



Bringing our City to Life

Infrastructure, Development and Enterprise Services
2015/2016 Annual Report



Welcome

Building Guelph – it’s remarkable!

Governments everywhere are changing the way they do business in response to growing populations, technological innovation, climate change, shifting demographics and globalization.

Since joining the City a year ago, I’ve been privileged to witness how the Infrastructure, Development and Enterprise Services (IDE) team takes a distinct forward-thinking approach to adapt in a transforming world. I am impressed with IDE’s ability to not only embrace change, but make our city more efficient and attractive because of it.

While this report only touches on a few key accomplishments, it provides a glimpse into the vital role IDE plays in bringing our city to life through:

- **Thoughtful growth.** We approve development that is in line with the vision of a future Guelph, one that balances the needs of the community and the limitations of the environment.
- **Relationship building.** We establish connections with people and business to enhance our neighbourhoods, attract investment and create jobs.
- **Safety in the home.** We create policies and programs that provide people with access to safe, quality housing at all income levels.



- **Accessibility.** We implement on-the-ground change that makes it easier for all people to access City services.
- **Innovative resource management.** We safeguard our important water, waste and energy resources as we continue to grow.
- **Building for the future.** We make critical and timely investments in infrastructure that fuel our economy and service our residents.

I invite you to learn more about IDE and meet some of our dedicated staff who work with informed citizens and business leaders to build a brighter future for us all.

Scott Stewart
Deputy CAO
Infrastructure Development and Enterprise Services

Infrastructure, Development and Enterprise Services

- BDE Business Development and Enterprise**
Community Energy
Downtown Renewal
Economic Development
Guelph Junction Railway
- EI Engineering and Capital Infrastructure Services**
Corporate Asset Management
Design and Construction
Infrastructure Development and Environmental Engineering
Infrastructure Services
Source Water Protection
Technical Services
Transportation Service
- E Environmental Services**
Solid Waste Services
Wastewater Services
Water Services
- FM Facilities Management**
Accessibility
Complex Capital Projects
Corporate Building Maintenance
Corporate Energy Management
Facility Renewal and Asset Management
Property Management
- PUB Planning, Urban Design and Building Services**
Building Services
Development Planning
Policy Planning and Urban Design

Look for these icons!



Departments icons throughout this report show where the dedicated people from each department do their great work.

Contact Us:

BDE Business Development and Enterprise
519-837-5600
bizinfo@guelph.ca

EI Engineering
519-837-5604
engineering@guelph.ca

EI Parking
519-822-1260 x2888
parking@guelph.ca

EI Traffic
519-822-1260 x3414
traffic@guelph.ca

E Solid Waste Services
519-767-0598
waste@guelph.ca

E Wastewater Services
519-837-5629
wastewater@guelph.ca

E Water Services
519-837-5627
waterworks@guelph.ca

FM Facilities Management
519-822-1260 x3440
heather.hoeg@guelph.ca

PUB Building Services
519-837-5615
building@guelph.ca

PUB Planning Services
519-837-5616
planning@guelph.ca

Stewarding Growth in Our City

Guelph is known as one of Canada's safest, greenest, smartest, and most livable cities. That's no accident – it's the result of deliberate choices and policies that reflect responsible stewardship of the city's economic, social and environmental assets.

IDE staff work with the community to develop, implement and improve strategies and plans that preserve the City's vision of a future Guelph.

Guelph's Official Plan: A Vision for Guelph

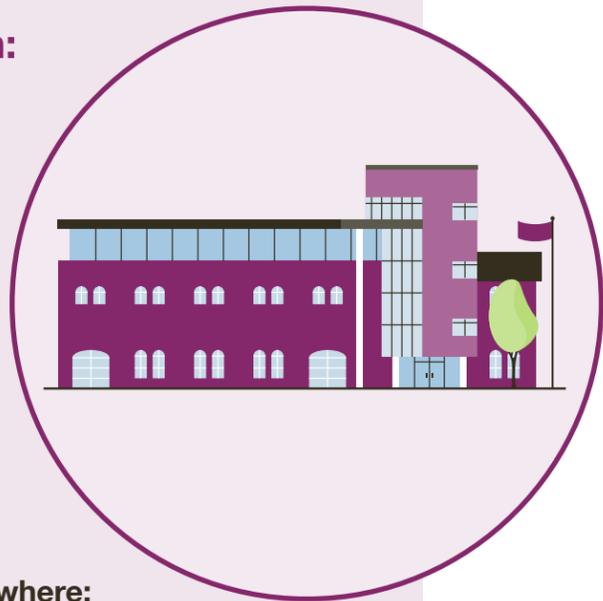
By 2031:



47,000
more people*



17,000
more jobs*



It doesn't stop there. A future Guelph is also one where:

 Less water is used per capita	 Less energy is used per capita	 More household waste is diverted from landfill
 More people walk and bike to work	 Less greenhouse gases are produced per capita	 Natural and cultural heritage assets are protected

* from 2011 census



125+ development applications processed, including site plans, Zoning By-law and Official Plan amendments and plans of subdivision

Developing Guelph

How Guelph processes applications for development and building permits. IDE works with residents, developers and stakeholders to literally build the City each and every day.

2015/2016:

\$500 Million
Approximate value of building permits issued in 2015 – the highest in the City's history

Achieved
intensification and greenfield density targets



3km new multi-use path on Woodlawn Road, a first in Guelph!

6km of new on-road bike facilities created

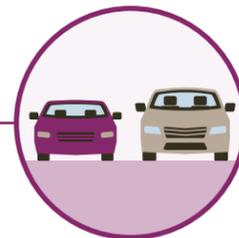
Cycling Master Plan

How we link Guelph's intensified neighbourhoods through safe, comfortable pedestrian and bicycle networks.

2015/2016:

125+ development applications reviewed to ensure sustainable transportation is supported

63% of planned cycling network now completed



\$90,000 estimated savings in administration thanks to solar powered payment equipment installed in Baker St. parking lot

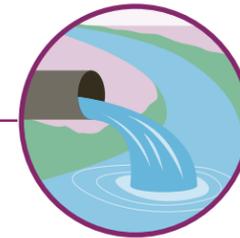
Parking Master Plan

How we accommodate the current and future parking needs in Guelph, starting with the downtown.

2015/2016:

15 new two-hour parking spaces downtown

Council Support received for hybrid tax-base/user-pay system for funding downtown parking



Stormwater Management Master Plan

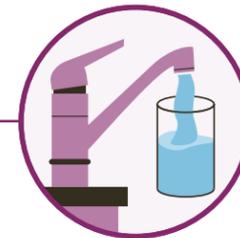
How we manage water from storms in order to keep the Eramosa and Speed River ecosystems systems safe.

2015/2016:

\$4,000,000
expected revenue from new stormwater service fee

Controlled **100+** facilities that manage stormwater and protect our streams and rivers

Reduced property damage and risk to human life by easing flooding in extreme weather

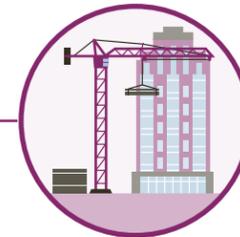


Water and Wastewater Servicing Master Plan

How we provide safe and efficient water and wastewater services to existing and new Guelph residents.

2015/2016

- Replaced worn out or damaged piping throughout the city
- Increased the capacity of the system to accommodate for growth
- Connected new subdivisions and development projects to water and wastewater systems



Prosperity 2020

How we diversify the economy to keep jobs in Guelph stable and growing.

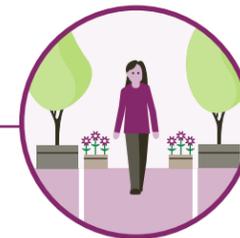
2015/2016:

2,000+ jobs created

269 residential units added to the downtown

\$1.67 Million in City land sales

24% increase in Guelph Junction Railway revenues



Urban Design

How Guelph's physical elements look and function that make it a great place to live, raise a family, and start a business.

2015/2016:

- Reviewed **125+** development applications, including major developments such as MetalWorks, Würth, and River Mill
- Began developing a manual to improve urban design for new developments city-wide

IDE Builds Relationships

IDE builds and maintains relationships between cross-functional teams of City staff, other levels of government, businesses, citizens and our community partners.

Downtown development, neighbourhood planning, and business investment are only

three examples of IDE activities that rely on partnerships to be successful. By aligning our efforts and working toward common goals, we create a stronger city, one that satisfies the needs of the entire community.

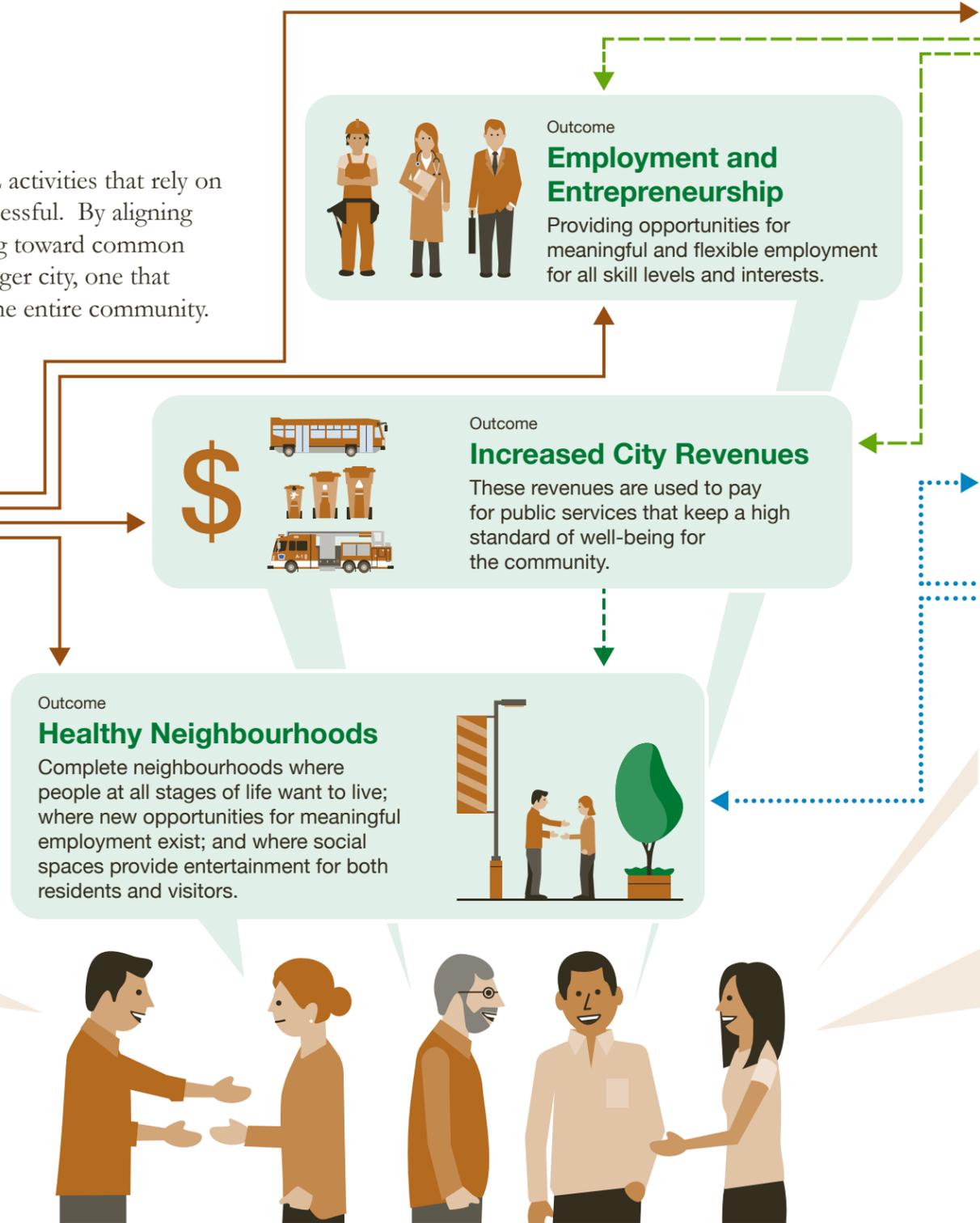


Project
Downtown Renewal

Downtown Guelph is an area of major growth and this momentum is making the heart of the city more valuable and cherished for both citizens and visitors alike. Growing Guelph's downtown means working with businesses, residents and the community to enhance, intensify, and get more out of our existing spaces.

2015/2016:

- Major Renovations of iconic buildings:
 - The Petrie Building, one of Canada's only remaining 19th Century pressed-metal facades, is being renovated by Tyrcahlen Partners Ltd.
 - The Ackers Building is becoming the new 10 Garden Street co-working community hub, opening up over 14,000 sqft of renovated office space for local entrepreneurs
- Construction of new residential projects continues with MetalWorks and RiverMill buildings
- Approval of the Downtown Parking Master Plan and funding of the Wilson Parkade project



Project
Investment Attraction and Retention

Creating and keeping jobs in Guelph means working closely with the investment community to build relationships both at home, and all over the world.

2015/2016:

25 business expansions **2,000+** jobs created **9** new business investments

3 Hanlon Creek Business Park land sales totalling \$2.7 Million



Project
Clair-Maltby Secondary Plan

Initiated in 2015, the Clair-Maltby Secondary Plan will provide a vision for a new neighbourhood on the last unplanned greenfield area of the city. A coordinated Master Environmental Servicing Plan and Secondary Plan approach is being undertaken to ensure the requirements of both the Environmental Assessment Act and the Planning Act are met.

IDE builds relationships with the community through engagement opportunities that will guide the vision and plan for this new neighbourhood in Guelph.

2015/2016:

- Over 170 people participated to date in open house and focus group sessions and land owner meetings
- Council approved a terms of reference for the Master Environmental Servicing Plan and Secondary Plan Study
- Consultant team retained



Our Partners

Achieving our vision of a future Guelph is a big job, and we can't do it alone. IDE recognizes that the relationships we have with our city building partners is our greatest asset. By aligning our successes, together we bring our city to life.



Business services:
Downtown Guelph, Chamber of Commerce, Innovation Guelph, Guelph Wellington Business Enterprise Centre, Workforce Planning Board of Waterloo Wellington Dufferin, Centres of Excellence



Education:
Conestoga College, University of Guelph, local school boards



Business:
developers, associations, private sector



Other Public Services:
federal, provincial, municipal governments, Grand River Conservation Area

Universal Access for All

The City is committed to providing quality services and facilities which are accessible to everyone.

We are evolving to a more integrated approach with accessibility efforts that reach all departments throughout the organization. Program development, how we serve our customers, and the accessible

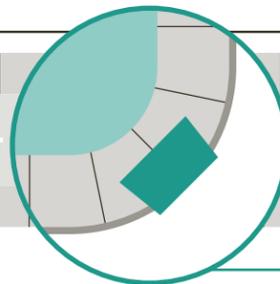
amenities in our facilities are just a few of the areas we have improved.

We are making progress, implementing the Multi-Year Accessibility Plan and often exceeding requirements of the Accessibility for Ontarians with Disabilities Act (AODA).



IDE reviews the design of all new developments, public and private, **to ensure accessibility features are included**

New mobile app created to show quick, realtime transit schedules



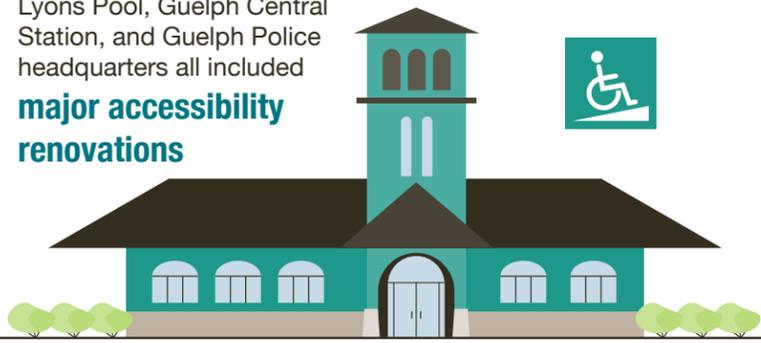
New mobile app pay by phone in municipal parking facilities



Accessible seats and ramp installed for spectator seating in the Centennial Arena



Extensive upgrades to Lyons Pool, Guelph Central Station, and Guelph Police headquarters all included **major accessibility renovations**



Adult change tables installed at the Centennial Pool and West End Community Centre



Completion of construction of the new Administration Facility/Process Operation Centre to the **City of Guelph Accessibility Standard**

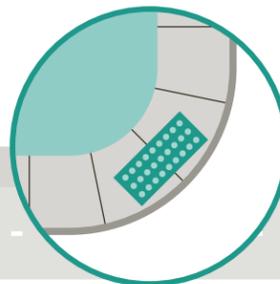


Accessible elevator and bathrooms created in the new Wastewater Administration Facility/Process Operation Centre



28 curb ramps installed throughout the city

45 tactile warning panels installed throughout city sidewalks



People Serving People

The Development Approval Process

In 2015/2016 IDE staff processed over 125 development applications and received designation for Guelph's first heritage conservation district.

As commissioned through the Integrated Operational Review, IDE is making continual changes to our development review systems, processes and service delivery model to improve the development experience in Guelph.

“ I work on a variety of development applications to ensure that their engineering design is in line with City and Provincial standards, keeping Guelph a safe and sustainable City. ”

Kime Toole,
Engineering Technologist III



“ Urban design shapes the physical setting for life in cities. I feel the challenge of every development application allows us to make life in Guelph better through design. ”

Kris Orsan, Planning Technician II



Accessibility

Making an accessible city is about culture change. In 2015/2016 over 2,000 City employees and volunteers received accessibility training.

“ Accessible services, programs and facilities begin with our AODA employee education programs. My goal is to make City services and facilities available to all people. ”

Leanne Warren,
Accessibility Coordinator



District Metered Areas

Installing flow meters provides real time usage data in specific areas throughout the city. 20 new units will be installed at locations throughout Guelph's water distribution system.

“ This is one step closer to real time distribution system monitoring that will allow us to provide industry leading leak detection, and help plan for growth in our city. ”

Bryce McDonald,
Supervisor of Water Supply Maintenance



Downtown Development

By creating a sense of place in downtown Guelph creates vibrancy that resonates throughout the entire city.

“ Using the community's plan as our guide, we facilitate and align the projects and partnerships that keep our unique downtown the growing and thriving heart of Guelph! ”

Ian Panabaker, Manager, Downtown Renewal



“ Heritage planning in Guelph touches on so many aspects of city building. If we learn from the past, we can conserve our cultural heritage resources while we continue to grow. ”

Stephen Robinson, Senior Heritage Planner



“ Environmental Planning is about balance. I work with developers and the community to influence where and how development may or may not occur in order to protect our natural environment and biodiversity. ”

April Nix, Environmental Planner



Sorting Recyclables

A team of 29 people physically sort 9,400 metric tonnes of Guelph's recyclables each year at the Material Recovery Facility.

“ Know your recycling symbols and always clean out your containers - it helps the workers on the line do a better job. ”

Lynn Moir, Sorter

Safety in the Home

IDE staff are there during each stage of your home's lifecycle.

The four projects highlighted in this section are samples of IDE programs and strategies that are created to ensure there are safe, quality housing for Guelph residents of all income levels.



Shared Rental Housing

Keeping tenants safe.

Everyone has a right to safe, affordable rental housing. Shared rental housing in Guelph is regulated through the various City by-laws and Provincial Fire and Building Codes to ensure rental accommodations meet suitable standards of living.

2015/2016:

- 460 rental properties inspected (regular and proactive inspections)
- Increased by-law and building code violation fines and non-compliance fees
- Tenant Safety Week connected students to free rental unit inspections, 30 inspections completed

Affordable Housing Strategy

Meeting the changing needs of all households.

Creating a healthy and safe community means ensuring there is available housing for all types of households, including low to moderate income households.

IDE recognizes that this has been a challenge in our growing city, and we plan to understand and address it with our partners through the creation and implementation of an Affordable Housing Strategy.

2015/2016:

- Completed State of Housing Report which measures affordable ownership, rental market housing and identifies housing issues in Guelph
- Conducted assessment of municipal tools for affordable housing including approaches used by other municipalities
- Received feedback from general public and key stakeholders on draft directions that address affordable ownership and rental market targets and housing issues
- Developed recommended strategic actions to address unmet rental market target and identified housing issues

Legal Proceedings Program

Enforcing the rules.

Not everyone follows the rules. In 2015 IDE Building Services developed a program that further empowers staff to enforce the building code, zoning by-law and other various by-laws that are in place to keep people safe.

The program reduces costs associated with inspections, litigation, and improves the prosecution process to make sure those who are not in compliance receive proper penalties.

2015/2016:

- Hired Zoning Inspector/Legal Process Coordinator
- Staff fully trained in program spring 2016
- Staff successfully obtained two search warrants on suspected illegal units in summer 2016

Radon Gas Mitigation Program

Protecting the air we breathe.

Radon is a colourless, odourless and tasteless, naturally occurring radioactive gas that can seep into homes and buildings through cracks and holes in floors and foundations.

IDE's Radon Gas Mitigation Program aims to ensure new buildings take appropriate safety measures to protect occupants, and workers, from exposure to high levels of radon gas.

2015/2016:

- Nearly 400 permits issued in first year of program
- Hired Resource Conservation Inspector to assist with commercial projects
- Recognized as a municipal leader in radon mitigation

Managing Resources as We Grow – Our Water

Guelph is one of Canada’s largest municipalities dependent on groundwater. With expected growth of over 47,000[†] people by 2031, careful management of our water resources is more important than ever.

Safeguarding our water is a massive undertaking that involves major infrastructure projects, city-wide conservation efforts, preventive care, and quick response programs. All of these pieces need to be working in unison to deliver clean safe drinking water to the tap, and ensuring wastewater is safe to be fed back into the river system.

Additional Highlights

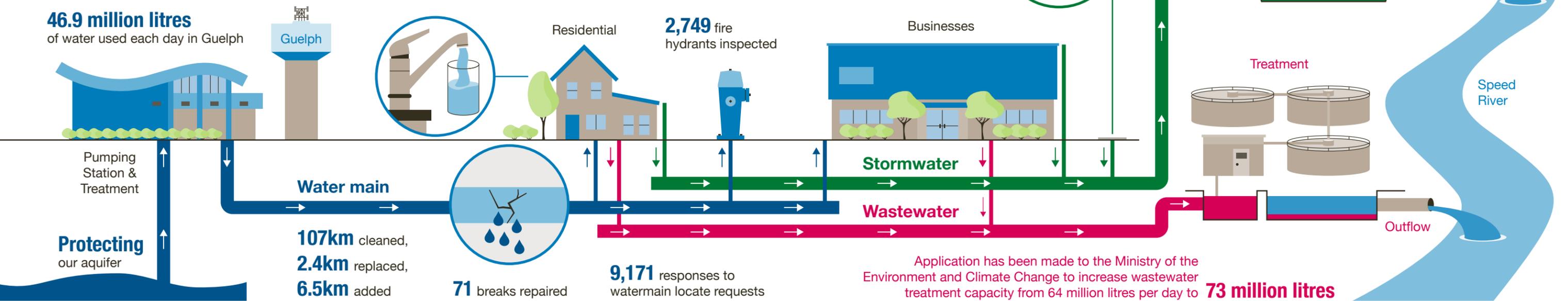
Updated
Water Efficiency Strategy

\$7.6 Million
Clean Water Wastewater Fund for Guelph’s infrastructure

Source Water Protection Program
and new Guidelines for Contaminated Site Development help protect our water source from contamination

Investment in Quality and Safety

46.9 million litres
of water used each day in Guelph



\$4 million
Approximate expected revenues from new stormwater service fee in 2017

142
oil and grit separators maintained

100+ facilities
manage stormwater to protect streams and rivers

Application has been made to the Ministry of the Environment and Climate Change to increase wastewater treatment capacity from 64 million litres per day to **73 million litres**

Conservation and Efficiency

8.1 million litres
of water has been reclaimed since 2006 due to IDE’s water conservation and efficiency program*

540 million litres
of water reclaimed annually by 17 businesses participating in the Water Smart Business program*

380,000 litres
of water saved annually in Guelph Transit bus wash rainwater harvesting project*

\$40.6 million
saved in building or expanding water infrastructure (4 times the amount spent)*

\$534,000
saved per year in operating costs because of conservation*

29
Blue Built Homes constructed

1,932,924 m³
of biogas used to generate 20% of the facilities energy requirements

19.5 million litres
of water saved yearly at City facilities*

3.1 million litres
of lost water reclaimed through the leak detection program*

22,784 litres
of drinking water provided by the Guelph Water Wagon*

4,014
students participated in water education programs*

4,550
rain barrels sold at Water Services since 2009*

100%
landfill diversion for all biosolids (4,282 tonnes)

* Statistics are 2015 values † 2011 census

Managing Resources as We Grow – Waste and Energy

Guelph continues to lead the way toward a sustainable future with innovative programs and strategies to manage resources and reduce operating costs.

Thanks to the passion and ideas of IDE's people, we're finding creative ways to reduce, reuse and recycle at City-owned facilities while encouraging Guelph residents and businesses to do the same.

Community Energy Initiative

Guelph is a North American pioneer in its commitment to managing our community's energy use.

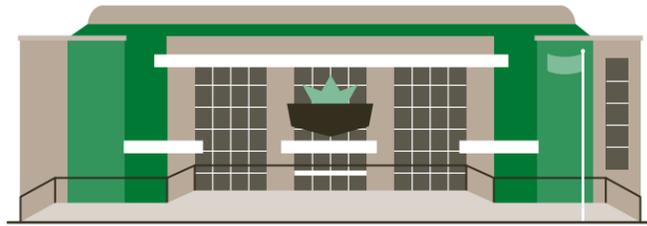
Between 2006 and 2031 our targets are to have a:

 **50%** per capita reduction in energy use

 **60%** per capita reduction in greenhouse gas emissions

By managing the effectiveness of how we manage our energy resources Guelph creates an environment of innovation, making it more cost competitive and attractive to business investment.

REDUCE



Facility Energy Retrofit Program

Improvements to Guelph Transit garage, 45 and 50 Municipal Street and Sleeman Centre provide:



Annual avoided cost of over **\$85,000**



Waste diversion rate in 2015 **63%***

New Resource Conservation Inspector

Will enhance and review inspection of energy efficiency requirements of buildings, and to assist with the Radon Gas Mitigation Program



REUSE

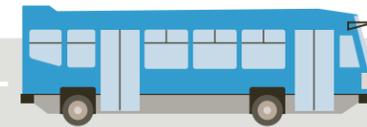
Organic Waste Facility

9,700 tonnes of Guelph's organic waste turned into clean, nutrient-rich compost, diverting organics from landfill



Eastview Landfill Gas Plant

0.4% of the City of Guelph's energy requirements are produced by converting methane gas into electricity at Guelph's former landfill



Wastewater Facility Digester

20% of the wastewater facility's energy requirements are produced by burning bio waste and turning it into electricity and power



ReCycle Bike Reuse Program

350 bikes reused in the community

RECYCLE

Received 2016 Gold Excellence Award for the Automated Collection System

Informed future program development by conducting audit of residential, multi-residential, and downtown collection systems



New mobile app created for sorting waste



Added plastic film and rigid bulk plastics to the list of recyclable materials at the public drop off



Battery Collection Program

6,000 pounds of batteries collected and diverted from landfill

90% of components found in used household batteries are recovered



* to be verified by Waste Diversion Ontario

Building and Rebuilding for the Future

Infrastructure supports business and residents

IDE is responsible for “vertical infrastructure” — think recreation centres, police stations and parkades — and the “horizontal infrastructure” like roads, bridges and underground services that you can’t see.

It takes careful planning, and rigorous project management to ensure these major capital investments, like the three highlighted here, are completed at the right time, at the right cost and integrate with the needs of future development and growth.

All of this work contributes to building a city, and bringing it to life.

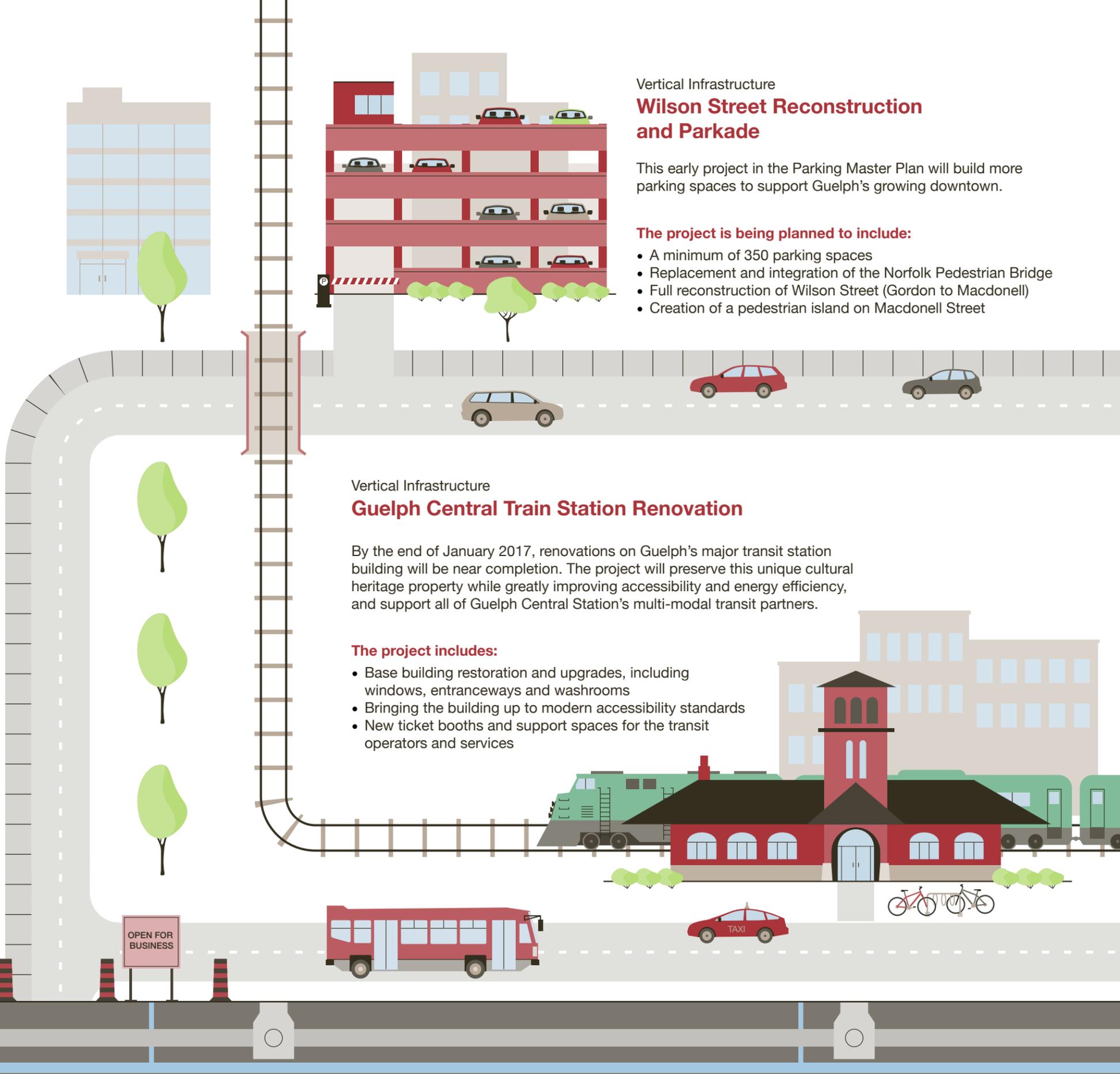
Horizontal Infrastructure

York Trunk Sewer And Paisley-Clythe Feeder Main

Between 2015 and 2016 3.6 kilometers of water and 3.3 kilometers of sewer pipes have been completed in the City’s largest water main and sanitary sewer project ever.

3.8 kilometers of sanitary sewer pipes that extend from the former Guelph Reformatory Lands to the Wastewater Treatment Plant have reached the end of their useful life. While they need replacing, the City will also be installing larger pipes that have the capacity to service our growing city.

At the same time, a new 6.2 kilometer pressurized pipe called the Paisley-Clythe Drinking Water Feeder main will be installed. Unlike water mains, feeder mains do not connect to homes or businesses. This new feeder main will improve the movement of water between the F.M. Woods Pumping Station and two reservoirs at the west (Paisley) and east (Clythe) ends of the City.



Vertical Infrastructure

Wilson Street Reconstruction and Parkade

This early project in the Parking Master Plan will build more parking spaces to support Guelph’s growing downtown.

The project is being planned to include:

- A minimum of 350 parking spaces
- Replacement and integration of the Norfolk Pedestrian Bridge
- Full reconstruction of Wilson Street (Gordon to Macdonell)
- Creation of a pedestrian island on Macdonell Street

Vertical Infrastructure

Guelph Central Train Station Renovation

By the end of January 2017, renovations on Guelph’s major transit station building will be near completion. The project will preserve this unique cultural heritage property while greatly improving accessibility and energy efficiency, and support all of Guelph Central Station’s multi-modal transit partners.

The project includes:

- Base building restoration and upgrades, including windows, entranceways and washrooms
- Bringing the building up to modern accessibility standards
- New ticket booths and support spaces for the transit operators and services

See more great work being completed by Infrastructure, Development and Enterprise Services, read departmental annual reports at guelph.ca/performance.

Feel free to contact us if you have any questions.

BDE

Business Development and Enterprise

Business Development and Enterprise
519-837-5600
bizinfo@guelph.ca

EI

Engineering and Capital Infrastructure Services

Engineering
519-837-5604
engineering@guelph.ca

Parking
519-822-1260 x2888
parking@guelph.ca

Traffic
519-822-1260 x3414
traffic@guelph.ca

E

Environmental Services

Solid Waste Services
519-767-0598
waste@guelph.ca

Wastewater Services
519-837-5629
wastewater@guelph.ca

Water Services
519-837-5627
waterworks@guelph.ca

FM

Facilities Management

Facilities Management
heather.hoeg@guelph.ca

PUB

Planning, Urban Design and Building Services

Planning Services
519-837-5616
planning@guelph.ca

Building Services
519-837-5615
building@guelph.ca



Infrastructure, Development and Enterprise Services

City of Guelph
1 Carden Street
Guelph, ON
N1H 3A1

guelph.ca