Special City Council Meeting Agenda

Consolidated as of November 3, 2017



Wednesday, November 8, 2017 – 2:00 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.

Changes to original agenda have been highlighted.

Open Meeting - 2:00 p.m.

Disclosure of Pecuniary Interest and General Nature Thereof

Special Council – Presentation of 2018 Tax Supported Operating Budget

CON-2017.50 2018 Tax Supported Operating Budget

Presentation:

Trevor Lee, Deputy CAO Corporate Services
Tara Baker, General Manager, Finance/Treasurer
Mayor Cam Guthrie of behalf of Council
Derrick Thomson, Chief Administrative Officer
Scott Stewart, Deputy CAO Infrastructure, Development and Enterprise
Colleen Clack, Deputy CAO Public Services
Trevor Lee, Deputy CAO Corporate Services
Tara Baker, General Manager, Finance/Treasurer
Kealy Dedman, General Manager of Engineering and Capital Infrastructure
Services/City Engineer

Recommendation:

That report CS-2017-32 be received for information and referred to budget deliberation and approval on December 5, 2017:

1. That the Executive Team recommended Tax Supported Operating Budget with a net levy requirement of \$232,907,226 or 2.19 per cent above the 2017 net tax levy operating budget be approved, including:

- A base operating budget, including reserve and reserve transfers, user fee increases and assessment growth, totaling a net levy requirement of \$232,063,026 or 1.82 per cent above last year;
- ii. Impacts from other levels of government totaling a net levy requirement of \$844,200 or 0.37 per cent above last year;
- iii. That the proposed user fees (Tab 9) be approved:

That the following budget submissions be considered:

- 2. City department budget expansions totaling a net levy requirement of \$3,194,028 or 1.4 per cent;
- 3. An additional contribution towards the City's long-term goal of sustainable capital funding in the form of the Dedicated Infrastructure Levy of 1.0 per cent of the overall 2018 net levy;
- 4. Local Board expansions totaling a net levy requirement of \$567,409 or 0.25 per cent.

CON-2017.49 Dedicated Infrastructure Levy

Recommendation:

That report titled Dedicated Infrastructure Levy and numbered CS-2017-31 be received.

Adjournment





Tax-supported Operating Strategy

2018 recommended Operating Budget





Budget Timeline

Budget	Staff Presentation	Public Delegations	Council Approval	
Non-tax Supported Operating Court Services Ontario Building Code Administration Stormwater Services Water Services Wastewater Services	Completed	Completed	Completed	
Capital Tax and Non-Tax Supported	Completed	Completed	Completed	
Tax supported Operating	Tonight	November 22	December 5	
Local Boards and Shared Services	November 15	November 22	December 5	

Overview

- Building the budget
- Service area overviews
- General and capital financing
- 2018 recommended operating budget
- Expansions
- Dedicated infrastructure levy
- Recommendations

Corporate Administrative Plan

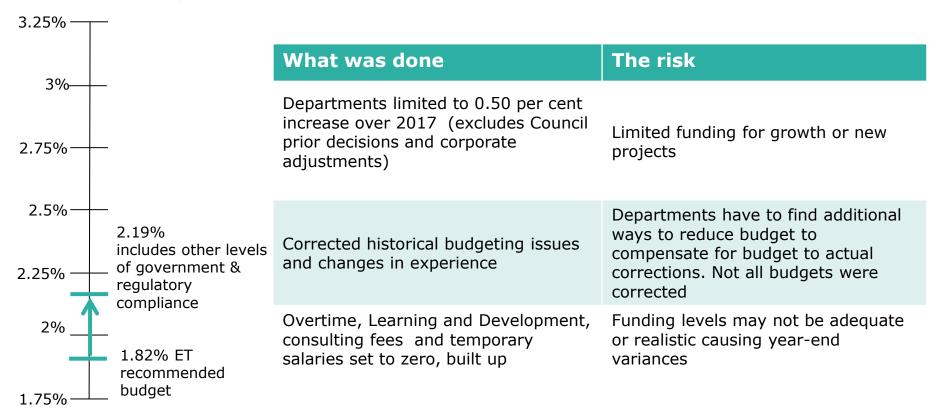


Pillar	Description	Corporate Focus
OUR SERVICES	Municipal services that make lives better	Customer Service FrameworkService Review and Improvement Network
OUR PEOPLE	Building a great community together	Expanded Leadership CharterCulture of collaboration
OUR RESOURCES	A solid foundation for a growing city	Asset Management ProgramLong-term Financial Plan

Building the budget



Getting to 2.19 per cent



2018 recommended budget

2017 approved budget	Amount (\$)	
Approved levy including est. assessment growth	227,915,948	

2018 recommended budget	Amount	Tax levy impact %
Base Budget		
Revenue adjustments	(3,097,665)	(1.36)
Departmental adjustments	2,358,280	1.04
Corporate adjustments	1,612,067	0.71
Council prior decisions	4,586,066	2.01
Local boards & shared services	1,488,330	0.65
Assessment growth	(2,800,000)	(1.23)
2018 recommended base budget	232,063,026	
2018 recommended base budget increase	4,147,078	1.82
Other levels of government impacts		
Minimum wage and standby	405,600	
WSIB	183,600	
Payment card industry compliance	255,000	
Total other levels of government impacts	844,200	0.37
Total 2018 recommended budget	232,907,226	
Total 2018 recommended budget increase	4,991,278	2.19

Other considerations

- Approved levels of service
- Direction from City Council and Council Shared Agenda
- Input from community
- Recommendations for improving programs and services (internal and external audits and reviews)

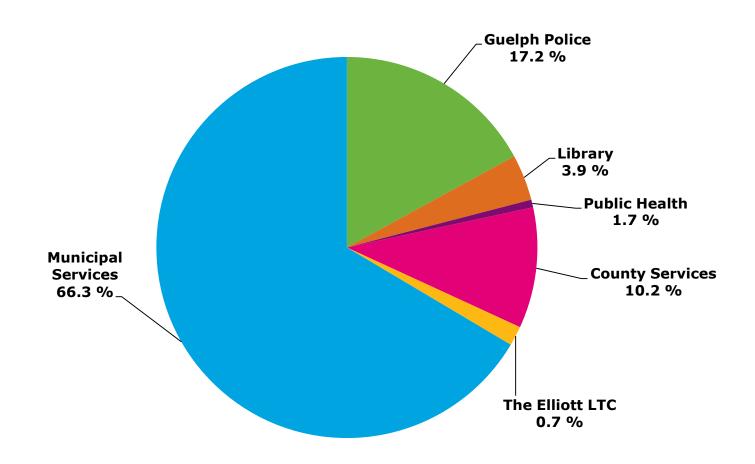
Reductions

- Reduction to the Vacancy Rebate Program of \$470,000
- Maintained the budget practice of gapping
- Departments realign and reduce base budgets to meet the 0.5 per cent target
- Further reduction would mean reduction in service for community

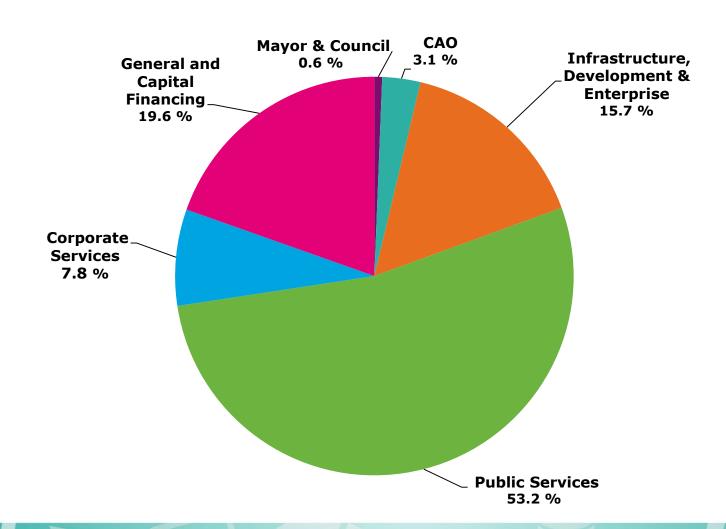
Considerations — historical actuals

Year	Tax Levy Increase	\$ Equivalent to 1% increase (\$M)
2013	3.10%	\$1.80
2014	2.38%	\$1.93
2015	3.55%	\$2.00
2016	2.99%	\$2.16
2017	3.15%	\$2.25
5 year average	3.03%	n/a
2018 recommended	2.19%	\$2.27

2018 distribution of tax dollars (\$232.9M)



distribution of City tax dollars



Service Area overviews



Office of the Mayor and City Council



Mayor and Council: 2018 initiatives

OUR Services

- Use new customer service tools to enhance the efficiency, responsiveness, and accountability of the Office's service to citizens
- Continue to champion jobs and economic development for Guelph
- Support planning for the transition and orientation of a new Council

Mayor and Council: Budget Highlights

	2017	2018	Yr/Yr Change (\$)	Yr/Yr Change (%)
Base Budget Total	\$965,030	\$970,455	\$5,425	0.6%

Budget drivers

Increase in compensation

2018 Office the Mayor and Council budget

Department	2017 approved budget \$	2018 recommended budget \$	2018 Budget Change \$	2018 Budget %
Mayor	395,100	402,175	7,075	1.8
Council	569,930	568,280	(1,650)	(0.3)
Total Service Area	965,030	970,455	5,425	0.6

Office of the CAO





Office of the CAO: 2018 initiatives

OUR **SERVICES**

- Evaluate the impact of the Corporate Administrative Plan
- Improve performance reporting
- Inspire innovation through the Improvement Network and the Civic Accelerator
- Support the work of GMHI
- Lead audit projects

Office of the CAO: 2018 initiatives

OUR **PEOPLE**

- Roll out of the customer service framework
- Increase leadership opportunities
- Continue to build strong relationships with all levels of government

Office of the CAO: 2018 initiatives

OUR RESOURCES

- Develop a Community Plan
- Promote Guelph's role on the innovation corridor
- Seek out provincial and federal infrastructure funding opportunities
- Assist with implementing proactive risk management measures
- Develop recommendations for procurement and implementation of corporate contract management software

Office of the CAO: Budget Highlights

	2017			Yr/Yr Change (%)
Base Budget Total	\$5,237,558	\$4,793,178	\$(444,380)	(8.5)%

Budget drivers

- Small budget driven primarily by compensation and economic adjustments
- \$100,000 reduction in insurance claims to align with historical trend
- \$497,300 decrease for transfer of Service Guelph to Corporate Services

2018 Office of the CAO budget

Department	2017 Approved Budget \$	2018 recommended budget \$	2018 Budget Change \$	2018 Budget %
CAO Administration	705,925	706,475	550	0.1
Strategy, Innovation & Intergovernmental Services	985,198	1,027,920	42,722	4.3
Legal, Realty and Risk Services	1,890,685	1,836,520	(54,165)	(2.9)
Internal Audit	222,650	225,473	2,823	1.3
Corporate Communications	1,433,100	996,790	(436,310)	(30.4)
Total	5,237,558	4,793,178	(444,380)	(8.5)
2017 Reallocation to Corporate Services	(497,300)	0	497,300	n/a
Total Service Area	4,740,258	4,793,178	52,920	1.1

Infrastructure, Development and Enterprise Services (IDE)



IDE: 2018 initiatives

We're building partnerships and continuously improving to make it easy to do business with City Hall and ultimately, invest in Guelph.

OUR **SERVICES**

- Deliver major linear (roads and pipes) infrastructure construction projects throughout the city.
- Conduct research and community engagement for the Transportation Master Plan update.
- Continue to provide efficient waste collection and disposal that focuses on customer service and high diversion rates.

IDE: 2018 initiatives

OUR PEOPLE

 Enable project managers to apply process and project management best practices.

OUR **RESOURCES**

- Complete the Solid Waste Business Service Review and improve business practices for a financially sustainable and competitive solid waste operation.
- Champion the implementation strategy that aligns future Downtown Secondary Plan activities to leverage private investment.
- Continue to lead the City's climate mitigation, adaptation and sustainability efforts.

IDE: 2018 initiatives

OUR **RESOURCES**

- Align resources across multiple departments to support the success of Clair-Maltby Secondary Plan and finalize the Natural Heritage Action Plan, Cultural Heritage Action Plan, and the Urban Design Manual.
- Continue to lead the City's tier 1 capital projects—Guelph Police Services Headquarters Renovation, Wilson Street Parkade, South End Community Centre.

IDE: Budget Highlights

	2017	2018	Yr/Yr Change (\$)	Yr/Yr Change (%)
Base Budget Total	\$23,241,179	\$24,332,513	\$1,091,334	4.7%

Budget drivers

- \$471,192 increase in the organics facility tipping fees because of higher tonnage as well as contractual increase
- \$188,600 increase in revenue from recyclable processing and organics contracts
- \$84,954 increase in user fees due to 5% increase in parking permits and \$100K decrease to subdivision fees to help correct related perennial variance

2018 Infrastructure, Development and Enterprise Services budget

Department	2017 Approved Budget \$	2018 recommended budget \$	2018 Budget Change \$	2018 Budget %
IDE Administration	222,150	245,670	23,520	10.6
Planning, Urban Design and Building Services	3,149,700	3,287,400	137,700	4.4
Facilities Management	5,303,128	5,437,170	134,042	2.5
Engineering & Capital Infrastructure Services	1,600,864	1,742,195	141,331	8.8
Environmental Services	10,935,980	11,614,918	678,938	6.2
Business Development & Enterprise Services	1,518,782	1,453,590	(65,192)	(4.3)
Project Management Office	510,575	551,570	40,995	8.0
Total	23,241,179	24,332,513	1,091,334	4.7

Public Services



Public Services: 2018 initiatives

OUR **SERVICES**

- Conduct a service review of Guelph Transit to ensure we are offering the right service at the right level
- Launch the Guelph Wellington Paramedic Service Master Plan (2018-2022)
- Develop an updated 2018 Parks and Recreation Department Master Plan

OUR **PEOPLE**

- Increase cultural competency training focused on truth and reconciliation with Indigenous peoples in Canada
- Creation of a DZ driver training program

Public Services: 2018 initiatives

OUR **RESOURCES**

- Implement creative public fire safety education and prevention programs
- Develop a Transit fare collection system and fare strategy

Public Services: Budget Highlights

	2017	2018	Yr/Yr Change (\$)	Yr/Yr Change (%)
Base Budget Total	\$79,811,297	\$82,302,438	\$2,491,141	3.1%

Budget drivers

- Increase in land ambulance grant revenue from Ministry of Health based on enhancements included in 2017 (\$1,129,840)
- \$130,000 decrease in ice rental revenues to adjust to actual trend
- \$112,000 increase in parking ticket fine recovery to align to trend

2018 Public Services budget

Department	2017 Approved Budget \$	2018 recommended budget \$	2018 Budget Change \$	2018 Budget %
PS Administration	503,900	430,560	(73,340)	(14.6)
Parks & Recreation Services	12,050,194	13,250,728	1,200,534	10.0
Culture, Tourism & Community Investment	5,831,368	6,053,931	222,563	3.8
Guelph Transit	17,113,449	17,428,750	315,301	1.8
Operations	14,520,689	14,689,069	168,380	1.2
Fire Department	24,381,796	25,131,140	749,344	3.1
Guelph-Wellington Paramedic Services	5,409,901	5,318,260	(91,641)	(1.7)
Total	79,811,297	82,302,438	2,491,141	3.1

Corporate Services



GUELPH

Corporate Services: 2018 initiatives

Corporate Services provides support to all City departments to reinforce the delivery of outstanding municipal service and value to our citizens and community.

OUR **SERVICES**

- Plan and deliver an efficient and easy to access municipal election and Council orientation process
- Enhance customer service delivery and experience through process improvements and employee training
- Continue to enhance the City's financial communication through improved internal and external web presence

Corporate Services: 2018 initiatives

OUR **PEOPLE**

- Continue to implement the Talent Blueprint, and the City's leadership and engagement program
- Provide the tools, support and career development opportunities that enable exceptional public service

OUR **RESOURCES**

• Continue to remediate critical technology infrastructure to ensure the City's information network is reliable and secure

Corporate Services: Budget Highlights

	2017	2018	Yr/Yr	Yr/Yr Change (%)
Base Budget Total	\$10,906,622	\$12,096,330	\$1,189,708	10.9%

Budget drivers

- \$424,440 increase in IT purchased services for software, network and consulting services
- \$497,300 increase for transfer of Service Guelph from CAO Office

2018 Corporate Services budget

Department	2017 Approved Budget \$	2018 recommended budget \$	2018 Budget Change \$	2018 Budget %
CS Administration	360,200	331,610	(28,590)	(7.9)
Human Resources	2,545,525	2,580,585	35,060	1.4
Information Technology	4,699,742	5,201,240	501,498	10.7
City Clerk's Office	1,044,200	1,613,030	568,830	*54.5
Finance	2,256,955	2,369,865	112,910	5.0
Total	10,906,622	12,096,330	1,189,708	10.9
2017 Reallocation from CAO	497,300	0	(497,300)	
Service Area Total	11,403,922	12,096,330	692,408	6.1

^{*} includes the transfer of ServiceGuelph from the CAO's Office

General and Capital Financing



General & Capital Financing: 2018 Focus

- Transfer into the City's reserve funds to pay for the City's share of the 2018 capital program
- Maintain 13.49% of prior year's net levy

			Available for	Replacement	
	2018 Transfer	Debt Servicing	Capital	Cost of Assets	Rate
Tax Supported	40,800	13,200	27,600	2,273,600	1.21%
Water	14,400	-	14,400	615,500	2.34%
Wastewater	13,500	-	13,500	559,700	2.41%
Storm	4,494	-	4,494	558,200	0.81%
	73,194	13,200	59,994	4,007,000	

2018 recommended operating budget



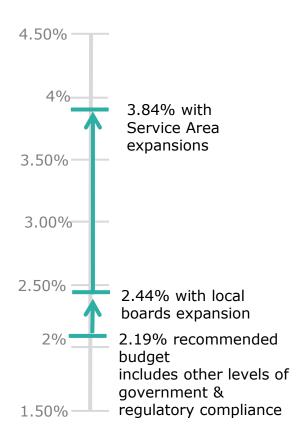
2018 Base Operating Budget before expansions (change)

	2018 (\$ change)	% change
Revenue		
Departmental Revenues	(2,983,041)	(1.31%)
General Revenues	(114,624)	0.20%
Expenditures		
General Expenditures & Capital Financing, Grants & Cross Charges	\$1,526,028	0.64%
Compensation	\$5,826,529	0.96%
Utilities (Hydro, Taxes)	\$386,600	0.24%
Other Purchased Goods	\$148,513	0.07%
Purchased Services	\$1,448,944	0.64%
Local Boards & Shared Services	\$1,552,330	0.68%
Prior Year Assessment	(\$2,800,000)	(1.23%)
TOTAL	\$4,991,279	2.19%

Expansions



Impact of expansions



Local Boards	Expansions Total	Levy Impact
Total	\$ 567,409	

Corporate Administrative Plan	Expansion Total	Levy Impact
Mayor and Council	\$9,050	
Office of the CAO	\$142,000	
Infrastructure, Development and Enterprise Services	\$1,453,000	
Public Services	\$906,378	
Corporate Services	\$683,600	
Total	\$3,194,028	1.40 %

Expansions – Mayor and Council (Alphabetical order)

Program of work	Benefit	Risk	FTE	2017 investment	page
Council Training	Support Council training and attend municipal governance oriented conferences	Potentially undermines the Council being appropriately informed	n/a	\$9,050	10-6

Expansions – Office of the CAO (Alphabetical order)

Program of work	Benefit	Risk	FTE	2017 investment	page
Internal Auditor	Will provide risk management, controls and governance processes recommendations	Unidentified potential risks may have significant financial, reputational and operational impact to the City	1	\$142,000	10-25

Expansions – Infrastructure, Development and Enterprise Services (Alphabetical order)

Program of work	Benefit	Risk	FTE	2017 investment	page
Analyst, Corporate Asset Management	Support improved asset management	Insufficient resources – asset management progress limited to current staffing capacity	1	\$123,900	10-12
Business Service Reviews	Provide industry specific expertise	Inability to meet deadlines	n/a	\$100,000	10-23
Financial Analyst – Environmental Services	•	Financial Risk - delayed analysis in significant revenue forecasting shortfalls	1	\$117,500	10-15
Multi-Residential Waste Collection	Expands collection service to Multi-Res properties	Negative impact on waste diversion rates	1	\$524,700	10-27

Expansions – Infrastructure Development and Enterprise Services (Alphabetical order continued)

Program of work	Benefit	Risk	FTE	2017 investment	page
Public Service Operators	Proper screening of all materials	receiving unacceptable materials	n/a	\$50,100	10-34
Waste Collection Operator	Maintains level of service	loss of public confidence	1	\$78,800	10-38
Yard Waste Collection	Improves service levels and reduces wait times	increased traffic and wait times at the Public Drop Off	n/a	\$458,000	10-40

Expansions - Public Services (Alphabetical order)

Program of work	Benefit	Risk	FTE	2017 investment	page
Affordable Housing Financial Incentive Program	Assist the city in the implementation of the Affordable Housing Strategy	May not address the affordable housing shortage as quickly as planned	n/a	\$322,900	10-21
Paramedics – Additional Guelph Shift	Will increase service to one extra day shift in Guelph enabling quicker access to emergency medical and transport services	Will increase delays of responses to critically ill patient and reduce effectiveness of programs	4	\$399,200	10-29
Paramedics Field Superintendent	Increase capacity of supervisor coverage in the North zone	Increased health and safety risks and cause non-compliance with MOHLTC legislation	1	\$87,900	10-31
Parks Seasonal Staff Sportsfields and Trails	Maintains levels of service	Potential loss of revenue at sportsfields	n/a	\$46,878	10-33
Security Guards	Proactive patrol and security response to city facilities /properties and allow Bylaw staff to focus on bylaw matters	Increased response times to Bylaw calls	2	\$49,500	10-36

Expansions – Corporate Services (Alphabetical order)

Program of work	Benefit	Risk	FTE	2017 investment	page
Career Path Program	Increases Employee engagement and retention	Reduce momentum gained on workforce planning, engagement and performance development	n/a	\$135,000	10-2
Corporate Recognition and Diversity & Inclusion Training	Support City obligations as an employer under the Human Rights Code and Accessibility Act	Exposure to legal action and human rights complaints	n/a	\$60,000	10-4
Learning and Development Coordinator	Provide a coordinated systematic approach to corporate learning and development	Non-compliance with legislated training may increase health and safety issues and injuries	1	\$100,300	10-7

Expansions – Corporate Services (Alphabetical order continued)

Program of work	Benefit	Risk	FTE	2017 investment	page
Manager of Financial Strategy	Support organization in complex business decisions Alleviate capacity pressures related to strategic financial support	Delays critical process improvements and long-term financial plan work	1	\$158,900	10-17
Senior Purchasing Agent	Increase level of service and efficiencies by providing a dedicated purchasing agent for each service area	Delays in response times, with issuing RFPs and tenders, and with implementing purchasing audit recommendations	1	\$129,100	10-19
WSIB Claims & Disability Coordinator	Optimization of absence management and return to work programs	Penalties from WSIB for late payments and filings, short term disability claims experience will continue to increase	1	\$100,300	10-9

Dedicated Infrastructure Levy



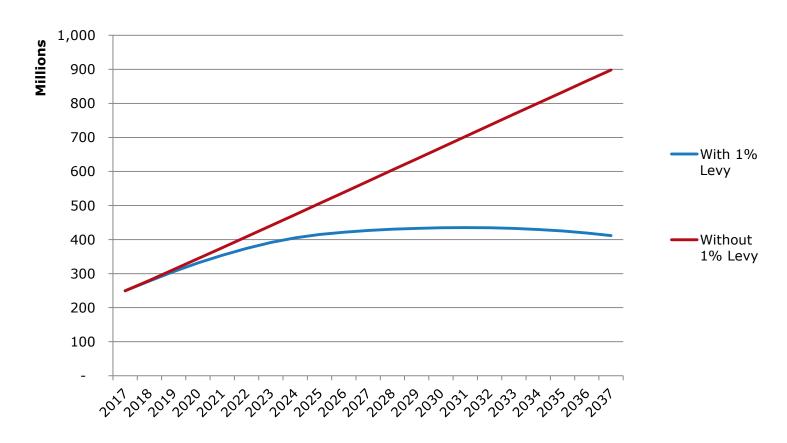
Approved in 2017 budget

- A 1 per cent dedicated infrastructure levy
 - Levy was shown separate on the 2017 tax bill
- Council endorsed a continuation of the levy for nine years (2018–2026)
 - Staff will recommend a 1 per cent increase each year for the 10 years for a total of 10 per cent (without the compounding effect)

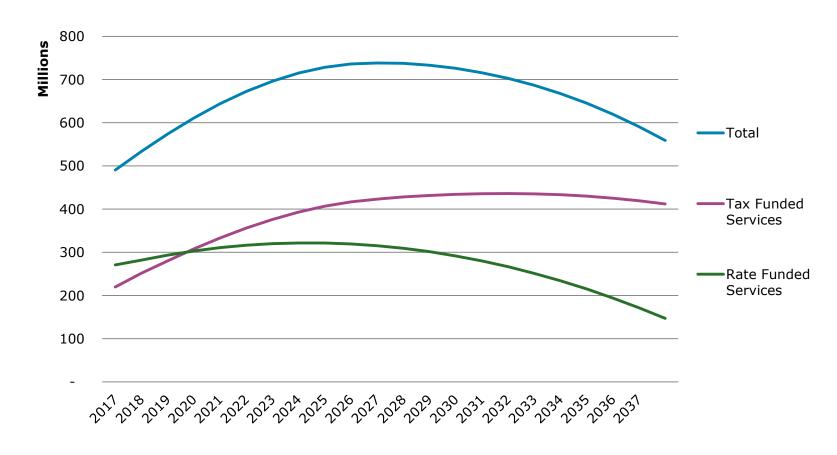
Facts about the levy

- City has \$2.2 M more available in tax funding the 2018 capital budget and strategy, including maintaining appropriate capital reserves due to the levy
- The levy funds collected in 2017 were set aside in the capital reserve funds to support the long-term financial strategy of have funds available when needed
- The levy is a tool to increase capital funding levels for all tax supported infrastructure renewal and city building projects
- These funds are used in the same manner as all other capital funding
 - Funds are allocated to capital projects as identified through the City's comprehensive, corporate-focused risk, and prioritization methodology

Tax funded infrastructure backlog with and without the 10 year levy



Infrastructure backlog forecast to 2037 (with the 1% dedicated levy assumed)



Recommendation

That report CS-2017-32 be received for information and referred to budget deliberation and approval on December 5, 2017:

- 1. That the Executive Team recommended tax-supported operating budget with a net levy requirement of \$232,907,226 or 2.19 per cent above the 2017 net tax levy operating budget be approved, including:
 - i. A base operating budget, including reserve and reserve transfers, user fee increases and assessment growth, totaling a net levy requirement of \$232,063,026 or 1.82 per cent above last year;
 - ii. Impacts from other levels of government totaling a net levy requirement of \$844,200 or 0.37 per cent above last year;
 - iii. That the proposed user fees (Tab 9) be approved:

That the following budget submissions be considered:

- 2. City department budget expansions totaling a net levy requirement of \$3,194,028 or 1.4 per cent;
- 3. An additional contribution towards the City's long-term goal of sustainable capital funding in the form of the dedicated infrastructure levy of 1.0 per cent of the overall 2018 net levy;
- 4. Local board expansions totaling a net levy requirement of \$567,409 or 0.25 per cent



guelph.ca/budget





