue west to 1000 vehicles on Telstar Avenue. All roads are constructed to urban standard with curbs and gutters, a paved asphalt width between 10 and 10.4 metres and a concrete sidewalk on one side. All three streets have a posted speed of 50 km/hour. The streets intersect to form a standard cross intersection.

A review of the City's collision information from 1999 to 2002 inclusive revealed that there have been no reported collisions at this intersection during this period.

Currently traffic is controlled by stop signs facing northbound and southbound traffic on Telstar Avenue and Brenda Drive. Moonrock Avenue currently is uncontrolled through the intersection. In 2003, Arnold Street was extended and connected to Moonrock Avenue. Based on traffic volumes and collision records, stop signs are only warranted on both sides of Moonrock Avenue. However, stop signs have been on the Telstar Avenue and Brenda Drive sides of the intersection since the construction of Brenda Drive. Further, this set of stop signs is the only stop along the entire route between Regent Street and St. Charles Lake Road. If these stop signs were removed, an increase in vehicle speed through the subdivision would be anticipated.

Therefore, it is recommended that the existing stop signs on Telstar Avenue and Brenda Drive at Moonrock Avenue remain in place and further that stop signs be installed on Moonrock Avenue as per the warrants, thereby creating all-way stop traffic control at this intersection.

# EXHIBIT: A



MOONROCK AVE., TELSTAR AVE.  
AND BRENDA DRIVE

TRAFFIC CONTROL

N.T.S.

2004/02/11

# Request for Decision City Council



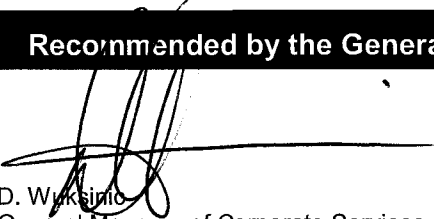
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Meeting Date	February 26, 2004				Report Date	February 20, 2004			
Decision Requested		Yes	<input checked="" type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

Report Title
Renewal of Banking Agreement

Policy Implication + Budget Impact	
<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
N/A	
<input checked="" type="checkbox"/>	Background Attached

Recommendation
FOR INFORMATION ONLY
Recommendation Continued

**Recommended by the General Manager**



D. Wyksinic  
General Manager of Corporate Services

**Recommended by the C.A.O.**



M. Mieto  
Chief Administrative Officer

Date: February 20, 2004

**Report Prepared By**

*M.L. Gauvreau*

M.L. Gauvreau  
Manager of Current Accounting Operations

**Division Review**

*S. Jonasson*

S. Jonasson  
Director of Finance / City Treasurer

**BACKGROUND**

For the information of Council, on April 24, 2001, Council passed By-Law 2001-108A authorizing the clerk to execute a banking agreement between the City of Greater Sudbury and Royal Bank of Canada to provide banking services for the City and Ontario Works for a three year term with the option to renew for a further two years. The initial three-year term of the City's Banking agreement with the Royal Bank expires as of April 30, 2004. The agreement does, however, include an option to renew for a further two years, which the City will be exercising.

Currently there are forty-one City of Greater Sudbury facilities which make separate bank deposits on a regular basis. All of these facilities make their deposits at the closest Royal Bank branch with the exception of those facilities located in the former municipalities of Onaping Falls and Capreol where there are no Royal Bank branches. We have maintained an account at the Scotiabank branch in Onaping Falls and at the CIBC branch in Capreol. The City has made arrangements to do a sweep of these two accounts regularly, thereby transferring any funds into the Royal Bank. As well, Ontario Works is using the Royal Bank for their needs.

At the time of amalgamation, at the request of the Transition Board, a Request for Proposals for banking services for the City of Greater Sudbury was issued. The following banks responded:

- Royal Bank
- TD Bank
- CIBC
- Bank of Montreal

Costing proposals for Ontario Works was included as a separate component of the RFP since only the Royal Bank and the CIBC are qualified by the Province for Ontario Works.

The City received bids from the Royal Bank, CIBC and the TD Bank. The three bids were evaluated based upon predetermined criteria as follows:

- Public Entity (Banking Experience)
  - Bank
  - Staff contact person
  - Lead contact person
  - Ease of transfer



Date: February 20, 2004

- Location
  - Main branch
  - Other branch locations
  - Alternative service delivery
  
- Additional Services
  - Rate of interest paid
  - Borrowing rate of interest
  - Close of day cut-off
  - Other services

Due to time constraints at the time, KPMG was asked to assist in the evaluation process. The evaluation showed that all three institutions were ranked within 3% of each other. Certain institutions scored better in some categories but lower in others with the overall results being relatively close.

Since the evaluation of criteria for services other than fees was relatively similar, and since preliminary estimates of service fees were substantial, the selection decision for the City of Greater Sudbury account was limited to an evaluation of fees for such high-volume services as regular deposits, the number of cheques deposited, the number of cheques issued, the number of pre-Authorized Payments ("PAP") for water and tax receipts and the number of PAP payroll deposits.

Overall, findings indicated that fees for the Royal Bank were the lowest but just marginally lower than the CIBC while the TD Bank fees were approximately 9% higher.

Since both the Royal and CIBC offer Ontario Works, the analysis was extended to include an evaluation of fees relating to this account. Findings indicated that the Royal Bank fees were approximately 38% less than those of the CIBC. It should be noted that the Royal Bank would only offer the Ontario Works account if it was also selected to provide banking services to the City.

The annual banking fees for the City of Greater Sudbury account for 2003 were approximately \$90,000 and for Ontario Works were approximately \$22,000.

Over the past three years, the Royal Bank has been able to meet the banking requirements of the City in a professional and cost-efficient manner.

It is recommended that the City exercises the option to renew the banking services agreement for a further two years.

# Request for Decision City Council




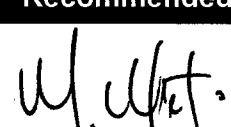
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Report Title
Development Charges Collected for the Year Ended December 31, 2003

Policy Implication + Budget Impact	
<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
N/A	
<input checked="" type="checkbox"/>	Background Attached

Recommendation
FOR INFORMATION ONLY
Recommendation Continued

Recommended by the General Manager
 D. Wukosinic General Manager of Corporate Services

Recommended by the C.A.O.
 M. Mieto Chief Administrative Officer

**Date: February 20, 2004**

**Report Prepared By**

*M.L. Gauvreau*

M.L. Gauvreau  
Manager of Current Accounting Operations

**Division Review**

*S. Jonasson*

S. Jonasson  
Director of Finance/City Treasurer

**BACKGROUND**

Pursuant to Section 43 of the Development Charges Act, the Treasurer shall furnish to Council a financial statement relating to the Development Charges By-law and reserve funds.

A copy of this statement shall be forwarded to the Ministry of Municipal Affairs and Housing. This is also a requirement under the Act.

By Corporate Services Resolution No. 99-106 of the former Regional Municipality of Sudbury, all development charges collected are transferred monthly to the appropriate Capital Financing Reserve Fund (e.g. Roads Development Charges to the Capital Financing Reserve Fund - Roads).

Attached is a Development Charges Distribution Statement for the year ended December 31, 2003. Shown is the collection and allocation of development charges for 2003. In total \$729,708 was collected and distributed to the appropriate Capital Financing Reserve Funds.

CITY OF GREATER SUDBURY

DEVELOPMENT CHARGE DISTRIBUTION STATEMENT  
FROM JANUARY 1, 2003 TO DECEMBER 31, 2003

	SEWER SERVICE \$	WATER SERVICE \$	POLICE \$	PUBLIC WORKS ROADS \$	RESERVE FUND TOTAL \$
<b>Balance as of January 1, 2003</b>	0.00	0.00	0.00	0.00	0.00
Development Charge Study					
Development Charge Proceeds:					
January	1,570.00	2,322.00	753.01	6,104.99	10,750.00
February	5,495.00	8,127.00	753.01	6,104.99	20,480.00
March	10,205.00	16,254.00	1,171.35	9,496.65	37,127.00
April	22,884.00	34,547.00	2,956.26	23,967.74	84,355.00
May	33,264.00	53,022.00	4,865.38	39,445.92	130,597.30
June	9,504.00	16,651.10	1,971.65	15,985.05	44,111.80
July	22,169.00	34,627.90	3,887.36	31,516.64	92,200.90
August	14,204.00	22,268.00	1,860.01	15,079.99	53,412.00
September	16,632.00	25,334.00	2,198.20	17,821.80	61,986.00
October	25,420.00	38,792.00	2,967.89	24,062.11	91,242.00
November	19,800.00	30,472.00	2,367.29	19,192.71	71,832.00
December	8,712.00	12,892.00	1,099.10	8,910.90	31,614.00
<b>Total Development Charge Proceeds</b>	<b>189,859.00</b>	<b>295,309.00</b>	<b>26,850.49</b>	<b>217,689.51</b>	<b>729,708.00</b>
Resolution #99-106: Reallocate	(189,859.00)	(295,309.00)	(26,850.49)	(217,689.51)	(729,708.00)
<b>December 31, 2003</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

# Request for Decision City Council




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Meeting Date	February 26 <sup>th</sup> , 2004				Report Date	February 17 <sup>th</sup> , 2004				
Decision Requested		Yes	<input checked="" type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High		Low	
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed	

Report Title
New Falconbridge Water Supply

Policy Implication + Budget Impact	
<input type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
<input checked="" type="checkbox"/>	Background Attached

Recommendation	
<p><b>FOR INFORMATION ONLY</b></p>	
<input type="checkbox"/>	Recommendation Continued

**Recommended by the General Manager**

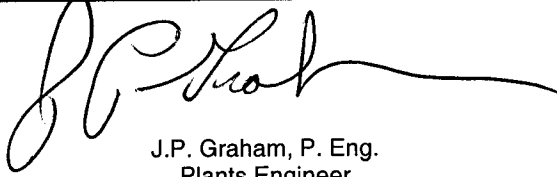
  
 Don Belisle  
 General Manager of Public Works

**Recommended by the C.A.O.**

  
 Mark Mioto  
 Chief Administrative Officer

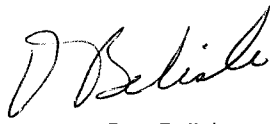
**Date:** February 17<sup>th</sup>, 2004

**Report Prepared By**



J.P. Graham, P. Eng.  
Plants Engineer

**Division Review**



Don Belisle  
General Manager of Public Works

**Background:**

Currently the City of Greater Sudbury purchases potable water from Falconbridge Limited for the supply to the community of Falconbridge. As a result of the new drinking water regulations, Falconbridge Limited is proceeding with the preparation of an Environmental Study Report to develop a new water supply for their own operations and for the community of Falconbridge. During the preparation of the Environmental Study Report, there will also be a review of the potential to supply the Sudbury Airport with potable water from this new system.

While Falconbridge Limited is taking the lead on the preparation of this Environmental Study Report, including funding its preparation, the City of Greater Sudbury will be working directly with Falconbridge Limited through the life of the project. The outcome of the Environmental Study Report is important to the City since they may be asked to assume ownership of the facility at some future date. As part of the Environment Assessment Process, the public will be consulted and a public information meeting will be held in the near future.

Falconbridge Limited intends to proceed with this project quickly and to substantially advance its construction during 2004.

# Request for Decision City Council




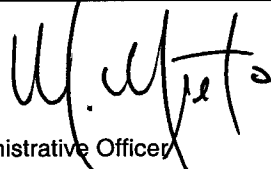
Type of Decision										
Meeting Date	February 26 <sup>th</sup> , 2004				Report Date	February 16 <sup>th</sup> , 2004				
Decision Requested		Yes	<input checked="" type="checkbox"/>	No	Priority		High		Low	
	Direction Only				Type of		Open		Closed	



Report Title
Development Liaison Advisory Committee Status Report to City Council

Policy Implication + Budget Impact	
<input type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
n/a	
<input checked="" type="checkbox"/>	Background Attached

Recommendation
FOR INFORMATION ONLY
Recommendation Continued

Recommended by the General Manager
 D. Nadorozny, General Manager of Economic Development and Planning Services

Recommended by the C.A.O.
 M. Mieto Chief Administrative Officer

Report Prepared By	Division Review
 <p>Guido A. Mazza Director of Building Services/Chief Building Official</p>	 <p>W. E. Lautenbach Director of Planning Services</p>

Council has requested that the Development Liaison Advisory Committee (DLAC) prepare a regular report to Council on progress being made toward meeting building permit benchmarks.

The Building Permit Year End Benchmark Report enclosed is the summary report for the year 2003. It reflects the Building Services Division's continuing effort to successfully achieve the turnaround times desired by the City's development community in issuing building permits. As requested by DLAC, new single residential dwellings and new commercial, institutional, and industrial buildings should be issued in ten (10) days and minor permits in both categories should be issued in five (5) days.

Results enclosed indicate that there has been a slippage in the statistical averages from the previous year's results for the same period of time. The department continues to provide good service and of the 1,460 permits benchmarked and issued during 2003, 809 were issued within targeted time frames and 651 were issued past the desired benchmarks.

Examination of the past year statistics has shown a number of challenges and extenuating circumstances that may have contributed to the fall back in statistical average. The department during the seasonal peak construction period was subject to a departmental move along the third floor which was disruptive with respect to service. During the August electrical blackout although most Building Services staff were in working, delivering inspections and plans examination service, the other approving agencies were for the most part not working. Further the section had a number of staffing changes which have resulted in staffing resource short falls for periods of time. A retirement in the plans examination position created the usual domino affect within the section's hierarchy and two Permit Services positions were vacated with staff leaving for other departments.

Efforts to become more customer friendly may have also contributed negatively to the statistical averages. The introduction of the ICI and residential drop off package to the commercial and residential contractors requires some adjustment to ensure proper and complete submissions are received prior to the statistical clock being activated. Policies with respect to payment of permit fees for our clients will also require review as often the department is ready for issuance but clients do not come in to pay their permit fees or development charges for some time.

Although it appears our clients and industry involved are still being adequately served in the process and their planned construction schedules remain unaffected, further steps are being studied and put in place to reduce the time frame components which are within the City's control.

Building Services staff continue to act as facilitators and ombudsmen for our clients. As a result our benchmarks continue to be well ahead of the benchmarking requirements to be imposed by the Province for implementation on July 1, 2005, under Bill 124 (BRRAG) regulations. This has occurred at the same time that permit volumes, especially in the residential sector, are increasing which speaks well of initiatives put in place by staff and the development community. Further, our statistical averages for registered builders who regularly deal within the system have turnaround times well below the averages achieved by one time builders due to the quality of applications and familiarity with requirements under the code.



The Development Liaison Advisory Committee at its meeting of February 12<sup>th</sup>, 2004, passed the following resolution related to this matter:

Moved By:           Stephen Wicklander  
Seconded By:       Ron Martin

“THAT DLAC has reviewed Building Services’ benchmark information for September 1<sup>st</sup>, 2003, through December 31<sup>st</sup>, 2003, and the 2003 Building Permit Year End Benchmark Report, and is satisfied and supportive of the progress made in this area, and

FURTHER that DLAC’s approval of these findings should be communicated to City Council as per Council’s request for regular updates.”

Attachments   - Building Permit Benchmark Review - September 1<sup>st</sup> to December 31<sup>st</sup>, 2003  
                  - 2003 Building Permit Year End Benchmark Report

**2003 YEAR END BENCHMARK REPORT**

**TURN AROUND TIMES FOR BUILDING PERMIT ISSUANCE  
AND COMMENTING AGENCIES**

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Economic Development and Planning Services Department

## **Introduction**

Building Services has benchmarked the length of time it takes to issue building permits since 1994. Information reports comparing year to year are provided to Council for their information, in accordance with reporting requirements. These year to year comparators have assisted Building Services in modifying the Section's automated tracking system and a number of practices/procedures and policies to meet service demands and improve customer service. Input from DLAC, customer feedback and City staff suggestions and actions have also assisted in achieving these results.

Building Services has been charged with and continues to provide progress reports to Members of Council to enable them to respond to calls from constituents, in response to a request made by Councillor Callaghan during a meeting of City Council in April, 2002.

The statistics provided in this report reflect the period of January 1, 2003 to December 31, 2003. Additional statistics regarding the number of responses received from commenting agencies and applicants over established benchmarks are also included in this report, in keeping with DLAC's request. Findings have been charted by permit classification for easy referencing.

## **Background Information**

Building statistics in this report relate to permits issued for applications processed in 2003. Benchmark times only reflect the length of time taken to issue permits once all other development approvals have been cleared, such as site plan control, minor variances, zoning changes or Certificates of Approval from the Sudbury and District Health Unit for the installation of a new septic tank and/or field bed for new dwellings being built in un-serviced areas.

Chart 1 compares the length of time it took to issue permits for new and miscellaneous construction projects in the residential and the commercial/industrial and institutional sectors during 2003.

Chart 2 tracks the number of comments received from external and internal agencies over established benchmarks for 2003, as directed by DLAC.

Chart 3 compares the length of time it took to issue permits since 1994 and how we have progressed since then.

**CHART 1 Comparability Chart - Time Taken to Issue Building Permits - Year End 2002-2003, including Cyclical Statistics for 2003**

PERMIT TYPE	2002		2003		January 1, 2003 - April 30, 2003		May 1, 2003- August 31, 2003		September 1, 2003 - December 31, 2003	
	No. of Permits	Average Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue
Residential New Construction	226 ●	8.4	238 ●	9.3	48 ●	9.8	114 ●	11.5	94 ●	9.8
Residential Minor Construction Renovations, Additions, garages, sheds, porches, decks	1,065 ●	4.7	1,018 ●	5.9	122 ●	6.1	573 ●	6	307 ●	7.2
Commercial/Industrial/Institutional New Construction	8 ●	11.6	7 ●	11.3	3	21.7	5 ●	23.8	2 ●	6.0
Commercial/Industrial/Institutional Minor Construction	226 ●	13.4	197 ●	14.4	38 ●	9.8	80 ●	13.2	75 ●	18.5

Note: In all four permit categories, permit issuance was affected by additional development approvals and/or applications being delayed at the request of the applicant or commenting agency.

The figures outlined below reflect the overall number of permits affected for 2003:

2003 ● 88 ● 40 ● 11 ● 28

2003 SEP-DEC ● 18 ● 23 ● 4 ● 9

CHART 2 TURN AROUND TIMES FOR EXTERNAL AND INTERNAL COMMENTING AGENCIES

PERMIT CLASSIFICATIONS	2003	NO. OF APPROVAL REQUIREMENTS RECEIVED OVER ESTABLISHED BENCHMARKS																
		PERMITS ISSUED	PERMITS ISSUED +BM	TOTAL NO. LATE APPROVALS	INTERNAL CITY DEPARTMENTS							EXTERNAL AGENCIES						
					EDPS			PW		PROVINCIAL MINISTRIES		OTHERS						
					PS	DEVELOPMENT SERVICES	R & D	S & W	T & T	CEMETERIES/ MAUSOLEUMS	FIRE MARSHALL	HEALTH	HYDRO	M T O	N D C A	SDHU	APPLICANTS	
NEW RESIDENTIAL	325	147	104	15	2	-	25	6	-	1	-	-	2	6	49			
MISC RESIDENTIAL	1,018	419	367	82	9	-	90	85	-	-	-	-	17	54	19			
NEW ICI	7	14	40	4	7	-	8	2	4	2	-	-	3	3	-			
MISC ICI	197	157	201	84	1	1	5	10	3	5	-	-	7	9	1			
NO. OF RESPONSES RECEIVED+BMS	1,547	737	712	79	168	12	1	12	103	7	2	-	27	72	69			

GLOSSARY OF ABBREVIATIONS

INTERNAL CITY DEPARTMENTS				EXTERNAL AGENCIES AND OTHERS			
EDPS	Economic Development and Planning Services	PW	Public Works	MTO	Ministry of Transportation	NDCA	Nickel District Conservation Authority
Emergency Measures Services							Sudbury and District Health Unit
Fire Services	Building Services	RDS & DR	Roads and Drainage				
	Committee of Adjustment	S & W	Sewer and Water				
	Site Plan Control Agreement	T & T	Traffic and Transportation				

Source: BPTS  
REV4

CHART 3 - Year to Year Comparability - Time Taken to Issue Building Permits - 1994-1999

PERMIT TYPE	1994		1995		1996		1997		1998		1999	
	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue
New Residential	499	30.4	233	19.7	310	17.2	253	14.5	225	11.2	127	9.1
Miscellaneous Residential (Renovations, Additions, garages, sheds, porches, decks)	745	18.5	609	15.2	769	11.3	847	9.7	949	8.8	887	5.5
New Commercial/Industrial/Institutional	26	58.9	34	43.2	21	23.5	28	21.8	27	12.3	8	11.4
Miscellaneous Commercial/Industrial/Institutional	192	33.6	167	27.3	197	19	286	17	232	11.3	238	10.4

Note: In all four permit categories, permit issuance was affected by additional development approvals and/or applications being delayed at the request of the applicant or commenting agency. The figures outlined below reflect the number of 1999 permits per category which were affected:

CHART 3 - Year to Year Comparability -- Time Taken to Issue Building Permits - 2000-2003

PERMIT TYPE	2000		2001		2002		2003	
	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue
Residential New Construction	137 ●	8	165 ●	8.8	228 ●	8.4	238 ●	9.3
Residential Minor Construction Renovations, Additions, garages, sheds, porches, decks	989 ●	5.8	1223 ●	5.4	1,065 ●	4.7	1,018 ●	5.9
Commercial/Industrial/Institutional New Construction	21 ●	11	10 ●	12.4	8 ●	11.6	7 ●	11.3
Commercial/Industrial/Institutional Minor Construction	228 ●	8.8	222 ●	13.1	228 ●	13.4	197 ●	14.4

Note: In all four permit categories, permit issuance was affected by additional development approvals and/or applications being delayed at the request of the applicant or commenting agency. The figures outlined below reflect the number of permits per category which were affected in 2003:

2003    1 88    240    111    28

### ***Comparison between 2002 and 2003 Permit Issuance***

During the period of January 1 to December 31, 2003, a total of 1,740 permits were issued in comparison to last year's 1,828 figure for the same time period. The total value of construction for permits issued in 2003 was \$105 Million. These statistics are reflected in December's year to date summary of building permits issued in Appendix 12.

Chart 1 shows an increase in turn around times for the new and miscellaneous residential sector, a decrease for new developments in the ICI sector and a significant increase in the miscellaneous ICI sector in comparison to 2002 statistics.

Chart results indicate that:

- issuance times for new residential construction increased by 0.9 day
- issuance times for minor residential construction increased by 1.2 days
- issuance times for new commercial, industrial and institutional construction decreased by 0.30 day; and
- issuance times for minor commercial, industrial and institutional permits increased by 1 day

### ***Conclusion***

In 156 cases, permit issuance was delayed by applicants, commenting agencies or factors beyond the control of our Permit Service Clerks. A total of 810 permits were issued within benchmarks out of an overall total of 1,547 issued. Although the length of time to issue permits increased in 2003 for three of four permit classifications, staff in Building Services remain committed to providing good customer service.



**APPENDIX A**

**GENERAL STATISTICAL INFORMATION  
2002 - 2003  
CITY OF GREATER SUDBURY**

**TOTAL NUMBER OF BUILDING PERMITS ISSUED ..... A1**

**TOTAL VALUE OF CONSTRUCTION ..... A2**

**TOTAL NUMBER OF RESIDENTIAL UNITS CREATED ..... A3**

**BUILDING PERMIT TRACKING STATISTICS**

**2002 RESIDENTIAL - NEW CONSTRUCTION ..... A4**

**2003 RESIDENTIAL - NEW CONSTRUCTION ..... A5**

**2002 RESIDENTIAL - MINOR CONSTRUCTION ..... A6**

**2003 RESIDENTIAL - MINOR CONSTRUCTION ..... A7**

**2002 COMMERCIAL/INDUSTRIAL/INSTITUTIONAL  
NEW CONSTRUCTION ..... A8**

**2003 COMMERCIAL/INDUSTRIAL/INSTITUTIONAL  
NEW CONSTRUCTION ..... A9**

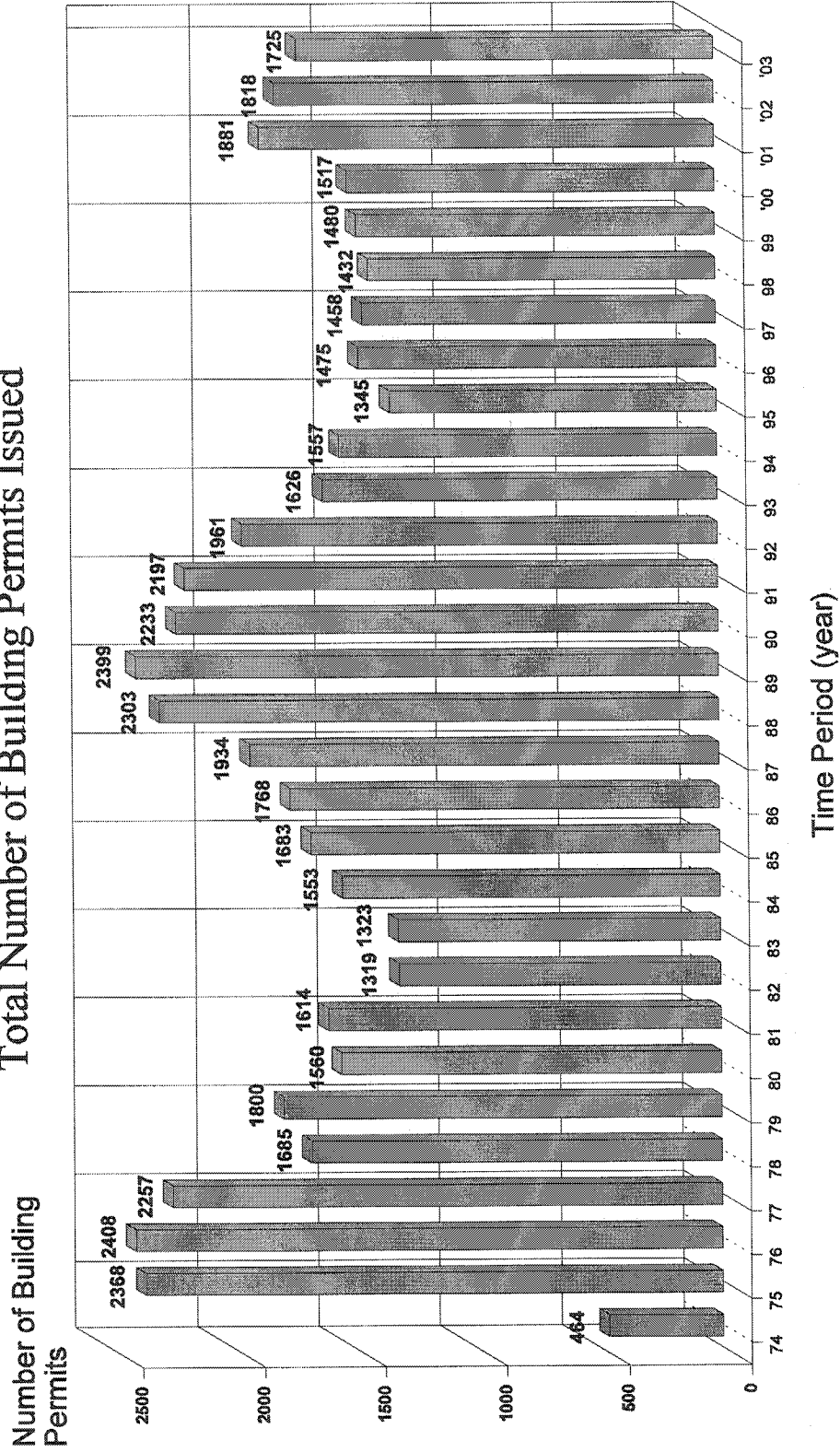
**2002 COMMERCIAL/INDUSTRIAL/INSTITUTIONAL  
MINOR CONSTRUCTION ..... A10**

**2003 COMMERCIAL/INDUSTRIAL/INSTITUTIONAL  
MINOR CONSTRUCTION ..... A11**

**2003 BUILDING PERMIT STATEMENT FOR DECEMBER ..... A12**

# Regional Municipality of Sudbury 1974 - 2000 City of Greater Sudbury 2001 - 2003

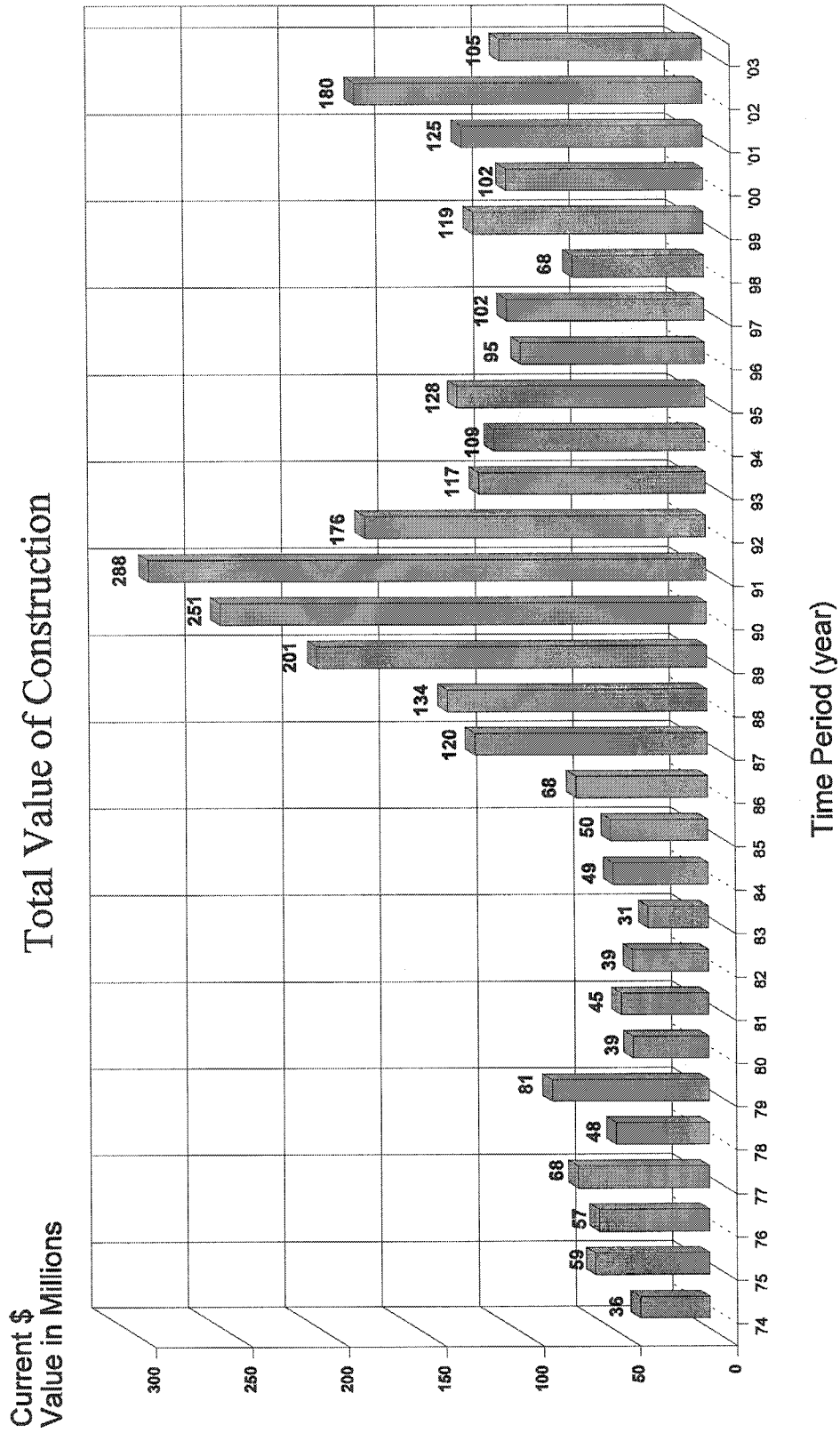
Total Number of Building Permits Issued



Source: Building Services Section  
Prepared by the Planning Services Division

A1

# Regional Municipality of Sudbury 1974 - 2000 City of Greater Sudbury 2001 - 2003

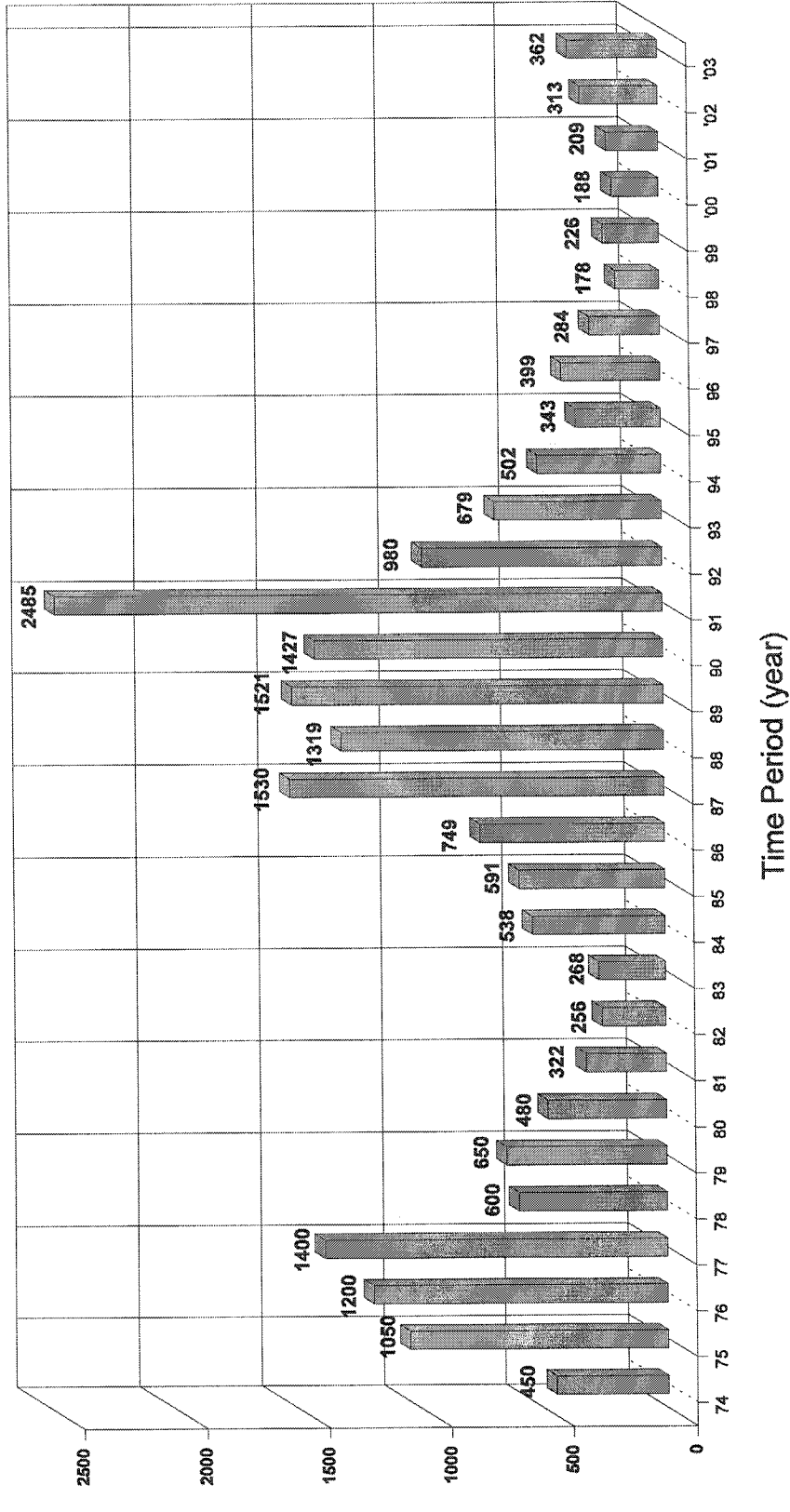


A2

Source: Building Services Section  
Prepared by the Planning Services Division

# Regional Municipality of Sudbury 1974 - 2000 City of Greater Sudbury 2001 - 2003

Total Number of Residential Units Created



Source: Building Services Section  
Prepared by the Planning Services Division

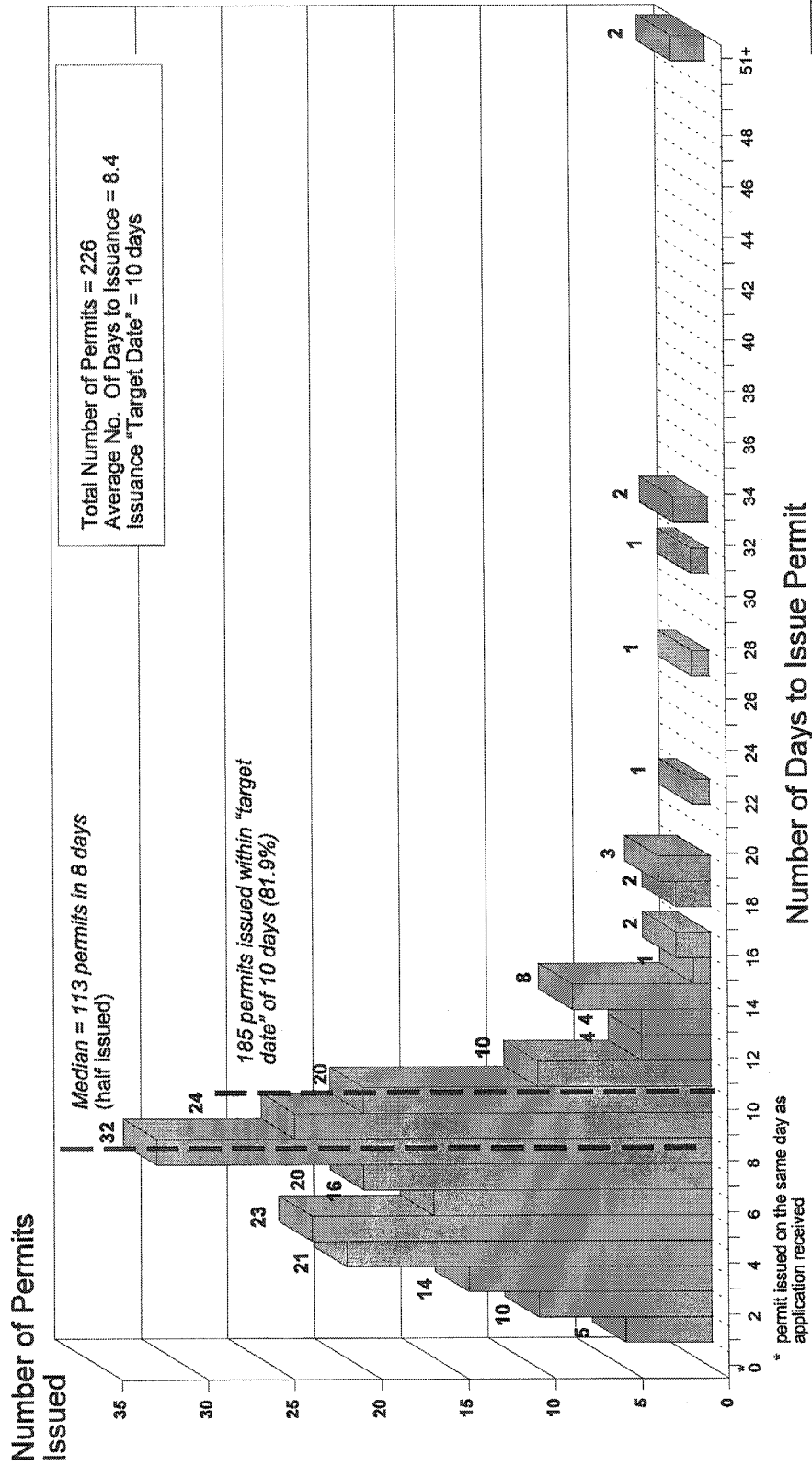
A3

# Building Permit Tracking

## Residential - New Construction

### Single Family Dwellings, Cottages & Multi-Units

## 2002



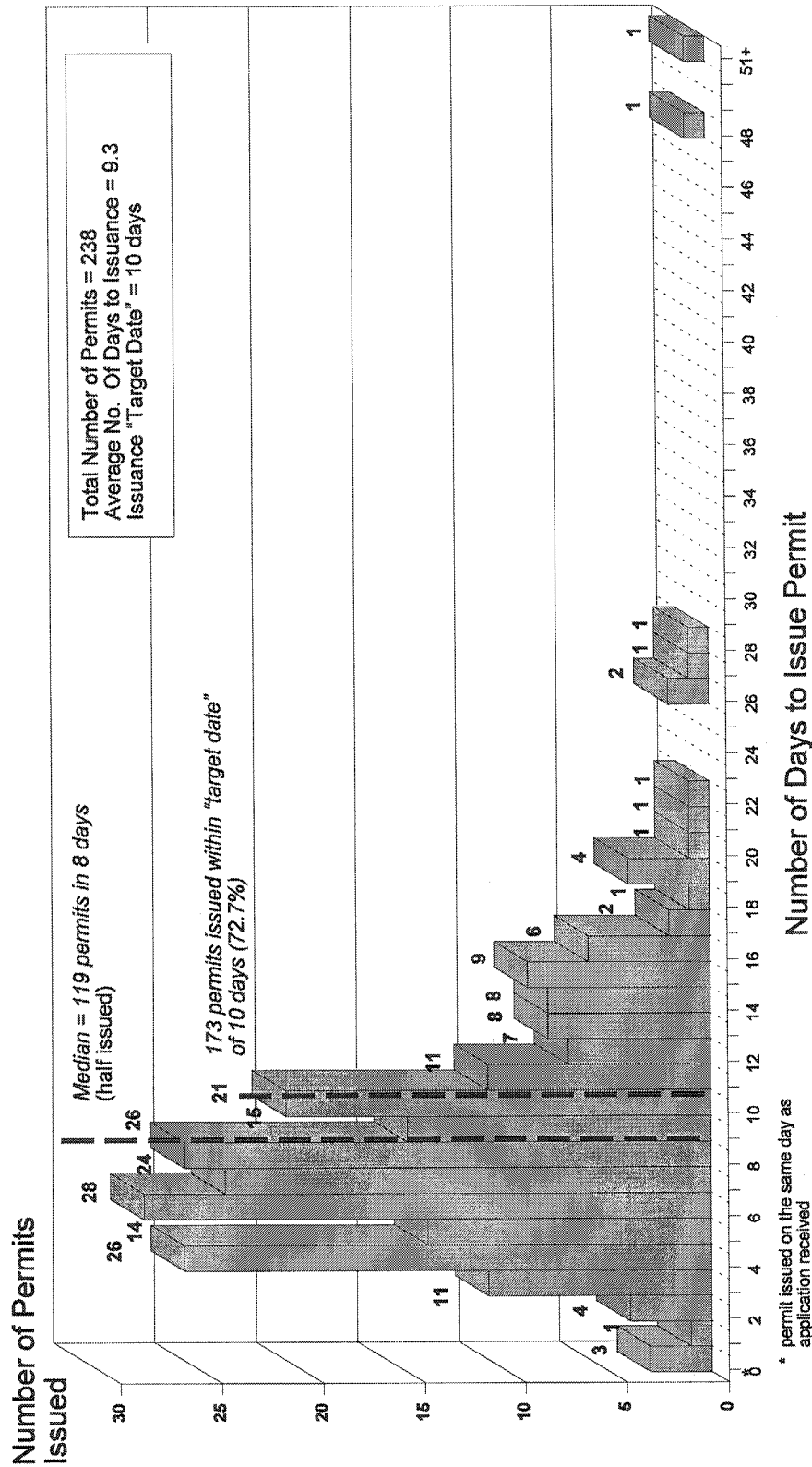
Source: Building Services Section  
 Prepared by the Planning Services Division

# Building Permit Tracking

## Residential - New Construction

### Single Family Dwellings, Cottages & Multi-Units

#### 2003



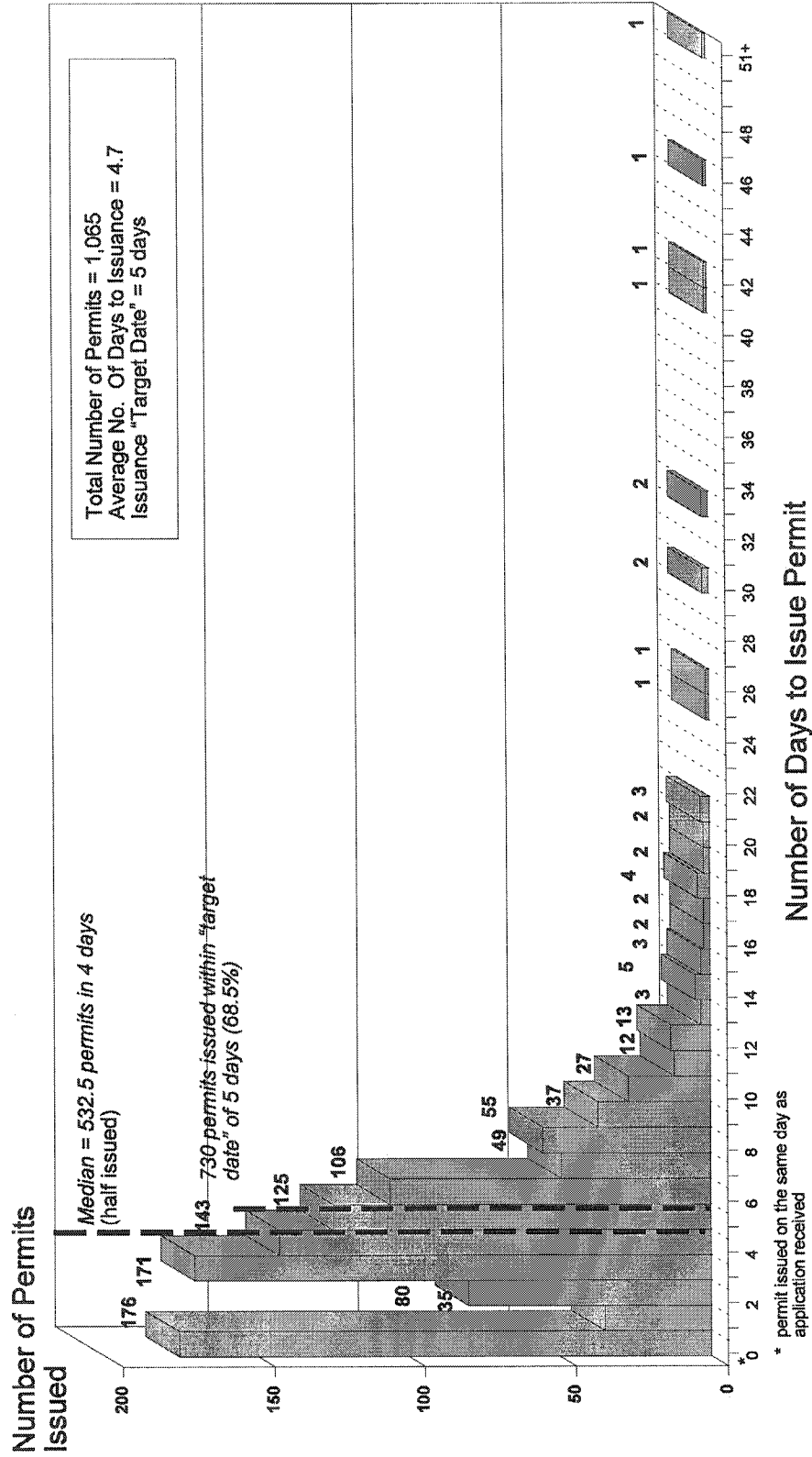
Source: Building Services Section  
 Prepared by the Planning Services Division

# Building Permit Tracking

## Residential - Minor Construction

### Additions, Garages, Sheds, Decks & Renovations

## 2002



Source: Building Services Section  
 Prepared by the Planning Services Division

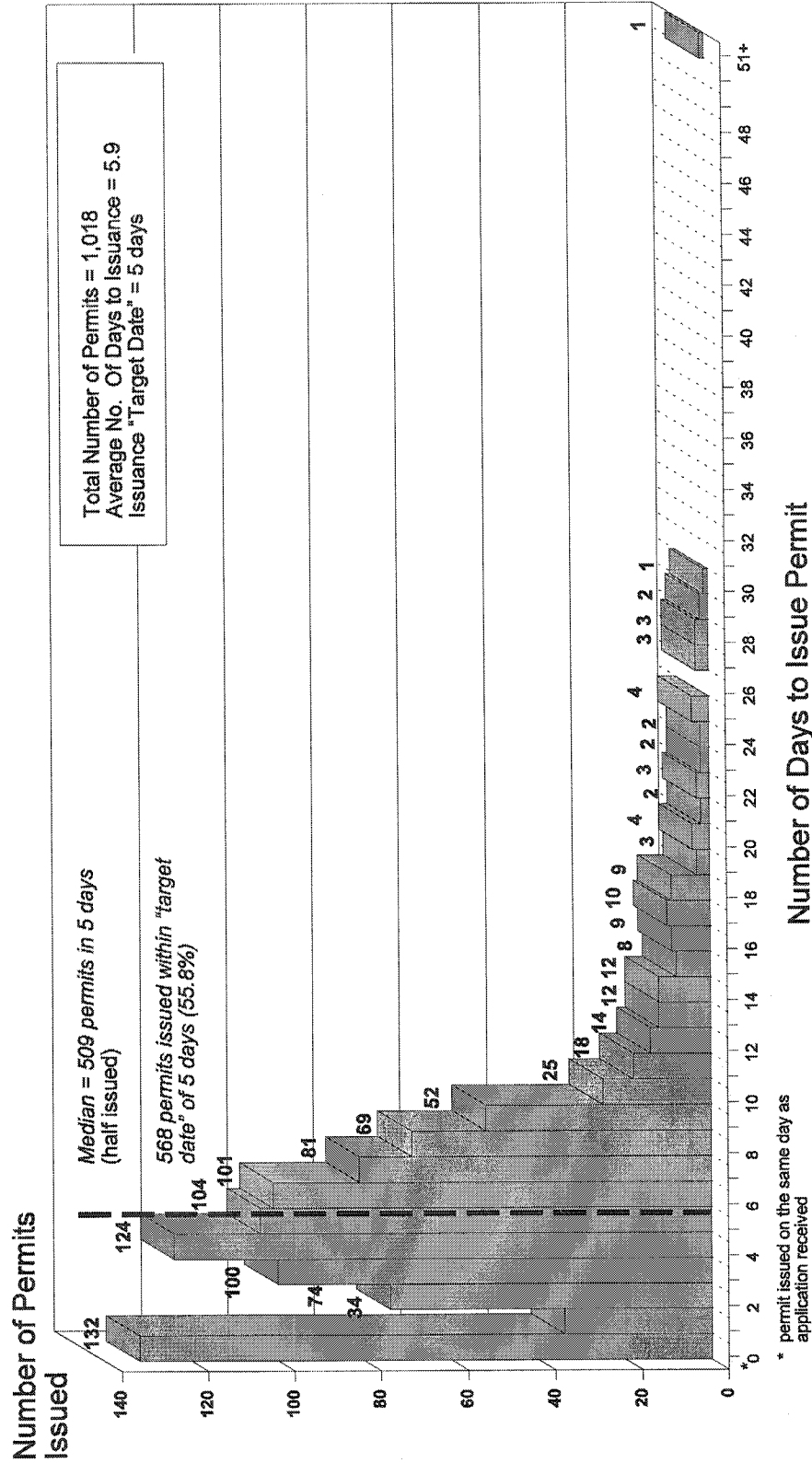
A6

# Building Permit Tracking

## Residential - Minor Construction

### Additions, Garages, Sheds, Decks & Renovations

## 2003



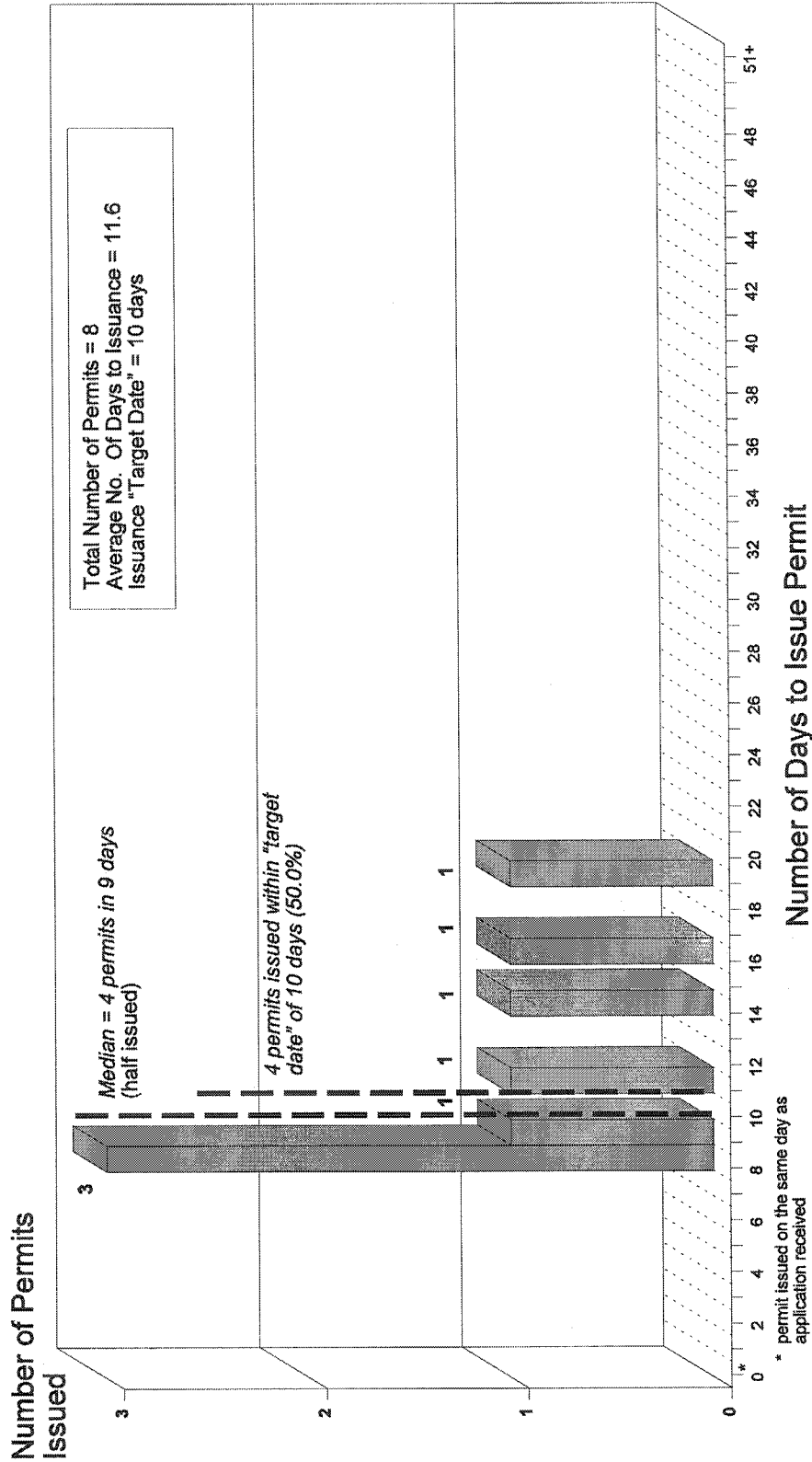
Source: Building Services Section  
 Prepared by the Planning Services Division



# Building Permit Tracking

## Commercial / Industrial / Institutional / New Construction

2002



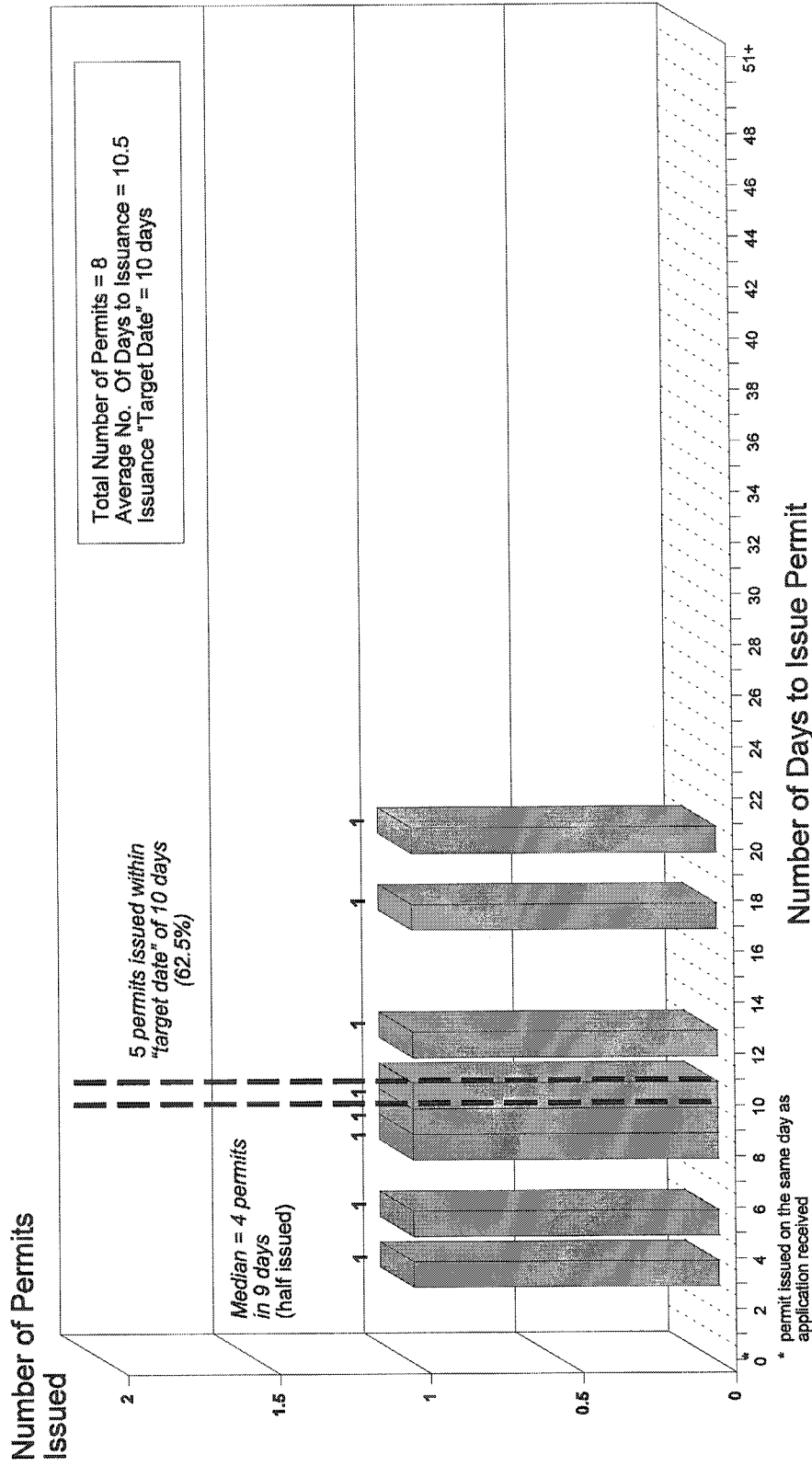
Source: Building Services Section  
 Prepared by the Planning Services Division

A8

# Building Permit Tracking

## Commercial / Industrial / Institutional / New Construction

2003



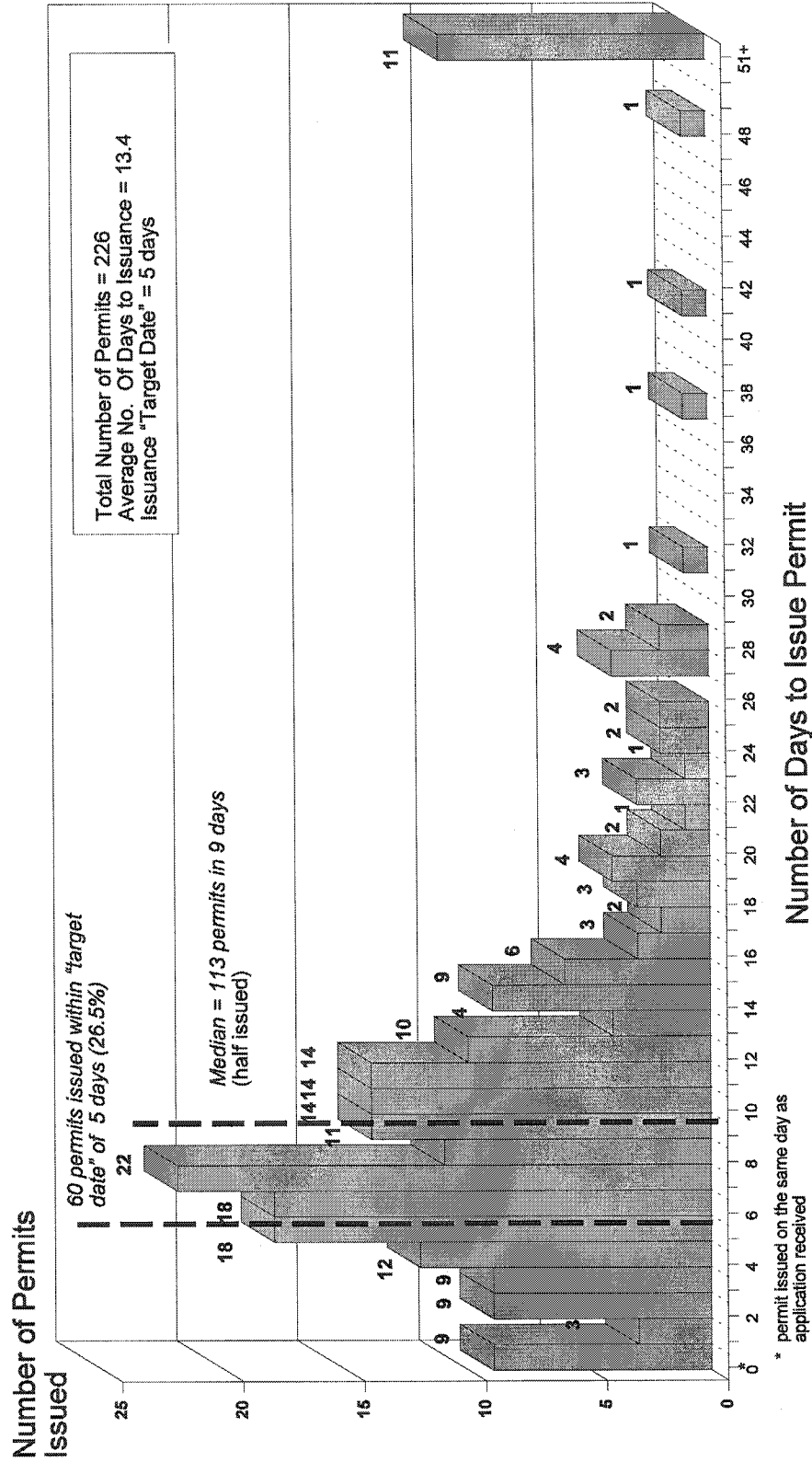
Source: Building Services Section  
Prepared by the Planning Services Division

A9

# Building Permit Tracking

## Commercial / Industrial / Institutional - Minor Construction Additions, Accessory Buildings & Renovations

### 2002



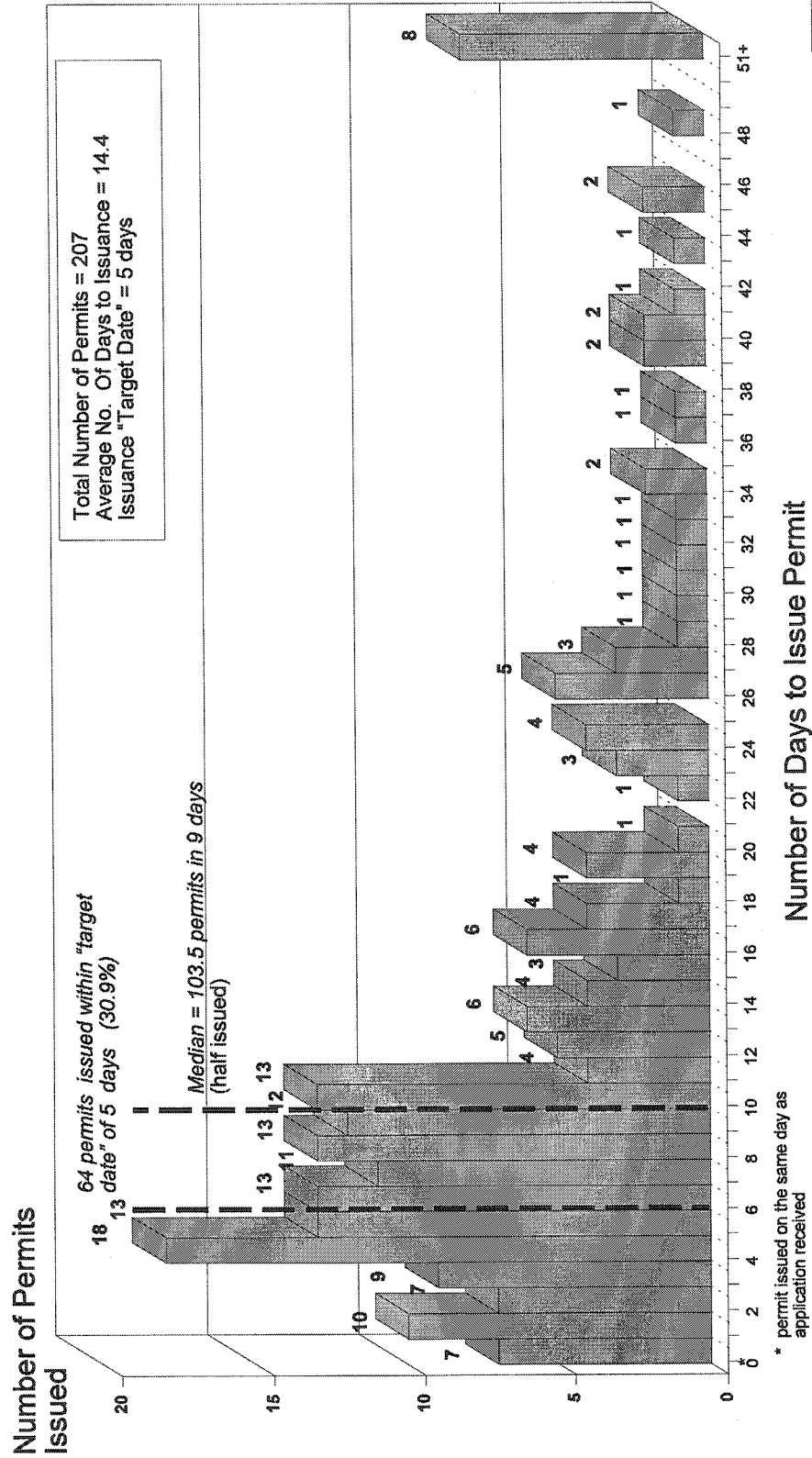
A10

Source: Building Services Section  
 Prepared by the Planning Services Division

# Building Permit Tracking

## Commercial / Industrial / Institutional - Minor Construction Additions, Accessory Buildings & Renovations

### 2003



Source: Building Services Section  
 Prepared by the Planning Services Division

**Building Permit Statement**

**GREATER SUDBURY**      **Last Year 2002**      **Current Year 2003**  
**Month of: December**      **Year to Date**      **Month of: December**      **Year to Date**

PERMIT CLASSIFICATIONS	NO	UNITS	VALUE	NO	UNITS	VALUE	NO	UNITS	VALUE	NO	UNITS	VALUE
NEW RESIDENTIAL CANCELLED PERMITS	2	2	148,595	308	311	42,860,882	16	17	1,996,460	331	336	45,422,264 112,000
MISC. RESIDENTIAL CANCELLED PERMITS	13	14	132,407,142	1,142	2	14,602,053	23	1	409,453	1,075	5	15,354,201 212,977
NEW COMMERCIAL CANCELLED PERMITS		4				2,642,080				8		1,851,900
MISC. COMMERCIAL CANCELLED PERMITS	7	14	2,270,777	147	1	14,355,560	7		237,862	119		9,360,158 20,000
NEW INDUSTRIAL CANCELLED PERMITS	1	1	575,000	8		3,149,090				8		4,691,453 4,800
MISC. INDUSTRIAL CANCELLED PERMITS	3	30	135,240	30		7,049,933	3		713,000	32		5,822,554
NEW INSTITUTIONAL CANCELLED PERMITS		6				25,395,722				6		7,978,299
MISC. INSTITUTIONAL CANCELLED PERMITS	4	106	65,400	106		70,176,388	3		94,172	83		15,493,100
Vacant Land CANCELLED PERMITS		8				216,896				9		378,256
Change of Use CANCELLED PERMITS		3	20,865			126,633						
Ancilliary Uses CANCELLED PERMITS	1											
OLD PERMIT CANCELLED PERMITS												
DEMOLITIONS CANCELLED PERMITS	3	1	10,000	66	40	325,100	5	3	10,000	68	47	454,183
TOTALS ISSUED PERMITS	34	2	3,348,284	1,828	313	180,575,237	57	18	3,450,947	1,739	362	106,352,185
TOTALS CANCELLED PERMITS		10				221,160	15					349,777
NET TOTALS ALL PERMITS	34	2	3,348,284	1,818	313	180,354,077	57	18	3,450,947	1,724	362	106,002,408