

# **Presentations and Delegations**

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# Request for Recommendation Priorities Committee



## Type of Decision

Meeting Date	April 28, 2004				Report Date	April 23, 2004			
Recommendation		Yes	<input checked="" type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

## Report Title

MPAC - Assessment Issues

### Policy Implications + Budget Impact

This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified

N/A

Background attached

### Recommendation

FOR INFORMATION ONLY

Recommendation attached

### Recommended by the General Manager

D. Wuksinic  
General Manager of Corporate Services

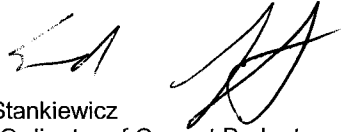


### Recommended by the C.A.O.

M. Mieto  
Chief Administrative Officer

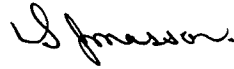


**Report Authored By**



E. Stankiewicz  
Co-Ordinator of Current Budget

**Division Review**



S. Jonasson  
Director of Finance / City Treasurer

**BACKGROUND**

Council had requested that the Municipal Property Assessment Corporation (MPAC) make a presentation to Council. On Wednesday, April 28, 2004, Carl Isenburg, Vice-President of Customer Relations will be presenting to the Priorities Committee.

Prior to this presentation being made, staff requested that Mr. Isenburg respond to a number of issues that were of concern to both our City and other municipalities. A copy of our letter to Mr. Isenburg and also Mr. Isenburg's response to the City is attached. MPAC has committed to addressing some of the issues the City has raised which should improve the overall quality of the City's assessment roll in the future.

City staff look forward to working with MPAC on all of these issues.

April 14, 2004

Municipal Property Assessment Corporation

**Attention: Mr Isenburg**

Dear Mr. Isenburg

The City of Greater Sudbury is concerned regarding the quality of the assessment rolls that have been returned in the last few years. There are a number of issues that should be addressed and we would appreciate your response to these items by Tuesday April 20<sup>th</sup>, 2004 in order to allow our staff sufficient time to draft a report for Council prior to your presentation on April 28, 2004.

The issues are as follows;

- 1) The number of requests for reconsideration for 2004 property valuations that have been approved by MPAC and sent to the municipality for amendments to the collectors rolls has increased substantially. To the end of March 2004, approximately 350 reconsiderations have been received by our municipality. The number is staggering. However, the troubling part is that many of these properties had successful reconsiderations in 2003. For the 2004 roll, the values were returned at the same or higher returned values than the 2003 returned roll. These reconsiderations took place throughout 2003 and there was plenty of time to have the new values on the returned roll used for 2004 taxation purposes. This causes the municipality additional time as well as causing the home owner additional time, effort and frustration to have to proceed with another request for reconsideration.
- 2) For the roll returned in December 2002 for 2003 taxation purposes, there was a reduction of over 25% valuation in the multiple residential class in the City of Greater Sudbury. This change in valuation resulted in transferring over \$3 million of tax burden to the residential property home owners. Local MPAC officials had communicated to the City that in addition to the 8% reduction from the minutes of settlement that City accepted for 2002, another 8% reduction could be anticipated for 2003. However, we actually saw a 25% reduction.

- 3) A large increase in some industrial properties in 2003 led to the City imposing a 100% clawback for decreasing properties in the industrial class to fund the taxation cap. In addition, this 100% clawback was not sufficient to fund the cap and the City was compelled to draw on reserves to the amount of approximately \$300,000 to fully fund the cap. It is difficult for a municipality to understand how the values for individual properties could fluctuate to such an extent that it would cause a 100% clawback.
- 4) There is a lack of immediate response for lot severances. A split may occur mid-year but it does not get reflected on the roll until the following year. This causes loss of revenue for the City as well as over billing to the original owner. In some cases these properties do not even make it on the following year's returned roll which leads to problems for the City, taxpayers and/or their solicitors. Minutes of Settlement then become the means to correct this, causing the municipality to deal with manual adjustments for the year. More immediate action for severances is required.
- 5) Another concern deals with the length of time that it takes to have a home assessed. Lengthy delays result in potentially two years of omits in addition to the supplemental taxes. This action generates numerous calls from taxpayers that are compelled to pay the supplementary taxation and omitted taxation all at once. Close attention should be paid to building permits to ensure faster assessment of new properties.
- 6) Property transfers are not entered or updated locally which could result in delays of up to eight months. This causes a problem for the City and property owners as there is an abundance of returned mail received by the City.
- 7) The City perceives that there is a lack of effort by MPAC to assess partially completed buildings. Once an occupancy permit is issued, it is irrelevant whether the entire building is complete. The assessment should be conducted on the part of the building that has received permission for occupancy.
- 8) Another concern deals with commercial severances. When commercial land is severed, the new parcel is placed in the "residential" class. When this property goes back into the commercial class, it is considered new to class and therefore has six comparables in determining the assessment. The property owner reaps the benefit of a favourable tax level. These severed parcels should not be placed into the residential class.

- 9) There have been a number of properties with large valuations that have received considerable reductions as a result of reconsideration or Minutes of Settlement. We have been told that this is due to the new valuation models that don't necessarily receive an on-site inspection. Subsequent to the valuation (usually ACS model) these properties are reviewed via a reconsideration or appeal and are reduced at this time. This is causing a problem because the majority of these properties result in a post billing adjustment.
- 10) When City staff review the reconsiderations received from MPAC and required backup on the decisions, the responses seem to be scripted, providing insufficient information on which to base decisions. The City then has to ask more direct questions regarding the decision. This wastes City staff's time and creates a strained environment between the City and MPAC.
- 11) The City does use the Municipal Connect system and values it as a useful tool. However, in reviewing the Market Change Profile (MCP) it was impossible to determine the assessment growth for the City. The subclasses (excess units, vacant land) for commercial and industrial class were not available. For this reason, we were unable to use this tool to determine growth. The City had to rely on the hard copy control totals until October.
- 12) The City of Sudbury also has area rating for two services and therefore requires the assessment to be broken down by old municipal boundaries. When trying to obtain this information, the local office was unable to provide it. They stated that head office could provide this information on a fee for service arrangement. The City finds this response to be totally unacceptable.

In summary, the City is requesting that you respond to the items identified by Tuesday, April 20, 2004. Your cooperation is very much appreciated. Thank you.

Yours very truly,

Ed Stankiewicz  
Co-ordinator of Current Budget

ES:ld



MUNICIPAL PROPERTY ASSESSMENT CORPORATION

April 21, 2004

Mr. Ed Stankiewicz  
Co-ordinator of Current Budget  
City of Greater Sudbury  
P.O. Box 5000, Station A  
200 Brady Street  
Sudbury ON P3A 5P3

Dear Mr. Stankiewicz:

I am pleased to provide you and members of Council with a detailed response to the issues outlined in your letter of April 14, 2004.

#### **Requests for Reconsideration (RfR)**

As of April 12, 2004, the Municipal Property Assessment Corporation (MPAC) has received 823 RfRs from the residents of the City of Greater Sudbury for the 2004 taxation year. We have completed 728 RfRs to date and 401 have been resolved through Minutes of Settlement, representing 0.7% of the City's overall property count. For the 2003 taxation year, 935 RfRs were received and 862 are completed to date. Of these, 584 have been resolved through Minutes of Settlement.

I understand that 101 property owners filed an RfR for both the 2003 and 2004 taxation years. The majority of these requests were received after Property Assessment Notices were mailed last fall. This is often the case from early November to December 31, when property owners discover they can file an RfR for the current year and the following tax year. Since these requests are filed so late in the year, it is difficult to complete thorough reviews before assessment rolls are delivered in December.

#### **Multi-Residential Tax Class**

As you know, there were a number of outstanding issues with the 1999 current value assessments for the Sudbury Apartment Group. In a September 26, 2002, letter to Ms. Sandra Jonasson, the City's Director of Finance, Mr. John Mirabelli, Valuation Manager, Multi-Residential Properties, summarized these issues and the actions taken by MPAC.

1305 Pickering Parkway, Pickering, Ontario L1V 3P2  
T: 905.837.6193 1.877.635.6722 F: 905.837.6280  
www.mpac.ca

MPAC had met with the Sudbury Apartment Group on several occasions regarding their 1996 and 1999 current value assessment appeals. They felt that the assessments for these properties did not reflect the dramatic decline in Greater Sudbury's multi-residential market.

Through our review, we identified that very little sales activity had occurred until mid-1999. In addition, a large majority of the sales occurring after this time were under "power of sale." While normally "power of sale" transactions are not used in MPAC's analysis, where it becomes the prevalent market, it cannot be ignored. Recent decisions of the Assessment Review Board (ARB) indicated that the Board was weighing heavily on shoulder year sales, including "powers of sale." In many cases the ARB was granting 15% to 35% reductions for non-group appeals.

Given the successes of the Sudbury Apartment Group on their 1996 current value assessment challenges at the ARB, MPAC felt that when the "power of sales" were reviewed, out-of-court settlements would best protect the municipality's interests.

Originally, the Sudbury Apartment Group was requesting reductions ranging from 35% to 50%. MPAC settled the majority of the appeals at an average of 8%, with exceptions on some of the newer properties. Overall, the entire settlement for the 1999 current value assessments was approximately 13%. For those properties that did proceed to court, the ARB granted settlements ranging from 15% to 35%.

During this time, I understand MPAC staff worked with the Sudbury Apartment Group and City representatives to ensure the stability of the multi-residential assessments for future assessment updates. This initiative proved successful as nine multi-residential RfRs were filed for the 2003 taxation year and only six have been received to date for 2004.

I also understand the out-of-court settlements and the reductions granted by the ARB, combined with the continued decline in the City's multi-residential market, have contributed to the overall assessment reduction in the multi-residential tax class.

### **Industrial Valuations and Capping**

Without further specifics, it is difficult to address the concerns you have raised. I have asked Ms. Kim Pitura, Municipal Relations Representative, to contact your office to discuss this issue further. While I acknowledge that the current capping legislation may create situations, such as the one you have described, MPAC is required by legislation to establish assessments based on current value.

### **Severances and Consolidations**

During the past two years, MPAC has allocated additional resources to improve the processing of severances, consolidations and apportionments. As you may know, MPAC has also entered into a tripartite agreement with Teranet Enterprises Inc. and the Provincial Government to digitally map the Province of Ontario. The project is over 50% complete and we anticipate it will be finished, on schedule, by the end of 2004. I am confident you will see an improvement in the turnaround time for severances and consolidations in the future.

### **Supplementary and Omitted Assessments**

MPAC added \$85.9 million of annualized assessment to the City's supplementary and omitted assessment listing during 2003. Of the total assessment added, approximately \$800,000 was for residential assessment omitted for the 2001 taxation year. An additional \$16.1 million in residential assessment was omitted for 2002 taxation and \$23.7 million was omitted for 2003 taxation. For all other tax classes, a combined total of \$26.4 million was omitted for the 2001, 2002 or 2003 tax years. The remaining \$18.9 million assessment was for in year supplemental growth.

I understand there are currently 6,083 building permits outstanding for the City of Greater Sudbury. Of these, 2,659 are considered major permits, which means the permit value is greater than or equal to \$10,000.

To address this issue, MPAC Property Inspectors from across the North will be in the City in June, to complete building permit inspections, sales investigations and on-site property inspections. We anticipate the number of outstanding permits will be dramatically reduced and the additional assessment will be included on the August supplementary run.

### **Property Transfers**

MPAC's Data Processing Unit is currently keying sales transactions for March 2004. During the past year, we have implemented many improvements at our Central Processing Facility to facilitate the updating of ownership changes.

At the same time, however, we continue to experience problems with incomplete or inaccurate data on registered land title documents, particularly when a potential severance or consolidation is involved. Quite often, title searches are required to resolve issues, resulting in delays and additional expenses.

To resolve these issues, we are working closely with the Ministry of Finance, the Ministry of Consumer and Business Services (MCBS) and Teranet. As you may know, Teranet administers the Land Registration system, POLARIS, which is an electronic database used by MCBS. MPAC is currently working with Teranet to obtain land title information in an electronic format. We are confident that with the cooperation of our stakeholders, these issues will be resolved in the near future.

### **Assessment of Partially Finished Buildings**

Section 34 of the *Assessment Act* states that a supplementary assessment can be processed when “there is an increase in property value resulting from the erection, alteration, enlargement or improvement of any building, structure, machinery, equipment or fixture, of any portion thereof and it commences to be used for any purpose.”

Further, it is MPAC’s policy that if a property was completed in a previous year but not occupied and assessed for year end, the omitted assessment is issued with an effective date of January 1 of the current year. The rationale is that if a supplementary assessment was **not** issued in the previous year because the property “had not commenced to be used for any purpose,” an omitted assessment can not be issued for the same period.

I assure you that it is MPAC’s policy to issue a Supplementary or Omitted Property Assessment Notice if a property is used, in whole or in part, during the year, for any purpose.

I understand that Ms. Pitura is working with Ms. Gisele Martin, Co-ordinator of Quality Assurance in the City’s Building Services, to obtain copies of occupancy permits. Exchanging occupancy information will allow MPAC to monitor changes in use and issue Supplementary Assessment Notices in a timely manner.

### **Commercial Severances**

If a commercial property is severed and the severed portion is placed in the residential tax class, the property no longer requires comparables. Should the property change from the residential tax class to the commercial tax class at a later date, it would once again require comparables.

If, however, a commercial property is severed and both portions remain in the commercial tax class, legislation requires that comparables be prepared for the new roll number.

### **Industrial Property Valuation Models**

Prior to the 2003 assessment update, MPAC implemented a new costing model for industrial property valuations. A further review of these properties resulted in changes to the assessed values at roll return. The components of the new costing model more accurately reflect the physical attributes of most properties. As we move forward, I am confident these changes will result in a more stable and predictable industrial tax base. Once again, I have asked Ms. Pitura to follow up with your office to obtain further details about this issue.

### **RfR and Appeal Settlement Explanations**

I understand that our Sudbury office makes every effort to provide the City with detailed explanations upon request. Continued cooperation and collaboration between City representatives and MPAC staff will ensure that RfR settlements are processed quickly and out-of-court settlements are completed before the ARB hearing date.

We are committed to working with your staff to ensure the information we provide meets your requirements.

### **Market Change Profile (MCP)**

When MPAC delivers the MCP - Estimated Growth Report, we categorize the changes by tax class only. The report is not broken down by sub-class (e.g., excess and vacant land). This information is available through the data set file and, the in-year growth is available in the control totals.

MPAC is continually expanding the products and services we deliver to municipalities. However, as I am sure you can appreciate, the individual needs of our municipal clients may vary and it is difficult to support all requests for customized reports. The \$500 charge for customized MCP reports is to recover our administrative, production and printing costs.

I understand the City's concerns and assure you that MPAC is committed to working with you to resolve any issues that arise. I encourage you to contact Ms. Pitura at 1 705 675-4209 extension 209 or Mr. Darryl Bender, Account Manager, Municipal Relations at 1 877 865-5814 extension 201, to discuss these and any other concerns you may have.

Mr. Ed Stankiewicz

April 21, 2004

Page 6 of 6

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Thank you for bringing these issues to my attention. I look forward to meeting with Council members next week.

Yours truly,

***“Original signed by”***

Carl Isenburg

Vice-President, Customer Relations

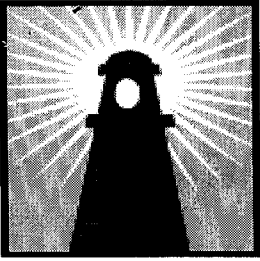
**Copy** Sandra Jonasson

Doug Wuksinic, General Manager, Corporate Services

Cheryl Mahaffy, Manager of Financial Planning and Policy

Darryl Bender

Kim Pitura



# Sudbury Coalition to End Violence Against Women

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## La Coalition de Sudbury pour éliminer la violence faite aux femmes

### Co-Chairpersons:

Gaëtane Pharand  
670-2517

Francine Boudreau  
524-9629

### Members:

Centre Victoria pour femmes

Children's Aid Society

Crown Attorney' Office

Greater Sudbury Police Service

Ida Loftus  
Honorary Lifetime Member

Domestic Violence/Sexual  
Assault Treatment Program  
Hôpital régional e de Sudbury  
Regional Hospital

Ontario Provincial Police

Probation & Parole Office

Service familial de Sudbury /  
Sudbury Family Service

Shkagamik-Kwe Health Centre

Sexual Assault Crisis Centre

Sudbury & District Health Unit

Victim/Witness Assistance  
Program

YWCA Geneva House

For more information  
on the Coalition, you  
can find us at :  
[www@crnet.ca](http://www@crnet.ca)

March 22<sup>th</sup>, 2004

RECEIVED  
MARCH 24 2004  
COMMUNITY SERVICES

Mr. Tom Mowry  
City Clerk, Clerk's Department, 2<sup>nd</sup> floor  
City of Greater Sudbury  
P.O. Box 5000, Stn A  
Sudbury, Ontario  
P3A 5P3

Mr. Mowry:

The organization for which I am co-chair is finally able to move forward with its' Monument project dedicated to the memory of women who have been killed by their intimate partners.

The Coalition is anticipating an unveiling ceremony to take place in June of this year. In the past few weeks, our members have developed a plan to promote this event. It is our hope to launch our information campaign at the city council meeting of April 15<sup>th</sup>. At this meeting, we would like to address the council members, city personnel and the community in a very positive manner by firstly thanking the city for the donation of the land in the Civic Memorial Dedication Garden, part of the Civic Memorial Cemetery. At this meeting we also plan to distribute the materials that will highlight the importance of this project as a tool for community partnerships and safe living. Our presentation should not take up more than ten (10) minutes and it would be done in both official languages.

We would appreciate your help in forwarding this request to the proper authority and sincerely hope that it will be accepted as we believe that to proceed this way in a most positive manner will reflect very well on our community's commitment to ending violence against women.

Should you require further information please contact Francine Boudreau  
524-9629 or myself at 670-2517

Yours truly,

Gaëtane Pharand  
Co-Chairperson



**Sudbury & District**

**Make a Difference**  
*Share A Moment With A Little Brother... It will last forever*

Thom Mowry  
City Clerk

The Big Brothers Association of Sudbury and District is a non-profit, charitable organization that works with our community mentors to provide friendship, fellowship, and guidance to youth under the age of 16 who reside primarily in father-absent homes.

As the Community Development Officer for the Big Brothers office I am pleased to request a mere 15 minutes of your time to make a short presentation on the programs and services that we offer through our office. This presentation would include a short 3 min digital slide show presentation followed by 5 min of a verbal presentation.

I would like to take this as an opportunity to answer any questions or address any concerns that may arise from this presentation.

I would be pleased to give my presentation at your convenience on any day past April 15<sup>th</sup> 2004. I look forward to hearing from you, and setting up a time to speak to the Priorities Committee

Regards,

Mitch Ouimette  
Community Development Officer  
Big Brothers of Sudbury



**Big Brothers Association of Sudbury and District**

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*Make a Difference*

*Share a moment with a child ... it will last forever*

**Big Brothers Presentation to  
Sudbury Priorities Committee, City of Greater Sudbury  
Wednesday April 28<sup>th</sup> 2004**

**Presenter: Mitch Ouimette, Community Development Officer**

**Agenda**

- Brief History
- Programs and Services
- Long Term Goals: Minister Bountrogianni's visit
- Needs of Youth in our community from the eyes of the Big Brothers Agency
- A Possible Partnership and investment in the youth of our community
- Closing Slide Show presentation



*There were 4,200 single parent families within Sudbury in 1994. Today there are over 8,500*

*If a man no longer communicates with children then he ceases being a man. He becomes a machine for eating and earning money*

*~John Updike*

*A 15 year longitudinal study of several thousand Little Brothers revealed that boys who have a significant bond with their big brothers of three year duration or longer go on to become senators, politicians, judges, lawyers, successful businessmen having fruitful, meaningful lives.*

## ***The Big Brothers Association of Sudbury and District***

224 Pine Street Sudbury Ontario, P3C 1X5  
[www.bigbrotherssudbury.com](http://www.bigbrotherssudbury.com)

phone us at 673.6161 or fax 673.2041  
[mitch.ouimette@bigbrotherssudbury.com](mailto:mitch.ouimette@bigbrotherssudbury.com)

***Our mission is to work with our community mentors to provide friendship, fellowship, and guidance to youth between 2.5 years of age to 15 years of age who reside on primarily father-absent homes.***

### **Programs and Services**

The Big Brothers program is the core traditional program, which began in 1903 in the United States of America. This program consists of a one-on-one match between a male and a boy. The time commitment is bi-weekly with a minimum of a one-year duration.

Caring couples and caring families. The same as the Big Brother program except it is a couple or family involved in the little guy's life. Although this is not a one-on-one match there are still invaluable experiences and examples to be shared.

The Friends-For-A-Day program is a cross-gendered match program open to all men and woman who wish to take a boy on an outing. This program was originally developed for post-secondary students. At times the students for a group and take a group of boys on the waiting list on an outing. There is no commitment to a relationship. The program helps to take the edge off while youth are waiting to be matched with a Big Brother.

The Big Bunch program is a large group program for the kids on the waiting list. We have seasonal large group outings for all the boys and Big Brothers. In July we spend three days at Mahzenazing Lodge in Killarney. In August we visit Wonderland. During the winter we have season's passes to the Sudbury Wolves games. In February we manage to get a skate in at Queen's Athletic Field.

We introduced the In-School mentoring program in Sudbury in 1998. This is a program where a mentor, male or female visits with a young child at an area primary school. They spend a minimum of one hour per week together at the school engaging in activities, which focus on the child. The program improves the child's self-awareness, increases their esteem level in turn improving socialization and grades.

The Pre-School program was funded by the Early Years Challenge Fund recognizing the need to positively influence children from birth through 6 years and onward. This program is similar to the in school except it takes place at area day cares and early years centres. This is a new program, which is in its own infancy. Already we see a need to provide relief for primarily single parents with infants. We are currently restructuring the program to better meet the needs of single parents.

### ***One more step ensuring a child's safety***

The child safety program is a mandatory program for all children involved in our programs. The philosophy behind the program is the schools, parents, and police etc. can only teach so much safety for children and that children themselves need to be informed so they can help with their own safety. The program teaches children that it is all right to say "no" to adults. It teaches them to think in terms of safety with strangers.

### ***A word on process...***

All mentoring applicants are required to participate in an orientation. They participate in a rigid interview which examines their past from primary school to present. Their family history is reviewed. We look at their relationships and the character type they are. Hobbies, work history, and knowledge of abuse are also examined. Part two of the interview explores the type of child they are interested in mentoring. What age group? What interests etc... Three character references are required from individuals who have known the applicant for three years or longer. One from a family member, a friend, and an employer. We ask for a police reference check and a reference letter from their family physician.

Little Brothers applicants are sent an application form. The caseworker meets with mom and son in an initial interview. A character profile is begun exploring history, hobbies, and interests. The caseworker decides if the child is suitable for the program. The parent or guardian signs all documents. The child is invited to join the Big Bunch program as well as the Friends-For-A-Day while put on the Big Brother applicants being processed and their age preference, location and interests. There is no cost associated with the programs other than the entrance fee into the annual Wonderland trip.

Within Sudbury we serve 100 kids in all our program. There are 40 active Big Brother matches of which 2 are Caring Couples. Our Big Bunch Program usually has 25 to 60 kids participating. We currently have 40 kids on the waiting list.

***Some of our challenges*** include mentor recruitment and raising operating dollars. We operate with a \$130,000 budget of which bingo's and event fundraisers provide most of our money for operations. We secure dollars from various foundations and corporations. The Sudbury Kinsmen are a long-standing benefactor. We are successful with the provincial government funding on occasion. Big Brothers have an active board of 12 directors with a cross representation from education, business, advertising, corporate, health and consumer. The board meets 10 times per year.

Our partnerships are extensive including businesses, service clubs, corporate banking, provincial government ministries, foundations, the social planning council, and numerous other non-profit organizations in the child service sector and education at all levels.

We are a registered non-profit association. We are associated with the Big Brother Big Sisters of Canada with head office in Burlington, Ontario who is our governing body operating under the direction of a national board of directors. We are associated with Big Brothers Big Sisters of America.

# Managers' Reports

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# Request for Recommendation Priorities Committee



Type of Decision									
Meeting Date	April 28, 2004				Report Date	April 21, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes		No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

Report Title
2004 Federation of Canadian Municipalities Quality of Life Report Summary

Policy Implications + Budget Impact	
<input type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
None	
<input checked="" type="checkbox"/>	Background attached

Recommendation
Whereas the City of Greater Sudbury is the only municipality in Northern Ontario to participate in the Federation of Canadian Municipalities Quality of Life Report; and
Whereas the 2004 Quality of Life report measures social, economic and environmental change; and
Whereas there is an opportunity to constructively use the data within the report for the benefit of the corporation and the community; and
<input checked="" type="checkbox"/> Recommendation attached

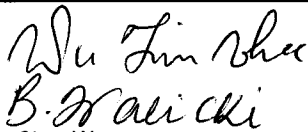
Recommended by the General Manager
 Catherine Matheson General Manager, Health and Social Services
 Doug Nadorozny General Manager, Economic Development and Planning

Recommended by the C.A.O.
 Mark Mieto Chief Administrative Officer

Date: April 29, 2004

**Report Authored By**

**Division Review**



Tin-Chee Wu  
Economic Development and Planning

Bernadette Walicki  
Health and Social Services

Whereas data collection and indicator analysis throughout all City departments is ongoing and critical to reaching successful strategic analysis.

Therefore, let it be resolved that the statistical data within the 2004 Quality of Life Report be fully analysed and distributed to relevant Greater Sudbury committees, working groups and Roundtables, and

That an inventory of applicable, existing data collected by City departments be used to produce an annual update to the Council of Greater Sudbury in order to ensure that appropriate indicators are in place to measure change, and

That the Quality of Life report, the annual update to Council and other indicators be fully incorporated into the budget process, and

That City departments be encouraged to use the information in the annual update to develop their respective business plans.

**BACKGROUND**

The City of Greater Sudbury is now at the forefront of tackling quality of life issues related to the community by participating in a nationally recognized initiative, the Federation of Canadian Municipalities Quality of Life Reporting System.

The Federation of Canadian Municipalities (FCM) and staff from 20 Canadian municipalities, have compiled statistics from national and municipal sources to form the Quality of Life Reporting System (QOLRS), consisting of 75 indicators measuring social, economic and environmental change from 1990 to 2002.

This reporting system provides much needed information on the quality of life in Canada as these 20 QOLRS Communities account for 40% of Canada's total population. The system has been developed to: identify and promote awareness of issues; better target policies and resources; support collaborative efforts; and inform and influence decision makers.

As a follow-up to this Highlights Report 2004, FCM will publish additional reports later this year to provide in-depth analysis of many of the topics highlighted in the current report.

Summarized are highlights from the 2004 report, which defines quality of life as being "enhanced and reinforced in municipalities that: develop and maintain a vibrant local economy; protect and enhance the natural and built environment; offer opportunities for the attainment of personal goals, hopes and

Date: April 29, 2004

aspirations; promote a fair and equitable sharing of common resources; enable residents to meet their basic needs; and support rich social interactions and the inclusion of all residents in community life”.

## HIGHLIGHTS

### Demographic Profile

- The City of Greater Sudbury (CGS) and Regina’s population decreased between 1991 and 2001.
- Immigration is increasing ethnic and cultural diversity in the majority of the QOLRS Communities; however, this has not happened in Greater Sudbury.

*The level of immigration is relevant to population growth in the CGS. Projections by Statistics Canada indicate that without immigration, the Canadian population will begin to decline by the year 2021. In effect, immigration is the only source of population growth in the near future, not only for Canada as a whole, but for every community in the Nation. This is particularly important as the natural increase projection scenario for the CGS indicates that population begins to decline starting with the year 2006. If we wish to reverse this population decline trend, the CGS needs to develop an aggressive strategy to attract international immigrants and provide special services that address their needs and assist them to settle and integrate with our community.\**

- The CGS and Quebec City had the lowest growth of visible minorities between 1991 and 2001 (two percent of the population as compared to an average of 24% for the QOLRS Communities and an average of 7% for the rest of Canada).
- Childless couples and lone parent families, together, account for the same proportion of families as those led by two parent families.

### **STRATEGY**

Mayor David Courtemanche has met with federal and provincial immigration ministers to discuss the special needs of Northern Ontario communities. Councillor Ted Callaghan is leading a community working group to support international student programs, physician recruitment strategies and other initiatives that will encourage immigration to the Greater Sudbury area.

### Local Economy

- Although the CGS saw an increase in bankruptcies (23%), like 5 other Canadian municipalities; it also saw an increase in new business establishments between 1998 and 2002.
- The CGS was the only city that experienced a slight increase in the unemployment rate (from 1991 to 2001).
- Together with several other participating communities, the CGS saw a decline (64%) in the value of building permits between 1991 and 2001.

*Although it is known that there has been a decline in the value of construction in the CGS, much of the decline noted in the QOL Report is due to the choice of 1991 as the base year for comparison. 1991 was the peak year for the total value of construction in the history of Sudbury. This was primarily driven by abnormally high levels of residential and industrial construction that year.\**

Date: April 29, 2004

- The Labour Force Ratio (LFR), measuring the change in ratio of the population aged 0-14 to the number of people aged 50-65, is steadily declining across Canada, where fewer people will be entering the work force than leaving. The CGS has the lowest LFR ratio among the QOLRS Communities with the exception of Quebec City and Vancouver, which had already declined to below replacement levels by 2001.

*While, in the short term, this continuing decline in the LFR ratio will provide some relief to the unemployment situation in the CGS, it will prove to be detrimental to the local economy in the longer term. Hence, retaining our youth and attracting younger migrants are key to the protection of our human resource base to support future economic development.\**

#### STRATEGY

The City of Greater Sudbury has launched a "Study, Stay, Succeed in Greater Sudbury" youth strategy. The Greater Sudbury Youth Cabinet has been designated an official resource to Greater Sudbury Council on issues related to youth in our community.

#### Natural Environment

- The CGS, like all QOL participating communities, relies heavily on the use of private vehicles compared to other modes of transportation.
- The annual average ozone concentration for all QOLRS communities (21.5 parts per billion), except Vancouver and Regina, exceeded the maximum acceptable level of 15 parts per billion throughout 1991-2001. The average for the CGS was 29 parts per billion.

*Motor vehicle emissions are the largest single source of the pollutants that cause high concentration of ground level ozone in urban areas. On a positive note, sulphur dioxide levels in all QOLRS Communities, including CGS, remained well below the maximum acceptable limit during those ten years.\**

- The majority of residents, in participating municipalities, are covered by a centralized sewerage system.
- Rates of residential solid waste recycling and residential waste diverted has increased since 1991.

#### STRATEGY

The City of Greater Sudbury's EarthCare Sudbury initiative, a unique partnership of community agencies, organizations, businesses and individuals, is tackling air quality issues. The Government of Canada has invested more than \$150,000 in a local anti-idling pilot program administered by EarthCare Sudbury.

The City of Greater Sudbury's "Blue Box" recycling program has shown a steady increase in tonnages since its introduction in 1991. The first year, 3,125 tonnes of basic recyclables were diverted from local landfill sites. In 2003, the City achieved a record 13,510 tonnes.

Date: April 29, 2004

### Personal Goals and Aspirations

- Post-secondary attainment levels for all QOLRS communities improved between 1991 and 2001; however, the percentage of CGS residents who had completed a post-secondary certificate, diploma or degree program by 2001 was still slightly below the rest of Canada (15% vs. 16%) and much below the average of 24% for all QOLRS Communities.

*Entry into well-paid, challenging employment in the Canadian labour market demands advanced and specialized educational qualifications. Although one of the reasons for the lower level of education attainment among CGS residents may be due to the out-migration of our youth (who either left the city for higher education or for employment after receiving their higher education locally), this is nonetheless a situation that should be of concern.\**

- Employment rates varied little for QOLRS municipalities (1991 to 2001).
- Median pre-tax family income declined slightly (0.7%) during the 1990-2000 period (QOLRS communities).
- Median household income decreased in all but 5 municipalities; CGS saw an 11% drop (1990 to 2000).

*Statistics Canada 2001 Census revealed that sales and service jobs are ranked number one in CGS. Since these occupations are characterized by low wages, median household income reflects the economic status of our community.\**

- Median pre-tax family income decreased in half of the municipalities (1990-2000).
- Average home ownership in QOLRS Communities increased (1991 to 2001).

### **STRATEGY**

Mayor David Courtemanche has pledged to meet with local leaders in education to identify how the community can support the recruitment efforts of Laurentian University, College Boreal, Cambrian College, local school boards and private schools. In 2003, the Globe and Mail's second annual University Report Card rated Laurentian 12<sup>th</sup> among 38 universities on the general Quality of Education index. This measure reflects student satisfaction in quality of teaching and several other areas.

### Fairness and Equity

- There has been a significant rise in income amongst the highest income earners, in contrast, the before-tax incomes of low and modest income individuals (the bottom 30%) decreased by 10% or more (QOLRS communities).

*Minimum wage and social assistance decreases are both factors that are contributing to a growing income gap. While the rich are getting richer, the poor are unable to afford items beyond their basic needs, in effect creating accessibility issues. As minimum wage and social assistance rates remain low, the discrepancy between better paid workers and minimum wage earners and those on social assistance will perpetuate.\**

Date: April 29, 2004

- Median income families (at the 50<sup>th</sup> percentile) saw their before-tax income decrease by 6.2% after adjusting for inflation (QOLRS communities).
- In general, income growth of “minority” or “vulnerable” groups was substantially lower than their “majority” counterparts.

*Lack of education, affordable housing and employment opportunities creates barriers for low-income individuals and families. At present, full-time employment at minimum wage is not sufficient to move beyond poverty.\**

- Female-headed lone parent families experienced income growth that exceeded the rate for all families (1990-2000).
- Youth households (15-24 yrs.) experienced the greatest loss (-14%) in real income (QOLRS communities).

### STRATEGY

Greater Sudbury's first economic strategic plan was approved in June, 2003. "Coming of age in the 21<sup>st</sup> Century: An Economic Development Strategic Plan for Greater Sudbury 2015" is the culmination of 10 months of community consultation with stakeholders and citizens. Led by the Greater Sudbury Development Corporation, the plan identifies new and emerging economic clusters that will lead to sustainable growth and additional career and business opportunities.

### Basic Needs

- Incidents of low income, defined as living below the low income cut-off, increased slightly for families and unattached youth (15-24 yrs) between 1990 and 2001 and slightly decreased for unattached individuals (QOLRS communities).
- Female-headed lone parent families with children under 12 yrs. experienced a 10% decrease in the incidence of poverty from 1990 to 2001 (QOLRS communities).
- The ability of all family types to afford the cost of basic needs while on social assistance has continually decreased from 1991 to 1996 to 2000. In fact, a family on social assistance in 2000 was only able to afford 72% of their basic needs (QOLRS communities).

*The 2003 income gap report produced for the FCM notes that "poverty breeds isolation and exclusion". Poor families are isolated by lack of transportation, user fees and other eligibility and access issues.\**

- There has been a significant decline in 19 of 20 municipalities in the overall affordability of basic needs for low and modest income individuals.
- Rents at the lowest end of the rental market grew at a faster rate than the overall market, while concurrently the poorest 20% of the population experienced declines in their real income (QOLRS communities).

### STRATEGY

The City of Greater Sudbury is committed to social issues including homelessness, food security and child poverty through policies, programs and partnerships.

- ▶ The City is considered a national leader in the creation and implementation of community partnerships and programs to help reduce homelessness, through its "People Helping People" initiative.
- ▶ The City of Greater Sudbury's "Children First Roundtable" provides information and makes recommendations on policies and programs to address the needs of local children. The Roundtable advises the Mayor and Council on children's issues and takes a leadership role in promoting community efforts and partnerships that put children first.
- ▶ The City's Committee on Seniors' Issues works to promote, maintain and enhance the quality of life of older adults, 55 years and over, through consultation, education, advice and advocacy.

### Social Inclusion

- In QOLRS cities, voter participation rates were consistently higher in federal elections than in municipal elections. Participation rates in federal elections have also declined in the three federal elections held during the last decade.
- Further, the proportion of people making charitable donations in QOLRS municipalities and the number of volunteers fell during the ten-year period from 1991 to 2001; however, QOLRS municipalities experienced an increase in donations.

*Although there was a general decline in the level of volunteerism among QOLRS Communities to an average of 27% in 2000, CGS remained one of the top three QOLRS Communities for volunteerism in 2000 (40%).*

- Unemployment rates for recent immigrants and Aboriginals were higher than non-immigrants (QOLRS communities).
- Workforce participation for recent immigrants and Aboriginals remained low between 1991 and 2001(QOLRS communities).

### FACT

The City remained among the top three major cities in Canada for volunteer participation. In 2000, approximately 40 per cent of the local population engaged in volunteer activities.

### NEXT STEPS

Indicators are critical benchmarks for evaluating existing services and identifying gaps in services, it is therefore recommended that:

1. Quality of Life indicators and other organizational indicators, including: the Municipal Performance Measurement Program (MPMP), and the Ontario Municipal CAO's Benchmarking Initiative (OMBI) be coordinated together for the purpose of educating and providing relevant data to Council, staff and the community as it relates to budgets, business planning and strategic planning.
2. An annual report on internal indicator analysis be prepared for City Council.
3. The City of Greater Sudbury continue to participate in the FCM Quality of Life Report to compare its standing with national averages.

\*staff comment

# Request for Recommendation Priorities Committee



## Type of Decision

Meeting Date	April 28, 2004				Report Date	April 8, 2004			
Recommendation	<input checked="" type="checkbox"/>	Yes		No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

## Report Title

Pioneer Manor - Purchase of Therapeutic Tubs and Flusher Disinfectors

### Policy Implications + Budget Impact

This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified

The purchase of the therapeutic tubs and flusher disinfectors are funded from the approved Capital budget for Pioneer Manor.

Background attached

### Recommendation

Whereas Pioneer Manor received Council approval through recommendation #2003-58 to tender for eight (8) therapeutic tubs; and

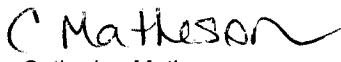
Whereas currently, the Home requires to purchase three (3) therapeutic tubs and six (6) flusher disinfectors for the new redevelopment; and

Whereas capital disbursements including the purchase of necessary equipment are within the approved budget of \$22.1 million;

Recommendation attached

### Recommended by the General Manager

Name  
and Title

  
Catherine Matheson  
General Manager, Health & Social Services

### Recommended by the C.A.O.

Name  
and Title

  
Name and Title  
C.A.O.

Report Authored By	
Name and Title	Randy Hotta Director, Long Term Care Facility & Seniors Services

Division Review
Name and Title

**RECOMMENDATION continued:**

Therefore be it resolved that Pioneer Manor be authorized to purchase three (3) of the approved eight (8) therapeutic tubs and six (6) flusher disinfectors in compliance with the current Purchasing By-Law.

**Background:**

**Identified Needs**

In September, 2004, Pioneer Manor requested approval from Council to tender up to eight (8) therapeutic tubs to fulfill the maximum requirements of tubs established in the functional planning of the new capital redevelopment. In order to meet the necessary requirements for occupancy, Pioneer Manor requires to purchase three (3) tubs at the present time. The option of purchasing six (6) more tubs will be re-evaluated near or upon completion of the construction.

The need for six (6) flusher disinfectors was also identified within the redevelopment's functional plan all of which require to be installed prior to occupancy.

**Vendor Selection**

The selection process for the purchase of therapeutic tubs and of flusher disinfectors was restricted to one source in order to maintain standardization of the equipment currently being utilized at Pioneer Manor. Compatibility, efficiency, and the quality of service were key determinants for exercising this method of purchasing in accordance with the Purchasing By-Law. As such, it is recommended that both the therapeutic tubs and the flusher disinfectors be purchased from Arjo Canada Inc. which currently supplies and services this equipment at Pioneer Manor.

**Cost**

The cost per unit and total cost for each of the required equipment is as follows:

Amount	Product	Unit Price	Total Price
3	Therapeutic Tub	\$23,282.00	\$69,846.00
6	Flusher Disinfectors	6,707.00	40,242.00
			\$110,088.00

The cost of therapeutic tubs and of flusher disinfectors are funded as capital disbursements for necessary equipment within the approved budget for the capital redevelopment project of \$22.1 million. The price, terms and conditions were negotiated by Supplies and Services.

# Correspondence and Information

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# Request for Recommendation Priorities Committee



## Type of Decision

Meeting Date	April 28, 2004				Report Date	April 21, 2004			
Recommendation		Yes	<input checked="" type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only		<input checked="" type="checkbox"/>		Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

## Report Title

Ministry of Health and Long Term Care  
Nurse Practitioner Information Update

### Policy Implications + Budget Impact

This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified

Not applicable

Background attached

### Recommendation

For information only

Recommendation attached

### Recommended by the General Manager

  
Catherine Matheson  
General Manager of Health and Social Services

### Recommended by the C.A.O.

  
Mark Mieto  
Chief Administrative Officer

Date: April 21, 2004

**Report Authored By**



Kim Rossi  
Coordinator of Health Initiatives

**Division Review**

Name  
and Title

**Background**

The provincial government announced in May (2003) the creation of 117 new nurse practitioner positions for 34 small, rural underserved communities. Greater Sudbury was allocated four. Currently 45 of those positions remain vacant, including one of the four in Greater Sudbury.

As per Council's request, the following activities pertaining to nurse practitioner funding from the Ministry have taken place:

1. In February, the General Manager of Health and Social Services and the Coordinator of Health Initiatives met with Ministry of Health and Long Term Care officials in Sudbury and with Interdisciplinary Practitioner Program consultants via teleconference. The purpose of the meeting was twofold:
  - request funds from the 45 vacant nurse practitioner positions.
  - urge the Ministry of Health and Long Term Care to increase the number of funded nurse practitioner positions in the City of Greater Sudbury.

The Ministry officials indicated that the City cannot be granted funds from nurse practitioner positions already allocated; communities will be given an opportunity to retain the funding and continue to seek professionals to occupy the vacancies. However, the Ministry assured that Greater Sudbury will be notified in the event of another announcement for nurse practitioner funding.

**Action Plan**

The Honourable George Smitherman, Minister of Health and Long Term Care has been requested to address the following:

- need to increase the number of allocated positions to the City of Greater Sudbury
- respond to the question as to when the next round of "request for proposals" will be announced
- need to review the way in which the nurse practitioner positions are awarded
- address the shortage of nurse practitioners by increasing program enrollment