



Town Hall Meeting, November 20, 2019

Notes

Due to volunteer capacity and the volume of feedback and discussion at the Town Hall, no official notes were taken. 28 community members attended, as well as Rachele Niemela (Chair, Ward CAN), Councillor Al Sizer, Ed Archer (CAO, City of Greater Sudbury), Mayor Brian Bigger, Barb McDougall-Murdoch (Community Development Coordinator, City of Greater Sudbury).

Following are rough notes:

GSU Affordability Fund

Started in 2017, eligible if you have a hydro bill and it's your primary residence, runs until March 2020.

Discussion with Ed Archer – Core Service Review

Update on work that has been ongoing for a few months. Conversation started during City's strategic planning exercise. First thing Council did was engage with staff and the community to discuss priorities. Thinking longer term re what service levels and financial projections should look like, where investments should go with a multigenerational perspective. We are in 58 lines of business, what is what we do and why; some things we are legislated to do, some we choose to do. In reconciling needs and wants, there will be questions about how much service we should provide. That's the purpose of a core service review.

- Service level – direction or requirement for a service area against which performance can be measured.
- Why - fundamental thing for the community is asset renewal and asset management; also have to stick with what's important.
- We manage perspective by looking at a lot of data and objective feedback.
- There are more service demands than there are resources.
- Financial score card: these results show a relatively healthy financial perspective.
- We've spent a lot of time in the last few years in making improvements to customer service. You can call from 7:30 am to 6pm, to talk to a live person at the City about your service request. We've extended operational hours for this service.
- We track all kinds of data and benchmark with communities across the country; we match or exceed others.
- We've had a historical underinvestment in technology, addressing it with an IT strategy.
- Risk – always the potential for something not to work the way we want it to, eg weather, and the cost to maintain.

- The process we use includes several steps that ensure we are matching service requirements - looked at a core service review with the help of a third party.
 - Expect report in December that we will post on our website and consider in the first quarter in 2020.
 - Received money from province to do the core service review with third party (ensures objectivity).
 - 311 is the gateway, when you call and explain your needs, the person will either address those needs or initiate a work order to be addressed by the right department.
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- Q - As a millennial how will you ensure my needs are met?
Mayor Bigger: Our web site includes a community engagement portal called Over to You and can you can submit feedback, or call Councillor Sizer or the Mayor's Office.
 - Q = Will there be further consultation?
Mayor Bigger: That depends on Council's decision after the first quarter.
 - Q - I learned of this meeting through a friend. Hadn't otherwise heard of the meeting.
Councillor Sizer: In 2019, we had our CAN meetings every second month, we've spent money to get the word out in many different methods. At times, we have spent up to \$1200 per meeting to get flyers out. I contacted everyone who had contacted me, by email, we do our best with the resources we have.
Rachelle Niemela: We have an email distribution list, sign up if you'd like to get info by email. We sent out media releases, and did Facebook boosts and posted on Twitter. Over 11,000 people live in our ward and they all communicate in different ways. We're volunteer driven, so it's impossible to call people that don't use social media. We had some volunteers deliver flyers. Brigitte Marceau offered to do her street.
Community member: I got a flyer two days ago, and I heard about it from a neighbour.
 - Q - With our new transit system, is that going to be under review or what we see is what we get? Are changes fixed or will there be a further review?
Mayor Bigger: The changes in September were the first in 20 years. On-time percentages improved as a result of system and timing changes. We continue to make adjustments to the route schedules to accommodate our lived experience. There may be other periodic changes.
 - Q - If you're taking the Madison Cambrian bus, you have to transfer at the hub at mall, coming back after 9pm, the mall is not accessible to wait inside, so after 9 pm, the next bus may be at 10pm, and you're standing outside of Shoppers.
Mayor Bigger: There will be changes coming re bus shelters. I will ask staff for follow up.
Rachelle Niemela: You can send a message to 311 and ask someone from Transit to respond.
Mayor Bigger: Transit is aware and working on solutions to that.
 - Q – Re staff undertaking review of core services, then looked at by Council, will there be some kind of public consultation? Based on feedback, if there's enough comments or momentum around changing a Transit service line, will Council decide whether to make the change? Is there an option to dive deeper with core service review?
Mayor Bigger: We are constantly looking at innovation. We've gone through the first phase, setting out the basis of information to proceed to next level, which is a more detailed

review.

Ed Archer: Ongoing review is routinely part of the management process we use.

Mayor Bigger: We're never done, we just have a new starting point. To go from 40% first time resolution with our call centre to 70% resolution is an improvement. We are implementing a cultural shift in the organization to focus on customer service.

- Q - I was at the South End library, found SECAN post card. Is the CAN thinking of doing one?
Rachelle Niemela: There are 15 CANs in greater Sudbury, the CAN Chairs meet quarterly to share ideas and talk about common issues. This is how the SECAN chose to advertise their AGM. We are all trying to communicate in our own ways with our constituency. Our AGM will be in the new year.

Presentation and viewing of the Budget video

- Your property taxes pay for 46 percent of capital budget.
- Capital budget is a long-term investment plan.
- Water-wastewater is paid via user rates.
- The budget shapes the future of our city.
- Mayor Bigger: We have a lot of financial expertise on Council, so I believe that reflects in our effort to continually improve the info on what we ask for in order to make decisions. Citizen feedback is an important element. We have many inquiries for enhancements to services. This year is challenging because the province is attempting to manage their financial challenges and there are cutbacks in various programs, and increases in some areas eg Police (5%), Public Health (10%) Sudbury Conservation Authority (6.7% increase). No matter what we do we try to maintain services, and find efficiencies and we have to maintain the infrastructure we inherited. There is not enough money. We talked about funding from different levels of government. When we provide 58 services, that's a challenge. Out of \$1 of taxes collected from everyone in Canada, municipalities get 9 cents. Re the percentage of assets are owned by municipalities - 60%. Those are some of the challenges. We had a very successful Senior's Summit. We received extensive community feedback in trying to improve services for Senior's. We're proud of Maley Drive - from Frood Road to Falconbridge will cost 26.7 million. We are doing ongoing playground revitalization, with 58 playgrounds selected to bring playground equipment up to a higher standard, for multi-generational use. Other focuses are water meter modernization program, Transit improvements, emphasis on building an international brand. We had over 15 international delegations visit Sudbury this year alone, to learn more about Sudbury and what our businesses have to offer. We dropped development charges and did a number of things to improve investment in our community, we hit the lowest rate of unemployment, at the same time we had 6000 new jobs in the private sector and had the lowest employment in 3 decades. Sudbury was the 4th more attractive place for young people to work in Canada – according to a recent study.

Councillor AI – Ward 8 Updates

- Highlights this year are improvements to GOVA, waste management, we've had significant increase in organics collection, Lasalle Secondary Tour of Tom Davies Square, Twin Forks Splash pad fully funded, expected to be up and running in June 2020, Ward 8 trails – continue to work on trails in our ward. Two weeks ago, we received confirmation that 10K from HCI will see the implementation of the trail from Lansing to Junction Creek pathway and are going to be finishing that off and starting to expand/connect our trail plan. A lot of seniors use trails at Twin Forks, upgrading those around park is a priority. Falconbridge Rd overpass will be open at the end of November, Maley Drive will open November 29th. Re 2020 Budget, you have the opportunity to provide input until this Friday. Re CEEP, we received this plan a week ago, it's a major step/initiative and part of the city addressing climate change. We now as a community have to lead and provide new ideas. The plan was developed by EarthCare Sudbury (City of Sudbury department); on November 28th there is a further public input session, 6:30pm @ Northbury hotel and conference centre. We want more people to sign up and have input (helps us make decisions in our ward).
- Rachelle Niemela – our CAN has facebook, twitter, website, and we're doing our best to keep folks update on important issues in our ward. We are always looking for feedback and input into our priorities, but we're all volunteers. Anyone wanting to be involved is welcome.
- Q – Mr. Sizer has always gotten back to me in less than a day. Cambrian is bringing in 1600 international students. Does Cambrian College take an active role in working with the City? Mayor Bigger: when I started as Mayor, Cambrian had 220 international students, we started the conversations then, so that the community can accommodate that number of people. We are aware of it, finding new solutions. We cut development charges in half for multi-residential apartment building along major transit routes to help student housing demand.
- Comment – Pleased to hear so many accountants are looking after our money. Astounded at the speed people drive on Falconbridge Rd and the Kingsway. When will the cameras be installed?
Ed Archer: Re timing of red light cameras, we'll have 6 at full implementation, we'll rotate the cameras through priority intersections, expecting those through 2020 (latter part) but still waiting on some provincial regulations/changes. Red light cameras are designed to work at intersections, to reduce traffic flow as opposed to photo radar.
- Q - There are two schools on Falconbridge Rd. I'm astounded that there is no light for children to cross the road, why no traffic lights?
Councillor Sizer: There were discussions with the School to install traffic lights and the School Board chose not to do so; our traffic counts don't indicate there is a need; since then I've had 3 different conversations with residents to bring something to Council. I'm willing to bring something forward to Council and Operations Committee. School buses use Hawthorn and Auger, and that can be a problem for residents.

- Q - It's great we have Cambrian students living in our ward. But a house sells and they load it with students and it becomes a nightmare especially for seniors who've lived there all their life.

Mayor Bigger: I am aware of a number of challenging properties with students sharing one building. People can call 311 or the Mayor's office and it's passed on to building inspectors and bylaw. We follow up and make sure they're conforming with bylaws. If you're aware of a situation like that call us and we'll follow up.
- Q – We've lived in the New Sudbury/Madison area for 22 years, next to the pathway to Cambrian College. Since the spring, Cambrian instituted no smoking on their property. Everyone is going down our laneway to smoke. I've talked to Cambrian and our request for the neighbourhood is to close the trail. Councillor Sizer is aware of that. Cambrian has put up signs and washed their hands of it. They have not offered any smoking area. They could move smokers 500 ft into the power line area.

Councillor Sizer: We do have people looking at a solution, it's a highly used pathway. It's one of the most frequently used pathways in the community. It's City property.
- Q from a representative from social housing tenants at Place Hurtabise - The Social Planning Council has provided support to teach us how to chair meetings, assist in how to set up governance, etc. We were in touch with them at least once a week, results were good conclusive meetings, celebrations, group safety meetings to work with Greater Sudbury Housing. Now that SPC will no longer be helping due to funding, how will that work?

Ed Archer: The City provides 50K annually to SPC. This year's budget includes reductions in several programs in our own ward and others; we need to look at reductions that don't exceed 3.5%. We're required to address provincial funding changes meaning that we have to address a 7 million dollar shortfall. It's a response to an array of service demands and reductions we are required to put forward as the municipality has to have a balanced budget.