

COMMITTEE AGENDA



TO **Operations, Transit & Emergency Services Committee**

DATE May 22, 2012

LOCATION Council Chambers

TIME 5:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

CONFIRMATION OF MINUTES – April 16, 2012

PRESENTATIONS (Items with no accompanying report)

a)

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 & Emergency Services Committee Consent Agenda will be approved in one resolution.

ITEM	CITY PRESENTATION	DELEGATIONS	TO BE EXTRACTED
OT-10 Fire Route By-law Review	Doug Godfrey		√
OT-11 By-law Compliance & Security 2011 Annual Report	Doug Godfrey		√
OT-12 Elmira Road Ambulance Base			
OT-13 Information Forwarded from County of Wellington Social Services Committee			

Resolution to adopt the balance of the Operations, Transit & Emergency Services 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 – June 18, 2012

**The Corporation of the City of Guelph
Operations & Transit Committee
Monday, April 16, 2012 @ 5:00 p.m.**

A meeting of the Operations & Transit Committee was held on Monday, April 16, 2012 in Council Chambers at 5:00 p.m.

Present: Councillors, Bell, Findlay, Furfaro, and Van Hellemond and Mayor Farbridge

Also Present: Councillors Dennis, Hofland, and Piper

Staff in Attendance: Mr. D. McCaughan, Executive Director of Operations & Transit; Ms. T. Agnello, Deputy Clerk; and Ms. D. Black, Council Committee Coordinator.

There was no declaration of pecuniary interest.

1. Moved by Councillor VanHellemond
Seconded by Mayor Farbridge
THAT the minutes of the Operations & Transit Committee meeting held on March 19, 2012 be confirmed as recorded and without being read.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and VanHellemond (5)

VOTING AGAINST: (0)

Carried

Consent Agenda

The following items were extracted from the April 16, 2012 Consent Agenda to be voted on separately:

OT 2012-A.7 Janefield Avenue – On-Street Parking Review

OT 2012-A.9 Bicycle Lanes on Grange Road

2. Moved by Mayor Farbridge
Seconded by Councillor VanHellemond
THAT the balance of the Consent Agenda of the Operations & Transit Committee of April 16, 2012 as identified below, be adopted:

a) **Watson Parkway North and Speedvale Avenue East –
Speed Limit Reductions**

REPORT

THAT the Operations & Transit Committee Report OT031209 Watson Parkway North and Speedvale Avenue East Speed Limit Reductions dated April 16th, 2012 be received;

AND THAT the speed limit on Watson Parkway North between the northerly City limit and Eastview Road be reduced from 80 km/h to 60 km/h;

AND THAT the speed limit on Speedvale Avenue East from 650 metres east of Eramosa Road to Watson Parkway North be reduced from 80 km/h to 60km/h;

AND THAT the speed limit on Watson Parkway North from Eastview Road to Starwood Drive be reduced from 60 km/h to 50km/h.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and VanHellemond (5)

VOTING AGAINST: (0)

Carried

Janefield Avenue – On-Street Parking Review

Mr. Dave Wilson, on behalf of MF Property Management, raised concerns regarding sight lines, vehicles having to pull into driveways to allow buses to pass, and inability to collect garbage due to parked vehicles. He said including the 302 College Avenue properties in the survey skews the numbers, and the Janefield Avenue properties should be given more consideration. He requested the survey process be adjusted. He suggested switching the on-street parking to the opposite side of the street to alleviate the issues.

Ms. Coralai Sopher, a local resident, raised safety concerns regarding backing out of their driveways and suggested switching the parking to the east side of the street. She voiced concerns that total responses did not meet the survey criteria for a change due to the properties on College Avenue and the number of out of town landlords included. She stated that lack of parking is a result of losing the use of Poppy Lane for parking.

Mr. McCaughan, Executive Director, Operations & Transit, explained the process in place for surveys to address traffic issues. He clarified that the first survey in 2010 was sent to owners and tenants but the policy only allows the property owners' responses to be used for conclusions.

Ms. Starr, Supervisor, Traffic Investigations, advised that there has been a total of seven collisions in the last three years on Janefield Avenue.

Staff will consider the option of moving parking from the west side to the east side.

Mr. D. McCaughan

3. Moved by Mayor Farbridge
Seconded by Councillor Furfaro

THAT the Janefield Avenue On-Street Parking issue be referred to staff to report back to committee regarding alternative options to resolve the parking issue.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and VanHellemond (5)

VOTING AGAINST: (0)

Carried

It was suggested that 2-hour parking restrictions be considered.

The Chair will follow up with staff regarding the survey process and how it aligns with other City policies.

Bicycle Lanes on Grange Road

Ms. Sharon Tanti, a resident of Grange Road, stated she did not receive proper notice of the potential bike lanes. She said over a 100 signatures were submitted on the survey stating they do not want a bicycle lane Because the on-street parking is always fully utilized. She was concerned that parking would become an issue on the side streets off of Grange Road if the parking was eliminated to accommodate a bike lane. She believes Councillor Bell should have declared a conflict of interest due to his cycle business. She did not have a concern with Grange Road being a bike route as long as the parking is not removed and there are no lane markings.

Ms. Jonna Fuguli was not in attendance.

Issues regarding the survey process were raised and staff were advised that comments received need to be used qualitatively and consistently to make conclusions within a report. Staff needs to determine how to align the survey process with other City policies and administrative practices.

Staff will provide Council with a previous report regarding school zones and speed limits and the Chair will examine the speed limit on Grange Road with staff. Staff were also advised to determine the demand for parking.

4. Moved by Mayor Farbridge
Seconded by Councillor Bell

THAT the Report OT031211 Bicycle Lanes on Grange Road dated April 16th, 2012 be received;

REPORT

AND THAT no action be taken on implementing bicycle lanes on Grange Road between Victoria Road and Watson Parkway at this time;

AND THAT a Bicycle Route be established on Grange Road between Victoria Road and Watson Parkway.

It was requested that the clauses be voted on separately.

REPORT

5. Moved by Mayor Farbridge
Seconded by Councillor Bell

THAT the Report OT031211 Bicycle Lanes on Grange Road dated April 16th, 2012 be received.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and VanHellemond (5)

VOTING AGAINST: (0)

Carried

REPORT

6. Moved by Mayor Farbridge
Seconded by Councillor Bell

THAT no action be taken on implementing bicycle lanes on Grange Road between Victoria Road and Watson Parkway at this time.

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

VOTING AGAINST: Councillors Bell and VanHellemond (2)

Carried

REPORT

7. Moved by Mayor Farbridge
Seconded by Councillor Bell

THAT a Bicycle Route be established on Grange Road between Victoria Road and Watson Parkway.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and VanHellemond (5)

VOTING AGAINST: (0)

Carried

The meeting adjourned at 6:11 p.m.

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Chairperson

**OPERATIONS, TRANSIT & EMERGENCY SERVICES COMMITTEE
CONSENT AGENDA**

May 22, 2012

Members of the Operations, Transit & Emergency Services 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 & Emergency Services Committee Consent Agenda will be approved in one resolution.

A Reports from Administrative Staff

REPORT	DIRECTION
OT-2012 A.10) FIRE ROUTE BY-LAW REVIEW THAT the Operations, Transit & Emergency Services Committee Report OT051216 Fire Route By-law Review dated May 22, 2012, be received; AND THAT amendments to the Fire Route By-law as set out in Operations, Transit & Emergency Services Committee Report OT051216 Fire Route By-law Review dated May 22, 2012, be approved.	Approve
OT-2012 A.11) BY-LAW COMPLIANCE & SECURITY 2011 ANNUAL REPORT THAT the by-law Compliance & Security 2011 Annual Report be received for information.	Approve
OT-2012 A.12) ELMIRA ROAD AMBULANCE BASE THAT the Mayor and Clerk be authorized to execute a Lease Amending Agreement between Leonard F. Steele and Harry M. Hitchcon and The Corporation of the City of Guelph in respect of premises leased for an Ambulance Base at Unit 134, 355 Elmira Road North.	Approve
OT-2012 A.13) INFORMATION FORWARDED FROM COUNTY OF WELLINGTON SOCIAL SERVICES COMMITTEE THAT the information received from the County of Wellington and the City staff report be received for information;	Approve

AND THAT no action be taken to draft correspondence to the Minister of Health regarding current ambulance services for the coverage area;

AND THAT a copy of the Operations, Transit & Emergency Services Report OT051214 be forwarded to the County of Wellington for information.

Attach.

COMMITTEE REPORT



TO **Operations, Transit and Emergency Services Committee**

SERVICE AREA Operations, Transit & Emergency Services

DATE May 22, 2012

SUBJECT Fire Route Bylaw Review

REPORT NUMBER OT051216

SUMMARY

Purpose of Report:

To provide Council an update with respect to the Fire Route Bylaw Review.

Committee Action:

To receive report and direct staff to create amendments to the City's Fire Route Bylaw.

RECOMMENDATION

THAT the Operations, Transit & Emergency Services Committee Report OT051216 Fire Route Bylaw Review dated May 22, 2012 be received;

AND THAT amendments to the Fire Route Bylaw as set out in Operations, Transit & Emergency Committee Report OT051216 Fire Route Bylaw Review dated May 22, 2012 be approved.

BACKGROUND

On October 2, 2008 an Information Report (Attachment A) was presented to Council outlining the format staff would undertake to review existing Corporate Bylaws. Specifically, the report speaks to the philosophical approach that should be used to achieve by-law compliance and identifies the questions to be answered.

This report conveys the result of a review of the City's Fire Route Bylaw (2003) - 17082. The decision to review the Fire Route Bylaw was based on the public comments and inquiries received by staff, specifically comments made regarding the administration process of the Fire Route Bylaw.

REPORT

The City's Fire Route Bylaw was created to establish and maintain emergency access along privately owned roadways in an effort to maintain public safety. The Bylaw has been in effect for over 30 years and was last updated in 2003.

Annually, the number of calls received for enforcement of fire routes is low compared to calls for service of other parking matters (< 200/yr). While from an enforcement standpoint the Bylaw is effective, staff found that regulations with respect to the administration of the Fire Route Bylaw can be improved, specifically:

-
- Formally associating the Fire Route Application Process with the City's Site Plan Process
 - Delegating Council approval of the establishment and enforcement of fire routes processed through the Fire Route Bylaw to City staff

The assessment/findings of the review of the Fire Route Bylaw is contained in Attachment B.

CORPORATE STRATEGIC PLAN

A healthy and safe community where life can be lived to fullest

FINANCIAL IMPLICATIONS

There are no financial implications to the approved operating budget of the Operations, Transit and Emergency Service Area.

DEPARTMENTAL CONSULTATION

Planning Services
Public Works
Emergency Services

COMMUNICATIONS

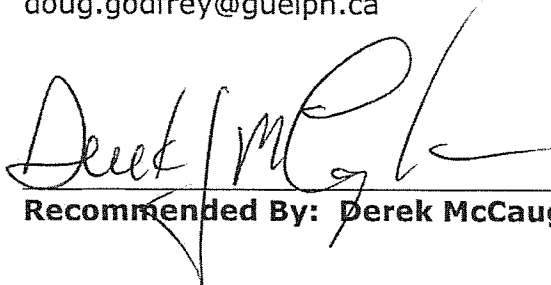
Prior to implementing amendments to the Fire Route Bylaw, staff will provide public notification through the local media.

ATTACHMENTS

Attachment A – October 2, 2008 an Information Report
Attachment B – Fire Route Bylaw Review and Recommendations

Prepared by:

Doug Godfrey
Manager, Bylaw Compliance and Security
Operations, Transit & Emergency Services
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Recommended By: Derek McCaughan, Executive Director

INFORMATION REPORT



TO Council

SERVICE AREA Operations

DATE October 2, 2008

SUBJECT BYLAW SERVICE REVIEW

REPORT NUMBER

BACKGROUND

In April 2008 the *Bylaw Enforcement – Service Review* was presented to Council outlining the work that had been completed and the steps still required to complete this process.

One of the recommendations forthcoming from this report was "THAT staff develop an operating approach for the delivery of by-law enforcement services that is consistent with the City's Strategic Plan for the consideration of Council." The report also recommended that staff undertake discussion on the philosophical approach to be undertaken in achieving by-law compliance. To address this, staff have prepared a series of questions to be completed with the administrative "owner" of each of the various bylaws. These questions include:

- What is the purpose of the bylaw? (reason for its implementation)
- Are the reasons for its implementation still relevant today?
- Are amendments required to the bylaw? (is the by-law still current?)
- Are there fees associated with the bylaw? Are they set at an appropriate level?
- How are infractions currently managed? Should the approach be changed?
- Should infractions of the bylaw be managed on a pro-active or reactive basis?
- Are there any other agencies/departments involved with the enforcement of the bylaw?
- If enforcement will be shared, to what extent will the Bylaw Compliance and Enforcement staff enforce this bylaw?
- Estimated or actual number of calls received regarding infractions of the bylaw (2006 to 2008 if available)
- Estimated or actual number of charges issued per year. (2006-2008 if available)

Given the number (and in some cases complexity) of the bylaws to be reviewed, this will likely be a lengthy process. That being said, as major bylaws are reviewed or when a number of minor ones have been completed the information garnered will be forwarded to Council for their information and consideration.

CORPORATE STRATEGIC PLAN

Goal 5.6 Organizational excellence in planning, management, human resources and people practices;

FINANCIAL IMPLICATIONS:

n/a

DEPARTMENTAL CONSULTATION/CONCURRENCE

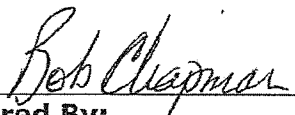
Corporate Services

COMMUNICATIONS

n/a

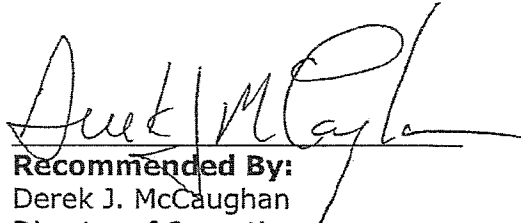
ATTACHMENTS

n/a



Prepared By:

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Recommended By:

Derek J. McCaughan
Director of Operations
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FIRE ROUTE REVIEW – OT051216

Attachment B

Bylaw (2003)-17082

Fire Route Bylaw

Department responsible for Bylaw Administration

Public Works

Philosophy of Bylaw

The Fire Route Bylaw was implemented to establish and maintain access for emergency services on private roads and the requirement for fire routes is often identified during the site plan process for the property. The reason for this Bylaw's implementation is still relevant today.

Bylaw Deficiencies

Noting the City of Guelph's Fire Route Bylaw was last reviewed in 2003, the Bylaw is effective in controlling the parking and stopping of vehicles on private roadways and has effective regulations requiring property owners to maintain proper Fire Route signage.

This being said, there is a deficiency within the administration of the Bylaw, specifically, the Fire Route Bylaw does not recognize fire routes created during the City's Site Plan approving process. Although fire routes including signage needs are identified during the Site Plan process and are required for the approval of the Site Plan, the current wording within the Fire Route Bylaw does not recognize this work and sets out a separate stand alone process to identify and approve fire routes for enforcement. Having two separate processes causes additional work to be performed by the property owner and City staff.

It should also be noted, in the past some property owners did not initiate the second process under the Fire Route Bylaw and as result a number of fire route routes although properly signed and marked are unenforceable.

To streamline the processing of fire routes, remove the duplication of efforts and to improve public safety by ensuring all fire routes are enforceable, staff are recommending an amendment to the Fire Route Bylaw. This amendment would add a section to the Fire Route Bylaw to recognize fire routes approved through the City's Site Plan Process. This amendment would also eliminate the need for Council to approve fire routes under the Fire Route Bylaw that have been approved through the Site Plan process.

While property owners of existing properties will still have the opportunity to request the establishment of a fire route under the Fire Route Bylaw and recognizing that the review process is similar to that of the City's Site Plan process, staff are further recommending that approvals of these fire routes processed only under the Fire Route Bylaw also be delegated to staff. By delegating Council authority, customer service levels will be improved as the time required to process and approve fire routes will be reduced.

Bylaw Fees

There are no fees associated with the Fire Route Bylaw. In my opinion charging fees under the Fire Route Bylaw for the establishment of fire routes may discourage property owners from completing the process, further various fees are already applied during the Site Plan Process.

Enforcement

Enforcement of the Bylaw is done proactively and reactively by Bylaw Compliance Officers with staff. In addition, staff of the Guelph Police Service, Guelph Fire Department can enforce the Fire Route Bylaw. Enforcement staff at the University of Guelph have the authority to enforce this Bylaw on University land.

FIRE ROUTE REVIEW – OT051216

Attachment B

Staff do not recommend any changes to the current enforcement practices.

Fines

The set fine for violations under the Fire Route Bylaw is \$65.00. As, this fine was not raised during the increase of fines in 2010, staff are currently in the process of making application to raise the set fine to \$75.00.

It should be noted the monitoring and adjusting set fines is an administrative function and to eliminate conflicts of interest or the perception of, set fines do not require Council approval.

Calls for enforcement

Over the past 3 years Bylaw Compliance staff have received 150 to 200 calls for enforcement a year and have issued approximately 450 parking tickets annually.

What strategies might be considered to promote a reduction in the number calls for service?

Compared to requests for service of other parking violations the calls for service for Fire Route violations are low and staff believe that the proper signage and routine enforcement have been effective. An information campaign will be considered and developed by Emergency Services to ensure strategies for Fire Routes are integrated with their public education campaigns.

How can the burden on the taxpayer for bylaw compliance and enforcement be reduced?

Given that the number of calls for service is low and annually over the past 3 years revenue generated from proactive and reactive enforcement of fire route violations has been between \$25,000 - \$26,000, the burden on the taxpayer is extremely low.

Staff recommendation:

1. That the Fire Route Bylaw be amended to recognize and provide enforcement of fire routes that are approved through the City's Site Plan Process.
2. That Council delegate their authority to approve fire routes processed through the City's Fire Route Bylaw to staff.

COMMITTEE REPORT



TO **Operations, Transit & Emergency Services Committee**

SERVICE AREA Operations, Transit & Emergency Services
DATE May 22, 2012

SUBJECT Bylaw Compliance & Security 2011 Annual Report
REPORT NUMBER OT051217

SUMMARY

Purpose of Report:

To provide an overview of the Bylaw Compliance & Security Department through a 2011 Year End Report.

Committee Action:

To receive the report for information

RECOMMENDATION

That the Bylaw Compliance & Security 2011 Annual Report be received for information.

BACKGROUND

This is the first annual report of Bylaw Compliance & Security in this format. This report provides committee with information related to sustainability, enforcement, customer satisfaction and learning and growth.

REPORT

Attached is the 2011 Year End Report for the Bylaw Compliance & Security Department.

This report is intended to provide an overview of performance and highlight some of the achievements from 2011, as well as define the path forward for 2012.

CORPORATE STRATEGIC PLAN

5.3 Open, accountable and transparent approach of municipal business

FINANCIAL IMPLICATIONS

N/A

DEPARTMENTAL CONSULTATION

N/A

COMMUNICATIONS

N/A

ATTACHMENTS

Attachment A – 2011 Bylaw Compliance & Security Department Year End Report

**Prepared By:**

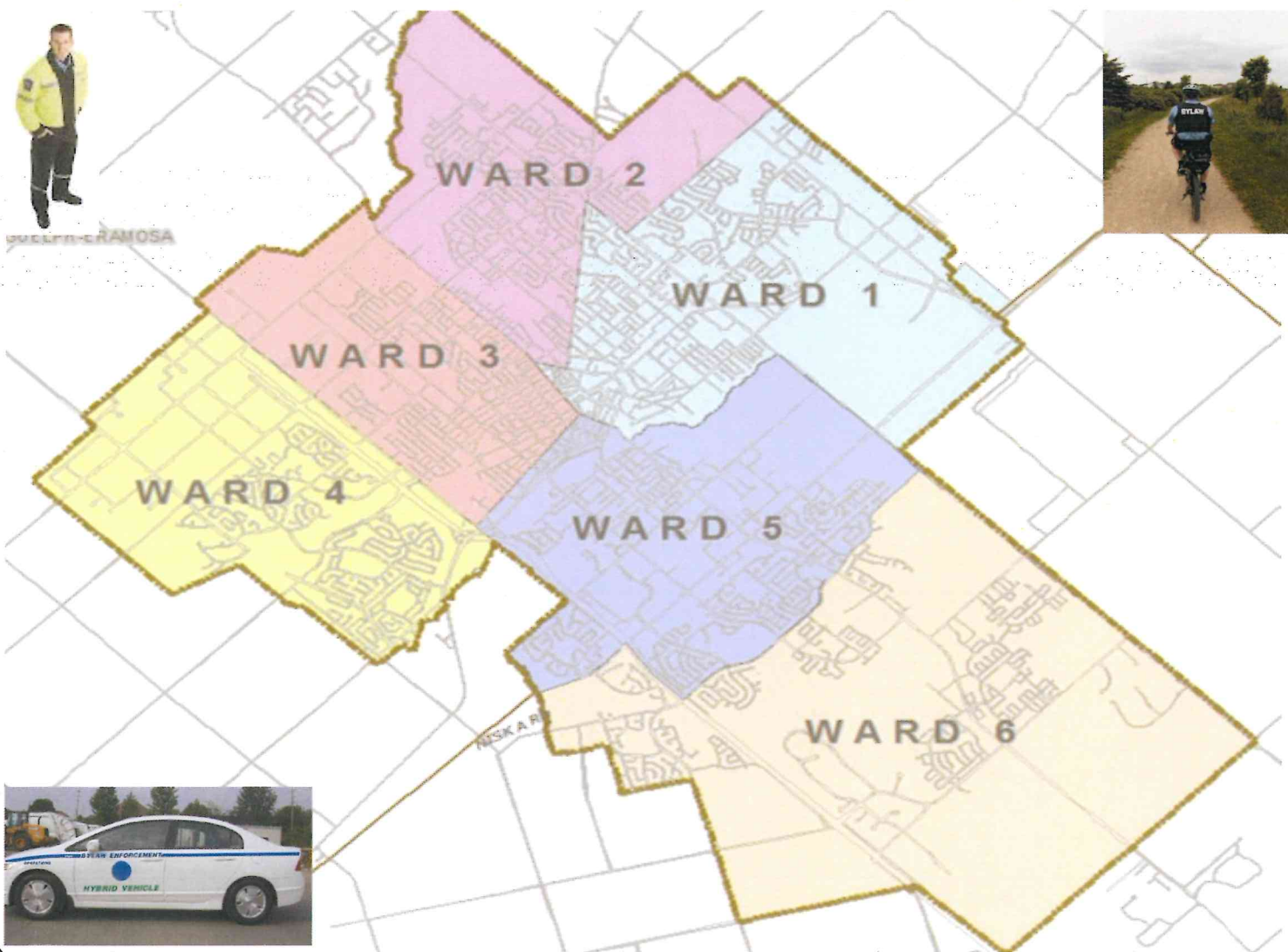
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Reviewed & Recommended By: Derek McCaughan, Executive Director

By-law Compliance & Security

2011 Annual Report



By-law Compliance & Security

2011 Annual Report

Our Mission

The City of Guelph Bylaw Compliance and Security Department provides 24-hour services to ensure compliance with the City's general bylaws, as well as provide 24-hour service related to security issues for all City staff and corporate facilities.

Message from the Manager

The highlight in 2011 for the Bylaw Compliance and Security Department was our increasing focus on Community Engagement. In August 2011, the Enhanced Enforcement Program was expanded to cover concerns seven days a week. We held a summit with Guelph Police Service, University of Guelph, UG Students Association and Guelph Fire to look at the current practices and identify areas for improvement within the student orientation process. Due to the success of the improvements, which included increased public communication and education along with changes to the current staffing practices, implemented during this review, this partnership review will continue.

Participation in our monthly communication meetings with the Guelph Police Service, Guelph Fire and the University of Guelph gained momentum, in 2011, staff from Building Services joined these meetings and we look forward to having representatives from Emergency Services and the Alcohol and Gaming Commission join the meetings in 2012.

Bylaw Compliance and Security

Hours of Service:

24 hours a day, 365 days a year

Staff Complement:

1 Manager

16 Full time Bylaw Compliance Officers

6 part time Bylaw Compliance Officers

1 clerical

Department Responsibilities:

24 hour/day enforcement of general City by-laws, including Traffic, Parking, Noise, Anti-fouling, Idling, Business Licensing, Outside Water Use, City Parks and Encroachment

24 hour/day support provided to enforce other City department by-laws including Zoning, Sign, Fire Prevention and Animal Control

24 hour/day security assistance and alarm response

Exemption process management, public requests for exemption of City Bylaws

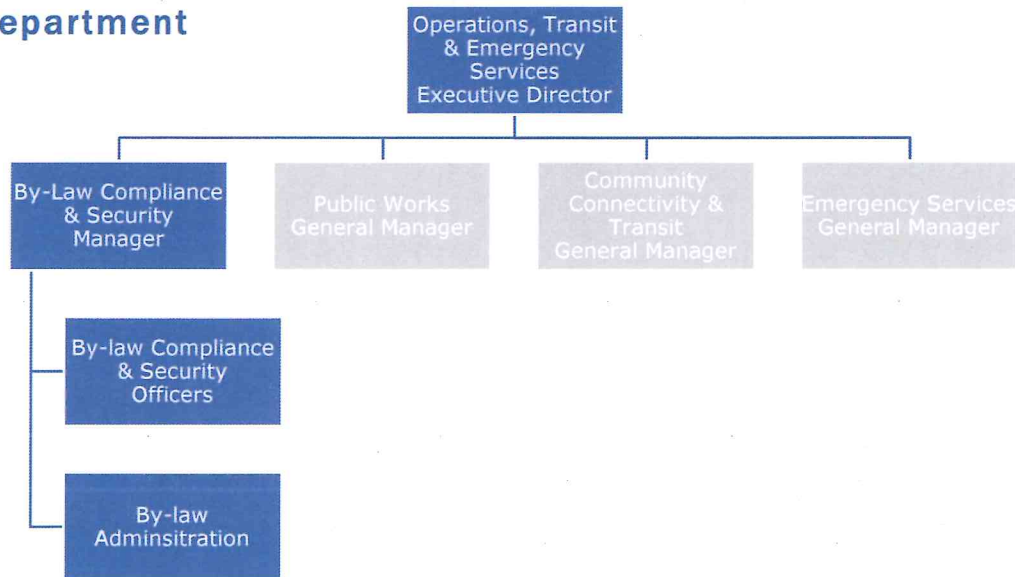
Business Licensing Inspections

Noise/Exotic Animal Exemption Requests

Security Consultation and Services

Investigation of security concerns, including theft
 Respond to medical emergencies within City Hall
 Oversee Animal Control Contract (as of January 2012)
 Business Licensing Administration (as of April 2012)

Our Department



Performance

Bylaw Compliance and Security Dashboard

Illustrated below is the Bylaw Compliance and Security dashboard. Several key performance indicators have been aligned into three categories to illustrate progress towards achieving the goals of the department. Items in the dashboard marked in **green** indicate that the metrics are reporting to target, those identified with **yellow** or **red** indicates metrics that are not trending towards target. The Plus (+) and Minus symbols indicate the direction of trend. Plus indicates a trend positively towards or near target and minus (-) indicates the metric is trending negatively to target. This metric without a symbol have not experienced a change in performance over the previous year.

Bylaw Compliance and Security Performance Dashboard

Sustainability

Revenue

-

Expenditure

+

Enforcement

Parking Infraction Issuance

+

Security Response

-

Customer Service

Recordable Calls

+

Enforcement Complaint Attendance

+

Learning & Growth

Attendance Rate

Position Vacancy

Bylaw Compliance and Security Balanced Scorecard

	Measure	2011 Achievement	2012 Goals	Initiatives
Sustainability	Revenues	5% less target	to be within 5% of budget preference to above target	Working with partners to increase revenue through licensing compliance activities
	Expenditures	3% less target	to be within 5% of budget preference to below target	
Customer Service	Recordable Calls - Requests for activity	4% increase	maintain current level	Continue to increase awareness of bylaw compliance & security services throughout the city.
	Noise Enforcement complaints attended	14% reduction	maintain or decrease # of complaints	Partner with the University to investigate alternative/additional enforcement options
	Parking Infraction complaints attended	10% reduction	maintain or decrease # of complaints	Improve usage of the online exemption program
	Parking/Zoning Bylaw Investigations	8% reduction	maintain or decrease # of complaints	
	Illegal Sign investigation	11% reduction	maintain or decrease # of complaints	
	Business Inspections	met target 100%	continue to meet target	
	Visitors Checked in to City Hall	30% increase	no target set	information sharing metric
Enforcement Process	Parking Infractions issued	15% reduction	no target set	No ticket quotas are set for this activity. Targets are based on sustainability
	Alarm Response	64% increase	no target set	Investigate technology improvements to reduce "false alarm" calls.
Learning & Growth	Culpable Sick Time avg/fte	3	Maintain levels per the collective agreement	
	Position vacancy	1 position for 4 months	3 Months per vacancy	

Achievements/Accomplishments of 2011

- Conducted 8 Private Property Agent training courses
- Created an amendment authorizing U of G Campus Police to enforce dogs off leash
- Conducted reviews of the following Bylaws:
 - Discharge of Firearms
 - Noise Bylaw
 - Outside Water use
 - Fireworks
 - Idling
- Processed noise exemption for:
 - Highway 6 Laird Road project
 - Festival Italiano
- Processed exotic animal exemptions for:
 - Winter Lights and Music
 - Fairy Fest
- Hired 1 Bylaw clerk and 2 Bylaw positions (Enhanced/Late night enforcement)

ENHANCED ENFORCEMENT PROGRAM

- Program changed from a three day program to seven day in August 2011
- Assigned Bylaw Officer, proactively patrolled City streets (mostly on foot)
- 43 warnings proactively issued for various violations
- 30 Provincial Offence Notices majority proactively issued for various violations including Noise and Anti-fouling
- Issued 218 Parking tickets proactively
- Co-ordinated follow up visits for repeat violations with the University of Guelph off Campus Living staff
- Monthly meetings held with representatives of the University of Guelph, Guelph Police and other City Staff to proactively address issues
- Assisted with the University's off campus code of conduct and other community initiatives

TECHNOLOGY

- Fully implemented Licence Plate Recognition System (LPRS)
- Online Overnight Parking Exemptions registration program
- With support from the Guelph Police Service, agreement was entered into with the RCMP to electronically upload stolen and wanted plates



SECURITY SERVICES

- Coordination of the decommissioning of the Civic Museum security system resulted in redeploying requirement to other city facilities to improve security and reduce costs. This process of redeployment was then utilized with other facilities.
- Management of the lost and found resulted in successfully returning a number of lost items including an unnamed bank deposit

- Responded to 3 medical calls at City Hall requiring emergency transportation to hospital
- In conjunction with HR and Communications staff created the BEACON emergency procedures to be implemented in all City facilities in 2012

COMMUNITY OUTREACH and ENGAGEMENT

- Participated community and neighbourhood meetings
- Participated in school co-op programs – 4 students placed with Bylaw staff
- Supported and participated in the University of Guelph's Right Foot Forward Campaign
- Worked with a number of schools in the Safety over Convenience Parking program
- Engaged the City's volunteer Citizen's patrol to improve service
- Co-Chaired the Town and Gown meetings
- Participated in local TV public call in program to answer Bylaw questions

VALUE ADDED SERVICE (service provided outside defined responsibilities)

- Assist Guelph Police Service by reporting criminal activity:
 - 9 drivers operating under the influence of alcohol reported to and arrested by Guelph Police Service
 - Reported and assisted an individual being assaulted with a weapon. 1 person arrested
 - Reported or addressed 6 fires while on routine patrol
 - Observations during a routine noise dog barking call resulted in weapons and drug charges
 - Participated in the development of bylaws outside of the department's responsibility

SUPPORTING OUR STAFF AND OUR PROFESSION

- Staff hold Board of Director positions on the Municipal Law Enforcement Officers Association (MLEOA)
- Encouraged and supported Guelph Bylaw staff as certified MLEOA trainers
- Created and provided training to other municipalities resulting in partnerships for further shared training opportunities
- Guelph Bylaw hosted 3 weekend MLEOA training sessions
 - High attendance by Bylaw officers across Ontario (1 from Nunivak)
 - Training was provided to Guelph Humane Society enforcement staff
 - Quality training at a lower cost due to collaboration with other municipalities
- Participated in International Police Mountain Bike Association training
- Participated in training offered to Guelph Police Dispatch
- Participated in joint training opportunity with Emergency Services
- Ergonomic study completed to identify replacement vehicles
- Alternate sized bikes for park & green space patrols
- Quarterly full staff meetings held
- Employee Assistance Program - Crisis intervention team called to debrief staff following a serious incident
- Partnership with MLEOA and UofG CBaSE program to create a strategy to improve perception of Bylaw Officers province wide

2012 Plans (The Path Ahead)

- Continue Bylaw Reviews
- Investigate options for applying a decibel standard or limit for motorcycles
- In-house intrusion alarm and security camera monitoring
- Security audits of City facilities to identify and prioritize future improvement opportunities
- Review the process and administration of sign enforcement on road allowances
- Obtain an adequate workspace to address the expanding role of bylaw and security
- Work with communications to further promote Bylaw Department services
- Review one call number option
- Implement 24 hour security for Civic Square
- Embrace technology to reduce impact on tax base
- Continue to be a leader for other municipalities by hosting and providing others an opportunity to attend training and summits
- Joint initiatives with Guelph Humane Society to increase compliance with Dog Licensing Bylaw.
- Incorporate Business Licensing administration into the department

Did You Know?

The longest trip for a Bylaw Officer from another Municipality to attend our training was from Iqaluit, Nunavut.

The City's of Guelph's License Plate Recognition Vehicle continued to be highlighted in a number of publications and has drawn the attention of Municipalities and Police Services across Canada.

Bylaw staff were routinely summonsed to provide evidence for hearings held by the Landlord and Tenant Tribunals.

While the recordable calls for service was 6,519, the number of incoming phone calls answered by Bylaw staff exceeded 31,000.

COMMITTEE REPORT



TO **Operations, Transit and Emergency Services Committee**

SERVICE AREA Emergency Services

DATE May 22, 2012

SUBJECT Elmira Road Ambulance Base

REPORT NUMBER OT051215

SUMMARY

Purpose of Report:

To obtain approval of a Lease Amending Agreement for the ambulance base located on Elmira Road North for an extension of the term of the lease to December 31, 2013.

Committee Action:

To recommend approval of the Lease Amending Agreement

RECOMMENDATION

THAT the Mayor and Clerk be authorized to execute a Lease Amending Agreement between Leonard F. Steele and Harry M. Hitchon and The Corporation of the City of Guelph in respect of premises leased for an Ambulance Base at Unit 134, 355 Elmira Road North.

BACKGROUND

In, December, 2008, an existing Lease was assigned to the City in regard to leased premises at Unit 134, 355 Elmira Road North (see Attachment 1). The lease term commenced on January 1, 2009 and ends on December 31, 2012. The City occupies the space for an Ambulance Base.

REPORT

Location Issues

After operating out of this Base since 2009, staff have identified some issues that suggest an eventual move to a better location. These issues include:

-
- The base is located in the north west quadrant of the City, whereas the majority of calls served by this base are emanating more centrally (see Attachment 2 for distribution of calls in 2011). It is appropriate, therefore, that the Base be located more centrally.
 - The garage bay doors are located behind the building requiring extra time for drivers to navigate through narrow and sometimes congested routes through the site in order to get to Elmira Road (See attachment 3). This increases response times for ambulance call from this base.

Proposed Lease Amending Agreement

Staff expect that it will take some time to find and prepare a suitable new location that better meets the needs of Ambulance Services and the public. As such, staff have negotiated a Lease Amending Agreement to extend the current lease until December 31, 2013 on the same terms and conditions as the existing lease. Staff are recommending approval of the proposed Lease Amending Agreement.

Next Steps will include the issuance of a public Request for Information or Request for Expressions of Interest to provide suitable premises through lease or sale to the City.

Staff will report back to Council through Committee after these approaches are undertaken and a recommended solution is identified.

CORPORATE STRATEGIC PLAN

This initiative supports the following Strategic Goals:

1. An attractive, well-functioning and sustainable city.
2. A healthy and safe community where life can be lived to the fullest.
5. A community-focused, responsive and accountable government.

FINANCIAL IMPLICATIONS

Elmira Road ambulance base lease costs in 2012 are budgeted at \$73,800. Staff do not anticipate any financial implications for 2013 and the 2013 budget will continue to identify rents and costs for the Elmira Road Ambulance Base. Staff will report back with any financial implications for 2014 after identifying a recommended solution.

DEPARTMENTAL CONSULTATION

Emergency Services was directly involved in the preparation of this report.

COMMUNICATIONS

None.

ATTACHMENTS

Attachment 1 – Location of 355 Elmira Road

Attachment 2 – Ambulance Calls in North Guelph

Attachment 3 – Plan Showing Layout of 355 Elmira Road



Prepared By:

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Reviewed By:

Shawn Armstrong
General Manager of Emergency
Services / Fire Chief
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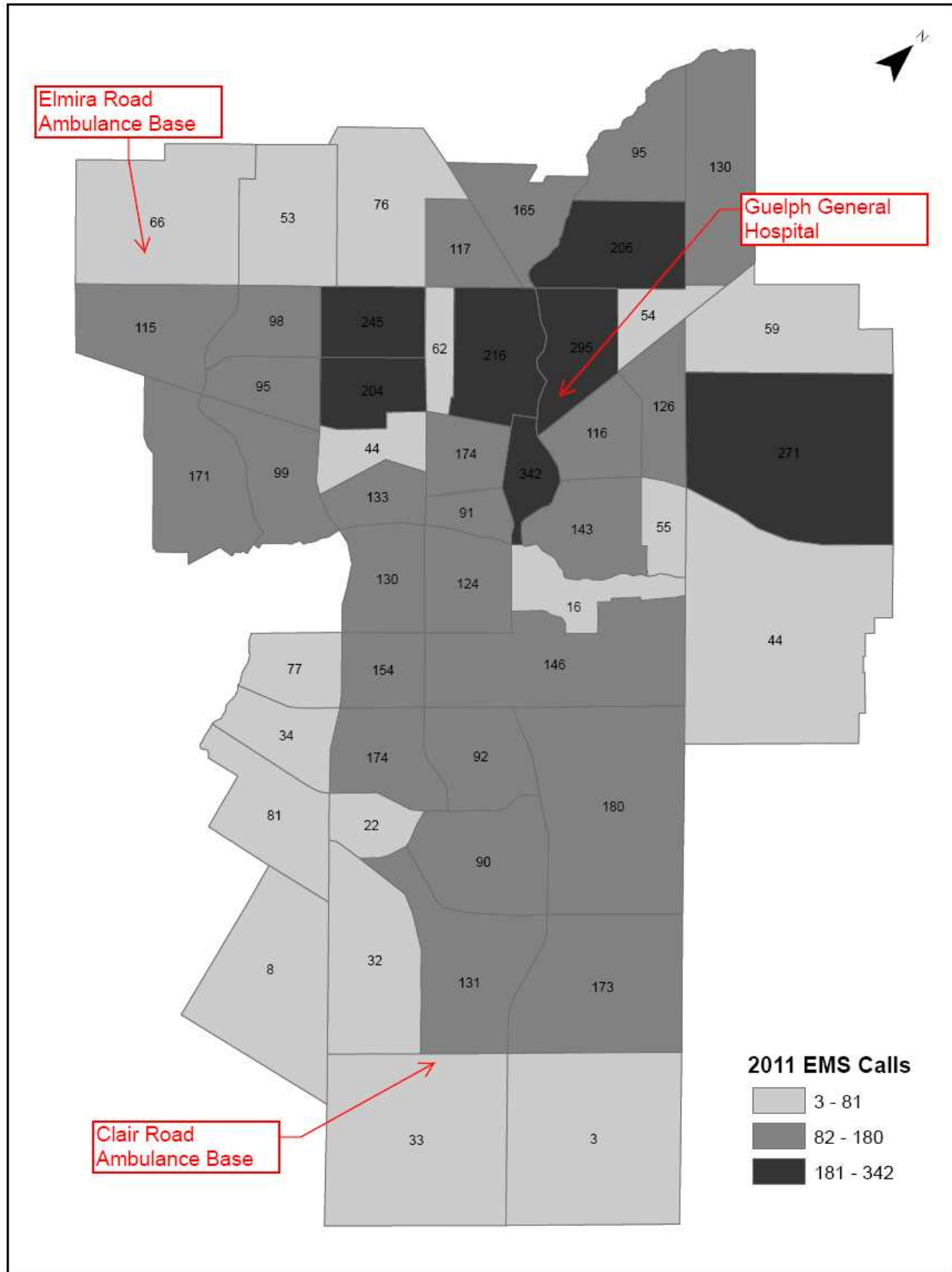


Reviewed & Recommended By: Derek McCaughan, Executive Director

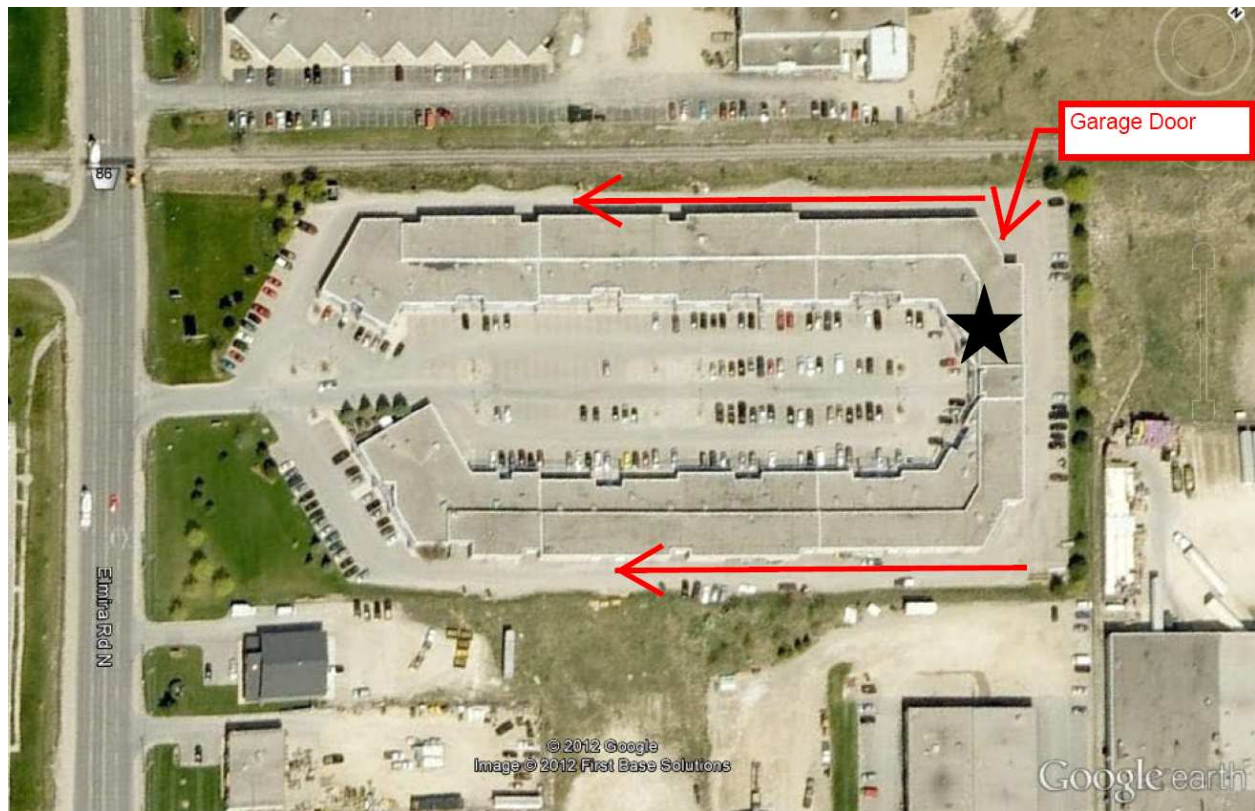
Attachment 1 – Location of 355 Elmira Road



Attachment 2 – Ambulance Calls in North Guelph (2011)



Attachment 3 – Plan Showing Layout of 355 Elmira Road



COMMITTEE REPORT



TO **Operations, Transit and Emergency Services Committee**

SERVICE AREA Emergency Services

DATE May 22, 2012

**SUBJECT Information Forwarded from County of Wellington
Social Services Committee**

REPORT NUMBER OT051214

SUMMARY

Purpose of Report:

To relay information forwarded from the Social Services Committee of the County of Wellington to the City of Guelph's Operations, Transit and Emergency Services Committee for consideration.

Committee Action:

To receive the staff report and consider the recommendations tabled.

RECOMMENDATION

"That the information received from the County of Wellington and the staff report be received for information;

And that no action be taken to draft correspondence to the Minister of Health regarding current ambulance services for the coverage area;

And that a copy of the Operations, Transit & Emergency Services Report OT051214 be forwarded to the County of Wellington for information."

BACKGROUND

At the March 14, 2012 County of Wellington Social Services Committee it was resolved:

"That Mr. Shawn Armstrong, General Manager, Emergency Services, City of Guelph be requested to take the information contained in Councillor Maieron's draft correspondence regarding ambulance service to the City of Guelph's Operations and Transit Committee for consideration;

And

That a collaborative letter to the Minister of Health be considered for signing by the Mayor of Guelph and the Warden of the County of Wellington." (See attachment 1 containing example of suggested information to be forwarded)

REPORT

A number of issues were raised within the draft correspondence (attachment 1) received from the County. Staff have reviewed it and have summarized the information as follows:

Coverage Issues north eastern portions of Wellington County

Staff continues to monitor and refine responses to this portion of the coverage area while analyzing improved, more accurate data sets. At the time response data was not accurate enough to make decisions on adding resources or adjusting existing ambulance services in a more efficient way. This concern, previously communicated by the Service Provider was followed up with correspondence to the Minister of Health.

The letter received from the Minister in attachment #2 outlines additional plans for an improved data collection system that can be used to further assess information on responses and optimization of resources deployed. Staff is working closely with the Ministry field office to verify any data received against local response data collected.

Concerns regarding response times and subsequent Ministry of Health Investigation

The referenced incident was fully investigated and the factors leading to the delay involved a human error in call processing. The service provider is satisfied that the issue was resolved with the staff involved. This information was previously communicated to the County's Social Service Committee.

Cross Border Deployment Issues - Reciprocity of Services

Many ambulance services utilize a "30 minute hold" on ambulance resources when faced with a non life threatening response outside of the normal coverage area. The principle regarding seamlessness applies to code 4 life threatening responses and to non life threatening responses. Timing and urgencies are adjusted by the Provincial Ambulance dispatcher based on information received from the caller. In all cases resources are assigned promptly, however the closest ambulance is always deployed without delay for any code 4 or life threatening emergencies.

The management of resources by neighbouring services is meant to ensure ambulances remain available for life threatening responses within local response

borders first. In many cases a closer, local ambulance may become available prior to the 30 minute hold passing and is ultimately assigned to respond.

The provincial Central Ambulance Communication Centre, (CACC) seeks and assesses the availability of local resources for any non-life threatening response during the processing of the call. This processing of patient information continues until the ambulance arrives on scene and ultimately throughout transport to the hospital.

The City of Guelph through the Mayor's Office had previously sent a letter to the Minister of Health outlining concerns with the accuracy of Provincially collected response data being forwarded to Guelph Wellington Emergency Medical Services, (GWEMS). The data had many errors that took a great deal of time and effort to verify and correct. Subsequently, a response was received from the Minister of Health regarding their concern after the County of Wellington Social Services committee passed the resolutions. Staff recommends that the information received from the Minister of Health be relayed to the County of Wellington prior to giving any additional consideration of correspondence by the Mayor and Warden. (Attachment # 2 Correspondence received from the Minister of Health).

Based upon the foregoing, staff are of the opinion the matters outlined in the draft correspondence forwarded by the County's Social Services Committee have been adequately addressed and therefore recommend that no action be taken to issue joint communication to the Minister of Health. Further, it is recommended a copy of this report be forwarded to the County for their information.

CORPORATE STRATEGIC PLAN

This initiative supports the following Strategic Goals:

1. An attractive, well-functioning and sustainable city.
2. A healthy and safe community where life can be lived to the fullest.
5. A community-focused, responsive and accountable government.

FINANCIAL IMPLICATIONS

N/A

DEPARTMENTAL CONSULTATION

N/A

COMMUNICATIONS

Social Services Committee of the County of Wellington are aware this matter is before Committee on this date.

ATTACHMENTS

Attachment 1 – Draft correspondence by Councillor Lou Maieron

Attachment 2 – Letter from Minister Deb Mathews to Mayor Karen Farbridge



Prepared By:
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General Manager of Emergency Services
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Reviewed & Recommended By: Derek McCaughan, Executive Director

Attachment 1

Hon. Deb Matthews
Minister - MINISTER'S OFFICE
Hepburn Block
10th Flr
80 Grosvenor St
Toronto ON M7A 2C4

Dear Minister Matthews:

The City of Guelph has just provided its much awaited service review report following the 120 day enhanced ambulance service trial - which added an ambulance to Guelph's EMS coverage area, primarily to service Centre Wellington, however this ambulance is also to travel through the Erin area several times per shift. The report is available on the City of Guelph website:

http://guelph.ca/uploads/Council_and_Committees/CAFES/cafes_agenda_010912.pdf starts pg 13.

The report provides a number reasons why this ambulance and its resources could be better utilized by relocating this ambulance to a new base somewhere in eastern Wellington ...so to better service this chronically under-served area. County Councillor Chapman and I are encouraged by this and hope to see this placement come to fruition, sooner than later.

During the trial, Erin residents did make positive comments upon seeing this ambulance in the villages of Erin and Hillsburgh. However, the Town of Erin still continues to suffer from chronic substandard ambulance service, even following this Guelph EMS trial service enhancement. This additional service in the end only slightly improved ambulance response times overall and in East Wellington (Erin) by about 30 seconds.

Councillor Chapman and I attended the January 2012 EMS presentation given to the City of Guelph's CAFE. Committee. We were encouraged to hear Mayor Farbridge outline many of the threats which could arise when proper ambulance standards are not met. The CAFE. committee also endorsed a recommendation asking the Province for better and more specific ambulance data (see below) and we also endorse this resolution and concept - that accurate data leads to the best allocation of ambulance resources so to meet prescribed standards and legislation.

A concern we continue to have is in regards to the results of the Respan investigation conducted by the Ministry of Health's Mr. Rick Brady, Manager of Investigative Services (contact info, attached). This investigation was of an ambulance initially dispatched on a code 4 call, responding from a neighbouring municipality (Dufferin) that was called back when the call was changed to a code 3. This was due to a policy that the Province seems to allow - that a out of border municipal ambulance provider may hold back an ambulance for 30 minutes (excepting code 4 calls). It appears so to permit the local municipal ambulance responder, the opportunity to respond, regardless if it at time of the call, the ambulance dispatched was the closest ambulance to the incident. In the Respan case, it took 44 minutes for an ambulance to respond to a resident who had a history of a heart condition. A local newspaper report is also attached for your convenience. Imagine what would happen if municipalities decided they would hold back fire responses for their neighbouring municipalities by 30 minutes.....

From a Provincial standpoint what concerns us are the Province's 5 pillars regarding ambulance service, namely; *Accessibility, Responsiveness, Seamlessness, Accountability and Integration* (see below). Is *seamlessness* being adhered to by the ambulance service provider(s), when the closest out of border ambulance can be held back for 30 minutes by municipal order? It is difficult to understand how *seamlessness* could properly apply if it only applies in all but the most critical of cases - code 4's - life threatening situations and not other calls.

DRAFT DRAFT DRAFT

The Town of Erin must not be the only municipality in Ontario that borders on 3 other regional/county borders. Should our geography and political boundaries be detrimental to Erin taxpayers receiving the minimal mandated ambulance service? Imagine a young child breaking their leg (code 3 call), being seriously panicked and having to wait 30, 40, 50 or more minutes for an ambulance to arrive because of this municipal protocol.

Historically, Guelph EMS has provided limited service to Eastern Wellington for various reasons, we are hopeful this will improve soon. The "Erin- Hole in the doughnut of Ambulance Service" report issued a about 5 years ago suggested that about 80% of Erin's ambulance service came from the neighbouring municipalities of Dufferin County, Halton & Peel Regions (story attached). These facts were not disputed and became the basis for this many years long endeavour of working towards improving ambulance service and response times for Erin and East Wellington residents.

As the Guelph EMS report suggests the times in Erin have not improved significantly (30 seconds) and in one case - Respan incident, proper ambulance service seriously worsened. As such may I respectfully suggest to the Minister of Health - responsible for seamless ambulance service, that perhaps out of border ambulance service providers may be keeping ambulances far enough away, so not to be able to adequately respond to out of border municipal calls. Perhaps employing a strategy of AMBULANCE KEEP AWAY, so to be better able to respond to their own municipal calls for service.

This protocol is perhaps understandable if a lack of reciprocity exists between specific municipalities. In many instances ambulance service may be determined by the location of the closest hospital to which the patient will be transported to. For Erin residents in most cases, this would be Headwaters Hospital in Orangeville and Georgetown Hospital in Georgetown. So an ambulance dispatched from either Orangeville or Georgetown hospital being in a patient from Erin - is returning to it's home base. One from Guelph/Wellington EMS delivering a patient to the closest hospital for most Erin residents - Orangeville or Georgetown Hospital, that particular ambulance would find itself out of local territory.

Madame minister, since taxpayers pay all the costs related to ambulance service, half of the costs funded by property taxes, a fiscally responsible municipal government may not wish to provide a great deal of one way, out of territory ambulance service, especially if minimal ambulance service reciprocity exists. These out of border municipalities may also not wish to provide service, if the fee provided to cover the cost of an ambulance trip is insufficient to cover the true costs of providing that out of border ambulance service in this supposedly seamless system? Since the Province funds the other 50% of ambulance costs from other forms of taxation, the Province does have a significant say on the 5 pillars and how they are implemented, in this case we ask for your input assistance on the seamless issue.

So as the province who dictates the rules in these matters, may I respectfully suggest that this issue of seamlessness needs some tweaking. Either in the form of some legislative reform or in sufficient financial incentives - perhaps increasing the out of border fee amount so that it covers the true cost of providing ambulance service calls. Also perhaps, clear direction to the CACC's to ensure that the coverage areas are maintained for all codes, so that no large ambulance service voids are permitted. So that all Ontario residents can rest assured of receiving adequate ambulance response times. Perhaps not permitting this 30 minute delay in response protocol, that some ambulance providers -municipalities are implementing, could truly provide greater seamlessness of service to all Ontarions.

Yours Very Truly

Ministry of Health
and Long-Term Care

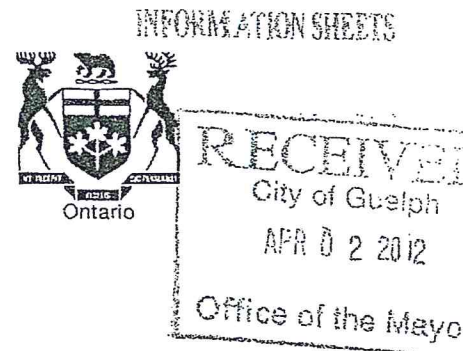
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Ministère de la Santé
et des Soins de longue durée

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www.health.gov.on.ca



MAR 23 2012

HLTC2966MC-2012-1083

Her Worship Karen Farbridge
Mayor
The City of Guelph
City Hall
1 Carden Street
Guelph ON N1H 3A1

Dear Mayor ~~Farbridge~~: *Karen*

Thank you for your letter expressing the concerns of the City of Guelph regarding the ambulance response time data that is provided by the Ministry of Health and Long-Term Care. I am pleased to have the opportunity to inform you of ministry initiatives that will address your concerns.

Ambulance Call Data is recorded at the Central Ambulance Communication Centres (CACCs) across the province using the ministry's Computer Aided Dispatch (CAD) system. The call data is collected, managed and shared with municipalities, including the City of Guelph, through the Ambulance Dispatch Data Access system (ADDAS). A number of municipalities have expressed concerns about the timeliness and accuracy of the data that they have received. The ministry has recognized these concerns and responded with several initiatives to address the situation.

The ministry is leading a dedicated multi-stakeholder forum to share information, to allow issues escalations and to submit recommendations for improvements on a monthly basis. The forum includes membership from the ministry Emergency Health Services Branch and Health Services I&IT Cluster, designated representatives from Association of Municipal Emergency Medical Services of Ontario (AMEMSO) and Regional Base Hospital Program. The forum has successfully produced a compilation of the concerns expressed by the user community and has prioritized these concerns for resolution. A large number of the concerns have already been addressed and this progress has been acknowledged by the AMEMSO representation. The ministry will continue to improve the timeliness and accuracy of the data through the multi-stakeholder forum.

The ministry has also launched a project to upgrade the ADDAS system to make it more accessible and timely. The new web based system is targeted to be available April 2012. Municipal stakeholder members of the above forum will be participating in testing this system and validating that it addresses the timeliness concerns.

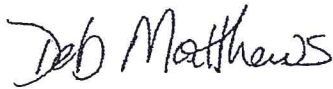
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Her Worship Karen Farbridge

In the 2012/13 fiscal year, the ministry will launch a second phase of the project to upgrade the ADDAS system. This second phase will modernize and streamline the data processing of the information as it is prepared for use by municipalities. The ministry expects that this phase will address the remaining data accuracy concerns.

Again, thank you for contacting me about this important matter.

Sincerely,

A handwritten signature in black ink that reads "Deb Matthews". The signature is written in a cursive, flowing style.

Deb Matthews
Minister