



# MUNICIPAL MINUTE



SPRING 2018

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## **Editor's Note:**

This seasonal newsletter is produced by the City of Timmins' Communications Department for the benefit of the public. Our goal is to produce a quarterly bulletin, providing our residents with information we feel is relevant and of interest based on the current season.

We hope you will find value in reading this newsletter and learn more about our operations and our valued employees, who work hard to provide you with city services.

If there are municipal matters you would like to learn more about, we encourage you to contact us with any questions, comments and suggestions.

**Heather Duhn**  
heather.duhn@timmins.ca

Should you have questions or concerns regarding your services, we encourage you to contact the responsible department directly.

**A full Department Directory can be found on our website at [www.timmins.ca/city-hall/department-listing](http://www.timmins.ca/city-hall/department-listing) or call 705-264-1331.**

**After hours: 705-264-1201**

## **COMING TOGETHER TO SERVE YOU BETTER**

Together, employees and management at the City of Timmins are working on ways to serve our community better.

With the launch of Service Timmins on the horizon, residents may have noticed our newly appointed Customer Service Agents being cross-trained in the transitioning departments. We appreciate everyone's patience and cooperation during this training period.

The mission of Service Timmins is "to build a customer-focused organization, responsive to the needs of the community, where all staff understand and embrace their fundamental role of serving the community." It's not just about improving the City...it's about a City improving for its people.

One of the City's corporate strategic priorities identified in the Timmins 2020 Strategic Plan is to improve customer satisfaction, customer communication, and expand community engagement with stakeholders. The centre will allow us to do this by:

⇒ Creating a customer service centre that merges 53+ existing phone numbers into ONE central number



- ⇒ Providing a one-stop customer service counter and focusing on first contact resolution
- ⇒ Expanding mobile solutions and leveraging technology
- ⇒ Introducing a consistent corporate-wide tracking method
- ⇒ Creating a centralized knowledge base

Renovations are scheduled to begin shortly, which has the potential to cause some service disruptions, but the Customer Service Team remains committed to keeping everyone updated as we progress.

## **DID YOU KNOW?**

Timmins experiences a significant freeze/thaw cycle each winter and spring. Pothole formation requires two factors to be present at the same time: water and traffic. In areas subject to freezing and thawing, frost heaving can damage a pavement and create openings for water to enter. Spring thaw of pavements accelerates this process when thawing of upper portions of the solid structure in pavement cannot drain past the still-frozen lower layer, thus saturating the supporting soil and weakening it.

The City's obligation to fix a pothole is triggered after the municipality becomes aware.

**Report potholes through the City's website or by contacting Public Works directly by phone at 705-360-2646 or by email at [public\\_works@timmins.ca](mailto:public_works@timmins.ca)**



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## TIMMINS SCORES HAT TRICK WITH FEO



**Guy Lamarche**  
Manager of Tourism and Events

On Friday, March 2, representatives from Tourism Timmins were present to accept three awards on behalf of the City of Timmins from Festivals & Events Ontario (FEO) – a provincial organization recognizing communities in their efforts to

grow and promote festivals and events.

During the recent award ceremony and banquet, Timmins was recognized as Municipality of the Year (less than 50,000). This award is a true show of the community coming together to offer amazing events in Timmins and belongs to all those who host or support events in the community.

While the City is thrilled with this amazing recognition, the accolades didn't stop there. Timmins' Great Canadian Kayak Challenge & Festival was once again named one of the Top 100 Festivals and Events in Ontario – a select group which represent some of the most well-known and respected celebrations in the province.

And last, but definitely not least, our very own Manager of Tourism and Events, Guy Lamarche was inducted into the FEO Hall

of Fame. With letters of support from City CAO, the Tourism Timmins team, Timmins Festivals & Events Committee, the Timmins Snowmobile Club, and WildExodus, it's obvious that the induction was well-deserved.

“Since 2000, FEO has inducted [over] 35 people into its Hall of Fame representing festivals, municipalities, organizations and events from across the province. Each individual named to the FEO hall of Fame is someone who has dedicated their career to the festival and event industry and who has made a lasting contribution to their community, festival, event or organization,” said an FEO media release.

“We are so proud of Guy, our Tourism team and our entire community, who truly come together to make Timmins a great place to live, work and play,” said City CAO Dave Landers.



**The City of Timmins Drinking Water System received 100% on the 2018 inspection performed by the Ministry of the Environment and Climate Change. The City of Timmins Water Team, comprised of employees from both the Water Plant and Water Distribution Group, contributed to the success. Picture taken at Water Plant in front of the plant control board with employees from both Water Distribution and Water Plant.**

## BECAUSE YOU ASKED SHOULD I BAG MY CURBSIDE RECYCLABLES?

Do your part to help us protect the environment and **place materials loosely in your recycle cart** to ensure they are properly recycled.

If recyclables are put in waste bags and/or plastic bags, the recyclables may be perceived as waste and be landfilled rather than recycled.

