



Town of Newmarket
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Q4 2018 Municipal Administration and Management Information Report

Report Number: **2019-01**

Department(s): Office of the CAO/Innovation & Strategic Initiatives

Author(s): Cindy Wackett

Date: March 29, 2019

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

Executive Summary

This report serves as the fourth quarter report of 2018 to Members of Council on municipal management and operations as well as updates on matters affecting Council's 2014-2018 Strategic Priorities.

Council 2014-2018 Strategic Priority	Report / Memorandum	Frequency (Q-quarterly S- semi-annual A- annual)	Report #
Community Engagement	Corporate Communications Performance Report	Q	2018 Q4
	Customer Service Information & Year End Update	Q	2019-03
	Newmarket Public Library 2018 Annual Statistics	A	Info Graphic
Efficiency / Financial Management	CAO Policy Updates Q4 2018	Q	Briefing Note
	Government Grant Funding Activity	Q	Briefing Note
	Capital Projects Status	S	Memo
	Summary of Delegated Matters	A	2019-04
	Procurement Summary	S	2019-15
	CYFS Preliminary Budget Report – Q4	Q	2019-05
	Public Works Services - Emerald Ash Borer	A	2019-03

Purpose

This quarterly information report streamlines communications on routine and regular departmental and operational information reports to Council.

Background

This approach was initiated to streamline communication with Council by assembling routine quarterly, semi-annual and annual department information reports as a continuous improvement initiative.

Discussion

This is the year-end report for 2018 and includes fourth quarter (October 1st to December 31st), semi-annual (July 1st to December 31st) and annual (January 1st to December 31st) departmental reports.

A content summary of each report is provided below, organized by Commission, then reporting department.

Office of the CAO

Corporate Communications

- Quarterly information report regarding corporate performance and support for internal and external communications needs for client groups within the Town and media relations support.

Innovation & Strategic Initiatives

- Quarterly briefing note summarizing corporate policies approved under the authority of the Chief Administrative Officer.
- Quarterly information on government and agency grant funding activities and allocations that assist with funding capital projects and operating expenses where eligible, and reductions to draws from Reserves and the Asset Replacement Fund that serve to provide financial relief toward capital and operating budgets.

Central York Fire Services

- Preliminary Budget Report fourth quarter report informing the Joint Council Committee operating and capital results

Community Services Commission

Customer Services

- Year end update summarizing Customer Service Centre and Kiosk statistics of service requests captured through the Town's Customer Relationship Management (CRM) system, Department highlights and 2019 priorities.

Economic Development

- No submission

Newmarket Public Library

- 2018 Annual Statistics - By The Numbers

Corporate Services Commission

Financial Services

- The 2018 Preliminary Fourth Quarter Report – Operating, Investment and Capital Budget Summary Staff Report is scheduled for Committee of the Whole on April 8, 2019 with recommendations to Council.
- CYFS's Report for 2018 will be available following the posting of the CAO's Report and as such, circulated separately by Financial Services.

Legal & Procurement Services

- Summary of Council Delegated Matters by department
- Procurement Summary of all competitively acquired goods and services, emergency purchases, and single and sole source purchases

Legislative Services

- No submission

Development & Infrastructure Services Commission

Commissioner's Office

- Quarterly memo summarizing the status of capital projects of interest to Council

Public Works Services

- Annual summary on Emerald Ash Borer impacts

Conclusion

Departments continue to improve reports on trends affecting internal and external services to assist in informing Council on past and current operating demands and service needs for decision-making purposes on administrative matters and budget requests as appropriate.

Staff are currently reviewing a new reporting template to continue to improve the effectiveness of communications and reporting information to Council for implementation in 2019.

Business Plan and Strategic Plan Linkages

Information Reports linked to this report form the foundation for sound business planning activities and decision making within respective departments and support the Strategic Plan direction Well-Equipped and Managed.

Consultation

The contents of this report and have been prepared in consultation with and by members of the Operational and Strategic Leadership Teams.

The next reporting cycle to share first quarter results of 2019 with Council is scheduled to be available May/June.

Human Resource Considerations

This report has no immediate impact on staffing levels.

Budget Impact

This report has no direct impact on the municipal operating or capital budgets.

Attachments

All attachments are linked in the above chart.

Contact

For more information on this report, contact Esther Armchuk, Acting CAO at 905-953-5300 Ext. 2432 or earmchuk@newmarket.ca .

Approval



Esther Armchuk
Acting Chief Administrative Officer

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



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Office of the CAO/Corporate Communications

Performance Report: 2018 – Q4

To: Mayor John Taylor and Members of Council

Copy: Esther Armchuk, Acting CAO and members of SLT

Subject: Corporate Communications Quarterly Report: Q4 – October 1 to December 31, 2018

Origin: Office of the CAO/Corporate Communications

Date: February 28, 2019

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

Comments

Corporate Communications produces quarterly reports to keep Council and senior management informed on how the department is performing and supporting the communications needs of each client group within the Town. This report will provide an overview of the Corporate Communications department's performance from October 1 to December 31, 2018.

Background

The role of Corporate Communications

The Corporate Communications department is a full-service support and strategic management department providing public relations, media relations, marketing, social media and communications services to all departments and divisions within the Town.

The Communications department is responsible for working with client groups to create and execute strategic communications plans, programs and deliverables intended for both internal and external audiences. Crisis communications, issues management, public education and engagement, brand management and reputation management are

managed by the department. Corporate Communications also oversees the Town's digital channels, including social media and our website.

Supporting Council's Strategic Priorities

The Corporate Communications department assists individuals and departments across the organization in responding to and delivering on Council's Strategic Priorities. More specifically, Corporate Communications supports Council's identified commitment to community engagement and communications best practices.

External Communications

The Corporate Communications department was involved in supporting a number of high profile projects during the fourth quarter of 2018, including:

- **Cannabis retail and by-law engagement** – The Communications department worked with the Regional and Town Cannabis Communications Working Groups to coordinate messaging and produce deliverables related to cannabis retail legislation and by-law engagement. Communications drafted a communications plan; created an online survey; coordinated a phone call-out; issued a media release; produced print ads; developed a social media campaign; created a webpage with FAQ and links to info; supported the planning for a Public Information Centre; and provided Council with an overview of Communications tactics and messaging.
- **Heritage mural unveiling event** – Communications was part of the planning group for the mural unveiling event and supported overall event coordination and logistics. Communications drafted speaking notes for speakers; created digital invitations; supported creation of plaques and signage; drafted and issued a media advisory and media release; coordinated media interviews; arranged photography and worked with various internal and external stakeholders for the event.
- **Budget communications** – Communications continued to work with the Finance department on Phase One of budget engagement by coordinating materials for the budget booth at community events; executing print ads, digital ads and social media campaign encouraging residents to "Get Involved" in the budget process; collecting data and analytics from the online budget survey; providing communications-related content for reports to Council; presenting slides on Phase One communications to Council at the December 10 Special Budget Meeting; coordinating key messages and media interviews related to the budget.
- **Animal license services merge** – Corporate Communications worked with the Legislative Services department and the Towns of Aurora and Georgina to support the roll-out an animal license merger pilot program. Our Communications department drafted content and created graphics for a brochure; media release; Town Page ads; and social media messages for this initiative.
- **Market Davis campaign** – Corporate Communications worked with the Economic Development department on the Market Davis campaign. Communications supported with the creation of blog posts, magazine articles for

the Your Business Chamber magazine and other initiatives related to the campaign.

- **Other Key Projects included:**

- Working with Celestica and the Economic Development department on the Celestica Grand Opening event; drafting speaking notes and key messages for the event.
- Producing incident reports and coordinating media calls for four fires that took place in December 2018.
- Supporting production of a holiday fire safety video with CYFS and issuing Public Service Announcements and ads for fire safety during the winter months.
- Supporting Chris Lowe Memorial Award event with CYFS by issuing a Media Advisory and coordinating media interviews and photographs at the event.
- Supporting Council Orientation for the 2018 – 2022 term by organizing official portraits; supporting with inauguration speaking notes; and creating overview presentation of the Corporate Communications department structure.
- Writing speaking notes and event agenda for artificial turf opening event.
- Supporting CAO and Mayor retirement events by drafting content and sourcing photos for print pieces, booklets and signage; sourcing photos and creating videos. Writing Media Releases on the Renaming of the Operations Centre and Newmarket's 'Community Living Room' installation and coordinating media interviews and key messages after the release was issued.
- Participating in the York Region Communicators Group for cannabis legislation.
- Participating in the Mulock Property Communications group.
- Communicating the results of the 2018 Community Survey internally and externally through various print pieces and media relations tools.
- Creating graphics for the 2018 Newmarket Municipal Election and supporting the Elections Team with media relations efforts.

Awards

The Communications department won three MarCom awards and one honourable mention for the Award of Excellence at the Creative City Summit. The three MarCom awards include: a Platinum Award for the 2016 to 2017 Community Report: Where Character Meets Community; and Platinum and Gold awards for two "Safety Starts with You" cycling safety videos produced by the Communications department.

Community Engagement

The Corporate Communications department assisted in the creation of materials, communication and execution of the following Community Engagement events from October 1 to December 31, 2018:

- **Cannabis retail location engagement** – Corporate Communications created an online survey and coordinated a phone survey to gather resident feedback on opting in or out of cannabis retail locations in Newmarket. Communications promoted the survey through a media release; ads in the Town Page; articles in Newmarket Now; and a social media campaign. Communications also supported with the creation of the PIC held by the Town and coordinated all media interviews related to cannabis retail in Newmarket.
- **Budget engagement** – Communications supported with public engagement for the 2019 budget through the budget booth at the Princess and Superhero Party in October and promoted the opportunity to provide public feedback through the “Put Your Money Where it Matters” game through snapd, the Town Page of the Newmarket Era, Newmarket Now e-newsletter and through social media.
- **Presenting at the Municipal Communications Conference** – Wanda Bennett, Director of Corporate Communications presented the Town’s internal communications strategy, tools and tactics at the National Municipal Communications Conference in Toronto. The presentation outlined communications best practices and presented an opportunity to promote the Town’s successful internal communications strategies and engagement programs to an audience of communications professionals from across the county.
- **Promotion of Community Events** – Corporate Communications supported the promotion of various community events by drafting speaking notes, media releases, community event listings and social media posts related to events and activities from October to December 2018.

Media Relations

From October 1 to December 31, 2018, the Communications department issued the following to the media:

- Media Releases/Advisories/Public Service Announcements: 23
- Community Event Listings: 2
- Central York Fire Services Incident Reports: 4
- Total media materials: 29
- Total number of news stories generated as a result of media releases: 47
- Editorial mentions (the number appearances of ‘Town of Newmarket’ in news articles): 56
- Potential reach (approximate number of article views ‘Town of Newmarket’ appeared in): 32.5 M

Newspaper ads – The Communications department worked with various departments within the organization to produce ads for the Town. Ads included notices of PIC’s, statutory ads and event promotion.

Brochures and print materials - Communications supported the Elections Team by producing full page print ads for the election and helped create content and graphics for the animal license merger brochure.

Reoccurring Deliverables

Media Relations and Issues Management:

From October 1 to December 31, 2018 Corporate Communications helped manage a number of issues. Successful management may include: a satisfied end user, a positive story from a negative event, a new and/or improved relationship, or an issue that had the potential to generate significant stakeholder interest but was identified and addressed quickly. At a high level, these issues include – but are not limited to the following (which are in no particular order):

- Municipal Election
- Cannabis retail locations
- Mayor's salary
- Residential fires during the month of December

External Publications and Advertising:

The Corporate Communications department produced the following external communications pieces from October 1 to December 31 2018:

Snapd ads - The Communications department wrote monthly content for snapd featuring large-scale initiatives throughout the Town and ways for residents to Get Involved in Town programs or events. Three content pieces were created in Q4.

Construction Corner Newsletters – The Communications department worked with the Engineering department to design and edit bi-weekly Construction Corner newsletters for construction projects on Queen Street, Park Avenue and Gorham Street.

Town Page

- Frequency: 13 (one per week for the fourth quarter)
- Reach: 28,000
- Potential impressions: 84,000

Newmarket Now e-newsletter

- Frequency: 3 editions in Q4
- Reach: 3,169 subscribers with a total of 308 click-throughs to the newmarket.ca website from links within the newsletters

Digital Communications:

Website: October 1 to December 31

- Number of Sessions: 218,126
- Page Views: 480,039

Media Release Section:

- Posted Media Releases/Public Service Announcements/Community Event Listings: 25
- Page views: 425

Social Media: October 1 to December 31, 2018

Facebook

- Total Fans: 5,862
- Total Engagements: 6,252
- Total Impressions: 748,289
- Total Posts: 124

Twitter

- Total Followers: 12,862
- Total Engagements: 7,823
- Total Impressions: 516,487
- Total Tweets: 460

Instagram

- Total Followers: 4,358
- Total Engagements: 4,089
- Total Posts: 58
- Likes received: 3,972

Hey Newmarket! Digital Engagement Platform:

- Total Visits: 959
- Max Visitors per day: 147
- New registrants: 98
- Engaged visitors: 79
- Informed visitors: 404
- Aware visitors (visited at least one page): 849

Locate my Plow online portal:

- Views: 487

MyWaste App:

- Total Users: 11,946
- Resident Interactions: 81,866
- Subscribers: 9,018

Out of the 11,946 users using the My-Waste app, 71.4% per cent accessed the My Waste application through the app (downloaded onto their phone) and 26.4% per cent accessed the My-Waste application at newmarket.ca/wasteandrecycling

For content page views on the app and web application, there were a total of 9,312 content page views – 4,450 content pages were accessed through newmarket.ca/wasteandrecycling

Internal Communications

The Corporate Communications department continues to support ongoing internal communications initiatives, including:

- **Coffee with the CAO event** – Communications worked with Public Works Services to organize and promote the fall Coffee with the CAO event in November 2018. The event was the final Coffee with the CAO with Bob Shelton, and included the unveiling of the new naming of the Operations Centre to the Robert N. Shelton Operations Centre, as well as the 2018 Award of Joy recipient announcement.
- **Town Hall** – Communications coordinated the year-end Town Hall event at the Municipal Offices and the Old Town Hall in December 2018. Corporate Communications put together the slideshow and worked with various departments to coordinate presentations and photos for the event.
- **Annual Toy and Food Drive** – Communications promoted the annual Toy and Food Drive both internally via email, signage, posts on Town Central and graphics; and externally through ads in the Town Page, Newmarket Now e-newsletter and posters. Communications coordinated the food and toy drop-off and pick-up, took photos at the event and promoted it on social media.
- **Retirements** – Communications produced video and audio content, content for print materials, speaking notes and signage for CAO and Mayor's retirements. Communications supported with the coordination of two events, issued media releases and coordinated media interviews around the retirements.
- **NewsMarket** – Communications issued the Holiday 2018 edition of our internal newsletter in December 2018.
- **Town Central and Town website** – Communications provided continual updates and training for staff on Town Central and the Town's website.
- **HR initiatives** – Communications worked with the Human Resources department on Ergonomics, Diversity and Inclusivity Charter, benefits survey review and the Employee Services Project initiatives.
- **Award of Joy** – Members of the Corporate Communications department sat on the Award of Joy Committee and created the nomination and evaluation materials for the Award of Joy, promoted the Award through various internal communications tools and tactics, designed and sources the actual award, and helped organize the selection committee process. The Communications department also provided speaking notes on the accomplishments of the recipient of the Award of Joy.

- Communications provided ongoing support for **CAO communications** deliverables.
- **Daily E-Clippings** – Communications produced daily e-clippings to staff five days a week.



INFORMATION REPORT
TOWN OF NEWMARKET
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April 12, 2019

REPORT – INFORMATION REPORT # 2019 - 03

TO: Mayor Taylor
Members of Council

c.c.: Operational Leadership Team
CAO & Commissioners

SUBJECT: Customer Service Department 2018 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 2018 as well as the key areas of focus in 2019, for the Customer Services Department. It has been almost 15 years since the Customer Services department opened for the residents of Newmarket. Since May 2004, assistance has been provided to almost 1.7 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. *Access Newmarket*, along with our telephony system and CLASS point of sale software, has allowed us 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 730,000 customers have accessed services from

the team of highly trained, strong Customer Service professionals working out of these locations. The number of customers accessing 'enhanced services' such as tax payments, payment of parking tickets, or general inquiries has steadily increased. In early 2019 these same enhanced service offerings were introduced at the Seniors' Meeting Place and early results indicate that this channel will be popular for these customers. 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 at their convenience than ever before.

DISCUSSION

- Over 336,000 customer contacts were made to the Customer Services Department in 2018. These contacts were made by phone, counter, e-mail, mail, social media, online self-serve inquiries and Newmarket's *My Waste* mobile application at any of our Customer Service counters or kiosks. Also, the Customer Service counters at the municipal offices 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.
- Our CRM software was upgraded, and corporate wide staff training was provided to better capitalize on this software's newest capabilities. In addition to *Access Newmarket*, the town's telephony system was changed over to new hardware, software and service provider. These changes provide staff accurate trend statistics, greater ability to access and respond to requests, and real-time dashboards so that management can track their teams' progress.
- The new phone system has allowed us to divert callers who know their party's extension or name directly to the person they are looking for. In spite of some initial hurdles, the success rate of this front-end option has steadily increased.
- "Enhanced Service" transactions at the Magna and Ray Twinney Centre Customer Service Kiosks continue to increase. From 2017 to 2018 there was a 36% increase in these types of transactions, the majority being tax payments.
- Overall contacts continue to increase at the Customer Service Kiosks, largely due to increased volume as a result of the success of the Fitness Centre. In 2018 the Kiosks serviced an additional 7.0% more clients when compared with 2017 data.
- In the fall of 2018, the Newmarket Seniors Meetings began offering enhanced services to its members. As of January 2019, this program has been expanded and publicized on the TON website and in the media. Uptake of services is already significant with many residents accessing this convenient location to make tax payments, purchase waste bins and stickers.

As part of our continuous improvements to provide even better service to our residents, the following projects are planned for the upcoming year:

- Introduce on-line chat option on our website, to help customers to better complete on-line services and to determine where improvements can be made on our web-site;

- Continue the rollout of corporate-wide , and Northern Six municipalities Enhanced Customer Service Training (created by the Town of Newmarket & our N6 partners for front end staff in a municipal environment).
- Participate & lead Service Reviews related to service gaps including the booking process related to Facility & Ice bookings.
- Our focus for 2019 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

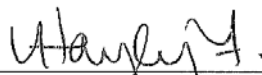
Not applicable to this report.

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, Corporate Customer Services



Ian McDougall, Commissioner Community Services

JRB

Attachments:

- Year End Summary Reports – Customer Service Centre & Customer Service Kiosks
- Total CSC Contacts Handled vs. Service Requests – 2013 - 2018

- Contact Sources 2018 - Customer Service Centre
- Contact Sources 2018 - Customer Service Kiosks
- 2018 Departmental Breakdown – Customer Service

Year End Summary Report – Customer Service Centre

For period ending December 31, 2018

<u>Summary</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
• Total Customer Contacts ¹	110,735	106,072	105,371	104,477
• Total Calls Answered	76,119	74,205	67,119	74,472
• Counter Interactions	29,624	30,751	32,131	28,877
• Email Interactions	3,531	2,395	3,720	2,847
• Service Requests ²	8,145	7,912	8,675	7,879
• Average Length of Call (<i>minutes</i>)	1:33	1:33	1:33	2:22
• Abandonment Rate (Target Rate ≤ 8%) ³	5.4%	5.6%	5.4%	7.6%
• Service Levels (Target Rate 80%) ⁴	80.0%	81.1%	81.4%	81.4%
• Waste Collection	<u>GFL</u>	<u>Customer Service</u>		<u>Total</u>
○ Waste Collection Information	1,584	1,109		2,693
○ Missed Collection Reported	930	289		1,219
○ Large Item Removal	567	461		1,028
○ Praise	17	N/A		17

¹ Includes: All Phone, Counter, Mail, E-mail, Social Media and the MY Waste APP.

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

³ Abandonment rate is the % of callers who hang-up before the call is answered.

⁴ Percentage of calls answered within 20 seconds

Department Highlights for 2018

- 2018 has shown a slight decrease (894) in the total contacts made to the Customer Service Centre compared to 2017. This 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.) and the initial greeting on our phone system that allows the caller to be transferred to their party without Customer Service staff needing to handle the call. Also, our improved website provides easier access to information and more and more information is being shared through social media channels.
- With the addition of new telephony system and AVST (*Applied Voice & Speech Technology*) Customer Service saw a reduction in the volume of calls presented to the contact centre.
- The breakdown of types of service inquiries and requests shows:
 - Bylaw & Parking related issues made up 16.7 % of all contacts received by Customer Services.

- Customer Service had 5,887 contacts in 2018 regarding Parking tickets or 9.4% of our total contacts. That includes requests for parking enforcement, parking ticket payments, requests for exemptions, and parking ticket issues.
- There were 1,296 “Requests for Parking Enforcement” in 2018, 204 or 15.7% more than in 2017.
- For the 2018 Municipal election an “Election Call Centre” was set up, using the CRM system to track all calls into the centre leading up to and during the election. Stats from after the election were compiled and submitted to the Clerks department for analysis.
 - 1,340 calls to the Election Line
 - Top 3 Call Types:
 - *Didn't Receive their Voter's Information Letter* – 13.8%
 - *Voter's List – Incorrect Birth Date* – 11.7%
 - *Voter's List – Am I on the Voter's list?* – 11.0%

Year End Summary Report – Kiosk Customer Services

For period ending December 31, 2018

<u>Summary</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
• Total Customer Contacts¹	175,415	179,271	215,990	232,218
• Total Calls Answered	15,441	16,033	20,026	21,936
• Counter Interactions ³	158,835	161,114	194,311	208,790
• Average Length of Call (<i>minutes</i>)	1:31	1:31	1:22	1:33
• Abandonment Rate (Target Rate $\leq 8\%$) ⁴	4.5%	4.4%	5.3%	9.5%
• Service Requests ⁵	377	428	513	479
• Service Requests Percentage ⁶	0.20%	0.22%	0.24%	0.21%
• YRT Tickets and Passes Sold ⁷	825	1,322	856	651

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 hang up before the call was answered

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

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

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

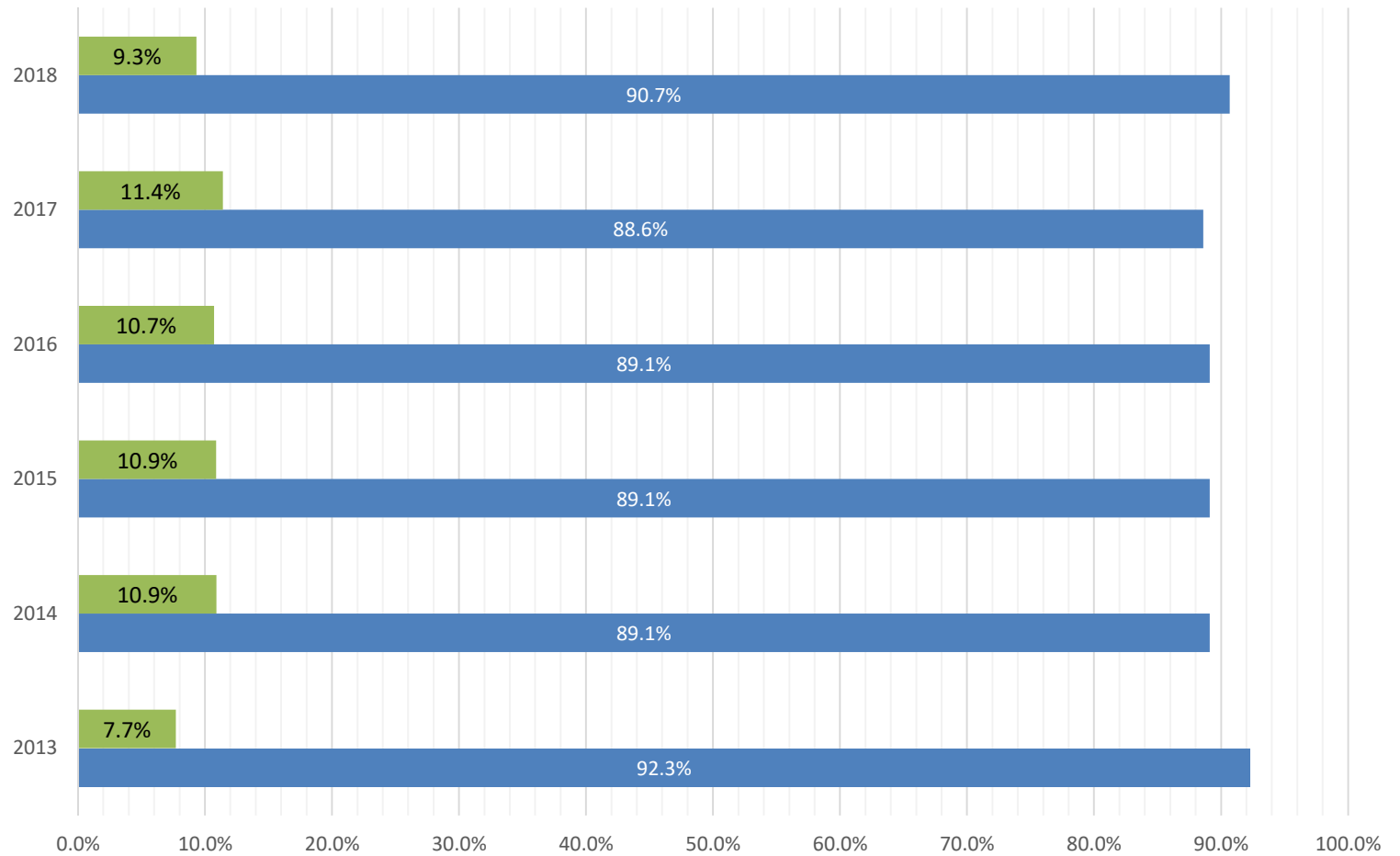
2018 Highlights (Customer Service Kiosks)

- **Call & Counter Volumes:** In 2018, volumes in the CS Kiosks continually increased as compared to previous years. Data illustrates that this increase is largely due to successful continued operation of the Fitness Centre.
- **Customer Service Kiosks continue to offer Enhanced Services:** Enhanced service transactions continue to climb at the Magna Centre and Ray Twinney Complex Customer Service Kiosks. 2018 saw a 36% increase in these transactions when compared with 2017. The feedback from residents remains positive, specifically regarding ease of access and operational hours.
- **York Region Transit Partnership:** in 2018 we observed a decline in the sale of YRT fare media. In 2017, YRT discontinued the sale of paper tickets and passes, encouraging riders to move to the Presto program. Now that riders can re-load their presto card online, we saw a decrease in counter interactions for YRT passes of 31%.
- **CS Kiosk Associates Support the Fitness Centre:** The CS Kiosk team continues to work closely with the Fitness Centre team to serve our members. Our two areas have worked together to establish and communicate Fitness Centre information, processes, policies and changes in schedules. In 2018, Customer Service Kiosks checked in 136,133 members of all the various drop-in programs.

2019 Priorities

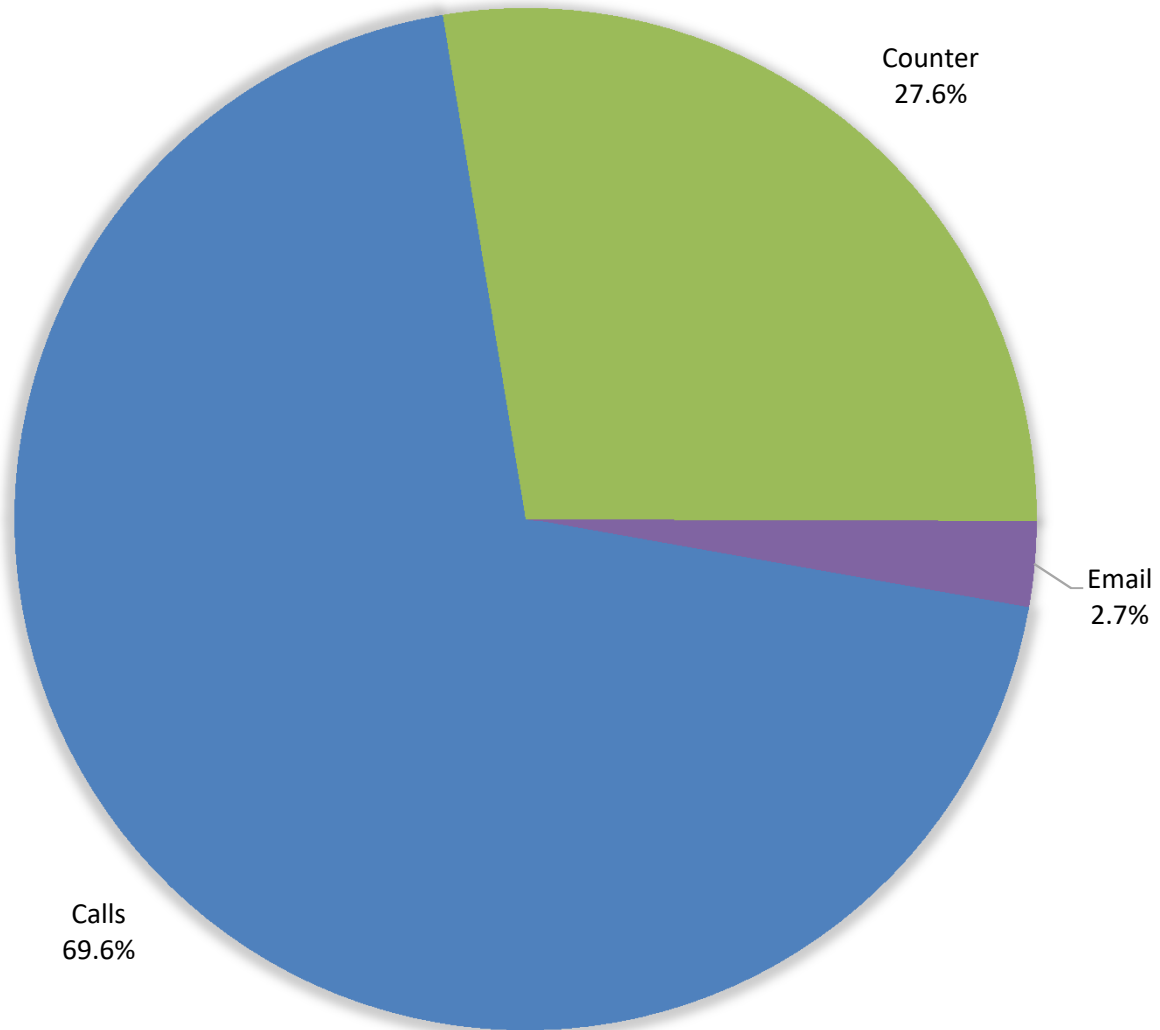
- Continue to promote the Town of Newmarket as a potential partner for service partnerships, including as a revenue opportunity.
- To continue to develop and promote the Magna Centre, the Ray Twinney Complex and the Seniors Meeting Place as valuable service options for customers of the Town of Newmarket, so that the level of satisfaction related to 'convenience of service hours' continues to increase as a customer service metric
- Continue to deliver even better customer service training for staff providing service to internal and/or external customers. Explore opportunities to offer this training to other municipalities as a revenue generating opportunity.
- Utilize the Town of Newmarket's website and telephony system to offer more online services including online chat.
- Promote self-service through pre authorized tax payments, online pet licensing, parking ticket payments, program registrations, and other online services.
- Work more closely with staff supporting the Mayor and Councilors' offices to better coordinate efforts and identify emerging issues.

Total Contacts Handled by CSC vs. Service Requests Customer Service Centre 2013-2018

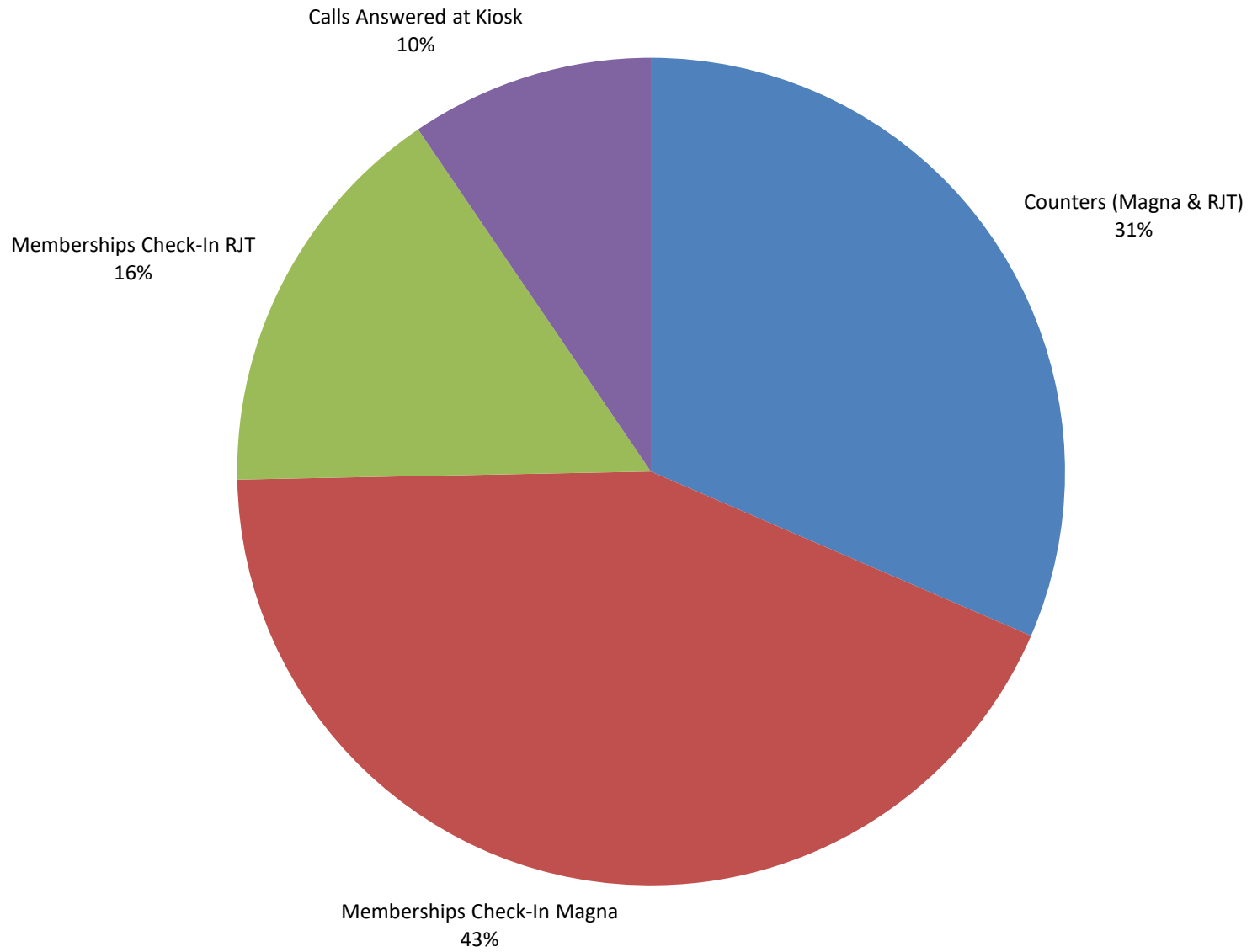


	2013	2014	2015	2016	2017	2018
■ Service Requests Assigned	7.7%	10.9%	10.9%	10.7%	11.4%	9.3%
■ Contacts Handled Solely by CSC	92.3%	89.1%	89.1%	89.1%	88.6%	90.7%

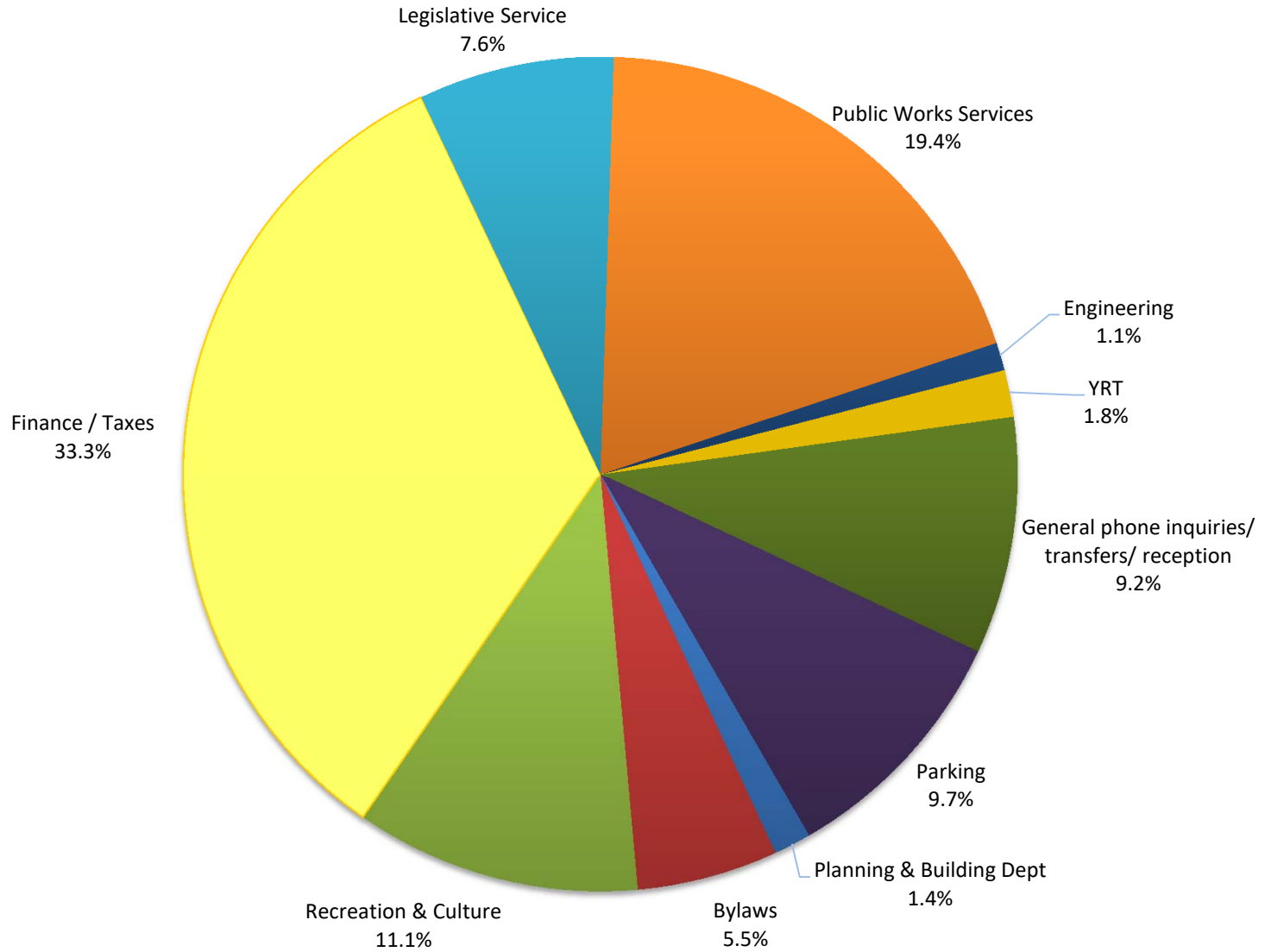
Contact Sources 2018
- Customer Service Centre



Contact Sources 2018
- Customer Service Kiosks



Departmental Breakdown 2018 - Customer Service Department



By the numbers

Newmarket Public Library 2018 figures



235,000

NO. OF VISITS TO THE LIBRARY



35,000

QUESTIONS
ANSWERED
BY STAFF



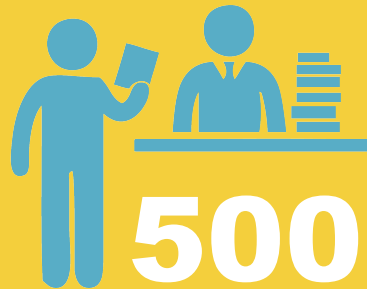
20,000

NO. OF PEOPLE
ATTENDING
LIBRARY
PROGRAMS



34,000

NO. OF TIMES PUBLIC
COMPUTERS USED



500,000

NO. OF ITEMS BORROWED FROM
THE LIBRARY, **21%** DIGITAL MEDIA



2.2 million

NO. OF TIMES ONLINE
RESOURCES ACCESSED



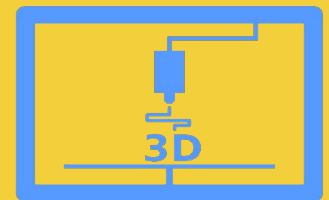
24,000

RESIDENTS WITH A
LIBRARY CARD



34,000

E-MUSIC STREAMS
& DOWNLOADS



1,400

NO. OF MAKER JOBS
INCLUDING 3D PRINTS



177,000

WEBSITE VISITS



Newmarket Public Library

438 Park Ave.
Newmarket, Ontario L3Y1W1 | 905-953-5110
www.newmarketpl.ca



Town of Newmarket
395 Mulock Drive P.O. Box 328,
Newmarket, Ontario, L3Y 4X7

Email: info@newmarket.ca | Website: newmarket.ca | Phone: 905-895-5193

Briefing Note

Q4 2018

Corporate Policy Approvals

Department(s): Office of the CAO

Author(s): Cindy Wackett

Date: March 1, 2019

Purpose

The purpose of this briefing note is to provide a summary for the Chief Administrative Officer to report to Council on corporate policies approved under the CAO's delegated authority via Corporate Policy Approval Framework Policy CAO.1-06.

Discussion

Background

The current approach to inform Council on corporate policies approved under the CAO's authority commenced in 2018 serving to keep Council informed on policies affecting administrative matters.

Current Policy Activity

The following table summarizes corporate policy activity under the CAO's approval authority between October 1, 2018 and December 31, 2018.

Table 1: Summary of CAO Approved Corporate Policy Activity October to December 2018

Policy Title	Policy #	Adoption Date	Effective Date	Details
* Alternate Work Arrangements	HR.2-07	Oct. 29, 2018	Jun. 16, 2008	<ul style="list-style-type: none"> • Applied new AODA policy and procedure templates • Formatted Agreement • Updated language
* Drug & Alcohol Policy	HR.5-02		Dec. 10, 2001	<ul style="list-style-type: none"> • Applying new AODA policy and procedure templates • Adding Cannabis consumption as a prohibited activity while working or wearing company logoed clothing
**Employment & Other Reference Checks	HR.12-02		Jan. 1, 2019	<ul style="list-style-type: none"> • New policy to require job specific police records and employment reference checks as appropriate based on business operations
* Management Compensation Lieu Days	HR.3-02		Nov. 11, 2002	<ul style="list-style-type: none"> • Applying new AODA policy and procedure templates • Updating positions eligible for lieu days identified in Appendix • Updating to reflect current allotment trends and internal practices i.e. recognition of 5 Authorized Absence Days for Commissioners as MCL Days
*Retirement Notification	HR.6-03		Aug. 31, 2009	<ul style="list-style-type: none"> • Recommending inclusion under Resignation/Termination Policy in 2019
*Tuition Assistance	HR.10-01		Mar. 10, 2003	<ul style="list-style-type: none"> • Applying new AODA policy and procedure templates • Finalizing best practice changes for final review

* - Denotes existing policy being revised

** - Denotes new policy

Communication and Consultation

Members of Council are notified of corporate policy activity and approvals via the CAO's quarterly Municipal Administration and Management Information Reports.

Employees will receive notification of updates to and approval of new corporate policies through one or more of the following communication methods:

- 1) All employee email
- 2) Posting on Town Central (intranet) and Town Website
- 3) Article in the employee NewsMarket
- 4) Notification via ERIC's regular "Did you Know?" 5 point emails as appropriate
- 5) Information sessions at various work locations
- 6) Pod at "Coffee with the CAO" sessions

Consultation is ongoing with the Operational and Strategic Leadership Teams, as well as the Employee Relations and Internal Communications (ERIC) committee regarding updates to existing and development of new policies listed in Table 1 above.

Conclusion

Between October 1st and December 31st, 2018, updates were approved to one existing policy. Staff continued to work on developing one new policy and updating one existing policy resulting from new legislation, and updating three policies to align with best practices of great workplaces for approval in Q1, 2019.

Attachments

N/A

Contact

For more information on this briefing note, contact Cindy Wackett, Corporate Project Consultant, at cwackett@newmarket.ca or at Ext. 2048.

Approval

Cindy Wackett, Corporate Project Consultant



Town of Newmarket
395 Mulock Drive P.O. Box 328,
Newmarket, Ontario, L3Y 4X7

Brief to the CAO

Q4 2018 – Grant and Allocation Funding Activity

Department(s): Innovation & Strategic Initiatives

Author(s): Cindy Wackett; Brett Morrow

Date: March 1, 2019

Purpose

This briefing note serves to provide the CAO and senior management with an update on government and agency grant funding activities for the fourth quarter (Q4) of 2018 ending December 31, 2018. Appendix A – Q4 2018 Grant and Allocation Funding Activity table summarizes the status of approved grant applications.

Discussion

The approval of two grant opportunities (Career Launcher; Digital Main Streets) and one allocation in the fourth quarter of 2018 provided \$64,268.22 in new funding for Newmarket. Newmarket is receiving funding from 15 active Federal, Provincial, Regional, and agency grants.

Other revenue sources funding various 2018 projects include allocations through the Federal Gas Tax (\$2,547,375.69 - funding road rehabilitation projects) the Ontario Community Infrastructure Fund (\$979,889.53 - asset management initiatives and select capital projects), and the AMO Main Street Revitalization Fund (\$104,097.46 – Main Street Waste Solution project).

Staff submitted 20 grant applications in total 2018, of which 10 were approved, 6 remain pending a decision in Q4, and 4 were denied. Staff also conducted research on 10 grant opportunities for application submission deadlines in 2019.

Business Plan and Strategic Linkages

This briefing note supports and aligns with Newmarket's Strategic Plan vision of being "Well beyond the ordinary" in all five strategic directions, the Town's Asset Management Plan, Recreation Play Book, Active Transportation Implementation Plan, Community Energy Plan, and Council's Strategic Priority theme of Efficiency / Financial Management.

Consultation

Staff across the organization within all three Commissions are regularly consulted on active grants for quarterly/annual reporting purposes and for obtaining subject matter expert input, advice and recommendations on project-grant matching and on future grant submission opportunities.

Human Resource Considerations

Since 2016, focused efforts toward grant funding research and application submissions have been a priority in financing Newmarket's capital projects and furthering Council's 2014-2018 Strategic Priorities. In February 2018, a Grant Coordinator contract position was filled to maintain these extenuating efforts and build greater capacity for continued

efforts researching and applying for new grants, and meeting stringent government/agency reporting timelines.

Budget Impact

Successful grant applications through upper tier government and agency funding programs provide financial relief to the Town's operating and capital budgets and can reduce future draws on the Asset Replacement Fund. Newmarket accessed over \$3.6 million in grant funding and \$3.6 million in allocation funding towards select municipal projects in 2018. Staff will continue to be proactive, researching and applying for government and agency funding opportunities and updating Council quarterly on grant funding activities.

Attachments

Appendix A – Q4 2018 Grant and Allocation Funding Activity

Contact

For more information on this briefing note, contact Cindy Wackett at cwackett@newmarket.ca 905-953-5300 Ext. 2048 or Brett Morrow at bmorrow@newmarket.ca 905-953-5300 Ext. 2037.



Town of Newmarket
 395 Mulock Drive P.O. Box 328,
 Newmarket, Ontario, L3Y 4X7

Appendix 'A' to Briefing Note Q4 2018 – Grant and Allocation Funding Activity

Federal Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Clean Water Waste Water Fund	March 2020	\$3,757,250	\$2,493,750	\$1,263,500	Funding 9 water projects throughout the municipality	Various projects underway. Quarterly claims being submitted for refund.
Canada 150 Community Infrastructure Fund	April 2018	\$113,903.28	\$56,952.64	\$56,950.64	Seating renovation at Newmarket Theater	Approved. Claim process underway.
Municipalities for Climate Innovation Program	August 2017	\$127,000	\$90,000	\$37,000	Consultant to conduct feasibility study on the implementation of Newmarket's Efficiency Energy Retrofit (NEER) Program directed at Newmarket residents, targeting a 40% reduction by 2031. (Community Energy Plan implementation)	Approved. Project underway. Funding to be transferred following submission of report in Summer 2019.
Municipalities for Climate Innovation Program	October 2017	\$231,432	\$175,000	In-kind only	Macro stormwater management economic study	Approved. Partial payment of funds received. Final payment to follow submission of project completion report.
National Disaster Mitigation Program	September 2018	\$40,000	\$20,000	\$20,000	Town of Newmarket: Corporate Climate Change Risk Scan	Approved by Provincial Government. Forwarded to Federal government for final approval Q1 2019.
Career Launcher (NRCan)	November 2018	\$23,320.44	\$11,660.22	\$11,660.22	Funding for Community Energy Plan Intern Position	Approved. Intern work period January-June 2019.
Total \$\$		\$4,292,905.72	\$2,847,362.86	\$1,389,210.86		

Provincial Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Safe Cycling Education Fund	March 2018	\$6,837.60	\$6,837.60	\$0	Purchase and distribution of 1680 bicycle lights and safe cycling literature for interested community residents	Approved Payment and lights received in Q2 2018. Lights being distributed at community events.
Community Museum Operating Grant	June 2017	\$15,913	\$15,913	N/A	Operating costs	Coordination of 2019 submission underway.
Ontario Municipal Commuter Cycling Program	September 2017	\$2,048,876	\$290,659.89	\$1,639,101	Cycling Infrastructure projects – 2019 project: 4.5km Harry Walker Parkway – north and south extension	Approved. Payment received 2017-18. No further funding to be allocated as the program was cancelled in July 2018.
Ministry of Environment and Climate Change Grant	December 2017	\$105,368	\$46,530	\$59,107 in kind	Co-Creation Wayne Waratah	Approved. Partial payment received. Final payment of funds to be distributed after submission of final report.
Seniors Active Living Centers	September 2018	TBD	\$9079	TBD	Enhancements to the Newmarket Seniors Center	Approved. Payment received September 2018.
Digital Main Street: Digital Service Squad Grant	December 2018	TBD	\$10,000	\$0	Training, consulting, digital advisory services	Approved. Coordination with York Region for project design and implementation underway.
Total \$\$		\$2,176,994.60	\$379,019.49	\$1,698.208		

Regional Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Pedestrian and Cyclist Municipal Partnership Program	June 2018	\$678,173.10	\$339,086.55	\$339,086.55	Multi-use pathway for Davis Drive (opposite Bulmer Crescent) to Bathurst, north to Woodspring Avenue	Approved. Grant amount to be coordinated with York Region.
Municipal Streetscape Partnership Program	August 2018	\$149,258.03	\$66,633.05	\$82,624.98	Streetscape improvements to Bathurst-Davis Intersection	Approved. Work underway. Payment to be coordinated.
Total \$\$		\$827,431.13	\$405,719.60	\$421,711.53		

Other Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Lake Simcoe Regional Conservation Authority	November 2017	\$55,240	\$27,620	\$27,620	Queen Street	Approved. Funding to be transferred Q1 2019.
Total \$\$		\$55,240	\$27,620	\$27,620		

Funding Allocations

Funding Program	Allocation	Project Description(s)	Status
Federal Gas Tax Allocation	\$2,547,375.69	Various municipal road work projects	Allocation for 2018 received.
Ontario Community Infrastructure Fund	\$979,889.53	\$200,000 for Asset Management Program \$768,709 for Queen Street Reconstruction	Allocations transferred throughout fiscal year.
AMO Main Street Revitalization Fund	\$104,097.46	Main Street Waste Solution Project	Allocation received in July 2018. Project design underway.
Ontario Cannabis Legalization Implementation Fund	\$42,608	First allocation: \$37,608 Second allocation: \$5000	Please see Cannabis Town webpage for more detailed information on these allocations.
Total Allocation \$\$	\$3,673,970.68		

Total Grant and Allocation Funding

Total Allocation Funding \$\$	\$3,673,970.68
Total Grant Funding \$\$	\$3,659,721.95
Total Allocation and Grant Funding \$\$	\$7,333,692.63



Town of Newmarket
395 Mulock Drive P.O. Box 328,
Newmarket, Ontario, L3Y 4X7

Email: info@newmarket.ca | Website: newmarket.ca | Phone: 905-895-5193

Summary of Delegated Matters (Oct. 1/17 – Dec. 31/18) Information Report

Report Number: 2019-04

Department(s): Legal and Procurement Services

Author(s): Karen Reynar and Paul Voorn

Date: March 6, 2019

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

Purpose

The purpose of this report is to update Members of Council on matters carried out by staff in accordance with Delegation of Authority By-law 2016-17 between October 1, 2017 and December 31, 2018.

Background

On April 25, 2016, Council adopted By-law 2016-17. This is a delegation bylaw which gives staff the authority to carry out certain specific actions, which would otherwise require Council approval. The use of a “delegation by-law” allows for operational efficiency, customer service and the management of Committee and Council agendas.

Legal Services is currently leading a review of By-law 2016-17 and receiving feedback from all impacted departments. An updated delegation bylaw is expected to be presented to Council prior to the end of 2019.

Discussion

All of the matters carried out by staff pursuant to Delegation By-law 2016-17 from October 1, 2017 to December 31, 2018 are summarized in Schedule A to this report. Commencing January 1, 2019, the report back to Council on delegated matters will be based on a calendar year (January to December).

Matters that have received Council approval are not included in this report. In addition, Procurement matters are reported to Council separately in accordance with Procurement By-Law #2014-27.

Conclusion

This report provides an update to Members of Council on all matters carried out by staff pursuant to Delegation By-law 2016-17 from October 1, 2017 to December 31, 2018. Going forward, reports will be provided on an annual basis and will be based on a full calendar year.

Business Plan and Strategic Plan Linkages

Delegation By-law 2016-17 supports the *Well Equipped* and *Well Managed* objectives of the Town's strategic plan in the area of efficient management of Town resources.

Consultation

The information set out in Schedule A has been compiled with the assistance of all affected departments.

Human Resource Considerations

Staffing levels are not impacted as a result of the recommendations in this report.

Budget Impact

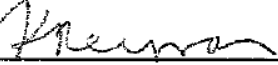
There is no budget impact associated with this report.

Attachments

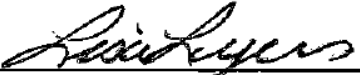
Schedule "A" – Summary of Delegated Matters October 1, 2017 to December 31, 2018.
Corporate Services (Legal Services)
Information Report 2019-04

Contact


For information regarding this report, please contact Paul Voorn, Associate Solicitor (905) 953-5300, Ext. 2436 pvoorn@newmarket.ca or Karen Reynar, Director, Legal and Procurement Services/Municipal Solicitor (905) 953-5300, Ext. 2437 kreynar@newmarket.ca



Karen Reynar
Director, Legal and Procurement Services/
Municipal Solicitor



Lisa Lyons
Acting Commissioner, Corporate
Services



Paul Voorn
Associate Solicitor

SUMMARY OF DELEGATED MATTERS BY DEPARTMENT
October 1, 2017 to December 31, 2018

LEGAL SERVICES

Type of Document	Date of the Document	Parties to the Document	Subject Property
Licence Agreement Renewal (Recreational)	March 13, 2018	Her Majesty the Queen in Right of Ontario as presented by The Minister of Infrastructure	Part of Lots 92 and 93, Concession 1 – lands south of RTC (PV – Section 3 & 7, Schedule A, Item 26)
Discharge of Mortgage	May 10, 2018	Redacted as personal information	671 Gibney Crescent
Permission to Enter	May 10, 2018	Redacted as personal information	448 Glover Lane
Permission to Enter	May 22, 2018	Redacted as personal information	556 Haines Road
Motor Vehicle Sale Agreement	May 1, 2018	Aurora Volunteer Fire Brigade Inc.	1926 Fargo Fire Truck
Memorandum of Understanding	October 12, 2018	The Regional Municipality of York / Red Cross	n/a
3 rd License Extension and Amendment Agreement	Signed January 30, 2018 (commencing July 31, 2017)	Southlake Regional Health Centre	56 Charles Street
Permission to Enter	August 7, 2018	Redacted as personal information	257 Petheram Place
Rental Agreement Extension	January 1, 2019 (signed in 2018)	2484121 Ontario Inc.	451 Botsford Street – Parking space

RECREATION AND CULTURE

Type of Document	Date of the Document	Parties to the Document	Subject Property
Sponsorship Agreement (Event Sponsorship)	April 1, 2018	The Chris Cartwright Team	Community Clean Up (Special Event)
Sponsorship Agreement (Naming Rights & Event Sponsorship)	June 25, 2018	Tim Hortons	Magna Gymnasium & Track; Riverwalk Skating and Water Feature; Canada Day (Special Event); First Night (Special Event)

Type of Document	Date of the Document	Parties to the Document	Subject Property
Sponsorship Agreement (Event Sponsorship)	July 1, 2018	Dawson Dental Care	Garlic is Great Festival (Special Event)
Sponsorship Agreement (Naming Rights Sponsorship)	October 1, 2018	Scotiabank	Magna Centre Rink #2
User Group Storage Agreement	September 1, 2018	Newmarket Minor Softball Assoc.	Art Ferguson
User Group Storage Agreement	September 1, 2018	Newmarket Baseball Assoc.	Fairgrounds Park Rene Bray Park Armstrong Park College Manor Park Dennis Park G. Richardson Park Rogers Park
User Group Storage Agreement	September 1, 2018	Newmarket Ringette	Magna Centre
User Group Storage Agreement	September 1, 2018	Newmarket Knighthawks	Magna Centre
User Group Storage Agreement	September 1, 2018	Newmarket Minor Hockey Association	Magna Centre
User Group Storage Agreement	September 1, 2018	Newmarket Jets Speedskating	Magna Centre
User Group Storage Agreement	September 1, 2018	Newmarket Skating Club	Magna Centre Ray Twinney Recreation Centre
User Group Storage Agreement	September 1, 2018	Newmarket Stingrays	Magna Centre Ray Twinney Recreation Centre
User Group Storage Agreement	September 1, 2018	York North Basketball Assoc.	Magna Centre
User Group Storage Agreement	September 1, 2018	Saints Jr Lacrosse	Ray Twinney Recreation Centre
User Group Storage Agreement	September 1, 2018	Newmarket Citizens Band	Ray Twinney Recreation Centre
User Group Storage Agreement	September 1, 2018	Newmarket Summer Tennis Club	Community Centre
User Group Storage Agreement	September 1, 2018	Newmarket Soccer Club	Ray Twinney Recreation Centre
Storage Agreement	December 7-14, 2017	York Regional Police	Varies

FINANCIAL SERVICES

Type of Document	Date of the Document	Parties to the Document	Subject Property
Contract – iLookabout Software 2019	December 3, 2018	ILOOKABOUT INC.	N/A

PLANNING DEPARTMENT

Type of Document	Date of the Document	Parties to the Document	Subject Property
Amending Site Plan Agreement	Aug. 18, 2017 (executed Oct. 3, 2017)	Mars Canada Inc.	284 Harry Walker Parkway
Site Plan Agreement	Sep. 25, 2017 (executed Oct. 16, 2017)	Redacted as personal information	181 & 185 Beechwood Crescent
Site Plan Agreement	Oct. 23, 2017	Mars Canada Inc.	575 Penrose Street
Heritage Permit	Nov 10, 2017	Redacted as personal information	221 Main Street South
Heritage Permit	Jan 19 2018	Redacted as personal information	231 Main St South
Heritage Permit	Jan 23 2018	Redacted as personal information	245 Main St South
Heritage Permit	Jan 24 2018	Redacted as personal information	231 Main St South
Heritage Permit	Jan 31, 2018	Redacted as personal information	210 Main St South
Heritage Permit	Feb 6 2018	Redacted as personal information	185 Main St South
Heritage Permit	Feb 6, 2018	Redacted as personal information	222 Main St South
Heritage Permit	April 10 2018	Redacted as personal information	232 and 236 Main St. South
Undertaking	May 5, 2018	Tilzen Holdings Limited	210 Harry Walker Parkway
Heritage Permit	May 9, 2018	Redacted as personal information	474 Botsford St
Site Plan Agreement	May 23, 2018	Marianneville Developments Limited	Block 119 (Glenway)
Amending Site Plan Agreement	Sep. 28, 2017 (executed May 30, 2018)	The Regional Municipality of York	445 Harry Walker Parkway South
Site Plan Agreement	May 31, 2018	Newmarket-Tay Power Distribution Ltd	1210 Twinney Drive

Type of Document	Date of the Document	Parties to the Document	Subject Property
Site Plan Agreement	June 8, 2018	King George Town Homes Inc. King George School Lofts Inc.	400 Park Avenue
Subdivision/Site Plan Agreement	June 12, 2018	Lorne Park Gardens Inc.	955 & 995 Mulock Drive
Site Plan Agreement	June 15, 2018	711371 Ontario Corp.	260 Eagle Street
Heritage Permit	July 16 2018	Redacted as personal information	208 Main S t South
Site Plan Agreement	July 19, 2018	Redacted as personal information	353 Ontario Street
Undertaking	Aug. 28, 2018	Tilzen Holdings Limited	210 Harry Walker Parkway
Heritage Permit	August 30 2018	Redacted as personal information	206 Main St South
Amending Site Plan Agreement	Sept. 25, 2018	In The Middle Newmarket Inc. NMA Leslie Newmarket Inc.	16775, 16821 & 16831 Leslie Street
Heritage Permit	Nov 6 2018	Redacted as personal information	198/200 Main St South
Undertaking	Nov. 6, 2018	Trijay Properties Inc.	570 Steven Court
Undertaking	Nov. 9, 2018	2154795 Ontario Inc.	18075 Leslie Street
Site Plan Agreement	Nov. 26, 2018	Diron Developments Limited	285 Harry Walker Parkway South
Undertaking	Dec. 20, 2018	Tavco Realty Holdings Inc.	16655 Yonge Street

LEGISLATIVE SERVICES

Type of Document	Date of the Document	Parties to the Document	Subject Property
Film Permit	October 16, 2017	The Silence	Main St.
Bylaw Enforcement Private Parking	October 18, 2017	Private Parking Control	280 Davis Drive
Liquor Licence – Indoor	November 6, 2017	Dejavu Mediterranean Cuisine	16655 Yonge St
Liquor Licence – Indoor	November 8, 2017	Brothers Jamaican	18075 Yonge St.,
Sign Variance	November 16, 2017 (decision mailed)	Upper Canada Mall (Market & Co.)	17600 Yonge Street
Fence Variance	January 11, 2018	Redacted as personal information	296 Eagle Street

Type of Document	Date of the Document	Parties to the Document	Subject Property
Liquor Licence – Indoor	January 16, 2018	Let's Be Frank	1100 Davis Dr.
Film Permit	February 26, 2018	A Christmas Catch	Main St.
Film Permit	March 6, 2018	A Christmas Catch	Botsford St.
Bylaw Enforcement Private Parking	May 5, 2018	TC Corporation	641 Davis Drive
Film Permit	May 29, 2018	Coming For You	Fairy Lake
Liquor Licence - Indoor	July 10, 2018	Sportin Fadez	559 Steven court
Liquor Licence - Indoor	August 29, 2018	Stage 185 Vegan & Vegetarian Restaurant	187 Main St. South
Liquor Licence – Indoor/Outdoor	August 30, 2018	Union Chicken	17600 Yonge St.
Liquor Licence – Indoor/Outdoor	August 30, 2018	Seed to Sausage Meatery	17600 Yonge St.
Liquor Licence – Indoor	August 30, 2018	Pier 87 Fish Market & Grill	17600 Yonge St.
Liquor Licence – Indoor/Outdoor	August 30, 2018	MediCi-The Neapolitan Pizza	17600 Yonge St.
Liquor Licence – Indoor	August 30, 2018	Andrew Peller Limited	17600 Yonge St.
Liquor Licence – Indoor	October 2, 2018	CHPT II Ltd	1100 Davis Dr.
Liquor Licence – Indoor	October 22, 2018	Neon Flamingo Java & Ice Bar	206 Main St.
Liquor Licence – Indoor/Outdoor	November 6, 2018	The Italian Market, All you Can Eatery	17480 Yonge St.
Liquor Licence - Indoor	November 28, 2018	Bullseye Axe Throwing	17705 Leslie St.
Bylaw Enforcement Private Parking	December 3, 2018	Private Parking Control	919 Bray Circle
Bylaw Enforcement Private Parking	December 5, 2018	Private Parking Control	349&351 Crowder Blvd
Sign Variance	December 14, 2018	Upper Canada Mall (Urban Planet)	17600 Yonge Street

BUILDING DEPARTMENT

Type of Document	Date of the Document	Parties to the Document	Subject Property
Conditional Permit Agreement	Oct. 17, 2017	Birock, Celestica, MTO	213 Harry Walker Pkwy S.

Type of Document	Date of the Document	Parties to the Document	Subject Property
Fence Variance	Application date: Nov. 7, 2017. CBO approval: Nov. 15, 2017	Redacted as personal information	418 Dover Cres.
Fence Variance	Application date: Nov. 29, 2017. CBO denied: Dec. 19, 2017/Jan. 25, 2018	Redacted as personal information	442 Dixon Blvd.
Fence Variance	Application date: May 17, 2018. CBO approval: June 1, 2018	Redacted as personal information	939 Wildwood Dr.
Fence Variance	Application date: May 24, 2018. CBO approval: June 6, 2018	Redacted as personal information	126 Lundy's Lane

PUBLIC WORKS SERVICES

Type of Document	Date of the Document	Parties to the Document	Subject Property
Road Closure	October 28, 2017	BIA (Main St. Merchants) Children's Halloween Festival	Main St. from Water St to Timothy St.
Road Closure	November 11, 2017	Royal Canadian Legion, Milton Wesley Branch	Parade - various streets
Road Closure	November 17, 2017	BIA	Annual Candle Light Parade – Main St.
Road Closure	November 18, 2017	Santa Claus Parade Committee	Santa Claus Parade – Various Streets
Road Closure	November 22, 2017	Watermain Repair – Emergency Closure	Gorham St – Westbound Lane Closure between Carlson Dr. & Alexander Rd.
Road Closure	December 31, 2017	Firework Display	Fernbank Rd from Mulock Dr. to Nellie Little Cres.
Road Closure	January 31 – February 2, 2018	Aecon Construction	Gas Main Works – Park Ave between Main St & Church St

Type of Document	Date of the Document	Parties to the Document	Subject Property
Road Closure	February 7, 2018	Aecon Construction	Culvert Replacement – Queen St between Parkview Cres & Forest Glen Rd.
Road Closure	February 17, 2018	Town of Newmarket – Winter Fest	Timothy St between Cedar St to Doug Duncan Dr.
Road Closure	February 26, 2018 March 2, 2018	HQ Filming Company – HQ Christmas Catch Productions Inc.	Various streets
Road Closure	March 21 – 23, 2018	Con Drain – Construction Works – Marianneville Subdivision	Crossland Gate east lane between Davis Dr. and Alex Doner/Crossland Gate Intersection
Road Closure	April 9 – 13, 2018	Con Drain – Construction Works – Marianneville Subdivision	Crossland Gate east of Alex Doner/Crossland Gate Intersection
Road Closure	Phase 1 – April 23, 2018	Aecon – Sidewalk repairs related to reconstruction	Queen St. from Millard Ave to Parkside Dr. including 100M of Wilstead Dr.
Road Closure	April 27, 2018 April 30, 2018 May 1, 2018	Con Drain – Construction Works – Marianneville Subdivision	Alex Doner/Crossland Gate – East side of the intersection
Road Closure	May 5 – End of October 2018	Newmarket Farmer's Market	Timothy St between Cedar St & Doug Duncan Dr.
Alternate Locate Agreement	May 9, 2018	The Regional Municipality of York	Works throughout the Town
Road Closure	May 12, 2018	Newmarket Baseball Association	Timothy St – Doug Duncan Dr. to Pine St
Road Closure	May 27, 2018	Easter Seals Ontario – 10K Run & 5K Run and Walk	Timothy St, Doug Duncan Dr. & Water St.
Road Closure	May 30, 2018 June 8, 2018 June 23, 2018	Heart and Stroke Big Bike Event	Eagle St., west of Yonge St.

Type of Document	Date of the Document	Parties to the Document	Subject Property
Road Closure	June 8, 2018	Joia Restaurant	497 Timothy St.
Road Closure	June 10, 2018	Newmarket Car Club	Main St. from Water St to Park Ave.
Road Closure	June 11, 2018	Aecon – Culvert replacement	Queen St between Parkview Cres & Forest Glen Rd.
Road Closure	June 16, 2018	York Pride Fest	Various streets
Road Closure	June 22, 2018	Street Party	Harewood Blvd from Willow Ln to Bexhill Rd.
Road Closure	June 24, 2018	Canadian Mental Health Association – 5K, 10K, 20K & 60K Family Bike Ride	Use of Roads & Tom Taylor Trail
Road Closure	July 1, 2018	Canada Day Celebrations	Various streets
Road Closure	July 1, 2018	Newmarket Main St. BIA	Main St. – Water St to Queen St.
Road Closure	July 1, 2018	Street Party	Bulmer Cres
Road Closure	July 2, 2018	Street Party	Wildwood Dr. from Hazelwood Dr. to 1070 Wildwood Dr.
Road Closure	July 14 – 15, 2018	Culture Bridge Festival	Timothy St between Cedar St & Doug Duncan Dr.
Road Closure	July 28, 2018	Busker Festival	Timothy St from Doug Duncan Dr. to Cedar St.
Road Closure	August 23 – 27, 2018	Newmarket Music Festival Weekend	Timothy St from Doug Duncan Dr. to Cedar St.
Road Closure	August 24, 2018	Newmarket Farmer's Market	Doug Duncan Dr. from Water St to Timothy St.
Memorandum of Understanding	August 24, 2018	Region and ToN	Sanitary Sewer Access (to reduce inflow and infiltration into the local and regional sewer systems)
Road Closure	August 25, 2018	Street Party	Cliff Gunn Blvd from Cliff Gunn westerly to the end of the court
Road Closure	September 7, 2018	Town Of Newmarket – New'Bark'et Event	Church St – Eagle St to D'Arcy St
Road Closure	September 16, 2018	Terry Fox Run/Walk	Roads within Glenway area

Type of Document	Date of the Document	Parties to the Document	Subject Property
Road Closure	September 22, 2018	Elman W. Campbell Museum – Rebel Heartland Re-Enactment	Main St. from Water St to Park Ave.
Road Closure	September 22, 2018	Street Party	William Dunn Cres.
Road Closure	October 9, 2018	Orin Contractors Corp.	Park Ave. & Church St Park Ave between Main St & Church St
Road Closure	October 28, 2018	BIA (Main St Merchants) Main St. Children's Halloween Festival	Main St. from Water St. to Timothy St.
Road Closure	October 29 – November 2, 2018	Watermain restoration	Water St. between Doug Duncan Dr. & Prospect St.
Road Closure	October 29 – November 7, 2018	Orin Contractors Corp	Park Ave between Church St. & Victoria St. Park Ave between Main St. & Church St.
Road Closure	November 11, 2018	Royal Canadian Legion, Milton Wesley Branch – Remembrance Day Parade	Parade – various streets
Road Closure	November 16, 2018	BIA – Annual Candle Light Parade	Main St.
Road Closure	November 17, 2018	Santa Claus Parade Committee	Various Streets – Santa Claus Parade route
Alternate Locate Agreement	November 22, 2018	Bell Canada	Works throughout the Town
Road Closure	December 10 - 11, 2018	Staticons	George St, sections between both legs of Cardinal Cres.
Road Closure	December 17, 2018	HQ Filming Company – HQ Xmas Baby in a Manger Inc.	Park Ave from Main St. to the entrance of the Newmarket Public Library
Road Closure	December 31, 2018	Firework Display	Fernbank Rd from Mulock Dr. to Nellie Little Cres.

ENGINEERING SERVICES

Type of Document	Date of the Document	Parties to the Document	Subject Property
Pre-Servicing Agreement	November 9, 2017	Lorne Park Gardens Inc.	955 & 995 Mulock
Notification of Final Acceptance and Assumption of Stormwater Management Pond	May 16, 2018	Criterion Development Summerhill Subdivision Phase 2	65M-3028 (Stormwater Pond only)
Notice of Final Acceptance and Assumption of Underground and Aboveground Works	May 24, 2018	Landmark Residential Subdivision, Phase 2 and 3	65M-3865 65M-4338
Notification of Box Culvert – Stormwater Overland Flow Route	May 28, 2018	Birock Industrial Subdivision (Tricap)	65M-3871 (Box Culvert Overland Flow Route Only)
Notification of Final Acceptance and Assumption of Underground and Aboveground Works (Excludes Poppy Lane and SWM Facility)	May 28, 2018	Copper Hills Residential Subdivision Phase 1	65M-3963
Pre-Servicing Agreement	May 28, 2018	711371 Ontario Corp.	260 Eagle Street

FIRE SERVICES

Type of Document	Date of the Document	Parties to the Document	Subject Property
Amending Agreement	October 19, 2017	Town, Smeal Holdings, LLC and Smeal SFA, LLC	55 Foot Single Axle Rear Mount Quint
License Agreement CYFS Boot Drive (December 9, 2017)	November 2, 2017	Oxford Properties Retail Holdings 11 Inc. and CPPIB Upper Canada Mall Inc.	17600 Yonge Street Upper Canada Mall
Naloxone Agreement	February 8, 2018	The Regional Municipality of York and CYFS	N/A

Type of Document	Date of the Document	Parties to the Document	Subject Property
Naloxone Amending Agreement	July 18, 2018	The Regional Municipality of York and CYFS	N/A
License Agreement CYFS Boot Drive (December 15, 2018)	December 6, 2018	Oxford Properties Retail Holdings 11 Inc. and CPPIB Upper Canada Mall Inc.	17600 Yonge Street Upper Canada Mall



Town of Newmarket
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Procurement Services Semi-Annual Information Report Information Report

Report Number: 2019-05

Department(s): Legal and Procurement Services

Author(s): Tracy Assis, Manager, Procurement Services

Date: March 1, 2019

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

Purpose

To provide Council Procurement information as prescribed in Item 17 of the Procurement By-law 2014-27.

Background

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 states that the Manager, Procurement Services shall prepare a semi-annual Information Report to Council with the following information:

- i. All competitively acquired goods, service(s) or construction awarded over \$250,000.00;
- ii. All emergency purchases exceeding \$50,000.00; and
- iii. All Single and Sole Source purchases.

Discussion

Appendix A to this report provides Council with the information listed above for the time-period from July 1, 2018 to December 31, 2018.

Conclusion

This report fulfills the reporting requirements set out in Procurement By-law 2014-27 by providing information for the time-period from July 1, 2018 to December 31, 2018.

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

N/A

Human Resource Considerations

N/A

Budget Impact

N/A

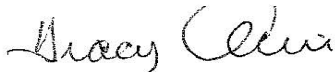
Attachments

Appendix A is attached to this report.

Contact

For more information on this report, please contact: Karen Reynar, Director of Legal and Procurement Services, at extension 2437 or by e-mail at kreynar@newmarket.ca.

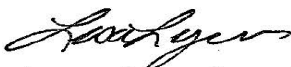
Approval



Tracy Assis, Manager, Procurement Services



Karen Reynar, Director, Legal and Procurement Services



Lisa Lyons, Acting Commissioner, Corporate Services



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APPENDIX A

1. Competitively Acquired Goods, Service(s) or Construction awarded over \$250,000 (Jul. 1st to Dec. 31st 2018)

Supplier Name	Award Date	Amount	Contract Description
Precision Markings	July 3, 2018	\$317,430.00	T-2018-081 Pavement Markings
SQM Janitorial	July 31, 2018	\$312,450.53	RFP-2018-096 [Need to add description]
Staticons Canada	July 22, 2018	\$802,763.00	T-2018-036 George St. Watermain
Protek Roofing and Sheet Metal Inc	Sept 13, 2018	\$680,657.00	T-2018-Magna Partial Roof Replacement
2231836 Ontario Ltd. o/a BB Building Solutions	August 13, 2018	\$386,900.00	T-2018-107 Municipal Office Reno
J&S Services Plumbing, Heating & Air Inc.	August 31, 2018	\$293,500.00	RFP-2018-078 Residential Sewer Lateral
ICIR Construction Ltd	November 5, 2018	\$398,926.34	T-2018-140 Renovation at 623 Timothy Street

2. Emergency Purchases Exceeding \$50,000.00 (Jul. 1st to Dec. 31st 2018)

Supplier Name	Award Date	Amount	Contract Description
N/A	N/A	N/A	N/A

3. Single or Sole Source Purchases (Jul. 1st to Dec. 31st 2018)

Supplier Name	Award Date	Amount	Contract Description	Approved By
Esri Canada	August 15, 2018	\$189,000.00	SS-2018-125 ArcGIS Software	CAO (Approval amount is over \$100,000 as permitted by Legislative Services Report 2018-06 which delegated to the CAO the authority to approve expenditures during the "Lame Duck" period of an election year)
AOYS Fire Training Ltd	August 2, 2018	\$71,804.72	SS-2018-126 Blue Card Training Program	CAO
The Phelps Group	October 18, 2018	\$42,850.00 plus disbursements	SS-2018-044 Municipal Executive Searches	CAO
MCR Rental Solutions	October 11, 2018	\$36,000	SS-2018-143 Voting Technology	CAO
Andy Sytsma	November 30, 2018	\$54,000	SS-2018-153 Property Maintenance	CAO
The Regional Municipality of York	October 12, 2018	No upfront cost but agreement to cost schedule	SS-2018-155 Emergency Preparedness MOU. While there was no cost associated with the execution of the MOU, in the event of an	CAO

		in event of an emergency.	emergency, The Regional Municipality of York and the Town of Newmarket now have a relationship with The Canadian Red Cross Society to provide certain services which would have a cost associated.	
Urban Forest Innovations	November 15, 2018	\$25,000	SS-2018-156 Consultant Arborist Services	Peter Noehammer-Commissioner
Intrinsik Corp.	November 30, 2018	\$75,000 + per diem costs	Confidential Matter	CAO



Peter Noehammer, Commissioner of Development & Infrastructure Services
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pnoehammer@newmarket.ca
905.895.5193

TO: Mayor
Members of Council

FROM: Peter Noehammer, Commissioner, Development & Infrastructure Services

DATE: February 26, 2019

RE: Capital Projects Status Report – Q4 2018

Attached to this memorandum is a brief summary of Development & Infrastructure Services Capital Projects and their status as at the end of the fourth quarter of 2018. Note that this is not a full list of all capital projects, but rather a list that contains projects which would be of particular interest to members of Council.

As of the fourth quarter, year-to-date capital expenditures as a percentage of approved budgets are low due to a variety of factors, such as: multi-year project costs budgeted in one year, procurement delays earlier in the year, slower than expected developer construction progress on parks, Regional road work progress within Yonge St. & Davis Dr. corridors, and staff capacity to deliver capital projects while performing regular operating activities. Staffing vacancies in Procurement and in Engineering earlier in the year have been addressed, with both now functioning with a full complement. Additional contract project management resources are also being pursued.

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

Regards,

A handwritten signature in black ink, appearing to read "Peter Noehammer", written in a cursive style.

P. Noehammer,
Commissioner, Development & Infrastructure Services

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

Development & Infrastructure Services Commission
2018 Q4 Capital Projects Status Report

Project Name	Area Responsible	Total Budget	Start Date	Completion Date	Council Update
Water Meter Replacement Program	PWS - Water	\$10,000,000	Q2 2019	Q4 2021	Pilot installation will start in June. Mass installaton will start in September.
Land Use & Building Permit Tracking System	Building	\$1,000,000	Q2 2017	Q1 2019	The new system will be launched into full production in Q2 2019.
Davis/Bathurst St. Sidewalk & Lighting	Engineering	\$1,550,000	Q1 2020	Q3 2020	Construction will start in 2020 after Region work
Community Splash Pad / Recreation Playbook Implementation	Engineering	\$1,013,000	Q2 2019	Q4 2019	Arkinstall park splash pad design is underway, construction will start in Q2 2019
Glenway Park Development	Engineering	\$1,400,000	Q2 2018	Q2 2019	Construction underway
George Richardson Park North	Engineering	\$475,000	Q3 2019	Q4 2019	Design completed. Construction will start in Q3 2019 due to Programming
Haskett Park Trail & Breathing Space	Engineering	\$2,100,000	Q2 2019	Q4 2020	Breathing Space and Trail North of Queen is to start Spring 2019
Magna Centre Roof Replacement	PWS - Facilities	\$950,000	Q3 2018	Q2 2019	Will start in spring 2019
Fernbank Farmhouse Maintenance	PWS - Facilities	\$600,000	Q3 2018	Q3 2019	RFP for lease has been completed; Future work to be coordinated with tenant
Wayne/Waratah SWM Facility	Engineering	\$600,000	Q4 2019	Q4 2020	Phase 1 : Philmore Hamilton Park
Mulock GO Station Secondary Plan	Planning	\$250,000	Q2 2018	Q4 2019	Currently in phase 3 of 6.

Projects Completed			
Artificial Turf	Engineering	\$1,200,000	Completed in Q1 2018
Queen Street Reconstruction	Engineering	\$4,400,000	Completed
Mosaik Park Development	Engineering	\$700,000	Substantially completed
Community Splash Pad	Engineering	\$1,500,000	Frank Stronach Park splash pad completed
Relining Srigley St. Watermain	Engineering	\$400,000	Completed
Remedy Gorham St. Watermain	Engineering	\$500,000	Completed
Bike Lanes in Existing Roads	Engineering	\$832,834	Completed
Road Resurfacing 2017	Public Works	\$1,300,000	Completed July 2018
Seniors Meeting Place Back Parking Lot	Public Works	\$73,000	Completed Q4 2018
RJT Facility Improvement	Public Works	\$2,865,000	Completed
Zoning Bylaw Update (Urban Centres Zoning By-law)	Planning	\$300,000	Substantially completed
Mobility Hub Study	Planning	\$300,000	Completed in May 2018 with cost fully covered by Metrolinx.
Projects Deferred to Future Years			
National Homes Park Development	Engineering	\$1,040,000	Project pending developer's construction
Millard St Reconstruction	Engineering	\$2,400,000	Deferred to 2022; Pending Regions' work on Yonge St.
Committee Budgets			
Community Centre Land	Committee	\$499,294	Re-prioritized as a longer-term project on the Council Strategic Priorities list.
Community Centre Land Parking Study	Committee	\$300,000	Report to Council in 2019
Intelligent Downtown Parking Solution	Committee	\$200,000	Committee is reviewing a number of approaches
Asset Management Strategy Implementation	Committee	\$496,400	Multi year work plan



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CYFS Preliminary Budget Report – Fourth Quarter Staff Report

Report Number: 2019-05

Department(s): Joint CYFS, Financial Services

Author(s): Dawn Schellenberg

Meeting Date: March 4, 2019

Recommendations

That the report entitled CYFS Preliminary Budget Report – Fourth Quarter dated March 4, 2019 be received for information purposes.

Purpose

This report is to provide the JCC with the preliminary 2018 operating and capital results for Central York Fire Services for the period ending December 31, 2018.

Background

To provide the JCC with the preliminary 2018 operating and capital results. All figures remain unaudited at this time.

Discussion

Operating

Revenues totaled \$335,301 and were \$18,000 higher than the budget at the end of the fourth quarter. Expenses were \$25,405,056 compared to a budget of \$26,123,766 for the same period.

After year-end accruals for the anticipated impact of a new collective agreement, salaries and benefits were still significantly under budget. This was primarily due to gapping for retirements,

leave of absences, new hires, and other vacancies. Lieu time was \$111,000 over budget and this upward trend has been factored into the 2019 budget submission.

Overtime continued to be successfully managed and was under budget by \$49,000 at the end of 2018. Standby/call-back, wellness and consulting expenses were also below budget. The Wellness program was cancelled earlier in the year due to unforeseen circumstances with the supplier and a new Request for Proposal will be issued in 2019. A new training initiative was launched in 2018 which resulted in some higher expenses. As projected, and reported previously, vehicle repairs and maintenance expenses were higher than budgeted. This trend is also expected to continue and will be a driver in the 2019 budget. The contingency account, which includes consulting expenses related to the arbitration, was \$45,000 above budget.

Preliminary indications are that a surplus of \$737,000 will result at year-end. It would be prudent to transfer any potential operating surplus to the reserve fund. There are many factors affecting CYFS that, when resolved, could put pressure on future results.

The accrual for a new collective agreement is only an estimate. The Asset Replacement Fund will continue to be in a deficit until 2023 and the return to a positive balance is predicated on increased transfers of \$200,000 each year for the next 4 years after 2019. Development charges in Newmarket are in a deficit; Aurora's are in a small positive balance. Development charges in the two municipalities will be in a deficit for some time due to the timing of the construction of Station 4-5 and purchase of a new fire apparatus versus the collection of DC's. There could be additional costs to outfit the new station in 2020. Also, as previously advised, the sustainability of CYFS revenues could be at risk. For these reasons, it is prudent to set aside any 2018 surplus funds.

Capital

The capital budget, including carry-overs (predominantly for Station 4-5) totaled \$6,874,301. During the year, \$1.5 million was spent, including payments for the chassis of 2 replacement fire trucks and design costs for the new Station 4-5. The majority of the amount carried forward to 2019 and future years is for the final payments for the 2 replacement fire trucks, as well as costs associated with the construction of the new fire station.

Conclusion

A final fourth quarter report will be provided after the external audit which will also address the surplus referenced above.

Business Plan and Strategic Plan Linkages

This report is consistent with the budget methodology set out in the Master Fire Plan.

Consultation

There has been consultation between the Finance staff of both Aurora and Newmarket, as well as Fire Services management.

Human Resource Considerations

Not applicable.

Budget Impact

A surplus of approximately \$737,000 is currently forecasted. Any CYFS operating surplus would result in a transfer to the reserve fund until a more fulsome review of the factors affecting CYFS is completed.

Attachments

Preliminary Operating Results for the twelve months ending December 31, 2018

Status of Capital Projects as of December 31, 2018

Approval

Ian Laing, Fire Chief
Central York Fire Services

Mike Mayes, CPA, CGA, DPA
Director, Financial Services/Treasurer
Town of Newmarket

Reviewed by:
Jason Gaertner, Acting Director, Financial Services/Treasurer
Town of Aurora

Contact

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

**Central York Fire Services
Status of Capital Projects
As of December 31, 2018**

Capital Project Number	Project	Total Approved Funding	Year of Original Approval	Total Expenditures to December 31, 2018	Current Balance Surplus/ (Deficit)	Proposed Budget Adjustment	Forecasted Spending			Comments
							2018	2019	2020 and later	
2117070	Bunker Gear for New Recruits	16,000	2017	15,939	61	(61)				Project to be closed
2117075	Life Cycle Replacement of Bunker Gear	37,178	2017	30,799	6,379	(6,379)				Project to be closed
2116076	Bunker Gear Washer	25,000	2016	-	25,000				25,000	Deferred to 2020
2117073	Fire Truck Replacement - 1999 Freightliner	946,000	2017	349,216	596,784			596,784		Project on track and expected to be completed in Q2 2019
2115001	Replacement of 1999 Telesquirt	900,000	2015	1,266,570	(366,570)	366,570				Project to be closed
2116079	Replace Truck 97-02	800,000	2016	353,113	446,887			446,887		Project on track and expected to be completed in Q2 2019
2117074	Replacement of Thermal Imaging Cameras	96,000	2017	87,274	8,726	(8,726)				Project to be closed
2117076	Replacement of Equipment	65,000	2017	56,480	8,520			8,520		Awaiting one invoice; project will be completed by Q1 2019
2117077	Replacement of Mobile Data Terminals, Modems, Antennas	40,000	2017	16,828	23,172			23,172		Additional expenditures projected in 2019
2117078	Station 4-5 Construction	2,500,000	2017	-	2,500,000				2,500,000	An additional \$4.8 Million has been requested and approved for the 2019 capital budget, allowing the project to be tendered and awarded.
2116074	Station 4-5 Design & Construction	3,000,000	2016	277,850	2,722,150	687,761		3,409,911		\$687,761 was transferred from 2116075. The architectural design phase has been completed and the project is being tendered. Aurora is managing the design and construction.
2118067	Tablets - Suppression and Prevention	19,500	2018	9,869	9,631			9,631		Additional tablets will be purchased in 2019.
2118068	Replace Protective Equipment	55,000	2018	43,429	11,571	(11,571)				Project to be closed
2118069	Protective Equipment and Uniforms - New Recruits	27,000	2018	21,203	5,797	(5,797)				Project to be closed
2118070	New Vehicle - Prevention	38,500	2018	28,421	10,079	(10,079)				Project to be closed
2118071	Equipment Replacement	100,000	2018	81,737	18,263			18,263		Additional equipment to be purchased in 2019
2118072	New Fire Engine - Stn. 4-5	985,000	2018	-	985,000				985,000	Deferred to 2020
TOTAL		\$ 9,650,178		\$ 2,638,728	\$ 7,011,450	\$ 1,011,718	\$ -	\$ 4,513,168	\$ 3,510,000	



Town of Newmarket
395 Mulock Drive P.O. Box 328,
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Email: info@newmarket.ca | Website: newmarket.ca | Phone: 905-895-5193

Emerald Ash Borer Long Term Management Plan – Annual Update Information Report

Report Number: 2019-03

Department(s): Public Works

Author(s): Jeff Bond

Date: March 29, 2019

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

Purpose

The purpose of this report is to provide an annual update on the Emerald Ash Borer (EAB) long term management plan and the current status of the highly detrimental pest. Additional background information on EAB can be found in past reports PWS 2012-14, PWS 2012-73, PWS 2013-46, PWS 2015-11, PWS 2015-59, PWS 2016-33, and PWS 2018-21

Background

The Town has completed an inventory of all street and park trees, which totaled 32,115 (open spaces and woodlots have not been inventoried). It is now known that there are 3,079 Ash trees on the road allowance and an estimated 1,500 in parks, combined they make up approximately 9.5% of the Town's overall canopy.

Boulevard and park Ash trees that require removal are being replaced with new trees consisting of various native species and if necessary based on planting criteria, non-native species. Only woodlot trees adjacent to residential properties and popular trails are being removed because of the increased risk to safety. Public Works Services (PWS) will be monitoring the woodlots for new natural regeneration but, if needed, seedlings will be planted at a later date during the Neighbourhood Networks annual planting program.

Discussion

The Town will continue to take a balanced approach to EAB, which protects the most significant and healthy Ash trees and removes and replaces trees that have succumbed to the EAB. To date a total of 659 significant and healthy Ash trees have been injected and treated with TreeAzin®. These trees will

continue to be injected (every second year) and treated to enhance their survival. The following criteria was used to determine if treatment was reasonable:

- Trees are located on municipal owned lands
- Trees are of historic or cultural value
- Trees are to be structurally sound and in good arboricultural health
- Trees over 20cm Diameter at Breast Height (DBH)
- Trees have no more that 20% dieback in the crown
- Trees do not have the potential to interfere with utilities
- Trees do not show any other insect infestation or disease problem

The decision to treat a tree requires a qualified and certified arborist to review the tree’s condition. Although a tree may fit within the identified criteria, it may not be deemed treatable based on the available funding, prioritization, or other unique circumstances.

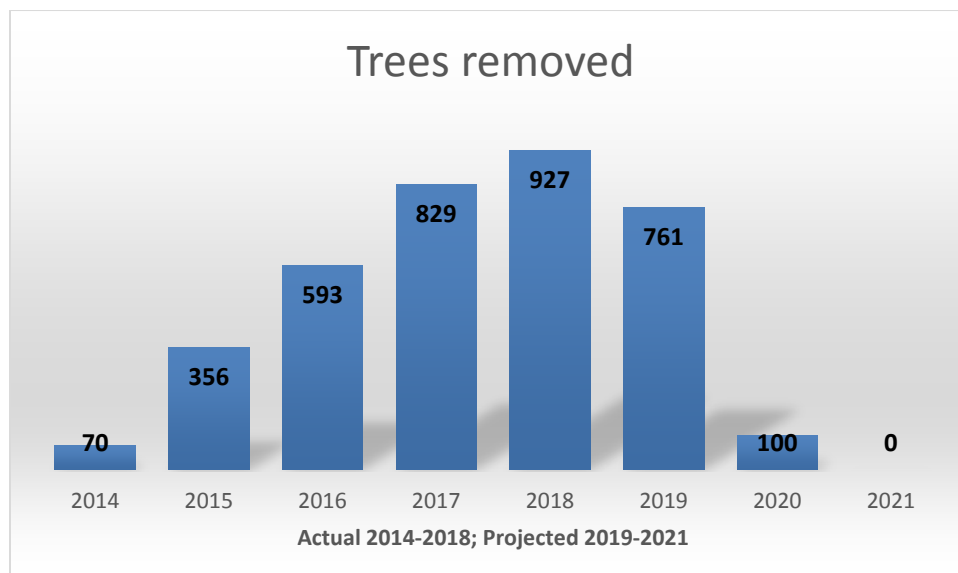
The Town has further developed communications with the public through enhancements to the Town’s website, mail out to all households in Newmarket, local advertisement in Snap and Era newspapers, booths at the local Farmers Market and Home Show.

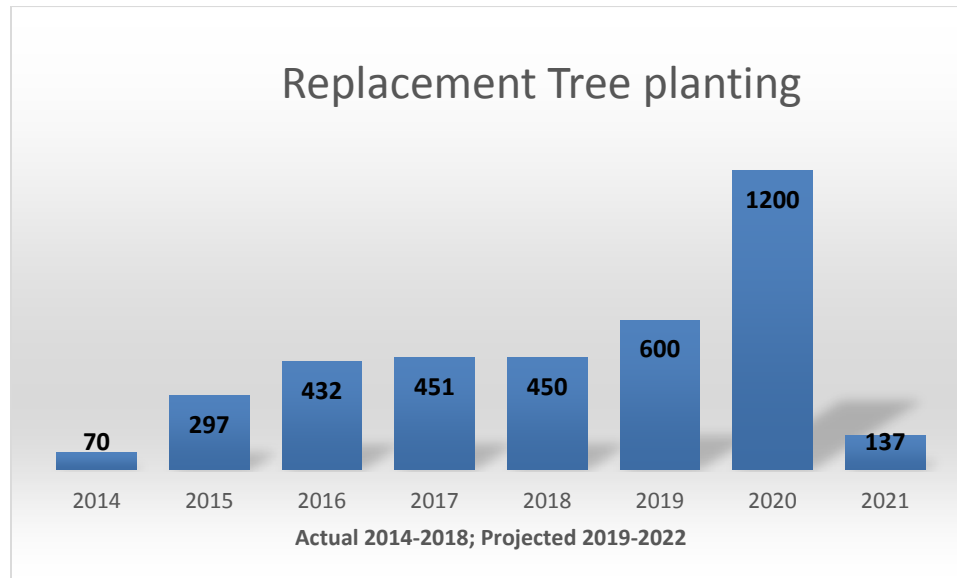
To date there have been no formal homeowner inquiries requesting protection of Town owned Ash trees abutting private property or within the boulevard, which are not already being protected by the Town.

2018 marked the peak of ash tree removal with 927 trees being removed due to the effects of EAB.

The future estimates below are based on current workload and environmental trends that are occurring.

The number of street and park tree removals will steadily decline to zero by 2021. As shown in the graphs below, as the tree removal program declines tree planting will increase. Once the program is complete staff will have removed, approximately 1,700 Ash trees from the streets, 560 trees from parks and 1,400 from woodlots and trail system for a total of 3,660.





Conclusion

The Ash tree removal and replacement program is on track to be completed by the end of 2021. Staff will be required to complete yearly injections of TreeAzin for the life cycle of the qualified Ash tree with an approximate annual cost of \$35,000. It is anticipated that in addition to the 659 trees injected every two years there may be an additional 100 trees on the streets and in parks that do not require injections; these trees will continue to be monitored as part of the regular forestry program

Business Plan and Strategic Plan Linkages

Living Well:

Deliver efficient, effective and environmentally sound maintenance services to an appropriate level that achieves Council and/or Provincially mandated services levels, which meet public health and safety requirements and enhances quality of life while ensuring that system capital assets retain their value and are managed and funded according to sustainable, lifecycle based principles and practices.

Consultation

Staff continue to work in collaboration with the Region, surrounding municipalities, Lake Simcoe Region Conservation Authority and LEAF (Local Enhancement & Appreciation of Forests). Staff also continue to research emerging developments regarding EAB control.

Human Resource Considerations

All resources including contractors required to manage the EAB program continue to be monitored by the seconded position of the Natural Heritage Coordinator. This position covers all quality assurance and quality control aspects of the EAB project. As a result of the Natural Heritage Coordinator monitoring the EAB program, forestry staff have been able to maintain the Town's level of service for the remaining

tree canopy. In the future, this position will be required to continue the quality assurance and quality control of EAB injections, woodlot inspections, and other issues arising from invasive species of plants and insects.

Budget Impact

Funding has been approved in the 2019 PWS budget for \$523,500. These funds are required in 2020 and beyond to continue the implementation of the Emerald Ash Borer Long Term Management Plan.

EAB will have a financial impact of \$523,500 in 2019 and it is still anticipated to have an overall impact of \$3,000,000 over its now estimated 10 year cycle (currently in year 8). These works include the creation of the tree inventory, removal and replacement of trees, preventative injections and communication costs.

There has been an increase in our tree planting pricing by about \$150.00 per tree which will impact the 2020 program.

In 2019 the Town will be tendering for new pricing for Arboricultural services and stumping services which may impact the tree removal costs for 2019 budget.

Summary costs from 2012-2018:

2012	\$ 17,301.50
2013 (Actual)	\$ 34,130.84
2014 (Actual)	\$169,322.42 (included inventory)
2015 (Actual)	\$214,808.72
2016 (Actual)	\$373,770.28
2017 (Actual)	\$460,113.13
2018 (Actual)	\$489,062.97

Estimated budget costs for 2019 and 2020:

	2019	2020
TreeAzin® injection	\$35,000	\$35,000
Tree Removals	\$200,000	\$0.00
Stumping	\$80,000	\$52,000
Replacement Plantings	\$208,500	\$420,000
Total:	\$523,500	\$523,000

Funding has been requested and approved in the 2019 budget for \$523,500. These funds are required to continue managing EAB and implementing the Emerald Ash Borer Long Term Management Plan.

Funding for 2020 budget will be required for \$523,500. These funds are required to continue managing EAB and implementing the Emerald Ash Borer Long Term Management Plan.

Funding for 2021 budget will be required for \$155,000 + \$35,000 for injections as mentioned previously. These funds are required to plant the remaining trees as removed during the EAB program.

As noted above, EAB injections of TreeAzin will be required yearly past the 11 year plan for the life cycle of the qualified Ash trees, the estimated cost will be \$35,000 yearly.

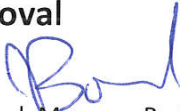
Attachments

None

Contact

For more information on this report, contact: Jeff Bond, Manager, Parks & Property Services, Public Works Services at extension 2582

Approval



Jeff Bond, Manager Parks,
Public Works Services



Chris Kalimootoo, P.Eng
Director, Public Works Services



Peter Noehammer, P.Eng
Commissioner, Public Works Services