



OFFICE OF THE CAO/STRATEGIC INITIATIVES
 TOWN OF NEWMARKET
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 Newmarket, ON L3Y 4X7 905.895.5193

August 4, 2017

**OFFICE OF THE CAO/STRATEGIC INITIATIVES
 INFORMATION REPORT 2017- 08**

TO: Mayor Van Bynen and Members of Council
 SUBJECT: Semi-Annual – Q2 2017 Municipal Administration and Management Report
 ORIGIN: Office of the CAO/Strategic Initiatives

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

COMMENTS

This report serves as the CAO’s second quarter report to Council on municipal management and operations as well as updates on matters affecting Council’s Strategic Priorities as linked in the chart below.

Council Strategic Priority	Report / Memorandum	Report #
Community Engagement	2017 Second Quarter Report - Customer Services	2017-12
	Corporate Communications Quarterly Report: Second Quarter 2017	---
Efficiency / Financial Management	Q2 Operating, Capital, Water and Wastewater and Investment Summary	2017-35
	Capital Projects Status Report – Q2 2017	---
	Litigation and Insurance Claims Information Update Report	2017-14
	Procurement Services Report on Call for Bids	2017-30

BUSINESS PLAN AND STRATEGIC LINKAGES

This report supports the Strategic Plan direction Well-Equipped and Managed.

CONSULTATION

This report has been prepared in consultation with members of the Operational Leadership Team.



HUMAN RESOURCE CONSIDERATIONS

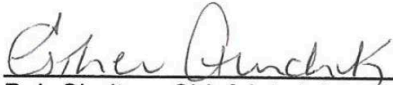
The recommendations contained in this report have no immediate impact on staffing levels.

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

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

CONTACT

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


for: Bob Shelton, Chief Administrative Officer
RNS/cw

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



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August 5, 2017

**COMMUNITY SERVICES – CUSTOMER SERVICES
INFORMATION REPORT # 2017- 12**

TO: Mayor Van Bynen and Members of Council

SUBJECT: 2017 Second Quarter Report - Customer Services

ORIGIN: Supervisor, Customer Service - Kiosks
Supervisor, Customer Service Centre

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

The purpose of this report is to provide Members of Council with the 2017 - second quarter trends and results by ward and town wide. The attached charts represent service requests as captured in our CRM system by either Customer Services staff or by staff in the Mayor and Councillors' offices.

Some of the highlights in the Customer Services department are as follows:

- Service requests, as a percentage of total calls, are increasing. 2nd quarter totals are perennially the highest of the year;
- Total call volumes are trending downward while counter activity is increasing. 9.7% from Q2 2016.
- Bylaw - property standards issues and parking exemption requests were the highest type of service request across the whole Town of Newmarket for the second quarter, followed by request for parking enforcement and bylaw infractions respectively.
- Customer Service Kiosks have seen an increase of 11,070 "counter" interactions (Walk-ins, Membership swipes, registrations at the counter). This has been an increase of 23.0% from the previous year's Q2 results. This is largely due to the popularity of the Town's new Fitness Centre at the Magna Centre.
- Enhanced Services transactions at the Magna and RTRC CS Kiosks continue to increase. During the 2nd quarter of 2017, we have seen an increase in the number of transactions compared to the second quarter of 2016.

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

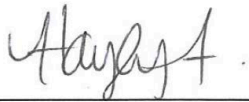
Not applicable to this report.

BUDGET IMPACT

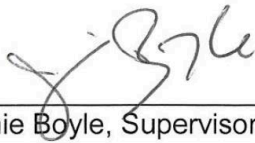
None

CONTACT

For more information on this report contact: Jamie Boyle (jboyle@newmarket.ca or extension 2254) or Hayley Fryer (hfryer@newmarket.ca or extension 2706) or Bonnie Munslow (bmunslow@newmarket.ca or extension 2251).

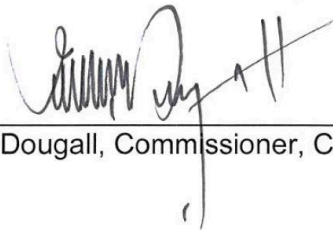


Hayley Fryer, Supervisor, Customer Service Kiosks



Jamie Boyle, Supervisor, Customer Service Centre

Bonnie G. Munslow, Manager, Customer Service



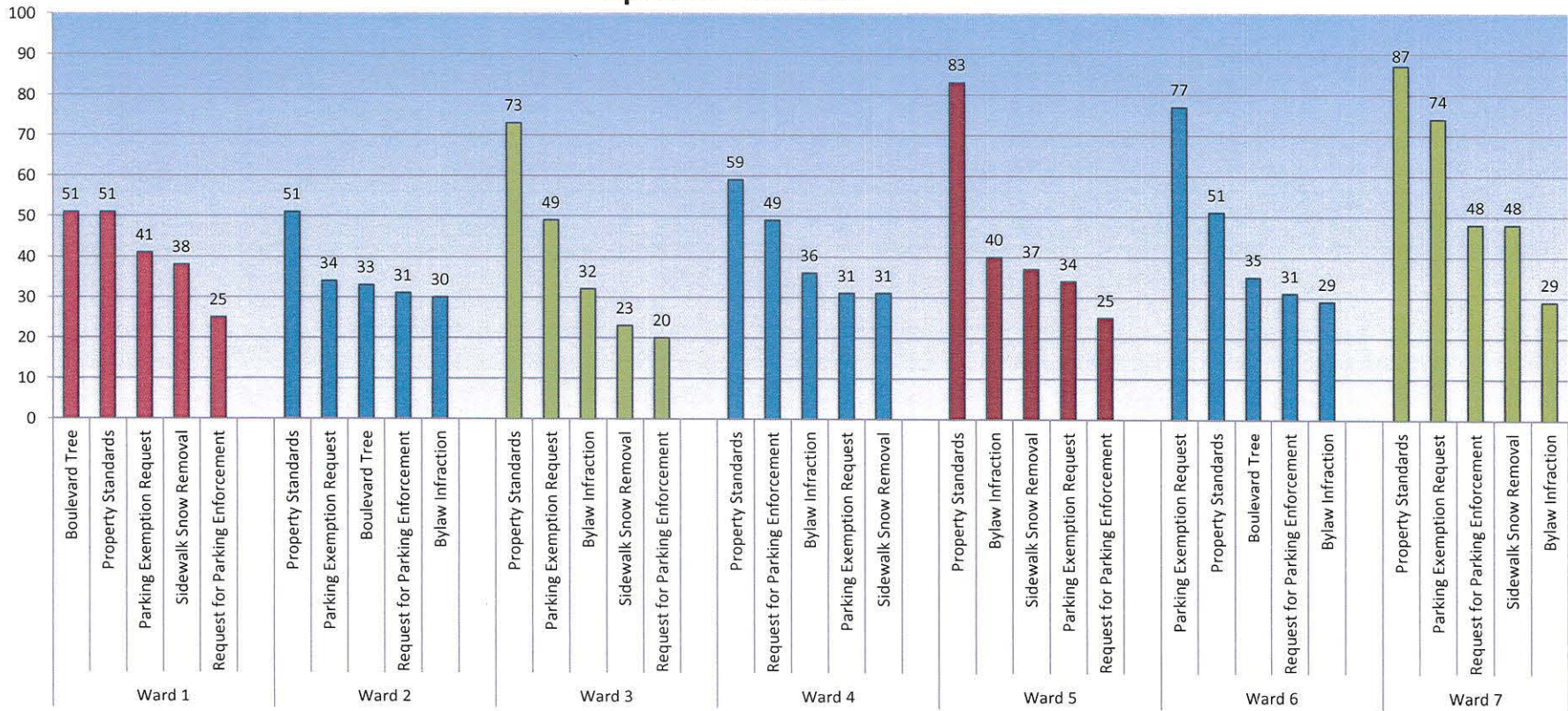
Ian McDougall, Commissioner, Community Services

JRB

Attachments:

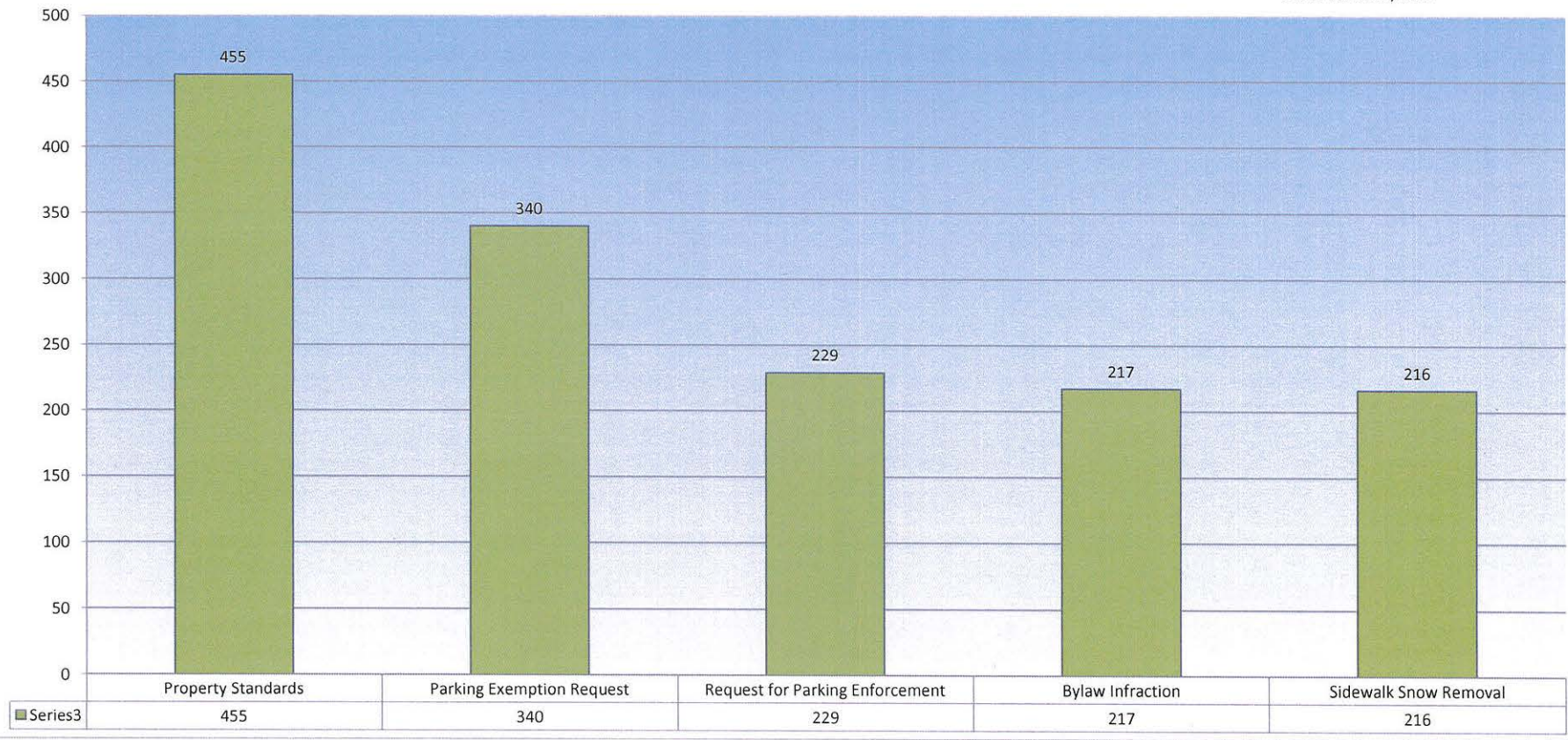
- Q2 - Top 5 Service Requests by Ward
- Q2 - Top 5 Service Requests Town Wide
- Q2 - Total Customer Contacts Kiosk, Year vs. Year

Top 5 Service Issues By Ward Apr 2017 - Jun 2017

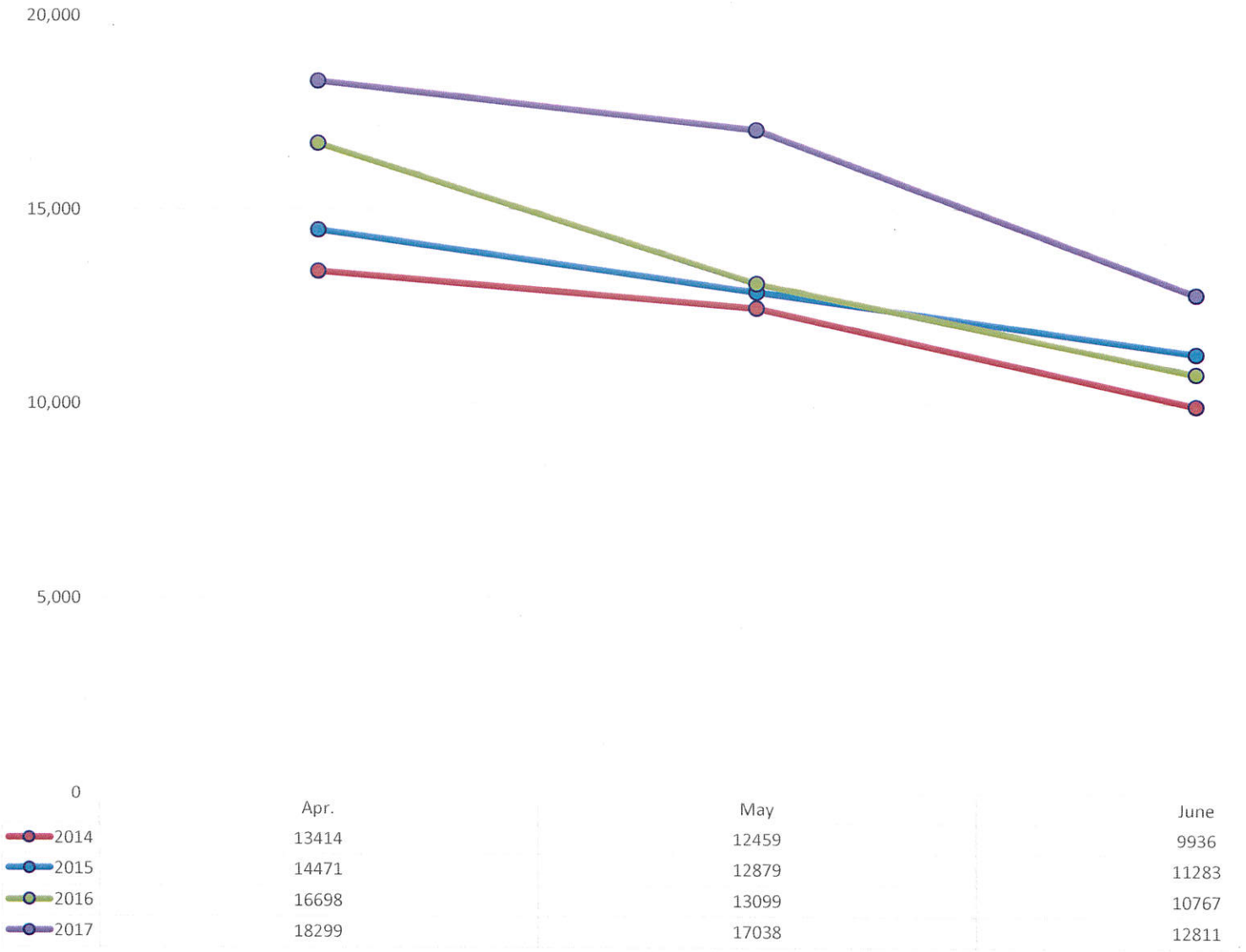


**Town Wide
Top 5 Service Issues
Apr 2017 - Jun 2017***

* As of June 30, 2017



Total Customer Contacts CS Kiosks - Q2





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July 4, 2017

OFFICE OF THE CAO/CORPORATE COMMUNICATIONS
PERFORMANCE REPORT: 2017 – Q2

TO: Mayor Van Bynen and Members of Council

COPY: Bob Shelton, CAO and Members of SLT

SUBJECT: Corporate Communications Quarterly Report: Q2 2017

ORIGIN: Office of the CAO/Corporate Communications

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

COMMENTS


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 April 1 to June 30, 2017.

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 is managed by the department. Corporate Communications also oversees the Town's website.

A decorative graphic in the bottom right corner consisting of two parallel, curved lines that sweep upwards and to the right, one in a medium grey and the other in a lighter grey.

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.

As the key spokesperson for the Town of Newmarket, Corporate Communications provides ongoing communications support to the Mayor's Office (i.e. key messages and briefing notes, articles and presentations).

EXTERNAL COMMUNICATIONS:

External Publications and Advertising: April 1 to June 30, 2017	
Town Page	
Frequency	13
Reach	28,000
Potential impressions	84,000
Newmarket Now e-newsletter	
Frequency	4
Reach	2,976
Potential impressions	8,892+

The Communications department also assists with the creation and review of ads for departments in local publications such as the Newmarket Era, snapd and Look Local magazine.

Community Engagement:

The Corporate Communications department assisted in the creation of materials, communication and execution of the following Community Engagement events from April 1 to June 30, 2017:

- **Touch-a-Truck and Community Open House** – Communications supported the promotion and multiple aspects of the event including signage creation, set-up, media relations and social media for the event which had over 2,500 members of the community in attendance.
- **Public Information Centres (PIC's)** – Communications supported a number of PIC's during Q2, including the **Vacancy Rebate Program PIC**, the **Ken Sturgeon Basketball court/ice rink PIC**, the **Living with Wildlife PIC** on coyotes, and the **Active Transportation Implementation Plan PIC** by creating content and communicating information through our website, social media channels, e-newsletters and Town page ads.

Key Projects:

The Corporate Communications department was involved in supporting high profile projects during the second quarter of 2017. Communications worked in collaboration with other departments within the Town, as well as organizations and community partners throughout the Region and beyond to promote several key initiatives. The Communications department also fielded and coordinated media calls, key messages and interviews for the projects listed below.

Keith Bridge - The Communications department organized the official unveiling of the Keith Bridge public art installations on June 27, 2017. Members of the Communications department:

- worked on the Keith Bridge committee
- produced signage and plaques for the trails and bridge
- sent out invitations to community partners and sponsors
- organized photography
- organized, set up and coordinated the details of the event
- prepared booklets, media advisories and releases for the event
- coordinated media on the day of the event

The event brought together members of Council, representatives from The Regional Municipality of York, Viva Rapid Transit, local sponsors, Town staff, guests and media. The event was regarded as a success by those involved and garnered positive media coverage.

Canada 150 – The Communications department has supported a number of ongoing Canada 150 related initiatives during Q2, including:

- drafting a comprehensive communications plan for the year to celebrate the event
- creating and maintaining the Canada 150 webpage on our website newmarket.ca/canada150 and advertising elements of the event through our social media channels
- placing Canada 150 related ads in our Community Calendar, the Town Page, the Mayor's FCM group, print ads, local event calendars
- advertising 150 events internally through our newsletter and Town Central intranet
- issuing Canada 150 media releases and advisories
- working with various departments including Public Works Services and Recreation and Culture to ensure Canada 150 is being well represented Town-wide
- working with the Canada 150 SLT Liaison to provide updates to Council on ongoing initiatives
- Communications deliverables for Canada 150 funding projects

Communications will continue to support Canada 150 initiatives throughout the remainder of the year.

Canada 150 Blood Donor Clinic

The Communications department supported the Canada 150 Blood Donor clinic on June 12, 2017 event by:

- creating and placing advertisements for the event in the Newmarket Era, on social media, on the Town website and in the Town e-newsletter
- issuing a media advisory about the event
- assisting with the set-up of the event

Through helping to engage members of the community and Town staff in this initiative, the Town reached 95 per cent of its target of 143 donations and 99 per cent of the clinic's target for donations.

The Communications department also worked closely with departments on the following key initiatives:

- Market Davis RFP preparation with Economic Development department
- 2018 Budget communications, community engagement and report with the Finance department
- Water/Wastewater flushing – ongoing communications with Public Works Services
- Stormwater Charge communications with the Finance department
- Mayor’s Chamber of Commerce speaking notes and presentation
- Your Business Magazine feature article (collaboration with Economic Development)

Media Relations:

Media Relations: April 1 to June 30, 2017	
Media Releases	
Total number of media releases	26
Media pick-up	90%
Total news stories generated as a result of media releases	39

Issues Management:

From April 1 to June 30, 2017 Corporate Communications has 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:

- Newmarket Soccer Club
- Salt dumped in Lake Simcoe
- Hometown Hockey
- Legal/IT issue with Clerks department

Digital Communications:

Website

Corporate Communications views the Town’s website as a critical external communications channel. The website is currently undergoing revisions to enhance the user interface and user experience for residents and visitors. The updates will include changes to the layout of the homepage, the navigation bar, the events calendar and the meetings calendar. There will also be a new scrolling alert function at the top of the homepage which will be used for emergency notifications only.

Digital Communications – Website: April 1 to June 30, 2017	
Website – newmarket.ca	
Unique Page Views (number of sessions where the page was viewed at least once)	338,743
Page views	422,093
Media Releases Section	
Posted news items	26
Page views	294

Digital Communications – MyWaste App: April 1 to June 30, 2017	
Total Users	7,508
Resident Interactions	65,528
Subscribers	5,611
Total of new subscribers from April 1 to June 30, 2017	381

Social Media

The Communications department continued to expand its social media presence in Q2. The following are statistics on our social media channels **to date**:

Digital Communications – Social Media: April 1 to June 30, 2017	
Facebook	
Total fans	4,365 (5.3% increase from previous quarter)
Total posts	4,099
Total impressions	611,004 to date
Twitter	
Total followers	11,030 (3% increase from previous quarter)
Total impressions	540,680 to date
Tweets sent	701
Re-tweets	603
Instagram	
Total followers	2,499 (10.8% increase from previous quarter)
Total engagements	Instagram isn't based on engagements
Total posts	323 to date

INTERNAL COMMUNICATIONS:

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

- **Coffee with the CAO**– event organization and promotion
- **Town Hall** – event organization and promotion of June 16 “Newmarket Minute” Town Hall/Coffee With hybrid
- **Town Central** – continual updates, content creation/posting and ongoing training

- **NewsMarket** internal newsletter – one edition printed for Summer 2017, distributed June 28
- **HR initiatives** – Working with the Human Resources department on communications planning regarding the Talent Management Strategy, Employee Engagement Survey results, Diversity and Inclusivity programs, mental health awareness initiatives and employee recruitment and retention video.

CONTACT

For more information on this report, contact Wanda Bennett, Director of Corporate Communications at 905-953-5300 Ext. 2041 or email wbennett@newmarket.ca



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July 25, 2017

CORPORATE SERVICES INFORMATION REPORT – FINANCIAL SERVICES 2017-35

TO: Mayor Tony Van Bynen and Members of Council
SUBJECT: Q2 Operating, Capital, Water and Wastewater and Investment Summary
ORIGIN: Director, Financial Services/Treasurer

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

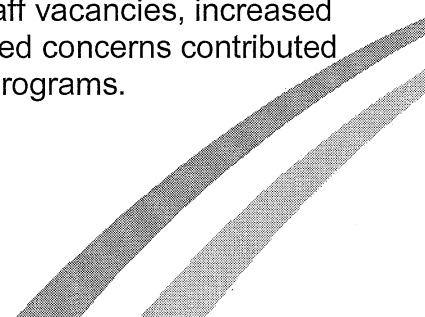
The purpose of this report is to advise Council on the second quarter results for 2017. There is nothing at this time to indicate that we will not be within our year-end budget targets. Staff continues to review data on wage gapping as well as revenue and expense projections to be better able to forecast projected year-end results.

Tax Supported Operating Budget

Revenues to the end of June totaled \$61,807,624, while expenditures totaled \$39,070,799, creating a surplus of \$22,736,824. The reason for the large surplus is timing, as the final residential tax bills were issued in June.

Total revenues are \$606,871 below the year-to-date budget, largely due to timing. Lower transfers from the asset replacement fund coincide with lower expenditures on annual programs at this point. In Community Services, higher program revenues, particularly from adult and preschool programs, coincide with higher program expenses including casual/seasonal/part-time wages.

Year-to-date expenditures are \$2.4 million below budget, with almost all of the variance attributable to Development and Infrastructure Services. Lower salaries and benefits are due to many vacant positions (gapping). Internal operational issues, including staff vacancies, increased coordination of grant funded projects, and having to address weather related concerns contributed to lower material and contracted services, including annual maintenance programs.



Trends

Legal Services is incurring higher consulting expenses, due to continuing extraordinary external counsel expenses. The budget is insufficient given the increase in litigation and will be addressed in the 2018 budget.

Central York Fire Services

Refer to report Joint Central York Fire Services and Corporate Services Report – Finance 2017-34 which will be going to Joint Council Committee on September 5th. At this point in the year, the favorable variance in net expenditures is mainly due to lower wages which continue to be paid at 2015 rates pending a new collective agreement. If the contract is not settled before the end of the year we will accrue the anticipated wages and benefits and eliminate any surplus.

Newmarket Public Library

The second quarter results will be presented to the Library Board in September. There are no significant year-to-date variances, but Hydro expenses could be over budget at year-end. This will be addressed in the 2018 budget.

Capital Budget

Approximately \$3.5 million (5.3%) of the \$62.5 million in budgeted capital expenditures was spent at the end of the second quarter on a variety of projects. The timing for construction-related expenditures are expected to increase the third and fourth quarter percentages significantly, although with significant grant funding received in 2017, the size of the capital program has increased as well. The water meter replacement program (\$6.6 million) is now not expected to begin before 2018. Submissions to the Request for Proposal are being evaluated and a purchase order is expected to be issued before the end of the year.

Water, Wastewater and Stormwater Budget

At the end of the second quarter, revenues are lower than budget by \$834,000 while expenditures are lower by \$1,404,000. While revenues from the sale of meters, bulk water sales and stormwater charges are higher than budget, revenues are under budget overall. Consumption is lower due to the particularly wet weather. Also, transfers from the asset replacement fund are matched with program expenses which have only just started. Expenses are lower due to timing. The water inspection program started in June and the wastewater inspection program will not start until late in the third quarter or early in the fourth quarter.

Investments

Active investments:

The Investment Summary for the six months ended June 30, 2017 (attached) provides the details of all investments held during the first six months of 2017.

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

The average weighted yield was 1.7% compared to a weighted average benchmark of 0.95% for the six month period. We earned incremental income of \$211,269; \$87,500 of which was transferred to the Tax-Supported Operating Fund, as approved by Council in the 2017 budget. The remaining \$123,769 will be allocated proportionally to the Reserve Funds.

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

- \$10,302,886 (18.6%) in non-traditional investments
- \$45,000,000 (81.3%) GIC's with a major bank
- \$38,151 (0.1%) loan to an external party

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

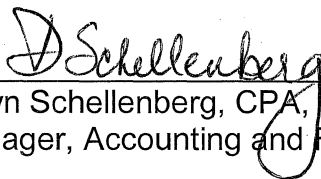
We continue to monitor short-term rates for GIC's, but until the yields improve, we will continue to leave our short-term funds in the operating bank account.

Passive investments:

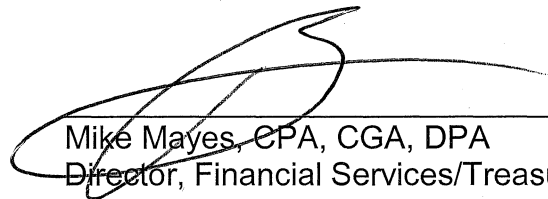
In addition to the active investment income noted above, interest was earned on our bank accounts. For the six-month period, the CIBC has paid the Town \$354,306 in interest. These funds earned interest at an annual rate of 1.2%. Interest rates should increase slightly going forward, due to the increase in the prime lending rate.

CONTACT

For more information on this report, contact: Mike Mayes at 905-953-5300, ext. 2102 or via e-mail at mmayes@newmarket.ca



Dawn Schellenberg, CPA, CA
Manager, Accounting and Finance



Mike Mayes, CPA, CGA, DPA
Director, Financial Services/Treasurer



Esther Armchuk, B.A. (Hons.), LL.B., DPA
Commissioner, Corporate Services

Attachments:

- a) 2017 Second Quarter Operating Results (1 pg.)
- b) 2017 Second Quarter Capital Expenditures (1pg.)
- c) 2017 Second Quarter Water and Wastewater Operating Results (1 pg.)
- d) Investment Summary for the Six Months Ended June 30, 2017 (1pg.)

**Town of Newmarket
2017 Second Quarter
OPERATING RESULTS**

Departments	Year-to-Date (June 30, 2017)			Full Year
	ACTUAL	BUDGET	VARIANCE	Budget
	\$	\$	\$	\$
Members of Council				
<i>Revenues</i>	-	-	-	-
<i>Expenditures</i>	637,526	630,390	(7,136)	1,265,800
Net surplus/(deficit)	(637,526)	(630,390)	(7,136)	(1,265,800)
C.A.O. - Office				
<i>Revenues</i>	7,075	130,001	(122,926)	260,000
<i>Expenditures</i>	2,014,663	2,007,283	(7,380)	3,089,678
Net surplus/(deficit)	(2,007,588)	(1,877,282)	(130,306)	(2,829,678)
Corporate Services				
<i>Revenues</i>	947,510	808,389	139,121	1,616,792
<i>Expenditures</i>	5,422,544	5,465,985	43,441	10,931,979
Net surplus/(deficit)	(4,475,034)	(4,657,596)	182,562	(9,315,187)
Central York Fire Services				
<i>Revenues</i>	182,401	160,998	21,403	322,000
<i>Expenditures</i>	5,820,519	6,409,457	588,938	13,969,930
Net surplus/(deficit)	(5,638,118)	(6,248,459)	610,341	(13,647,930)
Community Services				
<i>Revenues</i>	3,038,850	2,818,191	220,659	6,887,649
<i>Expenditures</i>	4,923,651	4,580,229	(343,422)	9,818,041
Net surplus/(deficit)	(1,884,801)	(1,762,038)	(122,763)	(2,930,392)
Development & Infra. Services				
<i>Revenues</i>	3,412,580	4,649,334	(1,236,754)	9,315,349
<i>Expenditures</i>	15,782,034	18,207,987	2,425,953	36,418,083
Net surplus/(deficit)	(12,369,455)	(13,558,653)	1,189,198	(27,102,734)
Library Services				
<i>Revenues</i>	124,813	133,794	(8,981)	337,186
<i>Expenditures</i>	1,668,784	1,722,314	53,530	3,444,638
Net surplus/(deficit)	(1,543,971)	(1,588,520)	44,549	(3,107,452)
General Government				
<i>Revenues</i>	1,702,554	1,502,798	199,756	4,341,200
<i>Expenditures</i>	1,810,666	1,489,828	(320,838)	2,858,652
Net surplus/(deficit)	(108,112)	12,970	(121,082)	1,482,548
Debt Servicing				
<i>Revenues</i>	1,591,209	1,600,640	(9,432)	3,201,288
<i>Expenditures</i>	2,138,229	2,117,344	(20,885)	4,234,675
Net surplus/(deficit)	(547,021)	(516,704)	(30,317)	(1,033,387)
Property Taxes				
<i>Revenues</i>	50,800,632	50,610,350	190,282	57,454,378
<i>Expenditures</i>	-	-	-	-
Net surplus/(deficit)	50,800,632	50,610,350	190,282	57,454,378
Allocations				
<i>Revenues</i>	-	-	-	-
<i>Expenditures</i>	(1,147,817)	(1,147,817)	(0)	(2,295,634)
Net surplus/(deficit)	1,147,817	1,147,817	(0)	2,295,634
GRAND-TOTAL				
<i>Revenues</i>	61,807,624	62,414,495	(606,871)	83,735,842
<i>Expenditures</i>	39,070,799	41,483,000	2,412,201	83,735,842
Net surplus/(deficit)	22,736,824	20,931,495	1,805,329	-

Town of Newmarket

2017 Second Quarter

Water, Wastewater & Storm Water Operating Results

Area	Year-to-date (June 30, 2017)				Full Year Budget
	Actual	Budget	Variance		
	\$	\$	\$	%	
Water Rate Group					
<i>Revenues</i>	7,593,254	8,284,439	(691,185)	-8.3%	16,769,316
<i>Expenditures</i>	6,886,952	7,724,558	837,606	10.8%	16,082,877
Net	706,302	559,881	146,421	20.7%	686,439
Wastewater Rate Group					
<i>Revenues</i>	9,041,718	9,129,886	(88,168)	-1.0%	18,481,056
<i>Expenditures</i>	8,283,213	8,603,812	320,599	3.7%	17,178,742
Net	758,506	526,074	232,432	44.2%	1,302,314
Storm Water Rate Group					
<i>Revenues</i>	1,058,030	874,718	183,312	21.0%	1,772,855
<i>Expenditures</i>	708,250	719,706	11,456	1.6%	1,433,476
Net	349,780	155,012	194,768	125.6%	339,379
Allocations					
<i>Revenues</i>	-	-	-	0.0%	-
<i>Expenditures</i>	1,147,817	1,147,817	0	0.0%	2,295,634
Net	(1,147,817)	(1,147,817)	0	0.0%	(2,295,634)
Transfer To/ From Rate Stabilization Reserves					
<i>Revenues</i>	-	237,945	(237,945)	-100.0%	475,891
<i>Expenditures</i>	19,776	254,194	234,418	92.2%	508,389
Net	(19,776)	(16,249)	(3,527)	-100.0%	(32,498)
GRAND-TOTAL					
<i>Revenues</i>	17,693,003	18,526,988	(833,985)	-4.5%	37,499,118
<i>Expenditures</i>	17,046,009	18,450,087	1,404,078	7.6%	37,499,118
Net	646,994	76,901	570,093	741.3%	-

Town of Newmarket

2017 Second Quarter

CAPITAL EXPENDITURES

Commission / Department / Area	Year-to-Date Actual (June 30, 2017) (\$)	Budget for 2017 (\$)	% of Spending
<u>General Government</u>			
	-	511,129	0.0%
Total	-	511,129	0.0%
<u>Corporate Services</u>			
Information Technology	190,951	3,093,387	6.2%
Legislative Services	-	10,771	0.0%
Total	190,951	3,104,158	6.2%
<u>Community Services</u>			
Recreation & Culture Services	241,718	937,755	25.8%
Total	241,718	937,755	25.8%
<u>Development & Infrastructure Services</u>			
Planning & Building	49,941	1,968,288	2.5%
Roads	906,702	13,186,018	6.9%
Water	197,660	16,347,742	1.2%
Wastewater	29,167	175,000	16.7%
Storm Water	979,549	2,944,627	33.3%
Facilities	493,938	5,367,719	9.2%
Parks	5,234	8,718,559	0.1%
Trails	24,554	2,277,241	1.1%
Other	88,536	4,427,629	2.0%
Total	2,775,281	55,412,823	5.0%
<u>Library Services</u>			
	65,156	646,212	10.1%
Total	65,156	646,212	10.1%
<u>Central York Fire Services</u>			
	180,631	4,980,757	3.6%
Total	180,631	4,980,757	3.6%
GRAND TOTAL			
	3,453,737	65,592,834	5.3%

Investment Summary for the Six Months Ended June 30, 2017

Description	Principal Amount		Starting Date	Term	January 1 to June 30, 2017			
	2017-01-01	2017-06-30			Interest Rate	Return on Investment	Benchmark Return	Incremental Income
National Bank - GIC	\$5,000,000	\$5,000,000	2016-11-02	1 year	1.60%	\$39,671	\$23,555	\$16,116
CIBC - GIC	\$40,000,000	\$40,000,000	2016-09-12	1 year	1.45%	\$287,616	\$188,438	\$99,178
Loan - Newmarket Soccer Club Development Charges and Planning Fees	\$42,640	\$38,151	2011-09-30	10 years	4.00%	\$809	\$192	\$617
Internal Loan - Solar Panels (2013, Various Facilities)	\$232,239	\$226,928	2013-12-01	20 years	3.00%	\$3,410	\$1,080	\$2,330
Internal Loan - RJT Solar Panels (2014)	\$591,844	\$579,347	2015-01-01	20 years	3.00%	\$8,705	\$2,757	\$5,948
Internal Loan - Magna Solar Panels (2015)	\$1,431,001	\$1,401,976	2016-01-01	20 years	2.70%	\$18,959	\$6,671	\$12,288
Internal Loan - Honeywell Streetlights Retrofit Project	\$8,251,315	\$8,094,635	2013-12-10	20 years	3.00%	\$109,450	\$34,659	\$74,791
Total	\$55,549,039	\$55,341,037				\$468,621	\$257,352	\$211,269
Incremental investment income included in 2017 Operating Budget, to be transferred to the Tax-Supported Operating Fund in 2017 per the Investment Strategy								\$87,500
Incremental investment income allocated to reserve funds in 2017 per the Investment Strategy								\$123,769



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

www.newmarket.ca
pnoehammer@newmarket.ca
905.895.5193

TO: Mayor
Members of Council

FROM: Peter Noehammer, Commissioner, Development & Infrastructure Services

DATE: August 1, 2017

RE: Capital Projects Status Report – Q2 2017

Attached to this memorandum is a brief summary of Development & Infrastructure Services Capital Projects and their status for the second quarter of 2017. Note that this is not a full list of all capital projects but a list that contains projects which are of particular interest to members of Council.

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

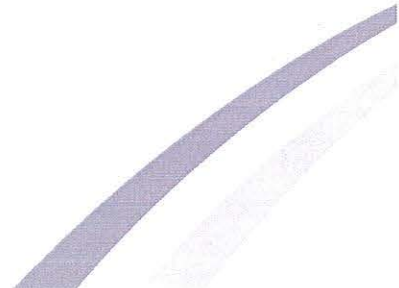
Regards,

A handwritten signature in blue ink, appearing to read "Peter Noehammer".

For P. Noehammer,
Commissioner, Development & Infrastructure Services

PN003M:wm

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



Development Infrastructure Services
2017 Q2 Capital Projects Report

Project Name	Area Responsible	Budget	Start Date	End Date	Council Update
Land Use & Building Tracking System	Building	\$ 1,000,000	Q2 2017	Q4 2018	Software selected. Project plan currently being developed.
Mobility Hub Study	Planning	\$ 300,000	Q1 2017	Q4 2017	Underway - anticipated completion - Q4 2017.
Zoning By-law Update	Planning	\$ 244,829	Q1 2017	Q4 2017	Underway - anticipated completion - Q1 2018
Bridge and Culvert Inspection, Repair and Replacement	Engineering	\$ 2,230,449	Q3 2017	Q1 2018	Queen Street Culvert Replacement being tendered, Bridge & Culvert OSIM Inspections to be completed Q3, 2017.
Community Splash Pad	Engineering	\$ 1,500,000	Q4 2017	Q2 2018	Frank Stronach Splash Pad (Armstrong to follow).
Basketball & Tennis Courts	Engineering	\$ 150,250	Q3 2017	Q4 2017	Ken Sturgeon Basketball Court.
Artificial Turf	Engineering	\$ 1,200,000	Q3 2017	Q4 2017	Tenders received and currently being reviewed with School Board.
Design & Construction for Lions Park Drainage	Engineering	\$ 615,000	Q1 2017	Q2 2017	Stormwater Improvements, Substantially Complete, Completion August 2017
Mosaik Park Development	Engineering	\$ 700,000	Q2 2017	Q4 2017	Project includes Playgrounds, Trail and other park amenities.
Water/Wastewater Master Servicing Study Implementation	Engineering	\$ 1,366,000	Q3 2017	Q4 2017	Queen Street and Wilstead Watermain Up-sizing.
Wilstead Sanitary Sewer	Engineering	\$ 200,000	Q3 2017	Q4 2017	Sanitary replacement and Watermain replacement with Road reconstruction.
Lundy's Lane Reconstruction	Engineering	\$ 549,021	Q2 2017	Q4 2017	Project Scope includes: Road reconstruction L.I.D., SW Repair, Cathodic protection, Hydrant replacement.

Development Infrastructure Services
2017 Q2 Capital Projects Report

Project Name	Area Responsible	Budget	Start Date	End Date	Council Update
Implementation of Bike Lanes in Existing Roads Network	Traffic	\$ 832,384	Q2 2017	Q4 2017	Information Report ES 2017-15 provided April 20th.
Road Resurfacing	PWS - Roads	\$ 1,300,000	Q2 2017	Q4 2017	Project Schedule has been provided via email.
Ray Twinney Complex - Facility Improvements	PWS - Facilities	\$ 2,865,000	Q1 2017	Q1 2018	This project includes: Roof Replacement; Update to Lounge; Area Dehumidification and A/C; Replacement of Seating; Floor Covers for Rink 1; Replacing floor tiles to rubber flooring ; Lobby Washrooms; Sound System; Replace Eves Trough; Roof Rakes/Dormer Roof; Filter Room Renovation; Replace Roll Up Door; Safety Netting; Shelving in MPR3.
Magna Center - Western Entrance	PWS - Facilities	\$ 120,000	Q3 2017	Q4 2017	To limit program interruption at Magna this project will commence late in the year.
George Richardson Park North - Soccer Field Realignment	PWS - Parks	\$ 200,000	Q3 2017	Q4 2017	To limit program interruptions this project will commence late in the year.
Projects Deferred to Future Years					
Water Meter Replacement Program	PWS - Water	\$ 9,889,213	RFP applications have been reviewed and evaluated. Expected to be awarded in late July or early August however, actual work is not likely to start until 2018.		
Millard Reconstruction	Engineering	\$ 2,400,000	Project to be tendered for 2019 construction.		
Roywood Area Watermain Rehab.	Engineering	\$ 1,500,000	Project to be tendered for 2019 construction.		
National Homes Parks - Development	Development Engineering	\$ 1,040,000	Project pending development.		
Haskett Park Breathing Space & Trail	Engineering	\$ 550,000	Project to be constructed 2018.		
Fairy Lake Parking Lot	PWS - Parks	\$ 96,523	Project pending YDSS completion.		
Glenway Parks - Development	Development Engineering	\$ 970,000	Project pending development.		

Development Infrastructure Services
2017 Q2 Capital Projects Report

Projects Cancelled			
Netting for Ball Diamonds	PWS- Parks	\$ 160,000	Grant Not Received
Additional Playground Improvements	PWS- Parks	\$ 605,000	Grant Not Received
Magna Centre - Facility Improvements	PWS - Facilities	\$ 265,500	Grant Not Received

Committee Budgets - 2017			
Community Centre Lands	Committee	\$ 593,275	Confidential Information Report to be provided to Council - Q3 2017
Downtown Parking Task Force Studies	Committee	\$ 35,470	
Parking Task Force - Studies	Committee	\$ 16,904	
Community Centre Land Parking Study	Committee	\$ 150,000	
Intelligent Downtown Parking Solution	Committee	\$ 200,000	
Parking Sub Committee Studies - CCL	Committee	\$ 150,000	
Asset Management Program	Committee	\$ 130,000	



Information Report
 Town of Newmarket
 395 Mulock Drive
 P.O. Box 328
 Newmarket, ON L3Y 4X7

June 30, 2017

**CORPORATE SERVICES REPORT - JOINT LEGAL AND LEGISLATIVE SERVICES
 INFORMATION REPORT 2017-14**

TO: Mayor Van Bynen and Members of Council

SUBJECT: Litigation and Insurance Claims Information Update Report

ORIGIN: Associate Solicitor, Legal Services
 Claims & Risk Analyst

IN ACCORDANCE with the Procedure By-law, any Member of Council may request that this Information Report be placed on an upcoming Committee of the Whole agenda for discussion through the Clerk.

COMMENTS

The purpose of this report is to provide Council with status updates on various ongoing and concluded litigation matters conducted throughout 2016 to June 30, 2017.

1. COURT ACTIONS AND PENDING COURT ACTIONS

Matter	Description	History	Current Status	Counsel
SI SCJ File No. CV-13- 113075-00	<ul style="list-style-type: none"> Claim by an RFP proponent for lost profits in connection with a 2011 RFP for janitorial services in Town buildings. 	<ul style="list-style-type: none"> The Town accepted an RFP proposal from the proponent in February 2011 for janitorial services. The agreement was terminated in March 2011 when the Town discovered that the proponent had submitted a non-compliant bid. The proponent claimed wrongful termination of the Agreement and damages, including lost profits and expenses. 	<ul style="list-style-type: none"> Details and a financial breakdown of the damage claim have not yet been provided by the proponent. The next steps include the exchange of affidavits of documents and examinations for discoveries. 	Paul Voorn/ Andriessen & Associates

Matter	Description	History	Current Status	Counsel
FLKI SCJ File No. CV-13-495627	<ul style="list-style-type: none"> A property owner, commenced applications in December 2013 against MPAC and various municipalities, (including the Town) seeking exemption from municipal taxation for the years 2013 and onward. 	<ul style="list-style-type: none"> The Town served a notice of appearance in August 2014. 	<ul style="list-style-type: none"> MPAC has taken the lead in responding to the matter and is in the process of site investigations to determine the actual uses of the various properties to evaluate whether portions of the properties are exempt from taxation. 	Paul Voorn
AP and SB SCC File No. SC-15-31531	<ul style="list-style-type: none"> Claim by homeowners against developer, the Town and others for failure to complete subdivision property work. The homeowners took occupancy of a new home in June 2013. 	<ul style="list-style-type: none"> The subject lands are located in the Northwest Quadrant near the Environmental Park. 	<ul style="list-style-type: none"> This matter has been completed, as the claim was dismissed by the Court. 	Paul Voorn
SCJ File No. CV-15- 121532-00	<ul style="list-style-type: none"> The Town claims remedial and related costs resulting from damages to the Seniors' Meeting Place which occurred in February 2013. 	<ul style="list-style-type: none"> The slab floor of the building collapsed in the northeast section of the building and some utilities were severed. The cost to repair the damage to the building was approximately \$250,000.00. Engineering reports were obtained by the Town's insurer, AIG and by the Town. The Town commenced a court action against the Town's insurers and the agencies conducting road/utility work in the area of the building. 	<ul style="list-style-type: none"> Defences have been delivered in response to the claim. The next steps include the exchange of affidavits of documents and examinations for discoveries. 	Paul Voorn/ MTL Barristers
SCJ File No. CV-15-124597	<ul style="list-style-type: none"> Employment related matter 	<ul style="list-style-type: none"> After service of the claim, the Town defended the proceeding 	<ul style="list-style-type: none"> The matter will be proceeding to mediation. 	Hicks Morley Hamilton Stewart Storie LLP
SP SCJ File No. CV-16-0020	<ul style="list-style-type: none"> Claim by former tenant of the Magna Centre. 	<ul style="list-style-type: none"> The former tenant alleges damages against the Town relating to the tenant's lease of the premises. 	<ul style="list-style-type: none"> The Town served its Statement of Defence in September of 2016. 	Paul Voorn

Matter	Description	History	Current Status	Counsel
BPCL SCJ File No. CV-17-129580	<ul style="list-style-type: none"> Claim by contractor for road works performed on Srigley Road. 	<ul style="list-style-type: none"> The contractor has claimed payment for funds held back by the Town relating to alleged deficiencies in performance of the contract. 	<ul style="list-style-type: none"> The Town has served a notice of intent to defend and is preparing its Statement of Defence. 	Paul Voorn/ Paterson MacDougall LLP
HL SCJ File No. CV-17-129380	<ul style="list-style-type: none"> Claim by Town relating to street lighting issues 	<ul style="list-style-type: none"> The Town has commenced an action relating to alleged deficiencies in LED light standards. 	<ul style="list-style-type: none"> A claim has been issued but not yet served on the defendants. 	Paul Voorn/ Paterson MacDougall LLP
MSC CV-17- 131451-00	<ul style="list-style-type: none"> Claim by Town relating to a land exchange agreement 	<ul style="list-style-type: none"> A land exchange agreement was entered into with a prior owner of Main Street South properties and is being enforced against the current land owner 	<ul style="list-style-type: none"> The Town has served its notice of application and is preparing supporting affidavits 	Paul Voorn/ Aird & Berlis LLP

2. OMB MATTERS

Matter	Description	History	Current Status	Counsel
180-194 Main Street South OMB File No. MM130083	<ul style="list-style-type: none"> Appeal by the owners of 180-194 Main Street South to the OMB of the Lower Main Street South Heritage Conservation District By-law 2013-51 The owners have also appealed Council's denial of the owner's application to amend the Historic Downtown Urban Centre Zone (UC-D1) designation in comprehensive Zoning By-law 2010-40 	<ul style="list-style-type: none"> In August 2013 a rezoning application was filed to redevelop the lands at 180-194 Main Street South. A public meeting was held on February 3, 2014. On October 21, 2013 Council enacted the Lower Main Street South Heritage Conservation District Bylaw 2013-51. The lands are located within the Heritage Conservation District. On December 5, 2016, Council rejected the zoning amendment proposed by the owner and directed staff (in part) to instead create a site specific Zoning By-law to restrict the height of development, fronting on Main Street at three stories plus a fourth storey if set back by a minimum of 15 feet, and restrict the height of development on Park Avenue at three stories with a fourth storey if set back by a minimum of 15 feet. 	<ul style="list-style-type: none"> In August 2014 the OMB ordered that By-law 2013-51, save and except for the lands located at 180-194 Main Street shall be deemed to have come into effect on October 21, 2013. An OMB pre-hearing was heard on May 3, 2017, with a further pre-hearing set for August 11, 2017. Both OMB appeals are being heard together. 	Paul Voorn/ Aird & Berlis LLP

Matter	Description	History	Current Status	Counsel
17600 Yonge St. OMB File No. MM160050 and MM170024	<ul style="list-style-type: none"> Appeals of two parkland dedication payments set out in amending site plan agreements. 	<ul style="list-style-type: none"> The owner paid the parkland dedication amounts under protest. 	<ul style="list-style-type: none"> No hearing dates have been set. Discussions with the owner to resolve the dispute are on-going. 	Paul Voorn
Part of Lots 23, Reg'd Plan 49; N side of Eagle Street OMB File No. PL080723	<ul style="list-style-type: none"> Appeal by the owner to the Official Plan of the Town of Newmarket that designated an approximate 1.7 acre parcel of land as "Natural Heritage System" on Schedule "A" and "Woodlot" on Schedule "B". 	<ul style="list-style-type: none"> The Town and Region brought an unsuccessful motion to dismiss the appeal on January 13, 2009. 	<ul style="list-style-type: none"> Hearing dates in March and April of 2009 were adjourned and have not been rescheduled Staff are waiting for the developer to respond to outstanding comments, primarily related to compensation associated with any proposed tree/woodlot removal. 	Esther Armchuk/ Paul Voorn
OMB File No. PL141386 – PL141389	<ul style="list-style-type: none"> Appeals re lands west of the terminus of Silken Laumann Drive between the Metrolinx Rail Corridor and the existing Hydro Corridor. 	<ul style="list-style-type: none"> Planning staff recommended settlement of the appeals Council directed staff to settle the appeals subject to securing a condition that Town lands not be used by the developer unless a significant community benefit is provided and agreed to by Council. 	<ul style="list-style-type: none"> This matter has been completed. An OMB order was made April 11, 2017, approving amendments to the Official Plan and Zoning By-law and approving the Draft Plan Conditions, Plan of Subdivision, and Condominium to permit the development of 28 townhomes on a common element private road 	Esther Armchuk/ Paul Voorn/ Ken Hill
Davis Drive Corridor & Yonge St. Corridor OMB File No. PL150382	<ul style="list-style-type: none"> OPA 10 – Newmarket Urban Centres Secondary Plan 	<ul style="list-style-type: none"> 8 appeals received. 	<ul style="list-style-type: none"> All of the Secondary Plan appeals have now been settled except for the appeals by the Mulock Farm estate. 	Esther Armchuk/ Paul Voorn/ Leo Longo

Matter	Description	History	Current Status	Counsel
Copper Hills Technical Amendment OMB File No. PL160236	<ul style="list-style-type: none"> Appeal re 45m setback to the northerly lot line for dwellings on subject lands 	<ul style="list-style-type: none"> Appeal filed under subsection 34(19) of the <i>Planning Act</i> by 724903 Ontario Inc. to the passing of Zoning By-law #2016-05. Pursuant to Council direction, minutes of settlement were signed by the owner and the Town maintaining the 45m setback for all but 3 lots, whose setback would be 40m. 	<ul style="list-style-type: none"> This matter has been completed. The OMB hearing proceeded on February 22, 2017, and the settlement was approved by the OMB. The OMB has released its written decision approving the settlement and has approved the draft zoning bylaw amendment submitted to it at the hearing. 	Paul Voorn
84 & 90 Howard Road OMB File No. PL160716	<ul style="list-style-type: none"> Appeal from refusal of Committee of Adjustment to grant a Consent and Minor Variance 	<ul style="list-style-type: none"> Pursuant to Council direction, the property owners and the OMB were advised that the Town would not appear at the hearing as a party as Council supported the Committee of Adjustment recommendation and therefore directed staff not to appear. Conditions regarding proper development of the property and the application of the Town's Tree Preservation, Protection, Replacement and Enhancement Policy were put before the OMB on consent of the property owner. 	<ul style="list-style-type: none"> This matter has been completed. The OMB hearing proceeded on November 8, 2016. On January 26, 2017, the Board issued a decision in favour of the owner. The Board imposed the Town's requested conditions. 	Paul Voorn
253 Denise Cir. OMB File No. PL160716	<ul style="list-style-type: none"> Appeal from refusal of Committee of Adjustment to grant Minor Variance 	<ul style="list-style-type: none"> Pursuant to Council direction, the property owners and the OMB were advised that the Town would not appear at the hearing as a party as Council supported the Committee of Adjustment recommendation and therefore directed staff not to appear. 	<ul style="list-style-type: none"> This matter has been completed. The OMB hearing proceeded on February 21, 2017. The OMB released its decision on March 1, 2017 allowing the variance but advising that the decision was not a precedent for other homeowners. 	Paul Voorn

Matter	Description	History	Current Status	Counsel
770 Gorham Street OMB File No. PL170443	<ul style="list-style-type: none"> Appeal from refusal of Committee of Adjustment to a Consent for a Severance and to grant Minor Variances 	<ul style="list-style-type: none"> The property owners sought to obtain the severance and variances in order to construct a second home on the property. 	<ul style="list-style-type: none"> The OMB has set a hearing date for September 7, 2017. A report will be forthcoming to seek direction from Council on how the Town will respond to the appeals. 	Paul Voorn

3. OTHER LITIGATION – INSURANCE DEFENDED COURT ACTIONS

Claimant & Court Number	Date of Loss	Legal File No.	Explanation
GI CV-09-05724-00AI	February 21, 2008	L02-054-11	The claimant was struck by a 3 rd party vehicle that lost control on 19 th Side Road west of Bathurst. The Town owns the road and King maintains it as part of an old agreement. There are complex liability issues, including King's winter maintenance and the Town's ownership of the road. Patterson McDougall Law ("PM Law") is representing the Town. Ongoing. No settlement has been reached. May go to trial in 2017. Remains open.
SM CV-11-423578	April 3, 2009	L02-19-09	The claimant was walking on the sidewalk along Clearmeadow Boulevard and fell on the sidewalk. At the time of the loss the Town had not assumed this sidewalk as the area was under construction. The Town was named as a party along with builder, developer and engineer. The Town has no involvement in this claim other than the fact it has not been released from the action. Clyde and Co. have been assigned this loss. Town should not be part of the settlement file. File remains open.
NG CV-13-112688-00	February 14, 2012	L02-011-12	The claimant slipped and fell on the sidewalk on Bob Scott Avenue. The Town had not assumed this sidewalk at the time of the fall. Her lawyer has not removed the Town from the action at this time. PM Law is representing the Town. It does not appear that the Town will have any liability. Town's lawyer is pushing for resolution. File remains open.
RM CV-12-466748	November 4, 2010	L02-051-12	The claimant sustained eye injuries when a hydro transformer box on a hydro pole exploded. The Town does not own nor maintain the hydro pole or the transformer. To date the Town has not been let out of the action. PM Law is representing the Town. PM Law is pushing for resolution. File remains open.
VA and JA SC-14-30877-00	December 10, 2012	L02-056-12	The claimants experienced a sewer back up in their home. They issued a claim against the Town for negligence. The Town had inspected and flushed system as per Town policy and has denied the claim. PM Law is representing the Town. The claim is proceeding to discoveries in late 2017. File remains open.

Claimant & Court Number	Date of Loss	Legal File No.	Explanation
JH CV-13-113481-00	March 1, 2013	L02-021-13	The claimant fell while entering or exiting the property at 200 Davis Drive. The property is not owned or maintained by the Town. However, the claimant's lawyer has not released the Town from the action. PM Law has been assigned the loss. Town let out of the action. File now closed.
AG CV-14-118204-00	May 17, 2013	L02-047-13	The minor Plaintiff lost the top part of his index finger of his right hand (dominant hand) when it was cut off after it became stuck in the hole in a pole of a P gate at Woodhaven Court. The Town is still investigating the circumstances surrounding the accident. Town is represented by Dolden Wallace Folick LLP. Will be for some time as claimant is a minor. File remains open.
BR Court file number unknown.	July 2, 2013	L02-054-13	The claimant alleges that she fell while walking on Bonshaw Avenue at the intersection of Woodspring Avenue. Blaney McMurtry LLP is handling the loss on behalf of the Town. Discoveries set for Spring 2017. File remains open.
CK Court file number unknown.	October 2, 2013	L02-068-13	The claimant tripped over a manhole cover at the intersection of Davis Drive and Yonge Street. The Town does not have ownership of this manhole. The Region of York has taken the position that it belongs to the Town. It appears that this manhole is for the conduits for the traffic lights at the intersection, which are not under the Town's jurisdiction. This file will be assigned to defence to file a statement of defence. Discoveries set for Winter 2017. File remains open.
JD CV-14-119369-00	November 7, 2013	L02-080-13	The claimant was jogging on the path through Lion's Park and became entangled in orange construction fencing, fell and broke his hip. At the time of the loss the area was under construction as a parking lot and basketball court were being resurfaced. Fencing was put up by the Town's contractor. The claimant's lawyer has not let the Town out of the action at this point. Loopstra Nixon LLP is representing the Town. Discoveries complete. Liability remains an issue. File remains open.
JZ CV-15-121788-00	November 12, 2013	L02-087-13	The claimant slipped and fell while walking on Cranberry Street near Bayview Avenue. The Town does not undertake winter maintenance on this sidewalk. The file has been assigned to PM Law and discoveries will take place in the fall of 2017.
SO CV-13-115787-00	November 19, 2009	L02-097-13	The Claimant fell in a bus shelter on Davis Drive at Patterson Street. The Town does not own, maintain or inspect these shelters. However, to date the Town has not been let out of the action. Town not responsible for this claim. File assigned to Loopstra Nixon to defend Town. File should settle shortly.
A. (Business) CV-14-501270		L08-37-13	The claimant is suing the Town and Buckley's Insurance over issues involving the laneway right of way at the rear of the two businesses off Main Street. The allegation against the Town is that Building permits for exit doors in the easement area should not have been approved. Discoveries took place in July of 2015. PM Law is representing the Town. Numerous issues remain to be resolved. Discoveries partially complete. File is ongoing.

Claimant & Court Number	Date of Loss	Legal File No.	Explanation
MM CV-15-121336-00	January 17, 2013	L02-013-15	The Town was served with a Statement of Claim March 12, 2015 in regards to a fall that took place at the RJT Centre on January 17, 2013. The Town was not given any prior notice of this loss. Given the late reporting of this loss, it will in all likelihood require litigation to be resolved. The Claim has been sent to the Town's Insurer. File assigned to PM Law and discoveries are scheduled for the fall of 2017.
P. (Business) CV-15-122201-00		L02-033-15	The claim is for alleged construction deficiencies at 430 Coventry Hill Trail. The claimant claims that the Town failed to enforce the Ontario Building Code. The Town's insurers have retained the firm Loopstra Nixon to defend the matter. Discovery of the parties has been partially completed. File remains open.
D.C. CV-15-122039-001	March 21, 2014	L02-068-14	The claimant fell while walking on the sidewalk on Manchester Drive. PM Law has been retained on behalf of the Town. Discoveries will take place in the summer of 2017.
YMCA and TB SC- 15-123730-00	April 11, 2014	L02-16-074	CYFS is being Third Partied into an action as a result of the total loss fire of the Aurora United Church. The roofer is claiming that CYFS failed in its duty to put out the fire. File assigned to defense counsel.
GA	Oct 24, 2014	L02-16-073	The claimant alleges injuries as a result of striking construction material on Davis Drive while riding his bike. Town has denied this loss as it relates to VIVA NEXT Project. The claim is being defended by Loopstra Nixon. Discoveries are anticipated to take place in early 2018.

4. INSURANCE CLAIMS – NOT YET IN LITIGATION (The following files are being monitored by Legislative Services and, should a claim be served, it will be forwarded to the Town's Insurer to deliver a defence.)

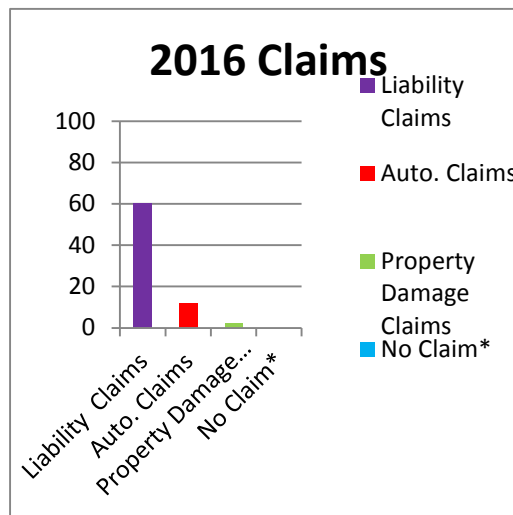
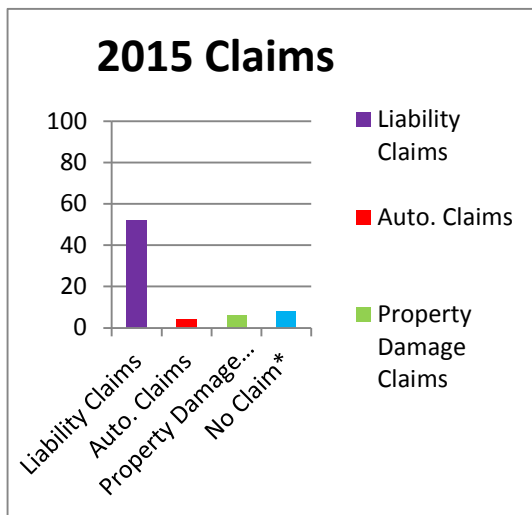
Claim	Date of Loss	Town File No.	Explanation
Slip & Fall	February 21, 2014	L02-031-14	The claimant fell while walking along Davis Drive at the intersection of Lorne Avenue. Claimant has retained council. Our adjuster is negotiating resolution of this claim. ON GOING.
Slip & Fall	March 19, 2014	L02-050-14	The claimant fell on Penn Avenue while walking to Maple Leaf Public School. Claim was denied. Denial letter sent. Town sanded/salted area prior to the fall.
Slip & Fall	March 28, 2014	L02-062-14	The claimant fell at the east entrance to the Magna Centre. File remains open and has now assigned to PM Law.
Slip & Fall	March 22, 2014	L02-065-14	The claimant slipped and fell on the sidewalk on Millard Avenue. Our adjuster is dealing directly with the claimant's lawyer.
Slip & Fall	March 20, 2014	L02-069-14	The claimant fell when walking on Lancaster Avenue. Our adjuster is dealing directly with claimant's solicitor in an attempt to resolve this claim.
Slip & Fall	August 21, 2014	L02-104-14	The claimant fell while walking along the sidewalk on Comfort Lane. Claimant has consulted a lawyer but not yet retained one. Our adjuster is dealing with the claimant.

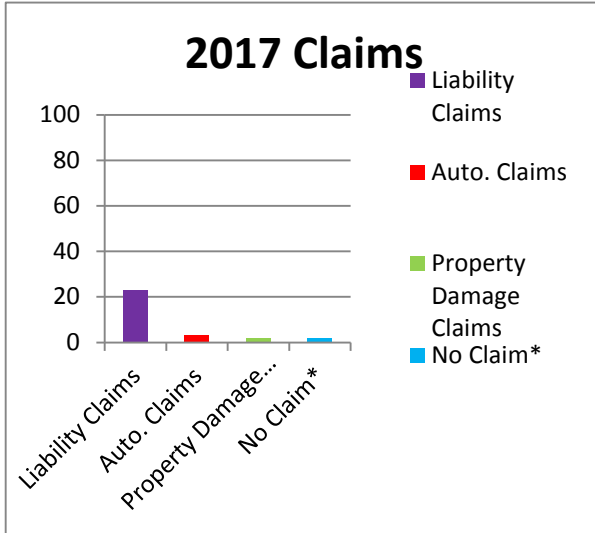
Claim	Date of Loss	Town File No.	Explanation
Slip & Fall	October 1, 2014	L02-125-14	The claimant fell at the intersection of Nicholson and Harry Walker. Our adjuster sent denial letter to claimant in April 2017. We have closed our file.
Slip & Fall	December 12, 2014	L02-137-14	The claimant fell outside of the Ray Twinney Centre. Our adjuster is dealing with third party solicitor. File remains open.
Fall from Ladder on Work Site	December 12, 2014	L02-139-14	The Claimant is an electrician and was working in the Old Town Hall when he fell from a ladder. Workers' Compensation matter. File closed.
AC	April 20, 2009	L02-15-044	Town received a notice letter for MVA that occurred on Mulock Drive and Yonge Street in 2009. File has been assigned to our adjuster to investigate.
TS	Jan. 14, 2016	L02-16-006	Claimant fell in a hole at the intersection of Yonge Street and Clearmeadow Boulevard. Hole was left there by contractor working on VIVA changes on Yonge Street. The Contractors' insurer is dealing directly with the injured party.
EC	April 15, 2016	L02-16-032	Notice letter received in regards to an MVA that occurred in Bradford. We have advised solicitor this is not within our jurisdiction and they should contact the Region or Bradford West Gwillimbury.
SL	March 25, 2016	L02-16-033	Claimant fell at the rear entrance to the Seniors' Meeting Place. Our adjuster is dealing directly with the injured party.
SW	April 13, 2016	L02-16-034	Claimant fell on a sidewalk at the Riverwalk Commons. The claimant has retained the services of Boland Howe. Our adjuster is dealing with this law firm currently. However, this file will need to go to defence in the near future as Boland Howe does not generally deal directly with insurers.
CR	Unknown	L02-16-038	Notice letter received about potential claim by an owner of a business on Davis Drive. Our insurer has been notified of the potential claim.
FS	April 28, 2016	L02-16-039	Notice letter received about a fall at the Davis Drive Plaza. Lawyer has been advised this is private property and has been provided with the owner's contact information.
AL	Feb. 19, 2016	L02-16-043	Notice letter received about a fall at the Riverwalk commons. The Town had no prior knowledge of this fall. The claim has been assigned to our adjuster to obtain the details of this fall.
TM	July 21, 2016	L02-16-047	Town replaced water meter that failed and flooded basement of claimant. Town dealt directly with claimant to resolve the matter.
RW	July 25, 2016	L02-16-051	Trip and fall at the intersection of Lorne and Davis. Open and ongoing.
HM	Aug 23, 2016	L02-16-052	Claimant fell through electrical cover in alleyway off Main Street. All covers have since been inspected. Claimant is represented and file assigned to defense counsel.
ER	Sept 3, 2016	L02-16-058	Claimant tripped fell over a mat at the entrance to restaurant on Main Street. Issue with the interlock in front of the building. File assigned to defense counsel.
SH & SM	Unknown	L02-16-064	Claims put forth by two residents in the Glenway area in regards to vibration damage to their homes. The developer was advised and has had the two properties inspected. The file remains open.

Claim	Date of Loss	Town File No.	Explanation
CF	Nov 11, 2016	L02-16-066	Claimant fell outside of a business on Mulock Drive. The claim has been denied as this is private property. The file remains open in the event legal proceedings are commenced.
HR	Dec 12, 2016	L02-17-007	Notice letter received from lawyer about serious MVA on Green Lane at Main Street. Letter sent to lawyer advising that Green Lane East does not fall within the boundary of the Town. File remains open pending legal action. Serious injuries involved.
HN	Jan 13, 2017	L02-17-008	Sewer back up Town put on Notice by homeowners insurer. We are currently investigating.
SN	Jan 15, 2017	L02-17-011	Town received Notice Letter putting the Town on notice for injuries resulting from a single vehicle MVA on 404 at Davis Drive. Letter sent to lawyer advising the Town has no jurisdiction over the 404.
MG	Feb 17, 2017	L02-17-012	Town received Notice Letter putting the Town on notice for injuries sustained in a fall at plaza at Green Lane and Yonge. Letter sent to lawyer advising the Town does not have ownership of this plaza.
DM	March 21, 2017	L02-17-016	The claimant slipped and fell on black ice in front of a clothing Donation box located in the Magna Parking lot. Claimant suffered a head injury.
Various claims	June 23, 2017	L02-17-030	Numerous properties affected by storm and sewer water as a result of rainfall during the evening of June 22 and into the day of June 23, 2017.

6. Insurance Claims History 2015-2017

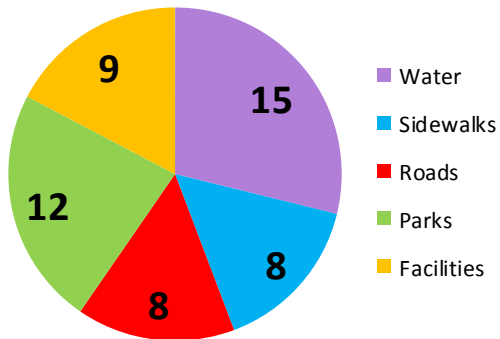
In 2015, the Town opened 52 claims. The number increased to 74 in 2016 however the number of significant claims was lower than 2015. YTD 2017 is trending in a very positive direction with no significant losses have been reported. A breakdown of the types and volume of claims by department is noted below:



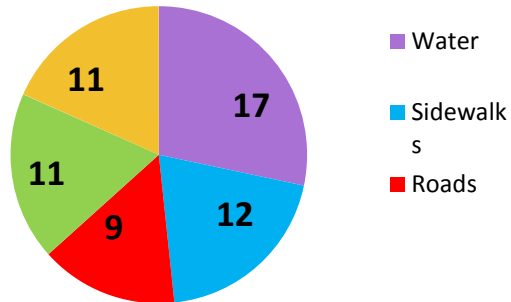


*No claim denotes those claims that were reported to the Town however there was no liability (fault) on the part of the Town, the claim was not within the jurisdiction of the Town or the claim was withdrawn.

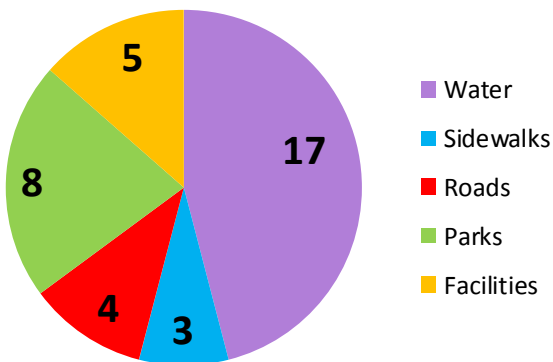
Liability Claims 2015 (52)



Liability Claims 2016 (60)



Liability Claims 2017 YTD (37)



- Water claims include sewer, water main or other claims associated with the Water/Wastewater Department activities.
- Sidewalk claims include claims involving injuries as a result of trip or slip and fall incidents that occurred on Town sidewalks.
- Road claims include claims that relate to road activities such as pothole claims, and claims involving Town road clearing equipment.
- Parks claims include incidents on Town trails, parks, as well as forestry issues.
- Facilities claims include any claims that occurred in or around Town facilities

We finished 2016 with 74 reported claims. While, up from 2015 this is partially as a result of the mild winter in 2015 and the return to somewhat normal winter conditions during 2016. The majority of the claims reported in 2016 were minor property damage claims that were resolved quickly with little or no money being paid out. The Town dealt with seven significant trip/slip or fall claims in 2016 down from eight in 2015 and 12 in 2014. These types of losses are generally the most significant in terms of both money and impact to the Town's insurance underwriting history.

On a very positive YTD 2017 the Town has had one reported trip/slip fall claim. This is very significant and can be attributed to the increased number of sidewalks being maintained in the winter by the Town, training of staff as to what to watch for that might lead to losses and continued pre winter and continued inspections of sidewalks, trails and Town facilities.

The Town has and continues to take a very proactive approach to managing our risks. Through inspections, training updating of parks signage and bylaws.

The Town most recently updated our Trail and park winter maintenance signs and has posted warning signs at several locations to warn the public of risks that are associated to particular activities in those areas. These include the River Walk Water Feature winter and summer, community rinks, Lock 3 on the Holland River and Coyote warning signs throughout the Town.

Training and information sessions continue to be conducted several times a year to provide staff with information on how to identify areas of risk and to address risk management concerns and trends.

The Town's Claim and Risk Analyst is also working the Town's insurer and adjusting company to identify municipal risk trends and to implement strategies to deal with those issues. Most recently, updating our parks signs to reflect winter activity and resulting changes to our Parks bylaw to reflect these changes.

The Town of Newmarket and our N6 partners recently entered into an agreement to extend our current Insurance Services Contract with our current provider BFL CANADA Risk and Insurance Services Inc. (BFL) for another 36 month term to expire December 31, 2019. This resulted in premium savings of approximately \$30,000.00. This renewal will continue to provide the Town with premium stability building on what we have developed with BFL since 2012.

The N6 entered into a new three year agreement with a new Adjusting firm Georgian Claims on January 1, 2017. This cooperative effort resulted in the Town receiving the best possible hourly rate that it could for our adjusting services.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

The recommendations support the *well-equipped* and *managed* objectives of the strategic plan by providing for the efficient management of litigation by and against the Town.

CONSULTATION

Legislative Services, Legal Services, Finance and Human Resources were all consulted in the preparation of this report.

HUMAN RESOURCE CONSIDERATIONS

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

BUDGET IMPACT

Any proposed settlement payment by the Town not covered by the Town's insurance policy will be brought to Council for approval.

As a reflection of the increasing number of matters included within this litigation report which are not defended through our insurer, the Joint CAO / Commissioners, Corporate Services Report, Financial Services – 2017-29 dated May 4, 2017 identified the legal services consulting budget as an extraordinary item for the 2018 budget.

CONTACT

For more information on this report, please contact: Paul Voorn, Associate Solicitor at Ext. 2436, or John Quinn, Claims & Risk Analyst at Ext. 2212.



Paul Voorn, B.A. LL.B. (Hons.)
Associate Solicitor, Legal Services



for Karen Reynar, B.A., LL.B.
Director, Legal Services/Municipal Solicitor



Lisa Lyons, Director, Legislative Services /
Town Clerk



Esther Armchuk, B.A. (Hons.), LL.B.
Commissioner, Corporate Services



John Quinn
Claims & Risk Analyst



July 7, 2017

**CORPORATE SERVICES – PROCUREMENT SERVICES DEPARTMENT
INFORMATION REPORT 2017-30**

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

SUBJECT: Report on Call for Bids

ORIGIN: Acting Manager, Procurement Services

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

COMMENTS

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

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

This report covers the time period from January 16, 2017 to June 30, 2017.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

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

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

CONSULTATION

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

BUDGET IMPACT

None


CONTACT

For more information on this report, contact:

Sharon Jones, Acting Manager, Procurement Services, extension
2354.



Sharon Jones, CPPB
Acting Manager, Procurement Services



Esther Armchuk
Commissioner, Corporate Services

sj

APPENDIX A

Call for Bids Awarded Exceeding \$250,000.00 by C.A.O. (from January 16, 2017 to June 30, 2017):

Purchase Order Number	Type	Supplier Name	Report Date	Report Amount	Report Number	Contract Description	Approved By
N/A	P-card	Swish Maintenance Ltd.	May 12, 2017	\$362,969.04	2017-10	Custodial Supplies	CAO
31252	OW	Dependable Truck and Tank Ltd.	March 20, 2017	USD \$1,097,900.80	2017-12	Rescue Pumpers (2)	CAO
30972	OB	Pave Krete Construction	March 29, 2017	\$543,000.00	2017-13	Sidewalk and Curb Replacement	CAO
31034	OW	Forest Contractors Ltd.	April 10, 2017	\$722,354.97	2017-16	Lundy's Lane & Carlson Dr. Road Rehabilitation	CAO
TBD	TBD	Avocette Technologies Inc.	April 3, 2017	\$402,129.00	2017-17	Land Use and Permit Tracking	Acting CAO
31028	OW	Currie Truck Centre	April 20, 2017	\$399,764.00	2017-18	7 Ton Trucks (2)	CAO
31251	OB	Bi-View Building Service Ltd.	April 20, 2017	\$265,100.00	2017-20	Fencing and General Park Maintenance	Acting CAO
31179	OW	Danval Construction Company	April 10, 2017	\$1,661,000.00	2017-22	Ray Twinney Roof	Acting CAO
N/A	P-card	Novexco Inc.	June 5, 2017	\$300,000.00	2017-25	Office Products	CAO

Emergency Purchases Exceeding \$50,000.00 (from January 16, 2017 to June 30, 2017): - none for this period

Single or Sole Source Purchases (from January 16, 2017 to June 30, 2017):

Purchase Order Number	Type	Supplier Name	Order Date	Amount	Contract Description	Approved By
30991	OP	All Traffic Solutions	April 28, 2017	\$65,041.48	Solar Powered Pole Mounted Radar Signs	CAO
30147	SO	Imaginate Inc.	May 5, 2017	\$13,800.00	Organizational Review of Corporate Services	Acting Commissioner
31198	OC	Perkins & Will Canada	June 27, 2017	\$18,000.00	Architect for Magna Southlake Cardiac Clinic	CAO
N/A	P-card	Spectral LV Lighting Systems	May 1, 2017	\$29,950.00	Bridge and Waterfall Lighting	Acting CAO