



OFFICE OF THE CAO/STRATEGIC INITIATIVES
TOWN OF NEWMARKET
395 Mulock Drive
P.O. Box 328
Newmarket, ON L3Y 4X7

www.newmarket.ca
info@newmarket.ca
905.895.5193

April 7, 2016

**OFFICE OF THE CAO/STRATEGIC INITIATIVES
INFORMATION REPORT 2016-07**

TO: Mayor Van Bynen and Members of Council

SUBJECT: Annual - Q4 Municipal Administration and Management Report

ORIGIN: Office of the CAO/Strategic Initiatives

In accordance with the Town's Procedural bylaw, any Member of Council may make a request to the Town Clerk that this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

COMMENTS

This report serves as the CAO's annual, fourth quarter administrative update to Council on municipal management and operations, including matters executing on Council's 2014-2018 Strategic Priorities in the areas of Community Engagement and Efficiency / Financial Management as linked in the chart below.

Council Strategic Priority	Report / Memorandum	Report #
Community Engagement	2015 Fourth Quarter Report - Customer Services	2016-09
Efficiency / Financial Management	2015 Preliminary Fourth Quarter Report – Operating, Investment Summary, Capital Carry-overs	2016-10
	Capital Projects Status Report – Q4 2015	Memo
	Report on Call for Bids	2015-41

BUSINESS PLAN AND STRATEGIC LINKAGES

Improved Council reporting is one of the Strategic Leadership Team's actions to deliver on Council's 2014-2018 Strategic Priorities by providing "even better communication". This report also supports the Strategic Plan direction Well-Equipped and Managed through leading-edge management and the efficient management of municipal services by improving corporate operations.

CONSULTATION

This report has been prepared in consultation with members of the Operational Leadership Team, building on previous quarterly and semi-annual reports in 2015.

HUMAN RESOURCE CONSIDERATIONS


The recommendations contained in this report have no immediate impact on staffing levels.

BUDGET IMPACT - Operating and Capital Budgets (Current and Future)

This report has no direct impact on the Town's operating or capital budgets.

CONTACT

For more information on this report, contact Bob Shelton, CAO at 905-953-5300 Ext. 2031 or bshelton@newmarket.ca.



Bob Shelton, Chief Administrative Officer

RNS/cw

e-copies: Strategic Leadership Team
Operational Leadership Team
Clerk's Office (inforeports@newmarket.ca)



INFORMATION REPORT
TOWN OF NEWMARKET
395 Mulock Drive
P.O. Box 328
Newmarket, ON L3Y 4X7

www.newmarket.ca
info@newmarket.ca
905.895.5193

April 15, 2016

REPORT – INFORMATION REPORT # 2016 - 09

TO: Mayor Van Bynen
Members of Council

c.c.: Operational Leadership Team
CAO & Commissioners

SUBJECT: Customer Service Department 2015 Year End Update

ORIGIN: Supervisor, Customer Service Centre
Supervisor, Kiosk Customer Service

In accordance with the Procedure By-law, any Member of Council may make a request to the Town Clerk that this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

COMMENTS

This report provides Members of Council with the highlights, overall results, and trends for 2015 as well as the key areas of focus in 2016, for the Customer Services Department.

It has been 11 years since the Customer Services department opened for the residents of Newmarket. Since May 2004 assistance has been provided to over 1.5 million contacts. Telephone, walk-in/ counter, email and post-mail have been the primary channels to contact the town since opening and, more recently, self-serve, mobile applications and social media are available for those who wish to access information or contact the town in these fashions.

The Town's Customer Relations Management (CRM) tool, *Access Newmarket*, has been utilized since 2005 tracking all contacts made from all channels. *Access Newmarket* allows us to manage service requests, ensure issues are responded to in a timely manner, and analyze and provide trends to staff and council for over 10 years. In combination with our telephony network and CLASS point of sale software, we have been able to compile more detailed statistical data each year. This information helps business units prepare budget requests, identify opportunity areas and support recommendations related to the hiring and allocation of resources. We strongly encourage all Members of Council to direct requests for service or customer issues to the Customer Services Department or the Executive Assistant to Members of Council so that we can avoid redundancies, improve efficiencies and provide even better customer service to residents of the Town of Newmarket.

In 2014, “enhanced services” were introduced at the Customer Service Kiosks at the Ray Twinney Complex & Magna Centre. Since that time, over 300,000 customers have accessed service from the team of strong Customer Service professionals working out of these locations. With these additional service locations open during later service hours, increased opportunities for online payments, mobile applications such as *My Waste*, and a revamped website, residents are better able to access services than before.

Almost 300,000 customer contacts were made to the Customer Services Department in 2015. These contacts were made by phone, counter, e-mail, mail, social media, online self-serve inquiries and Newmarket’s *My Waste* mobile application. Also, the Customer Service counters at Town Hall have remained open on the evenings Council is in session and, more recently, the call centre. Residents have been able to access services until 8:00 p.m. on these evenings. We anticipate that this practice will continue, at least until the Old Town Hall is open in late 2016.

With the addition of the newly renovated Old Town Hall, the Town of Newmarket’s Customer Service departments looks forward to expanding its points of contact for residents with this fourth customer service location, and continuing to provide more services, to more people, well beyond the ordinary.

As a means of generating revenue while supporting our external partners, the Customer Services Department entered into two separate agreements in 2015. Payments for Newmarket – Tay Hydro were accepted at the Customer Service Centre for a period of a few weeks while their offices underwent a minor renovation. Positive feedback was received by customers and the management team at the Hydro offices. Also, we have recently entered into a partnership with the Town of Georgina whereby the Manager of Customer Services for the Town of Newmarket is assisting their CAO and senior leadership team in the creation of a service delivery strategy and business model that best meets their organizational structure and corporate environment. We continue to look for additional ways to increase revenues, become more efficient and provide more support to internal and external partners.

Our focus for 2016 is to continue our efforts in identifying and closing any service delivery gaps, working even more closely with our departmental stakeholders, while promoting ourselves as a strong partner for internal and external customers.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

Tracking and reporting on trends and customer feedback supports the Town’s strategic directions of being Well-Equipped and Managed by demonstrating Service Excellence.

CONSULTATION

Not applicable to this report.

HUMAN RESOURCE CONSIDERATIONS

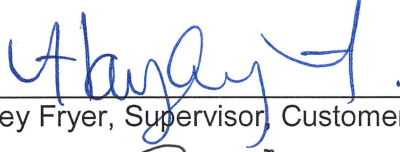
Not applicable to this report.

BUDGET IMPACT

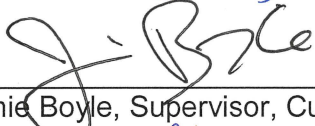
None

CONTACT

For more information on this report contact: Hayley Fryer (hfryer@newmarket.ca or ext. 2706) or Jamie Boyle (jboyle@newmarket.ca at extension 2254).



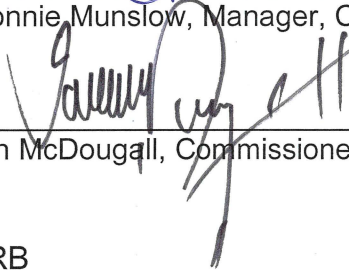
Hayley Fryer, Supervisor, Customer Service Kiosks



Jamie Boyle, Supervisor, Customer Service Centre



Bonnie Munslow, Manager, Customer Services



Ian McDougall, Commissioner Community Services

JRB

Attachments:

- Year End Summary Reports – Customer Service Centre & Customer Service Kiosks
- Total Contacts and Service Requests – 2011-2015
- Customer Service Centre - Contact Sources 2015
- 2015 Departmental Breakdown – Customer Service Centre
- 2015 Departmental Breakdown – Customer Service Kiosks

Year End Summary Report – Customer Service Centre

For period ending December 31, 2015

Summary	<u>2013</u>	<u>2014</u>	<u>2015</u>
• Total Customer Contacts ¹	120,663	112,279	109,333
• Total Calls Answered	90,187	79,361	74,714
• Counter Interactions	25,696	27,945	29,624
• Service Requests ²	6,115	8,124	8,145
• Service Requests Percentage ³	7.2%	10.9%	10.9%
• Average call wait time (<i>seconds</i>)	0:15	0:19	0:21
• Average Length of Call (<i>minutes</i>)	1:21	1:26	1:33
• Abandonment Rate (Target Rate ≤ 8%) ⁴	3.9%	4.9%	5.4%
• Service Levels (Target Rate 80%) ⁵	83.0%	82.0%	80.0%

1 Includes: All Phone, Counter, Mail, E-mail, Access Newmarket Self-Serve, and the MY Waste APP.

2 Service requests where a ticket was assigned to another department for action.

3 Service requests as a percentage of Town of Newmarket customer contacts after transfers.

4 Abandonment rate is the % of callers who hang-up before the call is answered.

5 Percentage of calls answered within 20 seconds

Key Drivers for 2015

- 2015 has shown an overall decrease (2,946) in the total contacts made to the Customer Service Centre compared to 2014. Total volume has been decreasing each year since opening in 2004 and is reflective of the higher reliance on electronic services (on-line parking ticket and tax payments, purchase of pet tags, registration into recreation programs, etc.). Also, our new website provides easier access to information and more and more information is being shared through social media channels.
- The breakdown of types of service inquiries and requests shows:
 - 28.4% of transactions or inquiries are related to tax payments;
 - Waste collection inquiries represent 7.3% of the total contacts made to the Customer Service Centre in 2015; a decrease from 11.7% and 8.7% in 2013 and 2014, respectively;
 - The number of counter interactions increased by 1,679 in 2015, and has continued to increase since 2013;
 - Bylaw & Parking related issues made up 17.4% of all contacts received, an increase from 9.9% in 2013.

2015 Highlights

- **Kiosk Customer Service - Enhanced Services.** With the introduction of Customer Service at the Magna Centre and Ray Twinney complex, services such as payments for taxes, parking

tickets, pet licenses, and issue handling are now being provided at Newmarket's two largest Community Centres.

- **Extended Hours.** On days that Council is in session, the Customer Service Centre has extended its service hours to provide counter and call centre services, on a pilot basis.
- **Old Town Hall Services.** Preparations are being made for the opening of a Customer Service kiosk in the newly renovated Old Town Hall, slated for opening in 2016.
- **Partnerships.** Our Customer Service Department is providing support to the Town of Georgina as they begin to create a Customer Service strategy for their township. A partnership opportunity was undertaken whereby payments for Newmarket – Tay Hydro were handled by staff at the Customer Service Centre for a period of a few weeks.
- **Commissioning.** In 2015, Customer Service partnered with Legislative Services to deputize and train selected Customer Service Associates to be the main contacts to provide Commissioning services to residents or businesses that require the service.

Year End Summary Report – Kiosk Customer Services

For period ending December 31, 2015

<u>Summary</u>	<u>2014</u>	<u>2015</u>
• Total Customer Contacts ¹	164,126	188,845
• Total Calls Answered	16,855 ²	16,846
• Counter Interactions ³	144,864	170,860
• Average Wait Time (<i>seconds</i>)	0:13	0:12
• Average Length of Call (<i>minutes</i>)	1:24	1:31
• Abandonment Rate (Target Rate ≤8%) ⁴	5.0%	4.5%
• Service Levels (Target Rate 80%) ⁵	92%	92%
• Service Requests ⁶	182	377
• Service Requests Percentage ⁷	0.12%	0.20%
• YRT Tickets and Passes Sold ⁸	97	825

1. Total contacts includes all counter interactions, calls answered and CLASS accounts manually activated

2. Started tracking data on Feb. 11/14

3. Includes counter questions, transactions and membership entries at Magna and RJT

4. Abandonment rate is the % of callers who hung up before the call was answered

5. Percentage of calls answered within 20 seconds

6. Service requests where a ticket was assigned to another department for action

7. Service requests as a percentage of total customer contacts (after transfers)

8. Sale of York Region Transit tickets was introduced in November 2014

2015 Highlights – Kiosk Customer Services

- **Call Volumes:** Call volumes decreased in 2015 as compared with 2014. We believe that the lower call volumes are indicative of the website upgrade, which has made information easier to

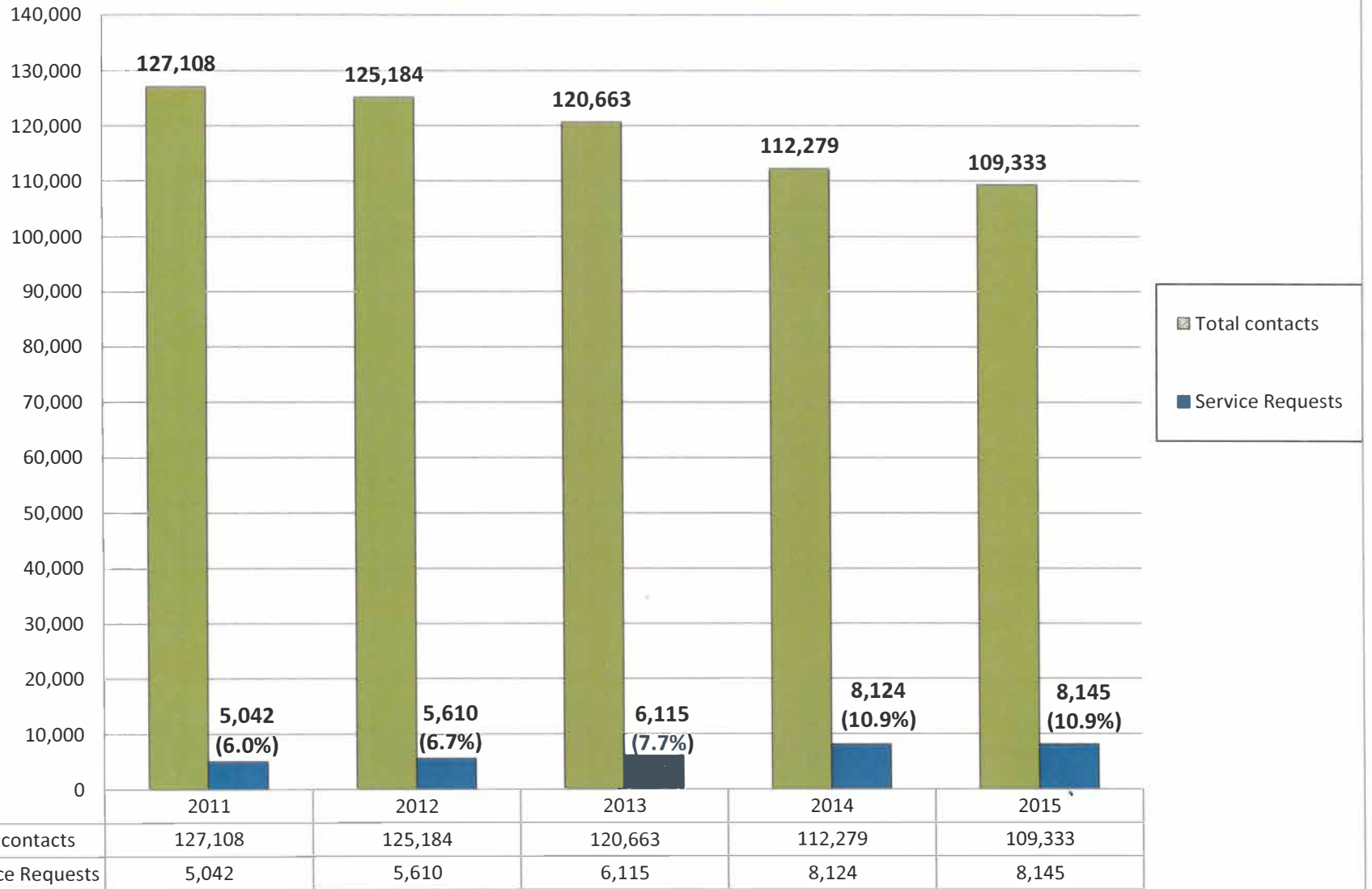
access for residents. Also, the CS department promotes and generates regular email updates to drop in program attendees alerting them to cancellation and closure dates. This lets our regular participants know about schedule changes and circumvents them from having to call to confirm if activities are or are not taking place.

- **Counter Interactions:** At the Magna Centre and Ray Twinney Complex, we have seen a combined volume increase of 15% at the counters. Ten per cent of this increase is driven by an increased number of users at the Recreation Facilities.
- **Customer Service Kiosks continue to offer Enhanced Services:** Enhanced service transaction numbers continue to climb at the Magna Centre and Ray Twinney Complex Customer Service Kiosks. The feedback from residents remains positive, specifically regarding ease of access and operational hours.
- **York Region Transit Partnership:** The sale of YRT tickets and passes continues to increase at the Magna Centre. The YRT discount voucher program was launched in January 2016 and is expected to be a valuable resource for funding recipients.
- **CS Kiosk Associates Utilize “Access Newmarket”:** Customer Service Kiosk Associates continue to use Customer Relation Management software (CRM) and have increased the level of knowledge and accuracy of usage. The data collected is used to help identify trends and volumes and is useful to multiple departments.

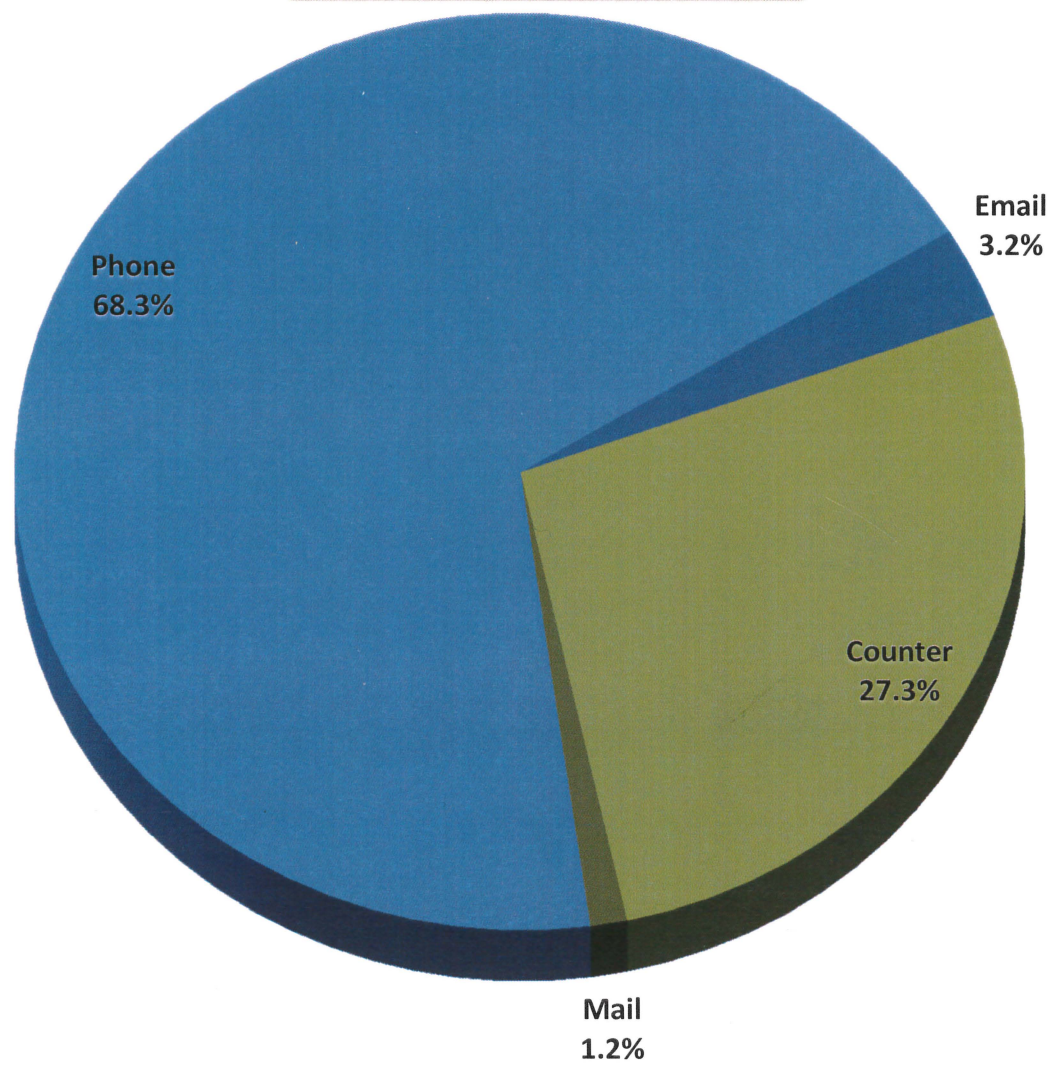
2016 Priorities

- Continue to promote the Town of Newmarket as a potential partner for service partnerships.
- To continue to develop and promote Kiosk Customer Service into a valuable service option for residents and patrons of the Town of Newmarket.
- Utilize the Town of Newmarket’s new website to offer more online services.
- Promote self-service through pre authorized payments, online pet licensing, program registrations, and other online services.
- Work more closely with staff supporting the Mayor and Councillors’ offices to better coordinate efforts and identify emerging issues.
- Create and deliver customer service training for staff providing service to internal and/or external customers. Create a program to offer this training to other municipalities as a revenue generating opportunity.
- Support all N6 leaders through participation in the leadership discussions related to a new Waste Collection contract. Ensure that the ‘voice of the customer’ is present in all discussions, recommendations and decisions.
- Introduction of a policy related to Complaint Handling to provide staff and residents the means to identify, manage and track complaints that escalate or are considered to be frivolous or vexatious.
- Partner with the lead and co-lead of the Even Better Customer Service corporate Action Team in order to understand and adopt recommendations identified through this very important initiative.

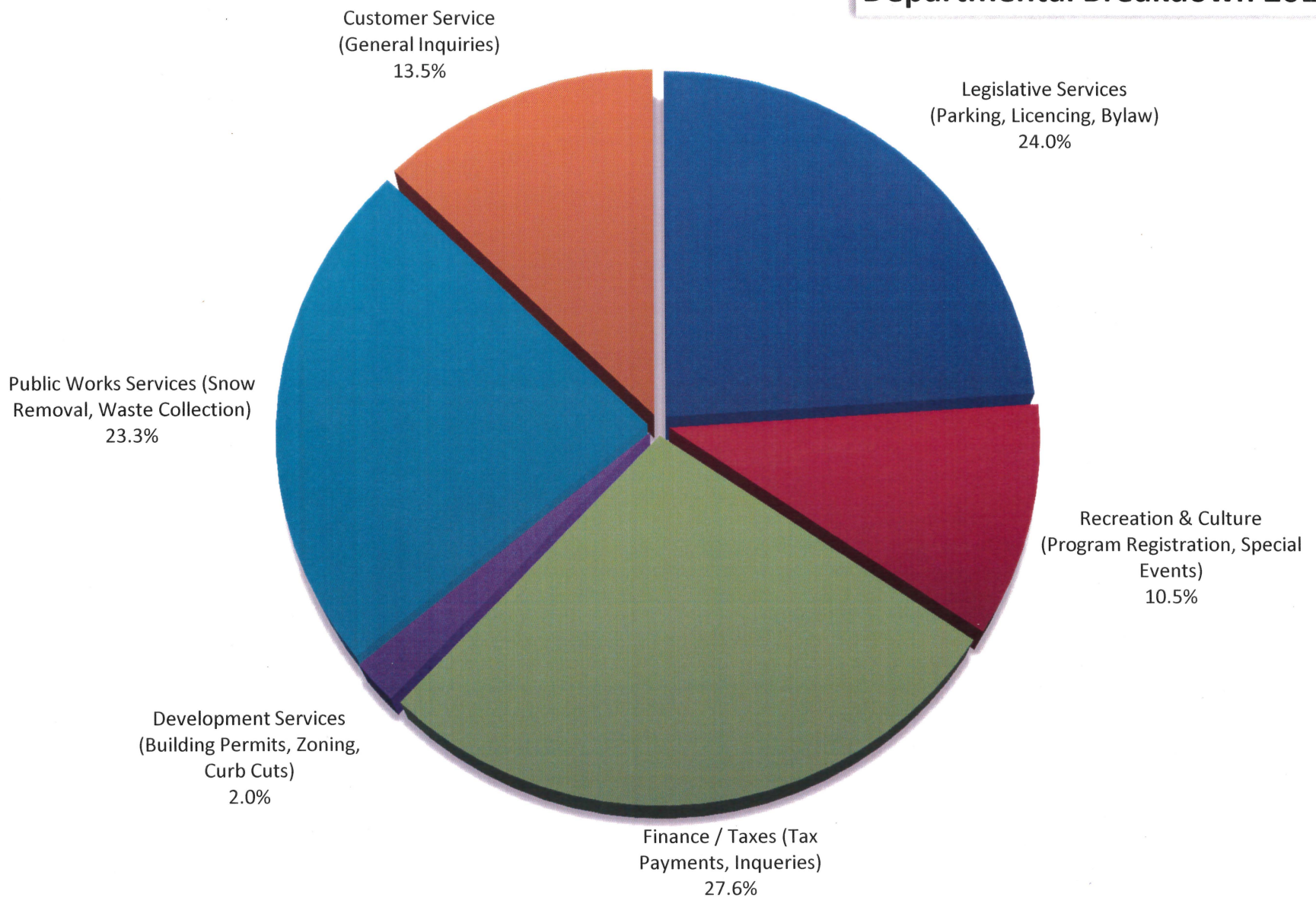
Total Contacts & Service Requests Customer Service Centre 2011-2015



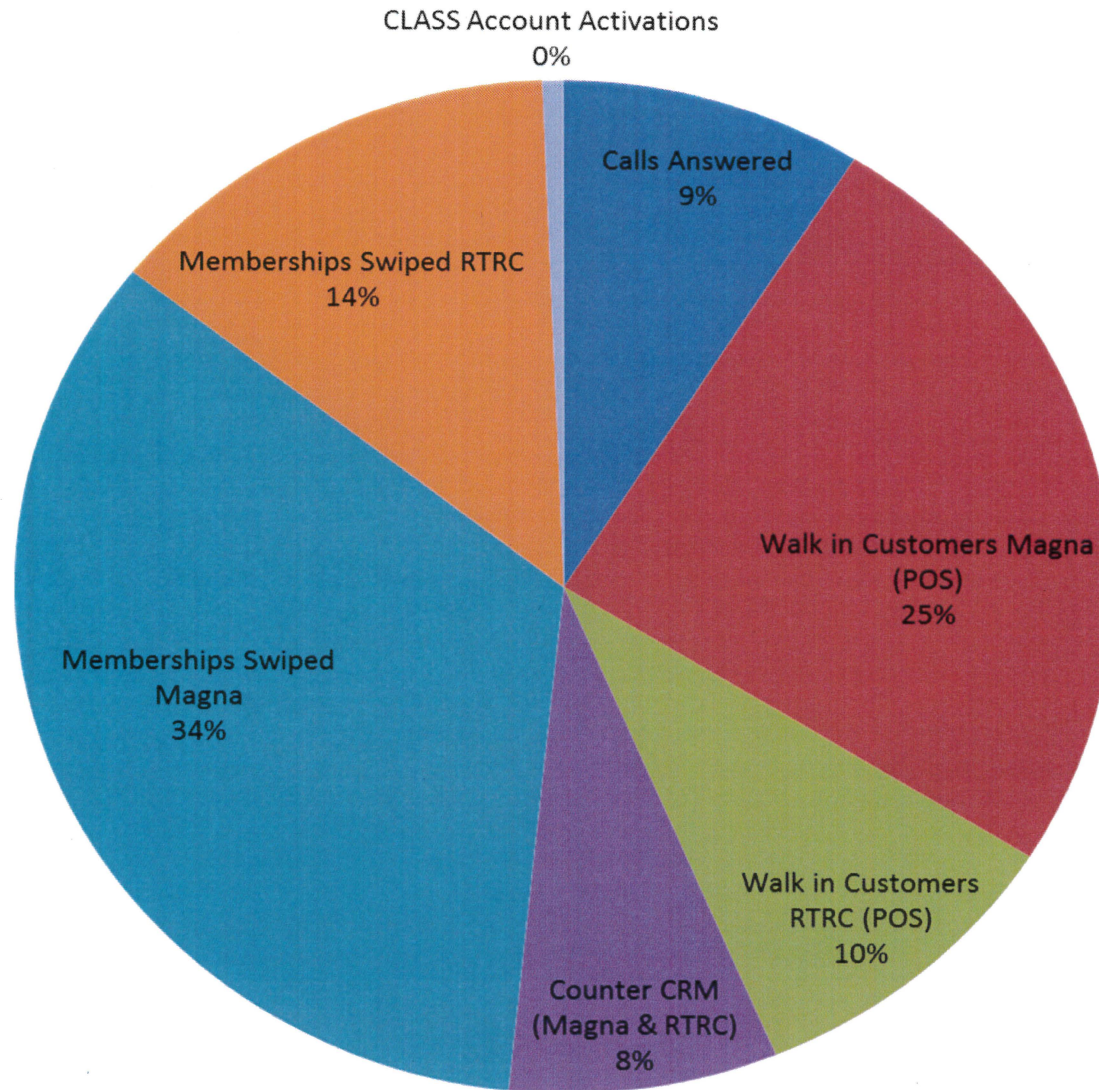
**Customer Service Centre
Contact Sources 2015**



**Customer Service Centre
Departmental Breakdown 2015**



2015 Contact Sources - CS Kiosks





Dawn Schellenberg,
Manager of Finance and Accounting

TOWN OF NEWMARKET
395 Mulock Drive
P.O. Box 328
Newmarket, ON L3Y 4X7

www.newmarket.ca
dschellenberg@newmarket.ca
905.895.5193 ext. 2104

April 6, 2016

CORPORATE SERVICES INFORMATION REPORT - FINANCIAL SERVICES-2016-10

TO: Mayor Tony Van Bynen and Members of Council
Committee of the Whole

SUBJECT: 2015 Preliminary Fourth Quarter Report – Operating, Investment Summary, Capital Carry-overs

ORIGIN: Director, Financial Services (Acting)

In accordance with the Procedure Bylaw, any member of Council may request an Information Report to be placed on an upcoming Committee of the Whole agenda for discussion.

COMMENTS

The purpose of this report is to advise Council on the preliminary fourth quarter results for 2015, including the investment summary and capital carry-overs. A small surplus is projected for the end of 2015, after adjusting our opening surplus position and making reserve and reserve fund transfers and other provisions which have been authorized by budget, policy, or delegated authority. This amount would be transferred to the Efficiency/Enhancement Reserve in accordance with policy.

Tax Supported Operating Budget

A number of factors contributed to the small operating surplus in 2015. As previously noted, overall tax-supported revenues fell \$640,000 short of the budgeted target. Lower insurance premiums resulted in a \$200,000 favorable variance. The return of deposits held by our health and dental insurer, the majority of which was from years prior to 2014, contributed a further \$1 million. The majority of this relates to prior years and will be recorded as a prior period adjustment. Lower than budgeted expenses due mainly to the timing of the hiring of the two newly approved positions in Central York Fire Services (CYFS) resulted in an operating surplus of approximately \$393,000. As recommended by Joint Council Committee, this surplus will be allocated back to each municipality based on their budgeted allocation percentage. Newmarket's share is estimated to be \$235,000. The results were presented to the Joint Council Committee (JCC) on April 5, 2016. The Library's surplus, estimated to be \$84,000, will also be transferred back to the Town.

As a result of these one-time favorable occurrences, the Town was able to ensure that it has a sufficient allowance for tax adjustments and benefit reserves.

Investments

Active investments

The Investment Summary for the twelve months ended December 31, 2015 (attached) provides the details of all investments held during the year. The 2015 capital program includes an investment for water meter replacement (\$6.7 million) which will be carried forward to 2016. The streetlight retrofit project is nearing completion.

None of our investments are subject to any variance between initial cost and market value.

The average weighted yield was 2.07% compared to a weighted average benchmark of 1.11% for the twelve month period. We earned incremental income of \$244,299, \$175,000 of which was transferred to the Tax-Supported Operating Fund, as approved by Council in the 2015 budget. The remaining \$69,299 was allocated proportionally to the Reserve Funds.

At the end of the fourth quarter, the investment portfolio included:

- \$8,981,125 (16.6%) in non-traditional investments;
- \$45,000,000 (83.3%) GIC's with a major bank;
- \$51,616 (0.1%) loan to an external party

In the opinion of the Deputy Treasurer, all investments made were in line with the investment policies, strategies and goals adopted by the Town.

Passive Investments

As recommended by our external auditors during the 2014 audit, we have recognized cumulative interest on developer deposits of \$267,801 as revenue, as there is no policy to refund it nor any expectation that it will be paid. This is a one-time unbudgeted revenue.

In addition, \$886,287 in interest was earned on our bank accounts.

Capital Carry-overs

The 2015 capital expenditures budget totaled \$57,465,481 (see attached). Actual expenditures were \$21,988,448, including approved but non-budgeted amounts of \$4,770,554 for Old Town Hall Magna Solar Panel, Leash Free Dog Park and Engineering for future projects. A total amount of \$38,773,050 is to be carried over into 2016. A net amount of \$1,474,537 is not being carried over due to cancelled projects and project savings. Of this amount, \$785,000 was for the Tom Taylor Trail – Davis Drive Underpass project. This project is included in the 2016 list of approved parks and trails projects with a budget of \$1,775,000.

Carry-overs are the transfer of the unspent portion of capital budgets, to the following year. As such, the expenditures and financing already have Council approval. The budget amounts carried over are combined with the "new" budget amounts and are reported on the financial statements.

Capital projects may be incomplete for a number of reasons, such as:

- 1) A multi-year project may have had all of its budget allocated to one year
- 2) There can be delays in getting approvals, external funding, utility or Regional clearances, or in awarding tenders
- 3) Re-prioritization

Major carryover projects include:

- Road, bridge, and sidewalk projects - \$8,049,328;
- VIVA Next-Davis Drive & Yonge infrastructure projects - \$3,511,083;
- Storm water and SWM pond projects - \$1,221,802;
- Property acquisition and extension of trail along the Holland River - \$3,063,255;
- Water meter replacement program - \$6,672,448;
- Community splash pad - \$1,500,000;
- Artificial sports field project - \$1,000,000;
- Community Centre Lands project - \$719,367;
- Replacement of Fire Truck - \$900,000;
- Fire Station 4-1 renovations - \$550,000.

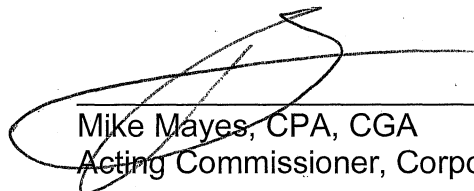
Further to recommendations included in the Hemson report on our Capital Financing Sustainability Strategy, our procedures and practices for capital budgeting and carryovers will be reviewed. A multi-year approach is being considered.

CONTACT

For more information on this report, contact: Dawn Schellenberg at 905-953-5300, ext. 2104 or via e-mail at dschellenberg@newmarket.ca



Dawn Schellenberg, CPA, CA
Acting Director, Financial Services



Mike Mayes, CPA, CGA
Acting Commissioner, Corporate Services

DS/ne

- a) Attachments: Investment Summary for the Twelve Months Ended December 31, 2015 (1pg.)
- b) 2015 Capital Variances & Carry-overs Summary (1 pg)

2015 Capital Variances & Carry-overs Summary

Commission / Department / Area	Budget (\$)	Approved Non-Budgeted Expenditures	Actual on Budgeted Projects (\$)	Variance (\$)	Amount Cancelled/(Offset by other project savings) (\$)	Carry-over Amount (\$)
General Government						
	4,782,021	-	253,411	4,528,610	305,379	4,223,231
Total	4,782,021		253,411	4,528,610	305,379	4,223,231
Corporate Services						
Information Technology	2,498,482	-	513,818	1,984,664	-	1,984,664
Legislative Services	291,044	-	55,916	235,128	223,584	11,544
Procurement Services	30,000	-	-	30,000	-	30,000
Total	2,819,526	-	569,734	2,249,792	223,584	2,026,208
Community Services						
Recreation & Culture Services	452,374	-	86,923	365,451	-	365,451
Total	452,374	-	86,923	365,451	-	365,451
Development & Infrastructure Services						
Planning & Building	1,017,416		510,571	506,845	180,077	326,768
Roads	19,922,236	223,601	6,780,071	13,142,165	359,952	12,782,213
Water	8,435,179		1,008,557	7,426,622	(19,564)	7,446,186
Wastewater	705,422		537,763	167,659	(284,380)	452,039
Facilities	2,911,023	4,473,696	1,732,985	1,178,038	19,446	1,158,592
Parks	6,194,102	73,257	1,524,291	4,669,811	28,302	4,641,509
Trails	2,043,151		787,046	1,256,105	668,512	587,593
Other	4,661,340		2,777,302	1,884,038	(6,771)	1,890,809
Total	45,889,869	4,770,554	15,658,586	30,231,283	945,574	29,285,709
Library Services						
	1,258,984		171,598	1,087,386	-	1,087,386
Total	1,258,984	-	171,598	1,087,386	-	1,087,386
Central York Fire Services						
	2,262,707		477,642	1,785,065	-	1,785,065
Total	2,262,707	-	477,642	1,785,065	-	1,785,065
GRAND TOTAL	57,465,481	4,770,554	17,217,894	40,247,587	1,474,537	38,773,050

Investment Summary for the Twelve Months Ended December 31, 2015

Description	Principal Amount		Starting Date	Term	January 1 to December 31, 2015			
	2015-01-01	2015-12-31			Interest Rate	Return on Investment	Benchmark Return	Incremental Income
CIBC - GIC	\$5,000,000	\$0	2013-11-01	2 years	2.10%	\$87,740	\$43,521	\$44,219
CIBC - GIC	\$0	\$5,000,000	2015-11-02	1 year	1.50%	\$12,123	\$8,419	\$3,705
CIBC - GIC	\$0	\$40,000,000	2015-09-16	180 days	1.25%	\$145,205	\$121,002	\$24,204
Royal Bank - GIC	\$20,000,000	\$0	2014-02-07	1 year and 2 days	1.43%	\$29,775	\$21,689	\$8,086
Loan - Newmarket Soccer Club Development Charges and Planning Fees	\$60,593	\$51,616	2011-09-30	10 years	4.00%	\$2,258	\$588	\$1,670
Loan - Newmarket Soccer Club Indoor Facility Mortgage	\$2,293,063	\$0	2013-12-20	3 years *	Prime Rate** +2%	\$5,968	\$1,243	\$4,725
Internal Loan -Solar Panels (2013, Various Facilities)	\$252,703	\$242,624	2013-12-01	20 years	Prime Rate**	\$7,443	\$2,584	\$4,859
Internal Loan - RJT Solar Panels (2014)	\$640,000	\$616,283	2015-01-01	20 years	Prime Rate**	\$18,876	\$6,554	\$12,322
Internal Loan - Honeywell Phase 2 Energy Retrofit Project	\$5,577,795	\$8,122,218	2013-12-10	20 years	Prime Rate**	\$215,247	\$74,737	\$140,510
Total	\$33,824,154	\$54,032,741				\$524,636	\$280,337	\$244,299
Incremental investment income included in 2015 Operating Budget, transferred to the Tax-Supported Operating Fund in 2015 per the Investment Strategy								\$175,000
Incremental investment income allocated to reserve funds in 2015 per the Investment Strategy								\$69,299

*The amount was fully paid up on January 19, 2015.

** The prime rate at the beginning of the year was 3%. It decreased to 2.85% at the end of January 2015, and to 2.7% on July 16, 2015.



Peter Noehammer, Commissioner of Development & Infrastructure Services
TOWN OF NEWMARKET
395 Mulock Drive
P.O. Box 328
Newmarket, ON L3Y 4X7

www.newmarket.ca
rprentice@newmarket.ca
905.895.5193

TO: Mayor
Members of Council

FROM: Peter Noehammer, Commissioner, Development & Infrastructure Services

DATE: April 7, 2016

RE: Capital Projects Status Report – Q4 2015

Attached to this memorandum is a brief summary of Development & Infrastructure Services Capital Projects and their status for the fourth quarter of 2015. Note that this is not a full list of all capital projects but a list that contains projects which are of particular interest to members of Council.

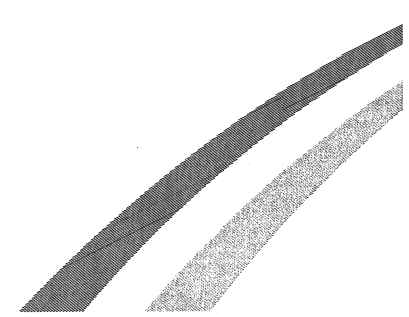
Should you have any question please feel free to call me.

Regards,

P. Noehammer,
Commissioner, Development & Infrastructure Services

PN001M:wm

Copy: R.N. Shelton, CAO
I. McDougall, Commissioner, Community Services
E. Armchuk, Commissioner, Corporate Services
C. Kalimootoo, Director, Public Works Services
R. Prudhomme, Director, Engineering Services
R. Nethery, Director, Planning & Building Services



Development Infrastructure Services
2015 Q4 Capital Projects Report

Project Name	Area Responsible	Budget	Start Date	End Date	Council Update
Davis Dr. & Yonge St. Infrastructure Improvement	Engineering	\$ 5,529,988	2012	Q4 2016	Davis Drive -Streetscape and deficiency work in 2016. Yonge St. - Watermain has been de-scoped due to high pricing.
Woodland Court Reconstruction	Engineering	\$ 550,000	Project Complete- warranty period till August 26, 2016		
Forest Glen Reconstruction	Engineering	\$ 500,000	Q2 2015	Q3 2016	LID Joint project with LSRCA. Construction scheduled from May to September 2016
Srigley St. Reconstruction	Engineering	\$ 1,988,641	Q2 2015	Q4 2015	Top asphalt and deficiency work required in spring
Old Town Hall Restoration	Engineering	\$ 1,336,480	2010	Q1 2016	Construction scheduled to be Substantially Complete March 31, 2016, Opening in Fall 2016
TT Trail-Davis Dr.Underpass	Engineering	\$ 987,765	Q3 2012	Q3 2016	Construction scheduled for May to October 2016
Storm Water Management Maintenance	Engineering	\$ 640,611	Project Complete		
Kingston Rd./Harrison Dr.	Engineering	\$ 416,218	Project Complete		
Leslie Sidewalk- Mulock to South Town Limit	Engineering	\$ 280,000	Q2 2015	Q3 2016	York Region is constructing a sidewalk both sides, LED lighting and minor watermain work as part of their project on the Town's behalf. Construction to be completed by summer 2016.
Leslie Street- Mulock to Gorham	Engineering	\$ 240,000	Q3 2015	Q3 2016	York Region is constructing a sidewalk as part of their project on the Town's behalf. Construction to begin in spring and be completed by summer 2016.
Trail-West of Fairy Lake	Engineering	\$ 551,924	Project Complete- warranty period till November 9, 2016		
Sign.&Landscape-Town Entrances (Bathurst & David; Hwy 404)	Engineering	\$ 250,000	Q1 2015	Q2 2016	Construction completed with landscaping to be completed after York Region Bathurst/Davis Intersection improvements are completed in 2017. Sign at 404 to be constructed in spring 2016
Bridge Repairs	Engineering	\$ 421,108	Q1 2016	Q3 2016	Culverts at Millard, Queen and Gorham require remedial works.
Bayview Ave. Pumping Station	Engineering	\$ 205,380	Substantially Complete		MOE Approval Pending
Second St. Reconstruction	Engineering	\$ 200,000	Project Complete		
Interim Sidewalk-Main St. North	Engineering	\$ 109,044	Substantially Complete		Deficiencies outstanding. Curb to be replaced. Pedestrian handrail outstanding.
395 Mulock Trail Bridge	Engineering	\$ 96,412	Substantially Complete		Minor deficiencies to be completed for the memorial bench and flag stone.
Sidewalk- Yonge.TTT to Savage	Engineering	\$ 83,944	Project Complete- warranty period till September 10, 2016		
Water & Sanitary Collection Master Plan	Engineering	\$ 142,186	Q2 2015	Q1 2016	Data has been collected. Modeling almost complete with recommendations in March 2016

Development Infrastructure Services
2015 Q4 Capital Projects Report

Project Name	Area Responsible	Budget	Start Date	End Date	Council Update
Leash Free Dog Park	Engineering	\$ 67,040			Project Complete
Comfort Lane Walkway Bridge	Engineering	\$ 60,941			Project Complete
Parking Studies/Reviews	Engineering	\$ 181,628	Q4 2015	2016	Pending Direction from Community Centre Lands Task Force on long term parking
Main Street Sidewalk- South of Green Lane	Engineering	\$ 40,800			Project Complete
Construction of New Offices - Operation Centre	PWS - Facilities	\$ 150,000			Project Complete
Replace Joe P. Park Outdoor Washroom	PWS - Facilities	\$ 75,000	Q3 2015	Q2 2016	Currently working on final design. Completion for Q2 2016.
Lions Park Tennis Courts- Surface Replacement	PWS - Parks	\$ 125,000			Project Complete
Botany Hill Court Walkway Lights	PWS - Parks	\$ 14,000			Project Complete
Rogers Park Cherrywood Stairs	PWS - Parks	\$ 50,000	Q3 2015	Q2 2016	To be complete Spring 2016. Stariway requires the final railing and grading.
Accessibility Ramps NRWC	PWS - Parks	\$ 18,500	Q3 2015	Q1 2016	One ramp has been completed for 2015. A second ramp will be completed early 2016.
Honeywell Street Lights Retrofit & Ground Fault Testing	PWS - Roads	\$ 3,236,712			Project Complete
Snow Storage Facility- Design & Identification	PWS - Roads	\$ 100,000	Q4 2015	2016/2017	Anticipated completion of temporary site by year end. Planning approval process currently underway for the permanent location. The Region is making every effort to obtain approvals quickly, including holding PICs on the zoning bylaw amendment concurrent with site plan approval process. The intent is to have the permanent site available for snow storage in time for the 2016/2017 winter season.
395 Mulock Roof Refurbishment	Building	\$ 220,000			Project Complete
395 Mulock Maintenance	Building	\$ 200,000	Q2 2015	Q4 2016	Tile tender to be issued soon. Work will start in 2015 and be completed in 2016. Parking Lot improvements completed.
Urban Centre Zoning Bylaw	Planning	\$ 200,000	2016	2016	Pending Senior Planner to take on project management role.
Corridor Streetscape Master Plan	Planning	\$ 100,000	2014	Q4 2016	Workshops with stakeholders and Council held; Summary report being finalized
Municipal Energy Plan	Planning	\$ 92,353	2014	Q4 2016	Base line mapping and analysis complete. Working on a communication/engagement plan. Stakeholder meetings continue. Planning a meeting with the Stakeholder Advisory Group meeting.
Urban Forest Cover Study	Planning	\$ 55,000	Q2 2015	Q3 2016	Field work mostly complete.

Development Infrastructure Services
2015 Q4 Capital Projects Report

Project Name	Area Responsible	Budget	Start Date	End Date	Council Update
Projects to be carried over to 2016					
Community Splash Pad	Commissioner	\$ 1,500,000			Pending implementation of Recreation Playbook
Artificial Turf Sports Field	Commissioner	\$ 1,000,000			YRDSB issued RFP. Construction scheduled for spring 2017
Facilities Master Plan - Accommodation Study	Commissioner	\$ 125,000			
Millard Reconstruction - Main to Lorne	Engineering	\$ 2,400,000			Enbridge Gas no longer relocating their main. Project designed and on hold until 2017 due to traffic considerations
Roads Infrastructure Projects 2015	Engineering	\$ 2,200,000			Various projects being designed. To be constructed 2016
Trans. Design-Trail&Bike Route	Engineering	\$ 100,000			
Glen Cedar Park Design	Engineering	\$ 10,000			Pending agreement with School Board.
Glen Cedar Boardwalk	PWS - Parks	\$ 75,000			
Flood Study - Ontario, Wayne, Warratah St.	Engineering	\$ 40,000			Study included in Stormwater Master Plan- Budget for 2 additional Stormwater Maintenance Ponds was requested in the 2016 budget
Pedestrian Crossing-Water Street	Engineering	\$ 124,140			Currently being designed. To be constructed 2016
Drainage Improvements - (Near Sacred Heart)	Engineering	\$ 200,000			Design winter 2015/2016
Srigley St. Storm Sewer	Engineering	\$ 648,900			Design winter 2015/2016
George Richardson Park North	Engineering	\$ 200,000			Project to be reviewed for feasibility due to garbage/glass on property
Rita Ave. Trail Connection	Engineering	\$ 304,399			Report to Council will be forthcoming Q1 2016. Construction likely after YYRTC work, to allow proper connection to Yonge
Signalization - HWP & Ringwell	Engineering	\$ 325,000			Warrants to be confirmed, design pending.
TTT Tannery Link Connections	Engineering	\$ 594,050			Connect the Tom Taylor Trail West side of the Holland River to the Tom Taylor Trail east side of Holland River. Construction May to October 2016.
Fernbank House & Gardens	Engineering	\$ 394,561			Project pending accommodation study. On hold
171 Main St.-Pedestrian Link	Engineering	\$ 450,000			Pending outcome of Community Centre Lands Plan
Pedestrian Bridge - College Manor	Engineering	\$ 100,000			Bridge has been temporarily repaired. Replacement to occur in 2017.
Class EA for Lundy's Lane	Planning	\$ 100,000			Pending Secondary Plan implementation. Further review with Region to also be undertaken.
Community Centre Lands	Planning	\$ 719,367			CCL Task Force to plan for development of lands
Baseball Diamond Outfield Net	PWS - Parks	\$ 63,242			Pending Recreation Facility Planning
Haskett Parking Lot Improvements	PWS - Parks	\$ 110,000			Deferred to Spring 2016

Development Infrastructure Services
2015 Q4 Capital Projects Report

Project Name	Area Responsible	Budget	Start Date	End Date	Council Update
Seniors Back Parking Lot Plan	PWS - Parks	\$ 73,488			Pending Region completion of Davis Dr.
Fairgrounds Development - Pathways	PWS - Parks	\$ 247,000			Project on hold. Pending further design review.
Water Meter Replacement Program	PWS - W/WW	\$ 6,700,000			Consultant being retained to prepare tender.



January 31, 2016

**CORPORATE SERVICES – PROCUREMENT SERVICES DEPARTMENT
INFORMATION REPORT 2015-41**

TO: Mayor Van Bynen
Members of Council
Chief Administrative Officer
Commissioners
Directors

SUBJECT: Report on Call for Bids

ORIGIN: Manager, Procurement Services

In accordance with the Town's Procedural bylaw, any Member of Council may make a request to the Town Clerk that this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

COMMENTS

The Town's Procurement by-law number 2014-27 was approved by Council at the May 5, 2014 Council meeting. Item 17 of this by-law stated that the Manager, Procurement Services shall prepare a semi-annual Information Report to Council with the following information:

- i. All goods, service(s) or construction awarded over \$250,000.00 in accordance with Schedule "D" Bid Threshold of this by-law.
- ii. All emergency purchases exceeding \$50,000.00 awarded in accordance with Schedule "D" Bid Threshold of this by-law.
- iii. All Single and Sole Source purchases.

This report covers the time period from July 23, 2015 to December 24, 2015.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

Well Equipped and Managed - To obtain the best value for the Corporation when procuring goods and service(s) and construction.

Well Respected - openness, accountability and transparency while protecting the financial best interests of the Corporation and those of the Corporation's employees and elected officials.

CONSULTATION

The Manager, Procurement Services has received approval for the attached Appendix "A" contracts in accordance with the Town's Corporate Procurement bylaw 2014-27.

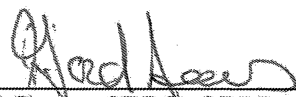
BUDGET IMPACT

None


CONTACT

For more information on this report, contact:

Gord Sears, Manager, Procurement Services extension 2351



Gord Sears, CPPO, CPPB
Manager, Procurement Services



Anita Moore
Commissioner, Corporate Services

gs



Call for Bids (from July 23, 2015 to December 24, 2015) awarded exceeding \$ 250,000.00 by C.A.O.:

Purchase Order Number	Or Ty	Supplier Name	Order Date	Report Amount	Report Number	Contract Description	Approved by
29044	OW	C. Valley Paving Ltd.	08/27/2015	\$ 1,692,328.65	2015-27	Road Resurfacing Program	C.A.O.
29173	OB	Floyd Preston Ltd.	10/02/2015	\$ 625,823.25	2015-33	Supply and Delivery of Winter Sand	C.A.O.
29235	OW	Dig Con International Ltd.	10/26/2015	\$ 352,900.00	2015-34	Main Street Gateway Feature	C.A.O.
29264	OB	Triple J Contracting Inc.	10/15/2015	\$ 685,316.00	2015-35	Winter Sidewalk Snow Plowing Contract	C.A.O.
		Blue Ump. Recreational Products	11/16/2015	\$ 405,000.00	2015-37	Playground Equipment Contract	C.A.O.

Emergency Purchases (from July 23, 2015 to December 24, 2015) awarded exceeding \$ 50,000.00:

Purchase Order Number	Or Ty	Supplier Name	Order Date	Amount	Contract Description	Approved by
	n/a	n/a	n/a	n/a	n/a	n/a

Single or Sole Source Purchases (from July 23, 2015 to December 24, 2015):

Purchase Order Number	Or Ty	Supplier Description	Order Date	Amount	Contract Description	Approved by
28941	SO	Hach Canada	08/05/2015	\$ 8,934.70	Maintenance Contract Water Area Chlorine Monitors	Director, Public Works