

COMMITTEE AGENDA



TO **Operations & Transit Committee**

DATE March 19, 2012

LOCATION Council Chambers

TIME 5:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST

CONFIRMATION OF MINUTES – February 21, 2012

PRESENTATIONS (Items with no accompanying report)

- a) Introduction to the Emergency Services Department

CONSENT AGENDA

The following resolutions have been prepared to facilitate the Committee's consideration of the various matters and are suggested for consideration. If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item. The item will be extracted and dealt with separately. The balance of the Operations & Transit Committee Consent Agenda will be approved in one resolution.

ITEM	CITY PRESENTATION	DELEGATIONS	TO BE EXTRACTED
OT-6 U-Pass Contract Renewal			

Resolution to adopt the balance of the Operations & Transit Committee Consent Agenda.

ITEMS EXTRACTED FROM THE CONSENT AGENDA

Once extracted items are identified, they will be dealt with in the following order:

- 1) delegations (may include presentations)
- 2) staff presentations only
- 3) all others.

NEXT MEETING – April 16, 2012

**The Corporation of the City of Guelph
Operations & Transit Committee
Tuesday, February 21, 2012 @ 5:00 p.m.**

A meeting of the Operations & Transit Committee was held on Tuesday, February 21, 2012 in Council Chambers at 5:00 p.m.

Present: Councillors, Findlay, Bell, and Furfaro, and Mayor Farbridge (arrived at 5:10 p.m.)

Absent: Councillor Van Hellemond

Also Present: Councillors Dennis, Hofland

Staff in Attendance: Mr. D. McCaughan, Executive Director of Operations & Transit; Mr. M. Anders, General Manager, Community Connectivity & Transit; Mr. R. Kellar, General Manager, Public Works; Ms. T. Agnello, Deputy Clerk; and Ms. D. Black, Assistant Council Committee Coordinator.

There was no declaration of pecuniary interest.

1. Moved by Councillor Furfaro
Seconded by Councillor Bell

THAT the minutes of the Operations & Transit Committee meeting held on Monday, January 23, 2011 be confirmed as recorded and without being read.

VOTING IN FAVOUR: Councillors Bell, Findlay and Furfaro (3)

VOTING AGAINST: (0)

Carried

Presentation

Transit Growth Strategy Implementation

The Mayor arrived at the meeting.

Mr. Michael Anders, General Manager, provided an overview of changes made to the transit routes since their implementation in January. He advised of next steps, system performance issues and other risks within the system. He also stated that vehicle acquisition is a priority to meet capacity issues.

Mr. Rodney Kellar, General Manager, Public Works, advised that were four used buses have been purchased and should be fully operational within two to four weeks. He stated capital budget from surpluses from last year are being used to purchase the buses. In addition, two

new buses which are included in the capital budget are also being purchased.

Mr. Kevin Chernoff, a City resident, advised that his travel time to and from work has doubled since the implementation of the new transit routes. He stated that he is rarely able to catch his transfer bus. He requested that further consideration be given to the transfer issues and suggested that shelters should be put in place at the transfer points.

Staff will address performance and design standards, input from the public and provide performance measures when they provide their transit report in the second quarter of 2012. They advised comparisons of some items such as overall ridership; overall system measures, and schedule adherence will be provided.

Consent Agenda

The following items were extracted from the February 23, 2012

Consent Agenda to be voted on separately:

OT 2012-A.1 Committee Rolling Calendar

OT 2012-A.2 Commemorative Tree Plaques

Committee Rolling Calendar

Staff were requested to provide performance indicators within their reports when they are presented to the committee.

2. Moved by Mayor Farbridge
 Seconded by Councillor Furfaro

Mr. D. McCaughan

THAT the Rolling Calendar as outlined in the Operations & Transit Committee Report OT021204 dated February 21, 2012 be received.

VOTING IN FAVOUR: Councillors Bell, Findlay and Furfaro and Mayor Farbridge (4)

VOTING AGAINST: (0)

Commemorative Tree Plaques

3. Moved by Mayor Farbridge
 Seconded by Councillor Furfaro

REPORT

THAT the Operations & Transit Committee Report OT021205 Commemorative Tree Plaques be received;

AND THAT commemorative tree plaques be permitted for a maximum display period of ten years;

AND THAT current commemorative tree plaques (including those in application status) be exempt from the maximum display period.

VOTING IN FAVOUR: Councillors Bell, Findlay and Furfaro and Mayor Farbridge (4)

VOTING AGAINST: (0)

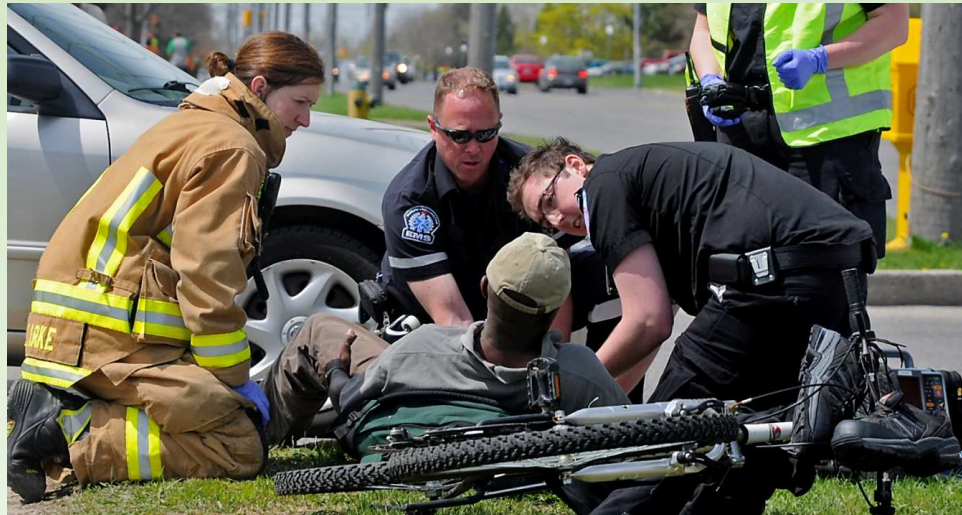
The meeting adjourned at 6:23 p.m.

.....
Chairperson

OPERATIONS & TRANSIT COMMITTEE

March 19th, 2012

Introduction to the Emergency Services Department



Agenda

- Council's role in Governance of Emergency Services
 - General Manager / Fire Chief Shawn Armstrong
- Guelph Wellington Emergency Medical Service
 - A/Chief Stephen Dewar
- Emergency Management & Planning
 - Manager of Admin. & Emergency Preparedness Harry Dunning
- Guelph Fire Department
 - D/Chief John Osborne
- Compliance Summary
 - Shawn Armstrong

Council's Legislative Obligation to Provide Emergency Services...

The provision of Emergency Services is governed by Council within the following Legislative frameworks:

- The Fire Protection and Prevention Act, FPPA,
- The Ambulance Act,
- The Emergency Management and Civil Protection Act

Highly Regulated Service



Accountability, Due Diligence and Compliance

- Must be demonstrated in all areas
- Multitude of legislation both prescribes and informs the delivery of Emergency Services
- Numerous service standards must be followed

Community Interaction

- Emergency Response
- Life Safety Public Education
- Inspections of Buildings for Code Infractions
- Community Strategies to Promote Community Wellness
- Attendance to Numerous Community Events



Emergency Services Funding

Operating Budget – \$33,759,983 total expenditures

- Fire & Emergency Preparedness and Management

- \$21,196,370

- Ambulance

- \$12,563,613 amount shared between 3 governance areas
- 50% Province – \$6,281,806
- 30% City of Guelph – \$3,753,313
- 20% County of Wellington – \$2,528,493

Emergency Services staff attends the Wellington County Social Services meeting to update on Guelph - Wellington EMS service issues.

Guelph Wellington Emergency Medical Service



Guelph Wellington Emergency Medical Service (GW EMS)

- Guelph and Wellington County
- Area covered is in excess of 2600 square kilometres serving a resident population of over 200,000.



2011 Call Volumes

33,567 ambulance calls (emergency & non-emergency)
in Guelph and Wellington County

16,539 of those were patient related serious emergency
calls

Compares with 15,779 from 2010
15,426 from 2009

Provincial Dispatch - Seamless Service

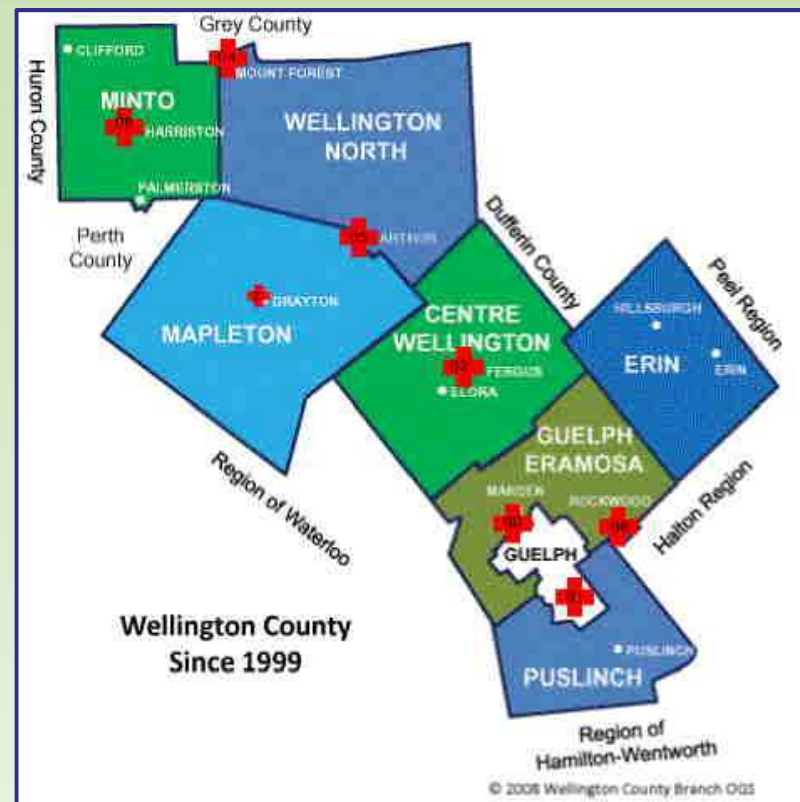
- Central Ambulance Communication Centre – 100% funded & operated by Province of Ontario
- Ambulances serve local coverage areas
- Provincial system of emergency medical responders
 - May be required to respond anywhere as directed by the Province



***Provincial - Central Ambulance
Communications Centre - CACC***

Local Ambulance Deployment

- Ambulances are stationed and deployed based on geography, historical call volume and population expectations. Historical station locations and municipal boundaries are also a factors.
- Ambulance are positioned for optimal response closest to where the emergencies can be expected to occur to provide the an effective response time with available resources.



Provincial Service Standards

Issues include:

- Paramedic qualifications and training
- Time response
- Compliance legislation
- Station, vehicle and equipment
- Patient Care
- Quality Assurance Program
- Staffing patterns, vehicle deployment
- Policy Analysis
- Documentation

Ministry of Health Service Review

- Required as part of certification to operate service
- Past service reviews included October 2008 (pre assumption) and April 2009
- in 2009, found to have **substantively met** the requirements of the Land Ambulance Certifications Standards.
- **Next review scheduled for April, 2012.**
- Failure to meet the service review standards could eventually lead to decertification.

Emergency Services Emergency Preparedness and Management



A little history...



- Guelph has had an emergency plan for at least 4 decades. It wasn't mandatory until 2003.
- Guelph has two properly equipped Emergency Operation Centres.
- EOC's have electronic logging system, GIS mapping with multiple layers and plume modelling available to EOCC and incident managers.
- CEMC & 2 alternates have a total of 87 years experience. The CEMC's are on call 24/7/365.
- We have three Duty Officers who are on call 24/7/365.
- The Emergency Operations Control Group is also on call 24/7/365.



Annual events

- Training is intensive and ongoing. It includes:
 - Annual emergency management exercise for EOCG and support personnel
 - Two exercises for Incident Managers (core group of Fire & Police)
 - Live 'boots on the ground' evacuation exercises
 - Minimum of two Basic Emergency Management courses per year
 - Scribe training seminar
- Public Education including website with downloadable information, children's activities, info for persons with disabilities. Annual EP day.

Guelph Fire Department



Fire Protection Services

- Fire prevention
 - fire safety education
 - fire inspections including shared rental housing, site plan reviews
 - fire cause determination
- Fire suppression
- Communication
- Training
 - Extensive training 6 days a week
- Mechanical



Direct Fire Protection Services Beyond Guelph's Borders

Fire suppression, fire prevention / inspection for Guelph Eramosa Township under contract. Guelph's Deputy Fire Chief is the Fire Chief in Rockwood. Management for Volunteer Fire Department.

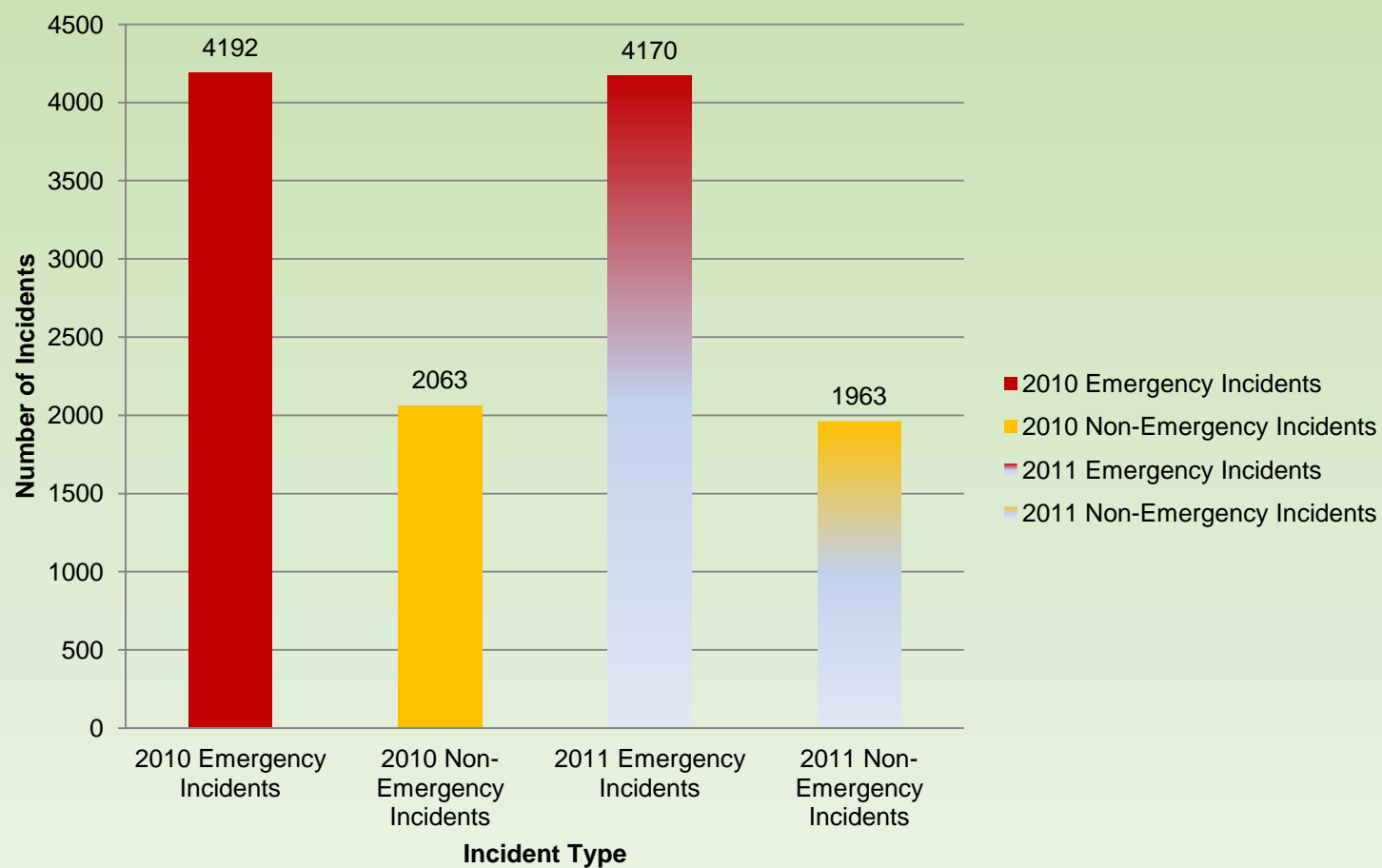
Dispatch services for all Wellington County Fire Departments under service contracts.

Indirect Service

Mutual Aid for County of Wellington under Memorandum of Understanding.



Total 2010/2011 Responses



Summary - Ensuring Service Meets Required Outcomes

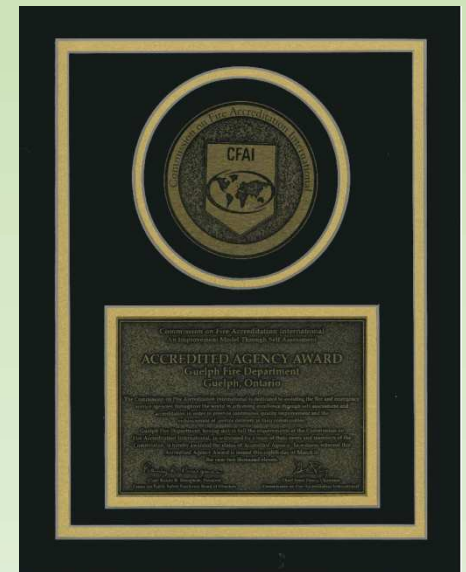
Fire Service

2011 - Fire Services was accredited by the Commission on Fire Accreditation International.

Only the 4th internationally accredited Fire Department in Canada,

141st worldwide.

Satisfies the Key Components for Compliance



Summary - Ensuring Service Meets Required Outcomes

Ambulance – GWEMS

- Provincial service review completed

Emergency Preparedness and Management

- Emergency Management Program is submitted annually for Provincial review.

Emergency Services Administration

- The department is heavily involved with strategic and work planning.
- The department has a number of '3P' initiatives underway.

**OPERATIONS & TRANSIT COMMITTEE
CONSENT AGENDA**

March 19, 2012

Members of the Operations & Transit Committee.

SUMMARY OF REPORTS:

The following resolutions have been prepared to facilitate the Committee's consideration of the various matters and are suggested for consideration. If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item. The item will be extracted and dealt with immediately. The balance of the Operations & Transit Committee Consent Agenda will be approved in one resolution.

A Reports from Administrative Staff

REPORT	DIRECTION
OT-2012 A.6) U-PASS CONTRACT RENEWAL THAT the Operations & Transit Committee Report OT031206 U-Pass Contract Renewal dated March 19, 2012 be received; AND THAT the Mayor and City Clerk be authorized to sign the U-Pass Agreement with the University of Guelph satisfactory to the Executive Director of Operations, Transit & Emergency Services and the City Solicitor.	Approve
B Items for Direction of Committee	
C Items for Information	

attach.

COMMITTEE REPORT



TO Operations & Transit Committee

SERVICE AREA Operations & Transit
DATE March 19, 2012

SUBJECT U-Pass Contract Renewal
REPORT NUMBER OT031206

SUMMARY

Purpose of Report:

To provide a summary of the recommended changes to the U-Pass pricing structure for the Spring and Fall semesters in 2012 and the Winter semester in 2013.

Committee Action:

Recommend to Council the execution of a one year U-Pass Agreement between the Corporation of the City of Guelph and the University of Guelph Central Student Association (CSA) and the City of Guelph and the Graduate Students' Association (GSA).

RECOMMENDATION

THAT the Operations & Transit Committee Report OT031206 U-Pass Contract Renewal dated March 19, 2012 be received;

AND THAT the Mayor and City Clerk be authorized to sign the U-Pass Agreement with the University of Guelph satisfactory to the Executive Director of Operations, Transit & Emergency Services and the City Solicitor.

BACKGROUND

The City (Guelph Transit) has had a U-Pass Agreement in effect with the University of Guelph since the 1990's to provide unlimited bus service to University undergraduate and graduate students for a set fee per student per semester. University of Guelph students are not eligible to opt out of the program and must pay this fee to the City each semester regardless of whether or not they use the services of Guelph Transit. A separate agreement is in place with the Central Student Association (CSA) and the Graduate Students' Association (GSA).

The previous agreements were signed in 2010 covering the period from May 2010 through the end of April 2012. New agreements with revised pricing need to be approved to be effective starting May 2012.

REPORT

Although the parties to this agreement (Guelph Transit, CSA and GSA) prefer multi-year agreements, the time and resource limitations resulting from the implementation of the Transit Growth Strategy at the beginning of 2012 precluded staff from negotiating one. Multi-year agreements are more complex and often require a referendum for the students to be staged so they may vote in true democratic fashion. Any proposed increase above 5% automatically requires a referendum to be staged. The parties recommended one year agreement contains a reasonable price increase (less than 5%) that does not require a referendum vote.

It is recommended the following pricing structure per student per semester for both the CSA and GSA agreements be approved:

Spring 2012: \$86.00 (same as existing price)

Fall 2012: \$89.50

Winter 2013: \$89.50

The proposed increase for the U-Pass (4.1%) for Fall 2012 is in-line with the general fare increase that Guelph Transit will be putting into effect September 2012 (4.3%).

All other terms and conditions in the existing agreements will remain in effect until comprehensive negotiations start in Fall 2012 for new agreements to come into effect for the Spring Semester 2013. It is intended that multi-year contracts be signed at that point in time.

CORPORATE STRATEGIC PLAN

1.4 A sustainable transportation approach that looks comprehensively at all modes of travel to, from and within the community.

FINANCIAL IMPLICATIONS

Based on the projected enrollment for Fall 2012, the proposed U-Pass price increase will generate the incremental revenue estimate included in the 2012 Guelph Transit Operating Budget.

DEPARTMENTAL CONSULTATION

Legal Services

COMMUNICATIONS

N/A

ATTACHMENTS

N/A



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"original signed by Derek McCaughan"

Reviewed & Recommended By:

Derek McCaughan, Executive Director