



MEETING: Committee of the Whole

DATE: Thursday, September 24, 2020 *Reference No.* COW – 46/51

CLOSED SESSION in S.H. Blake Memorial Auditorium at 4:02 p.m.

Committee of the Whole - Closed Session
Vice Chair: Councillor A. Ruberto

PRESENT:

Mayor B. Mauro
Councillor A. Aiello
Councillor M. Bentz
Councillor A. Foulds
Councillor C. Fraser
Councillor A. Ruberto
Councillor Peng You

ELECTRONIC PARTICIPATION:

Councillor T. Giertuga
Councillor B. Hamilton
Councillor R. Johnson
Councillor B. McKinnon
Councillor K. Oliver

OFFICIALS:

Ms. K. Power, City Clerk
Mr. N. Gale, City Manager

OFFICIALS - ELECTRONIC PARTICIPATION:

Ms. L. Evans, General Manager – Corporate Services
& Long Term Care
Ms. K. Robertson, General Manager – Community
Services
Mr. M. Smith, General Manager – Development &
Emergency Services
Ms. D. Latta, Acting City Solicitor
Ms. C. Cline, Deputy City Solicitor
Mr. G. Broere, Director – Asset Management
Mr. J. DePeuter, Manager – Realty Services

DISCLOSURES OF INTEREST

REPORTS OF MUNICIPAL OFFICERS

Property Related Matter

Report No. 2020CLS.038 (Realty Services) relative to the above noted was distributed to City Council, City Manager, City Solicitor, General Manager – Development & Emergency Services, General Manager – Community Services, and General Manager – Corporate Services & Long-Term Care, only.

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Mr. J. DePeuter, Manager – Realty Services provided an overview and responded to questions.

Mr. G. Broere, Director – Asset Management provided an overview and responded to questions.

Ms. C. Cline, Deputy City Solicitor responded to questions.

Ms. L. Evans, General Manager – Corporate Services & Long Term Care responded to questions.

It was the consensus of Committee that Administration proceed as directed.

The City Clerk advised that the recommendation relative to Report No. 2020CLS.038 (Realty Services) would be presented at the September 28, 2020 Committee of the Whole meeting.

OPEN SESSION in S.H. Blake Memorial Auditorium at 5:12 p.m.

Committee of the Whole - Special Session (Program and Service Review)

Chair: Councillor M. Bentz

PRESENT:

Mayor B. Mauro
Councillor A. Aiello
Councillor M. Bentz
Councillor A. Foulds
Councillor C. Fraser
Councillor A. Ruberto
Councillor Peng You

ELECTRONIC PARTICIPATION:

Councillor S. Ch'ng
Councillor T. Giertuga
Councillor B. Hamilton
Councillor R. Johnson
Councillor B. McKinnon
Councillor K. Oliver

OFFICIALS:

Ms. K. Power, City Clerk
Mr. N. Gale, City Manager
Ms. L. Lavoie, Committee Coordinator

OFFICIALS - ELECTRONIC PARTICIPATION:

Ms. L. Evans, General Manager – Corporate Services & Long Term Care
Ms. K. Marshall, General Manager – Infrastructure & Operations
Ms. K. Robertson, General Manager – Community Services
Mr. M. Smith, General Manager – Development & Emergency Services
Ms. K. Lewis, Director – Corporate Strategic Services
Mr. C. Halvorsen, Manager – Parks & Open Spaces

DISCLOSURES OF INTEREST

CONFIRMATION OF AGENDA

Confirmation of Agenda - September 24, 2020 - Committee of the Whole (Special Session - Program and Service Review)

MOVED BY: Councillor Albert Aiello
SECONDED BY: Mayor Bill Mauro

With respect to the September 24, 2020 Committee of the Whole meeting, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

CARRIED

REPORTS OF MUNICIPAL OFFICERS

City of Thunder Bay Program and Service Review

At the June 22, 2020 Committee of the Whole meeting, Report No. R 79/2020 (City Manager's Office), presenting the Grant Thornton Phase Two Final Report on the City of Thunder Bay Program and Service Review, was received. At that time, a resolution was passed to establish a Special Committee of the Whole meeting for City Council to review the recommendations of the Program and Service Review on or before September 30, 2020.

Report No. R 79/2020 (City Manager's Office) City of Thunder Bay Program and Service Review – Phase Two Final Report, re-presented.

Attachment A – City Program and Service Review, Phase Two Final Report by Grant Thornton, dated June 11, 2020, re-presented.

Correspondence from Ms. C. Robinson, President - Thunder Bay Chamber of Commerce, dated September 10, 2020, requesting to provide a deputation relative to the above noted.

Ms. C. Robinson appeared before Committee via MS Teams, provided a PowerPoint presentation and responded to questions.

Correspondence from Mr. D. Vacek, President - CUPE Local 87, dated September 11, 2020, requesting to provide a deputation relative to the above noted.

Mr. D. Vacek appeared before Committee via MS Teams and responded to questions.

Correspondence from Ms. K. Banning, dated September 14, 2020, requesting to provide a deputation relative to the above noted.

Ms. K. Banning appeared before Committee via MS Teams (City Hall kiosk), provided a deputation relative to support for the Centennial Botanical Conservatory and responded to questions.

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Correspondence from Ms. S. Nunn, Friends of the Thunder Bay Conservatory, dated September 14, 2020, requesting to provide a deputation relative to the above noted.

Ms. S. Nunn and Ms. M. Stinson, Friends of the Thunder Bay Conservatory appeared before Committee via MS Teams (City Hall kiosk), provided a deputation relative to support for the Centennial Botanical Conservatory and responded to questions.

Correspondence from Ms. J. Browning, dated September 15, 2020, requesting to provide a deputation relative to the above noted.

Ms. J. Browning and Ms. S. Zaroski appeared before Committee via MS Teams (City Hall kiosk), provided a deputation relative to support for the Centennial Botanical Conservatory and responded to questions.

City Program & Service Review: Citizen Feedback on Phase 2 Grant Thornton Report – June 30 – July 31, 2020, distributed separately on Friday, September 18, 2020.

Correspondence from Ms. K. Moore, dated September 18, 2020, requesting to provide a deputation relative to the above noted, and deputation letter from Ms. K. Moore, dated September 21, 2020, relative to support for the Centennial Botanical Conservatory, distributed separately on Tuesday, September 22, 2020.

Memorandum from Mr. N. Gale, City Manager, dated January 9, 2019, containing a City Services Profile which was previously distributed to City Council on January 9, 2019, re-distributed separately on Thursday, September 24, 2020, for information.

Motion – Report on the Program and Service Review from Administration

Memorandum from Councillor M. Bentz, dated September 23, 2020 containing a motion relative to the above noted, distributed separately on Thursday, September 24, 2020.

MOVED BY: Councillor Rebecca Johnson
SECONDED BY: Councillor Peng You

With respect to the City of Thunder Bay's Program and Services Review - Phase 2 report received by Grant Thornton, we recommend that Administration be directed to provide a report that offers an assessment of the recommendations that provides information on the financial impacts, associated timelines and information about potential implementation opportunities in the following areas:

- IT Modernization
- Human Resources & Corporate Safety
- Enhanced customer service initiatives
- Operational efficiencies

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- Community partnerships
- Facilities rationalization
- Minimizing competition with existing private sector and non-profit organizations
- Service level reductions/enhancements
- Enhanced revenue generating opportunities
- Cost recovery policies for municipal programs, services and facilities

AND THAT this report identify required costs and expected savings/efficiencies as well as the timelines associated with the implementation of the recommendations;

AND THAT this report be received in advance of the 2021 Budget;

AND THAT any necessary by-laws be presented to City Council for ratification.

Amending Motion – Report on the Program and Service Review from Administration

MOVED BY: Councillor Andrew Foulds
SECONDED BY: Councillor Shelby Ch'ng

With respect to the motion relative to Report on the Program and Service Review from Administration, we recommend that the first paragraph be amended by adding 'and the greatest value to residents,' after 'associated timelines'.

CARRIED

Amended Motion – Report on the Program and Service Review from Administration

MOVED BY: Councillor Rebecca Johnson
SECONDED BY: Councillor Peng You

With respect to the City of Thunder Bay's Program and Services Review - Phase 2 report received by Grant Thornton, we recommend that Administration be directed to provide a report that offers an assessment of the recommendations that provides information on the financial impacts, associated timelines and the greatest value to residents, and information about potential implementation opportunities in the following areas:

- IT Modernization
- Human Resources & Corporate Safety
- Enhanced customer service initiatives

- Operational efficiencies
- Community partnerships
- Facilities rationalization
- Minimizing competition with existing private sector and non-profit organizations
- Service level reductions/enhancements
- Enhanced revenue generating opportunities
- Cost recovery policies for municipal programs, services and facilities

AND THAT this report identify required costs and expected savings/efficiencies as well as the timelines associated with the implementation of the recommendations;

AND THAT this report be received in advance of the 2021 Budget;

AND THAT any necessary by-laws be presented to City Council for ratification.

CARRIED

ADJOURNMENT

The meeting adjourned at 8:46 p.m.