



CITY OF CORNER BROOK

Dear Sir\Madam:

I have been directed by His Worship the Mayor to summon you to a Committee of the Whole Meeting of the Corner Brook City Council, to be held on **February 7, 2022 at 7:00 p.m. via video conference.**

CITY CLERK

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	1	CALL MEETING TO ORDER
	2	APPROVALS
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	3	BUSINESS ARISING FROM MINUTES
	3.1	Business Arising From Minutes
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	5	PUBLIC WORKS REPORT
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19	6.1	Rent Relief
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	8	COMMUNITY, ENGINEERING, DEVELOPMENT & PLANNING
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	10.1	In Camera Items (If Required)
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**MINUTES OF A REGULAR MEETING OF
THE COUNCIL OF THE CITY OF CORNER BROOK
VIDEO CONFERENCE
MONDAY, 24 JANUARY, 2022 AT 7:00 PM**

PRESENT:

Mayor	J. Parsons	R. Cumby, City Manager
Deputy Mayor	L. Chaisson	D. Park, Director of Finance & Administration
Councillors:	P. Gill	D. Charters, Director Community Engineering Development and Planning
	V. Granter	T. Flynn, Director of Protective Services
	B. Griffin	D. Burden, Director of Public Works, Water and Waste Water Services
	P. Keeping	
	C. Pender	M. Redmond, City Clerk

22-001 Approval of Agenda

On motion by Councillor C. Pender, seconded by Councillor V. Granter, it is **RESOLVED** to approve the agenda as circulated with the following additions:

- 4.2 Fireworks Policy
- 5.3 Community Partners Update

MOTION CARRIED.

22-002 Approval of Minutes (Regular Council Meeting - 13 December 2021 and 24 December 2021)

On motion by Councillor B. Griffin, seconded by Councillor L. Chaisson, it is **RESOLVED** to approve the Minutes of the Regular Council Meeting of 13 December and 24 December 2021 as presented. **MOTION CARRIED.**

22-003 Confirmation of Minutes

In accordance with section 41(3) of the City of Corner Brook Act, "Where a decision is made by the councillors at a privileged meeting, the decision, in order to be valid, shall be ratified at a public meeting of the council., the following resolutions were brought forward for ratification and were motioned:

It is **RESOLVED** to ratify Minute CC21-010 - **[Granter/Chaisson]**.

It is **RESOLVED** to ratify Minute CC21-012 - **[Granter/Chaisson]**.

It is **RESOLVED** to ratify Minute CC21-031 - **[Granter/Chaisson]**.

It is **RESOLVED** to ratify Minute CC21-037 - **[Granter/Gill]**.

MOTION CARRIED ON ALL MINUTES.

22-004 Business Arising From Minutes

No items were brought forward.

22-005 Protective Services Statistics for month of December 2021

Councillor B. Griffin provided an update on the Protective Services Statistics for the month of December as follows:

- Municipal Enforcement received 80 calls for service
- Corner Brook Fire Department received 42 calls for service
- The CBFD Fire Prevention Inspector conducted 11 commercial inspections and 3 home oxygen inspections
- PSAP received a total of 5300 calls, 2624 calls of which were transferred 911 calls

22-006 Fireworks Policy

There was some discussion regarding the use of fireworks in the City, particularly during New Years and other holidays. It was agreed to have staff review policy and/or regulations for residential fireworks.

22-007 Engineering, Development and Planning Updates

Councillor P. Gill provided an update from Engineering, Development and Planning on the following projects:

- City Hall Heat Pumps - expecting delivery of one unit in march, two other units are not expected until late this year due to delays
- Corner Brook Regional Recreation Centre - finalizing the contract with Pomerleau
- 2022 Asphalt Program - a presentation is expected to come to council in early spring
- St. Mary's Brook Culvert - Phase 2 - final work and cleanup to be done in the spring
- Multi Year Capital Projects - most projects are in the design stage and construction on the retaining walls is expected in the spring
- Mount Bernard Avenue Rebuild Project - construction to begin spring 2022 and expected completion is fall 2023
- The Great Trail Project - Phase 1 - construction expected to begin in the summer
- Other Development and Planning projects such as the Acute Care Hospital are on schedule, the SPCA facility is expected to open in March and other projects are progressing and permits have been issued.

22-008 Community Services Project Update

Councillor P. Keeping provided an update from Community Services Division on the following projects:

Tourism

- STAR - funding application submitted to ACOA
- Winterlude National Ice-Carving Championship - working with recreation staff for competition taking place in February

- CNA Tourism Course - draft itineraries have been submitted by CNA students and staff will work with them to prepare for the tourism season
- Deer Lake Airport Sense of Arrival - staff are expected to visit the airport this week to get an update
- Cruise Season 2022 - staff are working with the Port to develop the program, hoping to host 4000+ passengers from the Sky Princess on September 30th for the 2022 Colours of Corner Brook Street Festival

Business

- World Council on City Data (WCCD) 2020 - expecting a response regarding certification in early February
- Downtown Urban Design Plan (DUDAP) - working on completing phase 1 and will begin planning for phase 2
- Special Tax Assistance for New Commercial Enterprises (STANCE) Program - staff are moving forward with developing program

Sustainability

- Community Garden - working with Western Environment Centre to develop proposal for the 2022 season that includes a new garden in curling, upgrades to existing gardens and improvements for accessibility
- Trans Canada Trail Project - staff have requested quotes and will select a consultant this winter
- Urban Forestry Project & University Partnerships - in progress

22-009 Community Partners Committee

Councillor Gill commented that the Community Partners Committee met in January and have begun to establish four subcommittees each with a specific focus for transportation, primary health care, housing and youth. They plan to meet again in February to further establish these committees and determine the next steps.

22-010 2022 Tax Bill Update

Councillor C. Pender provided an update from the Finance & Administration Department regarding the 2022 tax bills which were issued on January 14th. Property and business taxes account for approximately \$28,450,000 of the annual budget for 2022. The due date for property taxes is the end of February and the end of March for business taxes.

22-011 Council Travel Report - July - December 2021

Councillor C. Pender presented the semi-annual Council Travel Report as per the City of Corner Brook's "Council Remuneration and Reimbursement Regulations". The report states that the total amount for council travel from July 2021 to December 2021 was \$0 which was the same as the previous year.

22-012 Civic Centre Update

Councillor L. Chaisson presented an update from Recreation Services on the Civic Centre operations as follows:

- The Civic Centre was closed on January 13th due to safety issues resulting from a water leak in the centre's main electrical room, however work to repair the issues began immediately and the centre reopened on January 14th
- Work will begin today, January 24th to complete repairs and is expected to take 7 days to complete.
- The Kinsmen Arena has ice however ice has been removed in the main arena due to COVID but will be reapplied following the completion of repairs
- It is expected to have some minor disruptions to communication equipment but the primary business of tenants should not be impacted.
- With COVID guidelines recently updated for recreation activity some of the minor programming will be reintroduced for practices in the Kinsmen arena on Monday, January 24th and programming in the gym to begin on Wednesday, January 26th.
- The COVID Testing Clinic in the studio closed on Sunday, January 23rd so other activities in the studio are expected to resume following the removal of equipment.
- Walking track hours will also be expanded to include evening walking from 4-9pm on Monday to Friday but will be closed Monday, January 24th.

22-013 Winter Carnival - Winterlude

Councillor P. Keeping provided an update regarding the Corner Brook Winter Carnival which will be hosting the Ice Sculpting Competition portion of the 44th annual Winterlude Celebration, organized by Canadian Heritage. The event will take place on February 5th 8am - 8pm and February 6th from 8am - 4pm.

22-014 Corner Brook Regional Recreation Centre Design Build Honorarium

Councillor P. Gill declared a Conflict of Interest on this agenda item due to the nature of her employment. She did not participate in deliberations and voting on this agenda item.

On motion by Councillor B. Griffin, seconded by Councillor P. Keeping, it is **RESOLVED** to approve the release of a \$75,000 (HST Inc.) honorarium to each Lindsey Construction and Marco Group for a total cost of \$150,000 (HST Inc.) as per the Corner Brook Regional Recreation Centre Request for Proposals. **MOTION CARRIED. [Councillor C. Pender voted against the motion].**

22-015 Retaining Wall Replacement 2021-31

On motion by Councillor B. Griffin, seconded by Councillor C. Pender, it is **RESOLVED** to award the tender to C. Barnes Excavating in the amount of

\$283,312.85 (HST included) for the Retaining Wall Replacement Contract 2021-31. **MOTION CARRIED.**

22-016 Mount Bernard Avenue Reconstruction 17-GI-22-00085

On motion by Councillor V. Granter, seconded by Councillor C. Pender, it is **RESOLVED** to accept the funding as outlined in the Department of Transportation and Infrastructure project approval letter dated December 21, 2021 to complete the project under the Investing in Canada Infrastructure Program.

It is **FURTHER RESOLVED** to authorize the Mayor and the City Manager to sign the Municipal Infrastructure Fund Agreement with the Department of Transportation and Infrastructure on behalf of the City of Corner Brook. **MOTION CARRIED.**

22-017 Mount Bernard Avenue Reconstruction - RFP

On motion by Councillor V. Granter, seconded by Deputy Mayor L. Chaisson, it is **RESOLVED** to approve the Consultant Fee Proposal to consulting services related to the Mount Bernard Avenue Reconstruction project in the amount of \$451,852.25 (HST included) from Dillon Consulting Limited. **MOTION CARRIED.**

22-018 Collective Agreement - Canadian Union of Public Employees Local 4386 (CUPE 4386)

On motion by Councillor P. Gill, seconded by Councillor C. Pender, it is **RESOLVED** to approve the ratification of the Labour Agreement with the Canadian Union of Public Employees Local 4386 for the period ended December 31, 2025. **MOTION CARRIED.**

22-019 Lease Agreement with Diocesan Synod Of Western Newfoundland for City Staff parking located at 25 Main Street

On motion by Councillor C. Pender, seconded by Councillor V. Granter, it is **RESOLVED** to approve the execution of the lease agreement between the City of Corner Brook and the Diocesan Synod of Western Newfoundland for additional parking for City Hall located at 25 Main Street. **MOTION CARRIED.**

22-020 Discretionary Use (Home Based Business) - 131 Fillatre Avenue

On motion by Councillor P. Gill, seconded by Councillor B. Griffin, it is **RESOLVED** to approve the application to operate a home based business from the dwelling located at 131 Fillatre Avenue in accordance with Regulation 11 - Discretionary Powers of Authority. **MOTION CARRIED.**

22-021 Discretionary Use (Home Based Business Office) - 308 Curling Street

On motion by Councillor P. Gill, seconded by Councillor B. Griffin, it is **RESOLVED** to approve the application to operate a home based business office

from the dwelling located at 308 Curling Street in accordance with Regulation 11 - Discretionary Powers of Authority. **MOTION CARRIED.**

22-022 Attendant Pass Program for Persons with Disabilities

On motion by Councillor L. Chaisson, seconded by Councillor V. Granter, it is **RESOLVED** to approve the new policy for the Attendant Pass Program for Persons with Disabilities Policy, as attached. **MOTION CARRIED.**

ADJOURNMENT

The meeting adjourned at 8:02 p.m.

City Clerk

Mayor



Information Report (IR)

Subject: Proclamations and Events

To: Marina Redmond

Meeting: Committee of the Whole - 07 Feb 2022

Department: City Manager

Staff Contact:

Topic Overview: The City of Corner Brook routinely receives requests from various organizations to recognize significant days weeks and months.

Attachments: [Eating Disorder Week 2022 redacted](#)

BACKGROUND INFORMATION:

The City of Corner Brook would like to recognize the following proclamations and events:

- The week of **February 1st - 7th** is declared as **Eating Disorder Awareness Week**. On February 1st, their flag was raised and a proclamation signed to recognize this event at the request of Eating Disorder Foundation of Newfoundland and Labrador.

in City of Corner Brook.

City Clerk
Legislative Assistant

Approved - 02 Feb 2022
Approved - 02 Feb 2022

City Manager



Proclamation

Eating Disorder Awareness Week

February 1st – 7th, 2022

Whereas: An Eating Disorder is a serious mental illness with often devastating physical implications;

Whereas: Eating Disorders affect many individuals and families in the Province of Newfoundland and Labrador;

Whereas: Recovery from an eating disorder is a journey that includes support from families and caregivers;

Whereas: The Eating Disorder Foundation of Newfoundland and Labrador is a leadership advocacy group dedicated to promoting support, treatment services and providing public support services and information about matters related to eating disorders;

Whereas: February 1-7, 2022 is dedicated across Newfoundland and Labrador and the entire country as a special time when many educational and awareness activities take place to help raise the level of understanding of Eating Disorder Prevention, Treatment and Recovery;

Whereas: The theme for Eating Disorder Awareness Week 2022 is **“Everyone has a role to play”**;

Therefore: I, Jim Parsons, Mayor of the City/Town of Corner Brook, do hereby proclaim February 1 to February 7, 2022 be observed as Eating Disorder Awareness Week in the City/Town of Corner Brook.

Signed By:

Mayor Jim Parsons
City/Town of Corner Brook



Information Report (IR)

Subject: Public Works, Water, and Wastewater Report

To: Rodney Cumby
Meeting: Committee of the Whole - 07 Feb 2022
Department: Public Works
Staff Contact: Donald Burden, Director of Public Works, Water & Wastewater
Topic Overview: A meeting was held on January 31, 2022 to discuss Public Works, Water, and Wastewater issues and updates.
Attachments: [PWWW Budget 2021](#)
[PWWW Inquires](#)

BACKGROUND INFORMATION:

1. Budget Update: Reviewed the 2021 budget and year end expenses. A couple line items were over budget for 2021 but overall PWWW will be close to budget for 2021.
2. PWWW Inquires: Over 800 inquires were made to PWWW in January 2022. Majority of calls were related to snow clearing.
3. Department Updates: New rink constructed on Wellington Street basketball court, open from 8am-10pm each day weather permitting. Having great difficulty acquiring new light duty pick up trucks for PWWW fleet. Ordered 4 trucks approximately a year ago and still not delivered. New street sweeper will be delivered in March 2022, in time for Spring 2022 clean up. At Water Treatment Plant, chemical costs are increasing from suppliers and operators are working through some preventative maintenance with the filters. Several City staff will be attending the NL Government Clean Water Conference in Gander in March, Keith Costello and Donny Burden have been asked to present on wastewater sampling. Snow clearing in January 2022 has been expensive because of the several freeze thaw conditions, however, all costs are not yet inputted into system. Will have an update for Council at the next meeting.
4. New Items: sidewalk presentation that was scheduled to be presented to Council will now be presented in the Spring 2022. Tours of the water treatment plant will resume as soon as Covid protocols allow.

Legal Review: No

Director of Public Works, Water &
Wastewater
Legislative Assistant

Approved - 01 Feb 2022

Approved - 02 Feb 2022

City Manager

CITY OF CORNER BROOK
Summary of All Units
For the Twelve Months Ending December 31, 2021

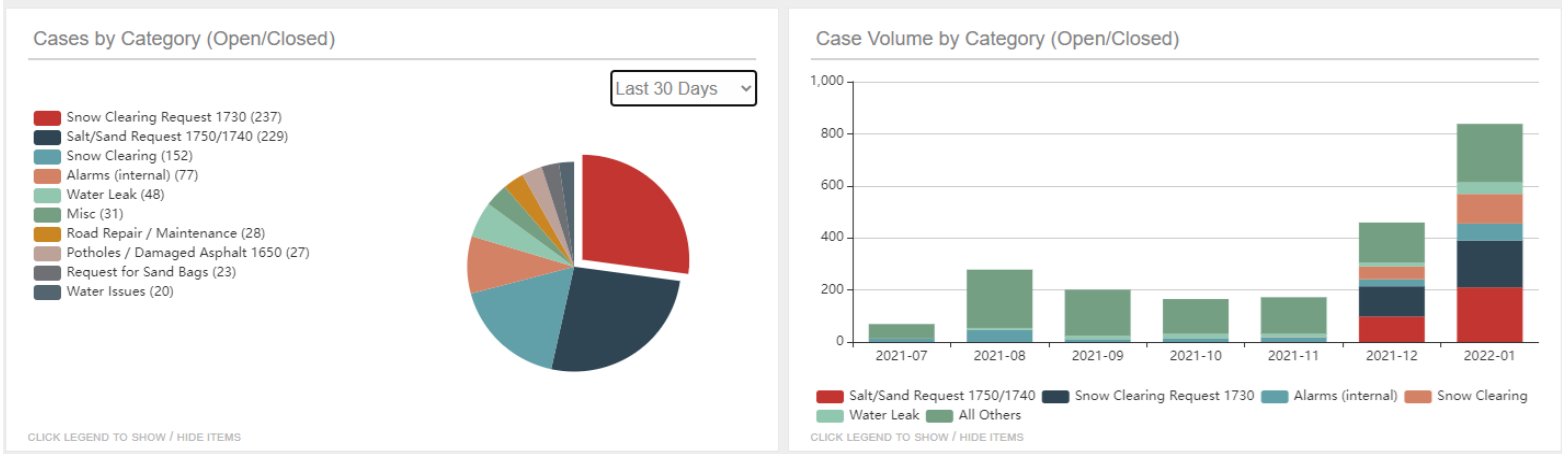
Account	YTD Actual December 2021	Annual Budget	Remaining Budget
Standby pay	\$125,132.04	\$0.00	(\$125,132.04) ***
PWWW - Brook Street Building	16,300.84	11,500.00	(4,800.84)
PWWW - Bldg - Charles St	254,150.66	219,500.00	(34,650.66)
PWWW - Bldg - City Hall	637,429.99	506,500.00	(130,929.99) ***
PWWW - Other Bldgs	8,899.62	4,500.00	(4,399.62)
PWWW - 2 Allens Rd	6,329.66	8,500.00	2,170.34
PWWW - 77 Premier Dr	5,568.50	8,500.00	2,931.50
PWWW - Connors Rd	7,805.45	14,500.00	6,694.55
PWWW - Curling Club	46,900.28	45,500.00	(1,400.28)
PWWW - Wellington Street Compl	20,720.27	19,000.00	(1,720.27)
PWWW - Bldg MBP	14,837.20	18,000.00	3,162.80
PWWW - Museum	260.71	5,000.00	4,739.29
PWWW - Bldg Bartlett's Pt	6,475.89	7,500.00	1,024.11
PWWW - New Salt Shed	4,856.40	7,000.00	2,143.60
Total Building Maintenance	1,155,667.51	875,500.00	(280,167.51)
PWWW - Street Lights	602,740.95	640,000.00	37,259.05
PWWW - Heritage lights	10,430.75	47,000.00	36,569.25
Total Street Lighting	613,171.70	687,000.00	73,828.30
PWWW - Gravel St Main	12,015.24	6,500.00	(5,515.24)
PWWW - Streets Maint	358,210.82	302,000.00	(56,210.82)
PWWW - W/S Pave Cuts	461,296.17	330,500.00	(130,796.17) ***
PWWW - Sod repair	36,419.64	30,000.00	(6,419.64)
PWWW - Curb and sidewalk main	205,769.03	211,000.00	5,230.97
PWWW - Maint Manhole/catch bas	119,462.81	76,000.00	(43,462.81)
PWWW - Maint of Guardrails	90,463.21	48,000.00	(42,463.21)
PWWW - Maint of stePWWW/walkways	1,815.08	3,000.00	1,184.92
Total Street Maintenance	1,285,452.00	1,007,000.00	(278,452.00)
PWWW - Streets-Snow	775,776.94	1,055,600.00	279,823.06
PWWW - Sanding	181,880.36	222,000.00	40,119.64
PWWW - Salting	568,778.52	448,500.00	(120,278.52)
PWWW - Snow/Business Area	6,833.47	25,000.00	18,166.53
PWWW - Ice cutting/remove	1,244.16	24,000.00	22,755.84
PWWW - Snow Remove City Parking	5,696.06	8,000.00	2,303.94
PWWW - Snow clearing Contracts	0.00	5,000.00	5,000.00
PWWW - Damage Claims	5,584.39	11,000.00	5,415.61
PWWW - StePWWW/walkways	1,616.71	9,500.00	7,883.29
PWWW - Anti icing	4,970.65	32,000.00	27,029.35
Ice Rinks - Maint/Construction	14,429.26	0.00	(14,429.26)
Total Snow Clearing	1,566,810.52	1,840,600.00	273,789.48
PWWW - Traffic lights	41,548.83	44,000.00	2,451.17
PWWW - Street Sign Maint	39,568.52	70,000.00	30,431.48
PWWW - Street markings	111,604.49	115,400.00	3,795.51
PWWW - Traffic flaggers	148,502.20	130,000.00	(18,502.20)
Total Traffic Control	341,224.04	359,400.00	18,175.96
PWWW - Maint open ditches	10,439.07	27,500.00	17,060.93

CITY OF CORNER BROOK
Summary of All Units
For the Twelve Months Ending December 31, 2021

Account	YTD Actual December 2021	Annual Budget	Remaining Budget
PWWWW - Maint Brooks	0.00	3,000.00	3,000.00
PWWWW - Flood control	59,626.55	67,000.00	7,373.45
Total Drainage	70,065.62	97,500.00	27,434.38
PWWWW - Dust control	738.32	1,000.00	261.68
PWWWW - Street cleaning	54,806.55	100,000.00	45,193.45
PWWWW - Spring clean up	121,607.77	115,000.00	(6,607.77)
PWWWW - Storm sewer repair	53,017.52	77,000.00	23,982.48
PWWWW - Storm sewer cleaning	31,189.93	75,000.00	43,810.07
Total Storm Sewer Cleaning	261,360.09	368,000.00	106,639.91
PWWWW - Jubilee Field	53,808.82	41,000.00	(12,808.82)
PWWWW - MBP	14,514.50	19,500.00	4,985.50
PWWWW - War Memorials	348.46	1,500.00	1,151.54
PWWWW - Skateboard park	29.77	2,800.00	2,770.23
PWWWW - Majestic Lawn	356.53	500.00	143.47
PWWWW - Athletic field maint	126,271.09	76,500.00	(49,771.09)
PWWWW - Bash A&B	3,098.77	1,500.00	(1,598.77)
PWWWW - Ambrose O'Rielly	1,633.35	3,000.00	1,366.65
PWWWW - Equipment Maint	0.00	3,000.00	3,000.00
PWWWW - Playground maint	38,614.68	34,000.00	(4,614.68)
PWWWW - Wellington	33,983.16	36,000.00	2,016.84
PWWWW - Tennis courts	1,471.80	1,500.00	28.20
PWWWW - Beautification	81,125.36	83,100.00	1,974.64
PWWWW - Dog Park	237.90	1,000.00	762.10
PWWWW - Mowing	49,693.27	35,000.00	(14,693.27)
PWWWW - Tree Maintenance	26,332.22	15,000.00	(11,332.22)
PWWWW - Turf Maintenance	0.00	19,500.00	19,500.00
PWWWW - Green Space	430.99	0.00	(430.99)
PWWWW - Bike Trails	0.00	2,000.00	2,000.00
PWWWW - Winter carnival	3,627.34	4,000.00	372.66
PWWWW - Watchman	38,669.12	30,000.00	(8,669.12)
PWWWW - Parades and Special Events	19,538.52	9,000.00	(10,538.52)
Splashpad	16,162.98	10,000.00	(6,162.98)
Garbage collect - Public Space	88,694.61	34,800.00	(53,894.61)
Total Parks & Recreation	598,643.24	464,200.00	(134,443.24)
Total PWWWW	5,892,394.72	5,699,200.00	(193,194.72)

Account	YTD Actual December 2021	Annual Budget	Remaining Budget
PWWW - Chlorine/Feeders, Salary	41,535.61	60,000.00	18,464.39
PWWW - Chlorine/Feeders, Overtime	2,377.70	0.00	(2,377.70)
PWWW - Chlorine/Feeders, Vacation	32.11	0.00	(32.11)
PWWW - Chlorine/Feeders, Group Insurance	2,387.51	0.00	(2,387.51)
PWWW - Chlorine/Feeders, Pension	2,851.13	0.00	(2,851.13)
PWWW - Chlorine/Feeders, CPP/EI/WCB/HAPWWWET	6,095.00	0.00	(6,095.00)
PWWW - Chlorine/Feeders, Chlorine	0.00	6,000.00	6,000.00
PWWW - Chlorine/Feeders, City Equip	8,515.30	10,000.00	1,484.70
PWWW - Chlorine/Feeders, Maint supplies	25,366.81	32,000.00	6,633.19
PWWW - Chlorine/Feeders, Inventory	30.34	0.00	(30.34)
PWWW - Chlorine/Feeders, Hired equipment	2,112.76	0.00	(2,112.76)
PWWW - Chlorine/Feeders, Electrical	14,523.83	20,000.00	5,476.17
Total Purification Treatment	105,828.10	128,000.00	22,171.90
PWWW - Maint Hydrants/valves	141,722.15	145,000.00	3,277.85
PWWW - Main Line Repairs	194,961.71	210,000.00	15,038.29
PWWW - Maint Feeder	88,193.08	111,500.00	23,306.92
PWWW - Water Lateral Repairs	543,590.11	435,000.00	(108,590.11)
PWWW - Hydrant Snowclearing	27,836.51	70,000.00	42,163.49
PWWW - Thaw Water Lines	482.23	25,000.00	24,517.77
PWWW - Clean Water Lines	79,127.62	85,000.00	5,872.38
PWWW - Flow Testing Program	23,181.94	34,000.00	10,818.06
PWWW - Water Traffic flaggers	90,662.30	58,000.00	(32,662.30)
Total Water Mains & Hydrants	1,189,757.65	1,173,500.00	(16,257.65)
PWWW - Maint Sewer Mains	167,911.02	135,000.00	(32,911.02)
PWWW - Maint Sewer Laterals	98,239.15	79,000.00	(19,239.15)
PWWW - Sewer Treat Plants	44,050.57	53,000.00	8,949.43
PWWW - Sewer Pump Stat	122,040.01	135,000.00	12,959.99
PWWW - Sewer Flow Test	29,773.65	38,000.00	8,226.35
Total Saintry Systems	462,014.40	440,000.00	(22,014.40)
PWWW - Maint of Regulators	127,355.17	121,000.00	(6,355.17)
PWWW - Maint of water meters	36,078.35	37,000.00	921.65
PWWW Massey Drive Water Meters	2,219.32	3,500.00	1,280.68
Total Regulations & Meters	165,652.84	161,500.00	(4,152.84)
PWWW - Maint of Reservoirs	53,372.21	55,700.00	2,327.79
PWWW - Maint of Intakes	30,535.72	25,000.00	(5,535.72)
Total Reservoirs & Intakes	83,907.93	80,700.00	(3,207.93)
PWWW - Pumphouse	68,921.51	91,000.00	22,078.49
Total Pumphouse	68,921.51	91,000.00	22,078.49
Total Water & Sewer	2,076,082.43	2,074,700.00	(1,382.43)

Account	YTD Actual		Remaining Budget
	December 2021	Annual Budget	
Water treat plant, Salary	198,018.89	198,200.00	181.11
Water treat plant, Overtime	12,203.71	15,000.00	2,796.29
Water treat plant, Vacation	12,033.76	19,000.00	6,966.24
Water treat plant, Sick	3,518.67	4,700.00	1,181.33
Water treat plant, Group Insurance	7,806.71	8,200.00	393.29
Water treat plant, Pension	12,896.50	13,300.00	403.50
Water treat plant, CPP/EI/WCB/HAPWWWET	21,595.24	21,400.00	(195.24)
Water treat plant, Computer Supplies	15,942.68	30,000.00	14,057.32
Water treat plant, Other chemicals	695,262.89	720,000.00	24,737.11
Water treat plant, City Equip	6,585.00	7,500.00	915.00
Water treat plant, Maint supplies	203,911.31	250,000.00	46,088.69
Water treat plant, Inventory	12,933.38	20,000.00	7,066.62
Water treat plant, Telephone	1,703.52	0.00	(1,703.52)
Water treat plant, Electrical	192,943.74	200,000.00	7,056.26
Total Water Treatment Plant	1,397,356.00	1,507,300.00	109,944.00





Request for Decision (RFD)

Subject: Rent Relief

To: Rodney Cumby

Meeting: Committee of the Whole - 07 Feb 2022

Department: Finance and Administration

Staff Contact: Alicia Park, Administrative Assistant

Topic Overview: Portions of the Corner Brook Civic Centre has once again closed due to order from Public Health, and tenants in the building are not able to occupy their respective spaces. In 2020 and 2021 the City provided rent relief to the tenants affected by the Covid closures.

BACKGROUND INFORMATION:

On December 20, 2021 the Provincial Chief Medical Officer of Health issued new orders as a result of rising numbers in our Province from Covid-19. As a result of these measures Saltos and The Corner Brook Curling Club were no longer able to offer their regular programming. In 2020 and 2021 during a similar situation, the City provided rent relief to the tenants for the periods of time they were unable to open and operate. The monthly rent for Saltos is \$2,425.91 (\$78.26 per day) and the monthly rent for the Corner Brook Curling Club is \$2,181.81 (\$60.91 per day). The total amount of rental relief will be variable depending on when the respective tenant is once again able to open.

PROPOSED RESOLUTION:

It is RESOLVED to approve rent relief to Saltos and the Corner Brook Curling Club retroactive to December 20, 2021 until the tenants are permitted to return to normal operations.

RECOMMENDATION:

It is staff recommendation to provide rent relief to Saltos and the Corner Brook Curling Club until the restrictions from Public Health are removed and the tenants are able to return to normal operations.

Administrative Assistant
Legislative Assistant

Approved - 01 Feb 2022
Approved - 02 Feb 2022

City Manager



Request for Decision (RFD)

Subject: Approval to initiate Section 14 – Public Consultation MP/DR21-02 - Proposed IMSP/DR Mapping changes – Valley View Estates

To: Darren Charters
Meeting: Committee of the Whole - 07 Feb 2022
Department: Development and Planning
Staff Contact: Deon Rumbolt,
Topic Overview:
Attachments: [R 1 MP 21-02 PROPOSED - Valley View Estates](#)
[R 2 DR 21-02 EXISTING - Valley View Estates](#)
[R 1 MP 21-02 EXISTING - Valley View Estates](#)
[R 2 DR 21-02 PROPOSED - Valley View Estates](#)
[Valley View Proposed Layout](#)

BACKGROUND INFORMATION:

Issue:

The principal purpose of the Amendments are to allow Council to consider approval of a series of inter-related rezonings on O'Connell Drive to permit a new 50 unit Mini Home Subdivision, referred to as Valley View Estates, which includes the Public Benefit of a new 50 stall gravel parking lot for the George Daddy Dawe Memorial Soccer Pitch as well as some additional Open Space.

In addition, Residential Medium Density lots will be created and an existing non-conforming lot will be rezoned to remove its non-conforming status. The existing George Daddy Dawe Memorial Soccer Pitch will be rezoned to the Community Service zone which is more in keeping with the use than the Open Space zone. This proposal also substantially reduces the Comprehensive Residential Development Area (CRDA) and increases the Open Space. This proposal requires Map Amendments to both the Integrated Municipal Sustainability Plan (IMSP) and Development Regulations (DR) (refer to Attachments A to D).

Background:

The Applicant, GDR Enterprise Ltd., has submitted a subdivision proposal for a fifty (50) unit Mini Home development located in the vicinity of the O'Connell Drive and Hillard's Road intersection. A proposed lot layout for the Valley View Estates development is found as Attachment E. The site is immediately adjacent to an existing Mobile Home Park. A portion of the lands included in this rezoning were purchased from the City to make this possible to proceed. There is an existing single family home that will be incorporated through the changes with a goal of achieving the best and highest use for these lands.

This rezoning is proposed to achieve the following:

- To enlarge the existing Mobile/Mini Home Residential (MHR) zone to permit a new 50 unit Mini Home Subdivision (Valley View Estates);
- To change the existing George Daddy Dawe Memorial Soccer Pitch to a more appropriate zone (from Open Space (OS) to Community Services (CS));

- To enlarge the existing George Daddy Dawe Memorial Soccer Pitch area to allow room for a new 50 stall gravel parking lot for the soccer pitch by changing Rural (R) lands to CS;
- To remove the current non-conforming status of 84 Hilliard's Road, an existing, developed, single residential property, by changing the property zone from the current Comprehensive Residential Density Area (CRDA) to Residential Medium Density (RMD);
- To provide added RMD sites to be developed with access via Hilliard's Road;
- To provide additional OS zoned lands adjacent the George Daddy Dawe Memorial Soccer Pitch and O'Connell Drive as additional amenity space;
- To provide additional OS zoned lands to supplement the OS protection for the existing watercourse, Petries Brook, as well as provide additional amenity space for uses such as Community Gardens; and
- To meet the requirements of the Integrated Municipal Sustainability Plan (IMSP) Regulation 16. Dedication of Land for Public Use and Regulation 116. Land for Public Open Space, lands that were not necessary or identified for a use (MHR and CRDA) are to be changed to OS zone. The three (3) abutting OS lots (1 existing OS lot and 2 rezoned lots, 1 each from MHR and CRDA) are to be consolidated. The ownership of Open Space (OS) and Community Services (CS) lands should be transferred to The City, if not already owned by The City.

Municipal Departments and Services have reviewed the proposal, support the rezoning and will work with the developer to implement the proposal.

POLICY SUPPORT

Map amendments are required to support this proposed development. The General Growth Planning Policies (3.3.3) of the IMSP apply as well as the Residential Policies (4.2.3) and Objectives (4.2.2). This proposal meets the requirements of the 2012 IMSP and DR.

This Council request is for permission to initiate Public Consultation by advertising the proposal to inform and request public comments be supplied to the City for consideration.

Communication Strategy:

The proposed amendment(s) will be advertised as per the URPA s. 14 to satisfy public consultation requirements. Should Council decide to move forward with the amendment(s), a Notice of Public Consultation will be publicized in the West Coast Wire newspaper, posted on the City's IMSP / Development Regulation Amendments web page and Facebook Page advising of Council's intent to pursue the proposed amendment(s). The notice will request written comments from the public that may support or oppose the amendment(s) for a specified period of two weeks. The same will be posted in the lobby at City Hall.

PROPOSED RESOLUTION:

The Corner Brook City Council **RESOLVED** to authorize staff to carry out a public consultation process, as per section 14 of the *Urban and Rural Planning Act, 2000 (URPA)* in order to seek public input and receive information with respect to the proposed Municipal Plan Amendment MP 21-02 and Development Regulation Amendment DR 21-02 Map Amendments to permit a Mini Home Subdivision with Public Benefits including a parking lot for the George Daddy Dawe Memorial Soccer Pitch, Residential Medium Density lots, changing the zoning of the soccer pitch to Community Service zone and consolidating Open Space areas.

RECOMMENDATION:

It is recommended that Council support Option 1 and that the following motion be supported:

Be it resolved that the Council of the City of Corner Brook initiate public consultation for MP/DR 21-02 as proposed.

ALTERNATIVE IMPLICATIONS:

1. The Council of the City of Corner Brook initiate public consultation for MP/DR 21-02 as proposed.

2. The Council of the City of Corner Brook not initiate public consultation for MP/DR 21-02 as proposed.
3. The Council of the City of Corner Brook provide other direction to Staff.

	Approved - 03 Feb 2022
Director of Community, Engineering, Development & Planning	Approved - 03 Feb 2022
Legislative Assistant	Approved - 04 Feb 2022

City Manager

REGISTRATION APPROVAL

OS

CRDA

CS

RES

OS

OS

RES

OS

GC

LI

LEGEND

DESIGNATION BOUNDARY

LAND USE DESIGNATION
CHANGE R TO CS

LAND USE DESIGNATION
CHANGE R TO RES

LAND USE DESIGNATION
CHANGE OS TO CS

LAND USE DESIGNATION
CHANGE CRDA TO RES

LAND USE DESIGNATION
CHANGE CRDA TO OS

LAND USE DESIGNATION
CHANGE RES TO OS

LAND USE DESIGNATION
CHANGE OS TO RES

CITY OF CORNER BROOK

PROJECT TITLE:
INTEGRATED MUNICIPAL
SUSTAINABILITY PLAN 2012

DRAWING TITLE:
GENERALIZED FUTURE LAND USE
MAP A (PROPOSED AMENDMENT
MP21-02)

City of Corner Brook
Community Services Department
Planning Division

DATE: FEBRUARY 2022

SCALE: 1:5000

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DESCRIPTION

THIS MAP IS A GRAPHICAL REPRESENTATION OF THE CITY OF CORNER BROOK
SHOWING THE APPROXIMATE LOCATION OF ROADS, BUILDINGS AND OTHER
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CANADIAN INSTITUTE OF PLANNERS CERTIFICATION

I hereby certify that this City of Corner Brook
Integrated Municipal Sustainability Plan 2012,
Map _____ has been prepared in accordance
with the requirements of the Urban and Rural
Planning Act.

M.C.I.P. _____

DATE _____

(M.C.I.P. SEAL)

SEAL AND SIGNATURE

Certified that this City of Corner Brook Integrated
Municipal Sustainability Plan 2012, Map _____ is
a correct copy of the Integrated Municipal
Sustainability Plan 2012, Map _____ approved by
the Council of the City of Corner Brook on the
_____ day of _____,
(month) (year)

MAYOR _____

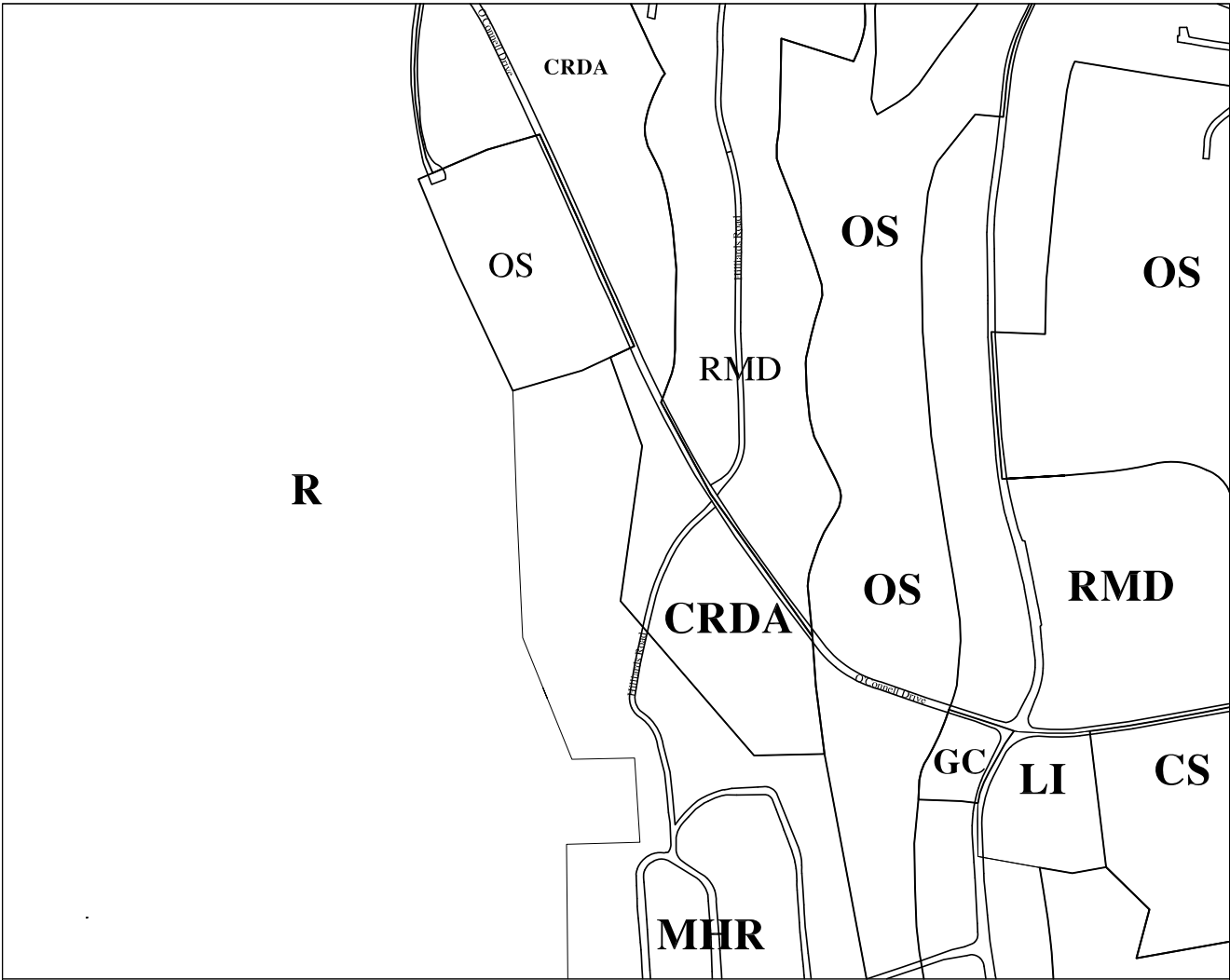
CLERK _____

DATE _____

(COUNCIL SEAL)

Valley View Estates - Public Consultation MP/DR21-02 - Proposed IMSP/DR ...

Page 24 of 98



LEGEND

ZONING BOUNDARY

Zone Title	Zone Symbol				
Residential Special Density	RSD	Downtown Commercial	DTC	Community Service	CS
Residential Low Density	RLD	Downtown Smithville	DTS	Innovation District	ID
Residential Medium Density	RMD	General Commercial	GC	Open Space	OS
Residential High Density	RHD	Residential/Commercial Mix	RCM	Cemetery	C
Mobile/Mini Home Residential	MHR	Highway and Tourist Commercial	HTC	Environmental Protection	EP
Mosaic Residential	MR	Shopping Centre	SC	Environmental Conservation	EC
Comprehensive Residential	CRDA	Large Scale Commercial	LSC	Protected Water Supply Area	PWSA
Development Area		Waterfront Mixed Use	WMU	Rural	R
Townsite Residential	TR	General Industrial	GI	Solid Waste/Scrap Yard	SW/SY
Townsite Commercial	TC	Light Industrial	LI	Mineral Working	MW
Downtown Residential	DTR	Hazardous Industrial	HI	Special Management Area	SMA


CITY OF CORNER BROOK

PROJECT TITLE:

FOR DEVELOPMENT REGULATIONS
2012

DRAWING TITLE:

LAND USE ZONING MAP C1
(EXISTING)



City of Corner Brook
Community Services Department
Planning Division

DATE: FEBRUARY 2022

SCALE: 1:5000

DESCRIPTION

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CANADIAN INSTITUTE OF PLANNERS CERTIFICATION

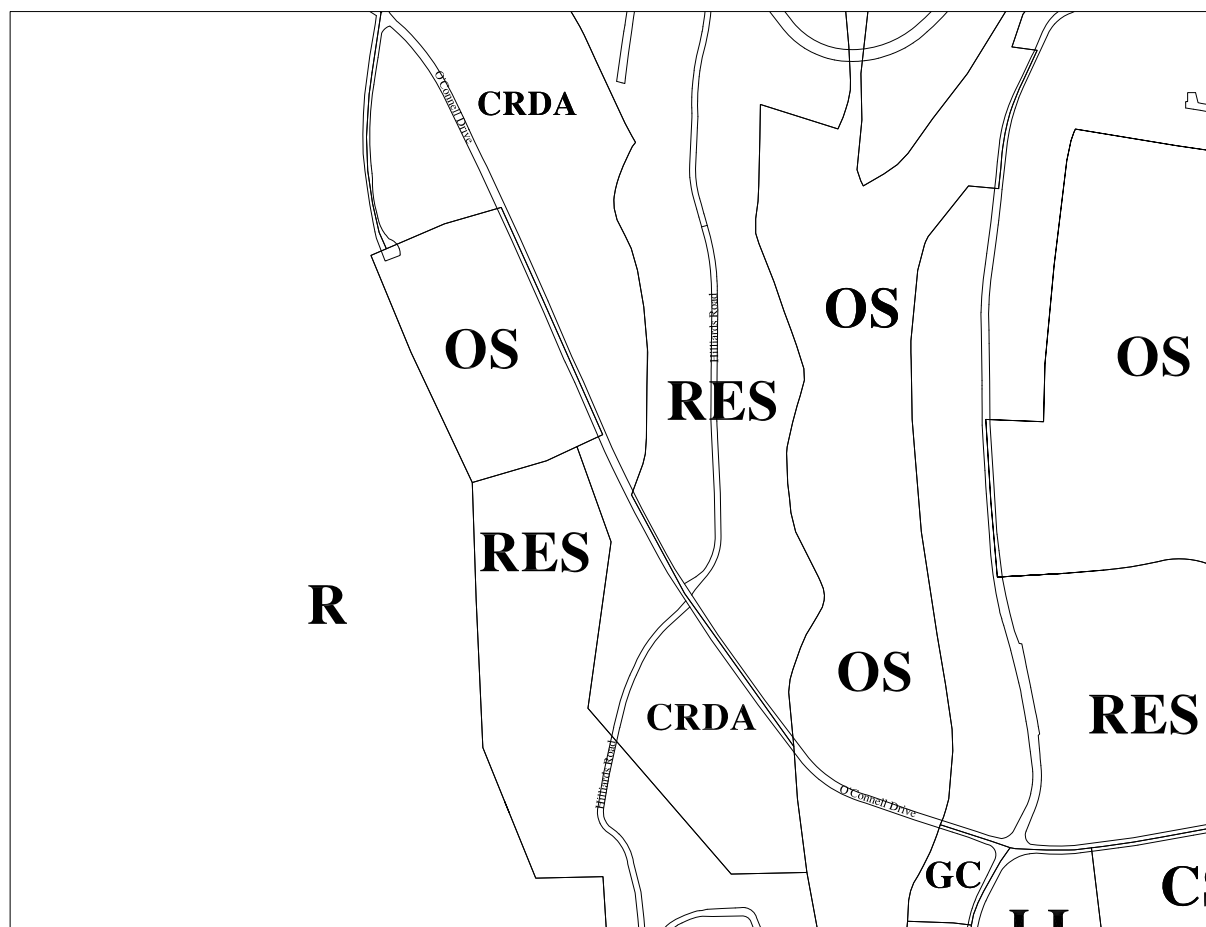
I hereby certify that this City of Corner Brook
Development Regulations 2012, Map _____
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requirements of the Urban and Rural Planning
Act.

M.C.I.P. _____
DATE _____ (M.C.I.P. SEAL)

SEAL AND SIGNATURE

Certified that this City of Corner Brook
Development Regulations 2012, Map _____ is a
correct copy of the Development Regulations
2012, Map _____ approved by the Council of the
City of Corner Brook on the _____ day of
_____, _____
(month) (year)

MAYOR _____ (COUNCIL SEAL)
CLERK _____
DATE _____



LEGEND

DESIGNATION BOUNDARY _____

Land Use Designations

Residential	RES	Shopping Centre	SC	Open Space	OS	Mineral Working	MW
Comprehensive Residential Development Area	CRDA	Large Scale Commercial	LSC	Cemetery	C	Special Management Area	SMA
Townsite Heritage Conservation District	THCD	Waterfront Mixed Use	WMU	Environmental Protection	EP		
Downtown	DT	General Industrial	GI	Environmental Conservation	EC		
General Commercial	GC						
Residential/Commercial Mix	RCM	Light Industrial	LI	Protected Water Supply Area	PWSA		
Highway and Tourist Commercial	HTC	Hazardous Industrial	HI	Rural	R		
Community Service	CS	Innovation District	ID	Solid Waste/Scrap Yard	SW/SY		

CITY OF CORNER BROOK

PROJECT TITLE:

INTEGRATED MUNICIPAL SUSTAINABILITY PLAN 2012

DRAWING TITLE:

GENERALIZED FUTURE LAND USE MAP A (EXISTING)



City of Corner Brook
Community Services Department
Planning Division

DATE: FEBRUARY 2022

SCALE: 1:5000



DESCRIPTION

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M.C.I.P

DATE _____

(M.C.I.P SEAL)

SEAL AND SIGNATURE

Certified that this City of Corner Brook Integrated
Municipal Sustainability Plan 2012, Map _____ is
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Sustainability Plan 2012, Map _____ approved by
the Council of the City of Corner Brook on the
_____ day of _____,
(month) (year).

MAYOR

CLERK

DATE _____

(COUNCIL SEAL)

REGISTRATION APPROVAL

LEGEND

ZONING BOUNDARY

ZONE CHANGE R TO CS

ZONE CHANGE R TO MHR

ZONE CHANGE OS TO CS

ZONE CHANGE CRDA TO MHR

ZONE CHANGE CRDA TO OS

ZONE CHANGE CRDA TO RMD

ZONE CHANGE MHR TO OS

ZONE CHANGE OS TO MHR

CITY OF CORNER BROOK

PROJECT TITLE:

FOR DEVELOPMENT REGULATIONS 2012

DRAWING TITLE:

LAND USE ZONING MAP C1
(PROPOSED AMENDMENT DR 21-02)

City of Corner Brook

Community Services Department

Planning Division

DATE: FEBRUARY 2022

SCALE: 1:5000

DESCRIPTION

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M.C.I.P. _____

DATE _____

(M.C.I.P. SEAL)

SEAL AND SIGNATURE

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(month) (year)

MAYOR _____

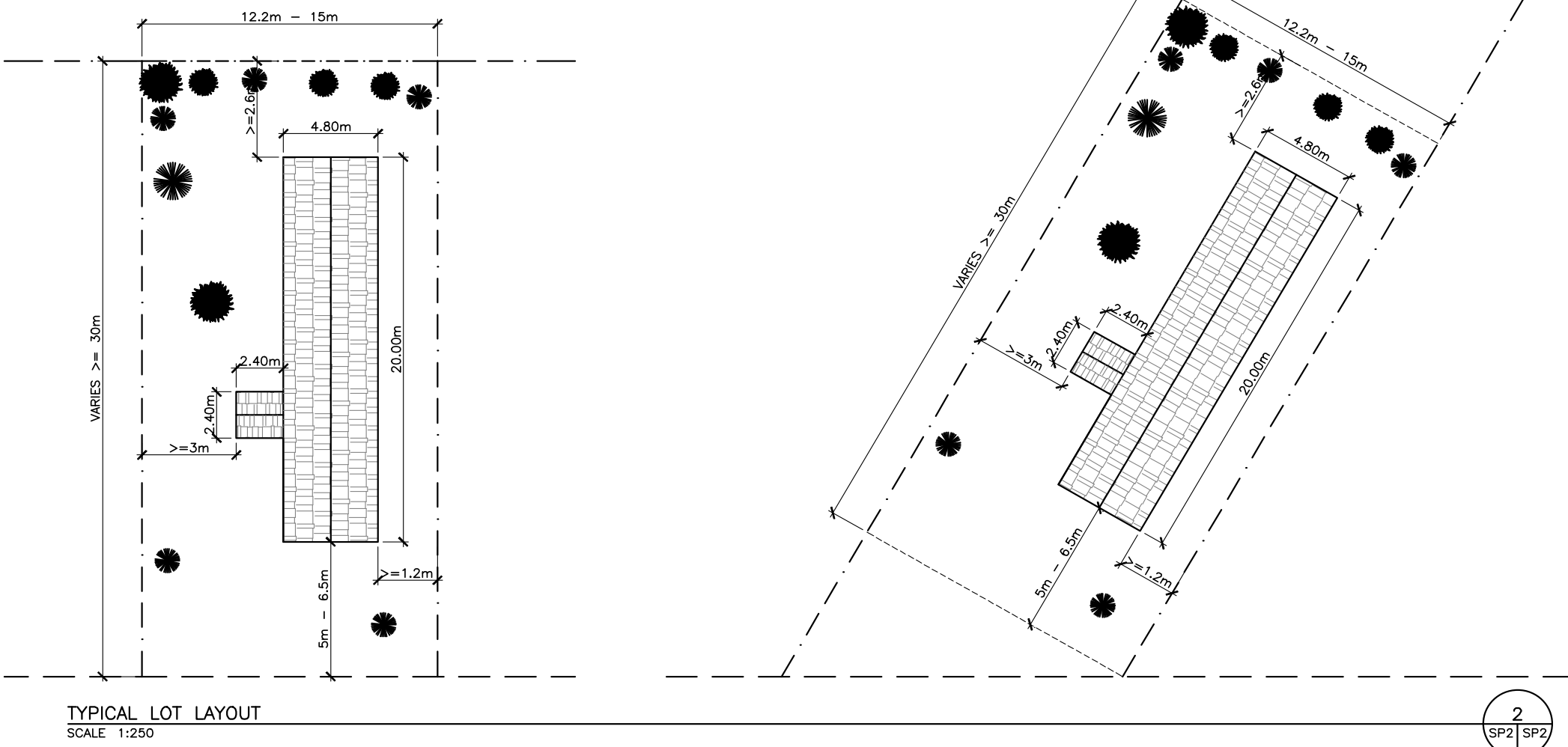
CLERK _____

DATE _____

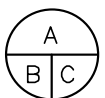
(COUNCIL SEAL)

Valley View Estates - Public Consultation MP/DR21-02 - Proposed IMSP/DR ...

Page 27 of 98



THIS DRAWING REQUIRES BEING READ IN CONJUNCTION WITH THE
"MUNICIPAL WATER, SEWER, AND ROAD MASTER CONSTRUCTION
SPECIFICATIONS" AS PUBLISHED BY THE PROVINCE OF NEWFOUNDLAND
AND LABRADOR, DEPARTMENT OF MUNICIPAL AFFAIRS' LATEST VERSION.



A detail no.
B location drawing no.
C drawing no. where detailed

notes:

0.	ISSUED FOR CONCEPT REVIEW	FEBRUARY 4, 2020
no.	revision	date

GORMAN ENGINEERING LTD.

client

VALLEY VIEW ESTATES

project

O'CONNELL DRIVE DEVELOPMENT

drawing title

PROPOSED LOT LAYOUT

drawn

M.D.C.

designed

M.C. GORMAN

checked

M.C. GORMAN

approved

M. GORMAN

scale

AS SHOWN

date

FEBRUARY 2020

project no.

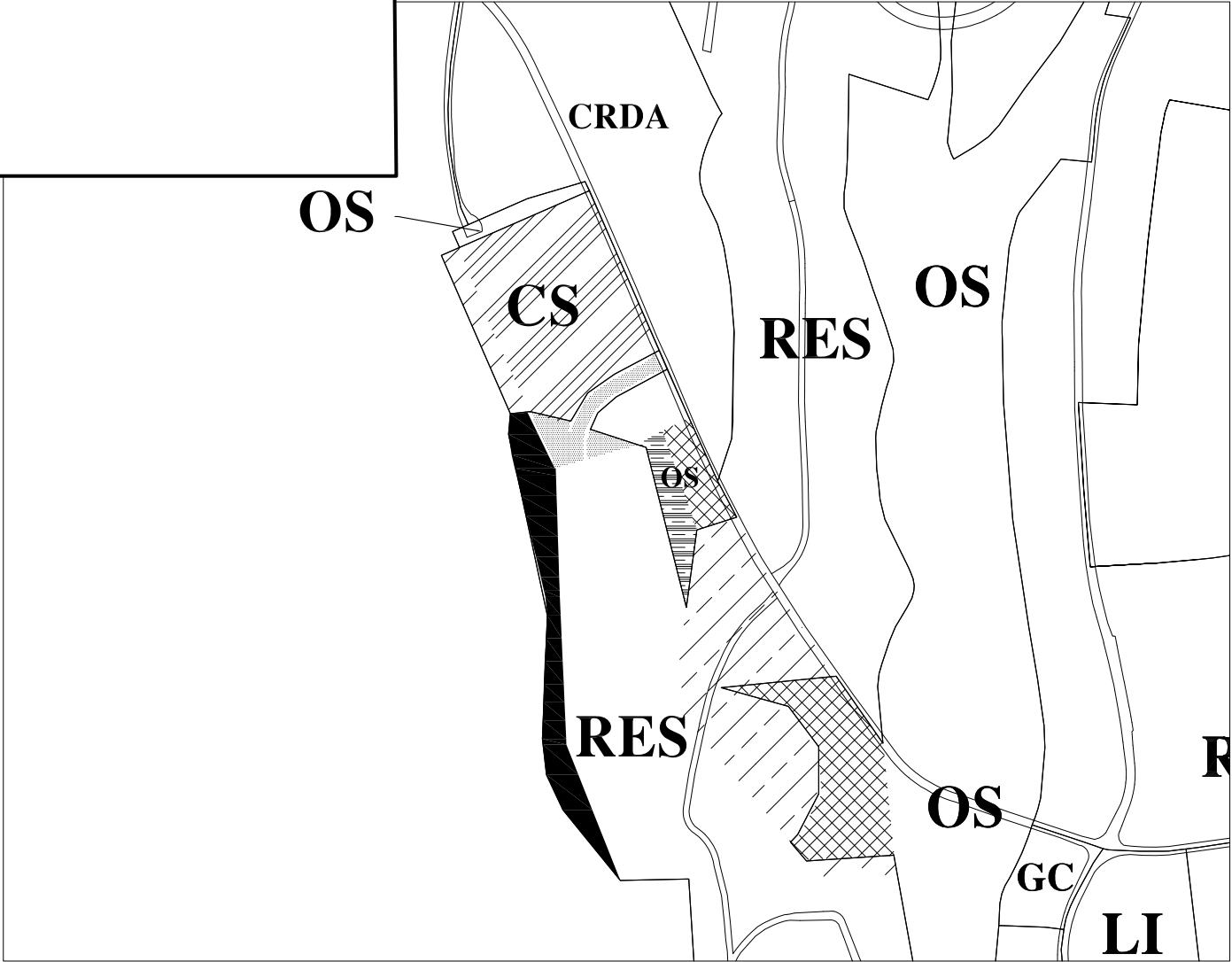
19-093

seal

drawing no:

SP2

REGISTRATION APPROVAL

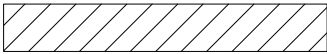


LEGEND

DESIGNATION BOUNDARY



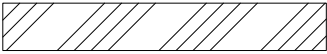
LAND USE DESIGNATION
CHANGE R TO CS



LAND USE DESIGNATION
CHANGE R TO RES



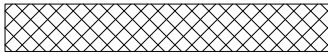
LAND USE DESIGNATION
CHANGE OS TO CS



LAND USE DESIGNATION
CHANGE CRDA TO RES



LAND USE DESIGNATION
CHANGE CRDA TO OS



LAND USE DESIGNATION
CHANGE RES TO OS



LAND USE DESIGNATION
CHANGE OS TO RES



CITY OF CORNER BROOK

PROJECT TITLE:

INTEGRATED MUNICIPAL
SUSTAINABILITY PLAN 2012

DRAWING TITLE:

GENERALIZED FUTURE LAND USE
MAP A (PROPOSED AMENDMENT
MP21-02)



City of Corner Brook
Community Services Department
Planning Division

DATE: FEBRUARY 2022

SCALE: 1:5000



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DATE _____

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SEAL AND SIGNATURE

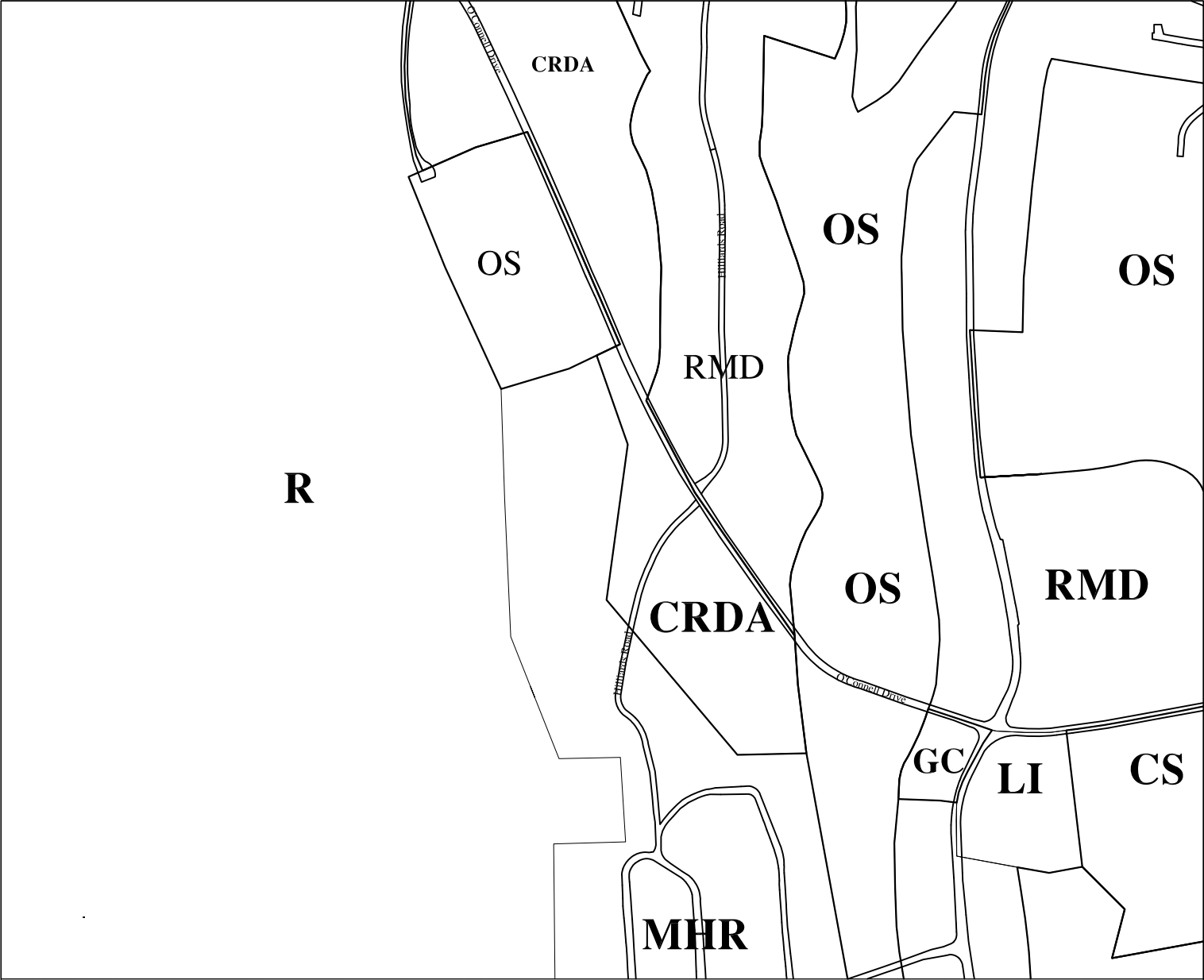
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_____ day of _____, _____.
(month) (year)

MAYOR _____

CLERK _____

DATE _____

(COUNCIL SEAL)



LEGEND

ZONING BOUNDARY

<u>Zone Title</u>	<u>Zone Symbol</u>
Residential Special Density	RSD
Residential Low Density	RLD
Residential Medium Density	RMD
Residential High Density	RHD
Mobile/Mini Home Residential	MHR
Mosaic Residential	MR
Comprehensive Residential	CRDA
Development Area	
Townsite Residential	TR
Townsite Commercial	TC
Downtown Residential	DTR
Downtown Commercial	DTC
Downtown Smithville	DTS
General Commercial	GC
Residential/Commercial Mix	RCM
Highway and Tourist Commercial	HTC
Shopping Centre	SC
Large Scale Commercial	LSC
Waterfront Mixed Use	WMU
General Industrial	GI
Light Industrial	LI
Hazardous Industrial	HI
Community Service	CS
Innovation District	ID
Open Space	OS
Cemetery	C
Environmental Protection	EP
Environmental Conservation	EC
Protected Water Supply Area	PWSA
Rural	R
Solid Waste/Scrap Yard	SW/SY
Mineral Working	MW
Special Management Area	SMA


CITY OF CORNER BROOK

PROJECT TITLE:

FOR DEVELOPMENT REGULATIONS 2012

DRAWING TITLE:

LAND USE ZONING MAP C1 (EXISTING)



City of Corner Brook

Community Services Department
Planning Division

DATE: FEBRUARY 2022

SCALE: 1:5000

DESCRIPTION

THIS MAP IS A GRAPHICAL REPRESENTATION OF THE CITY OF CORNER BROOK VALLEY VIEW ESTATES MATHEMATICAL MAP ELEMENTS. THIS MAP IS NOT A LAND SURVEY AND IS NOT INTENDED TO BE USED FOR LEGAL DESCRIPTIONS.

Valley View Estates Public Consultation Map - Proposed IMSP/DR ...

CANADIAN INSTITUTE OF PLANNERS CERTIFICATION

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M.C.I.P. _____

DATE _____

(M.C.I.P. SEAL)

SEAL AND SIGNATURE

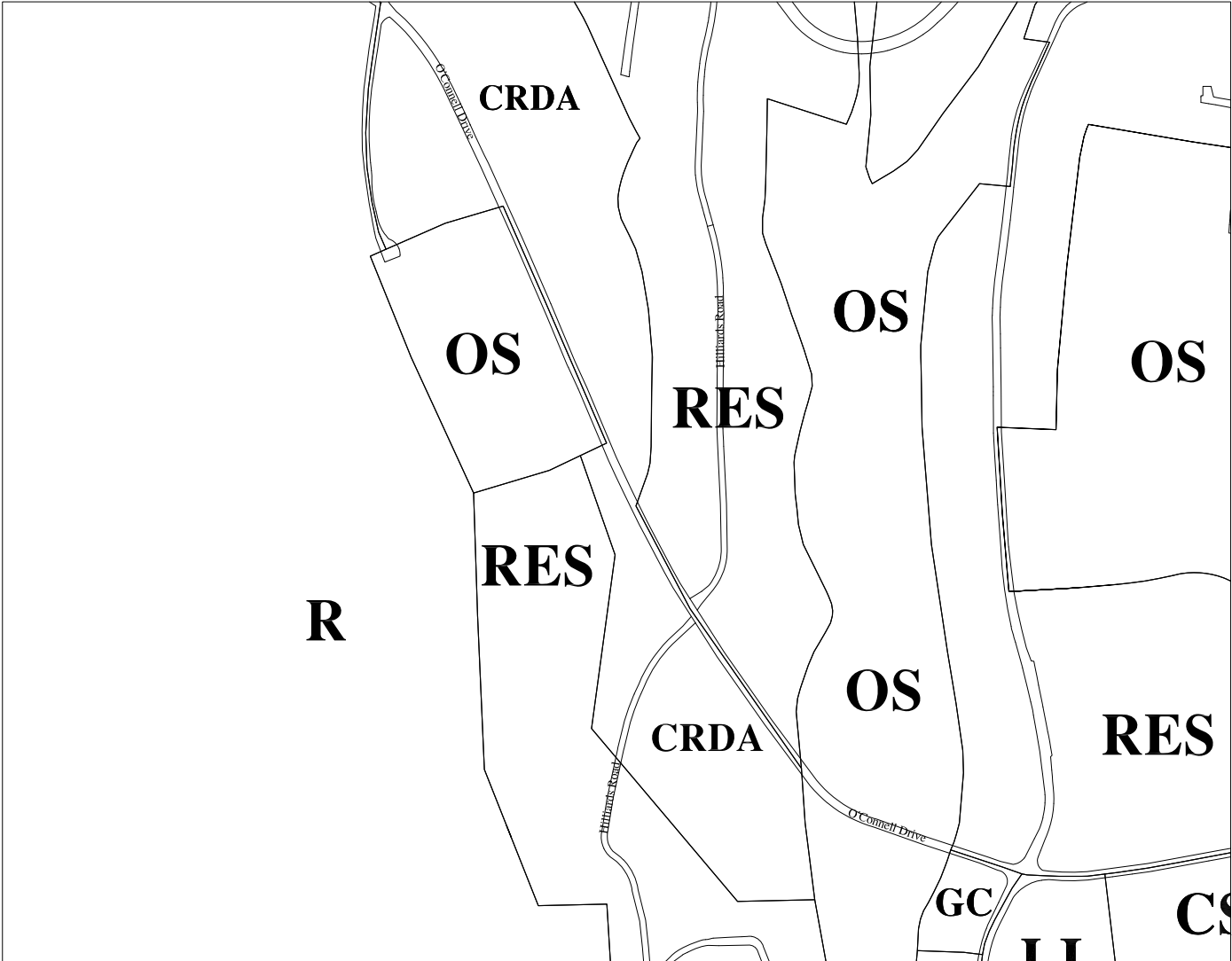
Certified that this City of Corner Brook Development Regulations 2012, Map _____ is a correct copy of the Development Regulations 2012, Map _____ approved by the Council of the City of Corner Brook on the _____ day of _____' _____' (month) (year)

MAYOR _____

DATE _____

(COUNCIL SEAL)

Page 31 of 98



LEGEND

DESIGNATION BOUNDARY

Land Use Designations

Residential	RES	Shopping Centre	SC	Open Space	OS	Mineral Working	MW
Comprehensive Residential Development Area	CRDA	Large Scale Commercial	LSC	Cemetery	C	Special Management Area	SMA
Townsite Heritage Conservation District	THCD	Waterfront Mixed Use	WMU	Environmental Protection	EP		
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Community Service	CS						

CITY OF CORNER BROOK

PROJECT TITLE:
INTEGRATED MUNICIPAL
SUSTAINABILITY PLAN 2012

DRAWING TITLE:
GENERALIZED FUTURE LAND USE
MAP A (EXISTING)

 City of Corner Brook Community Services Department Planning Division	DATE: FEBRUARY 2022	
	SCALE: 1:5000	

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M.C.I.P _____

DATE _____

(M.C.I.P SEAL)

SEAL AND SIGNATURE

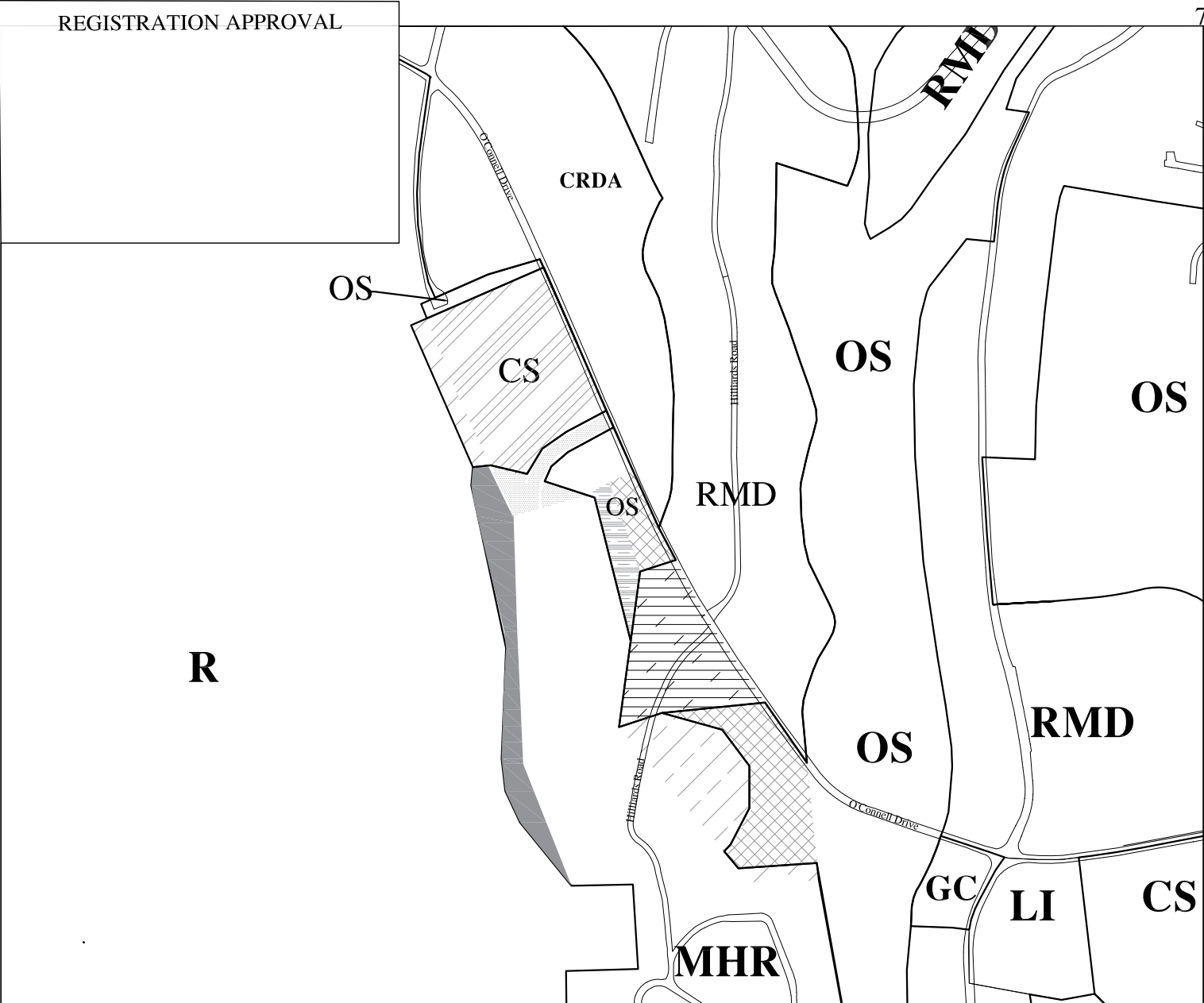
Certified that this City of Corner Brook Integrated Municipal Sustainability Plan 2012, Map _____ is a correct copy of the Integrated Municipal Sustainability Plan 2012, Map _____ approved by the Council of the City of Corner Brook on the _____ day of _____, _____ (month) (year).

MAYOR _____

CLERK _____

DATE _____


(COUNCIL SEAL)



CITY OF CORNER BROOK

PROJECT TITLE:
FOR DEVELOPMENT REGULATIONS
2012

DRAWING TITLE:
LAND USE ZONING MAP C1
(PROPOSED AMENDMENT DR 21-02)

 City of Corner Brook Community Services Department Planning Division	DATE: FEBRUARY 2022	
	SCALE: 1:5000	
DESCRIPTION		
<div>THIS MAP IS A GRAPHICAL REPRESENTATION OF THE CITY OF CORNER BROOK SHOWING THE APPROXIMATE LOCATION OF ROADS, BUILDINGS AND OTHER ELEMENTS. THIS MAP IS NOT A LAND SURVEY AND IS NOT INTENDED TO BE USED FOR LEGAL DESCRIPTIONS.</div>		

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Act.

M.C.I.P. _____

DATE _____

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SEAL AND SIGNATURE

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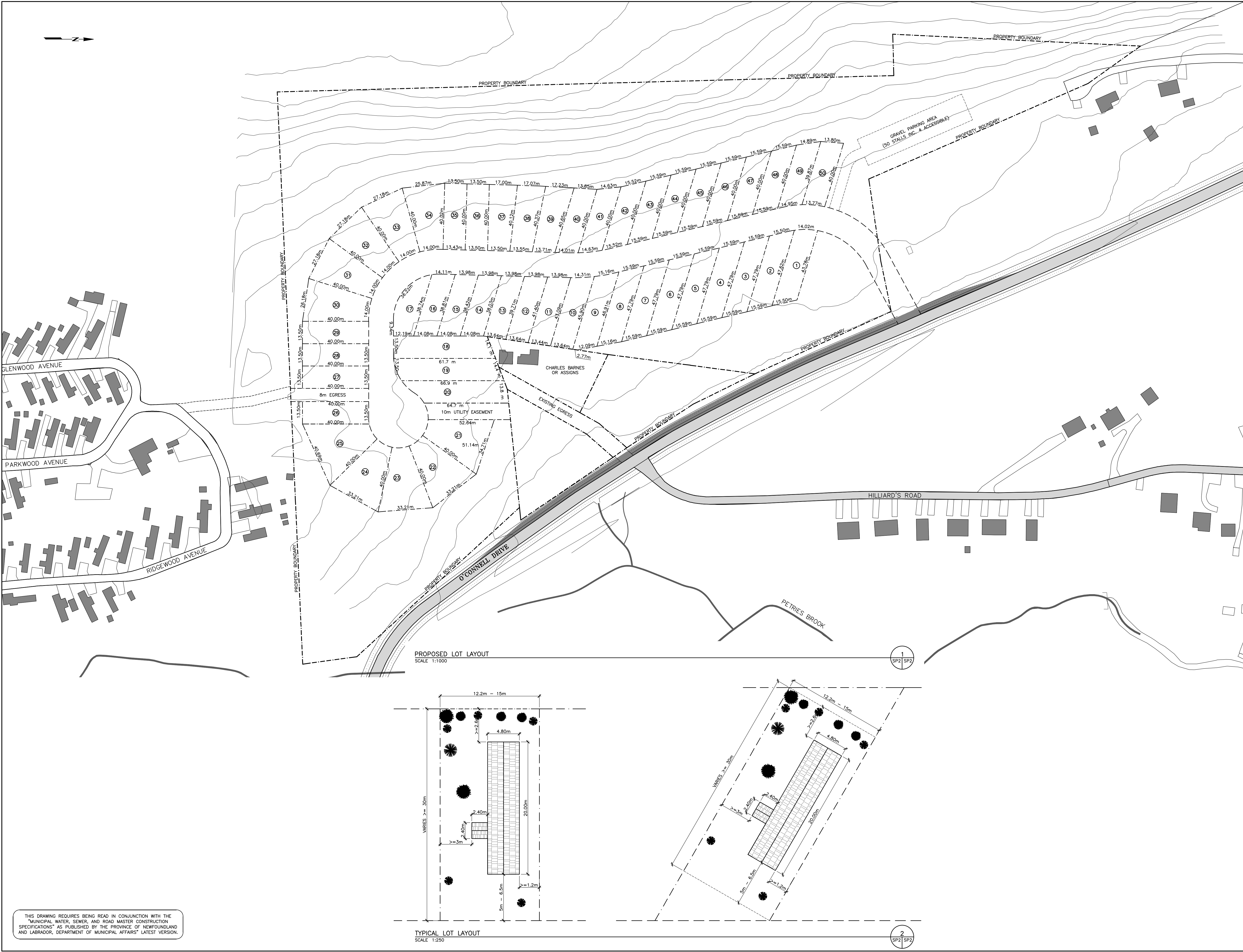
_____, _____
(month) (year)

MAYOR _____

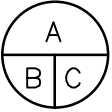
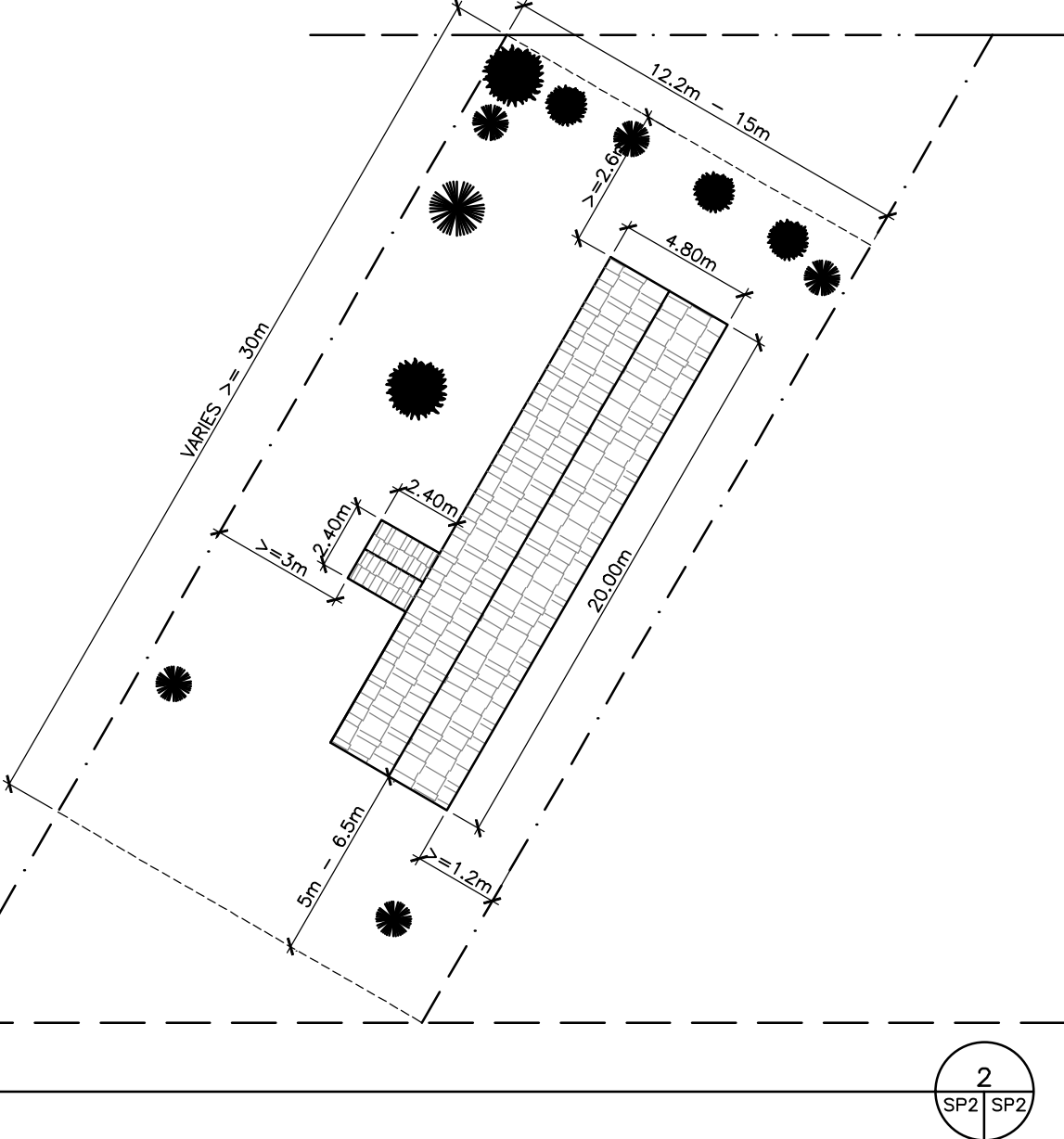
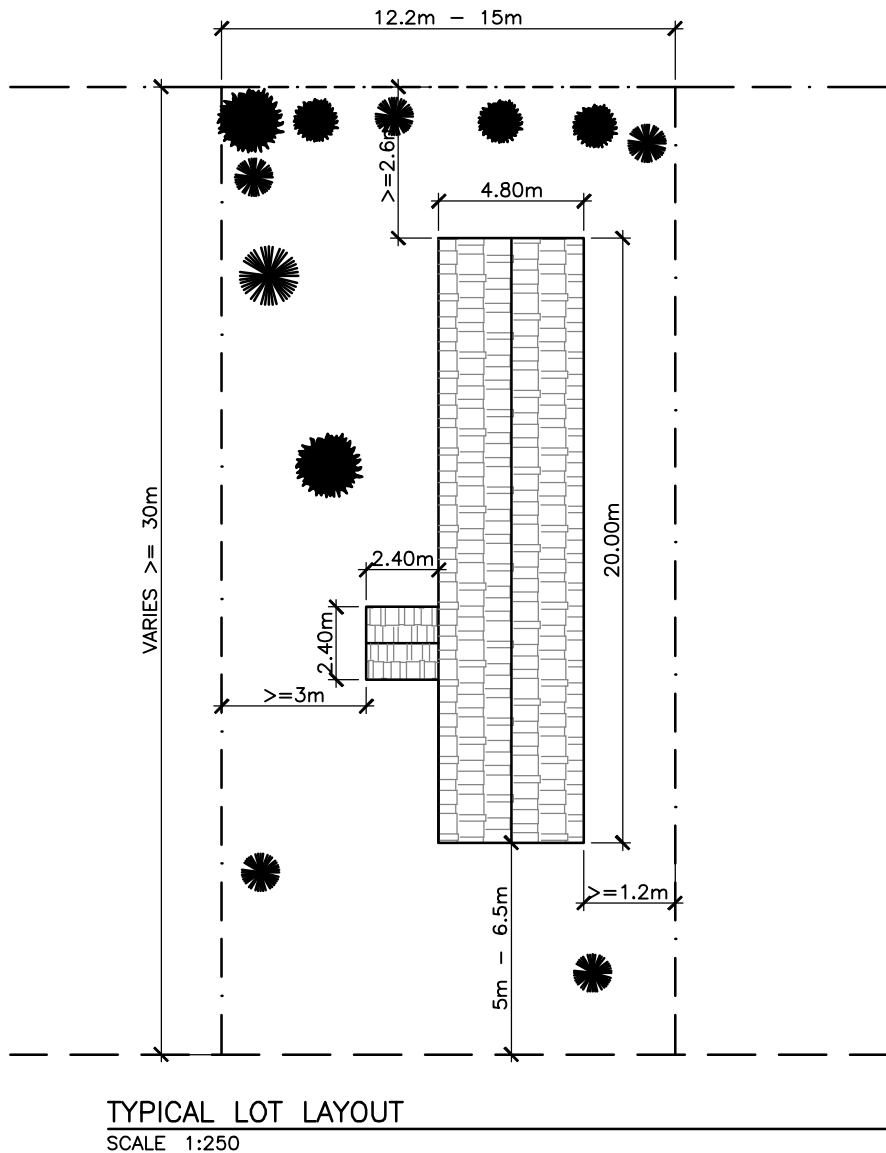
(COUNCIL SEAL)

CLERK _____

DATE _____



THIS DRAWING REQUIRES BEING READ IN CONJUNCTION WITH THE "MUNICIPAL WATER, SEWER, AND ROAD MASTER CONSTRUCTION SPECIFICATIONS" AS PUBLISHED BY THE PROVINCE OF NEWFOUNDLAND AND LABRADOR, DEPARTMENT OF MUNICIPAL AFFAIRS' LATEST VERSION.



A detail no.
B location drawing no.
C drawing no. where detailed

notes:

0.	ISSUED FOR CONCEPT REVIEW	FEBRUARY 4, 2020
no.	revision	date

GORMAN ENGINEERING LTD.

client
VALLEY VIEW ESTATES

project
O'CONNELL DRIVE DEVELOPMENT

drawing title
PROPOSED LOT LAYOUT

drawn	M.D.C.
designed	M.C. GORMAN
checked	M.C. GORMAN
approved	M. GORMAN
scale	AS SHOWN
date	FEBRUARY 2020
project no.	19-093

seal
drawing no: SP2



Information Report (IR)

Subject: Corner Brook Transit Route Changes - LTC

To: Rodney Cumby

Meeting: Committee of the Whole - 07 Feb 2022

Department: Engineering

Staff Contact: Darren Charters, Director of Community, Engineering, Development & Planning

Topic Overview: This report is intended to update Council and the public on the implementation of a route change that is designed to facilitate service to the new Long Term Care Centre and Acute Care Hospital by Corner Brook Transit.

BACKGROUND INFORMATION:

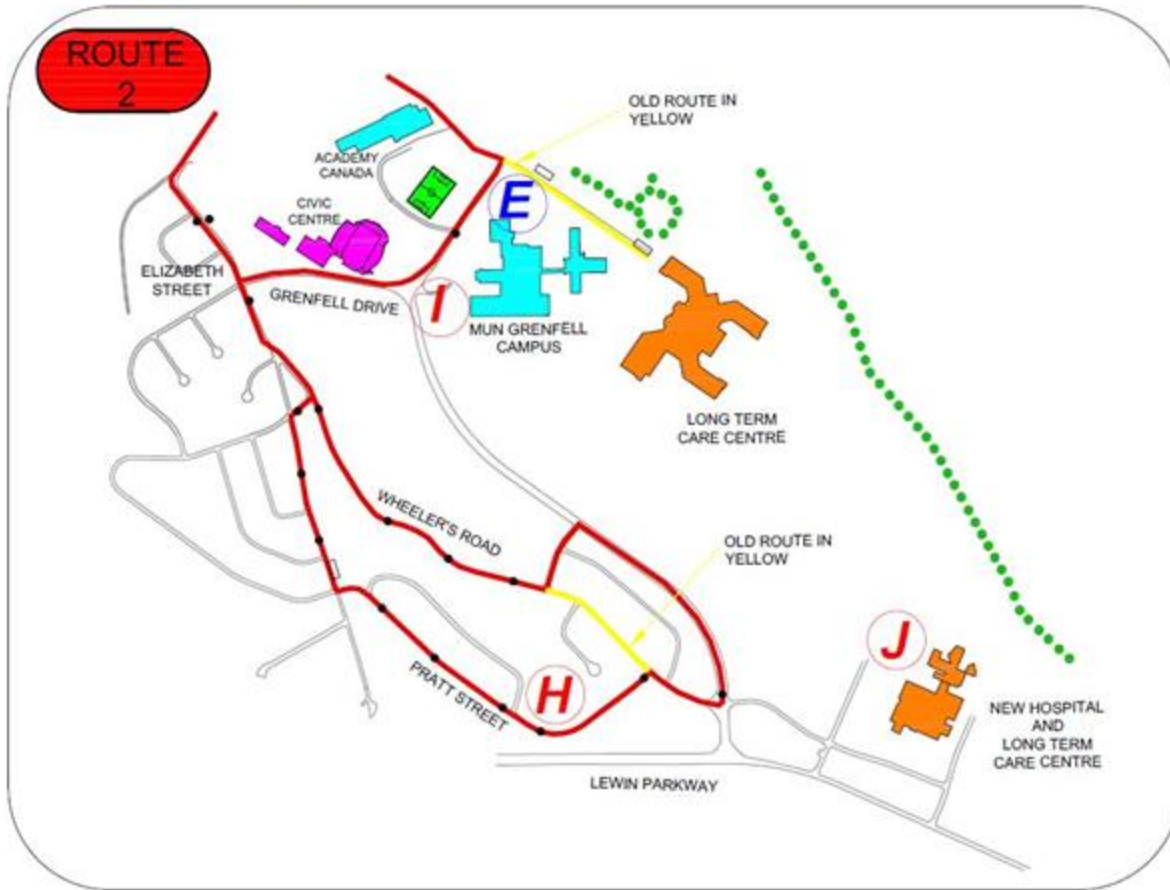
The Transit Study and System Design (August 2021) report, completed by Dillon Consulting, recommended that Route 2 be modified such that CB Transit would be able to provide service to the New Long Term Care Centre and new Hospital. The original change was to remove part of the Wheelers Road route in order to make up the time necessary to reroute to the new hospital complex.

Staff met with the transit contractor, Murphy Brothers, to determine if the proposed route changes could be accomplished without major impacts on the current service. After driving the proposed route several times and speaking to the transit operators, it was determined that an adjustment to the Route as shown in Figure-1 would address grade issues (winter months) and would maintain the current stops along Wheelers Road which would otherwise have had to be relocated.

Any change to a transit route will impact current riders, however, staff and the transit operator feel that this modification (Figure-1) will impact the fewest riders and achieve the goal of providing service to the LTC and Hospital area. The most significant change in Route 2 will be that the route will no longer service the Long Term Care Centre on University Drive, however, Route 1 will continue to service the facility. Another impact will be that students at Grenfell campus will be required to catch the Route 2 bus further down University Drive, use the existing stop on Corporal Pinksen Drive, or catch the Route 1 bus at the existing bus shelter/stop on University Drive. These changes will be specifically communicated to impacted riders at these locations and any adjustments to stops or shelter locations that may be required will be completed in the spring / summer months.

This change to Route 2 is expected to take upwards of a month to implement as the transit maps and scheduled will have to be modified, public information packages regarding the changes will be developed and new schedules and maps will have to be reprinted and distributed. Staff will notify Council when the changes are ready to be implemented.

Figure-1: New Hospital Site Modified Route 2



Director of Community, Engineering,
Development & Planning
Legislative Assistant

Approved - 03 Feb 2022

Approved - 04 Feb 2022

City Manager



Request for Decision (RFD)

Subject: Hotspot Parking Transit and Taxi App Pilot

To: Rodney Cumby
Meeting: Committee of the Whole - 07 Feb 2022
Department: Engineering
Staff Contact: Darren Charters, Director of Community, Engineering, Development & Planning
Topic Overview: Council approval is required to implement a pilot program with Hotspot Parking Transit and Taxi.
Attachments: [HotSpot Parking - Full Solution](#)
[HotSpot Parking Price List - Corner Brook](#)

BACKGROUND INFORMATION:

Staff have been investigating ways to modernize parking and transit payment systems and through that effort, Hotspot approached the City with their line of products and services. Hotspot provides an integrated product for parking, transit and taxis, saving the City money and administration effort, improving services, and creating a better overall citizen experience. The service also offers the flexibility to expand into transit, parking lot control, taxis and even merchant parking validation capabilities for local businesses.

The Hotspot application provides a number of services and features that will be beneficial to the City and local businesses which are presented in more detail in the attached documentation. The intent is to implement the parking component first and then roll out the transit component later this year. This would be a one (1) year pilot program that would be reviewed one year after the system becomes operational. There is no cost to the City to implement the service, however, there will be a 2.99% fee required to digitally remit the fees collected to the City. Please see the attached *Hot Spot Parking Pricing* document for more details. It is expected that increased compliance and efficiencies, with regards to parking administration efforts, would more than cover the remittance fee.

PROPOSED RESOLUTION:

Be it resolved that the Council of the City of Corner Brook approve a one (1) year pilot program with Hotspot - Parking, Transit, Taxis.

RECOMMENDATION:

Staff recommend that Council approve a one (1) year pilot program with Hotspot and that the following resolution be considered by Council:

Options:

1. That the Council of the City of Corner Brook approve a one (1) year pilot program with Hotspot - Parking, Transit, Taxis.

2. That the Council of the City of Corner Brook not approve a one (1) year pilot program with Hotspot - Parking, Transit, Taxis.
3. That the Council of the City of Corner Brook give other direction to Staff.

Director of Community, Engineering, Approved - 03 Feb 2022
Development & Planning

Legislative Assistant Approved - 04 Feb 2022

City Manager



HotSpot Product Overview

An overview of HotSpot's pay-by-phone solution for hourly parking, digital parking permits, enforcement, gated lots, and transit.

PREPARED BY

HotSpot Parking Inc.
515 Beaverbrook Court
Fredericton, NB
E3B 1X6



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Executive Summary

HotSpot Parking (also known as HotSpot Technologies or just HotSpot) is a Canadian company headquartered in Fredericton, New Brunswick. The company was founded in 2013 with the goal of solving parking issues through technology that would meet the needs of mid sized municipalities and its citizens. Almost a decade later, HotSpot has developed a full suite of mobility products in partnership with 70+ clients including Municipalities, Airports, Hospitals, Universities and Private Operators and now provides the best transportation experience as is justified through our constantly **top 10 rating in the app store for mobile apps in Navigation (Canada)**. HotSpot is experienced with adapting to the unique needs of our clients and providing feedback on the parking situations in multiple cities; all while maintaining a 99.99% uptime and providing a valuable, innovative service to the residents of each community.

Single Solution:

HotSpot's platform flexibly adapts to meet the needs of our Clients. Through our single solution, a city can obtain and provide transient parking, transit services, digital parking permits and taxi directly from our sole source integrated mobility application.

In addition, HotSpot acts as a stakeholder aggregator, providing support to private operators, airports, hospitals and educational institutions. This is possible because HotSpot is the most integrated service provider with existing parking hardware allowing a seamless solution across all facilities. HotSpot designs and delivers an optimal transportation system with continued support and management. We are dedicated to providing a single source of truth, maintaining a consistent view of operations as technology advances, allowing cities automation; and residents, convenience and ease of access.

Flexible Cost to the User:

HotSpot has a strong commitment to provide the best service possible to our customers. HotSpot provides its application for a small convenience fee of \$0.20/parking session, \$2/month, or \$20/year (\$18 if a CAA member). As the only parking application on the market to offer a membership based model, we value and support our most frequent users.

HotSpot's Parking application requires a minimal budget to launch, and we absorb all fees related to marketing, training, support and promotions. We have a track record of innovation with consistent updates to the application to continuously enhance the user's experience.

Customer Focused:

Customer experience encompasses every aspect of our company culture. HotSpot is fiercely committed to closing the gap between customer expectations and subsequent experiences. HotSpot's approach to building lasting relationships is founded on our recognition of our Software as a Service.

HotSpot promotes best practices of these principles through all departments, reinforced with our dedicated Client Success Team and our 24/7 Bi-Lingual Customer Support. Contact our team via email, telephone, or In-App and rest assured your concerns will be met by a real person. We also offer In-App Ticket Resolution, Payments and Appeals, as we are constantly working with our clients to develop protocols to relieve and assist users and administrators.



Visionary Technology & Integration:

HotSpot Parking is the most hardware integrated parking application on the market, allowing implementation in all use case scenarios. Our In-House Software Development team is continuously researching and developing innovative solutions to ensure HotSpot cohesively performs with existing and pending infrastructure. This modernization coupled with our strategy towards developing integrated partnerships future-proofs our solution.

HotSpot Parking is integrated with some of the largest and most successful companies, including:





Qualifications

HotSpot was founded in the Spring of 2013 in partnership with the City of Fredericton and soon launched their pay-by-phone parking application. Almost a decade later, our senior management remains as the longest serving Executive Team across the industry.

Since then, HotSpot has successfully developed and deployed a wide suite of market tested products, including but not limited to, Digital Permits, Gated Entry Solutions, Transit, Enforcement and Citation Management. Through HotSpot's continuous innovation, it has earned recognition for Business Excellence, and accolades from the Atlantic Business Magazine in 2020.

Our Executive Team brings a wide skill set of leadership, software development, computer programming, business development, finance, communications and a sincere passion for entrepreneurship. We are supported and report to a Board of Governors represented by NBIF (New Brunswick Innovative Foundation).

HotSpot Parking holds active memberships with the Canadian Parking Association and is partnered with the United Way of Canada in our in-app donation initiative. We value our status as a contributing member to our community of Fredericton, New Brunswick supporting various local charities and events, including NB Food Banks, New Brunswick Mental Health, and Chamber of Commerce.

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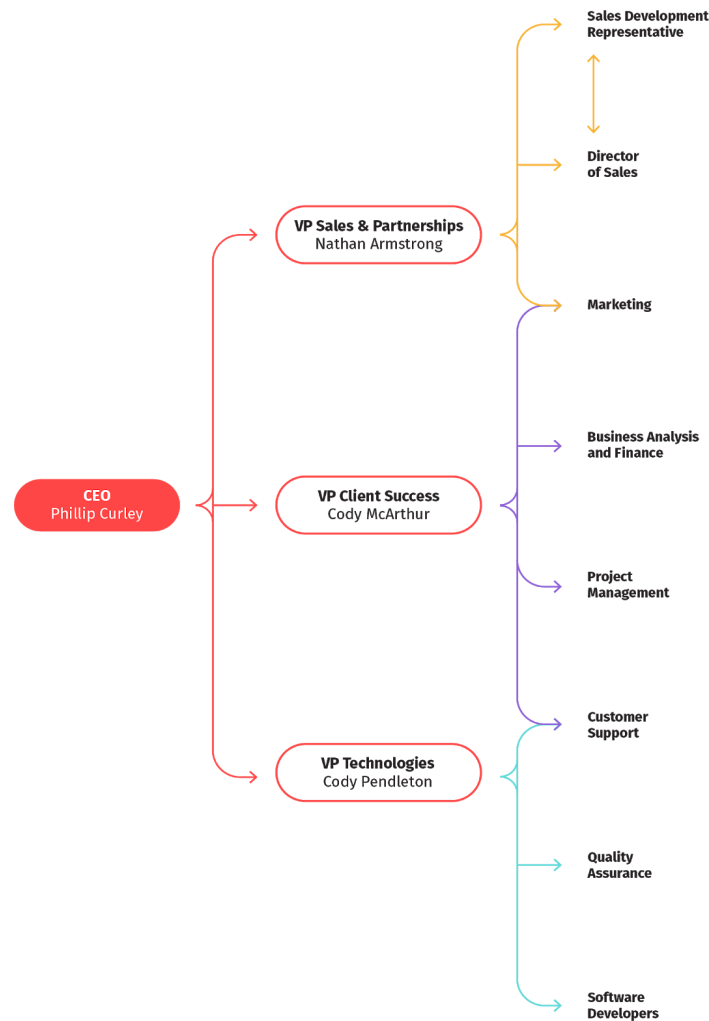
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Organizational Chart

Our company is supported by a team based entirely in Fredericton, NB, as seen below:



Corporate Office:

HotSpot Parking, Transit & Taxi
515 Beaverbrook Court
Fredericton, NB E3B 1X6



Parking System Overview

HotSpot Parking is an application that operates a license plate based system that allows users the option to pay for parking directly from their phone. Users upload a balance to a virtual wallet, which was introduced to cut down on processing fees from credit cards through a single transaction. The user then draws down on this balance and makes digital payments to the city in exchange for parking services provided.



Once an officer finds a vehicle suspected of infraction; using the enforcement hand-held they simply key in or scan the license plate-and it returns "PAID" alerting them the driver has paid through HotSpot. HotSpot can integrate with existing handheld providers or provide a device for a nominal fee.

As a convenience fee for the service, HotSpot charges the driver a simple \$2.00 monthly fee, \$20.00 yearly (\$18 for CAA members) or the option to pay \$0.20 per parking session. The membership structure encourages the most active users (those who park daily) to opt into a flat fee rather than a fee on each use. The pay per transaction model becomes expensive to frequent parkers but still provides a convenient, touch-free option to those that park less.

- **HotSpot is the only company that provides a membership option in addition to a pay per use model to reduce costs to the user.**
- **HotSpot notifies users when they are about to spend more than \$2.00 a month on fees and encourages the user to opt into the flat fee structure.**

HotSpot provides a single application that allows the user to pay for parking, offering an additional contactless method of purchase accessible on all parking infrastructure supplied by the city, including gates and zoned pay stations. All funds collected from the parking system are remitted to the city, minus a flat 2.99% credit card transaction fee.



Advantages

- **Touch-Free Solutions:** Contactless and convenient option to purchase parking for safer, easier payments. No need to touch pay stations or kiosks!
- **Remote Top-Ups:** Top-up your parking session while on the go, directly from your mobile phone. Data shows these quick, easy mobile top-ups can increase user compliance.
- **Increased Revenues:** Providing more ways to pay means more revenue through customer convenience.
- **Cost Savings:** HotSpot's digitized, automated solution translates to less paper usage and less coin collecting, reducing operational costs for the city.

Features

We are continuously innovating, growing, and improving our feature set, which include:



In-App Ticket Payments: We have all been guilty of it: getting parking tickets and pushing them aside until the very last minute, which may result in increased fines or a trip to the courthouse. Now, using HotSpot you can simply snap a photo, enter the ticket payment amount and we will take care of the rest.



Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature for all stakeholders.



Parking Extender: Parking extender is activated when you may be multitasking (in a meeting, enjoying lunch, etc.) and forget to top up your HotSpot Parking. HotSpot will automatically do so to avoid getting a parking ticket.



Refund Parking: HotSpot allows users to refund their parking if they do not use it all. This was introduced with the cities' consensus and allows users to move from one spot to the next without getting a ticket. This increases compliance without negatively affecting revenue generation.



Ticket Resolution: Most problems in life come down to an error in communication. If a driver feels they were issued a parking ticket when they should not have been, the HotSpot team will investigate the issue and aim to resolve it as quickly as possible. Snap a photo of the ticket, and we will work one on one with the user to either educate or resolve.



Merchant Validation: In our opinion, local businesses trump box stores with their ability to offer a personalized, authentic experience to their valued customer. Using our merchant validation, retail outlets can validate customers' parking.



Community-Wide Use: Working with the city and private partners HotSpot provides a single application that can be used at universities, hospitals, private operators and airports within cities at no cost.



Find-Your-Car: For those long days where seemingly simple reminders are the most important, the HotSpot app will locate your vehicle on a map and get you back on track and on the road.



Corporate Accounts: For companies that have multiple vehicles on the road we provide corporate accounts to centralize billing for the customer, track staff usage and streamline payments, while providing increased compliance for the city.



Snow Alerts: Canadian cities typically have the need for overnight parking bans throughout the year, especially in winter. HotSpot can automatically alert all app users of parking bans in real time through push or text notification.



30 Minutes Free on Signup: HotSpot understands there is a need to educate users about technology at a deeper level. That's why we provide the first 30 minutes free to all users on signup to "try it" before they invest in the application. HotSpot covers this service and remits full parking revenue as normal.



Permit Program: HotSpot provides a complete digital permit solution to allow users to register vehicles for any permitted areas to increase convenience for enforcement and customers. These virtual parking permits can be purchased through the application or dashboard.



Gated and Private Lot Operators: HotSpot also works with private lot operators to provide a single solution for transient and permit parkers, using innovative NFC tap technology compatible with any gated system.



Bilingual: All of HotSpot's technology is fully bilingual to the standard dictated by the region and dynamically adjusts to the user's phone settings.



Emailed Receipts: HotSpot emails receipts to users in real time to keep track of payments and declined transactions.



Fast Tap Signs: HotSpot has one of the world's first virtual parking meters, no app required. Simply tap your Android or iPhone on the built-in NFC chip, or take a photo of the QR code on a customized Fast Tap sign and start a parking session without use of the app.



Multiple Payment Options: HotSpot provides multiple payment options through most major credit cards, debit visa, Amex, Apple Pay, and Google Pay. Through our payment process there is no need to update your card. When it expires, our system will automatically make the adjustment!



United Way Partnership: HotSpot's charity of choice is the United Way. HotSpot provides two options to donate through direct donation or donating your refunded amount to the local United Way. Partner municipalities can choose alternate local or regional charities to give back to.



Roadside Assistance (CAA): Through our unique partnership with CAA HotSpot goes the extra mile and provides direct access to roadside assistance through CAA in the application, and discounts towards annual HotSpot memberships.



24/7 Bilingual Customer Support: 365 days a year, our dedicated customer support team is ready to answer your questions. Whether you need assistance with your account, parking session or transaction history we are here and happy to help, in English or French!

Businesses

HotSpot has been built around the concept of "People do not go downtown to park; they go downtown to do business". That is why from day one HotSpot has had a tool to help businesses serve their customers better.



Parking Validation: Through our NFC Tap system businesses can validate someone's parking by simply tapping their phone.



Parking Extender: If a customer is validated while in-store they will automatically have parking added vs. getting a ticket and can stay past the meter maximum by up to 1 hour. (city approval required)



Realtime Parking: Helping patrons get downtown is the name of the game. HotSpot provides integration for local businesses to show nearby parking spots to help patrons arrive quickly and efficiently.



Municipality

Over the last six years, we have worked with the municipalities in our network on a one-on-one basis to build out features that help work for the Municipality to better collect revenue and service their residents:



Revenue Reporting: HotSpot reports in real-time the parking that user's use on a weekly, monthly, and yearly basis.



Enforcement Monitoring: HotSpot also provides real-time information on the officers and parking checks being performed. This allows the Municipality to monitor the activities of their agents.



Spot Updating: If you change your rates or meter numbers you can update it to our database directly. (Don't worry, we double check it for typos.)



Ticket Resolution: HotSpot provides a completely secure way for users to submit tickets for re-examination. Once a decision is made by HotSpot and the Municipality reviews, the Municipality can email the parker directly without disclosing any personal information. It's a smooth system.



Citizen Alerts: Do overnight parking bans or street closures happen within your community? -HotSpot can automatically alert all app users of parking in real time through push or text notification.



Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature for all stakeholders.



Dedicated Account Management: Communication is key. HotSpot keeps in constant contact with our clients to find improvements through monthly check-ins reviewing progress.



Citation Management: Keep track of offences and the vehicle tied to them, through our user-friendly administrator dashboard, in real-time.



Online Citation Payment: HotSpot offers a dedicated, secure web based payment portal that is directly linked to your dashboard offering an additional method of ticket resolution and increased compliance.



Real-time Reporting Dashboard: Make good business and planning decisions based on real community data, from your own neighborhood. Process reports in real-time to analyze changes, follow trends and coordinate administration.



User Roles: HotSpot's dashboard allows a master administrator (or your dedicated account manager) to assign user roles, ensuring that no authorized person will have access to sensitive information including finance, reports or allowable changes.



Internal Auditing: Identified user roles provide an additional security measure by tracking and logging user activity, allowing the ability to monitor void reasons, changes in fine amounts and reconciliation.



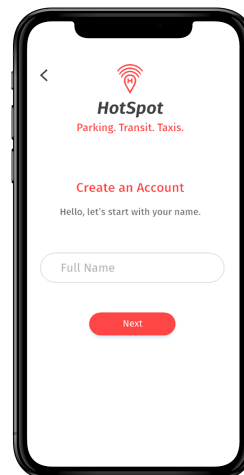
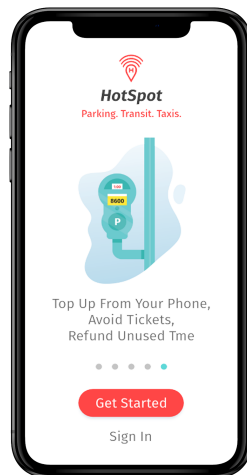
Digital Chalking: HotSpot's LPR technology uses digital chalking to make the enforcement process easier and faster. By entering in or scanning a license plate, the system mirrors how an officer would manually chalk a vehicle's tire in order to see how long they've been parked.

How It Works

Signup

Users can sign up for our application on iOS, Android, and Blackberry devices, which will require the following:

- User name
- Unique phone number
- Unique Email
- Password

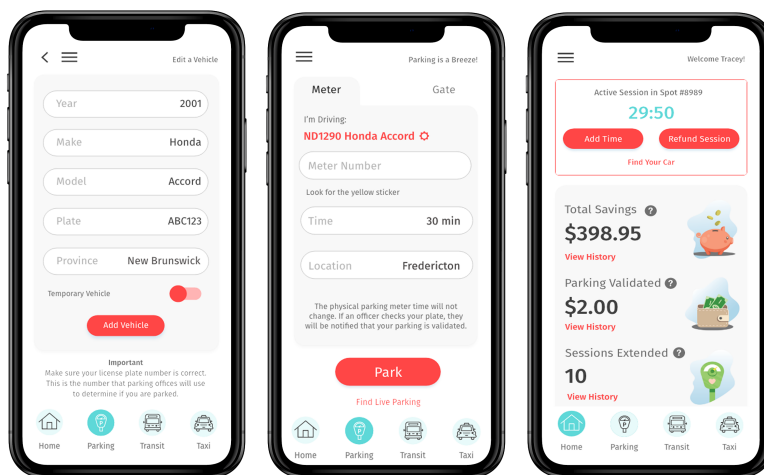




First Session

Upon sign-up , HotSpot provides the user with the first 30 minutes free as a way of educating our users about how the service works. We do this by:

1. Asking them to enter their license plate for enforcement;
 2. Asking them to enter their "Meter number"; and
 3. Starting a 30-minute session and giving them a reminder to "Add more time" at the 15-minute mark.
- **HotSpot is the only company that pays for the user's first 30 minutes and fees are remitted to the city as normal.**



Payment Method

Once a user has used up their 30 minutes free we prompt them to enter a payment method (any major credit cards, visa debit, mastercard debit, visa giftcards, Apple Pay/Google Pay, and AMEX). From here they can add a virtual balance to their wallet which allows the users to draw down from that fund. Typically, funds of \$5.00 or \$10.00 increments are used to avoid multiple credit card transaction fees.

Time Extensions

The user can then simply add time from their mobile phone without the need to go back and use the pay station. This increases compliance with the existing system, and cuts down on enforcement needs; which provides a better overall experience for the users.



IVR System

HotSpot currently has an IVR system that is operational by phoning the number on the meter. Please note, you must have an account and be calling from the registered number. This system works as follows:

- Call the number
- Select option:
 - Speak to customer support
 - Speak to the city's Parking Dept.
 - Use the IVR system.



IVR System

1. Recognizing the number, you're calling from.
2. Asking for your meter number – user inserts.
3. Confirming parked vehicle.
4. Provide one hour of parking.
5. The service then sends text reminders to add time.

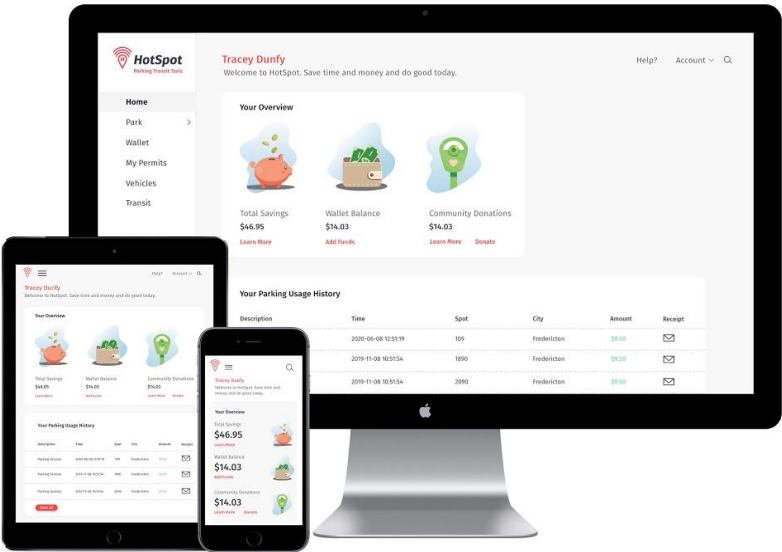
Text System

1. Text HotSpot your meter number.
2. Recognizing the number.
3. System asks to confirm parked vehicle.
4. Provide one hour of parking.
5. Provides text notifications to top up.

The text system is preferred by our user-base and the IVR system is turned off in select cities with calls going direct to the customer support desk.

Web Based Parking

HotSpot also provides a web based version of our application accessible to users through mobile or desktop web browsers. The user can sign in to a web based version of our solution as well as a more desktop friendly account management tool.





Fast Tap Signs

Allowing users with Android Phones and newer iPhones to simply pay for parking has never been easier. Simply approach a fast tap sign and:

- Tap your phone and a web page will be detected
- Open the webpage and enter:
 - Length of stay
 - License plate
 - Payment choice (Apple Pay, Google Pay, Credit card, Debit Visa)
 - Email for receipts (optional)
- HotSpot will automatically detect the parker's location and process payment (apple pay/ Android Pay or credit card) without the need to download another application.





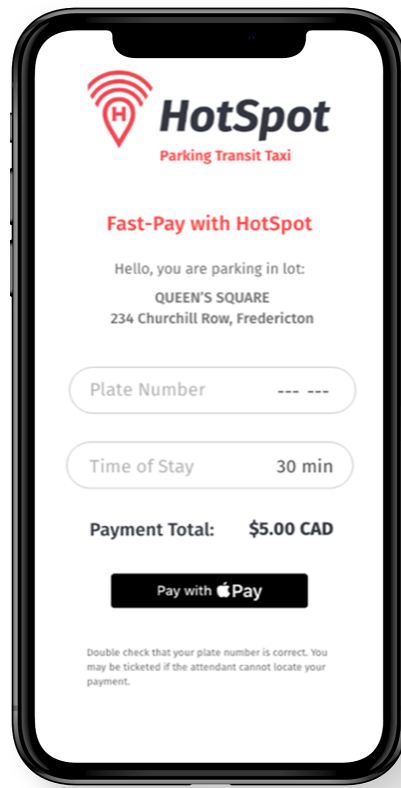
Considerations

The fast tap signs can:

1. Handle special rates and flexibility.
2. Receive email receipts.
3. Integrated with Enforcement License Plate Recognition (LPR)

Benefits

Reduce Costs	<ul style="list-style-type: none"> • 90% reduction in operational costs and parking infrastructure • No machines to maintain or replace • No need for paper supplies, power, or data charges
Implement Quickly	<ul style="list-style-type: none"> • Easy to get up and running in your lot • NFC- and QR-enabled signs can be placed anywhere in your lot. No power required! • Integrates seamlessly with HotSpot's payment system and all current enforcement technology
Make Customers Happy	<ul style="list-style-type: none"> • No app to download or account to set up • Easier and faster transaction times than meter parking • Better customer experience and more ways to pay • HotSpot members can still pay through mobile app • Just tap or scan a QR code and go!





Merchant Validation Overview

HotSpot's Merchant Validation lets users simply tap their phone on an NFC sensor to receive parking validation. This system allows the merchant to load a digital "business" wallet, choose an increment of time to award customers, and is typically performed after the sale of goods.

HotSpot's world class merchant validation system is unique in the flexibility of the solution and the variety of businesses it serves, which includes:

- Restaurants
- Retail
- Offices
- Professional Service / Gyms

HotSpot has been built around the concept of "People do not go downtown to park; they go downtown to do business". That is why from day one HotSpot has had a tool to help businesses serve their customers better.

Advantages

- The Business Owner can set limits on how much parking can be validated per visit or per user.
- The Business Owner can easily manage and track validation usage and set spending limits.
- Increased loyalty to Business Owners.

Features



Parking Validation: Through our NFC Tap system businesses can validate someone's parking by simply tapping their phone.



Parking Extender: If a customer is validated while in-store they will automatically have parking added vs. getting a ticket and can stay past the meter maximum by up to 1 hour. (city approval required)



Realtime Parking: Helping patrons get downtown is the name of the game. HotSpot provides integration for local businesses to show nearby parking spots to help patrons arrive quickly and efficiently.



How it Works

In the proposed solution the user would:

- Start a parking session through their parking app
- Visits HotSpot enabled business
- Taps phone on NFC Sensor
- Instantly receives parking validation

Merchants validate parking with specific criteria:

- The user has parked with HotSpot and has an active session.
- Business Owner wants to validate a customer's parking.

Watch this video for a closer look: : <https://vimeo.com/169290562>



Pricing

HotSpot provides the merchant validation solution as follows:

- \$50 yearly for the first merchant validation stand
- \$20 yearly for each additional stand required
- A dashboard to add parking credits to give to users at cost
- Signup is done online and the stands are shipped through the mail.



Permit Solution Overview

HotSpot has built a stand-alone virtual permitting system to allow Municipalities, Private Entities and Universities to easily manage long term permit based parking options without the need for hang-tags, stickers or other physical identifiers for vehicles.

Advantages

- **Reduced Data Entry:** Users will be able to purchase their permit online or through the app, thereby reducing the staff's requirement for data entry.
- **Reduced Staff Interaction:** Staff will have reduced visits to the office increasing resources available for other safety and security related issues.
- **Dedicated HotSpot Support:** HotSpot's customer support will handle all inquiries related to the online permit system further reducing operational costs.
- **Cost Savings:** Users that purchase permits through HotSpot would no longer need a hangtag, further reducing operational costs for the city.

Features



Complete Solution: HotSpot is the complete solution from transient to long-term permitted parking. HotSpot provides a platform for all mobility needs that has been heavily adopted by our user base.



HotSpot Onboarding: HotSpot assists people learn about the new digital option, as well as transfer existing data from the city into the new online permit dashboard at no cost to the city.



Continuous Improvement: By expanding to include our long-term permit parking solution, the city will improve their parking process, further reducing costs and increase convenience to users.



Permit Types: HotSpot accommodates the various permit types used by the agency, including daily, weekly, monthly, semester and annual, or any other combination required.



Communication: HotSpot carries out all communication to its users who receive notification emails related to any parking or permit information.



Bulk Permit Sales: Digital permits can be set to single or bulk purchases. When set to bulk purchases, a business can create a HotSpot account and purchase multiple permits, affiliating each permit to a license plate.



HotSpot Permit Point of Sale: Administrators of the HotSpot Digital Permit system also have access to sell permits using HotSpot's point of sale page. This service accepts most major credit cards as well as Visa-Debit. This allows Administrators to complete face-to-face sales of permits.



Offline Sales: Administrators can also enter permits manually for permits that are paid from a source that is not tied to the HotSpot system. (i.e. payroll deductions, cheque or cash sales). If required, the Administrator can manually affiliate a permit to an existing HotSpot user.



Emailed Receipts: HotSpot emails receipts to users in real time to keep track of payments and declined transactions.



Residential Permit Management: When you live in a paid parking area tickets are a real pain. Through our permit management system we simply integrate to allow residential permits to also be managed under one central system, using a 2 step ID Verification



Corporate Permit Management: Doing business downtown requires employees to be comfortable and paid parking permits by a business is often a perk. With HotSpot's system, employees can manage their own permits while business administration can assign and remove staff members automatically.



Hotel / Guest Check-in: Travelling should be easy and parking is no exception. HotSpot's permit and guest management systems allow hotels, spas, and other client focused businesses to simply pay for parking in gated or non gated facilities ensuring the municipality is compensated accordingly.



VIP Permits: Police, Firefighters, Councillors, and other mission critical staff need flexibility when it comes to parking. Through the VIP option we can assign unique rules for people that require extra considerations.



Single Enforcement: Verifying active permit holders is seamless through our HotSpot License Plate Recognition software, the same application used for our transient parking enforcement. Simply scan or key in a license plate number to instantly determine a "PAID" permit.



Rule Management: HotSpot's flexible permit functionality allows administrators to set generic and unique parameters to manage varying permit types such as residential permit and weekend parking.



Waitlist: If the user's preferred lot is full, the user can request a waitlist and track their position. When a parking spot opens up, the user will be notified of their removal from the waitlist and is given 48 hours to purchase the permit. If the permit is not purchased in that time, the system moves down the list.



2 Step Authentication: Residential or discount permit types may require proof of identification, our innovative application process allows the upload of 2 photo files to submit with your claim. The files are then transmitted to the administrator dashboard who can approve or reject based on the information provided, or allow HotSpot staff to do this for you.



Early Purchase / Auto-Renew: HotSpot's User Database provides the flexibility to offer an early purchase option to existing permit holders and active users, as well as a simple auto-renew feature.

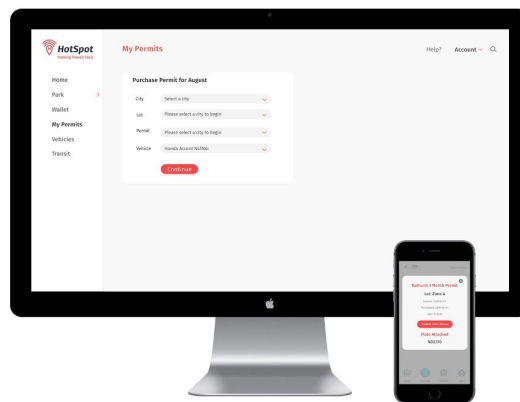


How it Works

Permit holders first login to HotSpot either through their web based desktop or mobile phone, and follow the steps to create an account. Based on the city's provided service, two options will appear:

- **User Pay model:** Users purchase a permit with a convenience fee
- **Municipality Provided Model:** Users purchase a permit without a convenience fee

It is important to have the accurate license plate registered to the vehicle that will be used to park. Once the city is identified, the user selects their preferred lot and purchases their permit. Once the permit is confirmed, a digital pass will be tied to the license plate associated.



Editing the active license plates tied to the permit. Users can purchase any permit online

For Residential Permits

At your agency's discretion, HotSpot can ask users to upload vehicle registration or other required information to verify the permit and vehicle are accurate.

For Non-Residential Permits

Users can easily manage, and switch vehicle license plates tied to the active permit. Purchasing a permit through our platform, allows HotSpot to facilitate the transaction and in real time provide a permit tied to the user's license plate without the need for hang tags.



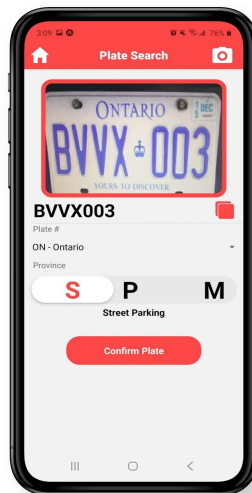
Enforcement Overview

Enforcement of the HotSpot system is 100% license plate-based. This is done through License Plate Recognition technology (LPR) which searches apparently unpaid license plates and relays an audible “Ping” when the user has paid using a red (unpaid) / green (paid) methodology.

Instead of an officer manually entering a license plate into the system, HotSpot built LPR software to allow officers to scan a parker’s license plate. Tracking of searches performed by officers can be viewed on HotSpot’s Admin dashboard and has been used to monitor officer performance..



HotSpot will also install the “officer app” on the existing handhelds, or provide a device (fees may apply for the provision of a device). This allows officers to dynamically update rates and times if any lots or meters are altered. These changes are to be confirmed by the admin staff through their portal.



Advantages

- **Increased Efficiency:** LPR software cuts down on time by as much as 40% efficiency for enforcement with a 95% accuracy on scans in the field.
- **Real-time Tracking:** Immediate uploads of officer inputs to a central database with historical data for review and tracking.
- **Single Solution:** One single solution enforcement platform used for all HotSpot transient, permit, and gated parking.
- **Continual Improvement:** Save administration time spent manually writing tickets, data entry for ticket management, and following up on citation escalation.



Citation Management

HotSpot also provides a complete ticket printing system with officers able to quickly and efficiently issue both motor vehicle and pedestrian tickets through a single handheld. The parking aspect allows officers to:

- Scan a plate
- Issue an infraction which is linked to our Escalation Management System
- Digitally chalk vehicles for time based infractions.

HotSpot's automated system increases efficiency towards the following identified issues::

- Officer writing tickets by hands creating typos and unreadability
- City Admin spending time entering handwritten tickets into a system for water billing
- City Admin creating typos through unneeded manual labour that can be automated.

A main component of the HotSpot enforcement solution is providing municipalities with a branded online dashboard that can track citations quickly and simply through the escalation process. When a ticket is required to pass to the judicial system, our dashboard seamlessly navigates the process directly integrating with DMV databases, reducing reliance on manually created sent and received reports. While also digitally amalgamating payment data from various parties.



Online Ticket Payment

Included with both HotSpot's Enforcement Lite & Enterprise packages, is a city branded online payment portal. Users have the ability to settle citations through this convenient portal, accessible through their mobile phone or desktop accounts. This can also be embedded into the cities website for ease of access.



Features

Officers



License Plate Recognition (LPR): HotSpot has built software to digitally recognize license plate details by simply taking a picture of a license plate and automating the formatted letters and numbers to identify the vehicle.



Mixed Parking Enforcement: Single solution enforcement application that allows plate based searches for both transient street and permit parking feeding into one streamline dashboard.



List View: HotSpot's application has the capability to perform list view searches, by entering the first digit of the license plate number and all related plates starting with the same digit pre-populates for efficiency.



Infraction Selection: Officers can toggle a drop down menu to select by-law infractions to issue citations, avoiding errors or typos while ensuring efficiency and accuracy.



Photo Capture: HotSpot's enforcement system allows up to six photos to be captured with the citation, providing further documentation to support any disputed claims.



Notes Section: On each citation issued, Officers can write internal notes that will be shared discreetly to the backend dashboard only; as well as external notes that can be written to elaborate to the receiver of the ticket.



Appeal/Downgrade: Officers will have the option at any point in this process to cancel the ticket and will be notified of tickets they need to see through their handheld device.



Digital Chalking: HotSpot's LPR technology uses digital chalking to make the enforcement process easier and faster. By entering in or scanning a license plate, the system mirrors how an officer would manually chalk a vehicle's tire in order to see how long they've been parked.

Administrators



Real Time Data: We understand the pace that's needed for accurate parking information, therefore our dashboards are automatically updated with real time parking details. This is also why we work hard on our partner integrations to communicate seamlessly with third party vendors.



Citation Escalation: HotSpot's fully automated system performs a user friendly flow through a ticket life cycle's multiple steps. This can be customized to your individual agency's needs to ensure proper follow up on each aspect.



Sending Reminders/Summons: After a specified period of time HotSpot's Dashboard will notify the City Administrator to send a reminder or summons to the driver based on local DMV information. HotSpot will provide a file to print.



Batching: The ability to group data for functionality is essential for efficiency. We have designed our dashboards with this in mind, allowing users to select and filter by varying details and then export into your preferred format (csv, etc.) for processing.



Payment Portal: HotSpot's custom web based payment gateway is convenient, integrated and maintains full PCI compliance, giving your citizens an additional, trustworthy method of citation payment.



Waive/Downgrade Tickets: City Administrators need to be able to waive/downgrade the ticket up to the plea date while providing sufficient reason. They also need to be able to waive tickets for any found not guilty by the court system.



In-Person Payments: Administrators of the HotSpot Enforcement system also have access to resolve tickets using HotSpot's point of sale page. This service accepts most major credit cards as well as Visa-Debit. This allows Administrators to complete face-to-face citation payments.



Search Fields: Administration Dashboard supports real time queries and generation of complex reports without affecting solution performance. HotSpot's custom search fields automatically pre-populate entered data, such as the first digit of a license plate or date of ticket issue (etc.) allowing an easy filter option to viewing and managing citations.



Citation Review: HotSpot's customer support encourages it's users to handle parking violations within the application, through online ticket payment or ticket resolution. If a parker believes their ticket may have been issued in error, users have the option to upload through HotSpot to attempt a resolve on their behalf. This review process provides the City Administrator with the ability to verify, accept or reject the ticket dispute and send it back directly to HotSpot or the customer.



DMV Integration: HotSpot meets the requirement both in the ability to obtain and comply with the regional Department of Motor Vehicles. These integrations provide automation in sending and receiving vehicle owner information to generate parking notices, store vehicle owner information, and generate reports as required by your local DMV.



Multiple Citations: HotSpot's enforcement system provides the ability to print infractions for all by-law types, not just vehicle related.



Payment Portal: HotSpot provides a city branded online payment portal. Users have the ability to settle citations through this convenient portal, accessible through their mobile phone or desktop accounts. This can also be embedded into the cities website for ease of access.

How It Works

Officers

Enforcement officers are the front line, initiating the system through their daily routine of enforcing parking rules across the city. In this automated process the officer will require:

- HotSpot's mobile LPR handheld
- HotSpot's mobile ticket printer

Here's a video of an Officer performing a plate search using HotSpot's LPR technology: [HotSpot LPR](#)

Officer Enforcement Process - Parking Violation

Checking for Violations	The officer is assigned a route by the city to patrol and scan for Vehicle Violations.
Non-Violation	The majority of the time, Officers will not see an infraction and continue on.
Notice of Violation + Meter Check	When a violation is observed an Officer will stop and confirm. If the violation is an unpaid parking session the officer will perform a scan with the HotSpot LPR system and a meter check to ensure the parking meter is operating correctly.
Parking or Vehicle Violation- Select	Once a violation is confirmed the officer will select the type of violation from HotSpot's handheld
Enter Violation Information	Once the Violation is selected the officer will enter the required information.
Insert notes	Officers will be asked if they would like to insert internal notes for City Administrators to view, as well as external notes for the user.
Capture Pictures	Officers will be required to attach one or more photos based on the city's directive.
Submit / Print	Once complete, Officers will press submit / print which will make the mobile printer active and print a ticket within 3-5 seconds to place on the vehicle.



Optional Steps

Appeal / Downgrade	Officers will have the option at any point in this process to cancel the ticket and will be notified of tickets they need to see through their handheld device.
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City Administrators

The City Administrators are the backbone of this solution, creating the necessary stakeholder connections required to produce continuity from start to finish. Within HotSpots Enforcement Lite & Enterprise packages, the City Administrator will:

Ticket Process

Receive the ticket and confirm	City Administrators will receive tickets in real-time from HotSpot's dashboard once submitted by an officer. They will confirm that the ticket is accurate and matches information provided from local DMV information.
Send a reminder	After a specified period of time HotSpot's Dashboard will notify the City Administrator to send a reminder to the driver based on DMV information. HotSpot will provide a file to print.
Send a summons	After a second specified period of time HotSpot's Dashboard will notify the City Administrator to send a Summons to the driver based on DMV information. HotSpot will provide a file to print.
Access to Provincial Motor Vehicle Dept	HotSpot provides the ability to process and generate at the appropriate points in the infractions lifecycle. (HotSpot will require a discovery meeting to determine how the municipality is currently integrated with DMV.)

Any time throughout the process up to Plea Date

Receive payment	City Administrators need to be able to accept payment up to the plea date either through HotSpot's online portal, by mail or in person via cash, credit and debit.
Waive ticket	City Administrators need to be able to waive/downgrade the ticket up to the plea date while providing sufficient reason. They also need to be able to waive tickets for any found not guilty by the court system.



Gated Entry Overview

HotSpot has built a gated entry system that can be accessed within the parking app. This allows users to quickly pay for parking via credit card or visa debit administered through HotSpot's virtual wallet system. All of this is done through NFC Tap allowing the user no delays with ticket printing machines while entering a facility.

This tool removes the need for the Tap cards that historically are used in gated access if the user has a mobile device. This can be used in conjunction with our permitting system or corporate parking accounts to increase convenience for end users.

- **HotSpot is the only company that provides a system that works with any gate operator.**



Advantages

- **Touch-Free Solutions:** Contactless and convenient option for safer, easier payments. No need to press buttons!
- **Increased Efficiency:** Speeds up gated access with no delays of ticket printing, simply tap your phone on the NFC chip and drive through!
- **Compatibility:** HotSpot's unique gated solution is proven compatible with any gate operator.



Features



Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides massive peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature we've recently rolled out.



Corporate Accounts: For companies that have multiple vehicles on the road we provide corporate accounts to companies to centralize billing for the customer and increase compliance for the city.



Counting Occupancy: HotSpot will have the ability to count cars entering and exiting a specific lot and have the ability to identify how many digital parking permits and hourly parkers occupy the lot at any given time.



No Losing Tickets: Keeping track of a ticket can be a hassle. Parkers are not required to take a ticket from the machine when they use HotSpot's NFC functionality.



Remote Access to Open Gates: An administrator can open a gate for a HotSpot user with the press of a button allowing a function that may not exist with the current gate infrastructure.



Permitted Gates: Any user with a HotSpot Digital Parking Permit is able to tap in and out of the gated lot with a HotSpot Digital Parking Permit without the need for tap cards or staff verification.



Works with any gate: HotSpot has the ability to integrate with any gate provider and does not depend on third party timelines. This is a unique approach adopted to provide the best outcome to our clients.

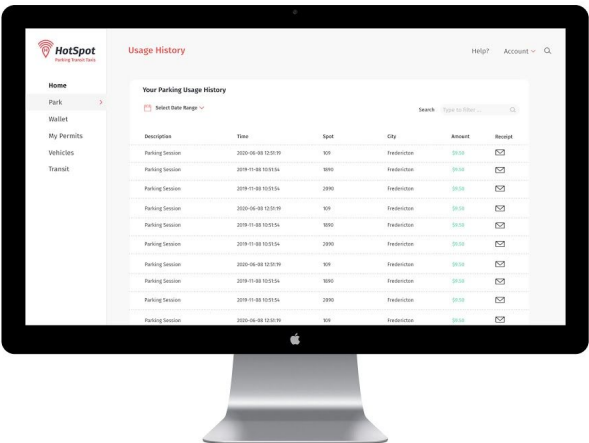


Emailed Receipts: HotSpot emails receipts to users in real time to keep track of payments and declined transactions. Central billing is available through our corporate accounts.



How It Works

To access the NFC tap, users will be asked to sign in to or create an active HotSpot account. Within the HotSpot mobile app, users can easily monitor their usage and parking costs. The user’s account will automatically adjust to any variable pricing based on the facilities set rates and users can access expense reports via the online dashboard or mobile app.



Users can see all parking transaction online or within the mobile app.

Accessing a gated facility through HotSpot allows real time payments tied to the user’s length of stay without the need for onsite credit card machines. Users can also manage special permits with different levels of access, without the need for printed request forms or communication with front line staff. Limitations can be put in place due to spot availability and waitlists required.

Gated Enforcement

The gate acts as a barrier allowing only paying customers in and out. However, should a customer have an error using the HotSpot Application, our customer support team is available by phone or email 24 hours a day, 7 days a week. It should never be the city’s obligation to resolve a HotSpot issue and we encourage our users to contact us directly.





Administrative Access Overview

Every action in Hotspot's system is shown in a transparent fashion through our administrative dashboard. This allows the Administration to track key events such as:

- Every parking session made by a user is recorded in detail for auditing purposes.
- Every ticket resolution request is tracked through this dashboard to provide a detailed line of communication back to the user.
- Rates and time limits can be updated here for parking locations in real time.
- Revenue reporting can be broken down by area
- Every payment made by a user is recorded in detail for auditing purposes.
- Every officer license plate entered is recorded which has been used to track officer performance.
- Analytics for systematic review of intricate data and trends.

HotSpot understands the city may have unique needs that are not obvious and we will work to provide the best solution possible through this dashboard.

HotSpot #	City	Start Time	Length	Revenue	Plate	Make	Model	More Info
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View
120	CHI	2020-08-10 09:29:10 AET	600m	\$8.43	N20 12A	Honda	Accord	View

HotSpot provides complete transparency to all parking transactions in real time.



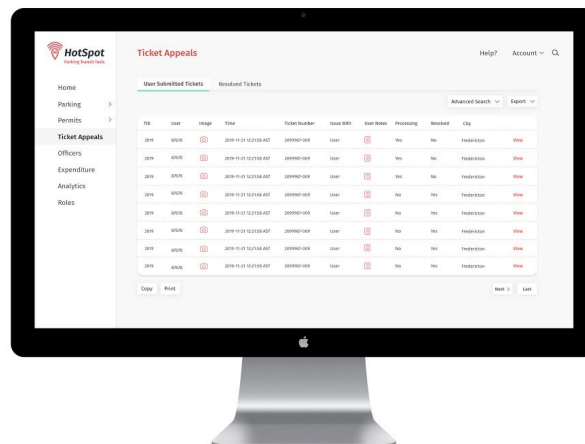
Ticket Resolution and Payments

90 percent of the world's problems come down to a communication issue; this is especially true for parking disputes. HotSpot has a 3 / 1000 metric where every 3 sessions out of 1000 requires a HotSpot Account Executive to reach out and work with the user to resolve an issue. **HotSpot is the only company that provides Ticket Resolution to ensure the best possible customer support.**

The typical process for this is:

1. User receives a ticket they feel is unjust.
2. They submit the ticket through HotSpot's "Resolve ticket" option.
3. HotSpot's staff investigate the ticket and respond to the user.
4. If the ticket is believed to be invalid HotSpot sends a message to the city's Parking Authority explaining the situation.
5. On the HotSpot dashboard the city can choose to void or enforce the ticket.
6. If the ticket is voided the user is notified.
7. If the ticket is enforced the user is notified and has the option to pay directly through HotSpot's app.

All ticket payments go directly to the city remitted monthly.



Payment Remittance

HotSpot has a standard remittance schedule of 30 days after the end of the month. HotSpot's typical 30-day period allows for any disputed charges or potential tickets that need to be enforced will be accounted for. **HotSpot provides direct deposit for all services.**



Signage

HotSpot provides Meter and Kiosk Decal signage which are required for both on street and off-street parking. The current signage is available in both English and French as our app is fully bilingual. For zone signage, there may be a charge associated with supply and installation.



PARK WITH HOTSPOT APP
STATIONNER AVEC HOTSPOT

6897

ZONE NUMBER | ZONE NUMÉRO

HOURLY PARKING AVAILABLE 24/7
STATIONNER À L'HEURE 24/7

Search "HotSpot Parking" in
the app store or visit htsp.ca
to download

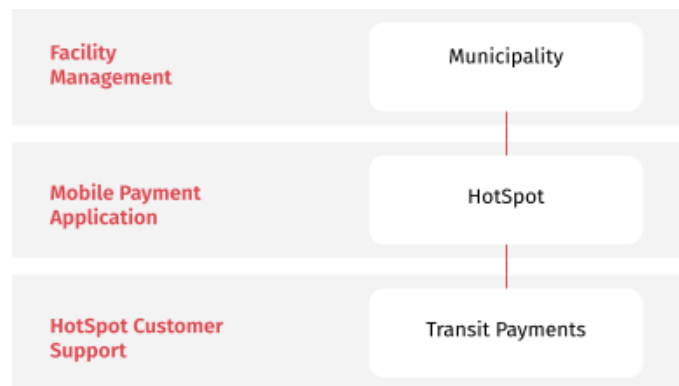
Cherchez « Stationnement
HotSpot » dans l'App Store
ou consultez htsp.ca pour
télécharger





Transit Overview

HotSpot has an innovative and reliable method to launch transit for a city. We have thousands of existing users that use our application to move around their town. We're regarded as an easy to adopt solution that has shown success in our pilot Canadian cities, all of whom continue for a long-term solution.



Advantages

- **Touch-Free Solutions:** Contactless and convenient option to purchase transit passes for safer, easier payments.
- **Increased Efficiency:** HotSpot's digital passes speed up onboarding passengers with no delay of coin or ticket punching.
- **Remote Purchases:** HotSpot's transit solution has the ability to buy passes remotely and transfer the storage to your digital account to prevent loss.
- **Reporting:** Data collection on popular bus routes, passenger heat maps serve as long term analytics for route mapping.
- **Effective:** Colour coded digital passes with built-in security features decreases fare evasion.

Features



Route Mapping: HotSpot provides detailed route planning synced up to the existing Google maps provided by the municipality. This updates as Google maps updates!



Bus Tracking: HotSpot provides the ability to see when buses are arriving via onboard GPS systems - all from within the application.



Pass Purchase: Easily purchase any type of transit pass from any location!



Punch Pass tracking: HotSpot tracks the user of every pass as users board the bus. This allows exact usage to be managed programmatically and not by the operator.



Age Verification/ ID Verification: HotSpot verifies age and student passes through picture id when required by the municipality.



Corporate Passes: Workers and businesses looking to encourage other modes of transportation can skip dealing with paper passes with HotSpot's digital solution. Simply register your business and send emails to your employees to give them easy access to a discounted pass.



Reminders/ Notifications: HotSpot sends reminders to its users when their pass is about to expire to let them automatically re-purchase a pass.



Student Passes: HotSpot partners with the community such as Universities when they launch free bus passes for their students during orientation month.



Tap Signs: HotSpot has created the first tap to ride signs that allow Android and iPhone users to simply tap a sign to purchase a pass **no app required!**



Fare Exemptions: In instances where certain individuals are exempt from fare payments, they access their digital ticket/pass by selecting the Promotion option and entering a promo code. This can be turned off and on as required.



Reporting: HotSpot reports on each bus based on total expenditure monthly and daily, bus by bus revenue breakdown over time, and Individual level transaction records.



Purchases and Offline Use: Purchases, such as a 10-ride tickets or monthly pass, are stored in the customer's account and can be accessed at any time. Tickets and passes will be accessible even without the use of Wi-Fi/Internet.



24/7 Bilingual Customer Support: 365 days a year, our dedicated customer support team is ready to answer your questions. Whether you need assistance with your account, transit session or transaction history we are here and happy to help, in English or French!



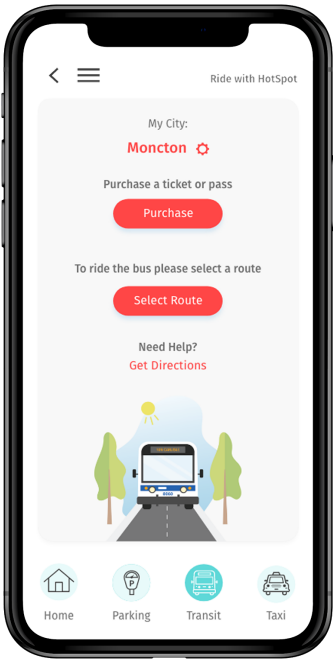
How It Works

Route Information

Signing up allows you to see in real time where you are relative to bus stops. However, rather than enter a bus stop we ask for your destination to feed into HotSpot's back end analytical system to be used by the city for bus routing improvement in the future.

Route Planning

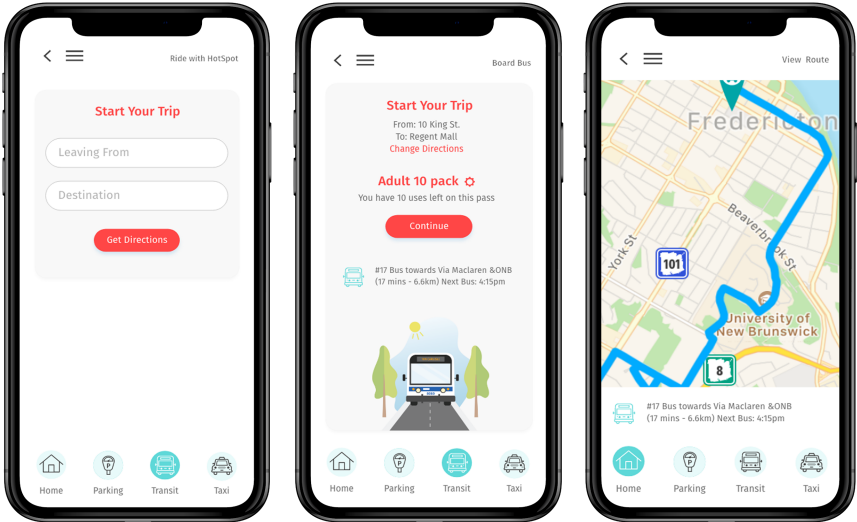
To plan a route, simply enter your current location (Either by GPS or typing) and select a destination. This will be synced with the bus routes through Google Maps to allow us to maintain an up-to-date mapping system with directions, estimated time and required walking distances. A live demonstration of the application accompanies this implementation plan and is available by downloading the application.





Route Confirmation

Once you’ve chosen a start and end location the application returns a travel plan showing the best route to your location. Additionally, the app provides an estimated walking time from your location to the nearest bus stop then the estimated length of the ride and the walking distance to your end location. This allows HotSpot to understand the customer's end state to serve long term analytics for transit mapping.



Payment

If this route is acceptable, the user can initiate the trip through HotSpot’s payment system. This is the phase in which the application would initiate the membership or pay per use model to access both transit and parking. Routing and planning information is freely provided to Transit patrons, while pass purchases are available once payment is made to HotSpot. HotSpot can integrate GPS bus tracking if available.



Boarding the Bus

After payment, and as the bus approaches for pick up, the user presses the red Board Bus button that initiates a timer screen. **The timer continues to be active for 15 minutes and must be shown to the operator within that time.** After expiry, the application provides the passenger a survey to confirm the bus is on time and service levels are acceptable for individual feedback on each route that will be freely available to city Transit.



Here's a video of how our Transit works in Fredericton, NB : [click here](#)

Transit Administrative Access

Every action in Hotspot's system is shown in a transparent fashion through our administrative dashboard. This allows the Administration to track key events such as:

- Every ticket resolution request is tracked through this dashboard to provide a detailed line of communication back to the user.
- Services used by transit riders and the routes taken.
- Types of passes used by transit riders.
- Reporting can be broken down by area.
- Alerts to Transit patrons about breakdowns/ route changes.



Customer Support

HotSpot provides a 24/7 bi-lingual customer support team that acts as the front-line for all technical and support related issues. We address all challenges through the following channels:

- **Email:** HotSpot allows all users to email us directly within the application. We also typically answer information requests from the public about how the parking facilities work and direct them to the proper channels for more in-depth needs.
- **Phone:** HotSpot provides a toll-free number on infrastructure the people can call if they are experiencing an issue.
- **Twitter + Facebook:** HotSpot also manages a Twitter and Facebook account people typically use to reach out and ask questions.

HotSpot's goal is under no circumstance should a client need to answer technical questions regarding users accounts. All assistance can be directed to HotSpot for resolution.

Training Responsibilities

Training Program

Executive	HotSpot is responsible for all executive training on the use of the system as needed and requested by city staff.
Officers	HotSpot is responsible for all officer training required of the system.
Administrative Personnel	HotSpot is responsible for all administrative training required for: reconciling accounts; investigating tickets; and exporting data to the dashboard during the onboarding process.
Customer Training	HotSpot is responsible for all customer training required and customer support associated with the use of the system to alert customers they can now pay for parking or transit through the HotSpot application.

Conclusion

HotSpot measures its success by the satisfaction of its customers (both drivers and municipalities). We hope this overview reflects the amount of thoughtful consideration we have given to the introduction of a mobile parking purchase app solution in the city and our desire for a successful long-term solution. Our track record of implementing, servicing, and innovating is a value-add as you enhance your residents' transportation experience.



HotSpot Parking Pricing

Mobile App, Digital Parking Permits,
Enforcement, and Transit

PREPARED BY

HotSpot Parking Inc.
515 Beaverbrook Court
Fredericton, NB
E3B 1X6

PREPARED FOR

Corner Brook



HotSpot Price Breakdown

Cost Breakdown

Transit Application	Option 1: Cost to City: \$0.00 Cost to User: (<i>Convenience Fee</i>) Single Ride: \$0.25 per pass 10 Ride Pass: \$1.00 per pass Monthly Pass: \$2.00	Note: 3.5% credit card processing fee to digitally remit parking revenue (hard cost).
	Option 2: Cost to City: 10% of all digital payments sent through HotSpot Payment system including transaction fees. Cost to User: \$0.00	
Mobile Parking Application (for meters)	Cost to the City: \$ 0.00 Convenience Fee, Paid by the Parker \$ 0.20 per parking session <u>OR</u> Membership fee, Paid by the Parker \$ 2.00/month <u>OR</u> \$ 20.00/year	Note: 2.99% credit card processing fee to digitally remit parking revenue (hard cost).
Mobile LPR (includes handhelds)	Annual License Fee \$ 0.00	
Fast Tap Signage	Cost to the City: \$250.00 per sign (first sign free)	Note: 2.99% credit card processing fee to digitally remit parking revenue (hard cost).
	Convenience Fee (paid by the user): \$ 0.35 per transaction	



Request for Decision (RFD)

Subject: Fire Emergency Services Agreement - Humber Valley Resort

To: Council and Mayor
From: City Manager
Meeting: Regular Meeting - 25 Jan 2021

Topic Overview: Consideration of entering into a Fire Services Agreement with Humber Valley Resort

BACKGROUND INFORMATION:

At a Council in Committee Meeting of 24 January 2022, a motion was considered by Council to provide Fire Emergency Services to Humber Valley Resort. The motion brought forward was as follows:

On motion by Councillor P. Gill, seconded by Councillor B. Griffin it is RESOLVED to approve the agreement to provide Fire Emergency Services to the Humber Valley Resort, for the prescribed annual Standby Allocation Fee, plus all applicable response charges as outlined in the agreement attachment hereto, until December 31, 2024. **(Councillors Keeping, Granter and Deputy Mayor Chaisson voted against the motion). TIE VOTE.**

As per section 36(3) of the City of Corner Brook "Where there is a tie vote on a question, the question shall be raised at the next meeting of the councillors and if the vote on the question at that meeting is a tie vote, the motion shall be considered to be lost". This motion is now being brought forward again for Council's consideration

PROPOSED RESOLUTION:

It is RESOLVED to approve the agreement to provide Fire Emergency Services to the Humber Valley Resort, for the prescribed annual Standby Allocation Fee, plus all applicable response charges as outlined in the agreement attachment hereto, until December 31, 2024.

GOVERNANCE IMPLICATIONS:

City of Corner Brook Act, Section 36(3) - Where there is a tie vote on a question, the question shall be raised at the next meeting of the councillors and if the vote on the question at that meeting is a tie vote, the motion shall be considered to be lost.

Legal Review: Yes

 City Manager



Request for Decision (RFD)

Subject: Agreement to Provide Fire Emergency Services to the Humber Valley Resort

To: Rodney Cumby
Meeting: Council in Committee Meeting - 24 Jan 2022
Department: Protective Services
Staff Contact: Todd Flynn, Director of Protective Services
Topic Overview:

BACKGROUND INFORMATION:

In 2019 the City had discussions with the Humber Valley Resort about the Corner Brook Fire Department providing Fire Emergency Services to the Humber Valley Resort. At that time the City compiled a legal agreement that outlined the terms and conditions by which it could offer such services. The agreement was provided to the resort owner; however, the City did not receive a response.

In the recent days, the Humber Valley Resort requested the City to revisit its proposal to provide Fire Emergency Services to their private community. The Director of Protective Services reviewed and updated the proposal in accordance with dates and financial numbers for 2022. The agreement document was forwarded to the Humber Valley Resort, who have since agreed to all terms and conditions set forth in the attached document, as confirmed by their signature. The resort has also provided full payment of their 2022 retainer fee to the City for retaining the Corner Brook Fire Department Fire Emergency Services.

PROPOSED RESOLUTION:

Be it RESOLVED that the City of Corner Brook approve the agreement to provide Fire Emergency Services to the Humber Valley Resort, for the prescribed annual Standby Allocation Fee, plus all applicable Response Charges as outlined in the agreement, until December 31st, 2024.

FINANCIAL IMPACT:

As outlined in the agreement, the City will receive a service retainer fee of \$35,232.12 and will further be reimbursed its costs to provide each individual response at rates described in Schedule A of the agreement. The methodology to determine its retainer cost is outlined on page 10 of Schedule A of the attached agreement.

The City has the equipment necessary to provide its services to this community and will endeavour to use its retainer funding to further enhance its capacity to provide neighbouring firefighting services.

GOVERNANCE IMPLICATIONS:

Legislation
City of Corner Brook Act
218

Legal Review: Yes

LEGAL REVIEW:

This agreement was authored by the City's legal department in 2019 and reviewed again in recent days. There have been no changes to the terms and conditions of the 2019 proposed agreement other than dates and financials.

RECOMMENDATION:

Staff recommend proceeding with the attached agreement to provide Fire Suppression Services to the Humber Valley Resort. Staff have reviewed its capacity and is able to provide such service to our neighbouring community, within the terms and conditions outlined in the attached agreement.

ALTERNATIVE IMPLICATIONS:

Options: (What are 3 key options, what are the implications with each?)

1. Approve the proposed agreement as is, and as attached. This will execute the agreement and permit the Fire Department to implement the associated logistics to provide its Fire Emergency Services to this community.
2. Not approve this agreement and direct staff to do a compile a different agreement. Council will need to dictate their terms and conditions of such an agreement.
3. Not approve the agreement and not provide fire emergency services to the Humber Valley Resort.

Director of Protective Services
Legislative Assistant

Approved - 20 Jan 2022
Approved - 21 Jan 2022

City Manager

THIS AGREEMENT made at the City of Corner Brook in the Province of Newfoundland and Labrador this day of _____, 2022.

BETWEEN

CORNER BROOK CITY COUNCIL, a body corporate duly continued pursuant to the City of Corner Brook Act, R.S.N.L. 1990, c. C-15, as amended (hereinafter referred to as "the City")

AND

61839 Newfoundland & Labrador Limited carrying on business as HUMBER VALLEY RESORT, a body corporate duly registered pursuant to the Corporations Act, R.S.N.L. 1990, c. C-36, as amended (hereafter referred to as "the Resort")

WHEREAS the City has a fire department that provides fire protection and other emergency response to the City of Corner Brook (hereinafter referred to as the "Corner Brook Fire Department" or "City Fire Department");

AND WHEREAS the Resort desires to avail of the services of the City for the provision of primary response for fire and other emergency response (hereafter referred to as "the Services");

AND WHEREAS the Parties hereto are desirous of setting out the terms and conditions on which the Services hereinbefore referred to will be provided, applied and maintained;

NOW THEREFORE IN CONSIDERATION of the sum of \$1.00 and other valuable consideration (the receipt and sufficiency whereof is hereby acknowledged by both parties hereto) now paid by each party to the other, the parties hereby agree as follows:

FIRE AND EMERGENCY SERVICES PROVISION

1. The City may provide the Resort with Services on such occasions where the City receives a 911 call indicating that fire or emergency response services are necessary, and the City in its sole discretion has determined that the Corner Brook Fire Department has the capacity to provide Services to the Resort at the time of the request after consideration of the items enumerated in paragraph 4 herein as well as:
 - A. the City's available resources, equipment, personnel and abilities; and
 - B. any negative impact on the ability of the Corner Brook Fire Department to provide emergency response services within the City.
2. The Resort agrees that it has, and will continue to maintain, a serviceable and sufficient fire hydrant water supply system for the Resort. The Resort also agrees to maintain its roadways to ensure fire apparatus access to all structures covered under this agreement.
3. The Resort acknowledges and accepts that a fire service response conducted by the City will originate from its Central Fire Station located at 61 Broadway, Corner Brook, NL, and thus such

geographic separation will cause at least thirty minutes to pass between the time a call is received and arrival of emergency apparatus at the gated entrance to the Resort.

4. Any Services provided by the City will be limited by the ability of the City to respond while maintaining adequate primary and secondary emergency response services within the City or services to any other jurisdiction. The City in its sole discretion will make the determination as to whether or not the City is able or willing to provide Services to the Resort and that determination is final and binding on both parties. The City may not be able or willing to respond to the Resort's request for provision of Services for reasons including, but not limited to:
 - i. Prior and simultaneous deployment of apparatus and equipment or a lack of backup responders that limits the availability of personnel, apparatus, and equipment available to respond;
 - ii. Shortage of personnel available to respond;
 - iii. Weather and road conditions preventing safe travel to the Resort;
 - iv. City responding to other emergency or emergencies;
 - v. Lack of suitable communication within the area of the emergency;
 - vi. Lack of water or water pressure in the area of response;
 - vii. Likelihood of the resource/s deployment achieving the intended outcome sought by the requestor;
 - viii. Whether human life is threatened and could be saved;
 - ix. The degree of danger being experienced by the requesting community;
 - x. The safety of the firefighters to be deployed;
 - xi. The impact on CBFD service delivery to City of Corner Brook;
 - xii. Any other reason deemed to have an impact on the safety or ability of the City to protect its residents and/or firefighters and employees; or
 - xiii. Any other reason deemed to be a proper or prudent consideration by the City.
5. A failure of the City to provide Services due to a decision of any of the City's personnel or any of the reasons enumerated in paragraphs 3 & 4 does not constitute a breach of this agreement.
6. The City will provide as much notice to the Resort as is reasonable in the circumstances on occasions where the City decides not to provide Services to the Resort or decides to cease or interrupt provision of Services.
7. Where the Services are provided, the number of personnel and equipment utilized in providing the Services shall be as the City, in its sole discretion, determines to be necessary and available.
8. The City, in providing the Services, will direct the method and process used to deal with the emergency. In the case of a concern for the safety of the City firefighters or equipment, the City's Deputy Fire Chief or designate may withdraw the City's Services, or implement such methods and processes as the City's Deputy Fire chief or designate deems best to deal with the emergency.

9. Requests from the Resort for the City to provide the Services should ordinarily be coordinated from the Resort residents to the 911 Public Safety Answering Point. The call will be then forwarded to the City's Fire Department for dispatching. The call to the 911 PSAP for the Resort may originate from the Resort employees or management, unit owners at the Resort, guests of the Resort, or a member of the general public. It is understood that should the City respond to any credible call to the Resort, the Resort is liable for the Response Charge.
10. The City's response time cannot be guaranteed, however, the City when providing the Services will respond as quickly as is reasonable in the circumstances while still ensuring the safety of its employees and the continued provision of fire and emergency services within the City's municipal boundaries.

TERM

11. The term of this agreement shall be from the date of execution until December 31, 2021. In the event that the City is requested by the Resort to provide Services after expiry of this Agreement and prior to any subsequent agreement or extension agreement having been executed by the parties, the City may decide in its absolute and sole discretion whether or not the City will provide any Services to the Resort. In the event that the City does provide Services to the Resort during over-holding, all provisions of this Agreement shall continue to apply.

FEES

12. The Resort agrees to pay the City for all costs that the City incurs in responding to and providing the Services. Such costs include but are not limited to charges for labour, vehicle usage, equipment, materials, supplies, and any damage or replacement costs of vehicles, equipment, materials & supplies. In the event that City firefighters are deployed to provide Services to the Resort, the City reserves the right to call in from the off-duty shift such complement of firefighters as the City in its sole discretion deems appropriate for the Corner Brook Fire Department to provide uncompromised coverage for emergencies within the City's municipal boundaries. The current charge rates are annexed hereto as schedule "A" and are subject to change at the City's sole discretion. The City shall provide thirty (30) days' notice to the Resort prior to implementing an increase in charge rates. An invoice will be issued for each incident in which the City responds to a request for Services by attending the scene of an emergency, regardless of whether or not Services are rendered by the City at the scene.

PAYMENTS

13. All payments that become due under this Agreement shall be paid by the Resort to the City as specified on the invoice issued by the City. All payments shall be paid by the Resort to the City within thirty (30) days of the date on the invoice from the City. Failure to pay any invoices in a timely manner is grounds for termination of this agreement by the City.

14. Any overdue accounts from rates or payments owing under this Agreement shall be charged interest at the rate prescribed by the City in its annual budget for the applicable year(s) in which the sum(s) remain outstanding. The rate of interest prescribed for overdue accounts in the City's 2022 budget is 10.5% per annum compounded monthly.
15. All Payments under this agreement shall be made to the "City of Corner Brook", to the attention of the treasurer:

Director of Finance & Administration
 City Hall
 P.O. Box 1080
 Corner Brook, NL
 A2H 6E1

WAIVER OF LIABILITY

16. All firefighters, officers, members, agents and employees of the City involved in providing the Services are deemed to be firefighters, officers, members, agents and employees of the Resort while the Services are being provided.
17. The Resort covenants to indemnify and save harmless the City from and against any and all manner of claims, demands, losses, costs, charges, actions and other proceedings whatsoever, (including but not limited to those under or in connection with the *Workplace Health, Safety and Compensation Act, RSNL 1990 Ch. W-11*, as amended, or any successor legislation and the Occupational Health and Safety Act RSNL 1990 Ch.O-3, as amended, or any successor legislation) made or brought against, suffered by or imposed on the City or its property in respect of any loss, damage or injury (including fatal injury) to any person or property (including, without restriction, residents, guests, visitors, invitees, employees, agents and property of the Resort) directly or indirectly arising out of, resulting from or sustained as a result of the City's provision of Services and/or the City's decision not to provide Services. This indemnity shall extend to all costs, counsel fees, expenses and liabilities which the City may incur with respect to any such claim.

INSURANCE COVERAGE

18. The Resort shall, at its own expense maintain in force comprehensive public liability insurance pertaining to the provision of Services and shall provide the City with certificates of a policy or policies of an insurance company or companies for:
 - a. Legal Liability with a limit of not less than Two Hundred and Fifty Thousand dollars (\$250,000.00) per occurrence;
 - b. Liability insurance for bodily injury and death with a limit of not less than Five Million (\$5,000,000.00) dollars per occurrence; and

- c. Property insurance sufficient to cover such property and equipment of the Resort that may be reasonable required for utilization by the City in provision of the Services

Every policy or policies of insurance maintained by the Resort shall name the City of Corner Brook and Corner Brook City Council as insureds and provide for cross-liability coverage. A certificate of such coverage (s) shall be furnished to the City on execution, renewal and overholding of this agreement and at any other time as requested by the City.

LIMITATION ON PROVISION OF FIRE PROTECTION SERVICES

19. The City retains its right to limit, curtail, and discontinue the supply of Services to the Resort at any time and for any reason it deems appropriate including but not limited to the following circumstances:
 - a. Non-payment of any fees due to the City by the Resort. This includes fees associated with this agreement, or any other fees that may be due to the City;
 - b. A material changes in the ability of the Resort to provide an adequate level of water and water flow through its fire hydrant system and roadway system for response to fire and emergency situations.
 - c. A material change in the operational capabilities of the City and its Fire Department to respond. The City's first priority will be protection of the City, and the City will not respond outside of its own municipal boundaries to the detriment of the City;
 - d. An insufficient ability for the responding crew to adequately communicate with the Corner Brook Fire Department and/or its dispatch centre. The City will only respond to areas in which the City's radios can be utilized or adequate cell phone coverage is available;
 - e. Any restriction in the ability or increased cost of receiving sufficient liability insurance for the provision of the Services; or
 - f. Any other reason, as deemed by the City as presenting a negative impact on the ability of the City to provide fire and emergency protection to the City and/or to be an unreasonable risk to the health and/or safety of its firefighters, vehicles, or equipment.

The parties agree that any denial, limitation, curtailment or discontinuance of the City's provision of Services shall not be a breach of the City's obligations under this Agreement.

BINDING

20. This agreement and everything in it contained shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

JURISDICTION

21. This Agreement shall be governed by and interpreted in accordance with the laws of the Province of Newfoundland and Labrador and all actions, suits or proceedings arising out of this Agreement shall be determined in a court of competent jurisdiction in Corner Brook, Newfoundland and Labrador subject to any right of appeal.

WAIVER

22. The failure of either party to insist upon or enforce in any instance strict performance by the other party of any of the terms of this Agreement or to exercise any rights herein conferred shall not be construed as a waiver or a relinquishment to any extent of the right to assert or rely upon any such terms or rights on any future occasion.

SEVERANCE

23. If any provision of this Agreement is determined to be invalid or unenforceable, in whole or in part, such invalidity or unenforceability shall attach only to such provision, and all other provisions hereof shall continue in full force and effect.

HEADINGS

24. The headings in this Agreement have been inserted as a matter of convenience and for reference only and in no way define, limit or enlarge the scope or meaning of this Agreement nor of any provisions hereof.

ASSIGNMENT

25. Neither party may assign this Agreement in whole or in part to any third party without the prior written approval of the other party.

NOTICE

26. Any notice pursuant to any of the provisions of this Agreement shall be deemed to have been properly given if delivered in person, or mailed by prepaid registered post addressed:
- a. In the case of notice to the City to:

City of Corner Brook

c/o City Manager
P.O. Box 1080
Corner Brook, NL
A2H 6E1

b. In the case of notice to the Resort:

Mr. Graham Watton
Humber Valley Resort (61839 Newfoundland & Labrador Ltd.)
P.O. Box 188
Corner Brook, NL,
A2H 6C7

Or to such other address and/or addressee as either party may notify the other of.

COLLATERAL AGREEMENTS

27. There are no covenants, representations, warranties, agreements or conditions expressed or implied, collateral or otherwise forming part of or in any way affecting or relating to this agreement other than as set out in this agreement, which constitutes the entire agreement between the parties and which may be modified only by further written agreement under seal.

CONFLICT

28. In the event of any conflict between this agreement and any policy or operating procedure of the City or the Resort, this agreement shall govern.

TERMINATION

29. Notwithstanding any term of Agreement set out in this Agreement, if at any time either party is in default in the performance of any covenants, terms and conditions herein set forth to be performed, the non-defaulting party shall have the right to terminate this Agreement within thirty (30) days (unless another timeframe is otherwise stated in this Agreement) by serving the defaulting party with written notice. Upon expiry of the period set out in the notice provided, the rights of the parties under this Agreement shall immediately cease and expire as fully and with like effect as if the entire term provided for in this Agreement had expired.
30. Upon termination of this Agreement, whether by end of term or by notice of termination, all rights of the Resort to receive any Services hereunder shall immediately cease, determine and be at an end, and the City shall not be liable for payment to the Resort for any monies by reason

of such termination or otherwise, howsoever, including but not limited to any death, personal injury, loss of or damage to property, and/or loss of business of the Resort, its residents or visitors.

31. The termination or expiry of this Agreement shall not affect the liability of either party to this Agreement to the other with respect to any obligation under this indenture which has accrued up to the date of such termination but not been properly satisfied or discharged.

SIGNED SEALED AND DELIVERED this ____ day of _____, 2022 by 61839 Newfoundland & Labrador Ltd. by its duly authorized signing officers in the presence of:

Witness Gary Oake, Director

Witness Kathleen Watton, Director

SIGNED SEALED AND DELIVERED this ____ day of _____, 2022 by Corner Brook City Council by its duly authorized signing officers in the presence of:

Witness Mayor

Witness City Manager

Appendix A | Schedule of Fees

The schedule of fees shall consist of a combination of:

- Response Charge
- Stand-by Allocation

Basic Response Charge

The response charge shall be allocated in portions of one-half (1/2) hour intervals and shall be determined from the time that apparatus is toned out in the station to the time that the apparatus returns to the station. Any portion on a one-half (1/2) hour period shall be charged at one-half (1/2) hour. Because deployment will require the City calling in backup Firefighters, there will be a minimum three (3) hour charge to cover all associated costs. Responses shall be as per the terms and conditions set forth in this document. The current Response Charges are listed below. Adjustments due to salary increases, equipment purchase and/or maintenance cost may also be made periodically.

Manned Apparatus Cost:

- Engine (2 firefighters) \$250.00/hr.
- Engine (4 firefighters) \$350.00/hr.
- Rescue (2 firefighters) \$200.00/hr.
- Ladder (2 firefighters) \$355.00/hr. (subsidized rate)
- Pick-up (1 fire officer) \$120.00/hr.
- Each additional firefighter or employee \$50/hr.

Consumable Cost: All costs associated with the operation of the apparatus will be charged back to requestor including, but not limited to spent fuel, fire suppression foam/s, and damaged hose lines.

Technical Response: Emergencies that involve speciality teams of the Corner Brook Fire Department shall be based upon the Rescue Unit rate plus the additional hourly charges for any/all personnel required by Corner Brook Fire Department in excess of the two allocated personnel already assigned to the "Rescue Unit". Such services include high angle rescue, ice water rescue, and rescue boat services.

Annual Stand-by Allocation

This Standby Allocation is an annual retainer fee for Corner Brook's Fire Services to provide Primary Fire Services in accordance with the terms and conditions set forth in this agreement. This allocation calculation shall be based upon the City's resident and business individual costs proportionate the service level to be experienced by the Resort.

Within the geographic municipal boundary of the City, the Fire Department endeavors to respond within eight minutes. Realistically, at its furthest extreme, response may take ten minutes. Response to the Resort will take thirty minutes. Given that the City response time is 1/3 of what the Resort response time, the Resort shall only pay 1/3 of what a City resident pay for retention of fire response service.

The per unit cost for the residents of Corner Brook is determined by the 2022 budgeted cost for the Corner Brook Fire department divided by the number of residences and commercial businesses.

The formula for the “per unit” cost can be written as follows:

$$(\text{Budgeted Cost of the CBFD} + 10\% \text{ overhead}) / (\text{No. of Residences} + \text{No. of Businesses}) \times (10/30) =$$

Resort Rate per Unit.

$$(\$4,061,000.00 \times 1.1) / (9267 + 1026) \times .33 = \$143.22 \text{ per unit.}$$

The Resort has: 233 detached residential units; 1 – Eagles Perch Golf Clubhouse; 1 – Beach House; 8 condo units; 1 office building and 2 - Industrial Storage buildings for a total of 246 units.

$$(\text{Rate per Unit}) \times (\text{No. of units}) = \text{Annual Standby Allocation}$$

$$\$143.22 \times 246 = \$35,232.12$$

The stand-by charge will be billed once per year in January of each year based on the budget for that year and calculation of the number of units.

The Resort will provide the City with an updated list of the number of units at the Resort by January 1 of each year.