

Correspondence for Information Only



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Constellation City Report - Workplan Update

Presented To:	Priorities Committee
Presented:	Wednesday, Mar 04, 2009
Report Date	Tuesday, Feb 24, 2009
Type:	Correspondence for Information Only

Recommendation

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Background:

In 2006, City Council created a Community Solutions Team to conduct extensive consultations as to how the newly formed City of Greater Sudbury might be more responsive to the needs of its citizens. Over a period of eight months, the Greater Sudbury Community Solutions Team heard from approximately 700 citizens and had a series of working groups provide more detailed input on priority themes. Their final report, entitled "Constellation City: Building a Community of Communities in Greater Sudbury" was presented to Council in January 2007 and contained thirty-five recommendations.

One of those recommendations was that the City commits to an annual review of the recommendations over the four years of this term of Council, and that the review be made public.

Attached, for the information of the Priorities Committee, is a Chart which summarizes the recommendations from the Constellation City Report and for each, provides comments as to the status of the item. The Priorities Committee agenda is a public document, is available on the CGS website and hardcopies can be provided to citizens upon request.

Signed By

Report Prepared By

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Digitally Signed Feb 25, 09

Recommended by the C.A.O.

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Constellation City: Priorities Committee Reporting Plan - Update

Updated: February 24, 2009

Recommendation	Department	Comments
Introduction		
#1 That the City Council adopt a resolution declaring that the City of Greater Sudbury is a Community of Communities and that the Constellation City concept and its core values form the basis for municipal policies and decision-making in Greater Sudbury.	Administrative Services	The Priorities Committee of Council adopted this resolution on February 7, 2007.
Connected City: Communications		
#2 That the City of Greater Sudbury produce a municipal newsletter on a regular basis. It should be made available both in print and electronically and contain information on subjects such as capital projects, road standards and special events. Efforts should be made to link with and include local information from communities both inside and outside the city core.	Administrative Services	The first My!City/Ma!Ville quarterly Newsletter was distributed to all households in January 2007. Communications Staff have initiated the development of a Communications Strategic Plan, and as part of that process will consider how best to include local and area specific content in communications with citizens.
#3 That the City of Greater Sudbury establish an advisory group and develop a strategy to evaluate, revise, improve and promote municipal websites in order to enhance usability: www.greatersudbury.ca , www.sudbury.ca , and www.mysudbury.ca	Administrative Services	Following extensive consultations, the City of Greater Sudbury website has been revised and restructured to enhance usability.
#4 That the City of Greater Sudbury work with other community agencies to create a single directory of community services both in print form and on the Internet. This directory should build upon and link with existing directories of community services.	Community Development / Growth and Development	Citizen and Leisure Services reviews and updates the Community Contact list bi-annually for the Leisure Guide publication and for posting of the information on the CGS website. A community directory of over 900 groups, which is updated annually, is available at: http://www.mysudbury.ca/Communities/Index
#5 That the City of Greater Sudbury formulate a strategy to resolve issues controlled by private enterprise that are central to the well being of the city as a whole. These include Bell Telephone long distance charges, cell phone coverage and broadband Internet access.	GSDC / Administrative Services	Local Area Calling has been approved by the CRTC and was implemented in April 2008. G&D continues to work with service providers on "holes" in high speed internet service areas but many of the areas are not economically feasible to service with current technology costs.

Recommendation	Department	Comments
Connected City: Public Transit		
#6 That the City of Greater Sudbury undertake a full review of transit services and explore the potential for expanded intra-community transit, expansion of handi-transit and an end to two-tier fares. Full-year pilot projects should be undertaken to evaluate this potential, starting as soon as possible. Further, the city should establish an ongoing transit advisory group, using riders from across the entire community.	Growth and Development	The creation of the Transit Committee has had a significant impact on the transit system. They have been able to review all recommendations and concerns from customers across the entire community. An intra-community transit route has been running for over a year. With the elimination of the \$2 transcab fee we now have a single tier fare system. Since amalgamation, there have been over 45 new transit initiatives. Most of the new initiatives had as a goal to support all the communities within the City of Greater Sudbury. Transit ridership for 2005 was over 5 million trips.
Caring City: Council Meetings		
#7 That the City of Greater Sudbury Council hold at least six meetings per year in communities outside the city core.	Administrative Services	In 2007 and 2008, the Priorities Committee held meetings in communities outside the city core. Meetings with an emphasis on specific wards will continue and will be held at Tom Davies Square.
Caring City: Developing Staff Awareness and Sensitivity		
#8 That the City of Greater Sudbury develop orientation training sessions for all staff, new and existing, to be made aware of population diversity as well as the unique conditions and specific concerns of outlying areas in order to be able to communicate in an efficient and sensitive manner with all citizens. Further, that the City of Greater Sudbury establish a employment transition policy to ensure that knowledge gained through experience is retained.	Human Resources & Organizational Development	An "Employment Transition Policy" was presented to Council in May 2007. The HR Trainer is developing an employee orientation program and citizen service program for roll out in 2009.
Caring City: Citizen Service Centres		
#9 That the City of Greater Sudbury review the mandate of the Citizen Service Centre and Community Libraries, along with the menu of services available in each. The focus of the review should be on innovations that will improve access to services across the City, considering factors such as the distance residents must travel for service, the potential to expand the number of services available and the potential co-location of additional library and CSCs. Further, the review should consider the potential for mobile services, additional web services and the potential to enhance a lead staff position to allow that person to be more active and proactive in local community affairs.	Community Development	The Citizen Service Centres / Libraries continue to expand services to residents through onsite partnering with: <ul style="list-style-type: none"> • Social Services Employment Support counselors who provide vocational services to OW and ODSP recipients; • Housing Services in providing application forms and information on subsidized housing; • Service Ontario for increased accessibility to provincial services. Budget constraints have prevented hiring a Lead position so existing staff have become more involved with the CAN's.

Recommendation	Department	Comments
Caring City: Caring for Volunteers		
<p>#10 That the City of Greater Sudbury develop a written Declaration of Support for community volunteer groups and local events. The declaration should clearly delineate the assistance that the city can provide as well as how individual groups and community event organizers can access this assistance. Further, that the City of Greater Sudbury continue to support growth of programs and services of Volunteer Sudbury/Sudbury Bénévolat and encourages efforts to bring these services to community groups in smaller communities. Further the declaration should outline the obligations that community groups might have to meet and provide an updated contact list of staff who can provide support to such groups.</p>	Community Development	<p>Since amalgamation, various special events have been grand-fathered into the existing system and these processes have not yet been harmonized. In addition to harmonizing processes and rates for community halls, the support provided to community groups will also be reviewed. Once the standardization, as approved by Council, has occurred then the next steps will include the development of an official declaration.</p> <p>To assist various community groups running events, additional equipment has been purchased (ie: equipment trailers to ease the transporting of tables, chairs, etc.). A budget option will be presented during the 2010 budget process to reflect projected increases in demands for both equipment and staff costs.</p>
<p>#11 That the City of Greater Sudbury work with the Greater Sudbury Police Service to reduce or eliminate the fee for police checks for volunteers who provide valuable service for community events, community groups and non-profits.</p>	Community Development / Greater Sudbury Police	<p>Volunteer Sudbury and GSPS are in ongoing discussion regarding police check fees for volunteers.</p> <p>Social Services, in co-operation with GSPS have implemented a more efficient payment process to assist clients in obtaining police checks.</p>
<p>#12 That the City of Greater Sudbury review how the City formally recognizes individuals and groups and consider ways to improve recognition in all communities.</p>	Community Development	<p>Annual Volunteer Recognition events currently exist in addition to Civic Awards. The direction of volunteer recognition is being reviewed to ensure equitable and effective recognition is provided to all volunteers throughout the CGS.</p> <p>For 2008, the Civic Awards Ceremony was moved to coincide with National Volunteer Week. Nominations are reviewed by Volunteer Sudbury, City Council representatives and the Community Partnership Section.</p> <p>In 2008, Volunteer Sudbury was relocated to Minnow Lake Place.</p> <p>Volunteer Sudbury is working with the Ontario Summer Games 2010 Organizing Committee to recruit volunteers for this summer event.</p>

Recommendation	Department	Comments
#13 That the CGS review gaming regulations and procedures as they apply to non-profit and volunteer groups and develop options to make the regulations simpler and less onerous. Further, that Council work with the Federation of Northern Ontario Municipalities and the Association of Municipalities of Ontario to lobby the provincial government to make changes to provincial regulations to provide more flexibility for use of funds and simpler reporting standards.	Growth and Development	<p>The Alcohol and Gaming Commission have revised their regulations that make to easier for seniors groups to obtain a lottery licence.</p> <p>The Licencing Section have revised the Lottery Licence Application such that is much easier to complete.</p>
#14 That the CGS nurture the creation and support the operation of a special events group that can share expertise on managing of major/minor special events.	Growth and Development / Community Development	<p>A Special Events Manual has been created and is pending finalization. Key processing information is now publically available on the CGS website and is updated regularly.</p> <p>Working in partnership with Economic Development and community groups, a series of meetings were held in 2008 to:</p> <ul style="list-style-type: none"> • Address concerns specific to Bell Park; • Review all special events occurring with CGS. <p>Funding for a 7 month contract position for a special events co-ordinator remains to assist groups in the planning and implementation of annual special events.</p> <p>The 2009 budget enhancement requesting the conversion of the 7 month contract to a full time position was not approved. This same budget enhancement will be put forward in 2010 as the conversion to full time would provide enhanced supports to local groups.</p>
Sustaining the Rural Environment		
#15 That Council continue the development of a comprehensive by-law to govern the use of All Terrain Vehicles (ATVs) within the CGS.	Growth and Development	This action is being driven by the Leisure Services Section in particular, G. Pafford. An ATV Committee has been struck and a report will be forthcoming in early 2009.
#16 That the City of Greater Sudbury continue to investigate the environmental impact of current road salting practices, research alternatives and propose a strategy to reduce the impact of road salt or mitigate the damage it causes, while ensuring traffic safety.	Infrastructure Services	Staff continually monitor the industry for effective alternatives to the use of salt.

Recommendation	Department	Comments
Empowered City: Municipal Wards		
#17 That the City of Greater Sudbury undertake a full review of the number of municipal wards and their boundaries in order to better recognize the diversity and the large geographic size of the City of Greater Sudbury. The intent of this review is to allow better representation and a more natural grouping of communities of interest in each ward. Further, the Community Solutions Team recommends that the geographic boundaries of the former towns of Onaping Falls and Capreol each form the basis for a single ward in any new system.	Administrative Services	Priorities Committee approved a new Ward Boundary Review Policy on February 20, 2008.
Empowered City: Increased Transparency		
#18 That the City of Greater Sudbury create a full list of municipal infrastructure along with a transparent list of capital priorities and criteria for support and that this list is made available to the public on an ongoing basis.	Infrastructure Services	Staff are completing an inventory of all municipal infrastructure. The current three (3) year capital list of projects is approved annually by Council and is available to the public. The list of future priority projects will be available to the public.
#19 That the map-based inventory of existing services infrastructure throughout Greater Sudbury be updated and promoted to the public for the purposes of indicating the ability of the infrastructure to support expansion of current subdivisions or new development.	Infrastructure Services	The City is expanding use of GIS mapping of municipal infrastructure. This information along with an accurate inventory will allow staff, with the assistance of current computer modeling, to better estimate available capacity and to identify needed growth areas. This recommendation would require a significant investment in GIS.
#20 That the City of Greater Sudbury conduct an annual review and produce a written report on the status of all major studies undertaken by the municipality since 2005.	Administrative Services	Information related to major studies is incorporated into the business planning cycle and described in business plans and Council reports as appropriate.
#21 That the City of Greater Sudbury adopt a policy on the use of consultants which ensures better use of existing expertise and establishes clear criteria for the use or retention of consultants.	Finance	The Policy is being developed and will be presented to the Priorities Committee in 2009.

Recommendation	Department	Comments
Empowered City: Empowering Local Communities		
<p>#22 That the City of Greater Sudbury continue to encourage the development of Community Action Networks at the local community level. Further, that the CGS establish Terms of Reference for 12 Area CANs across the City. These Terms of Reference are to include a role for CANs in the following municipal areas: Planning Public Consultation; Economic Development; Community Development, including funded projects; Municipal Newsletter and Communications; Pre-Budget Consultation including capital planning; Assisting with full utilization of existing community spaces; Building links with community policing efforts. Further that the territories of six of the area CANs have the same boundaries as the former municipalities of Onaping Falls, Walden, Capreol, Valley East, Rayside Balfour and Nickel Centre and, that the territories of the six remaining CANs encompass the area of the former City of Sudbury and that the former unorganized townships annexed in 2001 be added to the territory of the adjacent CAN. Further, that the City of Greater Sudbury provide meeting space and a basic office for Area CANs and itinerant municipal staff within local community buildings. Further, that the City of Greater Sudbury designate an individual employee as the staff liaison for each of the Area CANs and that each employee so designated be responsible for no more than three Area CANs and that these employees spend at least 25% of their time working in the Area CAN locations. Further, that the City of Greater Sudbury establish a key contact list, by municipal section, for each Area CAN and, that staff from all municipal sections be encouraged to attend CAN meetings, work out of Area Can locations and also have the requirement to follow up on issues raised by CANs or liaison staff.</p>	Senior Management Team / Community Development	<p>The Terms of Engagement for CAN's was prepared incorporating the Public Participation Spectrum from the recently adopted Public Participation Policy which was presented to Council in May of 2008. In June 2008, the report was presented to Council and was granted approval.</p> <p>The Terms of Engagement helps to define the roles of City Staff and CAN Members at varying levels of the public participation spectrum.</p> <p>Information on CAN's:</p> <ul style="list-style-type: none"> • There are 15 active CAN's within the CGS • The liaison responsibilities are divided amongst the 4 Community Development Co-ordinators (CDCO and the Manager within the Community Partnerships Section • CGS staff are available to respond to departmental questions • Annual administrative support funds were approved by Council and began in the Fall of 2008 • Survey conducted which identified subjects of interest by the CAN's • December 2008, the first CAN Forum was organized by the Community Partnerships Section • The next CAN Forum is scheduled for the Spring of 2009.
Empowered City: Reinvigorate Community Institutions and Facilities		
<p>#23 That the City of Greater Sudbury foster the development of local committees to work in a support or advisory capacity with city staff on issues including recreation, libraries, museums and parks.</p>	Community Development	<p>Staff will continue to work co-operatively and responsively with established Advisory Panels, neighbourhood associations, the Library and Museum Boards and community groups including the 15 Community Action Networks (CAN's) on issues regarding recreation programs, public libraries, heritage museums and parks and open space.</p>

Recommendation	Department	Comments
Equitable City: Maintaining Rural Areas		
<p>#24 That the City of Greater Sudbury establish clear and transparent standards for road improvements as well as summer and winter road maintenance and, that these standards be set by road segment and that this information be made public and available online using GIS technology. Further, that the City of Greater Sudbury make every effort to determine the standards and services levels for road maintenance that existed prior to amalgamation and ensure that this information is made available in the same manner as current standards for comparison purposes. Further, that the City of Greater Sudbury ensure that driving condition assessments and decision on winter control call outs are decentralized so that the municipality can better respond to variations in weather across the city. Further, that the City of Greater Sudbury proceed with implementation of a 311 telephone customer service tracking system and that the performance reports and issues summaries resulting from this system be made public on a quarterly basis. A similar system should be adopted for Internet based communications. Further, that the City of Greater Sudbury equip all public works vehicles with web enabled GIS transponder technology to allow citizens to view the locations of plows, sanders etc. on the Internet in real time. Such a system is already in place in St. John's Newfoundland.</p>	Infrastructure Services	<p>311 was implemented in February 2007, utilizing CRM which was upgraded to the Active Citizen Request (ACR) system at the beginning of 2008. There was a subsequent upgrade in mid October 2008. Our Dispatchers utilize ACR for service requests from the public that involve our Roads and Transportation Division and our Water/Wastewater Division. Calls are logged and tracked for action taken. The Department is working towards increasing the number of Infrastructure Services staff with access to the system, to allow for more immediate update of actions taken on service requests, and some of our forepersons are now trained and on-line. The Department is also in the process of adding more sections to the system, such as Construction Services.</p> <p>Winter Control Standards are to be reviewed in 2009. The City has not been able to establish stable summer service levels as Council continues to wrestle with budget implications.</p> <p>The City currently has GPS units on all plow/sander units and sidewalk plows.</p>
<p>#25 That the City of Greater Sudbury eliminate tipping fees for home or personal garbage, as well as the surcharge for tires, and, that the City of Greater Sudbury increase the minimum fine for illegal dumping to \$500 (the maximum permitted under the Provincial Offences Act). Further, that the City of Greater Sudbury continue to promote proper waste management and look for ways to increase public awareness.</p>	Infrastructure Services	<p>Staff continue to review and make recommendations to eliminate or reduce tipping fees for source-related items. The most recent changes include:</p> <ol style="list-style-type: none"> 1) The elimination of tipping fees for source separated 'other wood waste' to all generators. This category includes doors, cabinets, bookshelves, painted lumber, cupboards, etc. Wood waste treated with chemical preservative such as railroad ties, utility poles, pressure treated lumber does not qualify; and 2) The elimination of tipping fees for source-separated furniture from low density residential homes. <p>In 2009, staff will be conducting a pilot on construction and demolition waste. Results and recommendations will be presented to Council in late 2009 or 2010.</p>

Recommendation	Department	Comments
Equitable City: Facility Rates		
#26 That the City of Greater Sudbury establish a fair rates policy for the use of community facilities and fields across the CGS. Build upon the 2004 report of the Community Halls Solution Team and establish a harmonization rates review process for facility use, user fees for recreational programs and liability insurance costs for community groups. In determining fees, consideration should be given to community outcomes of fee changes and liability rates. The original intent of the facility as a focal point for community gatherings and celebrations, or as a recreational resource, should be weighed in the balance. Further, consideration should be given to establishing a dedicated staff position to coordinate and market facilities to maximize use and value to the community.	Community Development	<p>Leisure Services Staff will review facility usage as it relates to liability costs, user fees and access by community and local recreational groups in order to develop a fair and equitable policy.</p> <p>In the Fall of 2008, a preliminary meeting was held to review the past report to Council regarding Community Halls. More information was required and the committee will schedule regular meetings and bring forth a report to Council in 2009.</p>
Equitable City: Downtowns and Parks (Community Pride)		
#27 That the City of Greater Sudbury designate specific downtown areas in appropriate communities. Further, that the city commit to improving the development of downtowns in outlying areas and ensure that city programs that are established for the improvement or enhancement of downtowns and target areas be made available across the city.	Growth and Development	The GSDC has developed an incentive program for the core downtown area and reported to Council on June 13, 2007. It is expected that ongoing work with CAN's will further this effort in key areas throughout the city. Recent changes in Planning Act regulations related to CIP's will also offer opportunities to more easily advance these programs.
#28 That the City of Greater Sudbury improve maintenance standards and beautification for local parks, arenas, downtowns and neighbourhood entrances.	Growth and Development / Community Development / Infrastructure Services	<p>The Planning Section is leading the development of a beautification strategy for the community which will be presented to the Priorities Committee in the Spring of 2009.</p> <p>Carbon monoxide, propane detection and improved ventilation have been installed in all arenas. Energy savings measures including the installation of programmable thermostats and light sensors have been installed at various arenas.</p>

Recommendation	Department	Comments
Equitable City: Senior and Youth Services		
<p>#29 That the City of Greater Sudbury review the availability and type of services available to youth and to seniors in our city. Further, that the CGS develop a strategy to ensure that senior and youth services are more accessible and equitable across the city. Finally, the CGS should ensure that youth and senior representatives play an active role in the development of the respective strategies.</p>	Community Development	<p>Library Services has established two teen advisory groups (located in Valley East and at the Main Branch) which provide input regarding programs and collections that are of interest to teens.</p> <p>The Community Partnerships Section:</p> <ul style="list-style-type: none"> • Provided a report to Council (Dec 2006) regarding Greater Sudbury Youth Centers outlining the varied level of supports for these programs. • Drafted a budget option which was approved, providing annual funding to three area youth centers. • Dependent on budget and opportunity, report recommendations are reviewed and implemented. • Partnerships have been formed with Kids Help Phone, the Sudbury & District Health Unit, local Community Action Networks and Greater Sudbury Police Services to ensure that youth can access required services and are connected with their local community. • Section staff are active members of the Young Community Leaders Project Advisory Team. <p>The North East Specialized Geriatric Services (NESGS);</p> <ul style="list-style-type: none"> • Will be opening April/May 2009 in Sudbury at the North East Centre of Excellence for Seniors' Health. • Dr. Jo-Anne Clarke, Geriatrician and clinical lead will collaborate with a specialized geriatric inter-professional team. • Will provide regional service to northeastern Ontario, including the City of Greater Sudbury. • It will provide education, best practice, consultation, research and evaluation and advocacy to meet the needs and diversity of the seniors' population.

Recommendation	Department	Comments
#29 (Cont'd)		<p>New 2-storey Dementia / Alzheimer Building:</p> <ul style="list-style-type: none"> Pioneer Manor is currently constructing a new 2-storey building. The environmental design will specifically meet the needs of individuals diagnosed with Dementia. 32 beds on each floor for a total of 64 beds at a cost of \$14.6 million. Anticipated completion date will be June 2010.
Equitable City: Decentralization		
#30 That the City of Greater Sudbury investigate and report by department the potential to decentralize services with the intent to improve these services and service levels across the entire city. Potential changes should improve access while maintaining efficient use of municipal resources.	Senior Management Team	A report with options related to service delivery was presented to Priorities Committee on September 19, 2007.
Equitable City: Area Tax Rates and Electricity Costs		
#31 That the City of Greater Sudbury undertake a full review of tax rates in remote areas and establish rates that are more closely based on services provided.	Finance	Council reviewed area rating during tax policy discussions in the Spring of 2007.
#32 That the City of Greater Sudbury work with citizens and CANs in areas served by Hydro One to determine a position and strategy on unification that is in the best interests of those affected.	Greater Sudbury Utilities Inc.	On September 15, 2005 Council passed a motion, directing Greater Sudbury Utilities Inc. to pursue acquisition of Hydro One assets located within the City of Greater Sudbury. An update on this matter was provided at the annual Shareholder's meeting.
Equitable City: Equitable Representation on Boards and Committees		
#33 That the City of Greater Sudbury adopt a policy whereby communities of interest are considered for representation on city panels, committees and boards.	Administrative Services	Current practice is to appoint citizens based on equal opportunity and who are reflective of the demographic and geographical make up of the City of Greater Sudbury. This requirement can be further formalized as part of the comprehensive Procedure By-Law review, planned for 2008/9.

Recommendation	Department	Comments
<p>#34 That the City of Greater Sudbury formally recognize the importance of the local agricultural community, ensure that the preservation of viable agricultural land is a priority in development planning, and establish an Agricultural Advisory Committee to provide input on farm-related issues.</p>	<p>Growth and Development</p>	<p>The recently approved new Official Plan for the City of Greater Sudbury insures that agricultural lands are protected in keeping with provincial land use policies. The Agriculture and Topsoil Advisory Panel was recommended to Council in the report of January 31, 2007. Additional consulting work on a potential Top Soil Stripping Bylaw was funded by Council in the 2008 budget and work has now commenced.</p> <p>The Agricultural & Top Soil Advisory Committee presented recommendations for a draft by-law November 3, 2008. Approved for presented to Council. Council was presented a draft Top Soil Removal & Site Alteration By-Law and report at their meeting of January 21, 2009. Council required a public meeting be held prior to second reading at Priorities Committee. Public Meeting held on February 10, 2009. Final Presentation to Council's Priorities Committee on March 4, 2009. Council approval and by-law passing expected by April 2009.</p>
<p>Conclusion</p>		
<p>#35 That Greater Sudbury Council commit to a public review of the recommendations of the Community Solutions Team on an annual basis for the next four years and that a full report on the implementation and status of these recommendations be undertaken in 2010 and made public by September 1 of that year.</p>	<p>Administrative Services</p>	<p>The Priorities Committee passed a resolution that it be considered as the Implementation Committee which will guide and monitor the progress of implementation of this report. This table will be updated periodically and will be provided to the Priorities Committee.</p>