



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

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

Q2 2018 Municipal Administration and Management Information Report

Report Number: **2018-05**

Department(s): Innovation and Strategic Initiatives

Author(s): Cindy Wackett

Date: August 20, 2018

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

Executive Summary

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

Council Strategic Priority	Report / Memorandum	Report #
Community Engagement	Customer Services Information Report	2018-11
	Corporate Communications Performance Report	2018-Q2
Efficiency / Financial Management	Corporate Policy Approvals	Briefing Note
	Q2 2018 - Grant and Allocation Funding Activity	2018-18
	Capital Projects Status Report – Q2 2018	Memo
	Q2 Operating, Capital, Water & Wastewater, Storm Water and Investment Summary	2018-29

Purpose

This quarterly information report streamlines routine and regular operational information reports to Council amongst municipal departments.

Background

This approach to streamline communications and information flow to Council was introduced in 2015 as a continuous improvement initiative to improve administrative efficiency for quarterly, semi-annual and annual information reports.

Discussion

Customer Services: The attached and linked second quarter report provides information on trends and results by ward and town wide for service requests captured through the Town's CRM system.

Corporate Communications: Information regarding corporate performance and support for internal and external communications needs for client groups within the Town and media relations support.

Financial Services: Reporting quarterly results on operating, capital, water, wastewater and storm water budgets, as well as the investment summary, serves to inform Council on financial matters affecting the delivery of municipal services.

Innovation & Strategic Initiatives:

- Information provided on government and agency grant funding activities and allocations that assist with funding capital projects and operating expenses where eligible, and reductions to draws from the Asset Replacement Fund serves to assist Council on financial relief toward capital and operating budgets.
- The briefing note provides Council with a summary of policies approved under the authority of the Chief Administrative Officer.

Development & Infrastructure Services: A brief summary and status of Capital Projects of interest to Council.

Legal and Legislative Services: This joint report summarizes the current Local Planning Appeal Tribunal (LPAT), litigation and insurance matters involving the Town.

Conclusion

Departments are beginning to include information on any trends to inform Council on increasing operating demands and changing service needs for decision-making purposes on administrative matters and budget requests as appropriate.

Business Plan and Strategic Plan Linkages

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

Consultation

This report and contents have been prepared in consultation with the Strategic Leadership Team and members of the Operational Leadership Team.

Human Resource Considerations

This report has no immediate impact on staffing levels.

Budget Impact

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

Attachments

All attachments are linked in the above chart.

Contact

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

Approval



Robert N. Shelton
Chief Administrative Officer

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



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Community Services - Customer Services Department Information Report

Report Number: 2018- 11

Department(s): Customer Services

Author(s): Hayley Fryer, Supervisor, Customer Service Kiosks, Jamie Boyle, Supervisor, Customer Service Centre

Date: August 7, 2018

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

COMMENTS

Purpose

The purpose of this report is to provide Members of Council with the 2018 - second quarter trends and results by ward and town wide.

Background

The Customer Service Department provides Members of Council with the quarterly reports each quarter annually.

Discussion

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:

- The second quarter saw the update, installation, implementation and transition of both our CRM and our telephony software.
- Service requests, as a percentage of total calls, are increasing compared to Q2 – 2017 rates;

- Total call volumes are trending downward while counter, and social media contacts continue to increase;
- Request for Parking Enforcement (350) is the highest type of service request across the whole Town of Newmarket in the second quarter, followed by Property Standards complaints (316) and Boulevard Tree service requests (176) respectively;
- Wards 3, and 7 have higher volumes of requests for Parking Enforcement than the other wards;
- Sod damage requests were seasonably high in the second quarter (163) due to an unexpected spring snowstorm in April.
- “Enhanced services” transactions at the Magna and RTRC CS Kiosks continue to increase. During the 2nd quarter of 2018, there was a 36.2% increase in the number of transactions compared to the 2nd quarter of 2017. The majority of these transactions are tax payments.
- Customer Service Kiosks have seen an increase of 3,146 “counter” interactions from Q2 2017. This increase can be generally attributed to increased traffic at the Magna Centre since the Fitness Centre opened in January 2017. The largest driver of this increase is “member check-ins” resulting from Fitness Centre members taking advantage of the other amenities included in their membership (pool access, fitness classes etc.)

Conclusion

Customer Service remains committed to providing Council with the most recent call trends and statistics for their respective wards and the Town of Newmarket as a whole.

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

Attachments

Q1 - Top 5 Service Requests by Ward

Q1 - Top 5 Service Requests Town Wide

Q1 – Customer Service Kiosk Contacts 2017 vs. 2018

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).

Approval



Hayley Fryer, Supervisor,
Customer Service Kiosks



Jamie Boyle, Supervisor,
Customer Service Centre

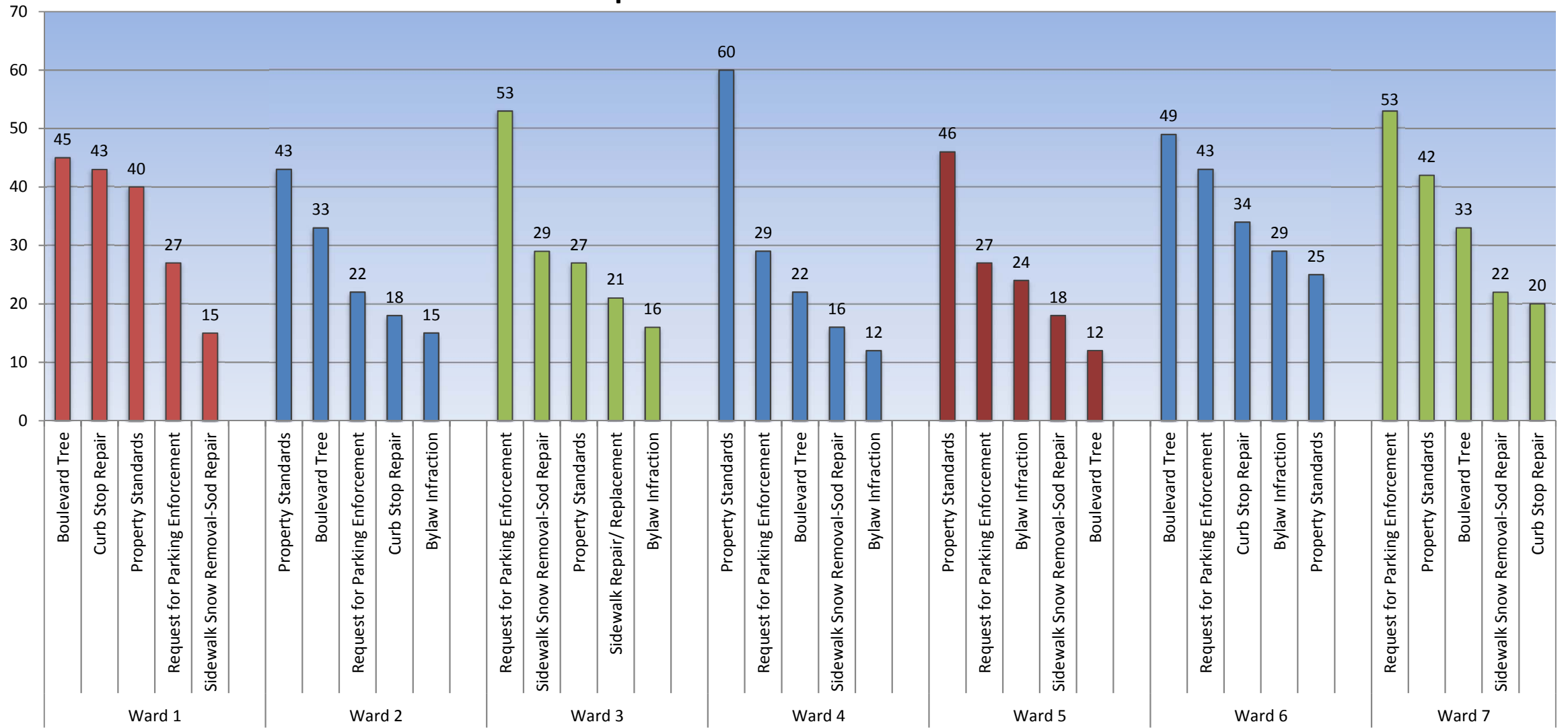


Bonnie Munslow, Manager,
Corporate Customer Service

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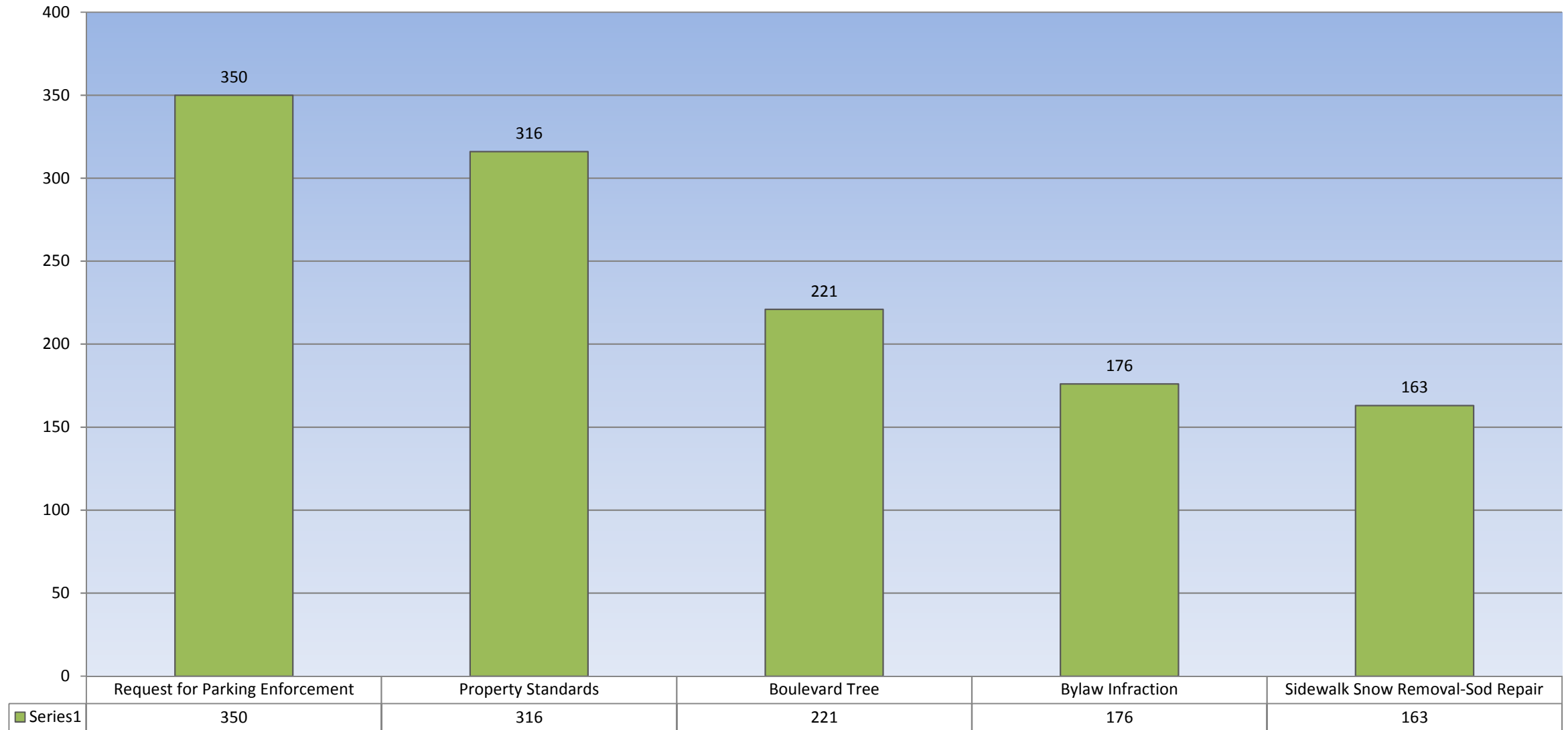
Ian McDougall, Commissioner,
Community Services

Top 5 Service Issues By Ward Apr 2018 - Jun 2018



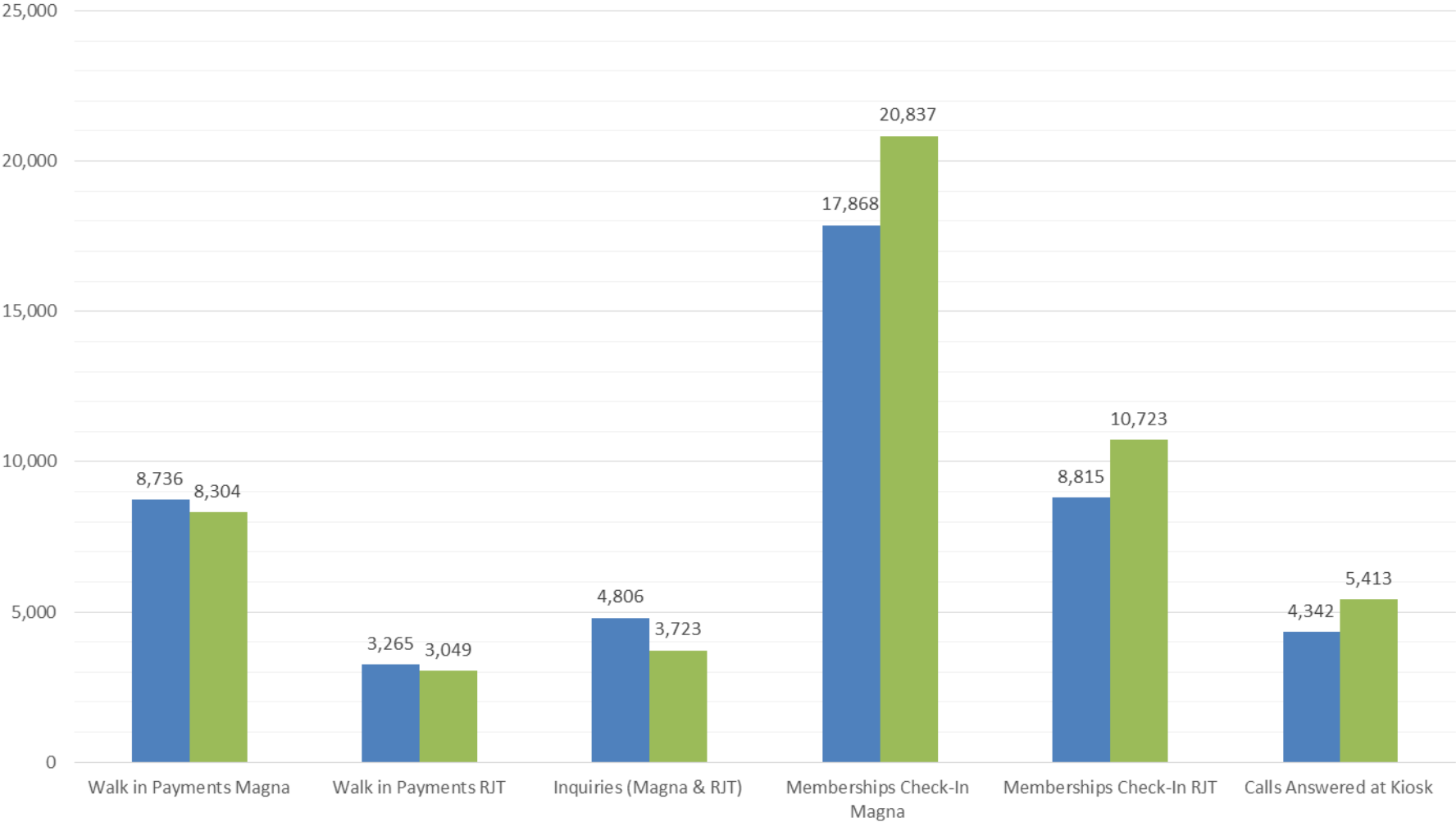
Town Wide Top 5 Service Issues Apr 2018 - Jun 2018*

* As of June 30, 2018



Q2 Customer Service Kiosk Contacts 2017 vs. 2018

■ 2017 ■ 2018





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Office of the CAO/Corporate Communications

Performance Report: 2018 – Q2

To: Mayor Van Bynen and Members of Council

Copy: Bob Shelton, CAO and members of SLT

Subject: Corporate Communications Quarterly Report: Q2 – April 1 to June 30

Origin: Office of the CAO/Corporate Communications

Date: August 1, 2018

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

Comments

Corporate Communications produces quarterly reports to keep Council and senior management informed on how the department is performing and supporting the communications needs of each client group within the Town. This report will provide an overview of the Corporate Communications department's performance from April 1 to June 30, 2018.

Background

- **The role of Corporate Communications**

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

The Communications department is responsible for working with client groups to create and execute strategic communications plans, programs and deliverables intended for both internal and external audiences. Crisis communications, issues management, public education and engagement, brand management and reputation management are managed by the department. Corporate Communications also oversees the Town's digital channels, including social media and our website.

- **Supporting Council's Strategic Priorities**

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

External Communications:

- **Key Projects**

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

- **April ice storm** – PSA's, social media and web content, media relations, media tracking
- **Mayor's Chamber of Commerce lunch** – presentation and notes support, media relations
- **Clock Tower development** – media release, social media and web content, drafting key messages, coordinating media calls and interviews, media tracking
- **Envi Launch** - event coordination, speaking notes, key messages, media release, media relations at event, media interviews and media tracking
- **Bee City Canada event** – event coordination, social media and web content, speaking notes, media release, media calls and interviews, media tracking
- **"Safety Starts with You" video series** – script writing, graphic design, production with vendor, PSA, event coordination (preparing files for Moonlight Movie screening), social media and web content, advertising
- **Active Transportation and Road Safety Congress** – speaking notes, key messages, advertising, graphic design materials
- **Traffic Mitigation Strategy Survey** – survey content, promotion, print ads, social media campaigns. 191 residents took the survey.
- **Frank Stronach Splash Pad opening** – media advisory, support with graphics and signage, support with event coordination, speaking notes, social media and web content, media relations, media calls and interviews.
- **National Public Works Week** – media release, event support, public education efforts on internal and external PWS related projects

Other Key Projects included:

- PSA's social media/web content to notify public that flags were at half-mast and lighting proclamations had been made for the Humboldt and Toronto tragedies in April; to notify of the passing of former Mayor Robert Forhan in June
- Issuing multiple PSA's on cooling facilities in Newmarket
- Support for Touch-a-Truck event
- Social media and web content, as well as media relations for May 4 rain storm
- Launch of new battery recycling program

- Support with the 2018 Municipal Election graphics and materials
- Support with finalizing Corporate Protocol Policy
-

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, 2018:

- Recreation Playbook/Hollingsworth Community Open House
- Community Report/Community Report Survey
- Digital Engagement working group for Hey Newmarket digital platform
- Launch of “Where Work Meets Play” Economic Development Blog

Media Relations

From April 1 to June 30, 2018, the Communications department issued the following to the media:

- 8 Media Releases
- 10 Media Advisories
- 9 Public Service Announcements
- 6 Central York Fire Services Incident Reports
- 1 Community Event Listing
- Total number of news stories generated as a result of media releases: 30

Media Relations and Issues Management:

From April 1 to June 30, 2018 Corporate Communications helped manage a number of issues. Successful management may include: a satisfied end user, a positive story from a negative event, a new and/or improved relationship, or an issue that had the potential to generate significant stakeholder interest but was identified and addressed quickly. At a high level, these issues include – but are not limited to the following (which are in no particular order):

- April ice storm
- Clock Tower development
- Sunshine List
- New hotels in Newmarket
- Soofa Benches

External Publications and Advertising

The Communications department produced the following external communications pieces from April 1 to June 30, 2018:

- **2016/2017 Community Report: There's a Place for you here** - The Communications department produced the 2016/2017 Community Report "There's a Place for you here" in-line with the Marketing the Corridors campaign. The Report captured highlights over an 18-month period and reinforced the Marketing the Corridors branding. Reports were issued to Mayors and CAO's of neighbouring municipalities, community and business partners, and other key stakeholders. The Report is also available online. A media release was issued and social media and web content were created to promote the Report.
- **Snapd ads** - The Communications department wrote monthly content for snapd featuring large scale initiatives throughout the Town and ways for residents to Get Involved in Town programs or events. Three content pieces were created in Q2.
- **Construction Corners** – The Communications department worked with the Engineering department to design and edit bi-weekly Construction Corner newsletters for construction projects on Queen Street, Park Avenue and Gorham Street.
- **Traffic Brochure** – The Communications department worked with Engineering to produce an updated traffic brochure with new information about the Town's Traffic Mitigation Strategy and other initiatives.
- **Newspaper ads** – The Communications department worked with various departments within the organization to produce ads for the Town. Ads included notices of PIC's, statutory ads and event promotion.

Reoccurring deliverables:

Town Page

- Frequency:
- Reach: 28,000
- Potential impressions: 84,000

Newmarket Now e-newsletter

- Frequency: 4 (one in April, two in May and one in June)
- Reach: 3,160 residents subscribed

Downtown Dish e-newsletter

- Frequency: 1
- Reach: 1,783 subscribers

Digital Communications

Website: April 1 to June 30

- Number of Sessions: 193,202
- Page Views: 439,961

Media Release Section

- Posted Media Releases: 20
- Page views: 491 (60 increase over Q1)

Social Media: April 1 to June 30, 2018

Facebook

- Total Fans: 5,251 (increase 6.8 per cent over Q1)
- Total Engagements: 10,200
- Total Impressions: 776,900 (increase 144,978 over Q1)
- Total Posts: 121 (increase 3.4 per cent over Q1)

Twitter

- Total Followers: 12,500 (increase in 4 per cent over Q1)
- Total Engagements: 7,899 (989 increase over Q1)
- Total Impressions: 490,800 (141,123)
- Tweets Sent: 460
- Re-tweets: 493 (increase 33 Tweets)

Instagram

- Total Followers: 3,426 (337 increase)
- Total Engagements: 10,200
- Total Posts: 73
- Likes received: 3,912

MyWaste App

- Total Users: 10,199 (797 users gained since March 31, 2018)
- Website Application Users: 2,901
- Resident Interactions: 62,639
- Subscribers: 7,680

Out of the 10,199 users using the My-Waste app, 71 percent accessed the My Waste application through the app (downloaded onto their phone) and 29 percent accessed the My-Waste application at newmarket.ca/wasteandrecycling

For content page views on the app and web application, there were a total of 7,621 content page views – 3,959 content pages were accessed through newmarket.ca/mywaste

Internal Communications

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

- **Spring Coffee with the CAO/Newmarket Minute** – organization of event at the Municipal Offices – coordinating booths, event logistics, signage and communication.
- **NewsMarket** internal newsletter – Spring 2018 edition
- **Town Central** – continual updates and training
- **HR initiatives** – Working with the Human Resources department on communications planning regarding the Talent Management Strategy, Diversity and Inclusivity initiatives and Benefits survey.
- Corporate Communications hosted a **York Region Communicators working group** meeting to share ideas, best practices and success stories with communications departments in the N6.
- **National Public Works Week** – support of internal event coordination including Celebration of Life ceremony at the Operations Centre
- Support for **CAO communications**



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Briefing Note

Corporate Policy Approvals

Department(s): Innovation and Strategic Initiatives

Author(s): Cindy Wackett

Date: August 25, 2018

Purpose

The purpose of this briefing note is to provide the Chief Administrative Officer with information to report to Council regarding policies approved under the authority of the Chief Administrative Officer as delegated by Council on Corporate Policy Approval Framework Policy CAO.1-06.

Discussion

Background

In 2014, a review of corporate policy was initiated as a joint project between Legislative Services and Strategic Initiatives. The result included the delegation of authority and responsibility to the Chief Administrative Officer to approve, in general terms, internally focused administrative policy affecting employees and processes of an operational nature as per Council's adoption of the Corporate Policy Approval Framework (CAO.01-06).

In early 2018, staff created AODA compliant policy and procedure templates to ensure all policy documents posted on the website are compliant with AODA legislation requirements. Section headings of the policy and procedure documents have been refined. The creation of new policy documents and revisions to existing policies shall use the new templates for consistency in communicating Council and CAO approved policy.

In 2017, the Human Resources department identified a list of policies to be reviewed and/or updated in the Corporate Policy library listed on the employee intranet (Town Central) and Town website. Staff consulted with the Employee Relations and Internal Communications (ERIC) Policy Sub-committee, the Operational Leadership Team (OLT) and Strategic Leadership Team (SLT) to update the identified policies. Consequently and in accordance with the Council approved Corporate Policy Approval process and Corporate Policy

Approval Framework(CAO.01-06), staff are reporting the following policies approved by the CAO between January and June of 2018 and is being reported to Council in the summary table below for information purposes.

Table 1: Summary of CAO Approved Policy Activity – Jan. to June 2018

Policy Title	Policy #	Approval Date
* Pregnancy Leave	HR.11-02	March 03, 2018
* Parental Leave Policy	HR.11-03	March 03, 2018
**Special Events Protocol	CAO.3-02	April 17, 2018

- * - Denotes existing policy revised
- ** - Denotes new policy

Conclusion

Corporate policies approved by the CAO under delegated authority will be communicated to Council on a quarterly basis via the CAO's Municipal Administration and Management Information Reports.

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

Attachments

N/A

Contact

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

Approval



Bob Shelton, Chief Administrative Officer

e-copies: Strategic Leadership Team
Operational Leadership Team



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Q2 2018 - Grant and Allocation Funding Activity Information Report

Report Number: 2018-28

Department(s): Innovation and Strategic Initiatives

Author(s): Cindy Wackett

Date: August 10, 2018

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

Purpose

This information report serves to provide Council with an update on government and agency grant funding activities for the second quarter (Q2) of 2018 ending June 30, 2018. Appendix A – Q2 2018 Grant and Allocation Funding Activity chart attached, summarizes the status of active grant applications.

Background

Since 2016, focused efforts toward grant funding research and application submissions has been a priority in financing Newmarket's capital projects and furthering Council's Strategic Priorities. In February 2018, the Grant Coordinator contract position was filled building greater capacity for continued efforts researching and applying for new grant funding opportunities and meeting stringent government and agency reporting timelines.

Discussion

Staff were successful in leveraging one new grant opportunity in the second quarter of 2018 totaling a maximum of \$339,000 in funding. Newmarket continues to receive funding from 13 other active Federal, Provincial, and Regional grants.

Other revenue sources funding various 2018 projects include allocations through the Federal Gas Tax (\$2,547,375.69 - funding road rehabilitation projects) and the Ontario Community Infrastructure Fund (\$979,889.53 - asset management initiatives and select capital projects).

Staff have submitted 11 grant applications so far in 2018 with research on 6 other grant applications being conducted. Two grant applications have been rejected with seven submitted applications pending in 2018.

Conclusion

Government grant funding and allocations provide relief to the capital and operating budgets where eligible and reduce future draws on the Asset Replacement Fund. Staff will continue to be proactive, researching and applying for government and agency funding opportunities and updating Council quarterly on grant funding activities.

Business Plan and Strategic Plan Linkages

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

Consultation

This Report is being concurrently circulated to the Strategic and Operational Leadership Teams.

Human Resource Considerations

There are no impacts on Human Resources as a result of this report.

Budget Impact

Successful grant applications through upper tier government and agency funding programs provides financial relief to the Town's operating and capital budgets.

Staff are currently leveraging over \$3.8 million in grant funding and \$3.5 million in allocation funding in 2018 toward municipal projects.

Attachments

Appendix A – Q2 2018 Grant and Allocation Funding Activity

Contact

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

Approval

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

Peter Noehammer, Commissioner
Development and Infrastructure Services

e-copies: Strategic Leadership Team
Operational Leadership Team

**Appendix 'A' to Information Report 2018-28
Q2 2018 Grant and Allocation Funding Activity**

Federal Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Clean Water Waste Water Fund	March 2020	\$3,757,250	\$2,493,750	\$1,263,500	Funding 9 water projects throughout the municipality	Various projects underway. Quarterly claims being submitted for pay out
Canada 150 Community Infrastructure Fund	April 2018	\$113,903.28	\$56,952.64	\$56,950.64	Seating renovation at Newmarket Theater	Approved. Work to be completed summer 2018
Municipalities for Climate Change Program	August 2017	\$127,000	\$90,000	\$37,100	Consultant to conduct feasibility study on the implementation of Newmarket's Efficiency Energy Retrofit (NEER) Program (GHG emission & energy consumption reduction program for residential buildings) directed at Newmarket residents, targeting a 40% reduction by 2031. (Community Energy Plan implementation)	Approved
Municipalities for Climate Innovation Program	October 2017	\$231,432	\$175,000	In-kind only	Macro SWM economic study	Approved
Total \$\$		\$4,229,585.28	\$2,815,702.64	\$1,357,550.64		

Regional Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Pedestrian and Cyclist Municipal Partnership Program	June 2018	\$678,173.10	\$339,086.55	\$339,086.55	Multi-use pathway for Davis Drive (opposite Bulmer Crescent) to Bathurst north to Woodspring Avenue	Approved. Exact grant amount to be determined in coordination with York Region
Total \$\$		\$678,173.10	\$339,086.55	\$339,086.55		

Provincial Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Main Street Revitalization Fund	April 2018	TBD	\$104,097.46	TBD	Main Street Garbage Solution	Approved. Project costing underway.
Safe Cycling Education Fund	March 2018	\$6,837.60	\$6,837.60	Nil	Purchase and distribution of 1680 bicycle lights and safe cycling literature for interested community residents	Approved. Lights to be distributed at community events
Community Museum Operating Grant	June 2017	\$15,913	\$15,913	N/A	Operating costs	Funding approved for 2018
Ontario Municipal Commuter Cycling Program	September 2017	\$2,048,876	\$290,659.89	\$1,639,101	Cycling Infrastructure projects – 7.06km on-road (Harry Walker, Woodspring and Main St.); 4.33km off-road (Mulock Dr. and Bathurst St. to Yonge Trail)	Approved
Ministry of Environment and Climate Change Grant	December 2017	\$105,368	\$46,530	\$59,107 in kind	Co-Creation Wayne Waratah	Approved
Partners in Climate Change Action Grant	January 2017	\$175,244	\$144,472	\$30,772 in kind	Stormwater Utility Fee research project	Approved
Total \$\$		\$2,352,238.60	\$608,509.95	\$1,728,980		

Other Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Lake Simcoe Regional Conservation Authority	January 2017	\$15,000	\$15,000	Nil	Ray Twinney – Sr. Enviro Coordinator salary	Approved. RFP process underway.
Lake Simcoe Regional Conservation Authority	November 2017	\$55,240	\$27,620	\$27,620	Queen Street	Approved
Total \$\$		\$70,240	\$42,620	\$27,620		

Funding Allocations

Funding Program	Allocation	Project Description(s)	Status
Federal Gas Tax Allocation	\$2,547,375.69	Various municipal road work projects	Payments to be received in July
Ontario Community Infrastructure Fund	\$968,709	\$200,000 for Asset Management Program \$768,709 for Queen Street Reconstruction	Quarterly Transfer Payments
Total Allocation \$\$	\$3,516,084.69		
Total Grant \$\$	\$3,805,919.14		
Total Allocation & Grant \$\$	\$7,322,003.83		



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

TO: Mayor
Members of Council

FROM: Peter Noehammer, Commissioner, Development & Infrastructure Services

DATE: July 31, 2018

RE: Capital Projects Status Report – Q2 2018

Attached to this memorandum is a brief summary of Development & Infrastructure Services Capital Projects and their status as at the end of the second quarter of 2018. 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,

P. Noehammer,
Commissioner, Development & Infrastructure Services

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
2018 Q2 Capital Projects Status Report

Project Name	Area Responsible	Total Budget	Start Date	Completion Date	Council Update
Water Meter Replacement Program	PWS - Water	\$10,000,000	Q4 2018	Q2 2021	Currently in contract negotiations with the selected vendor.
Land Use & Building Permit Tracking System	Building	\$1,000,000	Q2 2017	Q1 2019	The new system will be launched into full production in Q2 2019.
Queen Street Reconstruction	Engineering	\$4,400,000	Q3 2017	Q3 2018	Water and sanitary mains have been substantially completed. Entire project will be completed in September 2018.
Davis/Bathurst St. Sidewalk & Lighting	Engineering	\$1,550,000	Q2 2019	Q3 2019	Design completed. Construction will start in Q2 2019
Millard, Church and Elm St. Reconstruction	Engineering	\$2,400,000	Q2 2019	Q4 2019	Project will start late spring 2019 with anticipated completion date of November 2019.
Community Splash Pad / Recreation Playbook Implementation	Engineering	\$1,013,000	Q2 2019	Q3 2019	Arkinstall park splash pad design is underway, construction will start in Q2 2019
Glenway Park Development	Engineering	\$1,400,000	Q2 2018	Q2 2019	Construction underway
George Richardson Park North	Public Works	\$475,000	Q3 2018	Q4 2018	Currently finalizing the design
Haskett Park Trail & Breathing Space	Engineering	\$2,100,000	Q3 2018	Q3 2020	Breathing space is to start fall 2018, trail is to start summer 2019
Magna Centre Roof Replacement	PWS - Facilities	\$950,000	Q3 2017	Q4 2018	Contract awarded in July, anticipated completion by October 2018
Wayne/Waratah SWM Facility	Engineering	\$600,000	Q2 2018	Q3 2019	1st phase will be completed in August 2019
Zoning Bylaw Update (Urban Centres Zoning By-law)	Planning	\$300,000	Q1 2017	Q3 2018	Final bylaw going to Council for approval in September 2018.
Mulock GO Station Secondary Plan	Planning	\$250,000	Q2 2018	Q3 2019	Currently in phase 1 of 6.

Projects Completed			
Artificial Turf	Engineering	\$1,200,000	Completed in Q1 2018
Mosaik Park Development	Engineering	\$700,000	Substantially completed
Community Splash Pad	Engineering	\$1,500,000	Frank Stronach Park splash pad completed
Road Resurfacing 2017	Public Works	\$1,300,000	Completed July 2018
RJT Facility Improvement	Public Works	\$2,865,000	Completed
Mobility Hub Study	Planning	\$300,000	Completed in May 2018 with cost fully covered by Metrolinx.
Projects Deferred to Future Years			
National Homes Park Development	Engineering	\$1,040,000	Project pending development completion
Committee Budgets			
Community Centre Land	Committee	\$499,294	
Community Centre Land Parking Study	Committee	\$300,000	Report to Council in 2019
Intelligent Downtown Parking Solution	Committee	\$200,000	Committee is reviewing a number of approaches
Asset Management Strategy Implementation	Committee	\$496,400	Manager of Asset Management now hired; multi year work plan



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Q2 Operating, Capital, Water & Wastewater, Storm water and Investment Summary Information Report

Report Number: 2018-29

Department(s): Financial Services

Author(s): Mike Mayes, Director, Financial Services

Date: August 3, 2018

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

Executive Summary

See below

Purpose

The purpose of this report is to advise on the results of the operating, capital, water, wastewater and storm water budgets, as well as the investment summary at the end of June 30, 2018.

Background

To provide information regarding second quarter results of 2018.

Discussion

Tax Supported Operating Budget

At the end of the second quarter of 2018, revenues were below budget by \$615,000, while expenditures were lower than the budget by \$2.9 million. The main areas contributing to these variances were Central York Fire Services, Development & Infrastructure Services and General Government.

In Development & Infrastructure Services, the favorable variance in operating expenditures continues to be driven by vacant positions of approximately \$500,000 in the areas of Building Services, Asset Management, Public Works, and Engineering. In addition, \$1.4 Million is related to various services, typically described as annual maintenance programs, which generally do not start until the second and third quarter. Unfavorable revenue variances are being driven by lower draws from reserves resulting from the timing differences associated with annual programs on the expense side. Partially offsetting this is higher planning fees and favorable solid waste contract costs.

In General Government the favorable revenue variance is due to higher interest revenue on our bank balances, as well as lower tax write-offs than budget. It is too early to predict the year-end position of the tax write-offs.

In Community Services, revenues and the corresponding expenses are both higher at the end of the second quarter. However, ice-booking revenue missed the revenue target by \$80,000 in the first quarter and is expected to be below budget by almost \$180,000 by the end of the year. The revenue target was aggressive and will be reviewed during the 2019 budget process. Leasing revenue is also expected to fall short of the revenue target by \$35,000 due to vacated premises. Higher anticipated fitness, seniors, and general program revenue is expected to offset these shortfalls. The main driver for higher expenses is the impact of Bill 148. The estimated impact on wages for six months is \$145,000. With the additional staff required over the summer to run programs and camps, the year-end impact is anticipated to be in the range of \$350,000 to \$375,000.

Property tax revenues are slightly higher than budget due to the timing of Payments-in-Lieu.

Central York Fire Services

While Central York Fire Services is going in to their third year without a new collective agreement, salaries and benefits have been accrued at the budgeted level. Even so, wage related expenses are below budget, as the four additional firefighters were only hired in June, the Information Technology position is only effective August 13th, and overtime is tracking lower at this point. The wellness program has stalled for the moment which will result in lower expenditures this year.

Some expenses are anticipated to be over budget at the end of the year – janitorial supplies, medical oversight, and the contingency account, but CYFS will be looking to offset these unfavorable variances. More information is contained in CYFS Budget Report – Second Quarter 2018-30, which will be presented to JCC at their next meeting.

Newmarket Public Library

The second quarter results will be presented to the Library Board on September 12, 2018. There are no significant year-to-date variances nor are there any areas where the budget is not projected to be met.

Capital

Approximately \$6.4 million (11.4%) of the \$56.2 million in budgeted capital expenditures was spent at the end of the second quarter on a variety of projects, including a deposit on the purchase of the Mulock Farm property. The activity level of construction-related expenditures is increasing with the favourable weather conditions. Additional information on Development & Infrastructure projects is included in the July 31st memo to Council.

Water, Wastewater and Storm Water Budgets

At the end of the second quarter, revenues are lower than budget by \$904,000 while expenditures are lower by \$1,300,000. While revenues from the sale of meters, bulk water sales and stormwater charges (timing) are higher than budget, revenues are under budget overall. Consumption is lower due to conservation and periods of extremely wet weather. In addition, transfers from the asset replacement fund are matched with program expenses which have only just begun.

Trends

The implementation of Bill 148, Fair Workplaces, Better Jobs Act is having a significant impact on wage related expenses. In the first half of the year, the impact in Recreation alone was over \$134,000. According to the Town's estimate, the direct impact of the new legislation in 2018 will be \$955,000. The budget, based on a 5-year phase in, includes \$280,000, which is included in General Government. The remaining \$655,000 will be funded from operational savings and reserves.

Investments

Active investments:

The investment summary for the six months ended June 30, 2018 (attached) provides details of all investments held as at this date. None of our investments are subject to any variance between initial cost and market value.

The average weighted yield was 2.18% compared to a weighted average benchmark of 1.93% for the period. We earned incremental income of \$75,628 all of which was transferred to the Tax-Supported Operating Fund. As this amount was less than the \$87,500 which was approved by Council in the 2018 budget, no amount was allocated to the Reserve Funds.

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

\$9,887,452 (15.5%) in non-traditional investments
\$54,082,164 (84.5%) GIC's with major banks
\$29,174 (0.0%) loan to an external party

Of the \$54 million in GIC's, \$14 million are secondary market GIC's. These are GIC's bought back from clients who need to get out of their non-cashable GIC's before maturity and purchased by the Town through our investment broker – Royal Bank of Canada – often with better yields than regular GIC's. Interest on these GIC's is reported based on their effective yield, in accordance with Public Sector Accounting Standards. This means the Town reports interest over the course of the GIC's term instead of recognizing it all when it matures.

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

Passive investments:

In addition to the active investments noted above, CIBC has paid the Town \$459,228 in interest on our bank accounts. These funds currently earn interest at an annual rate of 1.95%.

Conclusion

See above

Business Plan and Strategic Plan Linkages

This report links to Newmarket's key strategic directions in being Well Managed through fiscal responsibility.

Consultation

Comments were received from all departments and the Strategic Leadership Team has reviewed the report.

Human Resource Considerations

Not applicable.

Budget Impact

It is still somewhat early to forecast year-end results. Some gapping is expected to continue, but there will be pressure on wage related expenditures due to the Fair Workplaces, Better Jobs legislation.

Attachments

2018 Second Quarter Operating Results (1 pg.)

2018 Second Quarter Capital Expenditures (1 pg.)

2018 Second Quarter Water, Wastewater and Stormwater Operating Results (1 pg.)

Investment Summary for the Six Months Ended June 30, 2018 (1 pg.)

Contact

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Approval

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

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

**Town of Newmarket
2018 Second Quarter
OPERATING RESULTS**

Departments	Year-to-Date to June 30, 2018)			Full Year
	ACTUAL	BUDGET	VARIANCE	Budget
	\$	\$	\$	\$
Members of Council				
<i>Revenues</i>	3,500	-	3,500	-
<i>Expenditures</i>	609,878	626,321	16,443	1,257,654
Net surplus/(deficit)	(606,378)	(626,321)	19,943	(1,257,654)
C.A.O. - Office				
<i>Revenues</i>	547	84,003	(83,456)	168,000
<i>Expenditures</i>	1,811,113	2,059,181	248,068	3,113,183
Net surplus/(deficit)	(1,810,566)	(1,975,178)	164,612	(2,945,183)
Corporate Services				
<i>Revenues</i>	1,066,174	987,725	78,449	1,975,471
<i>Expenditures</i>	5,787,271	5,813,862	26,591	11,627,700
Net surplus/(deficit)	(4,721,096)	(4,826,137)	105,041	(9,652,229)
Central York Fire Services				
<i>Revenues</i>	171,014	163,584	7,430	327,172
<i>Expenditures</i>	6,109,178	6,701,199	592,021	14,553,412
Net surplus/(deficit)	(5,938,164)	(6,537,615)	599,451	(14,226,240)
Community Services				
<i>Revenues</i>	3,319,658	2,947,033	372,625	7,281,322
<i>Expenditures</i>	5,254,606	4,738,920	(515,686)	10,215,891
Net surplus/(deficit)	(1,934,948)	(1,791,887)	(143,061)	(2,934,569)
Development & Infra. Services				
<i>Revenues</i>	3,012,326	4,719,181	(1,706,855)	9,396,041
<i>Expenditures</i>	16,226,657	18,767,812	2,541,155	37,480,465
Net surplus/(deficit)	(13,214,331)	(14,048,631)	834,300	(28,084,424)
Library Services				
<i>Revenues</i>	124,369	137,395	(13,026)	339,190
<i>Expenditures</i>	1,734,817	1,760,812	25,995	3,521,642
Net surplus/(deficit)	(1,610,449)	(1,623,417)	12,968	(3,182,452)
General Government				
<i>Revenues</i>	1,975,012	1,457,798	517,214	4,251,200
<i>Expenditures</i>	1,956,899	1,896,326	(60,573)	3,392,645
Net surplus/(deficit)	18,113	(438,528)	456,641	858,555
Debt Servicing				
<i>Revenues</i>	1,624,391	1,632,595	(8,204)	3,365,191
<i>Expenditures</i>	2,138,229	2,126,270	(11,959)	5,712,525
Net surplus/(deficit)	(513,838)	(493,675)	(20,163)	(2,347,334)
Property Taxes				
<i>Revenues</i>	54,229,845	54,012,297	217,548	61,283,530
<i>Expenditures</i>	-	-	-	-
Net surplus/(deficit)	54,229,845	54,012,297	217,548	61,283,530
Allocations				
<i>Revenues</i>	-	-	-	-
<i>Expenditures</i>	(1,244,034)	(1,244,034)	(0)	(2,488,000)
Net surplus/(deficit)	1,244,034	1,244,034	(0)	2,488,000
GRAND-TOTAL				
<i>Revenues</i>	65,526,836	66,141,611	(614,775)	88,387,117
<i>Expenditures</i>	40,384,615	43,246,669	2,862,054	88,387,117
Net surplus/(deficit)	25,142,221	22,894,942	2,247,279	-

Town of Newmarket

2018 Second Quarter

CAPITAL EXPENDITURES

Commission / Department / Area	Year-to-Date Actual (June 30, 2018) (\$)	Budget for 2018 (\$)	% of Spending
<u>General Government</u>			
	775,899	29,377,129	2.6%
Total	775,899	29,377,129	2.6%
<u>Corporate Services</u>			
Information Technology	414,990	2,581,767	16.1%
Legislative Services	-	116,000	0.0%
Total	414,990	2,697,767	15.4%
<u>Community Services</u>			
Recreation & Culture Services	91,937	1,195,653	7.7%
Total	91,937	1,195,653	7.7%
<u>Development & Infrastructure Services</u>			
Planning & Building	74,974	3,067,624	2.4%
Roads	1,992,957	19,979,714	10.0%
Water	309,408	15,703,832	2.0%
Wastewater	-	298,900	0.0%
Storm Water	64,666	1,907,775	3.4%
Facilities	617,501	5,722,376	10.8%
Parks	984,339	11,053,443	8.9%
Trails	42,042	1,269,439	3.3%
Other	749,201	5,641,417	13.3%
Total	4,835,088	64,644,520	7.5%
<u>Library Services</u>			
	40,309	568,965	7.1%
Total	40,309	568,965	7.1%
<u>Central York Fire Services</u>			
	255,957	7,700,795	3.3%
Total	255,957	7,700,795	3.3%
Unallocated Adjustment		(50,000,000)	
GRAND TOTAL		6,414,180	56,184,829 11.4%

Town of Newmarket

2018 Second Quarter

Water, Wastewater & Stormwater Operating Results

Area	Year-to-date (June 30, 2018)				Full Year Budget
	Actual	Budget	Variance		
	\$	\$	\$	%	
<u>Water Rate Group</u>					
<i>Revenues</i>	8,230,962	8,962,301	(731,339)	-8.2%	18,151,456
<i>Expenditures</i>	7,907,037	8,260,798	353,761	4.3%	16,999,754
Net	323,925	701,503	(377,578)	-116.6%	1,151,702
<u>Wastewater Rate Group</u>					
<i>Revenues</i>	9,665,443	10,424,759	(759,316)	-7.3%	21,096,997
<i>Expenditures</i>	9,498,526	9,763,648	265,122	2.7%	19,517,821
Net	166,917	661,111	(494,194)	-74.8%	1,579,176
<u>Storm Water Rate Group</u>					
<i>Revenues</i>	1,499,378	913,077	586,301	64.2%	1,852,084
<i>Expenditures</i>	332,339	754,070	421,731	55.9%	1,501,135
Net	1,167,039	159,007	1,008,032	634.0%	350,949
<u>Allocations</u>					
<i>Revenues</i>	-	-	-	0.0%	-
<i>Expenditures</i>	1,244,000	1,243,991	(9)	0.0%	2,488,000
Net	(1,244,000)	(1,243,991)	(9)	0.0%	(2,488,000)
<u>Transfer To/ From Rate Stabilization Reserves</u>					
<i>Revenues</i>	-	-	-	0.0%	-
<i>Expenditures</i>	-	296,913	296,913	100.0%	593,827
Net	-	(296,913)	296,913	0.0%	(593,827)
<u>GRAND-TOTAL</u>					
<i>Revenues</i>	19,395,783	20,300,137	(904,354)	-4.5%	41,100,537
<i>Expenditures</i>	18,981,902	20,319,420	1,337,518	6.6%	41,100,537
Net	413,881	(19,283)	433,164	-2246.4%	-

Investment Summary for the Six Months Ended June 30, 2018

Description	Principal Amount		Starting Date	Term	January 1 to June 30, 2018			
	2018-01-01	2018-06-30			Interest Rate	Return on Investment	Benchmark Return	Incremental Income
Royal Bank	\$13,000,000	\$14,082,164	2017-09-21	Various	various	\$125,336	\$114,737	\$10,599
National Bank	\$30,000,000	\$30,000,000	2017-12-07	1 year	1.95%	\$290,096	\$286,603	\$3,493
National Bank	\$0	\$10,000,000	2018-05-11	3 years	2.93%	\$40,137	\$26,391	\$13,746
Loan - Newmarket Soccer Club Development Charges and Planning Fees	\$38,151	\$29,174	2011-09-30	10 years	4.00%	\$631	\$304	\$327
Internal Loan -Solar Panels (2013, Various Facilities)	\$221,538	\$216,065	2013-12-01	20 years	3.00%	\$3,289	\$2,112	\$1,177
Internal Loan - RJT Solar Panels (2014)	\$566,662	\$553,785	2015-01-01	20 years	3.00%	\$8,420	\$5,407	\$3,013
Internal Loan - Magna Solar Panels (2015)	\$1,372,556	\$1,342,738	2016-01-01	20 years	2.70%	\$18,362	\$13,102	\$5,260
Internal Loan - Honeywell Streetlights Retrofit Project	\$7,935,827	\$7,774,864	2013-12-10	20 years	3.00%	\$106,231	\$68,219	\$38,012
Total	\$53,134,734	\$63,998,790				\$592,502	\$516,874	\$75,628
Incremental investment income included in 2018 Operating Budget, transferred to the Tax-Supported Operating Fund in 2018 per the Investment Strategy								\$87,500
Incremental investment income allocated to reserve funds in 2018 per the Investment Strategy								-\$11,872