

EXCELLENCE THROUGH EFFICIENCY AND EFFECTIVENESS

E3 TASK FORCE

MINUTES

May 30, 2011

Canada Room

<p><u>Attendance:</u></p> <p><u>Members</u> Regional Councillor Gord Landon Regional Councillor Joe Li Councillor Alex Chiu Councillor Alan Ho Councillor Logan Kanapathi Councillor Carolina Moretti Councillor Howard Shore</p> <p><u>Regrets</u> Mayor Frank Scarpitti Deputy Mayor Jack Heath Regional Councillor Jim Jones</p>	<p><u>Staff</u> John Livey, Chief Administrative Officer Brenda Librecz, Commissioner of Community & Fire Services Andy Taylor, Commissioner of Corporate Services Garry Adamkowski, Acting Director of Asset Management Mary Creighton, Director of Recreation Denis Flaherty, Director, Communications & Community Relations Paul Ingham, General Manager of Operations Peter Loukes, Director of Operations Sara Tam, Manager, Business Planning & Innovation Andrea Tang, Manager Financial Planning Don Taylor, Manager of Executive Operations Meg West, Manager, Strategic Initiatives Laura Gold, Council/Committee Coordinator</p>
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The E3 Task Force convened at 3:04 p.m. without quorum with Regional Councillor Gord Landon presiding as Chair.

1. WATERWORKS DIVISION OVERVIEW

Mr. Peter Loukes, Director of Operation, provided a presentation on the Waterworks division. The presentation included a business overview; a review of the organizational chart; a review of business objectives; a review of the current budget; a service overview; key performance indicators; a review of issues and pressures; key accomplishments; and new E3 ideas.

The following corrections to the presentation were noted:

- On slide 6 the sub-title should read, "Key Services – Business Administration"

- On slide 11 full-time Salaries and Benefits should read “\$5.4M” and Part-Time Salaries and Benefits should read “\$0.3M”.

Discussion

There was a discussion regarding water meters. It was noted that an individual that refuses to install a water meter will be charged two (2) times the average residential consumption rate and that the Town will replace a faulty water meter free of charge.

It was reported that eleven (11) % of the water budget is budgeted for non-revenue water management (e.g. authorized unmetered use such as flushing, some Town Parks, water to fight a fire. Can also include water leakage). Limiting the amount of water leakage was one way the Town could try to reduce the amount of funds spent on non-revenue water management. It was noted that almost all watermain breaks are from iron watermain that are slowly being replaced. Complaints regarding water colour are also generally due to an iron watermain.

It was reported there is approximately ten (10) million dollars currently in the water reserve. These funds are put aside to update aging water infrastructure. The Town’s water infrastructure has a twenty (20) year lifecycle. Approximately five (5%) of the Town’s water meters are replaced per annum.

It was noted that other countries use less water per capita and that conservation programs could help residents use water more efficiently(e.g. shower heads). It was agreed that Markham’s water rate is very inexpensive relative to other countries in the world.

Quorum was obtained at 4:05 p.m.

OPERATIONS DIVISION OVERVIEW

Mr. Paul Ingham, General Manager, Operations, provided a presentation on the Town’s Operation Division. The presentation included the following: a business overview; a review of the organizational chart; a review of the business objectives; an overview of the current budget; a service overview; key performance indicators; issues and pressures; key accomplishments; and new E3 ideas.

Discussion

It was reported that one hundred and thirty thousand (130,000) trees have been planted by volunteers as part of the Trees for Tomorrow Program, noting that newly planted trees are watered as required. Members were advised that the Operations Staff support over two hundred (200) events and that charge backs to user groups should be considered, as the large number of events is placing a strain on staff.

There was a discussion on the Town's Fleet Services. It was reported that the safety checks for town fleets are done externally and fleet maintenance and repairs are done internally. The Green Fleet Program includes hybrid vehicles and the use of bio-diesel fuel.

It was explained that the Town is licensed with the Province to operate commercial vehicles. All traffic accidents and infringements go against the Town's commercial vehicle license. The Province now calculates this information based on mileage, which is advantageous for truck drivers that drive long distances, but a disadvantage for organizations that drive commercial vehicles locally.

It was requested that staff provide members with the cost per intersection of installing audio traffic signals. It was noted that the School Board does not fund the cost of crossing guards and that the Town generally puts funds aside to hire a new crossing guard when required.

It was reported that a presentation outlining the work completed on the Operations Facility Master Plan will be brought forward to the General Committee regarding the Town's requirements for a new East works yard location.

It was suggested that the most effective way of increasing customer satisfaction with respect to park maintenance is to meet mowing standards. To achieve this goal, three new crews have been set up that focus on maintaining pedestrian pathways. This provides staff with more time to focus on park maintenance. It was requested that the Operation Staff refrain from driving in parks during wet conditions, as it leaves tire marks.

It was recommended that Operations staff maintain both the area surrounding the park and the park itself. As it leaves an impression that park is not well kept when the surrounding area is not well kept.

Staff were requested to consider investing more funds into placing radar board on local roads, as this was perceived to be a successful strategy for reducing speeding. It was noted that a contractor has to be hired to move the radar boards.

Moved by Councillor Carolina Moretti

Seconded by Councillor Howard Shore

That the presentation by Peter Loukes, Director of Operations, regarding an overview of the Water Works Division be received; and,

That the presentation by Paul Ingham, General Manager of Operations, regarding an overview of the Operations Division be received.

CARRIED.

The E3 Taskforce adjourned at 5:02 p.m.