

COMMITTEE AGENDA

CONSOLIDATED AS OF JULY 5, 2013



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

DATE July 9, 2013

LOCATION Council Chambers, Guelph City Hall, 1 Carden Street

TIME 5:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

CONFIRMATION OF MINUTES – June 3, 2013 Open Meeting Minutes

PRESENTATIONS (Items with no accompanying report)

a) None

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
OTES-2013.13 Land Ambulance Response Time Performance Plan for 2014 see corrected page 4	Stephen Dewar, EMS Chief (see attached presentation)		✓
OTES-2013.14 Ambulance Base In Drayton			
OTES-2013.15 Open Air Burning- Residential/Commercial Fire Pits and Related Fuel Burning Appliances			
OTES-2013.16 Transit Performance Update	Michael Anders, General Manager, Community Connectivity & Transit		✓

OTES-2013.17 Transit Advisory Committee 2012 Annual Report			
OTES-2013.18 Restorative Alternatives Program Pilot		<ul style="list-style-type: none"> • Galen Fick 	✓
OTES-2013.19 Business Licence By-Law Amendment–Driving Instructor Licensing		<ul style="list-style-type: none"> • Gurdip Atwal, President Allstate Driving Instructors Association of Ontario • John Svensson, Driving School Association of Ontario <p><u>Correspondence:</u></p> <ul style="list-style-type: none"> • Mark Margetts • Jim Bruder • Ray and Pat Holloway and residents on Strathmere Place 	✓
OTES-2013.20 Costco Wholesale Corporation – Noise Exemption Request			
OTES-2013.21 Hamilton Tiger Cats 2013 Mutual Service Agreement see updated report			
OTES-2012.22 Guelph Storm 2013/2014 Mutual Service Agreement			
OTES-2013.23 Outstanding Resolutions			

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.

STAFF UPDATES & ANNOUNCEMENTS

ADJOURNMENT

NEXT MEETING – September 3, 2013

Response Time Performance Plan



1

Purpose of Report

- To inform Committee on the performance of the paramedic service to date in 2013,
- To propose a Response Time Performance Plan for 2014.

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Background:

- Regulation 267/08 came into effect for 2013, which requires Council to approve of the Response Time Standard for Land Ambulance Service each year.
- The Standard consists of **Response Time Targets** and **Performance Levels** to each Target

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CTAS Category	Response Time Target	Compliance Rate as approved by Council (Oct, 2012)
CTAS Level 1	8 minutes (set by MOHLTC)	65%
Compliance Rate to Date		63% (-2%)

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CTAS Category	Response Time Target	Compliance Rate as approved by Council (Oct, 2012)
CTAS Level 2	10 minutes	75%
Compliance Rate to Date		76% (+1%)

CTAS Category	Response Time Target	Compliance Rate as approved by Council (Oct, 2012)
CTAS Level 3	15 minutes	90%
Compliance Rate to Date		81% (-9%)

CTAS Category	Response Time Target	Compliance Rate as approved by Council (Oct, 2012)
CTAS Level 4	15 minutes	90%
Compliance Rate to Date		79% (-11%)
CTAS Level 5	20 minutes	90%
Compliance Rate to Date		86% (-4%)

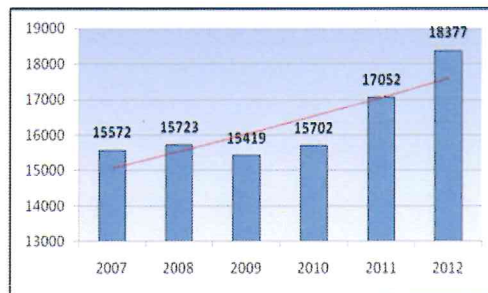
7

CTAS Category	Response Time Target	Compliance Rate as approved by Council (Oct, 2012)
Sudden Cardiac Arrest	6 minutes (set by MOHLTC)	65%
Compliance Rate to Date		Estimated 60%

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Factors affecting response times

- increasing call volume (7% per year)
 - Population growth
 - Aging population



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Factors affecting response times

- increasingly complex EMS calls.
 - Earlier hospital discharges
 - More care at home.
 - Increases time required to assess and treat patients

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- The trends in call volumes and call complexity are expected to continue.
- The paramedic service will continue to be challenged to meet the targets established for 2013
- Best efforts are being made to meet the standards set by Council utilizing our current resources, but unfortunately we are falling short.

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- Staff would recommend maintaining or improving on the current standard for paramedic response
- The RTPP needs to be established before the budget process is completed.
- Incremental enhancements, necessary to achieve a higher standard, would need to be approved before a higher standard can be recommended.

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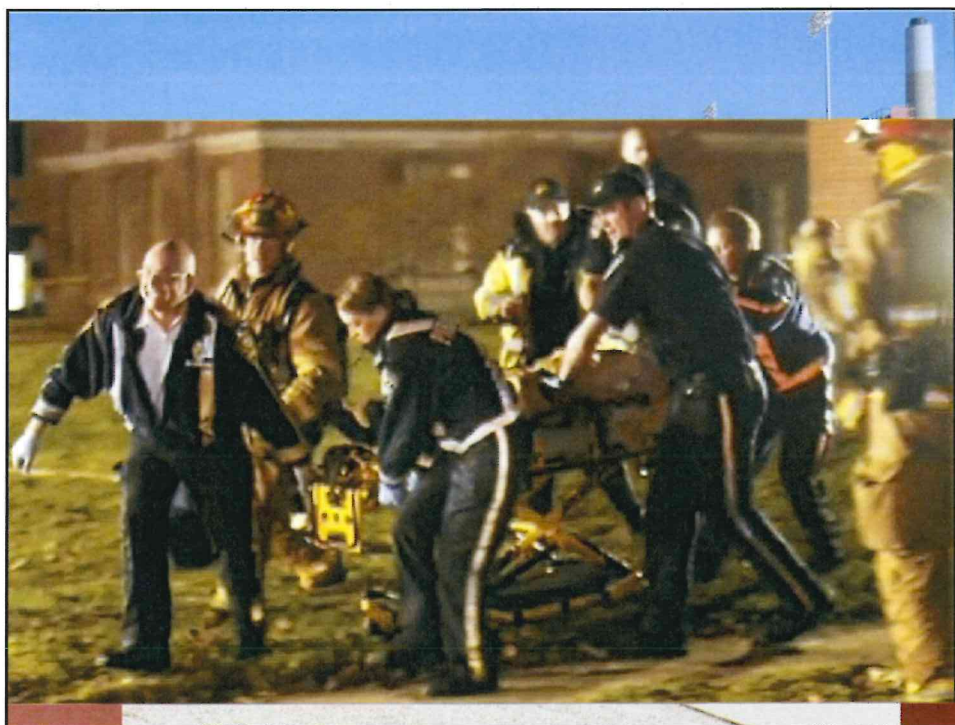
Staff Recommendations (Consistent with 2013)

New Standard Components	Response Time Target	Projected Compliance Level
CTAS 1 (Most Critical Patients)	8 Minutes* Set by MOHLTC	65%
CTAS 2	10 Minutes	75%
CTAS 3	15 Minutes	90%
CTAS 4	15 Minutes	90%
CTAS 5 (Most Stable Patients)	20 Minutes	90%
Sudden Cardiac Arrest	6 Minutes* Set by MOHLTC	65%

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- Ultimately, staff believe that it is appropriate to reach patients with potentially life threatening emergencies in 10 minutes or less, 90% of the time.
- The required improvement to response time targets or compliance levels would require additional resources.
- Costs associated with performance enhancement will be presented to this committee in September.

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STAFF REPORT

Review of CTAS 1 and 2 performances to date:

The following charts indicate the number of CTAS 1 and 2 calls and the performance in responding to each:

CTAS 1 # of calls	Response Time	%	CTAS 2 # of calls	Response Time	%
201	Up to 8min	63%	1,495	Up to 8min	57%
20	8 - 9 min	6%	270	8 - 9 min	10%
20	9 - 10min	6%	234	9-10 min	9%
56	10 - 15 min	18%	463	10-15 min	18%
13	15 - 20 min	4%	121	15-20 min	5%
7	20 -25 min	2%	33	20-25 min	1%
1	25 - 30 min	0.3%	5	25-30 min	<1%
TOTAL	317	100%	3	30-35 min	<1%
			2	35-60 min	<1%
			Total	2,626	100%

With increasing service demands utilizing current resources, staff are projecting Response Time Performance will continue to deteriorate. It is staff opinion this degradation of service is unacceptable.

The current Provincial mandate requiring Council to set the RTPP for the following year is out of synchronization with our budget process. It is undesirable to establish an enhancement of the RTPP without first putting in place the funding necessary to achieve it. Consequently, funding to achieve improvements in service must be provided in advance of establishing an enhanced RTPP. Staff will submit a more detailed report to position a possible enhancement of service for 2015 at the Committee meeting in September.

Staff are not prepared to recommend a reduction of the RTPP targets for 2014 to reflect current performance and therefore recommend the RTPP targets approved for 2013 be maintained. Staff will continue to monitor our performance making a more concerted effort to manage current resources to better achieve our targets. Depending on our success, it may be necessary to consider an adjustment to the

As requested, I am submitting this email hoping to influence the city in banning or limiting car driver training from Meadow Cres.

I am a home owner at 19 Meadow Cres. and this constant use of Meadow Crescent to practise driving skills is both annoying and potentially unsafe.

This morning, by 10:20, (July 5) eight driver training cars with out of town addresses on the vehicle were giving lessons to driver students. This situation is DAILY and

CONSTANT. I am afraid to leave my car on the street for any length of time since 3 point turns and parallel parking are a regular occurrence. In addition there are

several families on the street with young carefree children who often forget to check for traffic before venturing on the street with their bicycles. It is only a matter of

time before an accident occurs. I realize that these young students need to learn and practise their skills but always on Meadow Crescent?

Thank you,

Jim Bruder

PAT HOLLOWAY

From: "PAT HOLLOWAY"
To: <JoyceSweny@guelph.ca>
Sent: July 4, 2013 7:01 PM
Subject: Driving Schools on Strathmere Place
 Joyce Sweny:

Re: Driving Schools on Strathmere Place

Copy to Jennifer Jacobi, Licensing Coordinator, Operators, Transit & Emergency Services, By Law Compliance, Security & Licensing Dept.

With reference to the problems of Driving Schools on Strathmere Place, I would like to list the following problems and recommendations to correct the situation which has been forced on our neighbourhood by the driving schools and the licensing office.

We have lived on this street for 47 years and the escalation of the traffic in our neighbour has grown completely out of control. In the past when it was Driving Schools from Guelph and surrounding area, there have been some problems but nothing like it is today since the 905 and 416 areas have taken to our streets. We have listed some of the problems we have encountered and seen and also what our neighbours are complaining about.

The driving schools are bringing students to practice on the examination course. Quite often there are 4 people in a car at a time and this happens at all times during the day and evening. We have been told by the Driving - Examiner Centre that they are prohibited to train on the exam route.

Driving schools are continually blocking the street with their "3 point" turn and there are even several cars at the same time doing this manoeuvre. This can be dangerous as some of the cars do not have a break for the instructor. With children going to school and residents walking with small children, this could lead to a serious accident. Apparently, some of the schools do not have insurance and this is totally unacceptable.

Driving schools are using residents cars to practice on and blocking driveways.

Recommending that if the by-law passes, there should be signs at the ends of our streets stating "Driving Schools Prohibited on this Street" as in other centres such as Oakville.

There should be some means of identifying cars that are doing the Driving Tests such as temporary signs in the windows or magnetic signs on the doors or a temporary light on the roof of the car. This will avoid confusion as to who is who.

Is it not possible to have the testing site have markers set up to test the drivers instead of using our city streets as a practice course.

This has caused a lot of upset to the people effected by the Driving Schools and a remedy is required for the good of the taxpayers.

Ray Holloway and Pat Holloway, :

See over →
 Names signed

04/07/2013

Lisa Wakeford Myers

Michael M

Martin Garbaty

Aimee G. [unclear]
Ed Dill

[unclear]

Liz Kovacs

Bill Curry

Deborah Johnson

Joanne French

Susan Dunkley

Linda deVries

Linda deVries
Linda deVries

Corey Kaune

Dorothy W. McNamee

[unclear]

Bryan Dummer

KEN TROWBRIDGE

BETH + JONATHAN KERR

Brian + KATHERINE FAGAN

Rita and Lou Burley

Pat + Ray Holaway

Due to vacations and people being
out, more names would have been
attained

STAFF REPORT



TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE July 9, 2013

SUBJECT The Hamilton Tiger Cats 2013 Mutual Service Agreement

REPORT NUMBER OTES071328

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To summarize the 2013 mutual services agreement between Guelph Transit and the Hamilton Tiger-Cats for the exchange of services.

KEY FINDINGS

Guelph Transit has received positive feedback on a similar program with the Guelph Storm. Providing transit service to local attendees may lead to a reduction in traffic congestion in the University Area before and after the games, and may also introduce non-transit users to Guelph Transit.

FINANCIAL IMPLICATIONS

Based on the activities undertaken and services provided and received by each party, Guelph Transit and the HTC receive approximately the same financial value from this agreement. Funding expended by Guelph Transit to fulfill their obligations under this contract are funding from the approved 2013 Operating Budget.

ACTION REQUIRED

Make a recommendation to Council to approve the Mutual Services Agreement between Guelph Transit and HTC.

RECOMMENDATION

1. THAT the Operations, Transit & Emergency Services Committee Report #OTES071328 2013 Hamilton Tiger-Cats Mutual Services Agreement be received;
2. THAT the Mayor and City Clerk be authorized to sign the Mutual Services Agreement with the Hamilton Tiger-Cats satisfactory to the Executive Director of Operations, Transit & Emergency Services or his or her designate and the City Solicitor or his or her designate.

STAFF REPORT



BACKGROUND

The Hamilton Tiger-Cats (HTC) will be hosting a portion of their 2013 season at the University of Guelph Alumni Stadium. Staff have been in preparation of the season for some time, addressing several logistical issues in order to minimize the impact hosting the professional football team will have on the community.

REPORT

In 2013, Guelph will host the Hamilton Tiger-Cats (HTC) at the University of Guelph's Alumni Stadium. The HTC have been actively marketing their Guelph games within the city with the intent of attracting local residents to the games.

To enhance the game day experience and to reduce anticipated traffic congestion, Guelph Transit has come to terms with the HTC to provide free transit service to all HTC ticket holders on home game dates only, from three hours prior to the start of the game until the end of service that day. In return for this service, Guelph Transit will be provided with significant promotional and advertising opportunities that it would normally not have the opportunity to take advantage of due to budget limitations.

Guelph Transit and the HTC will promote the program extensively on their social media and websites pages, leveraging an already existing fan and passenger following. A complete summary of the partnership services received and provided is included as an attachment to this report (ATT-1 The Hamilton Tiger Cats 2013 Mutual Services Agreement); however the following list highlights the key items included:

Guelph Transit will provide the following:

- Free transit for all HTC ticket holders on game day, from three hours prior to the start of the game until the end of service that day, pending service schedule.
- "Go Cats Go" displayed on all conventional transit vehicle destination signs on game day.
- Advertising space on one Guelph Transit vehicle, from June 9 – October 31.

Hamilton Tiger-Cats will provide the following:

- Video board advertisement space dedicated for Guelph Transit promotion, one 15-second pre-game advertisement.
- Video advertisement created by the Hamilton Tiger-Cats, and will include a Guelph Transit Bus, HTC mascot and cheerleaders.
- Full page advertisement in HTC Passport Guide – subscriber booklet
- Best effort to include occasional print support if/when newspaper advertisements are purchased in the Guelph market.

Guelph Transit also gains significant profile in the community as transit will be positioned as the preferred way to get to and from the games at Alumni Stadium.

STAFF REPORT



Guelph Transit has the opportunity to reach a new market of non-transit users who may consider a transportation-choice behaviour shift, from non-transit user to occasional user. In addition to increasing ridership on Guelph Transit, providing transit service to local attendees may lead to a reduction in traffic congestion in the University Area before and after the games.

Guelph Transit has an approved promotional budget to undertake activities and programs that are focused on increasing transit ridership.

The agreement with the Tiger Cats is based on regular service hours. There are two home games (July 7 and October 14) where the conclusion of the game will occur outside the normal service window. This means that the patrons could ride transit to the game but would be required to find alternative transportation to get home.

In order to support the Tiger Cat initiative and maximize the use of transit on game days by both existing and new users, Guelph Transit will be providing limited outside the normal Sunday service window on the above dates. The service will consist of 3 loop routes operating for 2 hours after the conclusion of the game. The routes are designed to provide maximum coverage across the City.

It is normal in the transit industry to implement short-term service initiatives to support and promote the use of transit. Guelph Transit has implemented similar programs in the past to support specific initiatives and objectives. The cost of the additional service on the two days will be approximately \$2,000 per day and can be accommodated within the approved 2013 Guelph Transit promotions budget.

CORPORATE STRATEGIC PLAN

- 1.2 Develop collaborative work teams and apply whole systems thinking to deliver creative solutions.
- 2.2 Deliver public services better
- 3.1 Be economically viable, resilient, diverse and attractive for business.

DEPARTMENTAL CONSULTATION

Corporate Communications
Legal Services
Guelph Police Service

COMMUNICATIONS

Joint efforts will be made to promote this initiative within the community for the duration of the Tiger-Cat season in Guelph. The following is a list of communication channels that will be utilized:

- Press Release
- Social Media & Website

STAFF REPORT



- Posters on buses and Guelph Central Station
- 15-second video board advertisement – Alumni Stadium
- HTC Passport Guide – subscriber booklet

ATTACHMENTS

ATT-1 The Hamilton Tiger Cats 2013 Mutual Services Agreement

ATT-2 The Hamilton Tiger-Cat Subscriber booklet advertisement

ATT-3 The Hamilton Tiger-Cat game schedule, 2013

Report Author: Heather Mathewson Jelsma
Coordinator, Sales & Market Development

Approved & Recommended By

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