

City Council Budget Meeting Agenda

**Wednesday, November 22, 2017 – 6:00 p.m.
Council Chambers, Guelph City Hall, 1 Carden Street**

Please turn off or place on non-audible all electronic devices during the meeting.

Please note that an electronic version of this agenda is available on guelph.ca/agendas.

2018 Tax Supported Operating Budget Delegations

Disclosure of Pecuniary Interest and General Nature Thereof

Delegations:

Erin Harvey, Guelph Neighbourhood Support Coalition (presentation)
Arif Hasham, Guelph Police Service
Lynne Kloostra, Brant Avenue Neighbourhood Group
Jennifer Macleod, Wellington-Dufferin-Guelph Public Health (presentation)
Alisha Arnold, Two Rivers Neighbourhood Group
Helen Fishburn, Guelph Neighbourhood Support Coalition
Barb McPhee, North Riverside Neighbourhood Group
Raechelle Devereaux, Guelph Community Health Centre
Maryann Sly-Kensley, Guelph Community Health Centre
Karen Kew, Immigrant Services Guelph-Wellington
Brendan Johnson, Guelph Neighbourhood Support Coalition (presentation)
Kithio Mwanzia, Guelph Chamber of Commerce
Anne Toner Fung, Innovation Guelph/Grow Guelph
Shirley Szilvasy
Pat Fung
Christine Hassan
Steven Petric, Guelph Transit Advisory Committee
Chris Keleher
Ted Pritchard, Fair Tax Campaign - Guelph
Susan Ratcliffe
Susan Watson

Correspondence:

Glenna Banda, Children's Foundation of Guelph and Wellington
Helen Fishburn, Canadian Mental Health Association Waterloo Wellington
Sheila Markle, Family and Children Services of Guelph and Wellington County

Jeff DeRuyter, Guelph Police Services
Jaya James, Lakeside Hope House
Randalin Ellery, Guelph & Wellington Task Force for Poverty Elimination
Gail Hoekstra, Welcome In Drop In Centre
Adrienne Crowder, Wellington Guelph Drug Strategy
Guelph Neighbourhood Support Coalition
Pat Fung
Steven Petric, Transit Advisory Committee

ADJOURNMENT



Growth and Sustainability

Circa 1988 -1990

- The first Neighbourhood Groups – Brant/Waverly & Onward Willow formed
- Supported by the City and F&CS





1990 - 2009

- NGs grew to 11
- Supported by the City
 - City staff oversight for NG staff
 - HR, payroll/finance and legal support
 - supported NG leadership teams
- Supported by F&CS (5 staff including a supervisor = 400K in kind)
 - Community Development Workers – outreach to families, support to leadership teams, some administration



2008/2009

- Sustainable Neighbourhood Engagement Framework
- Multi-stakeholder consultation process
- Final report recommended a version of the GNSC as it is now
- 2010/11 – GNSC Steering Committee – guided the organization to independence
- 2012 – Incorporation



2012 – Present

- City provided funding at time of incorporation for:
 - Existing staff and programs of 11 NG groups
 - the ED salary (no benefits)
 - small amount for administrative (office, phone)
- Trillium Grant – funded one supervisor
- Other fundraised dollars – administration, bookkeeping



2012 - Present

- Increase from 11 to 13 Neighbourhood Groups
- Increase from 8 to 10 Partner Organizations
- After school programs, summer camps, collective kitchens, community gardens, Run and Read, back packs, community events, coffee hours, clothing closets, peer supports, food cupboards, newcomer groups, yoga/zumba, homework clubs, parenting supports... and many more



2016

- 262 Programs
- 52,063 participants
- 8 summer camps
 - 1400 kids attended
 - 60 Youth were LITs
 - 40 Youth were camp counsellors
- 1511 Volunteers
 - 35, 133 hours = 612,694.00*

* Living wage – 16.50/hr.



Recap

- GNSC
 - 13 Neighbourhood Groups
 - 20-60 Staff
 - 262 programs
 - 1511 volunteers
 - 52,063 participants
 - 9 Partner organizations (not including city)



2017

- Shortfall of 100K for basic administration costs
 - Staff support, supervision
 - Program oversight and risk management
- Currently one position has sustainable funding
- Need 2 more to run the organization well, and minimize risk



2017

- Seen as major contributor to many City and Agency initiatives
- Trusted relationships with community leaders that other organizations don't have
- Organizations rely on the social capital of the GNSC

2017

- Over and above existing GNSC work it is the go-to for targeted initiatives:
 - poverty, food insecurity, inclusiveness, access to recreation, employment programs, child welfare, community policing, education, mental health, programs for new Canadians....
 - Administration and oversight of the Parent Child Program (Playtime) of the GCHC





2018

- The GNHC has been successful beyond our expectations
- The city has grown and the coalition has grown
- Increased minimum wage



2018

- We cannot sustain current level of activity
- Not enough administrative capacity and oversight of existing work
- We need sustainable funding for 2 more positions to sustain appropriate levels of:
 - NG staff support and oversight
 - program supervision
 - NG leadership support
 - administrative costs (office, bookkeeping, supplies, phone, computer)
 - more administrative capacity to manage overall projects, initiatives, relationships

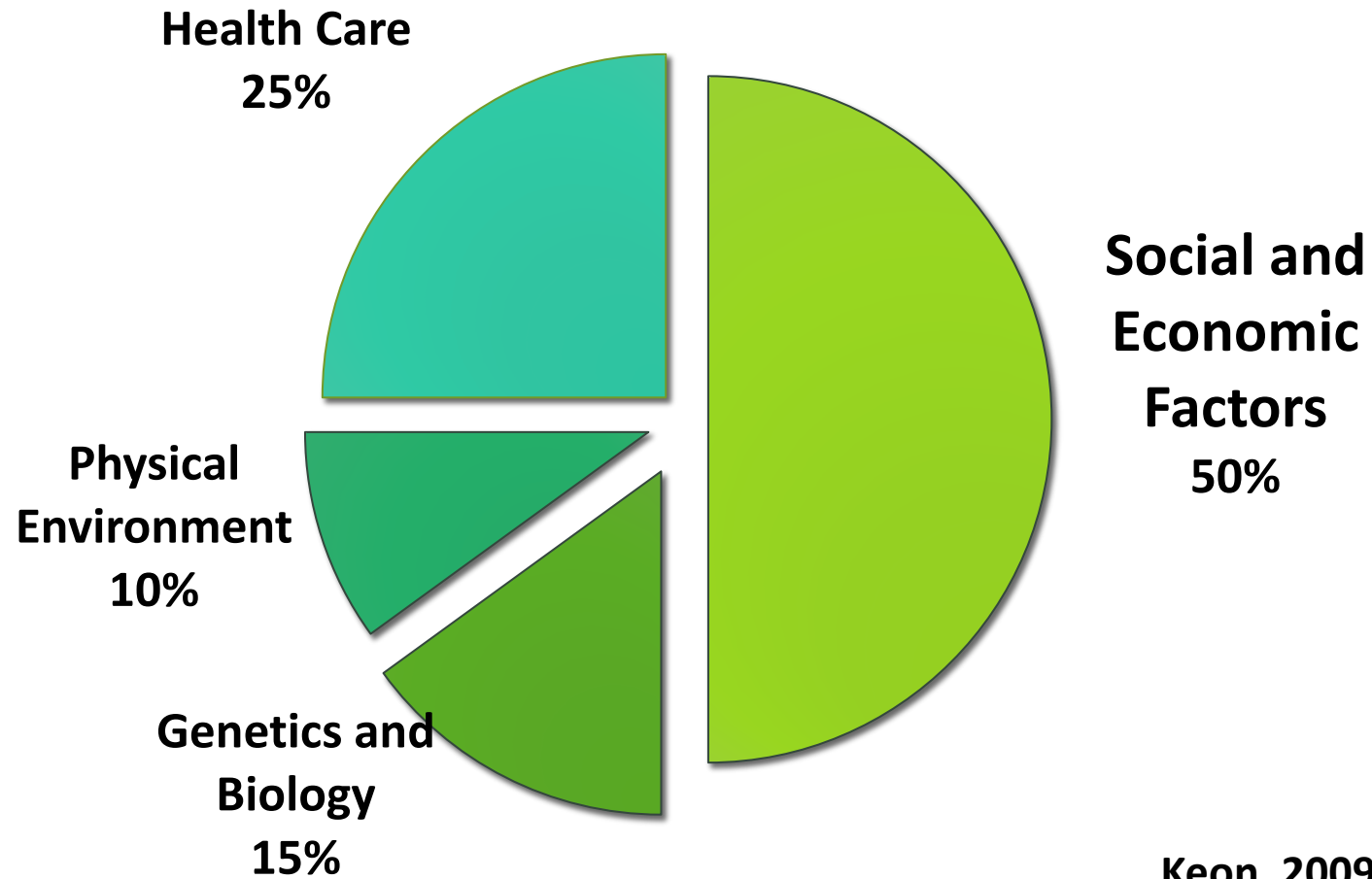
The GNOSC **builds healthy communities and families**

DELEGATION TO THE CITY OF GUELPH COUNCIL

NOVEMBER 22, 2017

A solid green horizontal bar at the bottom of the slide.

Health attributions



Keon, 2009

Health Inequity



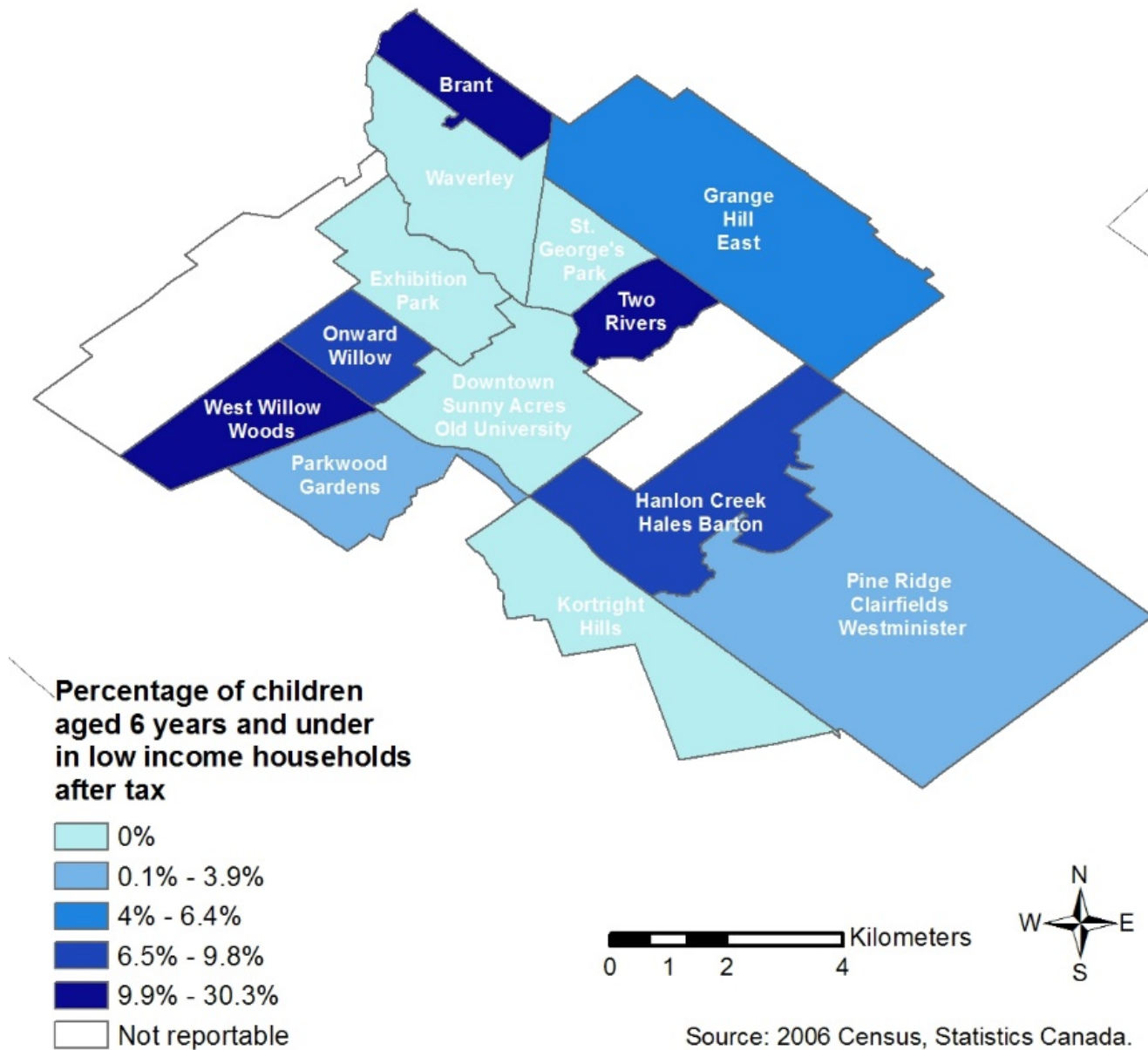
When people do not have the chance to attain their full health potential because of their position within a society

The health gradient

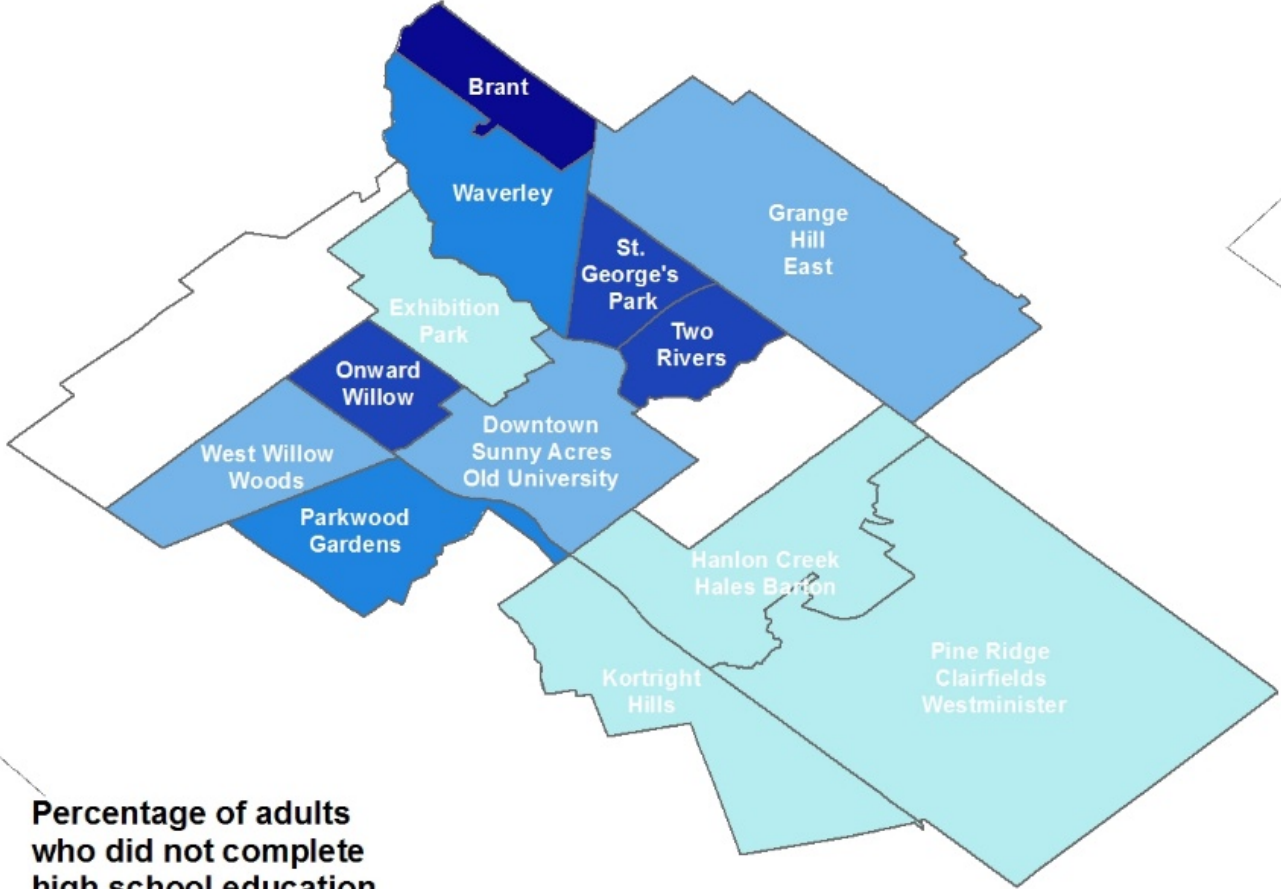


Source: Tacket A (1990) *Making Partners: Intersectoral Action for Health: Proceedings and Outcome of a Joint Working Group on Intersectoral Action for Health*. Copenhagen, WHO.

Children living in low income

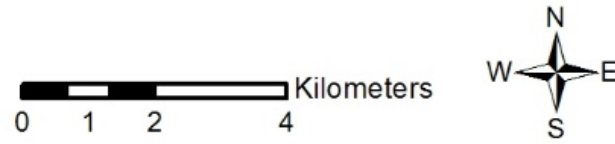


Did not complete high school education



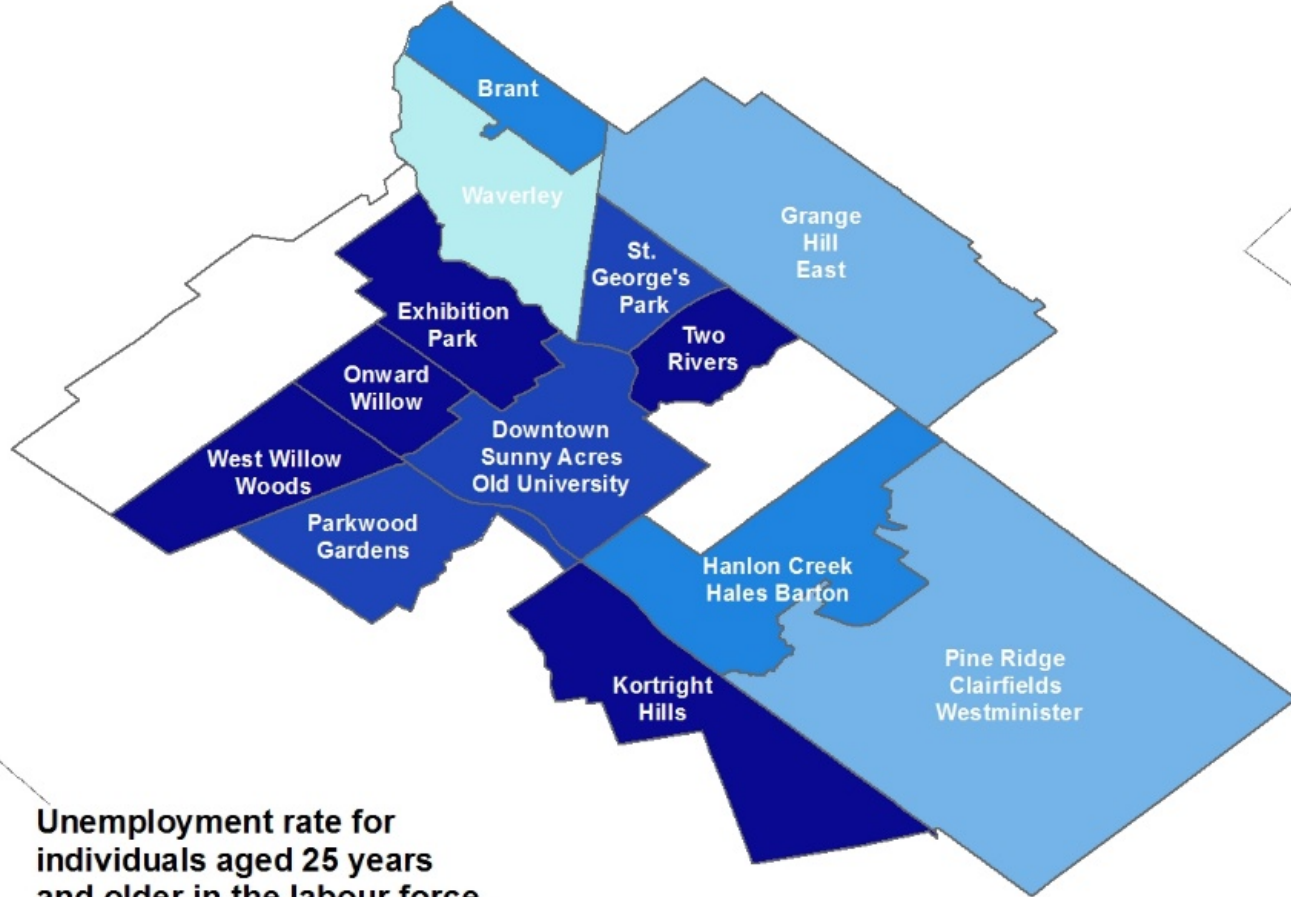
Percentage of adults who did not complete high school education

- 5.6% - 10.4%
- 10.5% - 12.7%
- 12.8% - 15.5%
- 15.6% - 23.1%
- 23.2% - 38.1%
- Not reportable



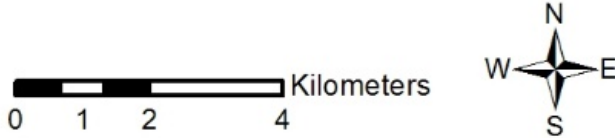
Source: 2006 Census, Statistics Canada.

Unemployment rate



Unemployment rate for individuals aged 25 years and older in the labour force

- 0.5% - 2.5%
- 2.6% - 3%
- 3.1% - 3.4%
- 3.5% - 4.1%
- 4.2% - 6.5%
- Not reportable



Source: 2006 Census, Statistics Canada.

“Working to strengthen communities is a critical component of any comprehensive plan to address health inequalities.”

The Chief Public Health Officer’s Report on the State of Public Health in Canada, 2008.
Addressing Health Inequalities

“Invest in community wellness and strengthen our communities by ensuring that everyone has the same opportunities for health and wellness.”

Mapping Wellness: Ontario's Route to Healthier Communities, 2015 Annual Report of the Chief Medical Officer of Health

The GNSC builds supportive environments



Inclusive



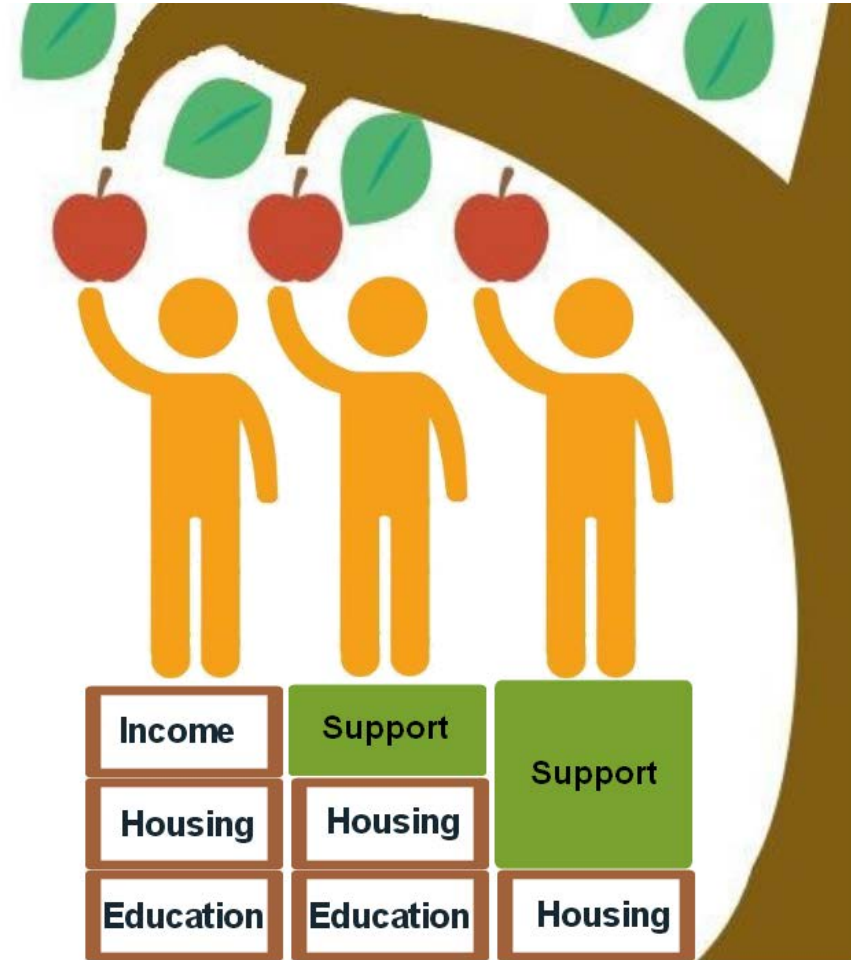
Engaging



Responsive

Health Equity

Everyone can attain their full health potential and people are not disadvantaged due to their socially determined circumstances.





Reduce the impact of poverty & promote
equity of access
to resources & supports

Growth



- 3 new Neighbourhood Groups (13)
- 2 new Partner Organizations (10)
- 2 new NG Summer Camps (8)

- Given an **Award of Merit** from Family & Children's Services *"In recognition of your significant contribution to the well-being of children youth, and families in Guelph-Wellington"*

2016 Numbers



262 Programs - **↑ 8%**

52,063 Participants - **↑ 32%**

35,133 Volunteers Hours - **↑ 10%**

Summer Camps



**8 camps, 1400 kids,
60 Leaders-In-Training, 40 jobs**

City-Wide Projects



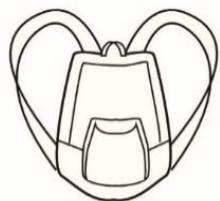
Partners:

Chalmers, UGDSB, New Life Church, The POD, Trinity and Holy Rosary, Family Health Team, HOPE House, GCHC, WDG Public Health



Partners:

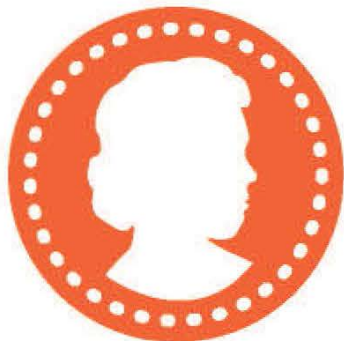
GCHC, Chalmers, Women in Crisis, HOPE House, UofG, WDG Public Health, PTF, UGDSB, City of Guelph, Everdale



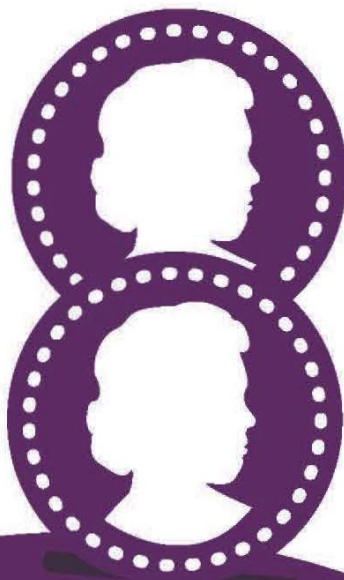
THE GUELPH
COMMUNITY
BACKPACK DRIVE

Partners:

HOPE House, GCHC



City Support
\$435,127.00



Partner Support
(Cash + In-Kind)



\$120,673.27

Other Agencies



\$258,691.00

Volunteer Hours

(Calculated at a Living Wage \$16.50)



\$612,694.00



\$992,058.27

\$992,058.27

GNSC

Return On Investment

Our Ask

\$100,000 increase to our
Community Benefit Agreement

=

~.04% 2018 City Budget

5 Reasons to Vote Yes

- 1. The City has grown & so has the GNSC**
- 2. Staff position - youth/camp programs**
- 3. Increase in minimum wage - program staff**
- 4. Supporting the growth in the coalition**
 - 3 new NGs to date & more waiting to join**
 - Growth in activity & participation in the GNSC**
- 5. GNSC's increased leadership & contributions to city-wide issues & actions**
 - Poverty alleviation/reduction, Food Insecurity**
 - City Community Plan**



Huge Gratitude and Thank You



Making a Difference

Dear Mayor and City Councillors,

I am writing in support of the Guelph Neighbourhood Support Coalition's delegation to City Council requesting increased funding for their organization.

The Children's Foundation of Guelph and Wellington has been proudly collaborating with the GNSC on many projects and programs for many years. The power of working with the Coalition is that they are the connector between other organizations with services, like ours, and the families who need them. Without the GNSC many families would not feel comfortable reaching out for help or would not know of the supports available to them. By working with the GNSC we have been able to increase the impact of our programs, most notable through Free to Play in providing financial assistance for recreation and Adopt-A-Family to provide support through the Holidays, to the families in our community who are most in need. The GNSC creates a warm, accepting environment where families can truly experience the feeling of community. Beyond that, we appreciate working with an organization that is equally passionate about making things happen in an efficient and quick way.

We enthusiastically support increased funding for the GNSC. The GNSC's work is rooted in community and it makes the work we do together more powerful and successful. Everyone should have access to the supports, services and resources they need to live productive, meaningful and connected lives. The GNSC is a proven leader, dedicated collaborator and an agent of change in our community.

Sincerely,



Glenna Banda
Executive Director



Canadian Mental
Health Association
Waterloo Wellington

Association canadienne
pour la santé mentale
Waterloo Wellington

Dear Mayor Guthrie and City Councillors,

I am pleased to be writing a letter in support of the Guelph Neighbourhood Support Coalition's delegation to City Council on November 22, 2017.

The Canadian Mental Health Association Waterloo Wellington has been a core partner of the GNSC since its inception. The power of working with the Coalition is the ability to collaborate with formal and informal community leaders that are inclusive, engaging, and responsive to the specific needs of their Neighbourhood Groups.

CMHA WW is proud to be a core partner of the GNSC, represented at the Board level, as well as the Partner Panel. CMHA WW builds capacity with neighbourhood leadership staff so they can informally provide mental health support in their neighbourhoods. CMHA WW's collaboration with the GNSC in projects such as the North End Harvest Market, has established that the Coalition provides many opportunities and points of contact for people to volunteer, build life skills and find meaningful connections and employment. It is also a platform to build community and support around families and children so that they grow to be strong and vibrant members of our city. We are very invested in the health and well-being of our neighbourhoods and our city.

We enthusiastically support increased funding for the GNSC. The GNSC's work is rooted in community and it makes the work we do together more powerful and successful. Everyone needs access to the supports, services and resources to live productive, meaningful and connected lives. The GNSC is a proven leader, dedicated collaborator and an agent of change in our community.

Helen Fishburn
Senior Director of Services & System Transformation
Canadian Mental Health Association Waterloo Wellington
1-844-264-2993 x2029



November 6, 2017

Dear Mayor and City Councillors,

I am writing in strong support of the Guelph Neighbourhood Support Coalition's delegation to City Council requesting increased funding for the organization.

Family & Children's Services of Guelph and Wellington County has been involved with the GNSC since the first two neighbourhood groups were formed about 25 years ago. We have been a champion, along with the City of Guelph, in our understanding of the power of building strong and supportive neighbourhoods. Strong neighbourhoods that provide informal and natural support to residents and that connect residents to each other is good business for everyone and makes our City stronger and healthier. In addition to these natural relationships that are helped form through Neighbourhood Groups (NG), the power of working with the Coalition allows our organization, which has a vested interest in the health of children and families, to collaborate with community leaders within neighbourhood spaces and to respond to emerging gaps and ideas and implement programs quickly and effectively.

Our agency supports (including providing funding), together with other public sector organizations, the work of the Parent Outreach workers which specifically build relationships in neighbourhoods with community members with the specific objective of finding families that are struggling. The Parent Outreach Workers strive to pull the parent and children into NG programs, strategically buddy them up with other parents and connect them to concrete supports needed around issues of food or income security, domestic violence, mental health issues or social isolation to name a few. Without the work of this invaluable program, we would likely have many more reports to our agency that would end up in a child protection investigation often after harm has occurred. The Parent Outreach Worker program has the power to help kids before they get hurt rather than after and is instrumental in building safer and stronger neighbourhood communities which is good for everyone.

We enthusiastically support increased funding for the GNSC. The GNSC's work is rooted in community and it makes the work we do together more powerful and

CONTACT US

PHONE 519-824-2410
TOLL-FREE 800-265-8300
WEB www.fcsgw.org
EMAIL info@fcsgw.org

HEAD OFFICE

275 Eramosa Road
Box 1088
Guelph, ON, N1H 6N3
F 519-763-9628

COUNTY OFFICE

6484 Wellington Rd. 7
Unit 1
Elora, ON, N0B 1S0
F 519-846-1005

SHELLDALE OFFICE

20 Shelldale Crescent
Box 1088
Guelph, ON, N1H 6N3
F 519-766-4537

successful. Everyone should have access to the supports, services and resources they need to live productive, meaningful and connected lives. The GNSC is a proven leader, dedicated collaborator and an agent of change in our community. Increased funding would allow the GNSC to continue to provide the support needed for high priority neighbourhoods in our city to thrive not just survive.

We all benefit when our neighbourhoods are stronger, people are connected and supported and they are able to access available resources that improve lives.

We strongly urge the City of Guelph to increase funding to the GNSC to ensure it is able to continue its work in our City.

Sincerely,



Sheila Markle BSW, MSW, RSW
Executive Director

CONTACT US

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EMAIL info@fcsgw.org

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6484 Wellington Rd. 7
Unit 1
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F 519-846-1005

SHELLDALE OFFICE

20 Shelldale Crescent
Box 1088
Guelph, ON, N1H 6N3
F 519-766-4537



Guelph Police Service

15 Wyndham Street S., Guelph, Ontario N1H 4C6

(519) 824-1212

TTY (519) 824-1466

November 7, 2017

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

Dear Mayor and City Councillors,

I am writing in support of the Guelph Neighbourhood Support Coalition's delegation to City Council requesting increased funding for their organization.

The Guelph Police Service has been proudly collaborating with the GNSC on many projects and programs, starting with the Sustainable Neighbourhood Engagement Framework. The power of working with the Coalition is seen in how many agencies have worked together with our neighbourhood groups to build capacity in our residents as well as growing a stronger sense of belonging within our community.

Through our involvement on the GNSC on both the Board and the Partner Panel we have been able to build relationships with our residents and other agencies and organizations. The police play a key role in community safety and wellbeing, but can only be successful with strong relationships and acceptance from our citizens. Through the GNSC we have been able to enhance our relationship with our neighbourhoods and see the benefits in having residents working together to resolve issues and developing a greater trust and knowledge of the agencies who can support them.

We enthusiastically support increased funding for the GNSC. The GNSC's work is rooted in community and it makes the work we do together more powerful and successful. Everyone should have access to the supports, services and resources they need to live productive, meaningful and connected lives. The GNSC is a proven leader, dedicated collaborator and an agent of change in our community.

Sincerely,

A handwritten signature in black ink, appearing to read "J DeRuyter".

Jeff DeRuyter,
Chief of Police



Lakeside HOPE House
10 Cork Street E.
Guelph, ON
N1H 2W8

Dear Mayor and City Councillors,

I am writing in support of the Guelph Neighbourhood Support Coalition's (GNSC) delegation to City Council requesting increased funding for their organization as they are representative of positive social change within our city.

Lakeside HOPE House has been proudly collaborating with the GNSC on many projects and programs for 5 years. The power of working with the Coalition is that we have had the increased ability to pilot, launch, and execute new ideas and programs quickly, effectively, and with a larger reach within the community.

We have worked in partnership with the Guelph Neighbourhood Support Coalition to deliver the Guelph Community Backpack Project every summer for the past 5 years. Together, we are able to support over 1000 children and their families in the community to ensure they begin the school year with the tools needed for success. Their support and work with this project is what allows the project to expand throughout the city to ensure that all families in need are able to get the support they need through this initiative.

We enthusiastically support increased funding for the GNSC. The GNSC's work is rooted in community and it makes the work we do together more powerful and successful. Everyone should have access to the supports, services and resources they need to live productive, meaningful and connected lives. The GNSC is a proven leader, dedicated collaborator and an agent of change in our community.

Sincerely,

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

Jaya James

Executive Director, Lakeside HOPE House

519-265-4299

POVERTY
GUELPH & WELLINGTON TASK FORCE FOR
ELIMINATION

Guelph & Wellington Task Force for Poverty Elimination
Hosted by: Wellington Dufferin Guelph Public Health
160 Chancellors Way
Guelph ON N1E 0E1

9 November 2017

Dear City of Guelph Mayor and Councillors:

This letter is to support the Guelph Neighbourhood Support Coalition's (GNSC) delegation to City Council requesting an increase in funding for their organization.

As many of you know, the Guelph & Wellington Task Force for Poverty Elimination works collaboratively, informed by diverse voices of experience, to take local action and advocate for system and policy change to address the root causes of poverty. Our work is strengthened because of our strong ties to the GNSC.

As an organization, the GNSC is represented at the PTF Member Committee. As an engaged partner, the GNSC enrich discussions and inform actions by sharing the unique perspectives of community members from across our city. The GNSC has played a critical leadership role in household food insecurity as part of The Seed, playing the difficult role of supporting emergency food providers while also pushing for policy change that address root causes.

The GNSC has a solid reputation for supporting efforts to build an inclusive and equitable community. The PTF regularly leans on the expertise of the GNSC to provide guidance and direction as we work toward deepening our intersectional approach.

The PTF strongly recommends that the GNSC be considered for increased funding opportunities from the City of Guelph that would expand the work they do.

Kind regards,



Coordinator
Guelph & Wellington Task Force for Poverty
Elimination



Welcome In Drop In Centre

23 Gordon Street,
Guelph, ON N1H 4G9
Phone: (519) 837-0080
Fax: (519) 837-2637

November 15/2017

Dear Mayor and City Councillors,

I am writing in support of the Guelph Neighbourhood Support Coalition's delegation to City Council requesting increased funding for their organization.

The Welcome In Drop In Centre supports the GNSC on the many projects and programs it delivers in our local community setting for **many** years. The importance of working with the Coalition is to leverage our goals of helping some of the most vulnerable individuals and families in our community within the neighbourhoods they live. The GNSC supports those families that have often needed the Drop In Centre at one point in their lives and then are successfully housed in the community. The supports that are provided to these families by the GNSC within the neighbourhoods that these individuals and families settle which increases their sense of community and support which in turn keeps them housed with an improved quality of life.

The Welcome In Drop In Centre and the GNSC sit at similar partnership tables such as the Poverty Task Force. As organizations we both deal with individuals and families on a grassroots level that live in poverty and need the system to work better for their needs within our community. These shared issues included supporting initiatives such as the living wage, food security and community supports. Working together in partnership has been very helpful to increase the voice of people that are living in the experience of poverty.

We enthusiastically support increased funding for the GNSC. The GNSC's work is rooted in community and it makes the work we do together more powerful and successful. Everyone should have access to the supports, services and resources they need to live productive, meaningful and connected lives. The GNSC is a proven leader, dedicated collaborator and an agent of change in our community.

Thank you,

Gail Hoekstra MSW

Director



November 6, 2017

Dear Mayor Guthrie and City Councillors,

I am writing in support of the Guelph Neighbourhood Support Coalition's (GNSC) delegation to City Council requesting increased funding for their organization.

The work that the GNSC undertakes to support members of our community who experience marginalization, often in a wide variety of ways, has a strong alignment with the work undertaken by the Wellington Guelph Drug Strategy (WGDS). Both organizations are interested in meeting the needs of community members who struggle to get their needs met through mainstream service pathways. The WGDS has partnered with the GNSC over common interests in improving equitable access to health and social resources, and is looking forward to being actively involved as a presenter at the GNSC Equity Conference in January, 2018.

The innovative and inclusive programs that the GNSC offers help to support community members whose voices would often be lost or not heard in the development of community plans. Working at the level of neighbourhoods allows the GNSC to meet hyper-local needs in creative and resourceful ways. Since its inception the GNSC has partnered with other community services and groups to amplify its ability to address local service needs and gaps, and through programs such as the North End Market, it has helped to pioneer important new service pathways.

The GNSC is extremely important in identifying key neighbourhood concerns and issues within Guelph, and more importantly, in addressing them. The collaborative approach that the GNSC has nurtured with other community services is exemplary, and deserving of further financial support.

Sincerely,

Adrienne Crowder, MSW
Manager, WGDS

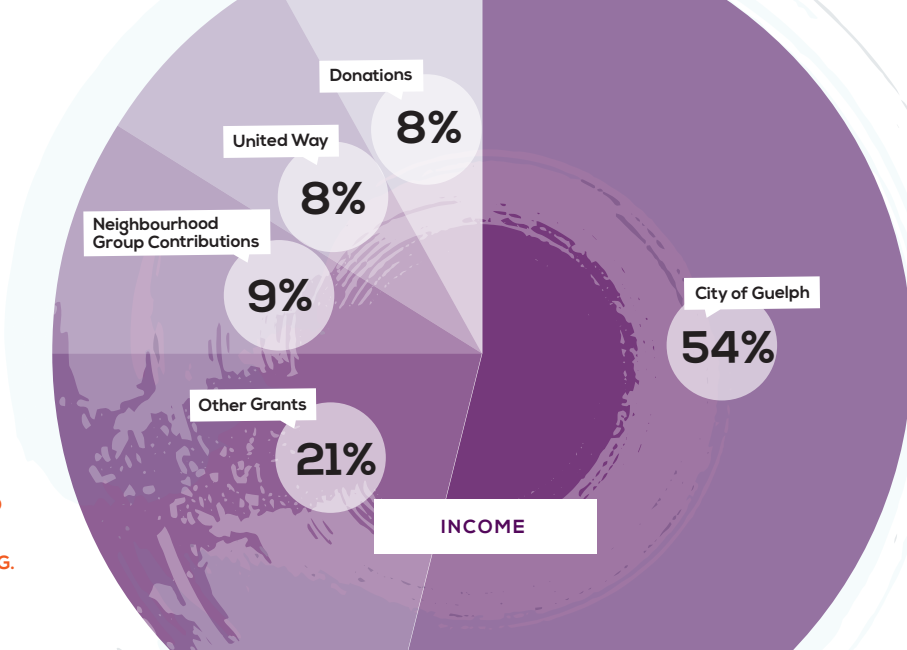
guelph neighbour hood

SUPPORT COALITION

OUR MISSION IS TO SUPPORT NEIGHBOURHOOD GROUPS THAT ARE INCLUSIVE, ENGAGING, RESPONSIVE AND BUILD A SENSE OF BELONGING.

EXPENSE

Neighbourhood Group and Program Salaries	GNSC Administration Salaries	Parent Child Program (GCHC)	Rent, office, insurance, financial admin	Program Expenses	Neighbourhood Group non-salary support	Marketing/Website
56%	19%	10%	5%	6%	3%	1%



A LOOK AT 2016

In 2016...

1511 volunteers contributed **37,133** hours to Guelph neighbourhoods.

262 programs were delivered.

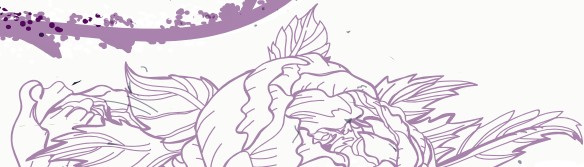
The value of volunteerism at Living Wage (\$16.50/hour) was **\$612,694.**

Community Leadership to Nurture Neighbourhoods

THE POWER OF VOLUNTEERING

Volunteering with the GNSC has had a profound influence on my life and the lives of my children. With their incredibly kind staff and volunteers that provide such a welcoming space, they are more an extension of our family not only to me but my children as well. We don't have immediate family in Guelph, so it is absolutely lovely to have this organization feel like family and see their dedicated and heartfelt support to so many individuals, neighbourhoods, and partner organizations. I can't stress how important that is; it is what matters most. People make a difference and I am deeply inspired and find it extremely refreshing to see their people-first approach alongside their dedication in challenging existing structures and breaking down barriers to make Guelph more equitable and inclusive. It's not just what we do, but how we do it that matters.

- Jeetha



neighbourhood help SUPPORT COALITION

Board of Directors

Co-Chairs

Erin Harvey, F&CS
Debbie Gorman, BANG

Treasurer

Michele Altermann, PGNG

Secretary

Helen Fishburn, CMHA WWD

At Large

Barb McPhee NRNG, OWNG
Jeff DeRuyter, GPS
Linda Beale, BANG
Michelle Lebon, GHENG
David Thornley, GCHC
Karen Kew, IS-GW
Matt Naismith, TRNG

How can Neighbourhood Groups do so many incredible things with the limited resources they have? Is there a secret potion or spell that helps create the magic that they pull off?

The answer is much simpler but no less magical: **Volunteers.**

Amazing people sharing their time, knowledge, skills, enthusiasm and passions with their community. Without them our work would not happen. From helping out at a BBQ to running a free yoga program to sitting on our Board of Directors, volunteers are the engine that drives the coalition. The numbers of volunteers and the hours they donate are truly extraordinary. Behind the numbers is the powerful story of how our community cares deeply about their neighbours, that what we are all doing together matters, that every act of kindness and caring changes lives, and that giving has a ripple effect that is contagious.

We often begin volunteering because we are asked or have something we really need to share. But volunteering quickly becomes so much more. It becomes a reciprocal relationship where the line between 'giver' and 'receiver' is blurred and fluid. We become both simultaneously. Volunteering creates new connections, new perspectives and a greater sense of belonging. The truth is that we are not solitary creatures. We need love and connection. We need to belong. Volunteering is an example of the best that we can be. It is what creates the opportunities for us to share and celebrate. It builds healthy, safe, inclusive and resilient communities.

Heartfelt and deep thank you to all of the volunteers in the coalition. You make all the difference.

In gratitude,

Brendan Johnson
Executive Director

FROM OUR EXECUTIVE DIRECTOR

PARTNERS & NEIGHBOURHOOD GROUPS

THANK YOU TO OUR FUNDERS AND SUPPORTERS



Neighbourhood Groups

Brant Avenue NG
Grange Hill East NG
Two Rivers NG
Exhibition Park NG
North Riverside NG
Saint George's NG
Rickson Ridge NG
Hanlon Creek NG
Kortright Hills NG
University Village NG
Onward Willow NG
Parkwood Gardens NG
The Junction NG
Downtown Neighbourhood Association



Connected...

Welcoming...

Inclusive...

Resilient...

Safe...

Fun COMMUNITIES!



Program Partners

City of Guelph
Family & Children's Services
Guelph Community Health Centre
Guelph Police Service
WDG Public Health
Canadian Mental Health Association WWD
Upper Grand District School Board
Wellington Catholic District School Board
Immigrant Services Guelph-Wellington
County of Wellington

LEVEL 1



LEVEL 2



Human Resources and Skills Development Canada

Ressources humaines et Développement des compétences Canada



United Way
Guelph Wellington
Dufferin



LEVEL 3

Second Chance Employment and Counselling Services
TD Employment Grant
Greater Toronto YMCA
Canadian Mental Health Association Waterloo-Wellington-Dufferin
Guelph Police Services Board
The OAKTREE Project
The Elevator Project

THANK YOU
to our
fantastic
volunteers!



GUELPH NEIGHBOURHOOD SUPPORT COALITION

FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 2016

GUELPH NEIGHBOURHOOD SUPPORT COALITION

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YEAR ENDED DECEMBER 31, 2016

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INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of: Guelph Neighbourhood Support Coalition

We have audited the accompanying financial statements of Guelph Neighbourhood Support Coalition, which comprise the statement of financial position as at December 31, 2016 and the statements of revenues and expenditures and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not for profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as, evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many not for profit organizations, the organization derives some of its revenues from cash sources, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to revenues, deficiency of revenues over expenditures and cash flows for the years ended December 31, 2016 and 2015, current assets as at December 31, 2016 and 2015, and net assets as at January 1 and December 31, for both the 2016 and 2015 years. Our audit opinion on the financial statements for the year ended December 31, 2015 was modified accordingly because of the possible effects of this limitation of scope.

Qualified Opinion

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, these financial statements present fairly, in all material respects, the financial position of Guelph Neighbourhood Support Coalition as at December 31, 2016 and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.

Handwritten signature in black ink that reads "RLB LLP". The letters are stylized and cursive.

Guelph, Ontario
May 11, 2017

Chartered Professional Accountants
Licensed Public Accountants

GUELPH NEIGHBOURHOOD SUPPORT COALITION
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2016

	2016	2015
ASSETS		
CURRENT		
Cash	\$ 73,011	\$ 43,506
Short term investments (note 4)	5,000	5,000
Accounts receivable	40,597	57,162
Prepaid expenses	<u>44,673</u>	<u>800</u>
	163,281	106,468
CAPITAL ASSETS (note 5)	<u>702</u>	<u>1,560</u>
	<u>\$ 163,983</u>	<u>\$ 108,028</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 24,132	\$ 22,352
Government remittances payable	9,592	6,972
Deferred contributions (note 6)	<u>58,673</u>	<u>0</u>
	<u>92,397</u>	<u>29,324</u>
NET ASSETS		
NET ASSETS	<u>71,586</u>	<u>78,704</u>
	<u>\$ 163,983</u>	<u>\$ 108,028</u>

GUELPH NEIGHBOURHOOD SUPPORT COALITION
STATEMENT OF REVENUES AND EXPENDITURES AND CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2016

	2016	2015
REVENUES		
City of Guelph grant	\$ 435,127	\$ 439,246
Other grants and contributions (note 7)	167,847	140,664
Neighbourhood group remittances	74,519	78,352
Donations	62,336	56,189
United Way funding	60,000	57,500
Interest earned	438	620
	<u>800,267</u>	<u>772,571</u>
EXPENDITURES		
Salaries	601,318	604,457
Parent-Child program	79,050	79,050
Program expenses	48,756	40,118
Non-salary neighbourhood group expenses	21,027	30,523
Rent	11,297	10,616
Subcontracting	9,829	10,365
Office	9,616	10,590
Insurance	5,238	4,817
Professional fees	4,885	4,100
Telephone	3,796	4,081
Coalition events	3,221	1,966
Website and advertising	2,635	3,493
Training	2,035	1,779
Volunteer expenses	1,699	274
Interest and bank charges	1,316	914
Amortization	858	1,906
Travel	613	1,247
Licences and fees	196	193
	<u>807,385</u>	<u>810,489</u>
DEFICIENCY OF REVENUES OVER EXPENDITURES		
for the year	(7,118)	(37,918)
NET ASSETS, beginning of year	<u>78,704</u>	<u>116,622</u>
NET ASSETS, end of year	<u>\$ 71,586</u>	<u>\$ 78,704</u>

GUELPH NEIGHBOURHOOD SUPPORT COALITION
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2016

	2016	2015
CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		
Deficiency of revenues over expenditures for the year	\$ (7,118)	\$ (37,918)
Items not requiring an outlay of cash		
Amortization	<u>858</u>	<u>1,906</u>
	(6,260)	(36,012)
Changes in non-cash working capital		
Accounts receivable	16,565	26,587
Prepaid expenses	(43,873)	0
Accounts payable and accrued liabilities	1,780	9,587
Government remittances payable	2,620	(1,165)
Deferred contributions	<u>58,673</u>	<u>(17,856)</u>
NET INCREASE (DECREASE) IN CASH	29,505	(18,859)
NET CASH, BEGINNING OF YEAR	<u>43,506</u>	<u>62,365</u>
NET CASH, END OF YEAR	<u>\$ 73,011</u>	<u>\$ 43,506</u>

GUELPH NEIGHBOURHOOD SUPPORT COALITION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2016

1. NATURE OF ORGANIZATION

Guelph Neighbourhood Support Coalition (the "organization") is a not for profit organization incorporated under the laws of Canada without share capital and is a registered charity under the Income Tax Act. The organization is exempt from income tax. Its purpose is to support neighbourhood groups in Guelph by bringing together their collective resources to share information, provide support, distribute available funding resources and advocate for community issues.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements have been prepared in accordance with Canadian accounting standards for not for profit organizations and include the following significant accounting policies:

(a) REVENUE RECOGNITION

The organization follows the deferral method of accounting for contributions. Revenue from the City of Guelph grant and United Way funding is recognized in the period to which these revenues relate. Revenue from restricted grants and other restricted sources is recognized in the period the related expenditure occurs. All other revenue is recognized as earned and collection is reasonably assured.

(b) CAPITAL ASSETS

Capital assets are recorded at cost and amortized on the basis of their estimated useful life using the following methods and rates:

Computer hardware	- 55 % declining balance basis
-------------------	--------------------------------

Amortization is recorded at 50% of the above rates in the year of addition.

(c) USE OF ESTIMATES

The preparation of financial statements in conformity with Canadian accounting standards for not for profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenditures during the year. Significant estimates made by management include the useful lives of capital assets. Actual results could differ from those estimates.

(d) FINANCIAL INSTRUMENTS

Measurement of financial instruments

The organization initially measures its financial assets and liabilities at fair value.

The organization subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash, short term investments and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

GUELPH NEIGHBOURHOOD SUPPORT COALITION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2016

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(c) FINANCIAL INSTRUMENTS (continued)

Impairment

Financial assets measured at amortized cost are tested for impairment when there are indicators of impairment. If an impairment has occurred, the carrying amount of financial assets measured at amortized cost is reduced to the greater of the discounted future cash flows expected or the proceeds that could be realized from the sale of the financial asset. The amount of the write-down is recognized in net surplus. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in net surplus.

Transaction costs

The organization recognizes its transaction costs in net surplus in the period incurred. However, financial instruments that will not be subsequently measured at fair value are adjusted by the transaction costs that are directly attributable to their origination, issuance or assumption.

3. FINANCIAL INSTRUMENTS

Unless otherwise noted, it is management's opinion that the organization is not exposed to significant interest, credit, currency, liquidity, or other price risks arising from their financial instruments.

The extent of the organization's exposure to these risks did not change in 2016 compared to the previous period.

The organization does not have a significant exposure to any individual customer or counterpart.

4. SHORT TERM INVESTMENTS

Short term investments consist of:

	2016	2015
BMO variable rate GIC earning interest at prime - 2.00%, maturing July 2016	\$ 0	\$ 5,000
BMO variable rate GIC earning interest at prime - 2.10%, maturing July 2017	<u>5,000</u>	<u>0</u>
	<u>\$ 5,000</u>	<u>\$ 5,000</u>

5. CAPITAL ASSETS

	Cost	Accumulated Amortization	Net 2016	Net 2015
Computer hardware	\$ <u>4,780</u>	\$ <u>4,078</u>	\$ <u>702</u>	\$ <u>1,560</u>

GUELPH NEIGHBOURHOOD SUPPORT COALITION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2016

6. DEFERRED CONTRIBUTIONS

Deferred contributions, which consist of the unexpended portion of grant and other restricted revenues received that relate to future periods less related expenditures, is as follows:

	2016	2015
Balance, beginning of the year	\$ 0	\$ 17,859
Less amount recognized as revenue in the year	0	(17,859)
Amounts received related to future years	<u>58,673</u>	<u>0</u>
Balance, end of year	<u>\$ 58,673</u>	<u>\$ 0</u>

7. OTHER GRANTS AND CONTRIBUTIONS

Other grants and contributions are comprised of the following:

	2016	2015
Human Resources and Skills Development Canada	\$ 70,295	\$ 33,385
Energize Guelph	45,000	0
Family & Children's Services	15,000	15,000
TD Grant	13,492	0
Guelph Community Foundation	11,472	12,595
Other	5,015	8,143
Greater Toronto YMCA	3,938	3,025
Second Chance Employment and Counselling Services	3,635	9,476
Lutherwood	0	9,440
Ontario Trillium Foundation	<u>0</u>	<u>49,600</u>
	<u>\$ 167,847</u>	<u>\$ 140,664</u>

Guelph has an operating cost problem. When Guelph costs are compared to Barrie which is a single tier city like Guelph and is about the same in age, population and area as Guelph, Barrie spends \$30 million less in operating costs. It spends \$421 less per person than Guelph yet its customer survey results are similar to Guelph's. Where is the value for money in Guelph? I urge you to fund both the expansions and infrastructure from existing resources. If Guelph spent only \$15 million more a year instead of \$30 million more than Barrie, then over the last 2 years, Guelph would have amassed \$30 million towards infrastructure and in 2018 could amass another \$15 million for a total of \$45 million which would go a long way to funding infrastructure. These would be sustainable changes for the future. Guelph has high priced administrators whose job should be to manage taxpayer resources, not come to the tax and/or rate trough each time something is required. Why is Guelph spending \$426 or 40% more in salaries and benefits per citizen than Barrie? Given this statistic, Guelph cannot afford to add the 16 FTEs called for in the expansions identified for 2018.

Below are some comparatives between Barrie and Guelph:

Object	Barrie	Guelph	Difference	% diff
Total Expenses (2016)	365,939,947	396,478,178	30,538,231	8%
Population	141,434	131,794	(9,640)	
Area in square kilometres	99.04	87.20	(11.84)	
Cost per citizen	2,587	3,008	421	16%
Cost per square kilometre	3,694,870	4,546,768	851,898	23%
Taxes revenue	207,640,647	217,753,530	10,112,883	5%
Salaries and benefits	154,346,450	199,963,070	45,616,620	30%
Year the city was founded	1833	1827	(6)	
Salaries and benefits per citizen	1,091	1,517	426	39%
Taxes per citizen	1,468	1,652	184	13%

According to the Guelph Mercury November 3, 2017, Councillor Hofland said with respect to \$480,000 to upgrade council chambers:

“that while some technical updates are needed for council chambers, that money would be better spent elsewhere.”

Councillors should apply this same logic to the \$3.2 million in expansions and to the infrastructure levy. You have been saying all along that the infrastructure is a priority. If you truly believe that, then all your efforts should be toward channeling funds to infrastructure, but first find the money internally, for both the expansions and infrastructure instead of hitting taxpayers and ratepayers first.

Why does Guelph have so many more people, \$46 million worth, in its expense base compared with Barrie to service approximately the same number of citizens?

Outlined below are areas that the 2016 BMA report identifies where Guelph spends more than the average municipality. You should look at these areas to fund the expansions and infrastructure before going to taxpayers and ratepayers:

Area	2016 BMA Cost per Capita			Pop per 2016 Census	
	Guelph	Ontario Average	Difference	%	130,000
Fire	195	164	31	19%	4,030,000
Waste collection	51	13	38	292%	4,940,000
Waste disposal	37	11	26	236%	3,380,000
Waste diversion	70	24	46	192%	5,980,000
Library	65	49	16	33%	2,080,000
Parks	64	44	20	45%	2,600,000
General government	144	114	30	26%	3,900,000
Transit	130	99	31	31%	4,030,000
POA	22	11	11	100%	1,430,000
Total	778	529	249	47%	32,370,000

The Waste statistics reported by BMA are at odds with an earlier public report by Dillon Consulting stating Guelph waste costs are on a par with other cities. There is clearly a discrepancy in the reports. Why? How can two consultants show such a discrepancy? Why did the City choose the Dillon statistics over the BMA statistics?

According to the 2016 Public Sector Salary Survey, Guelph has in its Fire Department 8 Platoon Chiefs in Training costing \$1.1 million in salary alone and that does not include pensions and other non-taxable benefits which brings the amount to \$1.4 million. According to the Salary Survey no other municipality in Ontario has these positions, at least not at these salary levels. Why do we? This is one of the reasons our fire costs are out of line with other municipalities. Why won't the city reduce its cost for fire protection? The Fraser Institute has stated fire protection costs are going up across the country but the incidence of fires is decreasing. Why doesn't the city address this rising cost? Take money from the Fire department to put towards infrastructure or the "expansions". This is an example of how businesses have to deal with costs. Why won't the city follow this kind of model?

City management should be able to go through the areas identified in the chart above to reallocate resources. Will it? If not, why not? City management is not managing our resources, it merely comes back to the taxpayers and ratepayers for more money each time it wants to do something. One goal contained in the City's administrative plan is "Managing our resources to achieve maximum public value". Where is the demonstrated value Guelph is getting from its high administrative costs? Where is the management of resources demonstrated?

Dear Guelph City Council,

Public transportation is indeed a lifeline in Guelph. Nationally, millions of Canadians do not drive because they are elderly, too young, afflicted with a disability or simply cannot afford a car. These individuals rely solely on public transportation to stay connected to their jobs, schools, libraries, families or get to their doctor, the grocery store, the museum or the park.

Right here in Guelph, Guelph Transit serves over 25,000 people every day. According to the City of Guelph, the affordable bus pass program provides essential transportation for over 12,000 low-income residents, people with disabilities and senior citizens who have no other reliable or affordable means of mobility.

Public transportation helps make Guelph more "livable" by providing freedom and mobility to our residents. And when people are given good transportation choices and frequent buses, they are more likely to forge new social and business relationships that improve the quality of life, gain a stronger sense of community and strengthen economic development. The frequency of the 99 Mainline weekdays, for example, has brought freedom to more people who can access major nodes in the north and south ends of the city than the previous system could. More frequency has also led to more ridership. The 99 currently makes up 25% of the entire systems ridership.

The combination of a challenging economy and growing demands on taxpayer dollars is forcing policymakers like you to make tough choices between worthy causes. You should take heart: One cause merits investment not just because it is worthy in itself, but because it generates revenue for taxpayers rather than draining it away.

That investment is public transportation. Public transit creates jobs, protects the environment, enhances our quality of life and makes it easier for employees to get to work and consumers to get to local businesses. For those reasons, it should be a linchpin of Guelph's economic development strategy -- and both levels of government should also help with new funds each and every year.

Of course, economic development ultimately comes down to consumers having money in their pocket to spend. Public transportation helps ensure they have more of it. A typical family living in an area with several public transportation options could save up to \$250 a month on car-related expenses.

And, perhaps most important, public transportation contributes to a critical determinant of economic success: quality of life. Communities that are great places to live attract the best businesses and the most skilled people.

Public transportation improves quality of life in several ways. It cuts down on the time drivers lose to stopped traffic, which can reach as much as 40 hours a year - think Gordon Street South at rush hour.

Meanwhile, while all those cars are idling in traffic, they're also pumping pollutants into the atmosphere. The average car will spill:

- 34.4 Kg of hydrocarbons a year
- 4029.3 Kg of carbon dioxide (CO₂)
- 29.6 Kg of nitrogen oxides (NO_x)

Multiply the emissions by each of the over 13 million cars in Canada, and you begin to grasp the magnitude of the problem. Six of the seven major air pollutants come from cars and light trucks.

Public transportation, on the other hand, prevents the emission of millions of pounds of hydrocarbons, which cause smog, and nitrogen oxides, which can cause respiratory illness.

Car drivers are only paying the direct costs of operating their vehicles, but we're all paying the rest of the price: congestion, pollution, and road maintenance. One busload of passengers is responsible for 40 fewer vehicles on the road during rush hours, saves 70,000 litres of fuel, and avoids 175 tonnes of emissions a year. A single bus can replace up to 50 single-occupancy vehicles. Taking the bus instead of your car reduces GHG by almost two-thirds.

That makes for a more livable community. So do green, open spaces -- which public transportation helps to protect from being paved over for more roads.

All those benefits also helps explain why the investment in and the use of public transportation is on the rise across Canada.

But this increased investment and use also makes for increased costs. Here in Guelph, we need to invest more in public transportation, both to meet those costs and to expand transit to serve more people, more frequently and accommodate future growth.

So why does public transportation matter at all? Think about where we would be without it -- poorer, more isolated, less social and less healthy -- the antithesis of what a true community is or what each of us strives to be.

To be sure, public transportation systems aren't cheap to build or run, and Council have more demands than they have dollars. But public transportation pays for itself several times over. And if a stronger economy, cleaner environment and a healthier community is the destination we seek, public transit is the fastest way to get there.

Thank you.

Steven Petric

Transit Advisory Committee Member

Re; Guelph Budget 2017 – Guelph Transit

Greetings,

The Transit Advisory Committee would like to continue to encourage Guelph City Council to invest more in both Guelph Transit's capital and operating budgets to help expand the service and grow ridership with more frequent buses.

TAC is encouraged by the investment in the Capital Budget for additional buses and the replacement of aging buses, the addition of buses to the Mobility Fleet to assist in helping those most in need, the implementation of transit priority measures to speed buses up such as along Gordon Street, as well as the upgrading of bus stops to include the installation of much needed shelters and benches.

TAC is also looking forward to the fare boxes being replaced and new fare strategy to be put into place in 2018-2019 that will make it easier for residents to use transit and provide the city with more accurate transit ridership numbers than currently gathered.

Going forward, to grow transit frequency on more routes, there will be a need to invest more capital dollars sooner in the purchase of additional buses. TAC is also hopeful there will be consideration to add higher capacity bendy buses and that the city will investigate new technologies such as Electric Buses which could potentially reduce both operating and maintenance costs.

In regards of Operating Budget, TAC is happy to hear that the summer service level reductions imposed over the past couple of summers will not be in force this summer. Guelph Transit has informed us that current service levels will remain the same all except for U (University) routes which do not usually operate during the summer months.

We also are looking forward to discussions on updating the Transit Master Plan to help grow the transit system over the next few years.

We understand Guelph Transit wishes to gather 6 months of ridership data before making additional tweaks, adjustments and/or major or minor changes. However, there were some expectations from the community and by some members of TAC that there would possibly be some small service improvements in this budget to address some of the concerns raised about the realignment.

There are ongoing concerns from some TAC members and from the community regarding the Community Bus route, which as you know, serves major destinations such as shopping, senior's homes, doctors' offices and senior's homes such as the one located on Metcalfe St. This route now uses regular sized conventional buses instead of the Mobility sized ones. There was an understanding by some within the community that this route would see some change starting early in 2018. This would be changing its frequency from every hour to every 30 minutes, extending the service day beyond 3:30pm and having service on Sundays and possibly holidays.

It is strongly encouraged that increasing the Community Bus frequency and service hours become a priority in this budget and not be delayed until mid-2019. By making that investment now, it will allow those who need transit the most freedom to get to shopping, doctors' appointments and other destinations and not limit their activities to specific hours and days.

Weekend service sucks. This is a quote from one of the members of TAC. The frequencies on weekend are inadequate and there still is now Sunday evening service. To help bring frequency freedom to more parts of the city, it is recommended that the 99 Mainline no longer short turn at Guelph Central Station. Currently service on weekends is offered every 15 minutes from Downtown to the University of Guelph and Clair Road, while northbound buses from Downtown to Riverside Park and Walmart North are every 30 minutes.

It is recommended that the 99 Mainline should be every 15 minutes along the entire line connecting people to major destinations such as Riverside Park which host major community events on weekends.

It should also be noted that there is now only 1 direct bus travelling between Riverside Park and Downtown Guelph on Canada Day. In the past, there were up to 4 different routes travelling close enough or directly to Riverside Park on Canada Day. The 99 Mainline only runs on an hourly schedule on holidays. The 17 and 18 Woodlawn-Watson also travels close to Riverside Park but also operates every hour and does not service downtown where the majority of routes congregate.

It is recommended that the 99 Mainline be increased to every 30 minutes on Canada Day to help divert cars away from Riverside Park and to accommodate the increased crowds. If this can be done within the existing budget then fantastic, however, if it requires additional funding, we encourage council to provide it.

TAC would like to encourage members of this Council to consider our requests and move transit forward faster in 2018.

Earlier this year, we observed several council members and the mayor speak about the realignment and their expectations of more transit going forward.

There are high expectations that the 2019 and 2020 Guelph City Budgets will address many of the ongoing issues riders are experiencing including long transfer times of up to 30 minutes, transferring up to 3 times to get to a destination, delayed buses due to traffic and cancelled runs due to various factors as well as money to grow and expand the service.

Thank you.

Transit Advisory Committee