

COMMITTEE AGENDA



TO **Public Services Committee**

DATE Tuesday, April 7, 2015

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 - Public Services Committee March 2, 2015 open meeting minutes

OPEN MEETING

PRESENTATIONS (Items with no accompanying report)

1. Ms. Randalin Ellery, Coordinator, Guelph and Wellington Task Force for Poverty Elimination – GWTFPE Annual Update

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 Public Services Committee Consent Agenda will be approved in one resolution.

| ITEM | CITY PRESENTATION | DELEGATIONS | TO BE EXTRACTED |
|---|--|-------------|-----------------|
| PS-2015.5 Fire Underwriters Survey | Shawn Armstrong, General Manager, Emergency Services/Fire Chief | | ✓ |
| PS-2015.6 In Flanders Fields at 100 Commemoration Plans | Tammy Adkin, Manager, Guelph Museums | | ✓ |
| PS-2015.7 Guelph Wellbeing Final Report | Ross Kirkconnell, Executive Director, Guelph Family Health Team | | ✓ |
| PS-2016.8 Community Gardens Program Annual Report | | | |

| | | | |
|---|--|--|--|
| PS-2015.9 Cenotaph Policy | | | |
| PS-2015.10 Guelph Transit Metrolinx Co- Fare Program Update | | | |

Resolution to adopt the balance of the Public 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.

CLOSED MEETING

That the Public Services Committee now hold a meeting that is closed to the public with respect to:

PS-C-2015.1 Citizen Appointments to the Guelph Museum Advisory Committee, Guelph Sports Hall of Fame Board of Directors and Wellbeing Grant Allocation Panel.

S. 239 (2) (b) of the *Municipal Act* – personal matters about identifiable individuals.

STAFF UPDATES AND ANNOUNCEMENTS

ADJOURN

NEXT MEETING: May 4, 2015

GUELPH & WELLINGTON TASK FORCE FOR POVERTY ELIMINATION

2014 REPORT TO THE COMMUNITY & ACTION PLAN 2015



VISION & MISSION



Vision: Poverty will be eliminated in Guelph and Wellington

Mission: To work 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.

MEMBER COMMITTEE



Comprised of a maximum of 40 members from different sectors in Guelph and Wellington, the PTF member committee advises the work of the PTF, provides linkages in the community, shares expertise, and works collaboratively to eliminate poverty.

ORGANIZATIONAL FRAMEWORK

[Poverty Task Force (PTF) member committee]



priority:

INCOME INEQUALITY



G
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Everyone in Guelph and Wellington has the income, resources, and opportunities to fully participate in the community

2014 ACHIEVEMENTS

- Co-hosted 3 living wage community conversations
- Partnered with Family Counselling & Support Services for Guelph-Wellington to provide a full-day workshop on financial health and literacy.
- Advocated with others across Ontario for an increase to the provincial minimum wage
- Continued to advocate for social assistance reform

2015 ACTION PLAN

- Support the development of Guelph and Wellington as a living wage community
- Work with others locally, provincially and nationally to advocate for:
 - Social assistance reform in Ontario
 - Guaranteed Annual Income
 - A National Poverty Reduction Strategy
- Support Circles Guelph-Wellington to engage the community and provide energy and resources to the Circles Initiative

priority:

AFFORDABLE HOUSING & HOMELESSNESS



GOAL

Everyone in Guelph and Wellington can find and maintain an appropriate, safe and affordable place to call home.

2014 ACHIEVEMENTS

- Completed a comprehensive *Guelph and Wellington Housing Access Guide*.
- Raised awareness and advocated for the implementation of an Ontario Housing Benefit.
- Co-hosted a community event, *Housing & the Living Wage: A Community Conversation*.
- Provided input into *A 5-year Plan to Reduce Homelessness in Guelph Wellington (2014-2018)*.

2015 ACTION PLAN

- Provide input, monitor, and support the development and/or implementation of municipal housing strategies and plans.
- Raise awareness about the need for supportive housing in Guelph and Wellington
- Work with others locally, provincially and nationally to advocate for:
 - A National Housing Strategy
 - An Ontario Housing Benefit

priority:

FOOD INSECURITY



G
O
A
L

Everyone in Guelph and Wellington has access to affordable and healthy food in a dignified manner.

2014 ACHIEVEMENTS

- Supported community members and key stakeholders in informing the development of the Seed Community Food Hub.
- Supported the implementation of the Guiding Principles for Eligibility Criteria among emergency food providers.
- Co-hosted a Bridges Out of Poverty workshop for emergency food providers.
- Developed a data collection pilot project to determine how often emergency food providers are being accessed.

2015 ACTION PLAN

- Support collaborative initiatives in our community that aim to meet the short- and long-term needs of food insecure families and individuals.
- Support the development of innovative solutions to food insecurity in Wellington County.
- Collect local data about how often emergency food providers are being accessed in the community.
- Update the Food Access Guide.

priority:

HEALTH INEQUITIES



GOAL

Everyone in Guelph and Wellington has access to affordable health services.

2014 ACHIEVEMENTS

- Developed and administered an oral health survey to identify barriers faced by low-income community members in accessing oral health care.
- Promoted a one-day free dental clinic
- Advocated for health benefits for all low-income Ontarians during the provincial election.
- Highlighted the work of the Oral Health Action Committee and the Poverty Task Force at conferences.

2015 ACTION PLAN

- Release the results of the oral health survey in a report
- Co-host a community forum with the Oral Health Action Committee to release the oral health report and explore how to address oral health needs among low-income individuals.
- Work with others locally, provincially and nationally to advocate for:
 - A National Pharmacare Plan
 - Health benefits for all low-income Ontarians

2014 PROVINCIAL & MUNICIPAL ELECTIONS



2014 ACHIEVEMENTS

- Developed fact sheets and video clips on key issues and distributed them to candidates and the general public.
- Published a number of op-eds in the Guelph Mercury on key issues.
- Surveyed candidates to determine their position on key poverty issues.
- Co-hosted all-candidates debates
- Developed and distributed a Voter's Guide and document comparing party platforms on key issues of poverty.
- Supported community outreach focused on low-income community members about how to vote.

2015 ACTION PLAN

- The Poverty Task Force endorsed the *National Anti-Poverty Plan for Canada* by Dignity for All, Canada Without Poverty, and Citizens for Public Justice.
- The report will inform local messaging and recommendations from the Poverty Task Force leading up to the 2015 Federal Election.
- Focus will be on education and outreach to ensure that poverty is a critical election issue for candidates and voters.



2014 ACHIEVEMENTS

- As part of the Poverty Task Force strategic plan renewal, the need for an evaluation of the last five years of work was identified.
- A decision was made to do an in-depth retrospective evaluation on the strategic leadership of the Poverty Task Force.
- Phase 1 of the in-depth retrospective evaluation took place. This included:
 - The development of an evaluation tool
 - The completion of key informant interviews

2015 ACTION PLAN

- Update the Guelph and Wellington Living Wage Calculation for 2015
- Support collection and reporting on the emergency food data collection project
- Develop and distribute local profiles on PTF priorities to support broader understanding of key issues in our community.
- Complete an evaluation of the Advance Your Voice speakers bureau
- Complete Phase 2 of the PTF retrospective evaluation
- Guide knowledge mobilization strategies based on the oral health report released by the Oral Health Action Committee

CONNECT WITH US!



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info@gwpoverty.ca



160 Chancellors Way
Guelph ON N1G 0E1
1-800-265-7293

ACKNOWLEDGEMENTS

The Poverty Task Force would like to thank **Wellington-Dufferin-Guelph** for their support as our **Host Agency**.



The Poverty Task Force would like to acknowledge our **funders** for their generous support, including the **City of Guelph**, **County of Wellington**, and **United Way Guelph Wellington Dufferin**.





**Public Services Committee Meeting
Monday, March 2, 2015 at 5:00 p.m.
City Hall Council Chambers**

Attendance

Members: Chair Downer Councillor Billings
 Mayor Guthrie Councillor Gordon
 Councillor Van Hellemond

Councillors: Councillor Bell
 Councillor Hofland

Staff: Mr. D. Thomson, Deputy CAO, Public Services
 Mr. P. Meagher, General Manager, Guelph Transit
 Mr. D. Godfrey, Manager, Bylaw, Security and Licensing
 Mr. S. Armstrong, General Manager, Emergency Services
 Ms. C. Clack, General Manager, Culture, Tourism and Community Investments
 Mr. D. McMahon, Council Committee Coordinator

Others
Present: Ms. Gabriella Currie-Ziegler, Executive Director, Guelph Youth Music Centre

Call to Order (5:00 p.m.)

Chair Downer called the meeting to order.

Disclosure of Pecuniary Interest and General Nature Thereof

There were no disclosures.

Confirmation of Minutes

1. Moved by Councillor Billings
 Seconded by Mayor Guthrie

That the open and closed meeting minutes of the Public Services Committee held on February 5, 2015 be confirmed as recorded.

VOTING IN FAVOUR: Mayor Guthrie, Councillor Billings, Van Hellemond, Gordon and Downer
(5)

VOTING AGAINST: (0)

CARRIED

Appointment of the Vice-Chair

Chair Downer invited nominations from the floor for the position of Vice-Chair of the Public Services Committee.

2. Moved by Mayor Guthrie
Seconded by Councillor Gordon

That Councillor Billings be appointment to the position of Vice-Chair of the Public Services Committee.

VOTING IN FAVOUR: Mayor Guthrie, Councillor Billings, Van Hellemond, Gordon and Downer
(5)

VOTING AGAINST: (0)

CARRIED

Presentations

Ms. Gabriella Currie-Ziegler provided an annual overview of the Guelph Youth Music Centre (GYMC) which included highlights of current GYMC operations, projects and programs.

Mr. D. Thomson, Deputy CAO, Public Services, provided a high level overview of the Public Services service area including breakdowns of the following departments: Business Services, Corporate Building Maintenance, Parks and Recreation, Bylaw, Compliance, Security and Licensing, Guelph Transit, Community Engagement, Culture and Tourism, Emergency Services and Public Works.

Consent Agenda

3. Moved by Mayor Guthrie
Seconded by Councillor Billings

That the balance of the Public Services Committee March 2, 2015 Consent Agenda as identified below be adopted.

PS-2015.4 Highways within the City of Guelph's Jurisdiction Located Outside City Limits

1. That the Public Services Committee Report PS-15-11 "Highways within the City of Guelph's Jurisdiction outside City Limits", dated March 2, 2015, be received.
2. That staff be directed to create a Bylaw for Council's approval to authorize enforcement of City Bylaws on Highways within the City of Guelph's jurisdiction located outside of City Limits pursuant to Public Services Committee Report PS-15-11 dated March 2, 2015.

VOTING IN FAVOUR: Mayor Guthrie, Councillor Billings, Van Hellemond, Gordon and Downer
(5)

VOTING AGAINST: (0)

CARRIED

Adjournment (5:30 p.m.)

4. Moved by Councillor Billings
Seconded by Councillor Van Hellemond

That the meeting be adjourned.

CARRIED

Dylan McMahon
Council Committee Coordinator

**PUBLIC SERVICES COMMITTEE
CONSENT AGENDA**

Tuesday, April 7, 2015

Members of the Public Services Committee:

SUMMARY OF REPORTS:

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

REPORTS FROM ADMINISTRATIVE STAFF

| REPORT | DIRECTION |
|---|------------------|
| PS-2015.5 Fire Underwriters Survey 1. That the Public Services Report # PS-15-12 "Fire Underwriters Survey" dated April 7, 2015, be received. | Receive |
| PS-2015.6 In Flanders Fields at 100 Commemoration Plans 1. That the Public Services Report # PS-15-13 "In Flanders Fields at 100 Commemoration Plans" dated April 7, 2015, be received. | Receive |
| PS-2015.7 Guelph Wellbeing Final Report 1. That the Public Services Report # PS-15-15 "Guelph Wellbeing Final Report" dated April 7, 2015 be received. | Receive |
| PS-2015.8 Community Gardens Program Annual Report 1. That the Public Services Report # PS-15-14 "Community Gardens Program Annual Report" dated April 7, 2015, be received. | Receive |
| PS-2015.9 Cenotaph Policy 1. That the Public Services Report # PS-15-16 "Cenotaph Policy" dated April 7, 2015, be received. 2. That staff be given approval to correct any errors or omissions on the Guelph Cenotaph as well as add any new names in the future, subject to the criteria set out in this report. | Approve |

PS-2015.10 Guelph Transit Metrolinx Co-Fare Program Update

Receive

1. That the Public Services Report # PS-15-17 "Guelph Transit Metrolinx Co-Fare Program Update" dated April 7, 2015, be received.

attach.

STAFF REPORT



TO Public Services Committee

SERVICE AREA Public Services – Emergency Services

DATE April 7, 2015

SUBJECT Fire Underwriters Survey

REPORT NUMBER PS-15-12

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To inform Council of the results of the recent 2014 Fire Underwriters Survey conducted for the City of Guelph, Guelph Fire Department.

KEY FINDINGS

The survey report outlined a grading comparison between the previous 1996 survey and 2014 survey. It was indicated that the grading system has become more stringent since the previous survey; primarily in the sense that each station is now graded individually as compared to collectively.

Because Headquarters/Station 1 remains the only station having more than one front-line response apparatus, the Public Fire Classification¹ of 3 was retained (1 representing the highest on a scale of 1 to 10). The remaining 5 stations received a grading of 4 (Stations 4, 5, & 6 did not exist in 1996). The Dwelling Protection Grade² remains unchanged at 1 (with 1 representing the highest on a scale of 1 to 5). The report also indicated that the City of Guelph scored exceptionally well under Water Supply grading categories.

FINANCIAL IMPLICATIONS

N/A

ACTION REQUIRED

Receive the Fire Underwriter Survey results.

RECOMMENDATION

1. THAT the Public Services Report # PS-15-12 "Fire Underwriters Survey" dated April 7, 2015 be received.

¹ See footnote 1 of attached Fire Underwriters Survey Report

² See footnote 2 of attached Fire Underwriters Survey Report

STAFF REPORT



BACKGROUND

Fire Underwriters Survey (FUS) is a national organization that represents more than 90% of the private sector and casualty insurers in Canada. Fire Underwriters Survey provides data to program subscribers regarding public fire protection for fire insurance statistical and underwriting evaluation.

The City of Guelph had previously received a FUS in 1996. During this time the City was protected by only three fire stations. Since then the City and Fire Department have experienced substantial growth and service demands, and is now protected by six fire stations.

In 2011, the Guelph Fire Department (GFD) received Accreditation status through the Commission on Fire Accreditation International. One of the recommendations given by the peer team during their on-site assessment of GFD was that we receive an updated FUS. Achieving this rating further supports continuous quality improvement in sustaining an effective fire protection model that meets the needs and circumstances of the community.

REPORT

Fire Underwriters Survey conducted an assessment of each area of fire defence primarily for fire insurance grading and classification purposes related to a recent survey conducted in 2014. The more favorable the grading is, the more positively the impact could be for the cost of fire insurance to the City of Guelph taxpayers.

The survey entailed detailed inspections of all fire stations and locations, apparatus and equipment, interviews with all division heads to determine common practices and procedures, building risk assessments, and water supply. The following provides a brief description of the grading process:

The Public Fire Protection Classification (PFPC) is a numerical grading system scaled from 1 to 10 that is used by Commercial Lines¹ insurers. Class 1 represents the highest grading possible and Class 10 represents an unrecognized level of fire protection, or fire protection beyond 5 km by road travel distance. The PFPC grading system evaluates the ability of a community's fire protection programs to prevent and control major fires that may occur in multi-family residential, commercial, industrial, institutional buildings, and course of construction developments.

Fire Underwriters Survey also assigns a second grade for fire protection. The second grading system, entitled Dwelling Protection Grade (DPG), assesses the protection available for small buildings such as single-family dwellings, and is used by Personal Lines² insurers.

STAFF REPORT

The DPG is a numerical grading system scaled from 1 to 5. One is the highest grading possible and 5 indicates little or no fire protection is present; Class 5 also represents fire protection beyond 8 km by road travel distance. This grading reflects the ability of a community to handle fires in small buildings.

Emergency Services staff has ongoing discussions with Waterworks staff to ensure the water supply system for firefighting is available 24/7. Emergency Services wishes to thank all the staff at Waterworks for their support and expertise in achieving this rating.

CORPORATE STRATEGIC PLAN

Organizational Excellence

1.3 Build robust systems, structures and frameworks aligned to strategy

DEPARTMENTAL CONSULTATION

Water Services Department

COMMUNICATIONS

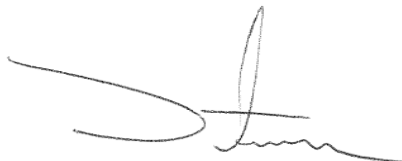
Once the report has been reviewed, a communications strategy will be established

ATTACHMENTS

ATT-1 Fire Underwriters Survey Report dated October 27, 2014

Report Author

Randy Gillis, Accreditation Coordinator – Guelph Fire Department
Public Services



Approved By

Shawn Armstrong
General Manager,
Emergency Services
Public Services
519-822-1260 ext. 2125
Shawn.armstrong@guelph.ca

Recommended By

Derrick Thomson
Deputy CAO

Public Services
519-822-1260 ext. 2665
derrick.thomson@guelph.ca



c/o SCM Opta Information Intelligence Inc.

October 27th, 2014

City of Guelph Fire Services
50 Wyndham Street South
Guelph, Ontario
N1H 4E1

Attention: Randy Gillis, Accreditation Coordinator

Fire Underwriters Survey – City of Guelph

Fire Underwriters Survey is a national organization that represents more than 90 percent of the private sector and casualty insurers in Canada. Fire Underwriters Survey provides data to program subscribers regarding public fire protection for fire insurance statistical and underwriting evaluation.

Fire Underwriters Survey conducted an assessment of each area of the fire defenses primarily for fire insurance grading and classification purposes related to a recent survey conducted in 2014. The following letter provides a brief description of the grading process.

The Public Fire Protection Classification (PFPC) is a numerical grading system scaled from 1 to 10 that is used by Commercial Lines¹ insurers. Class 1 represents the highest grading possible and Class 10 represents an unrecognized level of fire protection, or fire protection beyond 5 km by road travel distance. The PFPC grading system evaluates the ability of a community’s fire protection programs to prevent and control major fires that may occur in multi-family residential, commercial, industrial, institutional buildings, and course of construction developments.

Fire Underwriters Survey also assigns a second grade for fire protection. The second grading system, entitled Dwelling Protection Grade (DPG), assesses the protection available for small buildings such as single-family dwellings and is used by Personal Lines² insurers.

The DPG is a numerical grading system scaled from 1 to 5. One (1) is the highest grading possible and five (5) indicates little or no fire protection is present; Class 5 also represents fire protection beyond 8 km by road travel distance. This grading reflects the ability of a community to handle fires in small buildings.

We are pleased to inform that our analysis of the City of Guelph fire protection capacity is complete. The following two tables outline past and present Public Fire Protection Classification and the Dwelling Protection Grades attributed to the City of Guelph.

1 Commercial Lines: A distinction marking property and liability coverage written for business or entrepreneurial interests (includes institutional, industrial, multi-family residential and all buildings other than detached dwellings that are designated single-family residential or duplex) as opposed to Personal Lines.

2 Personal Lines: Insurance covering the liability and property damage exposures of private individuals and their households as opposed to Commercial Lines. Typically includes all detached dwellings that are designated single family residential or duplex.

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| Western Canada 3999 Henning Drive Burnaby, BC V5C 6P9 1 (800) 665-5661 | Ontario 150 Commerce Valley Drive West Markham, ON L3T 7Z3 1 (800) 268-8080 | Quebec 1611 Cremazie Boulevard East Montreal, QC H2M 2P2 1 (800) 263-5361 | Atlantic Canada 238 Brownlow Avenue, Suite 300 Dartmouth, NS B3B 1Y2 1 (800) 639-4528 |
|--|---|---|---|



Fire Underwriters Survey

A SERVICE TO INSURERS AND MUNICIPALITIES

c/o SCM Opta Information Intelligence Inc.

Table 1 – Public Fire Protection Classification (PFPC) Updates for the City of Guelph

| SUB DISTRICT(S) and (contract protection areas) | PFPC Previous | PFPC 2014 | COMMENTS |
|---|---------------|-----------|--|
| Fire Station No.1 | 3 | 3 | Hydrant Protected – Commercial Lines insured properties within 150m of a hydrant and within 5 road km of a fire hall. |
| Fire Station No.2 | 3 | 4 | Hydrant Protected – Commercial Lines insured properties within 150 m of a hydrant and within 5 road km of a fire hall. |
| Fire Station No.3 | 3 | 4 | Hydrant Protected – Commercial Lines insured properties within 150 m of a hydrant and within 5 road km of a fire hall. |
| Fire Station No.4 | N/A | 4 | Hydrant Protected – Commercial Lines insured properties within 150 m of a hydrant and within 5 road km of a fire hall. |
| Fire Station No.5 | N/A | 4 | Hydrant Protected – Commercial Lines insured properties within 150 m of a hydrant and within 5 road km of a fire hall. |
| Fire Station No.6 | N/A | 4 | Hydrant Protected – Commercial Lines insured properties within 150 m of a hydrant and within 5 road km of a fire hall. |
| Fire Hall Protected Area (Rural Area(s)) | 9 | 9 | Fire Hall Protected – Commercial Lines insured properties within 5km of a fire hall but not within 150 m of a hydrant. |
| Rest | 10 | 10 | Unprotected – Commercial Lines insured properties further than 5 km by road of a fire hall. |

Table 2 – Dwelling Protection Grade (DPG) Updates for the City of Guelph

| SUB DISTRICT(S) and (contract protection areas) | DPG Previous | DPG 2014 | COMMENTS |
|---|--------------|----------|---|
| Fire Station No.1 (H.P.A.) | 1 | 1 | Hydrant Protected – Personal Lines insured properties within 300m of a Fire Hydrant and within 8 road km of a fire hall. |
| Fire Station No.1 (F.P.A.) | 3B | 3B | Fire Hall Protected – Personal Lines insured properties within 8 km of a fire hall but not within 300m of a hydrant. |
| Fire Station No.2 | 1 | 1 | Hydrant Protected – Personal Lines insured properties within 300m of a Fire Hydrant and within 8 road km of a fire hall. |
| Fire Station No.3 | 1 | 1 | Hydrant Protected – Personal Lines insured properties within 300m of a Fire Hydrant and within 8 road km of a fire hall. |
| Fire Station No.4 | 1 | 1 | Hydrant Protected – Personal Lines insured properties within 300m of a Fire Hydrant and within 8 road km of a fire hall. |
| Fire Station No.5 | 1 | 1 | Hydrant Protected – Personal Lines insured properties within 300m of a Fire Hydrant and within 8 road km of a fire hall. |
| Fire Station No.6 | 1 | 1 | Hydrant Protected – Personal Lines insured properties within 300m of a Fire Hydrant and within 8 road km of a fire hall. |
| Fire Hall Protected Area (Rural) | N/A | 4 | Personal Lines properties within 8 km of a fire hall but not within 300m of a hydrant, assigned to stations without a Tanker truck. |
| Rest | 5 | 5 | Unprotected – Personal Lines insured properties further than 8 km by road of a fire hall. |

The assessment completed by Fire Underwriters Survey indicated that the City of Guelph scored exceptionally well under Water Supply grading categories. Credit points are available under Fire Department, and Fire Prevention/Public Education categories of the fire insurance grading of the City of Guelph. Improvements such as increased frequency of Fire Code Enforcement Inspections and increased Firefighter Staffing should be reported to

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Fire Underwriters Survey

A SERVICE TO INSURERS AND MUNICIPALITIES

c/o SCM Opta Information Intelligence Inc.

Fire Underwriters Survey. Should Guelph Fire Services increase the frequency of inspections, or increase firefighter staffing levels, these improvements should be communicated to Fire Underwriters Survey to determine if the improvements positively impact the fire insurance classifications for the City of Guelph, as they are areas of the grading where additional credit points are available.

Please note that this letter is private and confidential. The underlying data of this report has been developed for fire insurance grading and classification purposes. This letter may be used by the stakeholders to assist in planning the future direction of fire protection services for the City of Guelph.

Please contact our office if there are any questions or comments regarding the intent or content found throughout this letter.

Robert Aguiar, B.Sc & Fire, C.Tech
Public Fire Protection Specialist
Fire Underwriters Survey

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| Western Canada 3999 Henning Drive Burnaby, BC V5C 6P9 1 (800) 665-5661 | Ontario 150 Commerce Valley Drive West Markham, ON L3T 7Z3 1 (800) 268-8080 | Quebec 1611 Cremazie Boulevard East Montreal, QC H2M 2P2 1 (800) 263-5361 | Atlantic Canada 238 Brownlow Avenue, Suite 300 Dartmouth, NS B3B 1Y2 1 (800) 639-4528 |
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Fire Underwriters Survey
A SERVICE TO INSURERS AND MUNICIPALITIES

c/o SCM Opta Information Intelligence Inc.

Appendix A

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TECHNICAL BULLETIN

FIRE UNDERWRITERS SURVEY™

A Service to Insurers and Municipalities

INSURANCE GRADING RECOGNITION OF USED OR REBUILT FIRE APPARATUS

The performance ability and overall acceptability of older apparatus has been debated between municipal administrations, the public fire service and many others for years. Fire Underwriters Survey (FUS) has reviewed experiences across Canada and in other countries and has developed a standard for acceptance of apparatus as the apparatus becomes less reliable with age and use.

The public fire service is unique compared to other emergency services in that fire apparatus vehicles are not continuously in use. However, when in use, the apparatus is subject to considerable mechanical stress due to the nature of its function. This stress does not normally manifest itself on the exterior of the equipment. It is effectively masked in most departments by a higher standard of aesthetic care and maintenance. Lack of replacement parts further complicates long term use of apparatus. Truck and pump manufacturers maintain a parts inventory for each model year for a finite time. After that period, obtaining necessary parts may be difficult. This parts shortage is particularly acute with fire apparatus due to the narrow market for these devices.

Fire Underwriters Survey lengthy experience in evaluating fire apparatus indicates that apparatus should be designed to an acceptable standard. The standard that is accepted throughout Canada by Fire Underwriters Survey is the Underwriters' Laboratories of Canada (ULC) Standard S515 (most updated version) titled, "Automobile Fire Fighting Apparatus," which was adopted as a National Standard of Canada in September 2004. Alternatively, NFPA 1901, the Standard for Automotive Fire Apparatus (most updated version) is also accepted by Fire Underwriters Survey with respect to apparatus design. Fire apparatus should be built by recognized manufacturers and tested by a suitably accredited third party.

Fire apparatus should respond to first alarms for the first fifteen years of service. During this period it has reasonably been shown that apparatus effectively responds and performs as designed without failure at least 95% of the time. For the next five years, it should be held in reserve status for use at major fires or used as a temporary replacement for out-of-service first line apparatus. Apparatus should be retired from service at twenty years of age. Present practice indicates the recommended service periods and protocols are usually followed by the first purchaser. However, at the end of that period, the apparatus is either traded in on new apparatus or sold to another fire department. At this juncture, the unit may have one or more faults which preclude effective use for emergency service. These deficiencies include:

- a. Inadequate braking system
- b. Slow pick-up and acceleration



- c. Structurally weakened chassis due to constant load bearing and/or overloading
- d. Pump wear

FUS has modified its application of the age requirement for used or rebuilt apparatus. Due to municipal budget constraints within small communities we have continued to recognize apparatus over twenty years of age, provided the truck successfully meets the recommended annual tests and has been deemed to be in excellent mechanical condition. The specified service tests are outlined below under the heading “Recommended Service Tests for Used or Modified Fire Apparatus”. Testing and apparatus maintenance should only be completed by a technician who is certified to an appropriate level in accordance with NFPA 1071, *Standard for Emergency Vehicle Technician Professional Qualifications*.

Insurance grading recognition may be extended for a limited period of time if we receive documentation verifying that the apparatus has successfully passed the specified tests. If the apparatus does not pass the required tests or experiences long periods of “downtime” we may request the municipal authority to replace the equipment with new or newer apparatus. If replacement does not occur, fire insurance grading recognition may be revoked for the specific apparatus which may adversely affect the fire insurance grades of the community. This can also affect the rates of insurance for property owners throughout the community.

Table 1 Service Schedule for Fire Apparatus For Fire Insurance Grading Purposes

| Apparatus Age | Major Cities ³ | Medium Sized Cities ⁴ | Small Communities ⁵ and Rural Centres |
|----------------------------|---------------------------|---|---|
| 0 – 15 Years | First Line Duty | First Line Duty | First Line Duty |
| 16 – 20 Years | Reserve | 2 nd Line Duty | First Line Duty |
| 20 – 25 Years ¹ | No Credit in Grading | No Credit in Grading <i>or</i> Reserve ² | No Credit in Grading <i>or</i> 2 nd Line Duty ² |
| 26 – 29 Years ¹ | No Credit in Grading | No Credit in Grading <i>or</i> Reserve ² | No Credit in Grading <i>or</i> Reserve ² |
| 30 Years + | No Credit in Grading | No Credit in Grading | No Credit in Grading |

¹ All listed fire apparatus 20 years of age and older are required to be service tested by recognized testing agency on an annual basis to be eligible for grading recognition. (NFPA 1071)

² Exceptions to age status may be considered in a small to medium sized communities and rural centres conditionally, when apparatus condition is acceptable and apparatus successfully passes required testing.

³ Major Cities are defined as an incorporated or unincorporated community that has:

- a populated area (or multiple areas) with a density of at least 400 people per square kilometre; AND
- a total population of 100,000 or greater.

⁴ Medium Communities are defined as an incorporated or unincorporated community that has:

- a populated area (or multiple areas) with a density of at least 200 people per square kilometre; AND/OR
- a total population of 1,000 or greater.

⁵ Small Communities are defined as an incorporated or unincorporated community that has:

- no populated areas with densities that exceed 200 people per square kilometre; AND
- does not have a total population in excess of 1,000.



Table 2 Frequency of Listed Fire Apparatus Acceptance and Service Tests

| | Frequency of Test | | | | | |
|--|---|---------------------|---------------------|---------------------------------|---------------------------|--|
| | @ Time of Purchase New or Used | Annual Basis | @ 15 Years | @ 20 Years <i>See Note 4</i> | 20 to 25 Years (annually) | After Extensive Repairs <i>See Note 5</i> |
| Recommended For Fire Insurance Purposes | Acceptance Test if new; Service Test if used & < 20 Years | Service Test | Acceptance Test | Acceptance Test | Acceptance Test | Acceptance or Service Test depending on extent of repair |
| Required For Fire Insurance Purposes | Acceptance Test if new; Service Test if used & < 20 Years | No Test Required | No Test Required | Acceptance Test | Acceptance Test | Acceptance or Service Test depending on extent of repair |
| Factor in FUS Grading | Yes | Yes | Yes | Yes | Yes | Yes |
| Required By Listing Agency | Acceptance Test | No | No | No | N/A | Acceptance Test |
| Required By NFPA <i>See Note 6</i> | Acceptance Test | Annual Service Test | Annual Service Test | Annual Service Test | Annual Service Test | Service Test |

Note 1: See: 'Service Tests for Used or Rebuilt Fire Apparatus' for description of applicable tests

Note 2: Acceptance Tests consist of 60 minute capacity and 30 minute pressure tests

Note 3: Service Tests consist of 20 minute capacity test and 10 minute pressure test in addition to other listed tests

Note 4: Apparatus exceeding 20 years of age may not be considered to be eligible for insurance grading purposes regardless of testing. Application must be made in writing to Fire Underwriters Survey for an extension of the grade-able life of the apparatus.

Note 5: Testing after extensive repairs should occur regardless of apparatus age within reason.

Note 6: Acceptance Tests: See NFPA 1901, Standard for Automotive Fire Apparatus

Service Tests: See NFPA 1911, Standard for Service Tests of Fire Pump Systems on Fire Apparatus, Article 5.1



SERVICE TESTS FOR USED OR MODIFIED FIRE APPARATUS

The intent of this document is to ensure that all used or modified fire apparatus, equipped with a pump or used for tanker service, essentially meet the requirements of Underwriters' Laboratories of Canada (ULC) "Standard for Automobile Fire Fighting Apparatus" S515-04 or subsequent (current) editions of the Standard. Full adherence with the following specified tests is recommended when purchasing used apparatus.

Weight Tests

Load Balance Test:

When fully laden (including a 460kg (1000 lbs) personnel weight, full fuel and water tanks, specified load of hose and miscellaneous equipment), the vehicle shall have a load balance of 22% to 50% of total vehicle mass on the front axle and 50% to 78% of this mass on the rear axle.

Distribution of mass of 33% and 67% respectively on the front and rear axles is preferable for a vehicle having dual rear tires or tandem rear axles.

For a vehicle having tandem rear axles and dual tires on each axle, a loading of between 18% and 25% on the front axle with the balance of mass on the rear axles is permissible.

Road Tests

Acceleration Tests:

2.1.1) From a standing start, the apparatus shall attain a true speed of 55 km/h (35 mph) within 25 seconds for Pumpers carrying up to 3,150 litres (700 gallons) of water.

For apparatus carrying in excess of 3,150 litres (700 gallons) or apparatus equipped with aerial ladders or elevating platforms, a true speed of 55 km/h (35 mph) in 30 seconds should be attained.

2.1.2) The vehicle should attain a top speed of at least 80 km/h (50mph).

Braking Test:

The service brakes shall be capable of bringing the fully laden apparatus to a complete stop from an initial speed of 30 km/h (20 mph) in a distance not exceeding 9 metres (30 feet) by actual measurement. The test should be conducted on a dry, hard surfaced road that is free of loose material, oil and grease.



Pump Performance Tests

Hydrostatic Test

Recent evidence of hydrostatic testing of the pump for 10 minutes at a minimum pressure of 3,400 kPa (500 psi). APPLICABLE TO NEW OR REBUILT PUMPS ONLY (see 3.3).

Priming and Suction Capability Tests

Vacuum Test:

The pump priming device, with a capped suction at least 6 metres (20 feet) long, shall develop -75 kPa (22 inches of mercury) at altitudes up to 300 metres (1000 feet) and hold the vacuum with a drop of not in excess of 34 kPa (10 inches of mercury) in 10 minutes.

For every 300 metres (1000 feet) of elevation, the required vacuum shall be reduced 3.4 kPa (1 inch mercury).

The primer shall not be used after the 10-minute test period has been started. The test shall be made with discharge outlets uncapped.

Suction Capability Test:

The pump (in parallel or series) when dry, shall be capable of taking suction and discharging water with a lift of not more than 3 metres (10 feet) through 6 metres (20 feet) of suction hose of appropriate size, in not more than 30 seconds and not over 45 seconds for 6000 L/min (1320 lgpm) or larger capacity pumps. Where front or rear suction is provided on midship pumps, an additional 10 seconds priming time will be allowed. The test shall be conducted with all discharge caps removed.

Pump Performance

Capacity Test:

Consists of drafting water (preferably with a 10 feet lift) and pumping the rated capacity at 1000 kPa (150 psi) net pump pressure for a continuous period of at least 1 hour.

Pressure Test:

Under the same conditions as in 3.3.1 above pumping 50% of the rated capacity at 1700 kPa (250 psi) net pump pressure for at least ½ hour



For additional information on the above noted tests and test procedures, the following documents provide useful data:

- Underwriters Laboratories of Canada (ULC) publication titled S515 Standard for Automobile Fire Fighting Apparatus, latest edition.
- Fire Underwriters Survey (FUS) publication titled Fire Stream Tables and Testing Data latest edition.
- International Fire Service Training Association (IFSTA) publication titled Fire Department Pumping Apparatus, latest edition.
- National Fire Protection Association (NFPA) 1901 Standard for Automotive Fire Apparatus, latest edition.
- National Fire Protection Association (NFPA) 1911 Standard for the Inspection, Maintenance, Testing, and Retirement of In-Service Automotive Fire Apparatus, latest edition.
- National Fire Protection Association (NFPA) 1912 Standard for Fire Apparatus Refurbishing, latest edition.

For further information regarding the acceptability of emergency apparatus for fire insurance grading purposes, please contact:

| Western Canada | Quebec | Ontario | Atlantic Canada |
|---|--|--|--|
| Risk Management Services Fire Underwriters Survey 3999 Henning Drive Burnaby, BC V5C 6P9 1-800-665-5661 | Risk Management Services Fire Underwriters Survey 1611 Crémazie Blvd. East Montreal, Quebec H2M 2P2 1-800-263-5361 | Risk Management Services Fire Underwriters Survey 150 Commerce Valley Drive, West Markham, Ontario L3T 7Z3 1-800- 268-8080 | Risk Management Services Fire Underwriters Survey 238 Brownlow Avenue, Suite 300 Dartmouth, Nova Scotia B3B 1Y2 1-800-639-4528 |





Fire Underwriters Survey
A SERVICE TO INSURERS AND MUNICIPALITIES

c/o SCM Opta Information Intelligence Inc.

Appendix B

| | | | |
|--|---|---|---|
| Western Canada 3999 Henning Drive Burnaby, BC V5C 6P9 1 (800) 665-5661 | Ontario 150 Commerce Valley Drive West Markham, ON L3T 7Z3 1 (800) 268-8080 | Quebec 1611 Cremazie Boulevard East Montreal, QC H2M 2P2 1 (800) 263-5361 | Atlantic Canada 238 Brownlow Avenue, Suite 300 Dartmouth, NS B3B 1Y2 1 (800) 639-4528 |
|--|---|---|---|

TECHNICAL BULLETIN

FIRE UNDERWRITERS SURVEY™

A Service to Insurers and Municipalities

LADDERS AND AERIALS: WHEN ARE THEY REQUIRED OR NEEDED?

Numerous standards are used to determine the need for aerial apparatus and ladder equipment within communities. This type of apparatus is typically needed to provide a reasonable level of response within a community when buildings of an increased risk profile (fire) are permitted to be constructed within the community.

Please find the following information regarding the requirements for aerial apparatus/ladder companies from the Fire Underwriters Survey Classification Standard For Public Fire Protection.

Fire Underwriters Survey

Ladder/Service company operations are normally intended to provide primary property protection operations of

- 1.) Forcible entry;
- 2.) Utility shut-off;
- 3.) Ladder placement;
- 4.) Ventilation;
- 5.) Salvage and Overhaul;
- 6.) Lighting.

Response areas with 5 buildings that are 3 stories or 10.7 metres (35 feet) or more in height, or districts that have a Basic Fire Flow greater than 15,000 LPM (3,300 IGPM), or any combination of these criteria, should have a ladder company. The height of all buildings in the community, including those protected by automatic sprinklers, is considered when determining the number of needed ladder companies.

When no individual response area/district alone needs a ladder company, at least one ladder company is needed if the sum of buildings in the fire protection area meets the above criteria.”

The needed length of an aerial ladder, an elevating platform and an elevating stream device shall be determined by the height of the tallest building in the ladder/service district (fire protection area) used to determine the need for a ladder company. One storey normally equals at least 3 metres (10 feet). Building setback is not to be considered in the height determination. An allowance is built into the ladder design for normal access. The maximum height needed for grading purposes shall be 30.5 metres (100 feet).



Exception: When the height of the tallest building is 15.2 metres (50 feet) or less no credit shall be given for an aerial ladder, elevating platform or elevating stream device that has a length less than 15.2 metres (50 feet). This provision is necessary to ensure that the water stream from an elevating stream device has additional "reach" for large area, low height buildings, and the aerial ladder or elevating platform may be extended to compensate for possible topographical conditions that may exist. See Fire Underwriters Survey - Table of Effective Response (attached).

Furthermore, please find the following information regarding communities' need for aerial apparatus/ladder companies within the National Fire Protection Association.

NFPA

Response Capabilities: The fire department should be prepared to provide the necessary response of apparatus, equipment and staffing to control the anticipated routine fire load for its community.

NFPA Fire Protection Handbook, 20th Edition cites the following apparatus response for each designated condition:

HIGH-HAZARD OCCUPANCIES (schools, hospitals, nursing homes, explosive plants, refineries, high-rise buildings, and other high-risk or large fire potential occupancies):

*At least four pumpers, **two ladder trucks** (or combination apparatus with equivalent capabilities), two chief officers, and other specialized apparatus as may be needed to cope with the combustible involved; not fewer than 24 firefighters and two chief officers.*

MEDIUM-HAZARD OCCUPANCIES (apartments, offices, mercantile and industrial occupancies not normally requiring extensive rescue or firefighting forces):

*At least three pumpers, **one ladder truck** (or combination apparatus with equivalent capabilities), one chief officer, and other specialized apparatus as may be needed or available; not fewer than 16 firefighters and one chief officer.*

LOW-HAZARD OCCUPANCIES (one-, two-, or three-family dwellings and scattered small businesses and industrial occupancies):

*At least two pumpers, **one ladder truck** (or combination apparatus with equivalent capabilities), one chief officer, and other specialized apparatus as may be needed or available; not fewer than 12 firefighters and one chief officer.*



In addition to the previous references, the following excerpt from the 2006 BC Building Code is also important to consider when selecting the appropriate level of fire department response capacity and building design requirements with regard to built-in protection levels (passive and active fire protection systems).

Excerpt: National Building Code 2006

A-3 Application of Part 3.

In applying the requirements of this Part, it is intended that they be applied with discretion to buildings of unusual configuration that do not clearly conform to the specific requirements, or to buildings in which processes are carried out which make compliance with particular requirements in this Part impracticable. The definition of “building” as it applies to this Code is general and encompasses most structures, including those which would not normally be considered as buildings in the layman's sense. This occurs more often in industrial uses, particularly those involving manufacturing facilities and equipment that require specialized design that may make it impracticable to follow the specific requirements of this Part. Steel mills, aluminum plants, refining, power generation and liquid storage facilities are examples. A water tank or an oil refinery, for example, has no floor area, so it is obvious that requirements for exits from floor areas would not apply. Requirements for structural fire protection in large steel mills and pulp and paper mills, particularly in certain portions, may not be practicable to achieve in terms of the construction normally used and the operations for which the space is to be used. In other portions of the same building, however, it may be quite reasonable to require that the provisions of this Part be applied (e.g., the office portions). Similarly, areas of industrial occupancy which may be occupied only periodically by service staff, such as equipment penthouses, normally would not need to have the same type of exit facility as floor areas occupied on a continuing basis. It is expected that judgment will be exercised in evaluating the application of a requirement in those cases when extenuating circumstances require special consideration, provided the occupants' safety is not endangered.

The provisions in this Part for fire protection features installed in buildings are intended to provide a minimum acceptable level of public safety. It is intended that all fire protection features of a building, whether required or not, will be designed in conformance with good fire protection engineering practice and will meet the appropriate installation requirements in relevant standards. Good design is necessary to ensure that the level of public safety established by the Code requirements will not be reduced by a voluntary installation.

Firefighting Assumptions

The requirements of this Part are based on the assumption that firefighting capabilities are available in the event of a fire emergency. These firefighting capabilities may take the form of a paid or volunteer public fire department or in some cases a private fire brigade. If these firefighting capabilities are not available, additional fire safety measures may be required.



Firefighting capability can vary from municipality to municipality. Generally, larger municipalities have greater firefighting capability than smaller ones. Similarly, older, well established municipalities may have better firefighting facilities than newly formed or rapidly growing ones. The level of municipal fire protection considered to be adequate will normally depend on both the size of the municipality (i.e., the number of buildings to be protected) and the size of buildings within that municipality. Since larger buildings tend to be located in larger municipalities, they are generally, but not always, favoured with a higher level of municipal protection.

Although it is reasonable to consider that some level of municipal firefighting capability was assumed in developing the fire safety provisions in Part 3, this was not done on a consistent or defined basis. The requirements in the Code, while developed in the light of commonly prevailing municipal fire protection levels, do not attempt to relate the size of building to the level of municipal protection. **The responsibility for controlling the maximum size of building to be permitted in a municipality in relation to local firefighting capability rests with the municipality. If a proposed building is too large, either in terms of floor area or building height, to receive reasonable protection from the municipal fire department, fire protection requirements in addition to those prescribed in this Code, may be necessary to compensate for this deficiency.** Automatic sprinkler protection may be one option to be considered.

Alternatively, the municipality may, in light of its firefighting capability, elect to introduce zoning restrictions to ensure that the maximum building size is related to available municipal fire protection facilities. This is, by necessity, a somewhat arbitrary decision and should be made in consultation with the local firefighting service, who should have an appreciation of their capability to fight fires.

The requirements of Subsection 3.2.3. are intended to prevent fire spread from thermal radiation assuming there is adequate firefighting available. It has been found that periods of from 10 to 30 minutes usually elapse between the outbreak of fire in a building that is not protected with an automatic sprinkler system and the attainment of high radiation levels. During this period, the specified spatial separations should prove adequate to inhibit ignition of an exposed building face or the interior of an adjacent building by radiation. Subsequently, however, reduction of the fire intensity by firefighting and the protective wetting of the exposed building face will often be necessary as supplementary measures to inhibit fire spread.

In the case of a building that is sprinklered throughout, the automatic sprinkler system should control the fire to an extent that radiation to neighbouring buildings should be minimal. Although there will be some radiation effect on a sprinklered building from a fire in a neighbouring building, the internal sprinkler system should control any fires that might be ignited in the building and thereby minimize the possibility of the fire spreading into the exposed building. NFPA 80A, "Protection of Buildings from Exterior Fire Exposures," provides additional information on the possibility of fire spread at building exteriors.

The water supply requirements for fire protection installations depend on the requirements of any automatic sprinkler installations and also on the number of fire streams that may be needed



at any fire, having regard to the length of time the streams will have to be used. Both these factors are largely influenced by the conditions at the building to be equipped, and the quantity and pressure of water needed for the protection of both the interior and exterior of the building must be ascertained before the water supply is decided upon. Acceptable water supplies may be a public waterworks system that has adequate pressure and discharge capacity, automatic fire pumps, pressure tanks, manually controlled fire pumps in combination with pressure tanks, gravity tanks, and manually controlled fire pumps operated by remote control devices at each hose station.

For further information regarding the acceptability of emergency apparatus for fire insurance grading purposes, please contact:

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|---|--|--|--|
| Risk Management Services Fire Underwriters Survey 3999 Henning Drive Burnaby, BC V5C 6P9 1-800-665-5661 | Risk Management Services Fire Underwriters Survey 1611 Crémazie Blvd. East Montreal, Quebec H2M 2P2 1-800-263-5361 | Risk Management Services Fire Underwriters Survey 150 Commerce Valley Drive, West Markham, Ontario L3T 7Z3 1-800- 268-8080 | Risk Management Services Fire Underwriters Survey 238 Brownlow Avenue, Suite 300 Dartmouth, Nova Scotia B3B 1Y2 1-800-639-4528 |



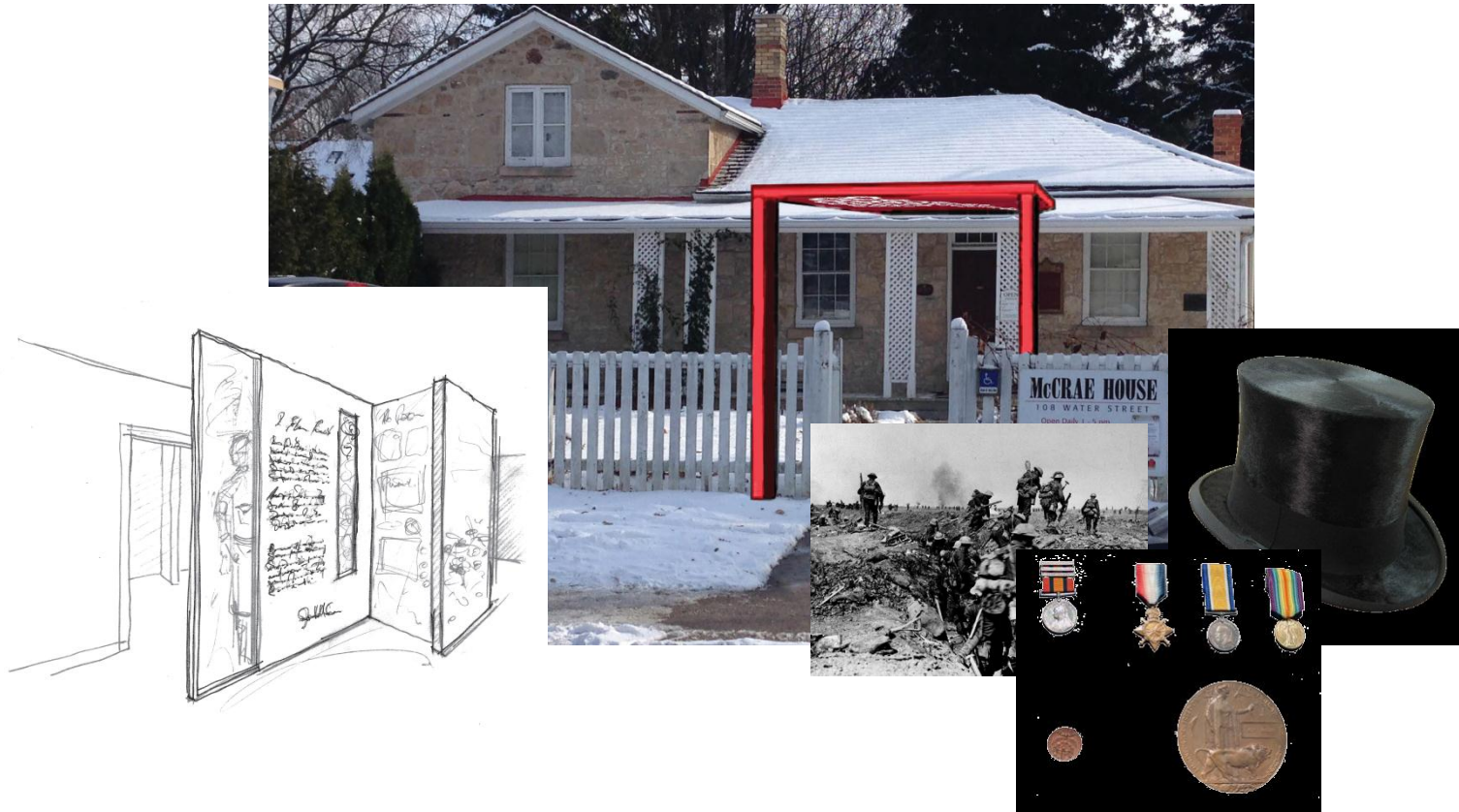


Time to Remember

**IN FLANDERS
FIELDS AT 100
GUELPH MUSEUMS**

Report to Public Services Committee
April 7, 2015

McCrae House Revitalization and Re-Opening



In Flanders Fields at 100 Programming

Remembering In Flanders Fields Juried Art Show

Civic Museum 🌸 March 27 to August 9

In Flanders Fields-themed Floral Clock

Riverside Park 🌸 May to September

McCrae Statue Unveiling

Civic Museum 🌸 June

In Flanders Fields at 100 Programming

Daily Tea and Tours

McCrae House 🌸 June 23 to August 30

A Night in Flanders Backyard Theatre

McCrae House 🌸 July 2 to August 8

Fighting in Flanders – Gas. Mud. Memory.

An exhibition from the Canadian War Museum

Civic Museum 🌸 August 21 to November 15

In Flanders Fields at 100 Programming

Fourth Friday featuring Ian Bell

Civic Museum 🌸 September 25

Merrymaking at the Museum: 1915

Civic Museum 🌸 September 26

John McCrae's Guelph Tour

Various locations 🌸 September 27

In Flanders Fields at 100 Programming

In John McCrae's Footsteps Outbound Tour

France and Belgium 🌸 October 2 to 10

Remembrance Day Ceremonies

Museum 🌸 November 11

Local, National, International Initiatives

- 🌸 Commemorative Daylily
- 🌸 In Flanders Fields Road Show
- 🌸 Guelph Public Library Poetry Contest
- 🌸 Guelph Historical Society and Knox Presbyterian Church Smile Company Theatre Presentation
- 🌸 Canadian Medical Hall of Fame Induction
- 🌸 Canada Post Stamp
- 🌸 Royal Canadian Mint Coin
- 🌸 Carillion Recital at University of Toronto
- 🌸 We Will Remember Exhibition at McGill University
- 🌸 Live stream event with In Flanders Fields Museum, Ypres, Belgium

Marketing



Time to Remember
**IN FLANDERS
FIELDS AT 100**
GUELPH MUSEUMS

McCrae House
NATIONAL HISTORIC SITE
Reopening May 2015

JURIED ART SHOW
Remembering In Flanders Fields
March 27 to August 9, 2015

Ordinary Lives,
Extraordinary Times
ITALIAN-CANADIAN
EXPERIENCES DURING WWII
April 24 to August 9, 2015

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Remembrance Lodge



In Flanders Fields at 100 Task Force

Linda Kearns, Chair
Tammy Adkin
Colleen Clack
Bev Dietrich
Stacey Dunnigan
Jessica Gibson
Linda Granfield

Ann Guthrie
Anne Holman
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Debra Nash-Chambers
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STAFF REPORT



TO Public Services Committee

SERVICE AREA Public Services – Culture, Tourism and Community Investments

DATE April 7, 2015

SUBJECT In Flanders Fields at 100 Commemoration Plans

REPORT NUMBER PS-15-13

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To inform Council about activities planned by Guelph Museums to commemorate the centenary of the writing of *In Flanders Fields* by Guelph-born doctor-soldier-poet John McCrae.

KEY FINDINGS

Guelph Museums, with support from community volunteers and Culture and Tourism colleagues, has planned an extensive program of activities to mark the 100th anniversary of the writing of *In Flanders Fields*. Commemoration activities will launch with the presentation of a juried art show at Guelph Civic Museum in March, and will conclude with Remembrance Day ceremonies and acknowledgement of McCrae's birthday in November.

FINANCIAL IMPLICATIONS

The cost of commemoration activities is covered within existing operating budgets and is supported by donations and grants from other levels of government.

ACTION REQUIRED

That the report is approved and that staff be given direction to proceed with commemoration plans.

RECOMMENDATION

1. THAT the Public Services Report # PS-15-13 "In Flanders Fields at 100 Commemoration Plans" dated April 7, 2015 be received.

BACKGROUND

LCol. John McCrae was designated a figure of national historic significance in 1946 for the creation of the poem, *In Flanders Fields*, written in 1915 on the battlefields

STAFF REPORT



of Ypres, Belgium. This poem became one of the most celebrated poems of the First World War, and made the poppy a lasting symbol of remembrance.

McCrae was born and raised in Guelph, where he lived until qualifying as a physician in Toronto, and later in Montreal. The military was part of the McCrae family tradition, and John trained as a cadet from the age of 14. He had his first experience in battle during the South African War. When World War One was declared in 1914, McCrae was 41 years old, but his sense of duty compelled him to enlist immediately.

In April 1915 he found himself in the trenches near Ypres, Belgium where the Canadians experienced some of the heaviest artillery fighting of the War as well as their first experience with chlorine gas. Although McCrae could have retreated to more comfortable surroundings at a convalescent hospital, he continued to treat the wounded at Number 3 Canadian General Hospital where he was posted as lieutenant-colonel in charge of medicine.

Throughout his life McCrae wrote many poems, but it was *In Flanders Fields*, written on May 3, 1915, that brought him immediate recognition and then a lasting legacy. The poem was written after McCrae buried a young comrade, Alexis Helmer, who was killed during the Second Battle of Ypres. It was published in Punch magazine in December 1915. Following the publication of the poem, the poppy quickly became the symbol of remembrance throughout the Commonwealth and beyond.

McCrae died of pneumonia and meningitis in January 1918. He was buried with full military honours in Wimereux Cemetery, France.

Guelph has a long tradition of honouring McCrae and his accomplishments as a doctor, soldier and poet. His birthplace, a modest cottage circa 1857 at 108 Water Street, was designated a national historic site in 1966. A small group of citizens formed the Lieutenant-Colonel John McCrae Birthplace Society, purchased the house to save it from demolition, and began to operate it as a museum in 1968. In 1983, the City of Guelph assumed ownership of McCrae House. At that time, Guelph Museums was established, consisting of Guelph Civic Museum and McCrae House.

Adjacent to McCrae House is the LCol. John McCrae Memorial Gardens, established by the local branch of the Royal Canadian Legion in 1946 as a permanent place of remembrance.

REPORT

Guelph Museums has worked over the past 18 months with a task force consisting of Guelph Museums Advisory Committee members, volunteers, Culture and Tourism

STAFF REPORT



colleagues, and Guelph Museums staff to develop a series of activities to mark the centenary of the writing of *In Flanders Fields*.

In *In Flanders Fields* at 100 activities include:

- **In Flanders Fields Juried Art Show**, March 27 to August 9, Civic Museum
- **McCrae House Grand Re-opening**, May 3
- **In Flanders Fields-themed Floral Clock**, May to September, Riverside Park
- **McCrae Statue Unveiling**, June, Guelph Civic Museum
- **Daily Tea and Tour Program**, June 23 to August 30, McCrae House
- **A Night in Flanders** theatre production, July 2 to August 8, McCrae House
- **Gas, Mud, and Memory exhibition** from Canadian War Museum, August 21 to November 15, Civic Museum
- **Fourth Friday featuring Ian Bell**, September 25, Civic Museum
- **Merrymaking at the Museum: 1915 Event**, September 26, Civic Museum
- **John McCrae's Guelph Tour**, September 27, Various Locations
- **In John McCrae's Footsteps outbound trip**, October 2 to 10, France and Belgium
- **Remembrance Day Ceremonies**, November 11, McCrae House and Memorial Gardens

These programs have been designed to complement the reopening of McCrae House, which will be extensively renovated to feature new exhibitions and interactive visitor experiences. In addition to these public programs, new school programs will be introduced in September to support learning of students from grades 1 to 12.

A marketing plan has been developed that identifies key target markets for commemoration activities as:

- Knowledge Seekers – couples in or nearing retirement, aged 55+, with higher income
- Connected Explorers – young couples under 40, with or without children
- Solitaires – single travellers above 34 years old

Geographically, we anticipate a strong local and regional draw, as well as tourist traffic from the Greater Toronto Area and the nearby United States including Michigan and New York state. We will also be reaching out to potential visitors from Belgium, France, United Kingdom and Netherlands, with a long-term view to build on this visitor base that has been growing organically over the past several years.

CORPORATE STRATEGIC PLAN

Organizational Excellence

- 1.2 Develop collaborative work team and apply whole systems thinking to deliver creative solutions

STAFF REPORT

Innovation in Local Government

2.2 Deliver Public Service better

City Building

3.3 Strengthen citizen and stakeholder engagement and communication

DEPARTMENTAL CONSULTATION

Tourism
Cultural Development
Corporate Communications

COMMUNICATIONS

Information about In Flanders Fields at 100 initiatives will be communicated through media releases, social media, print and broadcast advertising, and e-newsletters.

ATTACHMENTS

N/A

Report Author

Tammy Adkin
Museum Manager, Culture, Tourism and Community Investments
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STAFF REPORT



TO Public Services Committee

SERVICE AREA Public Services

DATE April 7, 2015

SUBJECT Guelph Wellbeing Final Report

REPORT NUMBER PS-15-15

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To provide a formal conclusion to Guelph Wellbeing, to report on specific activities that will continue within existing workplans, and to highlight some of the project learnings.

KEY FINDINGS

Guelph Wellbeing created the Community Engagement Framework, demonstrated Guelph as an innovative leader in the adoption of the Canadian Index of Wellbeing and worked with stakeholders on four community-identified issues: food security, affordable housing, physical and social connectivity. Project implementation experienced challenges in project management, communication and the readiness and capacity of the community to work in a collective impact framework.

Funding for Guelph Wellbeing from the strategic funding reserve ended in 2014. Drawing from the strengths of Guelph Wellbeing and community capacity, City staff has crafted a transition plan with three main components:

1. Continue to measure community wellbeing using the Canadian Index of Wellbeing
2. Bring together advocacy efforts directed to other levels of government on issues such as affordable housing.
3. Support key community-identified actions in each of the compelling case reports (Food Security, Affordable Housing, Physical and Social Connectivity) within existing groups and existing resources.

FINANCIAL IMPLICATIONS

There are no financial implications

ACTION REQUIRED

To receive the staff report

STAFF REPORT



RECOMMENDATION

1. THAT the Public Services Report # PS-15-15 "Guelph Wellbeing Final Report" dated April 7, 2015 be received

BACKGROUND

In 2011 under Council direction, Report # CSS-SS-1019 outlined a Social Services Workplan that included a Community Wellness (Wellbeing) Plan. Report # CSS-CESS-1136 tabled in September 2011 describes Guelph Wellbeing as having a corporate facing component focused on the development of the Community Engagement Framework, and a community facing component. A subsequent report in June 2012, (Report # FIN-12-32) approved three years of funding, \$440,000 from the Strategic Initiatives Reserve.

Report # CSS-CESS-1326 approved June 11, 2013 noted that the Community Wellbeing Initiative (re-branded as Guelph Wellbeing) has residents at the centre - how to engage them, how to serve them better and how to improve the wellbeing of this community. The anticipated outcomes included:

- A Community Wellbeing Plan that complements the City's Strategic Plan and Official Plan;
- An engaged community working to achieve the vision of the Community Wellbeing Plan;
- A stronger relationship between the City and the community, developed through a new civic engagement model;
- City and community services that are delivered in an efficient and effective manner;
- A tool for proactive advocacy with the provincial and federal governments; and
- New collaborative partnerships to achieve positive results through innovation.

REPORT

Guelph Wellbeing (GW) was an ambitious, visionary undertaking at a time when the City was just beginning to define its role in the human services issues facing Guelph, separate from but complementary to the County's role as the legislated consolidated municipal service manager. Over the four years of the initiative, GW:

- Complemented the Corporate Strategic Plan as a "frame changer" initiative;
- Engaged the community in the development of the vision, and goals, garnering 3,000+ inputs and an ongoing stakeholder list of 400 supporters;
- Implemented the Corporate Community Engagement Framework (Report # CSS-CESS-1315) to increase resident decision making in City projects;

STAFF REPORT



- Developed Compelling Case reports on community-identified priorities in Food Security, Affordable Housing, Physical and Social Connectivity. Thirteen shared actions are outlined to improve service;
- Supported advocacy efforts related to Affordable Housing (Report # CSS-CESS-1356),
- Established partnerships with the Canadian Index of Wellbeing ([here](#)), igniting interest across the country in the measurement of wellbeing at a local level;
- Partnered in the launch of Guelph Enterprise (Report # CSS-CESS- 1419) and Health Links (Report # CSS-CESS 1422).

The City has played a community engagement, convening, funding, research and project management role in GW. While we are formally wrapping up the initiative, there are still legacy actions to pursue. On the corporate facing side of Guelph Wellbeing, the Community Engagement Framework continues to be implemented, providing training, support and mentorship to staff, and an annual report describing this work is slated to come to Public Services Committee later this year.

The City has used the results from the 130 responses to a stakeholder survey ([here](#)), as well as conversations with the Guelph Wellbeing Leadership Group to inform the elements of GW that can continue within existing resources.

City's Commitment to Wellbeing

Funding for Guelph Wellbeing from the strategic funding reserve ended in 2014. Drawing from the strengths of GW and community capacity, City staff has crafted a transition plan with three main components:

- 1 **Measurement of community wellbeing using the Canadian Index of Wellbeing.** We are working with a recent Trillium-funded initiative, Toward Common Ground, which consists of 12 organizations working together more intentionally and strategically to understand, address and strengthen our ability for meaningful impact. We are exploring the use of the Canadian Index of Wellbeing, as well as other like and complementary tools, in our work. Along with our participation in Toward Common Ground, we are discussing a second administration of the Canadian Index of Wellbeing Household Survey.
- 2 **Advocacy efforts on community wellbeing priorities with other levels of government on issues such as affordable housing.** We continue to work with the City's Inter-governmental Affairs Officer to identify an advocacy agenda that supports the efforts of existing groups locally such as the Poverty Elimination Task Force, as well as the Federation of Canadian Municipalities (FCM), and Association of Municipalities of Ontario (AMO).
- 3 **Support key actions identified in each of the Compelling Case reports within existing groups and existing resources.** The Compelling Case reports are the culmination of our work with community stakeholders on the

STAFF REPORT

issues and joint actions they identified as important to increasing awareness and impact on these important issues, specifically:

Food Security

- Work with community leaders in existing processes to develop The Seed community food hub and a Food Strategy

Physical Connectivity

- Work with City staff and community leaders to make existing data on physical connectivity more readily available to inform action on active transportation
- Invite community leaders to inform the development of the City's Transportation Master Plan Update and active transportation network.

Affordable Housing

- Work with City staff and community leaders to develop the City's Affordable Housing Strategy, including a policy to inform the use of the City's Affordable Housing Reserve Funds.
- Investigate affordable housing pilots such as home sharing, and host a community workshop on social finance, including social impact bonds.

Social Connectivity

- Continue to work on shared measurement systems.
- Participate in the shared space survey being conducted by 10 Carden by encouraging community benefit organizations to look for ways to share space and resources.
- Consider building greater capacity for not-for-profits to evaluate their work by providing workshops and accessing graduate students to support evaluation activities; specifically, to make connections so the Executive Director Network could host such workshops.

Lessons to Carry Forward

Guelph Wellbeing has made a positive contribution to the quality of life in Guelph, informed many City Strategies, modelled multi-stakeholder collaboration toward collective impact, and enhanced the City's reputation as an innovative municipal leader. The Guelph Wellbeing Initiative was ambitious. We recognize that this is an emerging field and this type of work takes a long time and significant resources to demonstrate progress. The GW Leadership Group in their discussions underscored the importance of the City's role in providing civic leadership to the issues identified in GW and to catalyzing the process itself.

Engagement

Guelph Wellbeing spawned an era of more authentic and meaningful engagement at the City. It generated an unprecedented 3,000 + inputs through a wide range of methods. The creation of the Community Engagement Framework was one of the

STAFF REPORT



deliverables of the initiative and to date, the Council-approved framework supports engagement in more than 34 city projects annually. It formed the basis of the City's successful engagement practices of today like Open Government. The City provided leadership to bring together residents, Executive Directors of social service agencies, business, and education to form a multi-sectorial group of leaders, unlike any group convened to date, to set goals and to champion wellbeing.

As one GW Leadership Group member noted:

"this engagement had the ability to shape common understandings and action strategies that emerged from having a shared lens, and that had the power to inform the work of multiple groups and organizations to mutually beneficial effect. In a very real sense, it was an opportunity for the community to come together and articulate shared concerns and insights with the City as a facilitative agent rather than an agenda setter".

Championed and enhanced existing strategies and programs

Guelph Wellbeing has been instrumental in the re-design of the Community Investment Strategy's Community Grants (Report # CSS-CESS-1334) and in the development of both the Older Adult (Report # CSS-CESS-1228) and Youth Strategies (Report # CSS-CESS-133). Survey respondents noted that it brought new people into the conversation, increased networking, and brought together groups of people to think differently about local issues. Guelph Wellbeing stakeholders have underscored the importance of existing Masterplans related to Cycling and Transportation, and programs such as Community Gardens and Community Paramedicine. During the transition period, there have been opportunities to contribute to the City's emerging Affordable Housing Strategy (PBEE-2014.7).

Innovation

The adoption of the Canadian Index of Wellbeing (CIW) and the development of a platform for wellbeing distinguished Guelph amongst other communities. As an early adopter of the Canadian Index of Wellbeing, Guelph has provided support to the Ontario Association of Community Health Centres, Community Foundations of Canada and most recently, the Ontario Trillium Foundation in the incorporation of the CIW in their work. The partnership between the City of Guelph and the Canadian Index of Wellbeing was recognized in 2013 by the Community Indicators Consortium for an Impact Award.

Guelph Wellbeing participated in the development of The Guelph Enterprise, a human services response to those at elevated risk initiated by Guelph Police Services. It also aligned with Health Links, a provincial pilot in primary health care focused on better meeting the needs of complex patients with high levels of usage.

Conversations at the GW Leadership Group noted how the concept of wellbeing can create a competitive advantage for Guelph:

STAFF REPORT



"GW can be a model for a more sophisticated and strategic focus on marketing Guelph. It broadened our understanding of what wellbeing means, and created new relationships (and therefore opportunities) that will be useful over the long term... Guelph's overall wellbeing is a core, uniting and continuing interest with many community groups, including the Chamber of Commerce and leading local employers. The city shouldn't lose the theme because it can differentiate Guelph and help attract and retain new businesses, skilled labour and new post-secondary graduates"

Setting goals and measuring progress

Guelph Wellbeing championed the importance of measuring wellbeing and its important contribution to complementing the financial and economic measures of a successful city. GW launched Canada's first household survey based on the Canadian Index of Wellbeing which provides a comprehensive baseline to track community progress in the eight domains of wellbeing. Data from the survey was used in the Older Adult Strategy development, and the South End Recreation Centre project. The eight wellbeing domains are also used by the City to ensure business cases are developed with clear and measurable goals for residents, which enhances transparency and accountability. This is an area where we can continue to build.

Project Management

Alongside the positive contributions of Guelph Wellbeing, it is noted that the project faced some fundamental project management challenges. It lacked a clear concise business case to describe the scope of the plan that was rooted in the current community context. It is complicated to plan comprehensively for wellbeing in Guelph over the short term, working with community champions who cross various geographic boundaries.

We know from best practices and our own experience with complex community initiatives that resources need to be matched to the scope and scale of the initiative. For instance, the project did not have a budget for supporting new ideas identified through engagement, yet this was something that the community expected. In the survey, stakeholders noted slow pace of change and complexity of the plan as challenges in GW.

In addition to the overall management of the project, the project manager was responsible for working directly with the community working groups, the Leadership Group and providing clerical and communication functions, which strained capacity.

Communication

There is widespread appeal to the idea of community wellbeing, but it proved to be difficult to decide and then to communicate specifically what Guelph Wellbeing was to achieve and the best way to proceed to do so. Survey respondents noted the initiative lacked a clear, concise purpose. This was further complicated by the

STAFF REPORT



diverse range of stakeholders engaged over the course of the initiative. GW was successful in generating ideas for actions, but challenged to hone the focus on do-able activities groups could undertake together without external support.

Collective Impact and data

Collective impact is a best practice that underscores the importance of commitment to a shared vision and alignment of activities to create meaningful community change. Developing a shared measurement system is essential to collective impact. Agreement on the ways success will be measured and reported ensures learning and accountability. Building trust and capacity to measure and use data is complex and requires a significant investment of time and expertise to reap benefits. The stakeholder survey noted that: *"63% had no idea, or slightly an idea about how groups could share data in GW."* Fortunately, there may be an opportunity to begin to build this capacity through the Toward Common Ground initiative.

There is much to learn from the initiative, some successes, some things that still continue to add value, and some things that did not go as well as originally hoped. All of this learning is valuable. Moving forward, the City is committed to working with the community to continue the actions identified in the City's commitment to wellbeing, continuing to value wellbeing, and working to achieving it together.

CORPORATE STRATEGIC PLAN

Organizational Excellence

- 1.1 Engage employees through excellence in leadership
- 1.2 Develop collaborative work team and apply whole systems thinking to deliver creative solutions
- 1.3 Build robust systems, structures and frameworks aligned to strategy

Innovation in Local Government

- 2.1 Build an adaptive environment, for government innovation to ensure fiscal and service sustainability
- 2.2 Deliver Public Service better
- 2.3 Ensure accountability, transparency and engagement

City Building

- 3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City
- 3.2 Be economically viable, resilient, diverse and attractive for business
- 3.3 Strengthen citizen and stakeholder engagement and communications

DEPARTMENTAL CONSULTATION

Infrastructure, Development and Enterprise Services
Transportation Demand Management and Planning
Guelph Wellbeing Leadership Group

STAFF REPORT



Toward Common Ground Project Manager

COMMUNICATIONS

Communication sent to Guelph Wellbeing distribution list
Key messages prepared for the Guelph Wellbeing Leadership Group members
Guelph Wellbeing website content updated

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STAFF REPORT



TO Public Services Committee

SERVICE AREA Public Services – Culture, Tourism and Community Investments

DATE April 7, 2015

SUBJECT Community Gardens Program Annual Report

REPORT NUMBER PS-15-14

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To provide an update and evaluation of the Community Gardens Program for the 2014 growing year.

KEY FINDINGS

The City of Guelph continues to lead the partnership that supports the Community Gardens Program. Community Gardens are maintained and implemented by community volunteers through the ongoing partnership with the Guelph Wellington Food Round Table, the Upper Grand District School Board, private land owners and the Neighbourhood Groups of the Guelph Neighbourhood Support Coalition.

This program strongly demonstrates that with a small investment of leadership and coordination from City of Guelph Community Engagement staff, the community is prepared to contribute their time and resources to improve the health and wellbeing of people in Guelph. The support from the City of Guelph to established community gardens is highly appreciated by the program participants.

FINANCIAL IMPLICATIONS

Annual costs for existing gardens in 2015 are estimated at \$500 for mulch delivery from Forestry, Public Works and metered water supply from Water Services, Infrastructure, Development and Enterprise Services. Staff costs for Community Gardens Program coordination and communications are estimated at \$2,100.00.

Two new garden proposals for implementation in spring 2015 have been received and are under review by City staff. Should both proposed sites be implemented, there is an estimated one-time cost of \$1,600.00 of staff time. All costs associated with the Community Gardens Program are to be managed within the existing budgets of each participating work area.

STAFF REPORT

ACTION REQUIRED

That the Community Gardens Program Report be received.

RECOMMENDATION

1. THAT the Public Services Report # PS-15-14 "Community Gardens Program Annual Report" dated April 7, 2015 be received.

BACKGROUND

Report # CSS-CESS-1153 dated December 19, 2011 provided evaluation of the Community Gardens Pilot Program and recommended that the Community Gardens Program be made a permanent City of Guelph program. Council approved the program and directed staff to explore sponsorship opportunities with the private sector, where joint agreements between the City, the community and local businesses could further the Community Gardens Program, and report back annually to Council.

Report # CSS-CESS-1412 dated April 9, 2014 outlined the program evaluation, sponsorships and funding, and partnerships for the 2013 program. The report was supported by community participant presentations which promoted the personal and community wide benefits of community gardens, and appreciation of the support given by the City of Guelph.

REPORT

This report provides a summary of the Community Gardens Program for the 2014 growing season. It outlines sponsorship and funding, evaluation of the Community Gardens Program and updates for potential new sites in 2015.

1. Sponsorship and Funding

Individual community garden coordinators have successfully approached the business community for small donations of items to their gardens. Individual gardens have also been supported with financial or in-kind support from local farmers and other groups or agencies such as the Guelph Community Health Centre and the Guelph Neighbourhood Support Coalition. These financial and in-kind supports have an estimated value of \$3,100.

The Community Gardens Working Group of the Guelph Wellington Food Round Table (GWFRT), of which the City of Guelph is a member, has applied for \$2,000 in small grants to support the needs of existing gardens and future community garden development. The group is waiting to hear if they have been successful.

The GWFRT Community Gardens Working Group has also begun to explore opportunities for private businesses to sponsor gardens financially by mapping the garden needs and planning their business approach. Businesses who would like to support community gardens can access the “How to Get Involved” page at Guelph.ca/Community Gardens.

2. Evaluation

The Community Gardens Working Group evaluated community gardens through updates during monthly meetings and through two annual surveys circulated at the end of the growing season. The surveys targeted program participants and garden coordinators.

The survey results from participants indicate that the food they grew was the benefit of greatest importance in 2014. The majority of respondents (79%) reported that they ate more fresh fruits and vegetables as a result of their community garden. This was closely followed by participants feeling that their gardening activities made a difference in their community (65%).

Participants also consistently commented on the personal connections they made through the garden, either with new friends or with their family members. A community member wrote in their survey:

“I brought my daughter to help me with the garden. This gave me a wonderful opportunity not only to spend quality time with her outside but also to show her the importance of getting involved within our community and being a part of something bigger than just ourselves.” (See ATT-1 for more comments from community garden participants and garden coordinators.)

Community Garden coordinators report that in 2014 they saw an increased interest in participation from new Canadians for whom gardening is an important family activity. Some participants traveled from other areas of the city to access their community garden plots. The Community Gardens Program continues to have a high rate of repeat participants, and 80% of respondents reported they would like to participate in the program again next year.

In 2014, the Community Gardens Program contributed approximately 650 kgs of fresh produce to food security programs across Guelph.

3. Existing Gardens

Garden members of the GWFRT Community Gardens Working Group are supported by the City of Guelph. This group is made up of representatives from three gardens on City of Guelph property, six gardens on Upper Grand District School Board property, and five gardens on private property. There are approximately 310 gardening participants using the community gardens.

4. New Gardens

Applications for two new proposed community gardens on City property were received by staff in 2014. The sites meet preliminary criteria and are currently undergoing a community engagement process to understand from nearby residents if there are any concerns with the proposed sites, how concerns might be mitigated, and if there are residents interested in getting involved should the proposed sites be approved. Preliminary criteria for community gardening includes, but is not limited to, five or more interested gardeners in walking distance to the proposed garden, a relatively flat and sunny area close to a water source, an area that does not conflict with other activities of the park, such as ice rinks or sports fields, and in an area that will not interfere with maintenance or drainage.

5. Challenges

The most notable challenges reported this year are theft (of produce) and poor participation of gardeners in communal activities such as “work bees” and events. These issues were not a problem in previous years. The Community Gardens Working Group will be researching and exploring ways to address these new challenges together.

A garden on privately owned property has had issues with over-all maintenance and property standards. City staff and the community have come together to resolve property standards issues. While these gardens are not on City property, we recognize that the supports we offer to ensure productive and attractive community gardens benefit the community at large.

6. Departmental Support

- Public Services (Public Works – Forestry): Wood chip mulch delivery
- Public Services (Community Engagement): Community engagement, program coordination and support of the Community Gardens Working Group of the GWFRT
- Public Services (Parks and Recreation – Turf and Sports Fields): Site evaluation, tilling for new gardens
- Infrastructure, Development and Enterprise Services (Water Services): Loan of water barrels and water conservation education specific to vegetable gardening
- Infrastructure, Development and Enterprise Services (Landscape Planning): Site visits and assessments of potential sites
- Corporate Services (Legal and Realty Services): Agreement development and site ownership inquiries

STAFF REPORT

7. Community Partnerships

Community Gardens Working Group and GWFRT partnerships:

- Upper Grand District School Board
- Guelph Neighbourhood Support Coalition, Neighbourhood Groups: Brant Avenue, Grange Hill East, Downtown Neighbourhood Association, Onward Willow and Parkwood Gardens Neighbourhood Groups
- Wellington-Dufferin-Guelph Public Health
- University of Guelph
- Guelph Wellington Taskforce for Poverty Elimination
- Guelph Wellington Local Food
- Harcourt Memorial United Church
- Priory Park Baptist Church

CORPORATE STRATEGIC PLAN

Organizational Excellence

1.2 Develop collaborative work team and apply whole systems thinking to deliver creative solutions

Innovation in Local Government

- 2.1 Build an adaptive environment, for government innovation to ensure fiscal and service sustainability
- 2.2 Deliver Public Service better
- 2.3 Ensure accountability, transparency and engagement

City Building

- 3.1 Ensure a well-designed, safe, inclusive, appealing and sustainable City
- 3.2 Be economically viable, resilient, diverse and attractive for business
- 3.3 Strengthen citizen and stakeholder engagement and communications

DEPARTMENTAL CONSULTATION

- Public Services – Public works: Forestry
- Public Services – Parks and Recreation: Parks infrastructure and Horticulture, Turf and Sports Fields
- Infrastructure, Development and Enterprise Services – Water Services
- Infrastructure, Development and Enterprise Services - Landscape Planning

COMMUNICATIONS

The Community Gardens Program is promoted in the Guelph Community Guide. The program applications and policy are available at guelph.ca/community-gardens and gwfrrt.com/working-groups/community-gardens.

STAFF REPORT

Corporate Communications are consulted for Guelph Tribune City Pages to advertise the Community Gardens Program application deadlines, and to notify the public about community engagement opportunities for proposed new garden sites on City of Guelph property.

COMMUNITY ENGAGEMENT

A community engagement plan has been developed to receive feedback about new proposed community garden sites. The plan includes the following tactics:

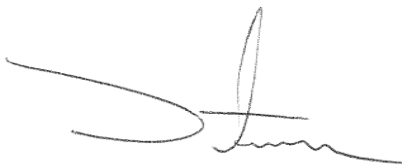
- A hard copy survey mailed to residents living close to the proposed sites
- An online survey available to all residents promoted on Guelph.ca/Haveyoursay
- A project spokesperson contact

ATTACHMENTS

ATT-1 Community Garden Survey Comments

Report Author

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Community Garden Survey Results 2015

The stories about Community Gardening in Guelph:

"While our teams work to seed, weed, water and harvest, I often hear that folks who are strolling through the church grounds stop to enquire about what is happening. They are both intrigued and delighted to hear that so much good food is being harvested from a relatively small amount of land and that it is all donated as an outreach activity."

"Children from the school that our garden borders, would come by the fence whenever I personally would be gardening and did a check-in to verify that it was indeed my plot I was tending to."

"There were specific benefits from our young urban farming initiative, food literacy, skill development and all of the personal development that comes from a group experience. In addition the youth experienced an opportunity to gain income in a coop setting, earning income as a collective group and building business skills. The youth also acquired food skills preparing food weekly with a variety that they would not regularly have access to, for example heritage tomatoes."

"We were so lucky this year to have a very experienced gardener who committed to come out every Saturday to mentor those who came and to ensure the garden received the care it needed - it was incredibly productive this summer - and he is willing to come back again next year!!!"

"Wonderful to see children of all ages working alongside adults, hauling huge stalks of corn twice their size to the mulch, catching and examining worms and bugs, finding little nests of bunnies in the straw mulch, and munching on fresh beans."

"One mother shared that her son went on a trip at the end of the summer with a group and the Leader reported back to her that her son had transformed, grown, demonstrated initiative and leadership since the start of the summer. She attributed this to the summer farming experience where her son was able to grow in a safe group/ collective environment and experience success."

"I have run a youth garden club for the past 3/4 years, and started a garden mentor program this past year. I found it very inspiring to watch or be a part of the knowledge transfer process, to watch new

gardeners experience the joys and disappointments or challenges of gardening. In my limited experience it is older individuals teaching younger or sometimes their peers tricks to successful gardening. This gives opportunities for friendships or at least friendly acquaintances to build, often between people with very different backgrounds. I've answered hundreds of questions from interested children watching me garden - shared fresh veggies on occasion too. The garden is a constant opportunity to communicate with others in the neighbourhood of all ages and adds vibrancy to the park. I also love the food I grow and the opportunity to teach my children to garden."

"One of my favorite memories of the garden was just after it started. Previously the trees in the park had been culled significantly, there was a host of new buildings where the forest/brush had been and as such the park area was looking a little run down. The park was also vandalized regularly, with mostly teens hanging out at the play structure in the evenings.

This particular spring evening a few people were working in the garden, the field was full of people playing ultimate frisbee, children were playing on the play structure and I had a strong sense that the park was a vibrant space. I felt connected to my community and happy. The park continues to be busy and for the most part is enjoyed by all ages."

"A neighbour helped me prepare my garden because I was unable to dig it up. I suggested sharing the garden between us and he agreed. He had two little girls who would come with us and helped to plant the seedlings and later harvest the produce. It was fun to watch the little ones so full of wonder and interested in learning about nature. This winter they would always ask me if the garden is still sleeping. They are looking forward to having a garden this spring. I love to teach children new skills. It would be nice to see more children coming to the gardens to learn about how to grow their food."

STAFF REPORT



TO Public Services Committee

SERVICE AREA Public Services – Culture, Tourism and Community Investments

DATE April 7, 2015

SUBJECT Cenotaph Policy

REPORT NUMBER PS-15-16

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To recommend a policy for determining how names will be added to the Guelph Cenotaph, and how previous omissions and errors will be corrected.

KEY FINDINGS

Staff have determined that there is a need for a corporate policy regarding the correction or addition of names to Guelph's Cenotaph, especially since there are no existing guidelines in place from any other level of government or from the Legion. It has come to light in recent months that a number of names have been omitted from the cenotaph from both the First World War and Second World War. A policy is needed to ensure that these omissions are corrected and to provide guidance for the addition of any new names in the future, should it be required.

FINANCIAL IMPLICATIONS

The cost to add any missing names is minimal and can be covered within existing operating budgets.

ACTION REQUIRED

That the report is approved and that staff be given direction to proceed with correcting previous errors or omissions, and that the addition of any new names in the future is subject to the guidelines in the report.

RECOMMENDATION

1. THAT the Public Services Report # PS-15-16 "Cenotaph Policy" dated April 7, 2015 be received
2. THAT staff be given approval to correct any errors or omissions on the Guelph Cenotaph as well as add any new names in the future, subject to the criteria set out in this report.

STAFF REPORT

BACKGROUND

Guelph's Cenotaph is a memorial wall, located in Trafalgar Square at the junction of Wyndham Street, Eramosa Road and Woolwich Street, on which is listed the names of many Guelph natives who died during the First World War, the Second World War and the Korean War. It is situated next to the War Memorial, a monument sculpted by artist Alfred Howell.

Until now, there has been no formal policy or process in place regarding the addition of names to the cenotaph. The last time names were added was following the Korean War. Research indicates that in the past, lists of names were either compiled by volunteers at the Legion or submitted by families and loved ones.

In recent months, a number of inquiries have been received regarding possible errors or omissions in the list of names on the cenotaph. Several of these inquiries have come from relatives doing research into the lives of their loved ones. The lack of a clear policy or guideline for the listing of names has resulted in the omission of some names, which now needs to be corrected.

REPORT

As part of the background research and to establish a database for future reference, Guelph Museums' staff were asked to create a detailed catalogue of the names currently listed on the cenotaph, including a photo documentation of all the names.

Staff also undertook a best practices survey of other municipalities to determine what policies are in place elsewhere. Ten comparator municipalities (Kitchener, Burlington, Windsor, Kingston, Brantford, Ajax, Whitby, Waterloo, Hamilton and Ottawa) were selected based on their geography, population, high veteran demographic and/or recent news of a local veterans' death. Contact was also made with the Department of Veteran's Affairs, the Department of National Defence, and the Royal Canadian Legion.

This research determined that:

- There seems to be a general lack of understanding in most of the municipalities surveyed as to who makes decisions related to their cenotaph(s);
- Only two municipal comparators knew who their decision makers were and in both cases, these decisions are associated with their Culture departments;
- No formal written cenotaph policies or guidelines are available from the Department of Veteran's Affairs, the Department of National Defence, or the Royal Canadian Legion;
- Other municipalities have recognized the need to add those killed during Peacekeeping and NATO missions to cenotaphs/memorials.

STAFF REPORT



As a criteria for adding names to Guelph's Cenotaph, it is recommended that:

The names of any members of the Canadian Forces from Guelph, who have died as a result of their military service, will be added to the Guelph Cenotaph in honour of their service.

This will allow for the inclusion of those who participated in peacekeeping or other NATO activities, in addition to those who served during a declared war or conflict.

In an attempt to exhaust all avenues to determine what names may have been missed, a process will be undertaken to interview a variety of community stakeholders including members of the Royal Canadian Legion, local historians, Guelph Museums' staff, and any other interested community members.

Moving forward, in the circumstance of any future deaths, staff in the Culture, Tourism & Community Investments department will work with the Department of Veteran's Affairs, the Department of National Defence, and the Royal Canadian Legion to ensure that the correct names are added to the cenotaph.

CORPORATE STRATEGIC PLAN

Innovation in Local Government

2.2 Deliver Public Service better

2.3 Ensure accountability, transparency and engagement

DEPARTMENTAL CONSULTATION

Corporate Communications

COMMUNICATIONS

A media release and social media postings will be sent out seeking the public's assistance in identifying any individuals whose names may be missing from the cenotaph. Staff will review and evaluate any submitted names to ensure factual accuracy.

ATTACHMENTS

N/A

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STAFF REPORT



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STAFF REPORT



TO Public Services Committee

SERVICE AREA Public Services – Guelph Transit

DATE April 7, 2015

SUBJECT Guelph Transit Metrolinx Co-Fare Program Update

REPORT NUMBER PS-15-17

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To provide a brief history of the Metrolinx Co-Fare Program and detail changes that will be made in April 2015.

KEY FINDINGS

- In 2011, Guelph Transit and Metrolinx entered into a co-fare agreement.
- The current method of validating passengers who are eligible for the co-fare program is leading to opportunities for fare evasion.
- Effective April 13, 2015, passenger eligibility for the co-fare program will be changed to reduce the opportunity for fare evasion.
- Guelph Transit staff will review the program with Metrolinx in Q3 2015, and report back to the Public Services Committee.

FINANCIAL IMPLICATIONS

Although Guelph Transit is reimbursed \$1.70 per co-fare passenger by Metrolinx, fare evasion is resulting in an increased negative revenue impact currently being absorbed by Metrolinx.

ACTION REQUIRED

Receive the staff report.

RECOMMENDATION

1. THAT the Public Services Report # PS-15-17 "Guelph Transit Metrolinx Co-Fare Program Update" dated April 7, 2015 be received

BACKGROUND

In 2011, Guelph Transit and Metrolinx entered into a co-fare agreement that permits GO Transit passengers to pay a discounted fare on Guelph Transit when

STAFF REPORT



connecting with GO Transit service at Guelph Central Station (Report # OT011201). This program took effect on January 3, 2012. The current discounted fare is \$0.60.

GO Transit made changes to its fare collection program in 2013, with the introduction of the PRESTO card, which replaced some of its paper-based fare media. Guelph Transit does not have PRESTO enabled fare boxes, and since the introduction of the PRESTO card, has observed an increase in fare evasion, whereby passengers show a PRESTO card when they board Guelph Transit and pay a discounted fare, but are not connecting with GO Transit.

REPORT

Guelph Transit staff, through regular business service reviews, identified that there was an increasing usage of the GO Transit fare program that was resulting in higher than normal invoices being sent to Metrolinx for payment. In 2014, Guelph Transit management contacted Metrolinx to discuss this issue.

Through further investigation, it was found that although an increased number of Guelph Transit passengers were using the co-fare program, the ridership was not correlating with GO Transit bus and train ridership departing from Guelph Central Station. It was determined that this increase in program usage was likely the result of fare evasion, and that the program would need to be reviewed and amended to address this issue.

Transit staff and representatives from Metrolinx have been working collaboratively to find a solution that meets the original intention of the agreement, to encourage GO Transit passengers to use Guelph Transit to connect with GO Transit service, but also reduces the opportunity for fare evasion.

Effective April 13, 2015, the co-fare program for passengers using PRESTO will be available for GO Transit train connections only. The PRESTO co-fare will be valid Monday to Friday, from 5:45 am until 7:30 am, and from 6:15 pm until 7:45 pm to coincide with the GO Transit train service schedule.

Both single-ride and day pass ticket users will be eligible for co-fare on any train or bus trip; tickets must be valid for the day of travel. Single-ride ticket holders will be eligible for the reduced fare on Guelph Transit when departing Guelph Central Station only. Day pass ticket holders will be eligible for the program when travelling to and from Guelph Central Station.

Guelph Transit drivers will validate these passengers by fare type when they board the bus, entering the GO co-fare code on the fare box. The information recorded on Guelph Transit's fare boxes will continue to be used to record ridership and invoice Metrolinx to recover \$1.70 per co-fare passenger.

STAFF REPORT



The revised eligibility will limit the potential for on-going fare evasion and limit the financial exposure to Metrolinx and potentially Guelph Transit. Metrolinx estimates that there are 1,800 eligible trips monthly using the co-fare, and that all other trips would be as a result of fare evasion. They also estimate that 22 daily passengers connecting with GO Transit service at Guelph Central Station will be asked to pay full fare on Guelph Transit as a result of the changes.

Guelph Transit will continue to monitor program usage and report to Metrolinx monthly. It is anticipated that the changes to the program detailed in this report will result in a significant decrease of misuse of the program. A report to committee will be submitted in late 2015 providing an update on the effectiveness of these changes to reduce fare evasion and the resulting financial impact.

CORPORATE STRATEGIC PLAN

Innovation in Local Government

- 2.1 Build an adaptive environment, for government innovation to ensure fiscal and service sustainability
- 2.3 Ensure accountability, transparency and engagement

City Building

- 3.2 Be economically viable, resilient, diverse and attractive for business

DEPARTMENTAL CONSULTATION

Legal Services
Corporate Communications
Metrolinx

COMMUNICATIONS

A comprehensive and collaborate communications plan has been developed by City staff and representatives from Metrolinx's communication team. The plan includes internal messaging for GO Transit and City of Guelph staff, and external messaging to notify current co-fare program participants.

ATTACHMENTS

None

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STAFF REPORT



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