

# COMMITTEE AGENDA



TO **Infrastructure, Development & Enterprise Committee**

DATE April 8, 2015

LOCATION Council Chambers, Guelph City Hall, 1 Carden Street

TIME 5:00 p.m.

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## DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

**CONFIRMATION OF MINUTES** – March 3, 2015 Open Meeting Minutes

## PRESENTATIONS (Items with no accompanying report)

a) None

## CONSENT AGENDA

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

ITEM	CITY PRESENTATION	DELEGATIONS	TO BE EXTRACTED
IDE-2015.5 Termite Control Program 2014 Annual Report	Tim Myles, Termite Control Officer		✓
IDE-2015.6 Community CarShare Co-operative Parking at City- Owned Facilities			
IDE-2015.7 Building Services 2014 Annual Report			
IDE-2015.8 Sign By-Law Variance 435 Stone Road West			

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Resolution to adopt the balance of the Infrastructure, Development & Enterprise Committee Consent Agenda.

**ITEMS EXTRACTED FROM CONSENT AGENDA**

Once extracted items are identified, they will be dealt with in the following order:

- 1) delegations (may include presentations)
- 2) staff presentations only
- 3) all others.

**STAFF UPDATES AND ANNOUNCEMENTS**

**CLOSED MEETING**

THAT the Infrastructure, Development & Enterprise Committee now hold a meeting that is closed to the public with respect to:

- 1. Citizen Appointments to the Economic Development Advisory Committee, Environmental Advisory Committee, Heritage Guelph and the River Systems Advisory Committee**

S. 239 (2) (b) personal matters about identifiable individuals.

**ADJOURNMENT**

**NEXT MEETING** – May 5, 2015

**Infrastructure, Development & Enterprise Committee  
Held in the Council Chambers, Guelph City Hall  
Tuesday, March 3, 2015 at 5:00 p.m.**

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**Attendance**

Members: Chair B. Bell  
Mayor C. Guthrie  
Councillor D. Gibson  
Councillor L. Piper (*arrived at 5:06 p.m.*)  
Councillor M. Salisbury

Councillors: Councillor J. Hofland  
Councillor A. Van Hellemond  
Councillor K. Wettstein

Staff: Mr. A. Horsman, Deputy CAO – Infrastructure, Development & Enterprise  
Mr. P. Busatto, General Manager, Water Services  
Ms. D. Black, Council Committee Coordinator

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

Chair Bell called the meeting to order.

**Disclosure of Pecuniary Interest and General Nature Thereof**

There were no disclosures.

**Confirmation of Minutes**

1. Moved by Mayor Guthrie  
Seconded by Councillor Salisbury

That the open meeting minutes of the Infrastructure, Development & Enterprise Committee held on February 3, 2015 be confirmed as recorded.

*VOTING IN FAVOUR: Mayor Guthrie, Councillors Bell, Gibson and Salisbury (4)*

*VOTING AGAINST: (0)*

CARRIED

**Appointment of Vice-Chair**

2. Moved by Mayor Guthrie  
Seconded by Councillor Salisbury

That Councillor Gibson be appointed the Vice-Chair of the Infrastructure, Development and Enterprise committee for a term ending November 30, 2015.

*VOTING IN FAVOUR: Mayor Guthrie, Councillors Bell, Gibson and Salisbury (4)*

*VOTING AGAINST: (0)*

CARRIED

## Consent Agenda

The following items were extracted from the March 3, 2015 Consent Agenda to be voted on separately:

### **IDE-2015.4      2014 Annual and Summary Water Services Report (Compliance)**

Councillor Piper arrived at the meeting. (5:06 p.m.)

### **Extracted Consent Items**

### **IDE-2015.4      2014 Annual and Summary Water Services Report (Compliance)**

Mr. Peter Busatto, General Manager, Water Services, provided an overview of the Annual and Summary Water Services Report (Compliance). He explained the constant monitoring that occurs and how anomalies are addressed. He announced that the Ministry of the Environment conducted their annual review and Guelph is at 100% compliance for the second year running.

He also answered questions regarding emergency measures, well interference and management of the sodium content in the water.

3.      Moved by Councilor Piper  
          Seconded by Mayor Guthrie

That Guelph City Council receives and endorses the 2014 Annual and Summary Water Services Report (compliance).

*VOTING IN FAVOUR: Mayor Guthrie, Councillors Bell, Gibson, Piper and Salisbury (5)*

*VOTING AGAINST: (0)*

CARRIED

### **Staff Updates and Announcements**

Mr. Busatto provided further details of the water assistance program currently in place. He explained the proactive measures to reduce the number of frozen pipes and addressed how they will provide water to those in need.

### **Adjournment (5:58 p.m.)**

4.      Moved by Councillor Piper  
          Seconded by Mayor Guthrie

That the meeting be adjourned.

CARRIED

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Dolores Black  
Council Committee Coordinator

**INFRASTRUCTURE, DEVELOPMENT & ENTERPRISE COMMITTEE  
CONSENT AGENDA**

**April 8, 2015**

Members of the Infrastructure, Development & Enterprise Committee.

**SUMMARY OF REPORTS:**

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

**A Reports from Administrative Staff**

<b>REPORT</b>	<b>DIRECTION</b>
<p><b>IDE-2015.5 TERMITE CONTROL PROGRAM 2014 ANNUAL REPORT</b></p> <p>That the report from Infrastructure, Development and Enterprise dated April 8, 2015 entitled “Termite Control Program 2014 Annual Report” be received.</p>	Receive
<p><b>IDE-2015.6 COMMUNITY CARSHARE CO-OPERATIVE PARKING AT CITY-OWNED FACILITIES</b></p> <p>WHEREAS non-commercial carshare services are part of a suite of options that support the City of Guelph in meeting its transportation demand management (TDM) policy objectives to support sustainable transportation alternatives,</p> <p>AND WHEREAS the use of off-street municipal parking space, where appropriate and available, may be reserved for carshare services for the purposes of supporting TDM;</p> <p>1. The Deputy CAO of Infrastructure, Development and Enterprise Services is authorized to enter into and execute a Parking Agreement between The People’s Car Co-operative Inc. o/a Community CarShare and the City, in a form substantially as described in the report dated April 8, 2015, with the final form and content to the satisfaction of the City Solicitor.</p>	Approve

2. The Deputy CAO of Infrastructure, Development and Enterprise Services is authorized to approve and execute amendments to the Parking Agreement, provided that such amendments are to the satisfaction of the City Solicitor, to add or change parking locations, upon requests by carshare services, to reserve a non-revenue generating parking space at a city-owned facility, and to make other amendments to the agreement provided it is in accordance with the general terms therein.

**IDE-2015.7 BUILDING SERVICES 2014 ANNUAL REPORT**

Receive

That report from Infrastructure, Development and Enterprise dated April 8, 2015 entitled "Building Services 2014 Annual Report" be received.

**IDE-2015.8 SIGN BY-LAW VARIANCE - 435 STONE ROAD WEST**

Approve

1. That the report from Infrastructure, Development and Enterprise dated April 8, 2015 regarding a sign by-law variance for 435 Stone Road West, be received.
2. That the request for a variance from the Sign By-law for 435 Stone Road West to permit one (1) sign with an area of 5.7m<sup>2</sup> to be located on the second storey of a building face fronting a public road allowance, be approved.

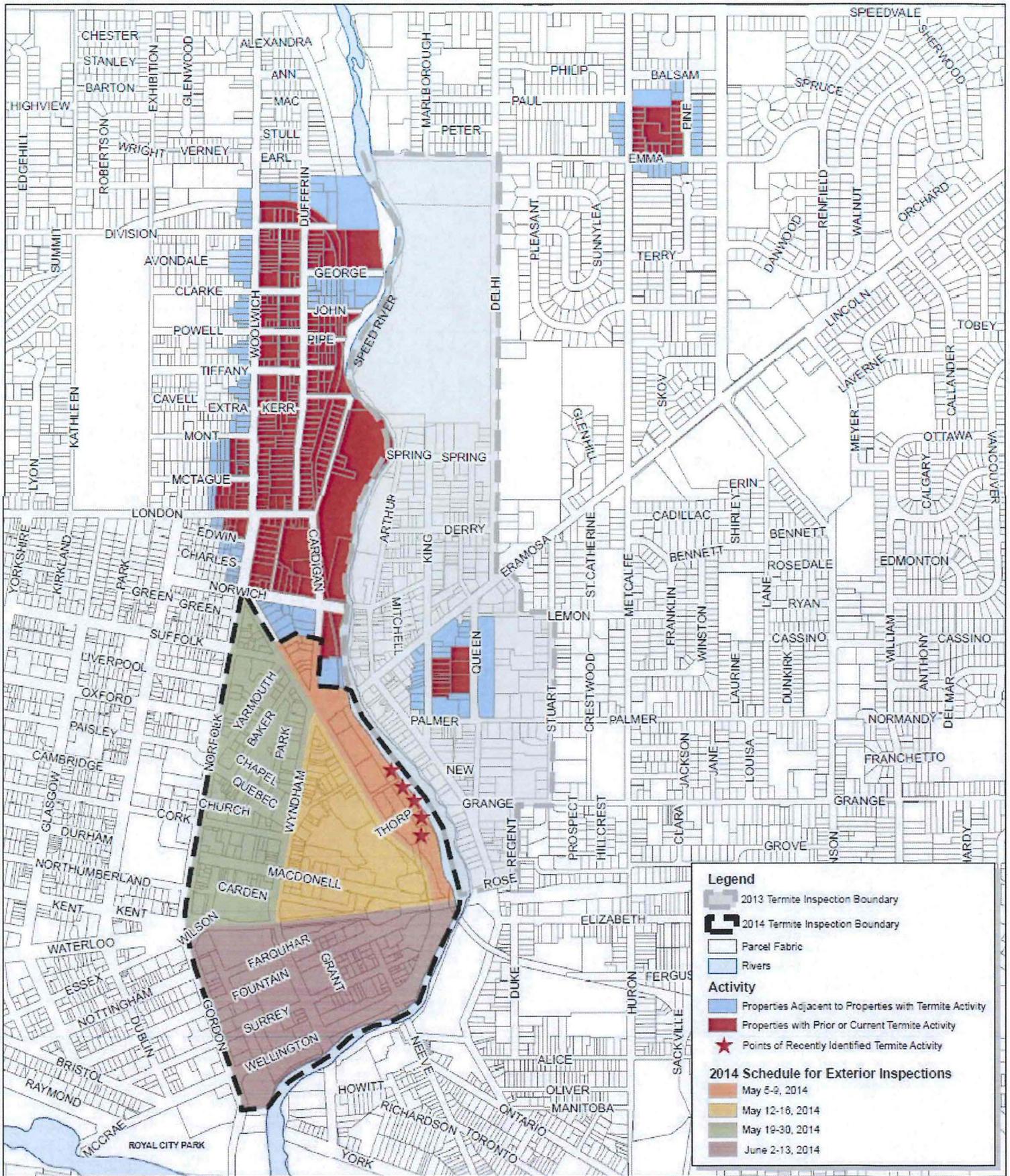
attach.

# Guelph Termite Control Program

Review of 2014 and Goals for 2015

Tim Myles, Ph.D.  
Termite Control Officer

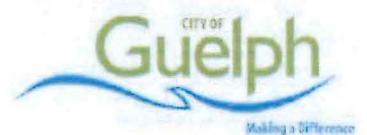
April 8, 2015

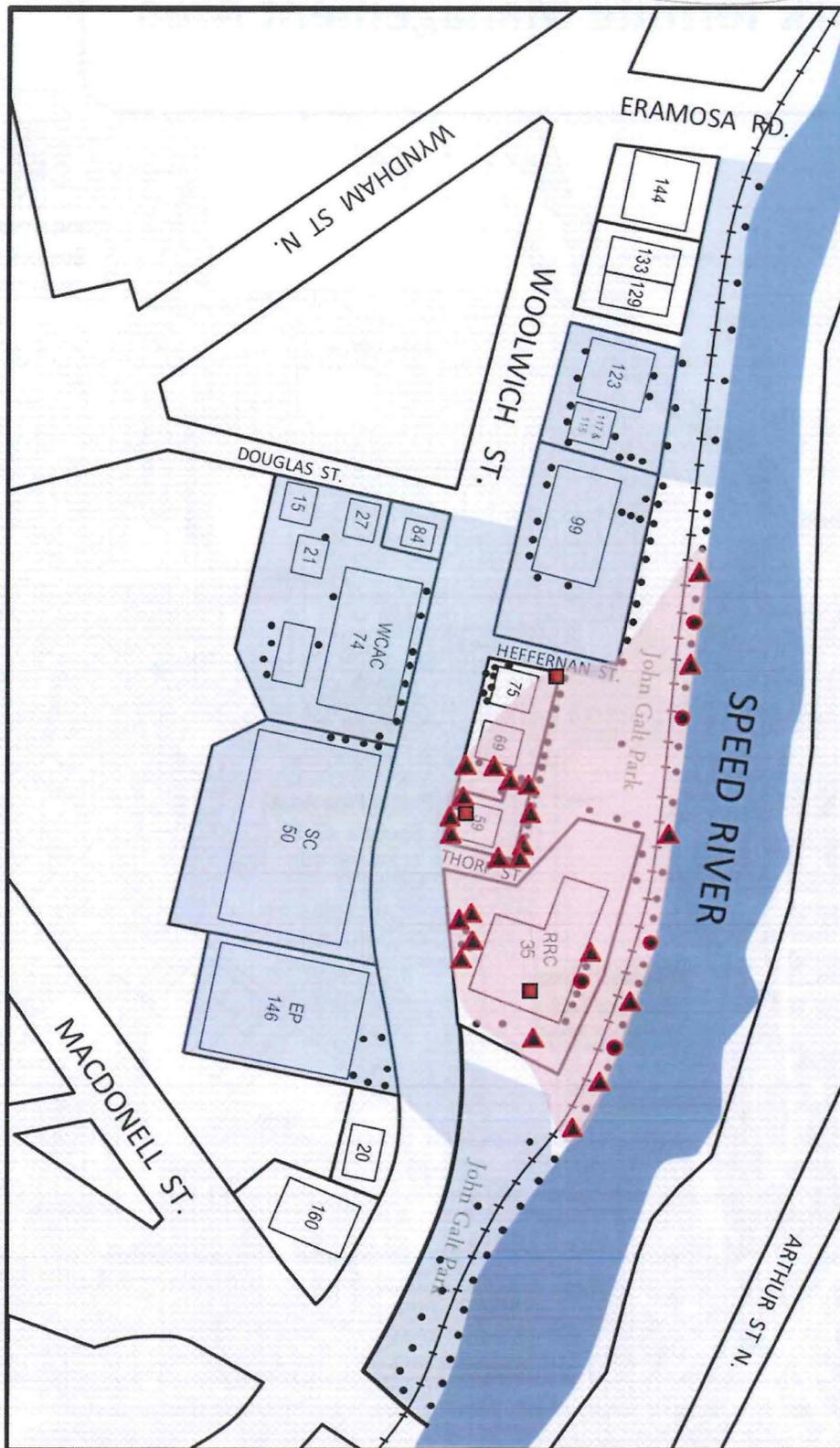


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Produced by the City of Guelph  
Community Design & Development Services, Planning Services  
April 2014

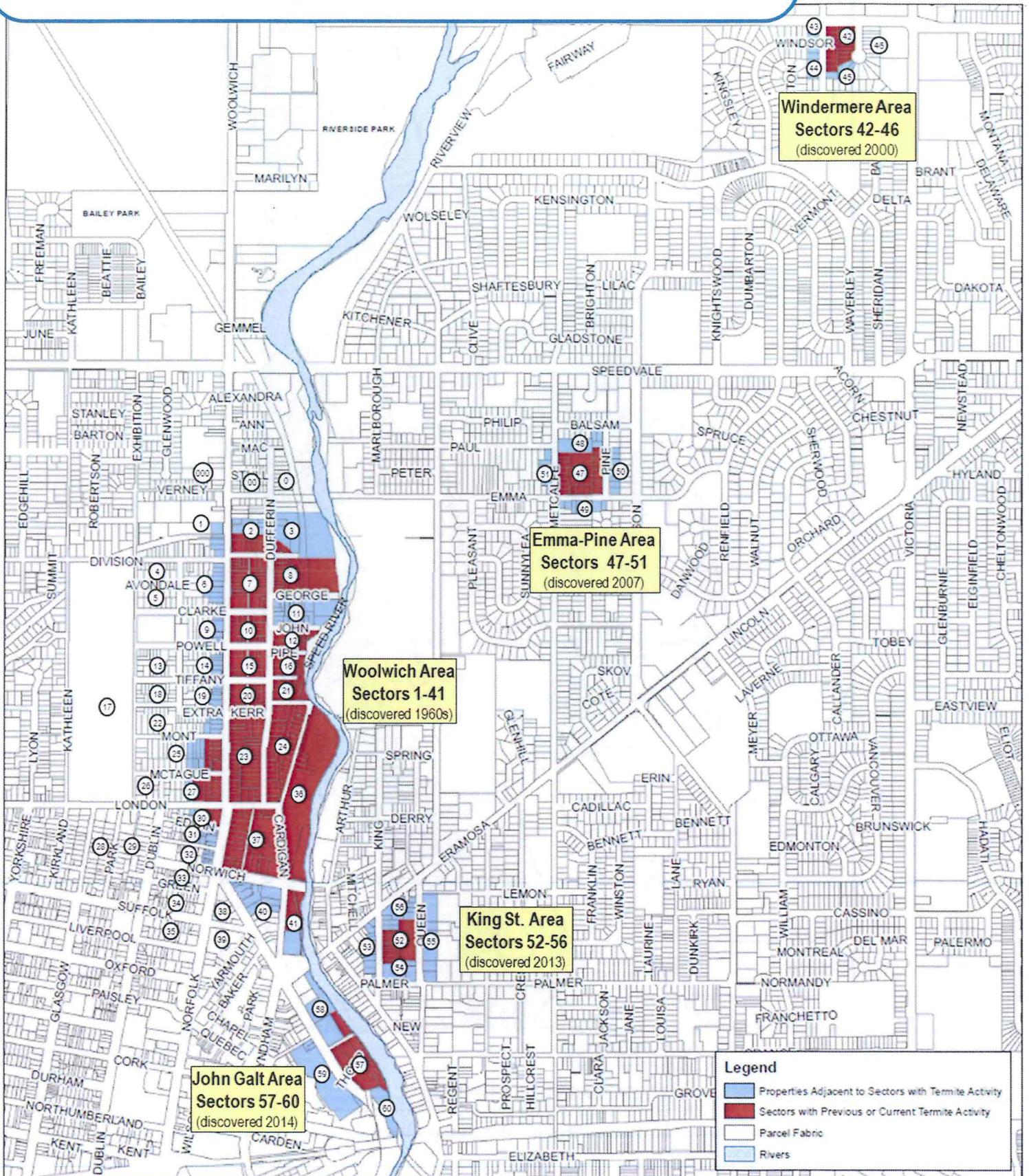
## 2014 Schedule for Exterior Termite Inspections





- termite trap
- active trap
- ▲ active trap used as release port
- termite activity observed outside trap
- estimated termite foraging territory

# Addition of a fifth area in 2014: John Galt Park Termite Management Area



# Management Practices in 2014

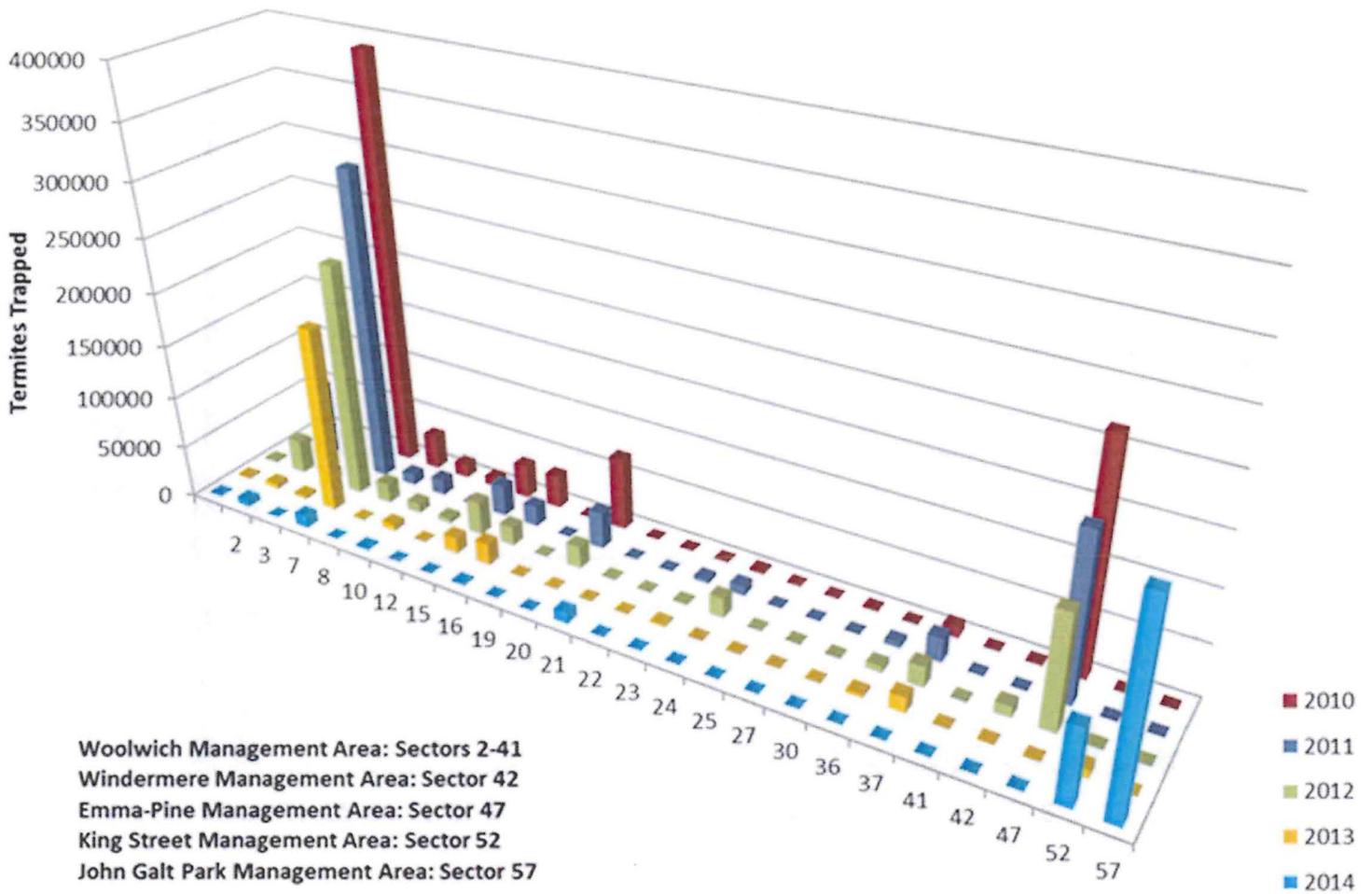
- Monitoring traps
- Trap-Treat-Release with zinc borate
- Tree and stump removals
- Chemical treatments
- Disposal permits
- Inspections

# Trap-Treat-Release

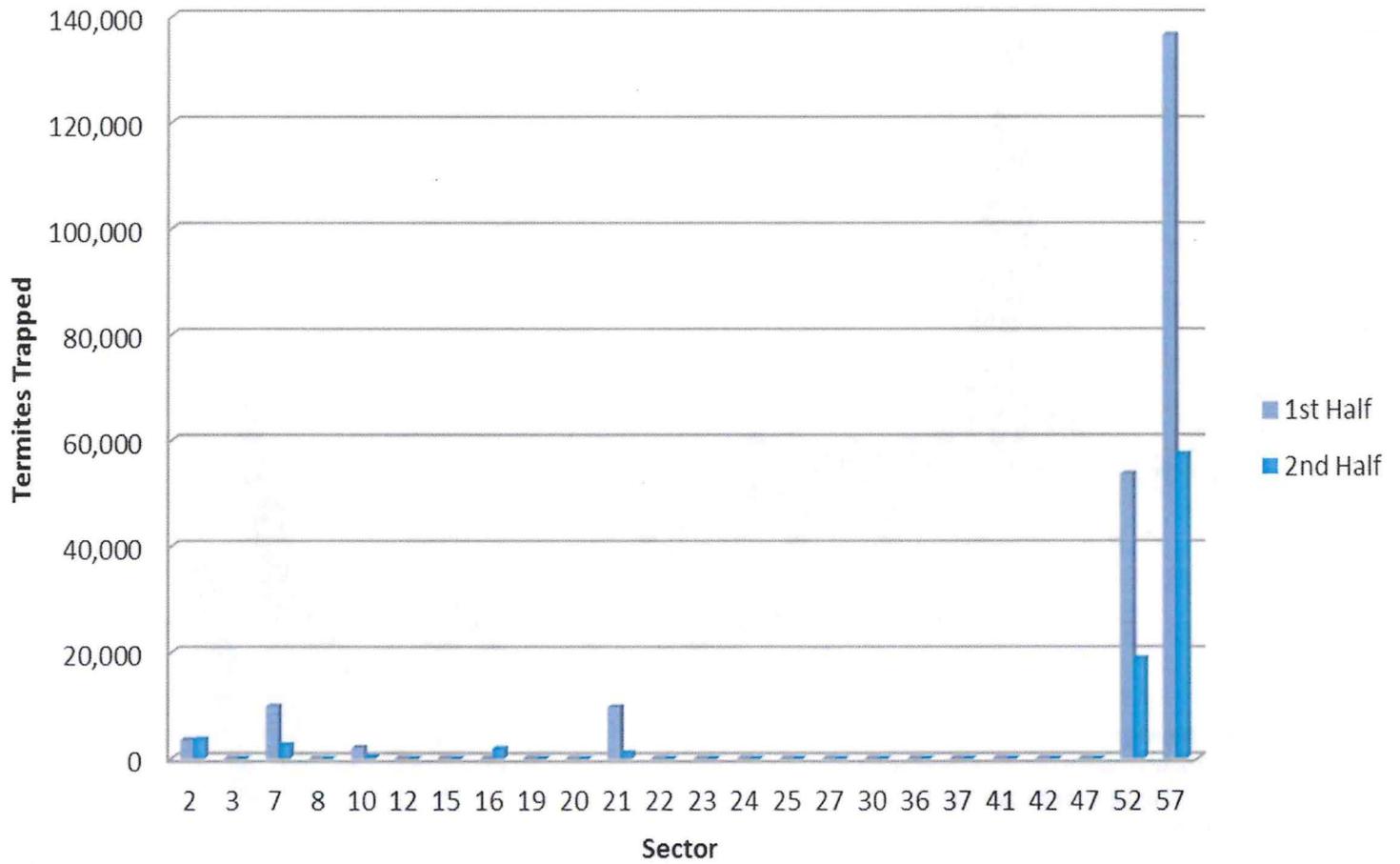
with Zinc Borate



## Total Termites Trapped Per Sector Per Year over the period of zinc borate treatments



## Comparison of 1st and 2nd Halves of 2014

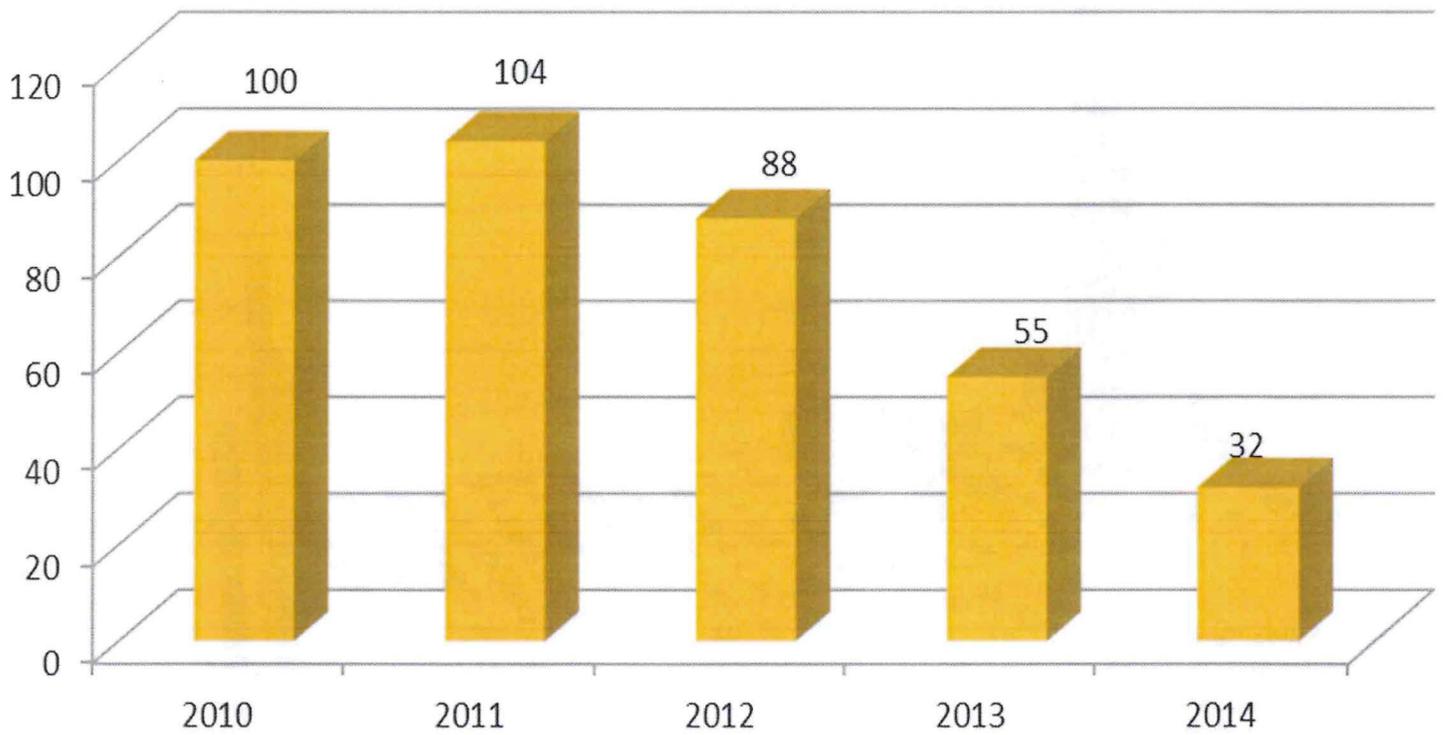




# Total Number of Active Properties

over the period of zinc borate treatments

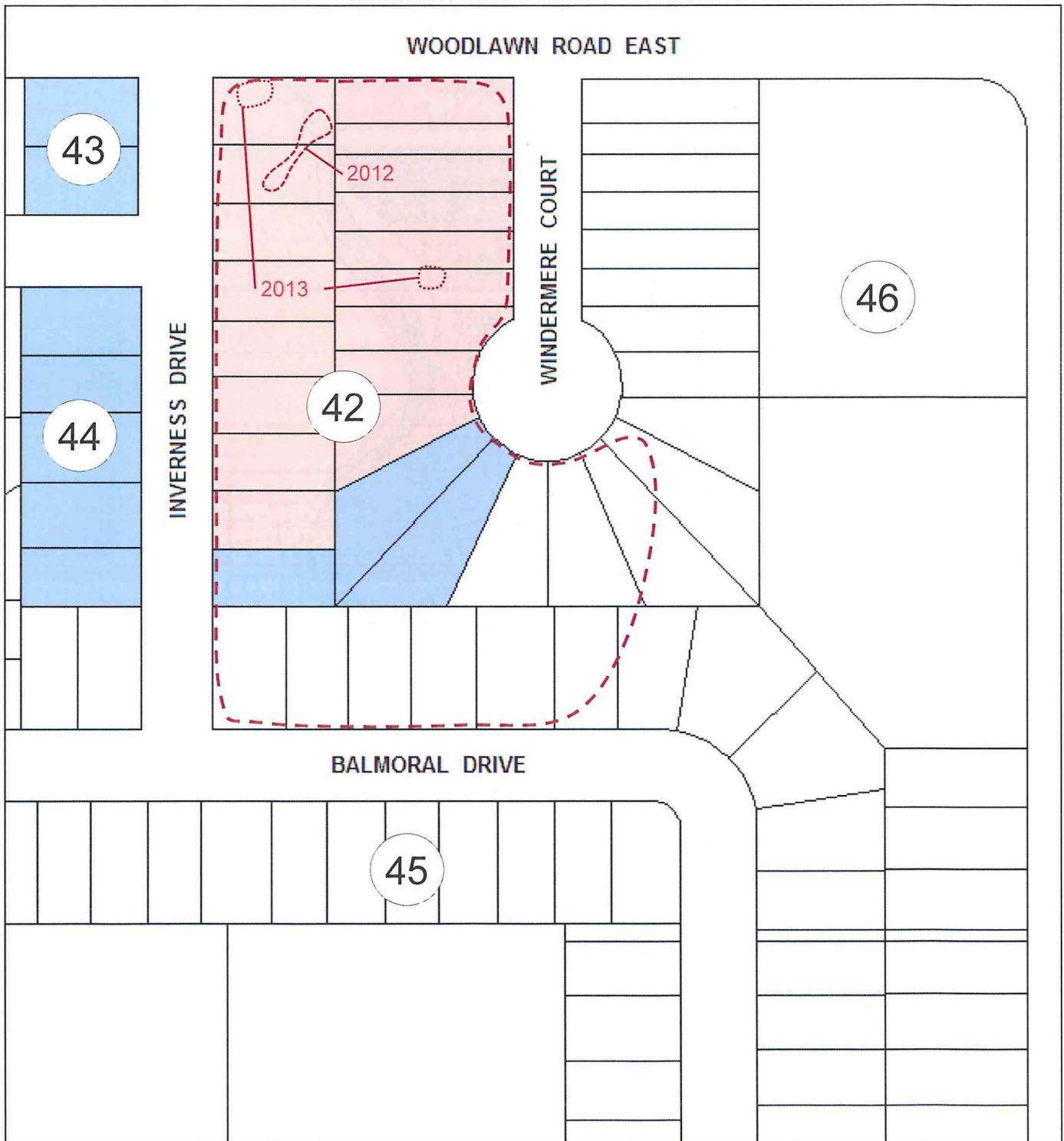
(2014 includes 2 new areas)



# Areas of detected termite activity in the Woolwich management area in 2014



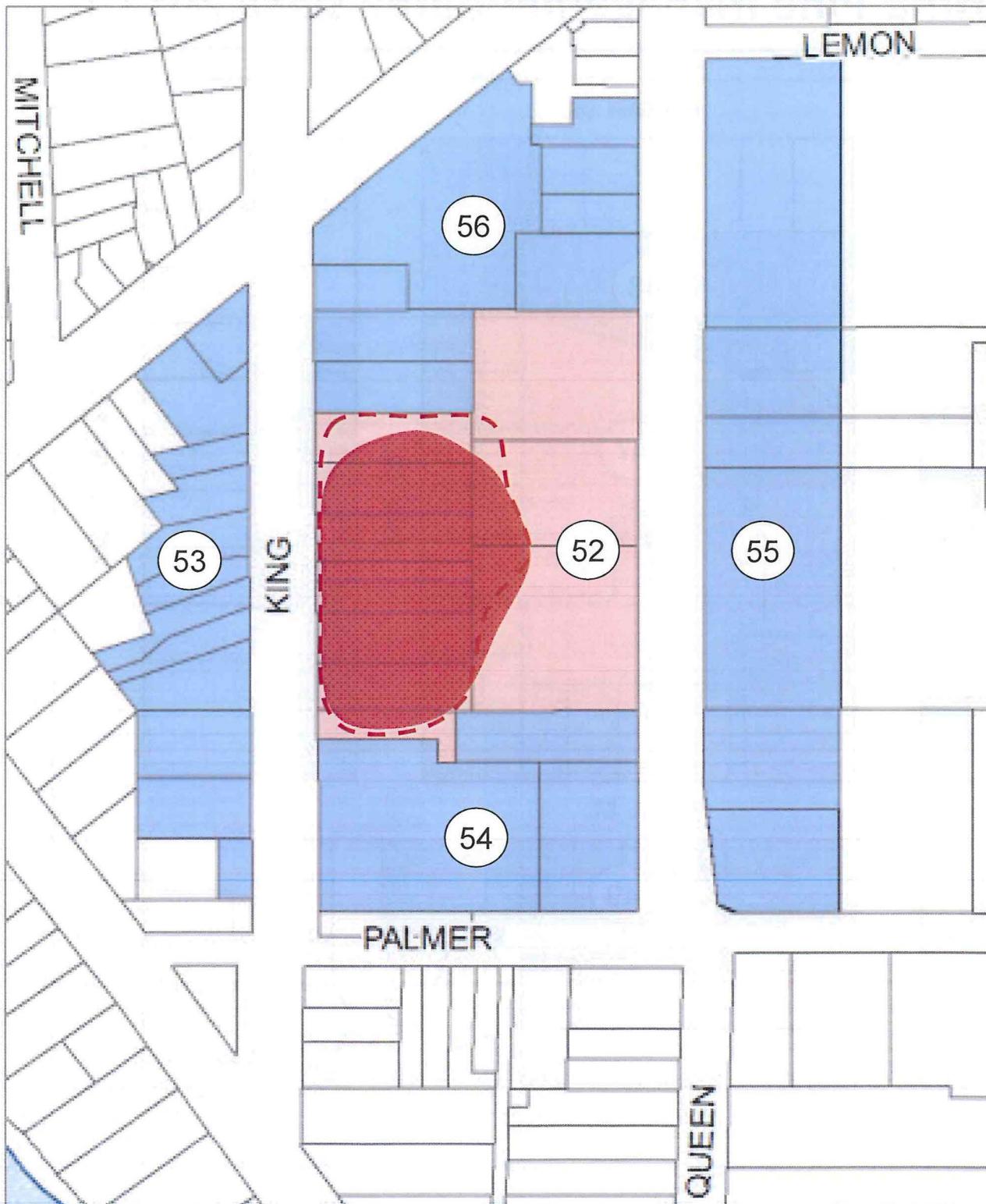
# No detected termite activity in the Windermere management area in 2014



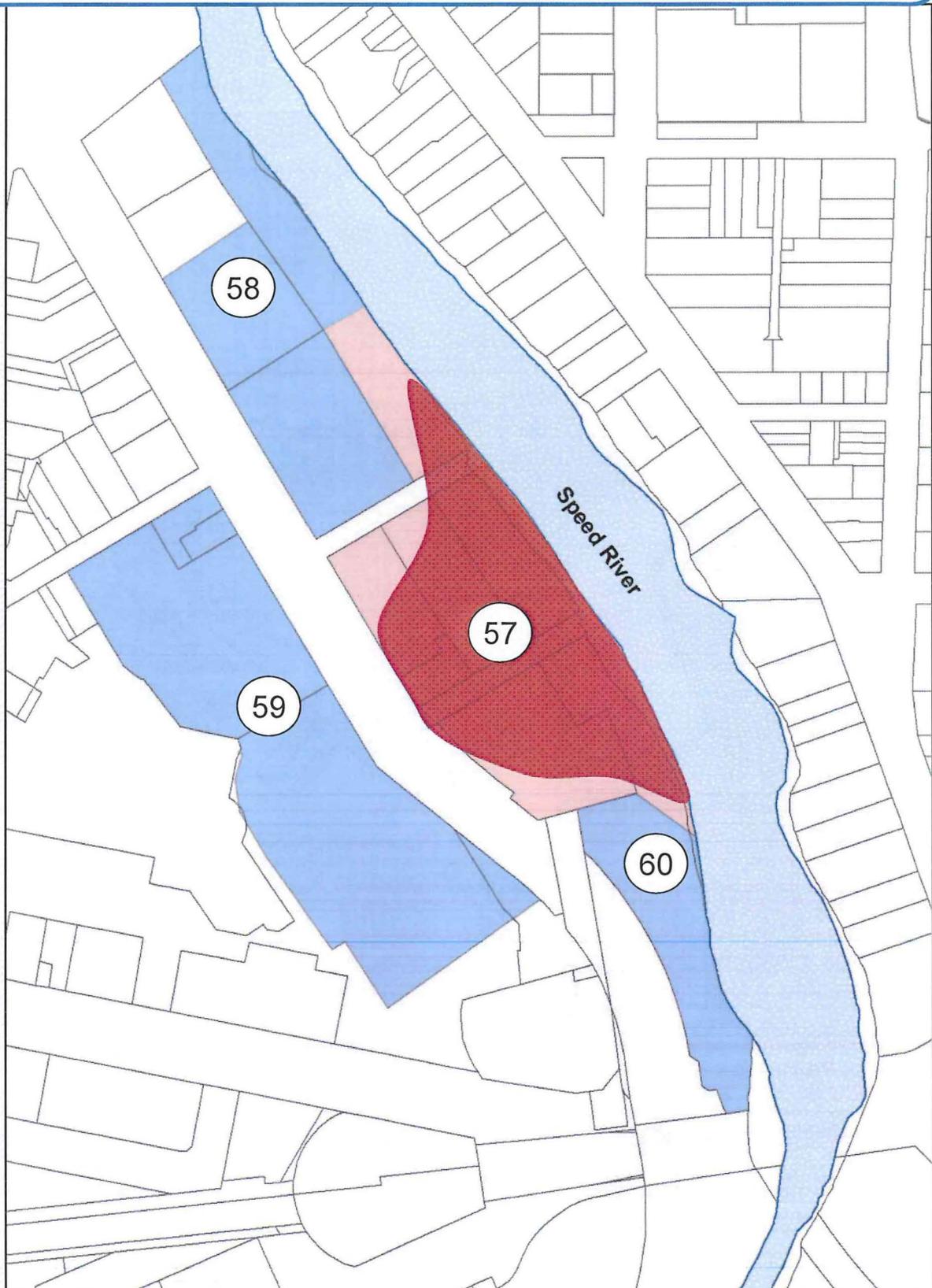
**No detected termite activity in the Emma-Pine management area since 2012**



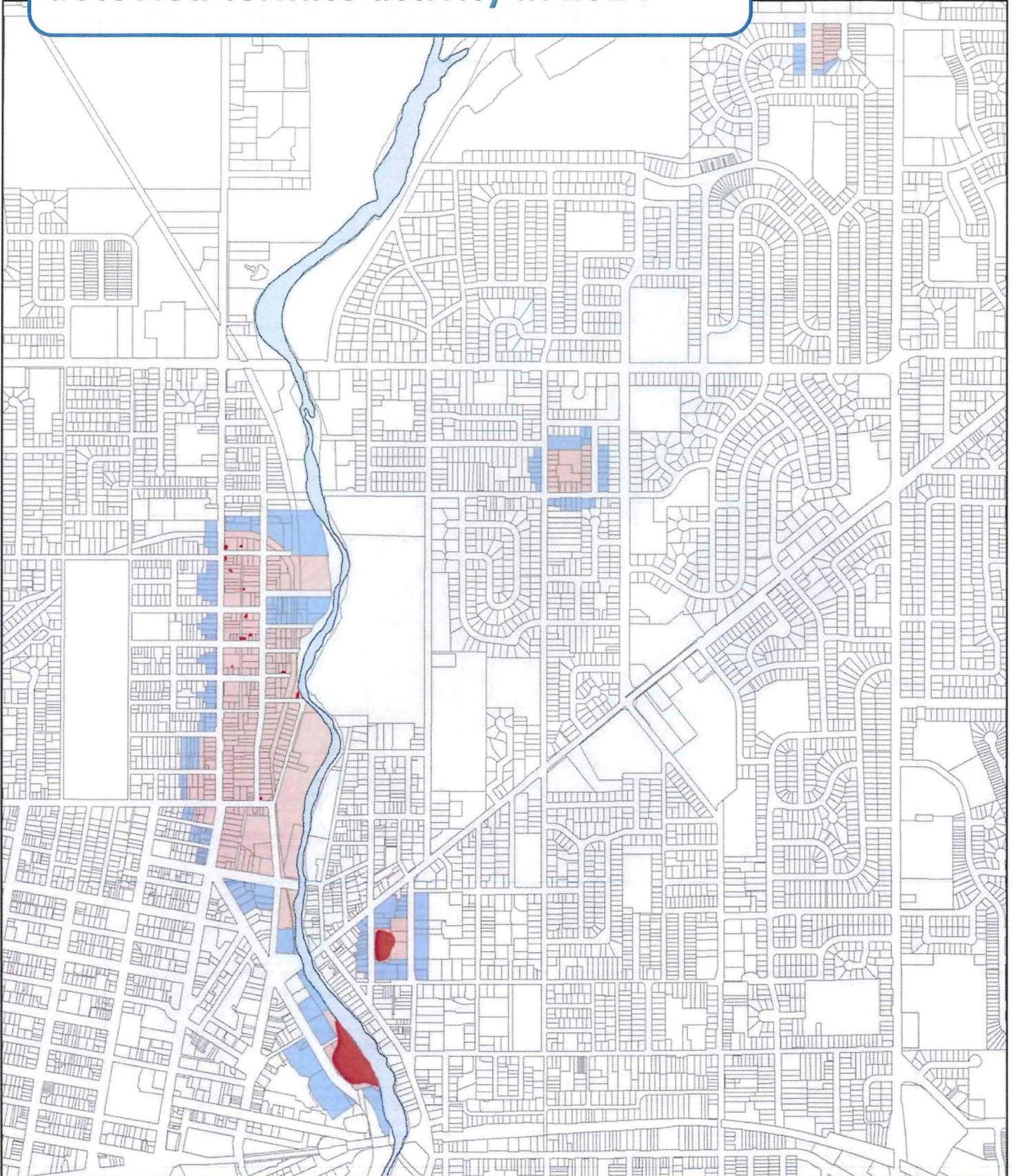
## Areas of detected termite activity in the King Street management area in 2014



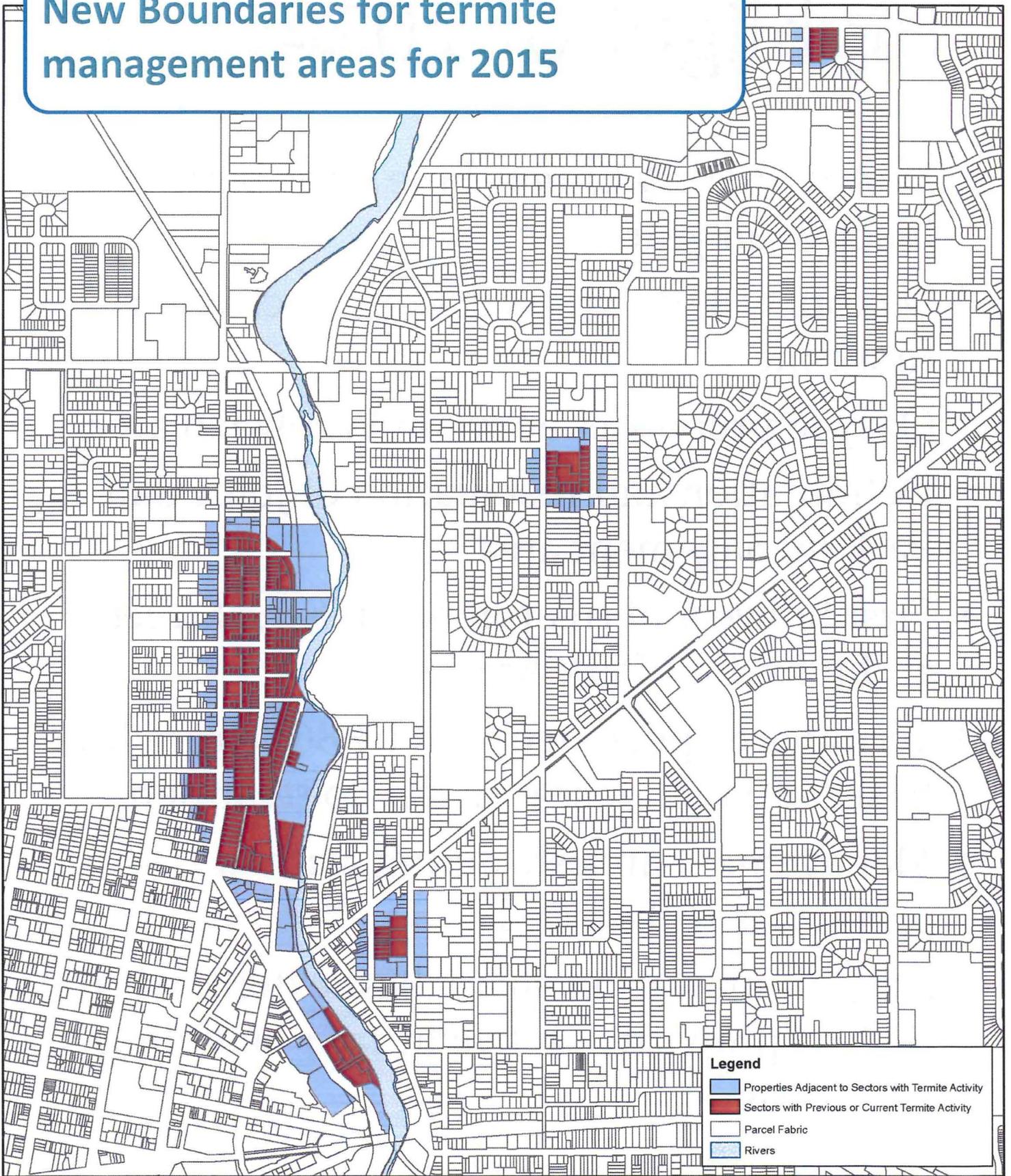
## Areas of detected termite activity in the John Galt Park management area in 2014



# Combined areas of detected termite activity in 2014



# New Boundaries for termite management areas for 2015



# Highlight of 2014

- Windermere & Emma-Pine areas both inactive all year
- Sectors 3, 8, 12, 23, 36, and 37 inactive for first time
- Only 16 properties active in Woolwich area
- Delimitation and Installation of John Galt Park management area
- First full year of treatments in King Street and John Galt Park Areas
- Termites trapped declined by 86% from first to second half of season due to treatments
- Management area shrinking, with 51 properties reclassified
- Area of infestation at smallest extent, with only 32 properties active in 2014 including new areas

# Goals for 2015

- Mail out in update last week of March
- 2 technicians start in April
- Refurbish traps in April-May
- Remove or reduce traps in June
- Continue population suppression
  - Trap-Treat-Release with Zinc Borate
- Distribute notices of required wood removal
- Issue disposal permits as needed
- Assist with review of building permits for termite preventive measures
- Prescribe chemical treatments as required
- Further habitat clean up in John Galt Park and along Speed River

# Questions?



# STAFF REPORT



TO Infrastructure, Development and Enterprise Committee

SERVICE AREA Infrastructure, Development and Enterprise

DATE April 8, 2015

**SUBJECT Termite Control Program 2014 Annual Report**

REPORT NUMBER 15-30

## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To present a summary of Termite Control Program results in 2014 and goals for 2015.

### KEY FINDINGS

1. Discovery of termite activity in the River Run Centre led to a survey of the downtown core and delimitation of the new John Galt Park Management Area which has 5 infested properties.
2. Termite population in the three previously managed areas of the City declined to the lowest level by the end of 2014, with only 16 active properties.
3. Steepest rate of annual decline – 86 per cent suppression from 2013 to 2014 in the three previously managed areas.
4. Fifteen previously active blocks had no activity during the 2013 season.
5. Both the Emma-Pine and the Windermere Management Areas were inactive throughout the 2014 season.
6. Despite the discovery of two new areas over the last two years, overall the management area contracted and 51 properties re-classified from Blue to White or Red to Blue.

### FINANCIAL IMPLICATIONS

N/A

### ACTION REQUIRED

To receive the "Termite Control Program 2014 Annual Report".

## RECOMMENDATION

1. That the report from Infrastructure, Development and Enterprise dated April 8, 2015 entitled "Termite Control Program 2014 Annual Report" be received.

## BACKGROUND

Dr. Tim Myles was hired as the new Termite Control Officer on June 11, 2007. Tim was previously the Director of the Urban Entomology Program at the University of

# STAFF REPORT



Toronto and had conducted termite control projects under contract for the City of Guelph from 1998-2001 and a baiting project in 2005. In 2007, he oversaw the installation of an array of nearly 3,000 termite monitoring traps and precisely delineated the termite infestations in the City's three termite management areas. In 2008 and 2009, habitat removal and parasitic nematodes were used as the primary methods of area-wide control achieving modest population suppression. After two years of lab testing and applying for research permits from the federal Pest Management Regulatory Agency, Tim was granted an Experimental Research Authorization in 2010 to test zinc borate using a treatment method which he invented called Trap-Treat-Release (TTR). This authorization was modified and renewed in 2012. Tim has now completed the fifth field season utilizing zinc borate as the new active ingredient for Trap-Treat-Release, with encouraging results.

## REPORT

For Council's information, see the attached "Executive Summary" of the Termite Control Program 2014 Annual Report with accompanying Figures 1 to 7.

## CORPORATE STRATEGIC PLAN

Strategic Direction # 2.2: Deliver public service better.

## DEPARTMENTAL CONSULTATION - N/A

## COMMUNICATIONS

The Executive Summary will be mailed to all residents in the termite management areas the last week of March.

As with previous annual reports, the 2014 Annual Report will be posted on the City's website during the first week of April, 2015.

## ATTACHMENTS

- Attachment 1** Executive Summary and Figures 1 to 7
- Attachment 2** Termite Control Program 2014 Annual Report

Attachment 2 is available on the City's website at <http://guelph.ca/living/house-and-home/yard-and-garden/termites/>. Click on the link for Annual Reports under Reference Material tab.

**Prepared By**  
Dr. Tim Myles  
Termite Control Officer

**Approved By**  
Rob Reynen  
Acting Chief Building Official

# STAFF REPORT

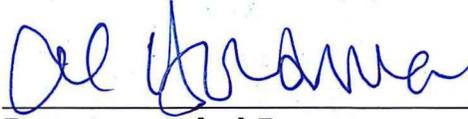
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**Approved By**

Todd Salter  
General Manager  
Planning, Urban Design and  
Building Services  
519.822.1260, ext. 2395  
todd.salter@guelph.ca



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**Recommended By**

Al Horsman  
Deputy CAO  
Infrastructure, Development and  
Enterprise  
519-822-1260, ext. 5606  
al.horsman@guelph.ca

## Executive Summary

Guelph's Termite Control Program The City of Guelph has an introduced infestation of the eastern subterranean termite, *Reticulitermes flavipes*, which the City has been tracking and combating since the 1970s. This insect pest can be difficult and expensive to control and can cause serious structural damage to wood frame structures and housing. In order to protect the housing stock of the City, and to prevent the continuous spread of this invasive species, the City has implemented a comprehensive termite control program. Traditional termite control uses soil insecticides and wood preservatives to chemically treat affected structures, but does not address the termite population which continues to spread. The City's program integrates all traditional methods of pre-treatment, remedial treatment and preventative treatment as well as preventative measures in new construction, termite habitat elimination, and termite population suppressive treatments.

Discovery of termites in the River Run Centre and John Galt Park In April, termites were discovered in the River Run Centre and adjacent areas along the Speed River of John Galt Park. In order to delimit the extent of this new area of infestation, a visual survey of yards was conducted throughout the downtown core in an area encompassing about 300 properties. It was determined that the infestation is limited to only five properties confined to one block on the NE side of Woolwich St. In addition to the five active properties (red zone), eight surrounding properties were designated as a buffer area (blue zone). Thus, the new John Galt Park management area encompasses 13 properties. The City now has five termite management areas (Figure 1). A total of 160 termite monitoring traps were installed in the new area. Indoor inspections revealed that only one structure in addition to the RRC was infested. The RRC was chemically treated 2014. The other property will be treated in the spring of 2015. Much termite habitat, including wood chip mulch, woody debris, and dead trees and stumps were removed. Further cleanup of stumps and woody debris along the river will continue in 2015.

Fifth Year of Suppression with Zinc Borate 2014 was the fifth year of treatments with zinc borate for the Woolwich, Windermere and Emma-Pine management areas. Starting in 2012 a modified formulation has been used containing less resin. Under this treatment regimen the number of trapped termites has steadily declined, reflecting large scale termite population suppression. The combined total number of termites trapped for the Woolwich, Windermere and Emma-Pine areas was 929,236 in 2010, 683,793 in 2011, 535,565 in 2012, 254,349 in 2013, and only 35,263 in 2014. This represents an 86.1% decline over the previous year and a 96.2% decline since 2010 (see sectors 2-47 in Figure 2).

King Street and John Galt Park Areas The King Street management area was discovered in the summer of 2013 and, as mentioned above, the John Galt Park management area was discovered in the early spring of 2014. Thus 2014 was the first full year of treatments for both of these new management areas. The number of termites trapped in these two areas in 2014 was 72,571 for King Street area, and 193,908 for the John Galt area. Thus, these new areas comprise 24.0% and 64.3%, respectively, of the total (301,742), termites trapped in 2014. Comparison of the number of termites trapped in the first and second halves of 2014 shows a 35.2% and a 42.1% decline in the number of termites trapped in between the first and second halves of the season for the King Street and John Galt areas, respectively (Figure 3). These measures of suppression are also supported by the continuous downward trend in the average number of termites trapped per inspection (Figure 4). This consistent year over year suppression shows that zinc borate applied topically to trapped and released termites is an effective tool for area-wide termite population suppression.

Inactivity of Fifteen Red Zone Sectors Of the 24 red zone sectors, 15 were completely inactive for the entire 2014 season. This included sectors: 3, 8, 12, 19, 20, 22, 23, 25, 27, 30, 36, 37, 41, 42, and 47. This was the first year that sectors 3, 8, 12, 23, 36, and 37 have been inactive. It was the first year in which both the Windermere and Emma-Pine Areas were simultaneously inactive all year.

Population Decline in Areas of Ongoing Activity Only seven sectors in the Woolwich area had any activity in 2014. The number of termites trapped declined on six of those seven sectors with ongoing activity. Only in sector 21 was there an increase in the number of termites trapped over the previous year. This increased activity was in a wooded area along the Speed River, while all residential properties within sector 21 remained inactive.

Decline in the number of active properties. The number of active properties in the managed areas has declined steadily over the last four years of zinc borate treatments. The combined number of active properties in the Woolwich, Windermere and Emma-Pine areas was 104 in 2011, 88 in 2012, 43 in 2013, and only 16 in 2014. Eleven properties were active in the King Street area and five in the John Galt Park area bringing the total number of active properties in 2014 to 32 (Figure 5 & 6).

Chemical Treatments and Inspections in 2014. 126 borate rods were installed in fence posts and retaining walls in the red zone properties of the King Street management area. Four chemical treatments were performed for structural infestations. Five remedial or preventative borate spray treatments were performed. In addition 19 inspections were performed for real estate transactions, 18 for building permits, and 278 for disposal permits.

Further Contraction of Management Area Continuous inactivity for more than five years on many of the properties of the Woolwich and Windermere Management areas allows for a further contraction of the designated boundaries of these areas. 21 properties that were formerly blue, are now designated as white and are thus removed from active termite management. Another 30 properties formerly designated red, are now designated as blue. In total 51 properties are re-designated (compare Figures 1 and 7).

2014 Report As with previous annual reports, the full 2014 report will be posted on the City's termite web site at [www.guelph.ca](http://www.guelph.ca) > termites > reference materials, by the last week of March.

Goals for the 2015 Season The goals for the upcoming season will be similar to 2014:

- This executive summary with graphs and maps will be sent to residents at the end of March as an annual progress report.
- Two part-time summer technicians will be hired and will start work the last week of April. Traps will be refurbished with new cardboard rolls and lids, and any missing traps will be replaced during April and May. Traps will be reduced or removed in re-designated areas.
- Through the summer, traps will be checked on a three week cycle. Trapped termites will be treated with a resinous formulation of zinc borate and released back into active traps. Any trap used as release port will be secured with a heavy duty plastic cable tie and identified with a treatment lid label and brick.
- Further efforts will be made to manage critical termite habitat in areas along the Speed River including some contracted stump and log removal and limited chemical treatments.

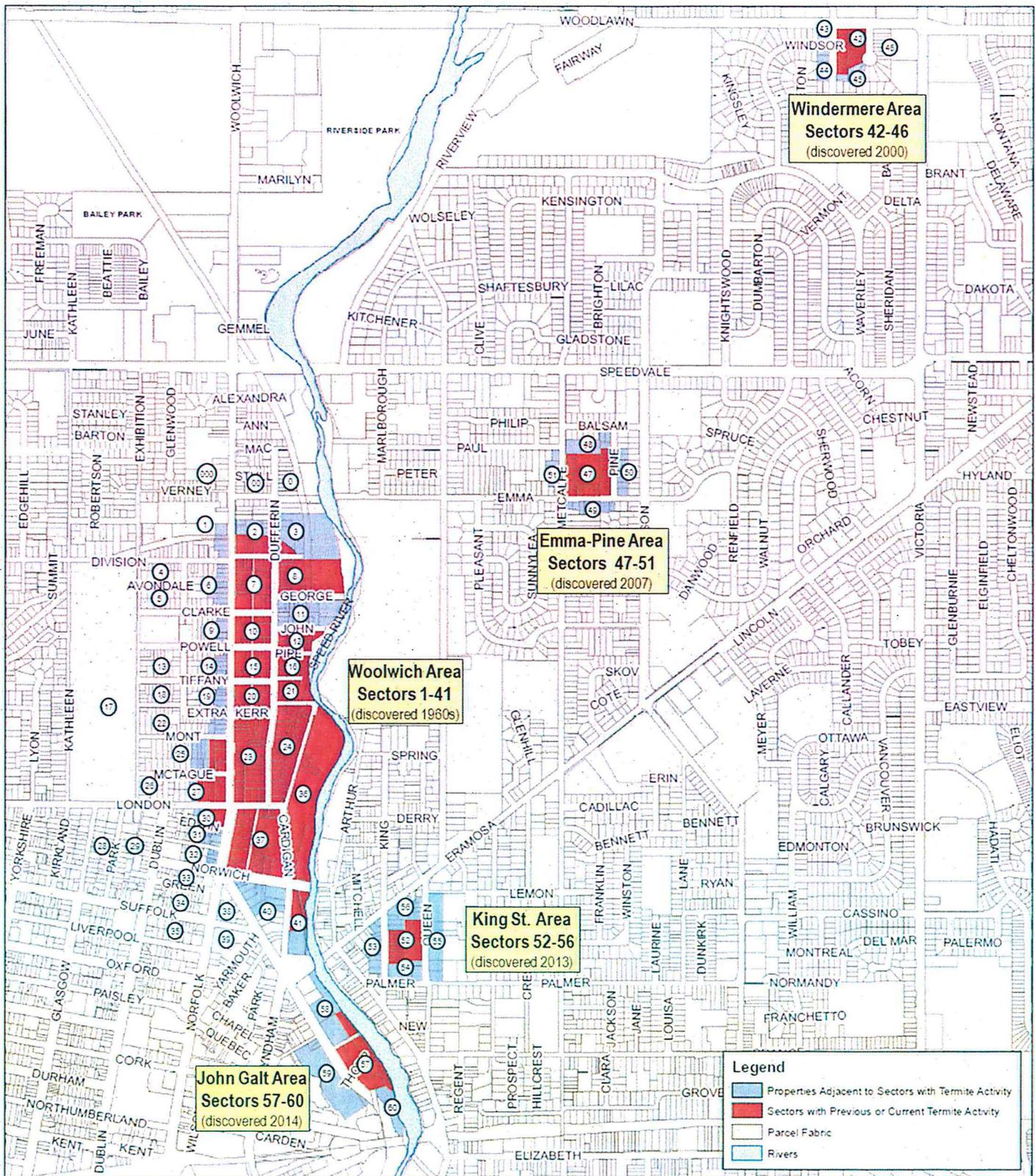


Figure 1. Boundaries of the Guelph Termite Management Areas in 2014.

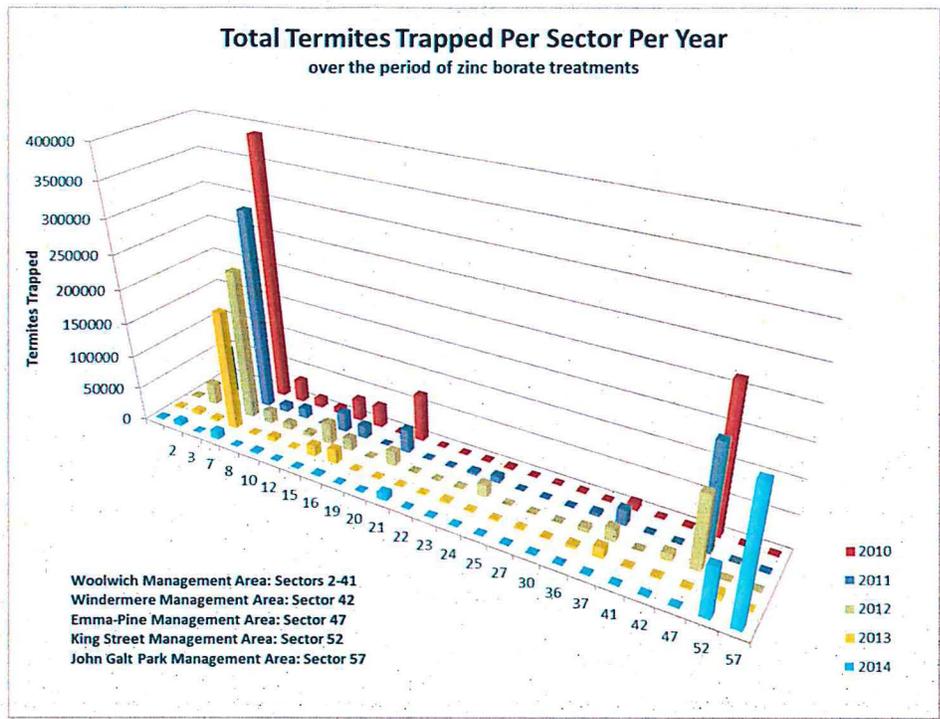


Figure 2. Total termites trapped per sector per year over the period of zinc borate treatments.

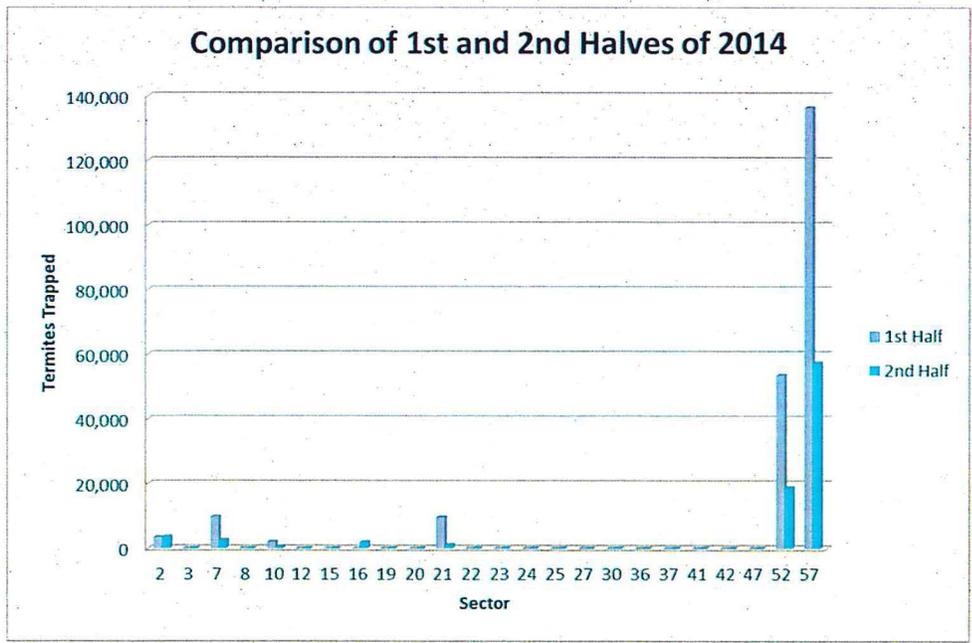


Figure 3. Comparison of termites trapped during the first and second halves of 2014.

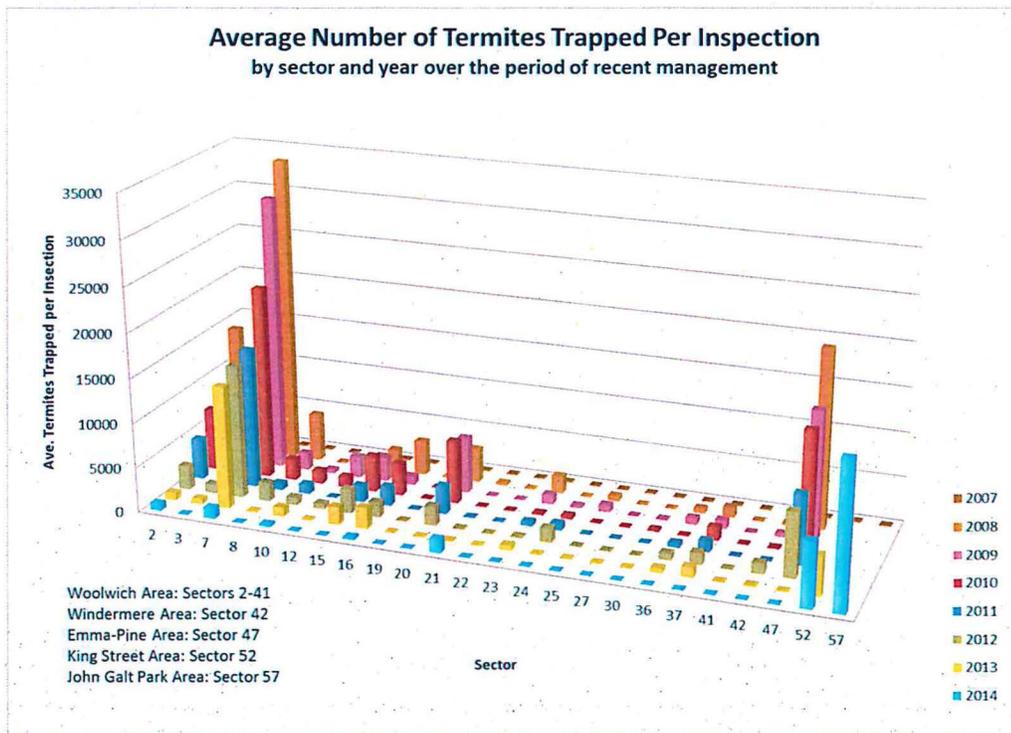


Figure 4. Average number of termites trapped per inspection by sector and year over the period of recent management.

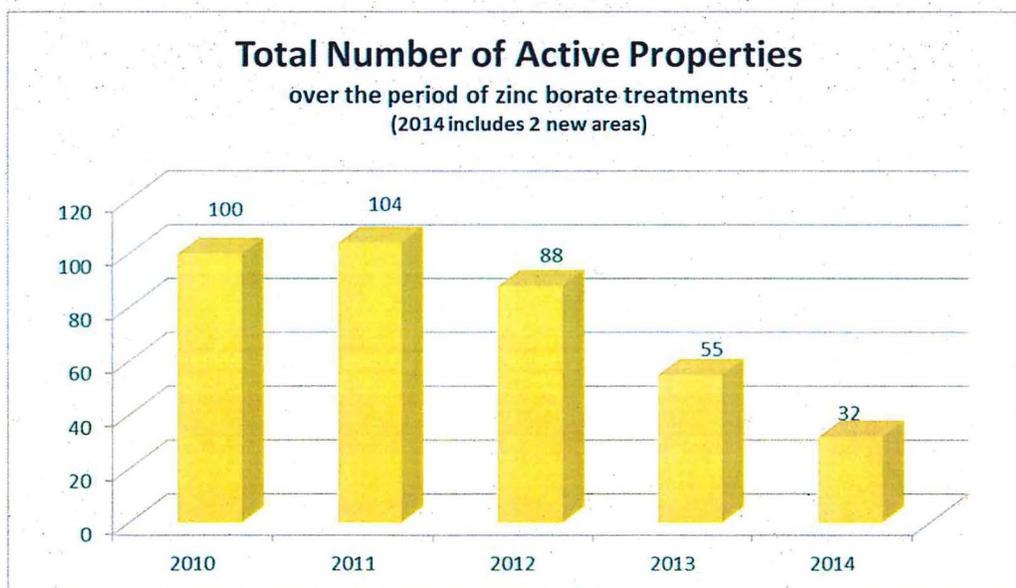


Figure 5. Total number of active properties per year over the period of zinc borate treatments.

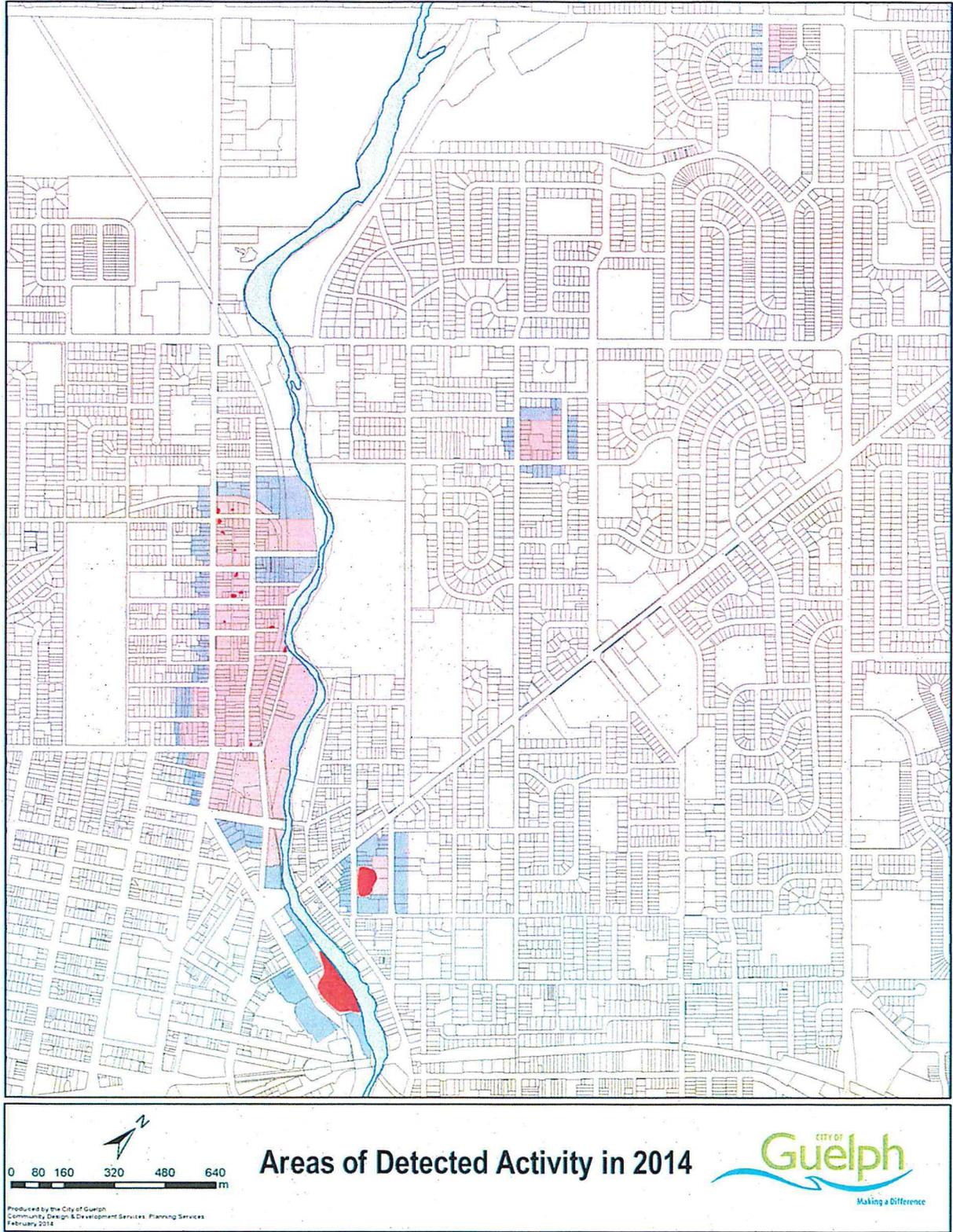


Figure 6. Areas of detected termite activity in the King Street Management Area in 2014.

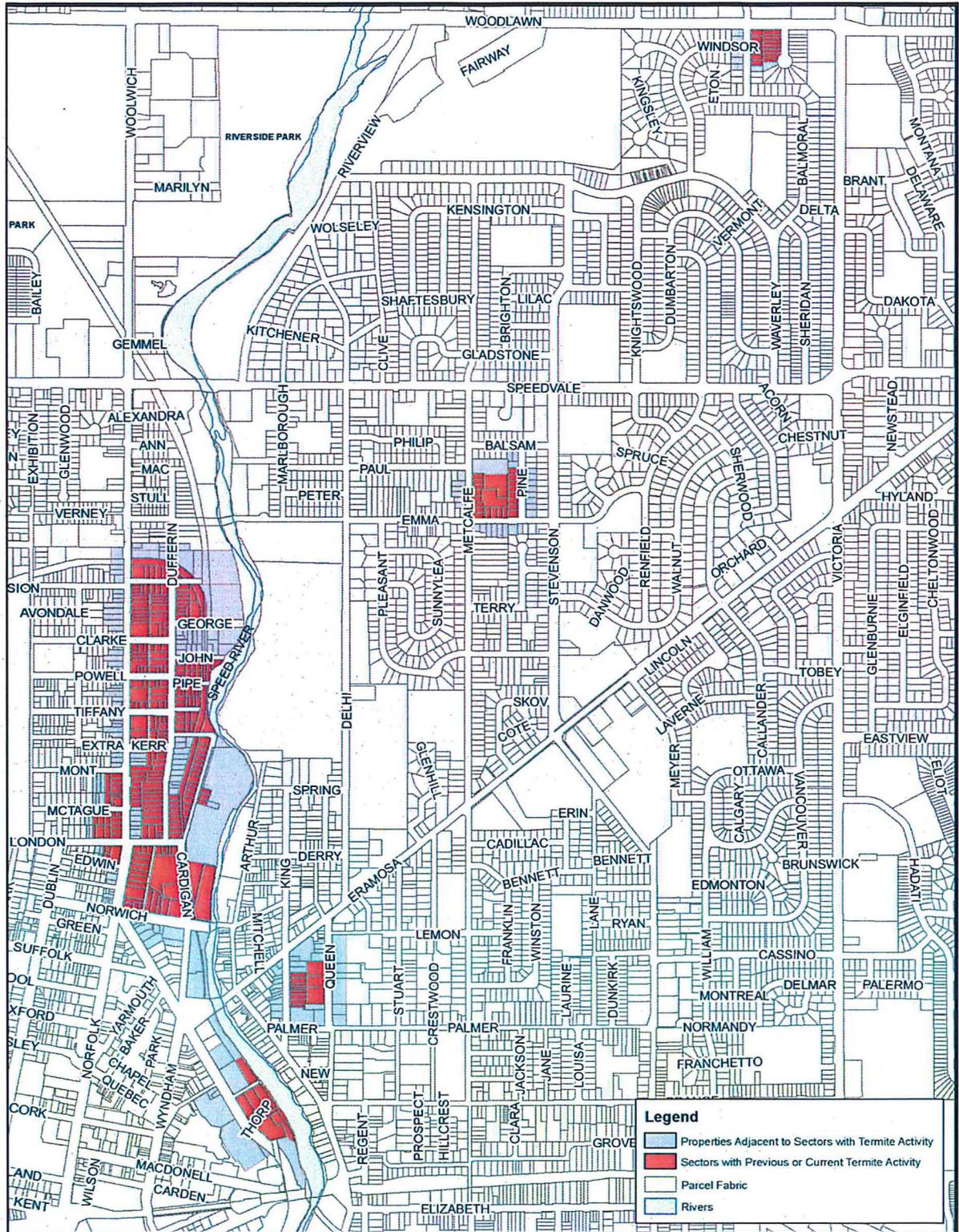


Figure 7. New boundaries of the Guelph Termite Management Areas for 2015.

# STAFF REPORT



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TO Infrastructure, Development and Enterprise Committee

SERVICE AREA Infrastructure, Development and Enterprise

DATE April 8, 2015

**SUBJECT Community CarShare Co-operative Parking at  
City-Owned Facilities**

REPORT NUMBER

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## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

The purpose of this report is to recognize carsharing as an element of a successful transportation demand management program and to support the expansion of carsharing services throughout Guelph. A Parking Agreement with a schedule for separate properties is proposed to administer requests for reserved carshare parking spaces at city-owned facilities.

### KEY FINDINGS

- Community CarShare Co-operative launched service in Guelph in May 2013; between the launch and December 2014, membership grew from 30 to 125 members.
- City of Guelph staff present a Parking Agreement and propose potential future parking spaces for carshare service expansion at municipally owned non-revenue generating lots.
- Delegation of authority to sign the Parking Agreement is proposed to the Deputy CAO of Infrastructure, Development and Enterprise Services.

### FINANCIAL IMPLICATIONS

There are no financial implications to providing carshare parking spaces in non-revenue generating spaces. Costs of promotion, signage, and communications are covered by the carshare service provider.

### ACTION REQUIRED

Approve the report entitled "Community CarShare Co-operative Parking at City Owned Facilities" and the staff recommendations made therein.

# STAFF REPORT

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## RECOMMENDATIONS

WHEREAS non-commercial carshare services are part of a suite of options that support the City of Guelph in meeting its transportation demand management (TDM) policy objectives to support sustainable transportation alternatives,

AND WHEREAS the use of off-street municipal parking space, where appropriate and available, may be reserved for carshare services for the purposes of supporting TDM;

1. The Deputy CAO of Infrastructure, Development and Enterprise Services is authorized to enter into and execute a Parking Agreement between The People's Car Co-operative Inc. o/a Community CarShare and the City, in a form substantially as described in the report dated April 8, 2015, with the final form and content to the satisfaction of the City Solicitor;
2. The Deputy CAO of Infrastructure, Development and Enterprise Services is authorized to approve and execute amendments to the Parking Agreement, provided that such amendments are to the satisfaction of the City Solicitor, to add or change parking locations, upon requests by carshare services, to reserve a non-revenue generating parking space at a city-owned facility, and to make other amendments to the agreement provided it is in accordance with the general terms therein.

## BACKGROUND

This report is a follow-up to a Staff Report to Council approved on April 22, 2013 entitled "Supporting the Expansion of Community CarShare Co-operative to Guelph".

Community CarShare Co-operative (hereafter referred to as "CarShare") is a non-profit co-operative based out of the Region of Waterloo. Its mission is to promote carsharing as part of a sustainable transportation system and reduce private vehicle ownership. Community CarShare expanded its service to Guelph in May, 2013. Members have access to a fleet of 57 vehicles in Guelph, Kitchener, Waterloo, London, Hamilton, Elmira, St-Catharines, Brampton and Burlington on a self-serve, pay-per-use basis.

There are presently five vehicles and reserved carshare parking spaces within Guelph. The City of Guelph provides three parking spaces downtown on city-owned sites: the Guelph Central Station (formerly VIA station) and the 5 Gordon Street (Market Commons) locations are non-revenue generating spaces. The Baker Street parking lot is a paid lot and is subject to its own agreement. A fourth vehicle is located at Dublin Street United Church as a result of arrangements between the property manager and the carshare service provider. The fifth vehicle is at the University of Guelph.

Expanding carshare service memberships can be accomplished in part by reserving strategic parking spaces throughout the city in advance of the service provider delivering a vehicle. The reserved parking spaces informs the community that a vehicle will be provided in future and helps to generate demand. When the demand reaches the minimum of 25 potential members required to support a vehicle, the space is already reserved and a vehicle can be provided immediately. The April 2013 staff report indicates that staff will work with city facility managers outside of downtown including recreation centres and libraries, to identify potential future parking spaces at municipally owned non-revenue generating lots.

## REPORT

### **How carsharing supports Transportation Demand Management**

Carsharing services have measurably contributed to lowered parking requirements, decreasing household vehicle ownership and increasing rates for non-auto modes for more trips. Fifteen to thirty-two percent of members sell a private vehicle when they join carsharing. Carshare service can also contribute toward meeting emission reduction targets of the Community Energy Initiative. It is estimated that one carshare vehicle can remove between nine and thirteen private vehicles from the road and parking lots. Surveys of North American carsharing members show that carshare vehicles tend to replace less fuel-efficient personal vehicles. One study estimates that each household that holds a carshare membership reduces its annual emissions by more than half a tonne. Staff therefore recognize that supporting carshare services in Guelph can contribute positively to meeting the transportation demand management objectives in our official policies and plans.

### **City-Wide Carshare Parking Agreement**

This report proposes a city-wide parking agreement for carshare vehicles and proposes which facilities would be best suited to supporting expansion of this transportation service. In May 2014, a meeting was held with representatives from Legal Services, Sleeman Centre, River Run Centre, Traffic and Parking Services, Guelph Police Services, West End and Victoria Road Recreation Centres, Evergreen Senior's Centre and the Guelph Public Library. Staff reviewed a draft parking agreement template from Community CarShare and discussed opportunities at their facilities to accommodate a reserved parking space for a carshare vehicle. Later versions were also reviewed by Public Works and Bylaw Compliance.

To be effective, carshare vehicles should be located within a five to ten minute walk from its members. City facilities such as recreation centres, parks, libraries and cultural centres are already well connected to the neighbouring community through public transit and active transportation (walking and cycling). These are therefore attractive locations to provide carshare vehicles.

The CarShare Parking Agreement has been prepared by staff and Community CarShare Co-operative. The Agreement is generalized to apply to all city-owned

# STAFF REPORT

facilities with non-revenue generating parking. Site-specific details would be included in the schedules.

The following sections summarize key clauses of the agreement:

**Use of the space:** The City, as the location provider, agrees to provide the parking space(s) to CarShare at no cost or expense. The Parking Agreement is applicable to off-street non-revenue-generating parking only. The parking is 24 hours/day and in the event that the parking space is occupied, upon notice to the City, the car may be parked in another space in the facility or as directed by the City. To permit use of the reserved space, CarShare must submit a list of the license plates of all vehicles that will be using the reserved space(s) in Guelph to By-Law Enforcement. If a reserved CarShare parking space is occupied by another vehicle, CarShare may notify By-Law and park elsewhere as directed by the City. The parking is subject to applicable parking regulations for the facility, except as specifically mentioned in the Agreement. By-Law reserves the right to enforce or not enforce the reserved parking space. The City may, but is not required to, provide additional spaces upon request.

**Signage and maintenance of the space:** Community CarShare Co-operative provides signage for reserving parking spaces, to be installed by City staff at the expense of CarShare. Any repair or replacement of the signage shall be at the expense of CarShare. The City is responsible for the maintenance of the parking space.

**Temporary Interruption to Access:** The City reserves the ability to temporarily interrupt access to the parking space(s) for emergencies, snow removal and unforeseen repairs. This may involve requesting CarShare to relocate or remove their vehicle, or if sufficient notice is not possible, the City reserves the right to move the vehicle at no expense to CarShare. If the City makes a request to relocate the vehicle and it is not relocated within the time required, the City may relocate at CarShare's expense. Any other type of change (i.e. not emergency, snow, etc.) require 30 days' notice.

**Liability and indemnification:** Both the City and CarShare are required to be covered under a general liability insurance not less than \$2 million each. CarShare is also required to maintain car insurance for each vehicle parked at a City facility.

CarShare indemnifies the City and those for whom the City is responsible from all liabilities, expenses, fines, damages, suits, claims, demands, actions and costs that the City may become liable for as a result of an act or omission by CarShare or its members in regard to this agreement or the use of a Parking Space. This includes any damages to persons or property as a result of the use of the parking space by CarShare or its members.

# STAFF REPORT

CarShare waives claims arising from this Agreement except to the extent that such claims arise from a negligent act or omission by the City.

**Termination:** Either party may cancel the agreement on 90 days' written notice. The City may interrupt access to the parking space or change the allocated reserved parking space with at least 30 days' written notice. CarShare can terminate the agreement on 15 days' written notice to the City. For certain situations listed below, the City can immediately terminate the contract:

- A default on any of the terms or conditions of the Agreement
- CarShare assigns the Agreement without City's consent
- CarShare fails to provide proof of insurance prior to the renewal date
- CarShare becomes insolvent, or
- CarShare ceases to be a non-profit co-operative.

**General Matters:** Includes matters such as contact information for each party, determination of date of receipt of documentation including in case of strike, and a general clause that the Agreement is governed according to the laws of Ontario.

This Agreement supersedes previous agreements and understandings between the City and CarShare for all non-revenue generating spaces that have been assigned to CarShare prior to this Agreement.

The Agreement acknowledges that both parties are independent of each other and the Agreement does not give the right to assume or incur obligation on behalf of the other. Terms affecting the waiving of rights are also included.

**Schedules:** Schedule A provides a space for listing the parking facility and location of the parking space. Schedule B lists any applicable municipal regulations that also affect that facility's parking spaces. Schedule C outlines the signage and installation standards. Schedule D lists any special features agreed upon between all parties, such as special pavement markings or a brochure box.

## **How it works**

The agreement is to be signed by the Deputy CAO of Infrastructure, Development and Enterprise Services and Community CarShare Co-operative. Thereafter, the TDM Coordinator will coordinate between the carshare service provider and Facility Managers for specific requests.

Upon request from a carshare provider to reserve a space at a city-owned facility, the TDM Coordinator and Facility Manager determine the appropriateness of the request. If deemed reasonable, the schedules to the agreement would be updated to reflect the addition of the parking space and any related regulation.

At present, Community CarShare Co-operative is the sole non-profit carshare service provider operates in southwestern Ontario. Should a future second co-operative or non-profit carshare service also wish to request parking spaces for

# STAFF REPORT

their vehicles, the Agreement includes a clause to terminate the contract and afford staff time to evaluate options for fair treatment.

Minor updates that do not change the intent of the Agreement may occur in consultation with Legal Services and facility managers, Traffic and Parking and By-law Enforcement staff.

## **Proposed Non-Revenue Generating Parking Locations**

Discussions have occurred to determine which city-owned facilities already have available space to accommodate a reserved carshare parking space. All facility managers that were consulted were supportive of the principle of providing carshare spaces throughout the city.

- Exhibition Arena and the East End Library have been identified as city-owned facilities with available parking. The facility operators are supportive of supplying one parking space for carshare parking.
- The Guelph Civic Museum is interested in having a carshare vehicle at their location, and suggested exchanging one of the carpool spaces installed as part of the LEED certification into a carshare space, which has similar benefits.
- Other city locations, such as the libraries on leased properties, the recreation and community centres, the Evergreen Senior's Centre, and the Guelph Police locations currently experience high demand for existing parking but will continue to be monitored as potential future sites.

## **FINANCIAL IMPLICATIONS**

There is no added cost to providing parking spaces for carshare vehicles. All costs of promotion, signage, and communications are to be covered by the carshare service provider as per the Agreement.

## **CORPORATE STRATEGIC PLAN**

2.2 Deliver public services better

3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City

## **DEPARTMENTAL CONSULTATION**

- Public Works (Traffic and Parking, Road Maintenance)
- Legal Services
- By-law Compliance
- Community Services (Libraries, Recreation Centres)
- Culture (Sleeman Centre, Museum, River Run Centre)
- Guelph Police Services

# STAFF REPORT

## COMMUNICATIONS

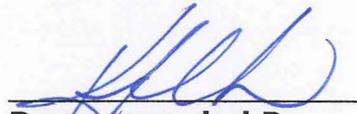
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## ATTACHMENTS

N/A

### Report Author

Jennifer Juste  
TDM Coordinator

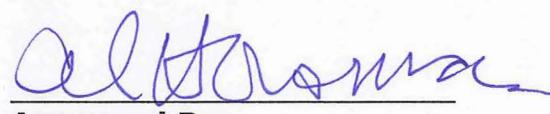


### Recommended By

Kealy Dedman, P.Eng., MPA  
General Manager/City Engineer  
Engineering and Capital  
Infrastructure Services  
519-822-1260, ext. 2248  
kealy.dedman@guelph.ca

### Report Author

Allister McIlveen  
Manager of Transportation



### Approved By

Al Horsman  
Deputy CAO  
Infrastructure, Development and  
Enterprise Services  
519-822-1260, ext. 5606  
al.horsman@guelph.ca

# STAFF REPORT



TO Infrastructure, Development and Enterprise Committee  
SERVICE AREA Infrastructure, Development and Enterprise  
DATE April 8, 2015  
**SUBJECT Building Services 2014 Annual Report**  
REPORT NUMBER 15-29

## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To present a summary of Building Services responsibilities, activities and performance measurements for 2014.

### KEY FINDINGS

1. Report format contains analytical information and key findings.
2. Majority of performance measurements include both dashboards and scorecards.
3. 2014 accomplishments and 2015 goals are highlighted, which support the three Corporate Strategic Focus Areas: *Organizational Excellence, Innovation in Local Government and City Building*.

### FINANCIAL IMPLICATIONS

N/A

### ACTION REQUIRED

To receive the "Building Services 2014 Annual Report".

## RECOMMENDATION

1. That report from Infrastructure, Development and Enterprise dated April 8, 2015 entitled "Building Services 2014 Annual Report" be received.

## REPORT

Previous Annual Reports were primarily statistical with performance measurement data being added in recent years. Starting in 2013, the Annual Report offers analytical information and key findings associated with performance measurements.

# STAFF REPORT



The format is divided into 9 sections highlighting our core services. Performance measurements have been included in the 7 core services which are considered customer facing.

The majority of performance measurements include both dashboards and scorecards, which illustrate targets, trends and activities.

The 2014 Annual Report also highlights accomplishments from 2014 and goals for 2015 that support the three Corporate Strategic Focus Areas: *Organizational Excellence, Innovation in Local Government and City Building.*

## **CORPORATE STRATEGIC PLAN**

Strategic Direction # 2.3: To ensure accountability, transparency and engagement.

## **DEPARTMENTAL CONSULTATION**

N/A

## **COMMUNICATIONS**

All reports on Building Permits are available on the City of Guelph's website.

## **ATTACHMENTS**

**Attachment 1** Building Services 2014 Annual Report

### **Prepared by**

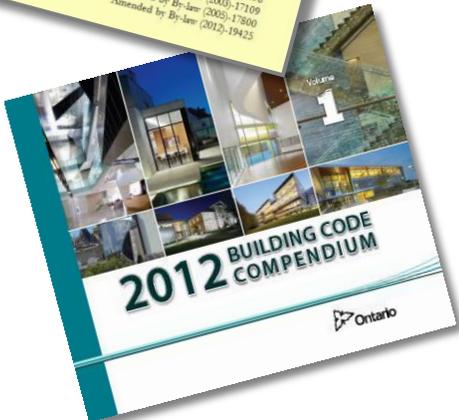
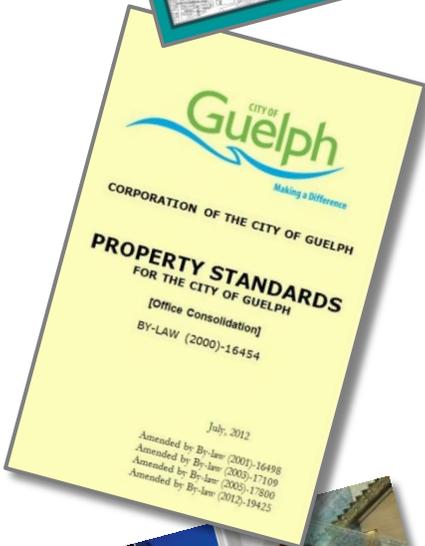
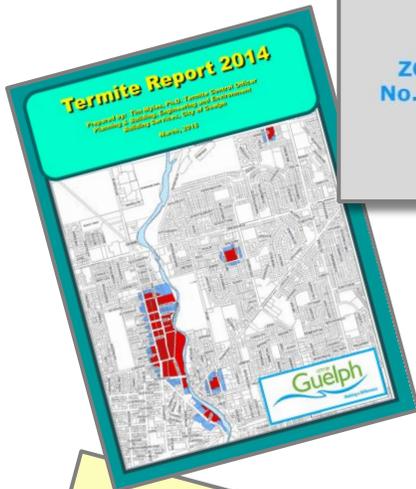
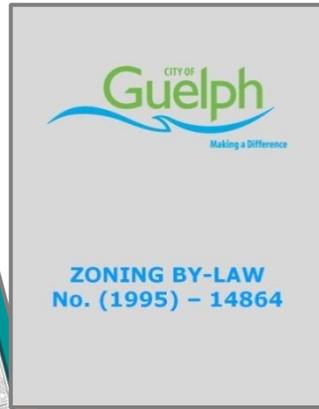
Rob Reynen  
Acting Chief Building Official

### **Approved By**

Todd Salter  
General Manager  
Planning, Urban Design and  
Building Services  
519.822.1260, ext. 2395  
todd.salter@guelph.ca

### **Recommended By**

Al Horsman  
Deputy CAO  
Infrastructure, Development and Enterprise  
519.822.1260, ext. 5606  
al.horsman@guelph.ca



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# Building Services Annual Report

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# 2014

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Prepared by:  
**Nicholas Rosenberg**  
*Technical Services Specialist*

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T 519-837-5615  
E [building@guelph.ca](mailto:building@guelph.ca)  
[guelph.ca/building](http://guelph.ca/building)

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# ADMINISTRATION

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## Introduction

In 1995, Building Services commenced with the transformation from an authoritative service provider to a facilitating service provider. In 1996, based on the *Building a Quality Future* program, the Building Services Team was presented with the inaugural *Guelph Quality Award* in the Public Sector category. Since then, it has been our on-going core strategy to improve on the many services provided to our customers, which include;

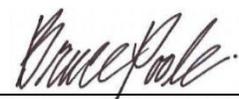
- Issuing building permits and conducting building inspections as required under the Building Code Act.
- Enforcement of various City by-laws including, but not limited to, the Zoning By-law, Property Standards By-law and Yard Maintenance By-law.
- Administration of a Termite Control Program.
- Administration of a Backflow Prevention Program.

After many years of improvements, a comprehensive operational review of our services was conducted in 2010 by an external consulting company, primarily related to the administration and enforcement of the Ontario Building Code (OBC). The consultant’s final report stated that;

*“Based on feedback provided through the customer survey, the focus group sessions with the Downtown Guelph Business Association, the Guelph and District Home Builders’ Association, feedback from Council and a phone interview with the Guelph Chamber of Commerce, the City of Guelph Building Services Division is meeting the community’s expectations for service, with high levels of customer satisfaction. The Division is seen as knowledgeable, professional and responsive. Further, Building Services has a number of strategies in place to regularly monitor customer satisfaction and to receive feedback for improvements to the services offered through regular meetings with various stakeholders groups.”*

Since bringing new management and technical staff on board in 2013, the Building Services Team continues to build on our knowledge and expertise, with customer services remaining a top priority.

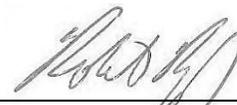
Please enjoy our 20<sup>th</sup> edition of the Building Services Annual Report.



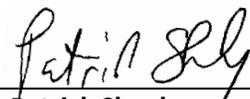
**Bruce A. Poole**  
Chief Building Official



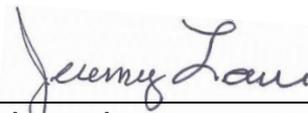
**Minna Bunnett**  
Administrative Assistant



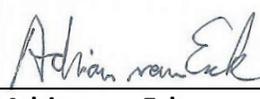
**Rob Reynen**  
Manager of Inspection Services



**Patrick Sheehy**  
Program Manager - Zoning



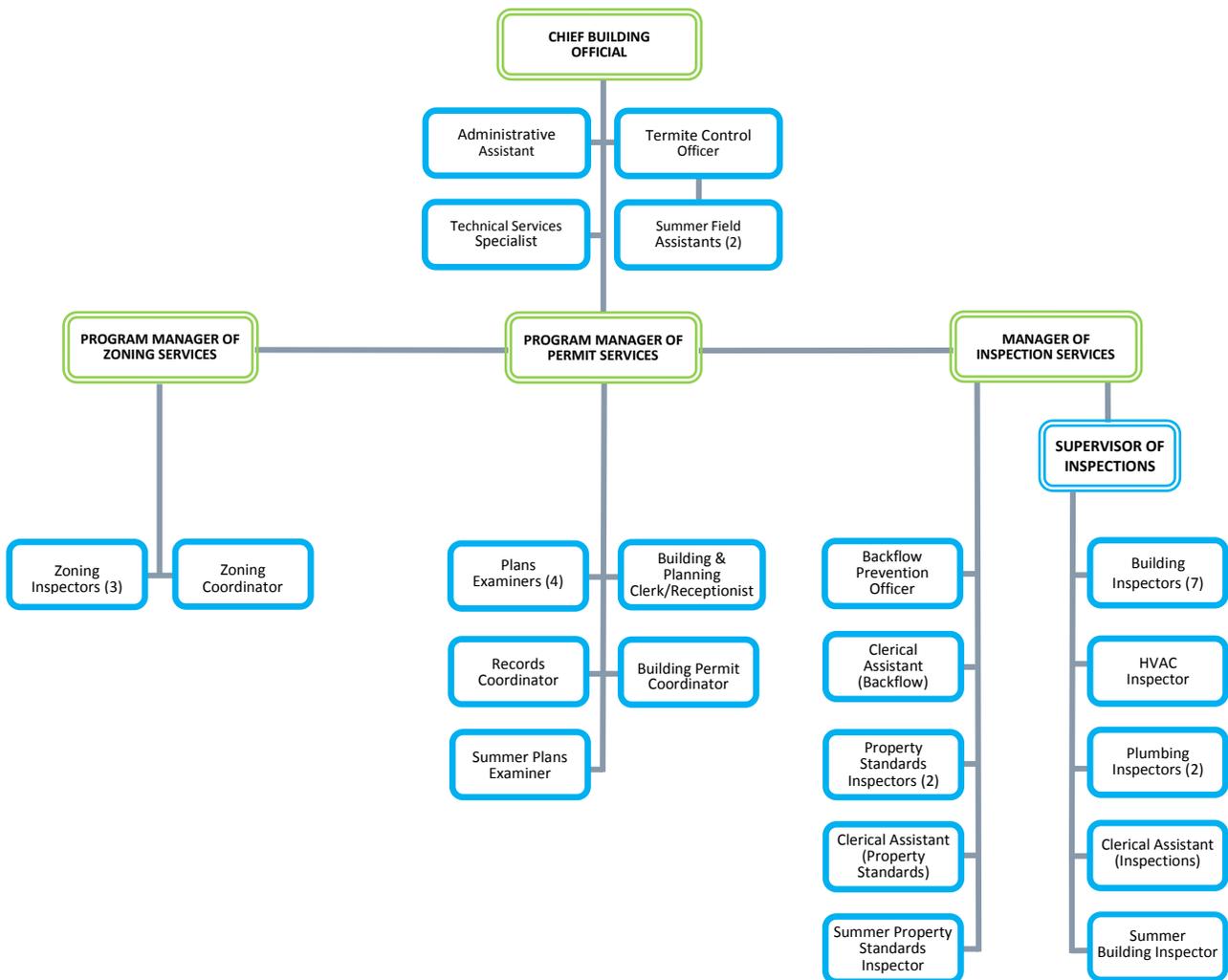
**Jeremy Laur**  
Program Manager - Permits



**Adrian van Eck**  
Supervisor of Inspections

## Departmental Structure

Building Services is a division within the Infrastructure, Development and Enterprise (IDE) service area. In 2014, the Building Services Team employed 35 full-time staff and five summer technical staff, and was structured as illustrated below.



# BUILDING SERVICES **Code of Conduct**



## Did you know City of Guelph Building Services has a Code of Conduct?

### What is a Code of Conduct?

A Code of Conduct is intended to promote appropriate standards of behaviour by staff in the performance of their duties.

#### The Building Services Code of Conduct is meant to:

- Promote good behaviour and actions by all Building Services staff.
- Stop an abuse of power, including unethical or illegal practices, by all Building Services staff.
- Promote honesty in the services provided by all Building Services staff.
- Provide an official process for submitting complaints to the Building Services department.



#### As part of the Code of Conduct, Building Services staff must:

- Always act in support of public well-being.
- Apply all relevant laws, codes and standards in a fair and impartial manner.
- Keep their qualifications up to date, and perform work in line with their qualifications.
- Be professional and polite.
- Act in keeping with the City's Corporate values related to Integrity and Excellence.

#### What happens if Building Services staff do not follow the Code of Conduct?

You can submit a signed, written complaint by using the Building Services Code of Conduct Complaint Form. The form is found on [guelph.ca](http://guelph.ca). If paper format is used, place the complaint form in a sealed envelope marked CONFIDENTIAL and **Attention: Bruce Poole**. Where a complaint form is submitted electronically it is to be emailed directly to [bruce.poole@guelph.ca](mailto:bruce.poole@guelph.ca). Once a complaint is submitted an investigation will take place. The Chief Building Official or senior management of the City will provide a written response within 30 calendar days of receipt of the complaint.

#### For more information

**Bruce Poole**, Chief Building Official  
T 519-837-5615 x 2375  
E [bruce.poole@guelph.ca](mailto:bruce.poole@guelph.ca)

[guelph.ca](http://guelph.ca)

## Employee Engagement

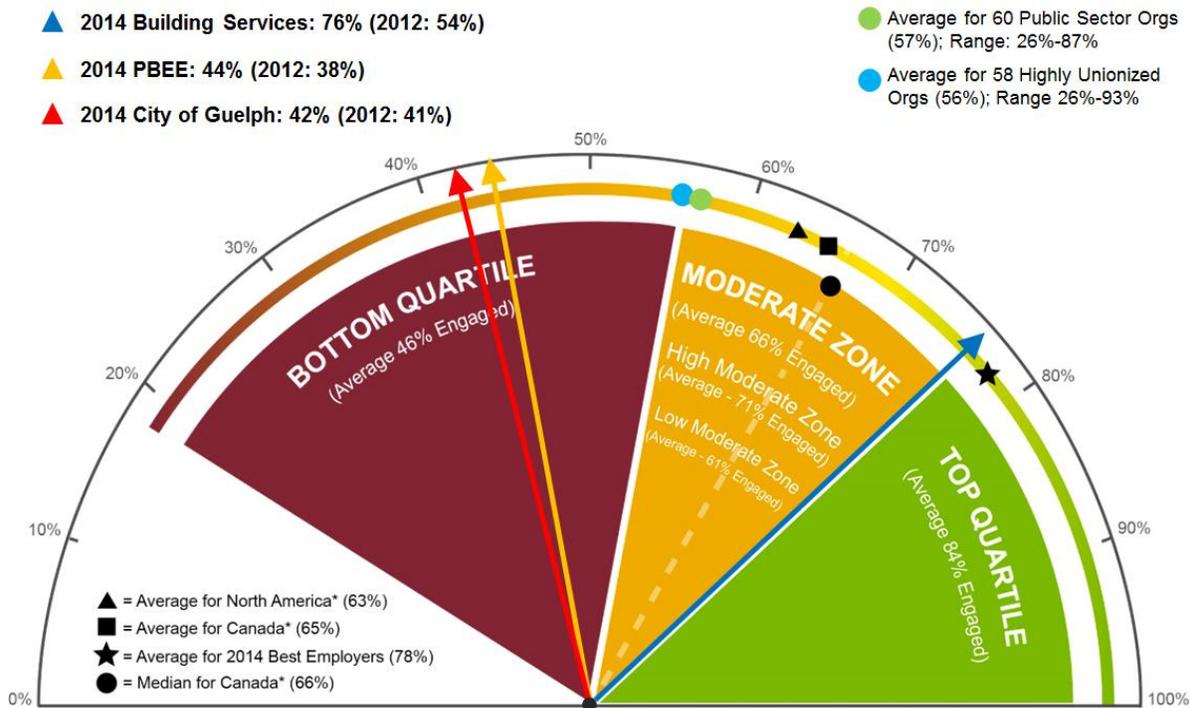
Employee engagement refers to ones level of commitment to the organization. It's also a state of emotional and intellectual commitment to the organization. In other words, it's the degree to which you have captured the hearts and minds of your employees.

The City of Guelph uses three words to measure the engagement level of staff: **Say, Stay, Strive**.



In 2014, the Building Services Team scored a 76 percent rating in the City of Guelph's second Employee Engagement Survey. This is an increase of 22 percent over the 2012 Employee Engagement score, and is considered *high engagement*.

### SCORECARD:



\* Source: Aon Hewitt Employee Research Database (2010-2014)  
Aon Hewitt | © 2014 Aon Hewitt Inc. All Rights Reserved.

## ***Building Services 2014 Accomplishments***

The following accomplishments have been categorized under the three Strategic Focus Areas of the Corporate Strategic Plan.

### **ORGANIZATIONAL EXCELLENCE:**

- Active role on the interdepartmental Group of 22 who focused on a corporate response to the 2012 Employee Engagement Survey results.
- Completed the 2012 Employee Engagement Survey Implementation Plan which included 27 recommendations that applied directly to Building Services.
- Successfully increased our employee engagement score from 54 percent in the 2012 survey to 76 percent in the 2014 survey. The goal for the 2014 survey was 65 percent.
- Completed transformation of the Zoning Services Team which included a new Program Manager of Zoning Services, the internal movement of three staff members, and the filling of an existing Proactive Zoning Inspector vacancy.
- Completed transformation of the Permit Services Team which included a new Program Manager of Permit Services and the filling of an existing Plans Examiner vacancy.
- Successful roll out of a Building Services Internal Communications Survey which enable various improvements to be made in how we share information with other service areas of the organization. This supported organizational awareness while encouraging more effective operations.

### **INNOVATION IN LOCAL GOVERNMENT:**

- Active role on the Direct Report Leadership Team 2015 budget sub-committee that developed operating and capital budgets for the Executive Team.
- Significant involvement in the corporate assessment of the AMANDA operating system.
- Completed the transfer of the existing backflow prevention software program to the AMANDA operating system.
- Completed the transfer of all Committee of Adjustment duties and responsibilities from Building Services to the City Clerk's office.
- Significant involvement in the corporate Integrated Operational Review Implementation Plan.
- Developed a plan to enable Building Services to operate as a paperless office.

## **CITY BUILDING:**

- Completed the corporate review of the city wide shared-rental housing project.
- Active role in the interdepartmental Source Water Protection Initiative.
- Evaluated Ontario Building Code changes effective January 2015, and educated external stakeholders on significant changes to previous Code requirements. Significant changes include barrier-free accessibility, mid-rise wood construction, fire protection and heating system design.
- City Council approved an Administrative Amendment Package to the Zoning By-law in response to internal and external concerns and requests.
- Successful completion of the 2014 Termite Control Program, which resulted in the number of active properties continuing a steady decline over the last four years of zinc borate treatments.
- Discovery of a new termite infestation in John Galt Park along the Speed River, which resulted in the creation of the fifth termite management area.
- Participated in the review of donation boxes on public and private property.
- Developed and presented a Zoning Seminar to the local Real Estate Board to enhance stakeholder education in relation to regulations, the availability of online resources and expectations.
- Commenced the development of a plan to mitigate the presence of radon in all new buildings in conjunction with industry stakeholders including Wellington-Dufferin-Guelph Public Health and Health Canada.

## ***Building Services 2015 Goals***

The following goals have been categorized under the three Strategic Focus Areas of the Corporate Strategic Plan.

### ***ORGANIZATIONAL EXCELLENCE:***

- Development of an effective Legal Proceedings Program which will assist in the enforcement of the Ontario Building Code and various by-laws. This will include such areas as training, reporting, document retention, evidence gathering and issuing penalties. This may result in a business case for a dedicated legal support person in Building Services.
- Conduct an external Customer Satisfaction Survey and review the results for possible improvements.
- Develop and implement a 2014 Employee Engagement Action Plan.
- Develop detailed handouts for sign applications which will assist customers to better understand our processes.

### ***INNOVATION IN LOCAL GOVERNMENT:***

- Complete the upgrade of the AMANDA operating system to the new web-based version.
- Begin the implementation of the recommendations from the assessment of the AMANDA operating system.
- Continue significant involvement in the corporate Integrated Operational Review Implementation Plan.
- Commence with the implementation of Building Services to operate as a paperless office.
- Complete recommendations for alternative options for proceeding with sign variance applications, including the delegation of authority.

### **CITY BUILDING:**

- Implement the recommendations of the city wide shared-rental housing project. Certain steps in this project are contingent on the funding of expansion packages by City Council in 2015.
- Complete recommendations for amendments to the Backflow Prevention By-law.
- Develop a Sewage System Maintenance Inspection program, which will include mandatory and ongoing inspections of existing private sewage systems to protect municipal water supplies from contamination.
- Recruitment of a Resource Conservation Inspector to enhance the review and inspection of energy efficiency requirements of the Ontario Building Code.
- Successful completion of the 2015 Termite Control Program, resulting in a further decline in the overall termite population and number of active properties.
- Review and revise existing Zoning standard operating procedures, and create new procedures as identified through a staff assessment.
- Launch a radon testing and mitigation program for all new construction.

## Building Services Bulletin

### Building permits and inspections

#### When do I need a building permit?

- Home renovations (additions, heating, plumbing, basements)
- Building a deck, shed or accessory building
- Installing a pool
- Adding a chimney or woodstove
- Demolition projects

#### Why do I need a building permit and inspections?

- Make sure that your project is safe for you, your family and visitors
- Get assistance from Building Services staff regarding proper methods of construction
- Ensure your project, and the people hired to complete it, comply with the Ontario Building Code and other relevant Codes and Bylaws
- Prevent legal complications when selling or re-financing your property

#### How do I get a building permit?

- Building Permit Applications are available at City Hall or online. Your application must include:
- Scaled working drawings (completed by homeowner or qualified designer)
- Up-to-date site plan or survey (for pools, additions, decks, sheds, or porches)
- Estimated cost of construction
- Name, address and telephone numbers of contractor(s)
- Any applicable fees

#### When can I start construction?

You can start construction when your permit is issued. NOTE: an application for a permit does not authorize you to begin construction.

#### What inspections do I need?

Your building permit will include a schedule of required inspections for your project. When calling to arrange an inspection please give 24 hours notice so we can accommodate your request.



## Building Services Bulletin

### Decks, sheds and accessory buildings

Before you order wood and other building materials to build your deck, porch, shed or garage, there are a few things you need to know.

#### Building permits

Generally, a building permit is required for

- **Decks** – if the floor of the deck is higher than 0.6 metres (2 feet) above ground (finished grade) at any point
- **Sheds** – if the building is larger than 10 square metres (107 square feet)

#### Zoning regulations

Zoning regulations can impact the design or location of your deck or shed, even when a building permit is not required.

#### Regulations for decks vary depending on

- property zoning
- yard
- design (e.g. height, roof)

#### Regulations for detached sheds and garages include

- height
- lot and yard coverage
- distance from property and lot lines
- structures are not permitted on easements or rights of way

Contact us and we can help with your next building project.

**For more information**  
Building Services, City Hall, 1 Carden Street  
T 519-837-5615 • E [building@guelph.ca](mailto:building@guelph.ca)

# PERMITS

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## Introduction

The Permit Services Team is responsible for accepting, reviewing and issuing permits for all construction and demolition projects within the City of Guelph. In 2014, this function within Building Services had eight full-time staff and one summer Plans Examiner.

The Building Services Team processed over 14,700 in-person and telephone inquiries at their customer service counter in 2014, in addition to daily inquiries received by individual staff.

The Ontario Building Code is a regulation made under the Building Code Act. The focus of this provincially legislated program is to ensure that the technical requirements of the Code are met. The Code contains minimum provisions respecting the safety of buildings with reference to public safety, health, fire protection, accessibility, energy efficiency and structural sufficiency. Building permit applications are reviewed by the Permit Services Team to confirm Code compliance, and to ensure that these minimum requirements are met.

Building permits are issued for all sizes and types of projects from a new deck or shed, to a new high-rise residential or large commercial/industrial building. The Provincial Government mandates that permit applications be reviewed within set time frames that vary from 10 to 30 working days.

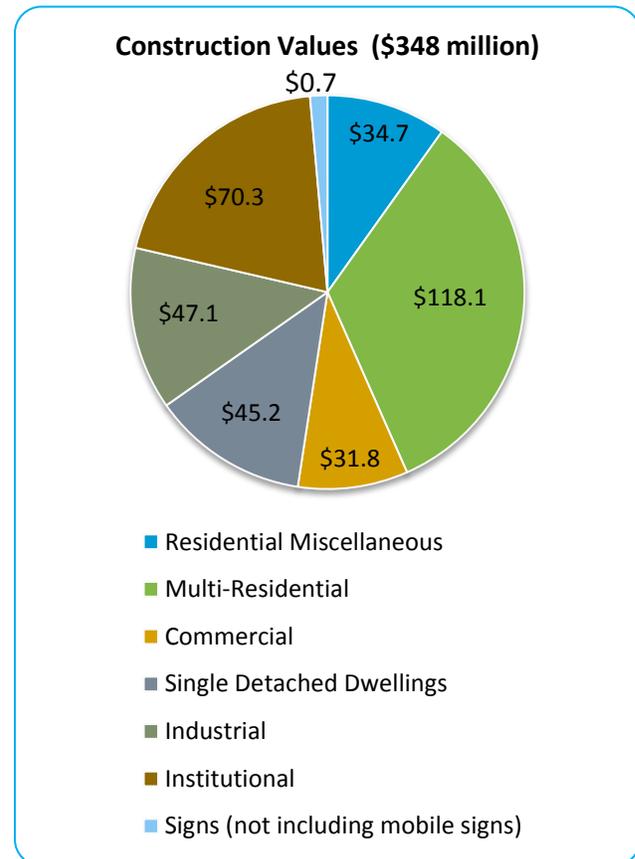
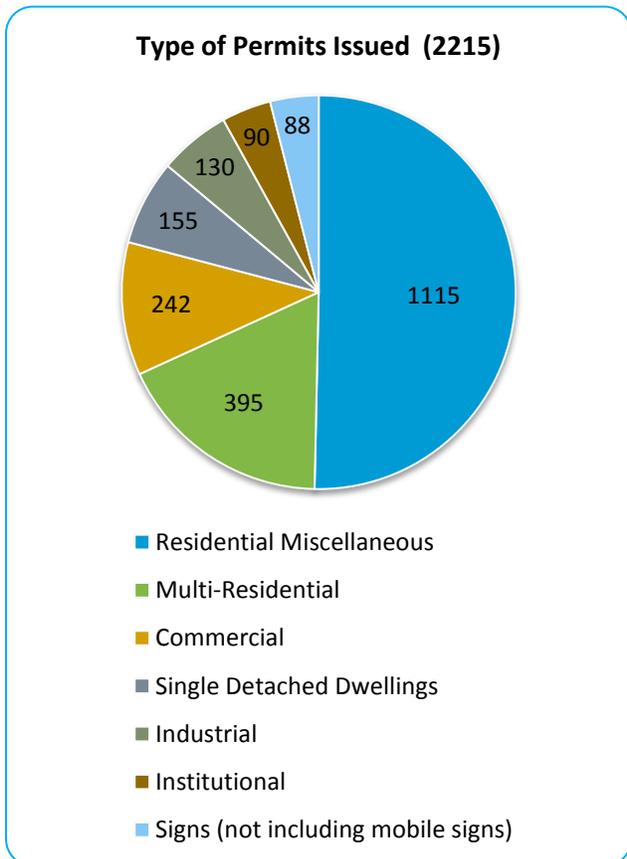
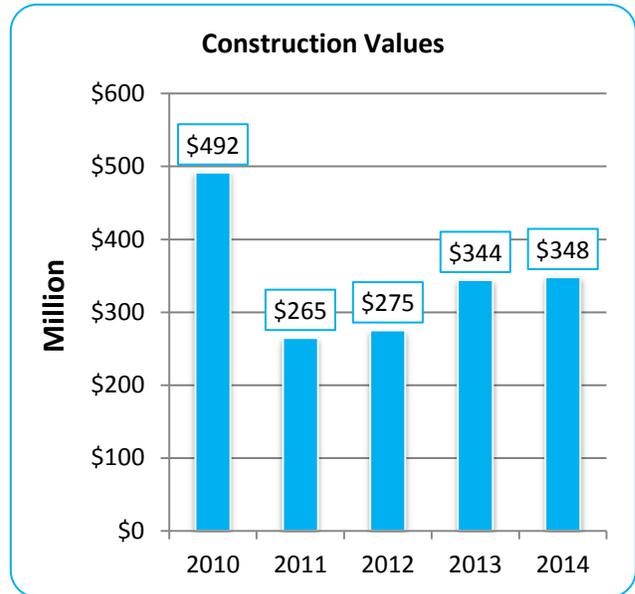
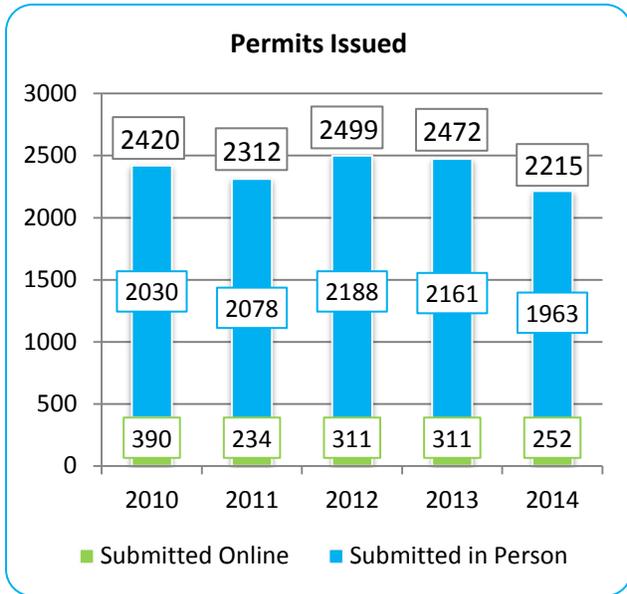
Permit Services also collects applications, fees and deposits on behalf of other service areas of the City, including curb cut applications, development charges and damage deposits. Damage deposits are required to be paid prior to a construction project in order to protect City property (i.e.: curbs, sidewalks & paved boulevards) from any damages caused by heavy construction machinery.

The Permit Services Team works closely with community partners to ensure that they're aware of any changes or revisions to the applicable legislation, and to address any of their needs.

Building Services offers an online permit and inspection portal that allows all types of residential building permit applications to be submitted online at any time, day or night. This also allows our customers to review the status of their permits when it is convenient for them.

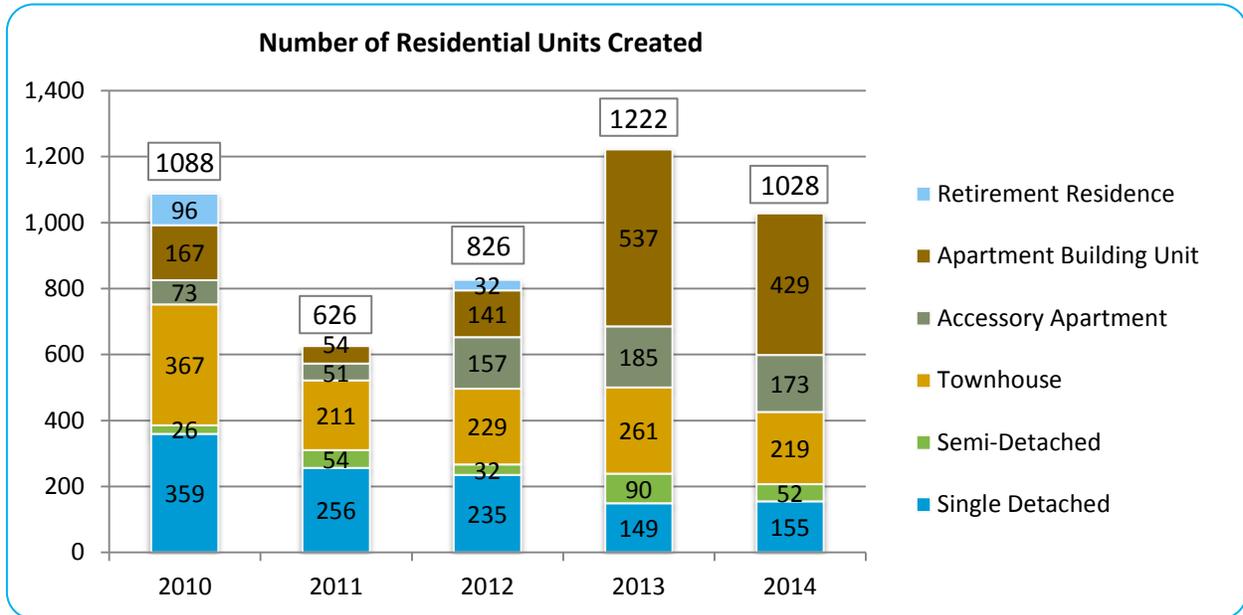
## Performance Measurements

### DASHBOARD:



## DASHBOARD:

As the popularity of residential intensification continues to grow, there's more emphasis on the creation of multi-residential units than on single and semi-detached dwellings.



## MAJOR BUILDING PROJECTS - 2014:

Address	Description	Value
150 Reynolds Walk	3 Storey Institutional Addition <i>University of Guelph, W.F. Mitchell Athletic Centre</i>	\$37,000,000
1291 Gordon St.	7 Storey, 160 Unit Apartment Building	\$30,890,000
1042 Paisley Rd.	10 Storey, 180 Unit Apartment Building	\$26,223,000
106 Bard Blvd.	4 Storey, 72 Unit Apartment Building	\$17,200,000
74 Macdonald St.	Interior Renovations to Institutional Suite <i>University of Guelph, MacDonald Hall</i>	\$8,000,000
16 Fair Rd.	2 Storey Meat Processing Plant <i>Italia Salami Co.</i>	\$7,575,000
530 Wellington St W.	1 Storey Blower Building, with SBR Tanks <i>Anammox Facility; Wastewater Treatment Plant</i>	\$5,700,000
410 Clair Rd E.	2 Storey Institutional Building <i>Guelph Sikh Society</i>	\$5,400,000
230 Hanlon Creek Blvd.	2 Storey Industrial Building	\$5,220,000
Dundas Lane <i>(University of Guelph)</i>	Thermal Energy Storage Tank	\$5,000,000

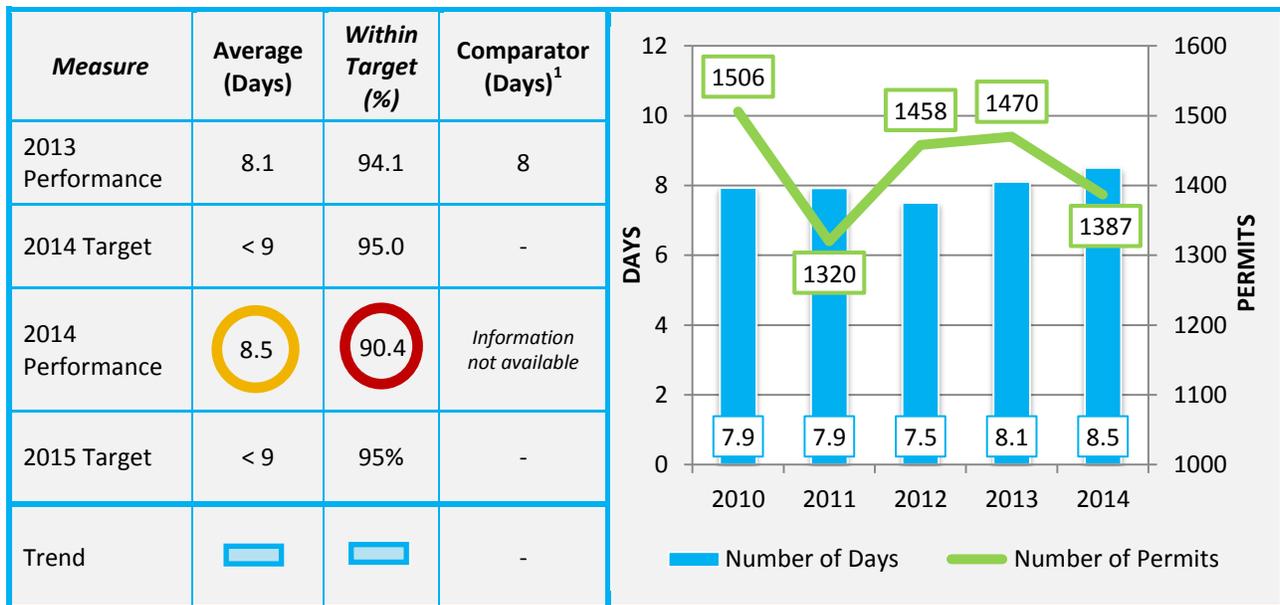
## SCORECARD:

The following scorecards provide a graphical representation of the Permit Services Team’s overall performance associated with the review of building permit applications. The targets for each permit type reflect the Provincial Government’s legislated timelines based on the type of building, which varies from 10 to 30 working days.

Although the overall 2014 performance measurements indicate some areas of caution, and negative trends, this can be attributed to both staffing vacancies and to the transformation of the Permit Services Team during the first 6 months of 2014. During the last 6 months of 2014, the Permit Services Team met their 2014 performance targets for all permit types. There were no areas of caution during the last 6 months of 2014, and all areas achieved positive trends.

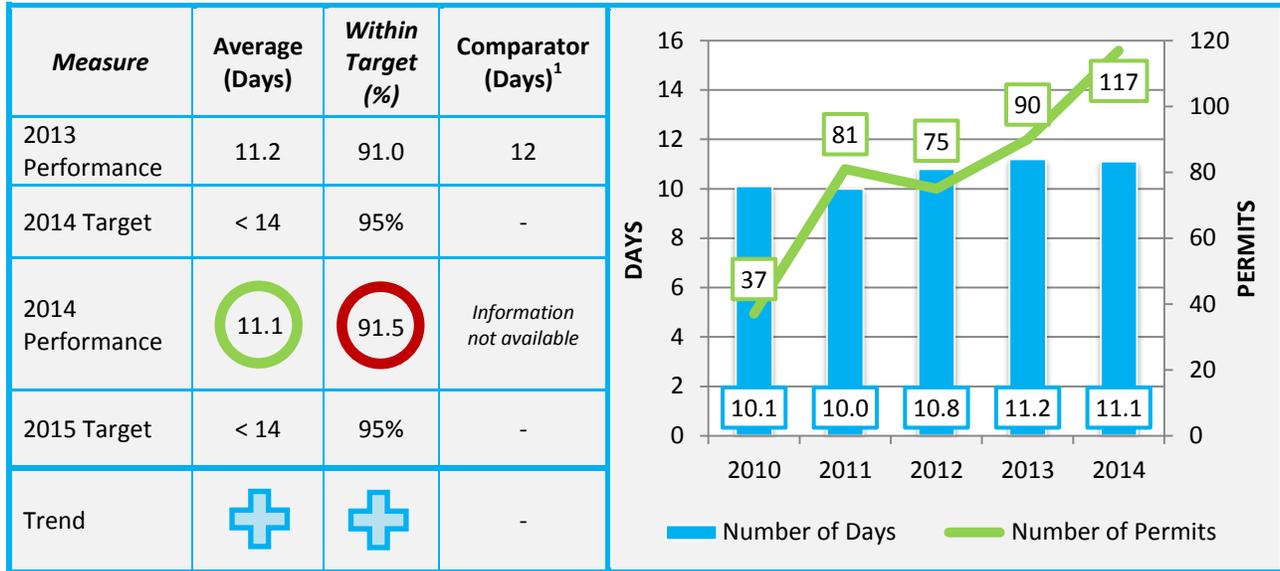
Legend		
<b>Performance Measurements</b>		
<b>Positive</b> Stay the course	<b>Caution</b> In range but may be moving in the wrong direction	<b>Negative</b> Corrective actions and / or initiatives may be required
<b>Trends</b>		
Positive trend towards target	Negative trend away from target	

The following scorecard reflects 10-day permit turnaround time targets, which applies to typical residential housing including single detached houses, semi-detached houses and townhouses, as well as most associated accessory buildings. Tents regulated under the Building Code also fall within the 10 day review period.



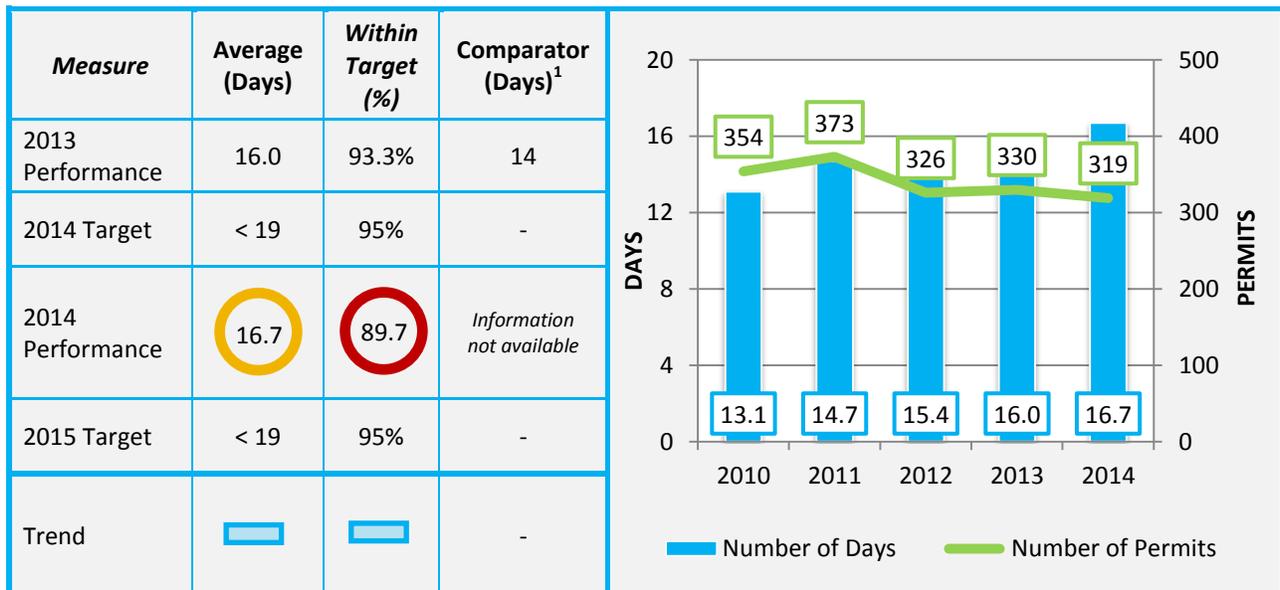
<sup>1</sup> Data from Large Municipal Chief Building Officials group (LMCBO) is for general information only, and cannot be guaranteed accurate.

The following scorecard reflects 15-day permit turnaround time targets, which applies to smaller<sup>2</sup> multi-residential buildings, some smaller<sup>2</sup> commercial buildings such as offices and retail establishments and smaller<sup>2</sup> low and medium hazard industrial buildings.



<sup>2</sup> Not more than three storeys in building height and not more than 600m<sup>2</sup> in building area

The following scorecard reflects 20-day permit turnaround time targets, which applies to larger<sup>3</sup> multi-residential buildings, larger<sup>3</sup> commercial buildings and all assembly buildings, care or detention buildings and high hazard industrial buildings.



<sup>3</sup> More than three storeys in building height or more than 600m<sup>2</sup> in building area

NOTE: Post-disaster buildings, such as hospitals and police stations, as well as buildings that exceed six stories in height are required to be reviewed within 30 business days. There were only two 30-day building permits issued in 2014, with an average turnaround time of 27 days.

# INSPECTIONS

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## Introduction

The Inspection Services Team is responsible for the administration and enforcement of all construction and demolition inspection related activity regulated by the Ontario Building Code. In addition to inspecting the construction of buildings, Inspection Services is also responsible for plumbing and heating inspections. In 2014, this function within Building Services had 12 full time staff and one summer building inspector.

The Ontario Building Code is a regulation made under the Building Code Act. The focus of this provincially legislated program is to ensure that the technical requirements of the Code are met. The Code contains minimum provisions respecting the safety of buildings with reference to public safety, health, fire protection, accessibility, energy efficiency and structural sufficiency. Building inspections are performed by the Inspection Services Team to ensure that these minimum Building Code requirements are met.

In addition to inspecting construction and demolition projects, Inspections Services also provides swimming pool, hot tub, liquor license and business license inspections, as well as miscellaneous property inspections such as grow operations and buildings damaged by fire.

Building Services offers an online permit and inspection portal that allows all types of residential building inspection requests to be submitted online at any time, day or night. This also allows our customers to review the status of their permits when it is convenient for them.



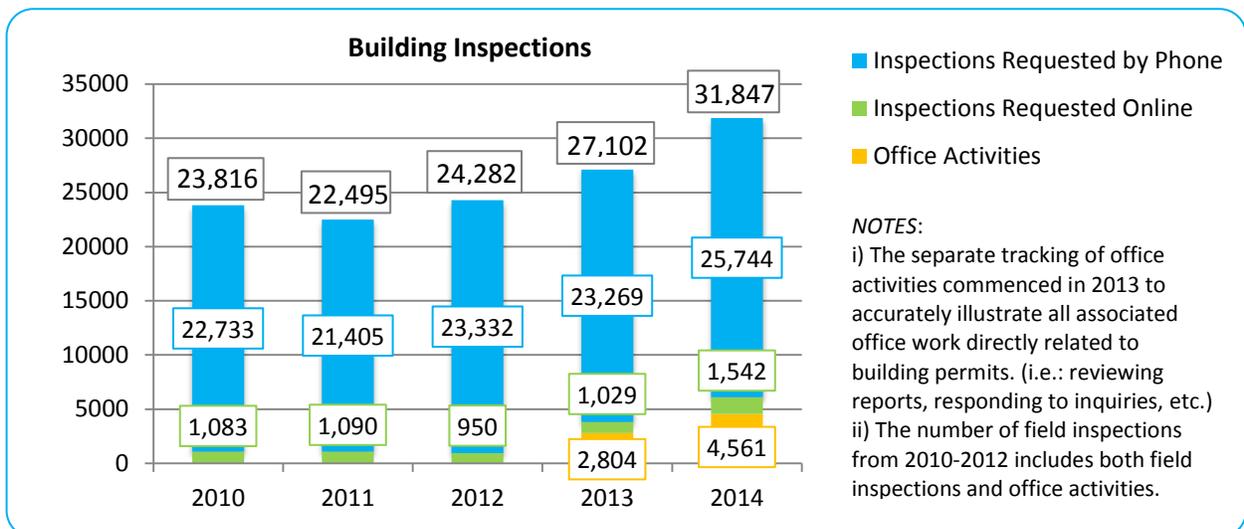
## Performance Measurements

### DASHBOARD:

The number of building inspections carried out increased substantially in 2014. This was due in large part to an additional building inspector who was hired in July of 2013. The intent of hiring of an additional building inspector was to address the projected increase in mandatory air barrier inspections and occupancy inspections as required by the Building Code.

In addition, an Assistant Building Inspector was hired in 2014 for 6 months. The Assistant Building Inspector completed over 1,200 inspections of decks, swimming pools and hot tubs during the busy summer season.

Although the provincial government legislates that building inspections be carried out within two business days, essentially all building inspections are carried out within one business day.

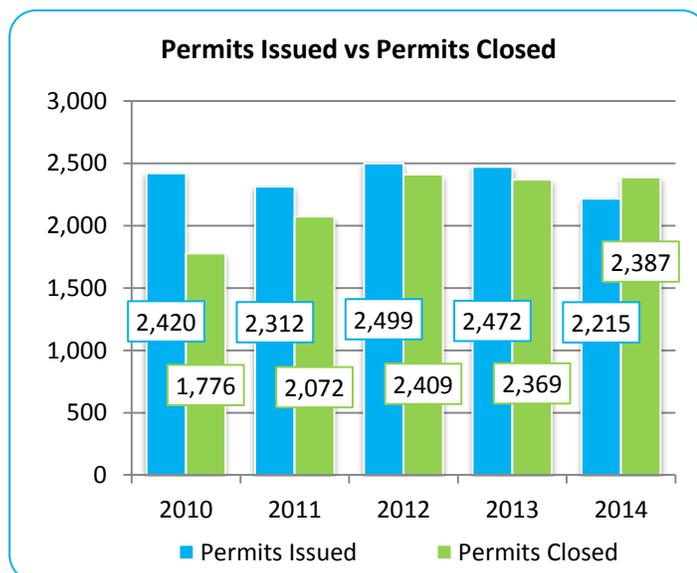


The Inactive Permits Program goals for 2014 included:

- reducing the number of open high risk building permits, such as pools, woodstoves and accessory apartments, and
- closing at least 150 more building permits than were issued.

A concerted effort by all building inspection and clerical staff resulted in 172 more building permits being closed than were issued in 2014. The results from 2010 to 2013 saw more building permits being issued than closed each year.

A similar target for the 2015 Inactive Permits Program is to close at least 150 more building permits than are issued.



# ZONING - ADMINISTRATION & ENFORCEMENT

## Introduction

Although Zoning Services is responsible for the administration and enforcement of numerous by-laws and programs, their primary focus is the Guelph Zoning By-law. The Zoning By-law provides regulations concerning the identification of land use zones within the City to control and regulate the location and use of buildings and structures for residential, business, industrial and other specified uses.

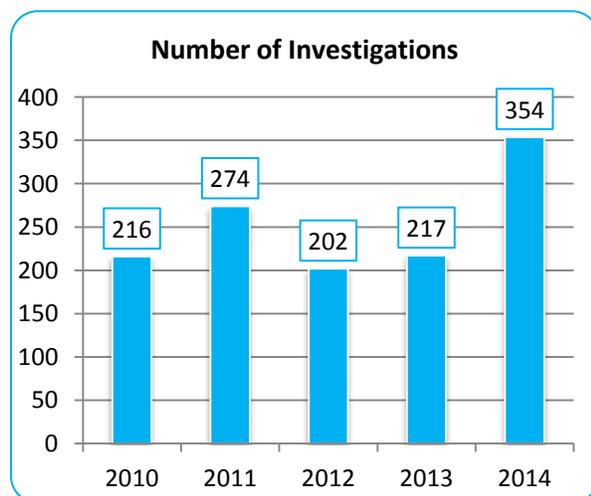
In 2014, this function within Building Services had five full-time staff. Four of these job functions had new staff members in 2014 through promotions and new hires.

Another key role of the Zoning Services Team is their responsibility for issuing sign permits and enforcing the location and size of all signs on private property (including mobile signs), as regulated by the Sign By-law. Zoning Services also has various levels of involvement in two unit house registrations (accessory apartments), lodging house certifications, the regulating of telecommunication towers, Committee of Adjustment applications (review, comment and perform inspections, as required), property information reports for real estate transactions, encroachment applications and business & liquor licenses.

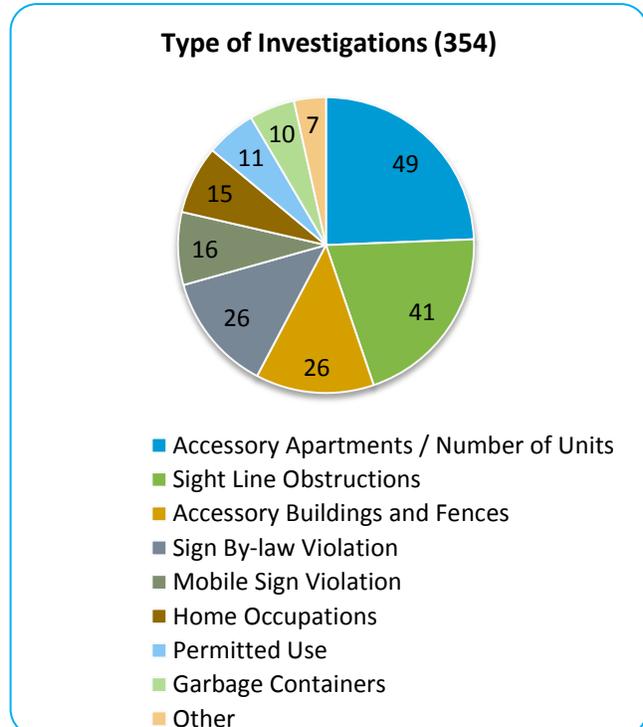
## Performance Measurements

### DASHBOARD:

The number of zoning investigations increased substantially in 2014, primarily due to increased public awareness of by-law related issues.

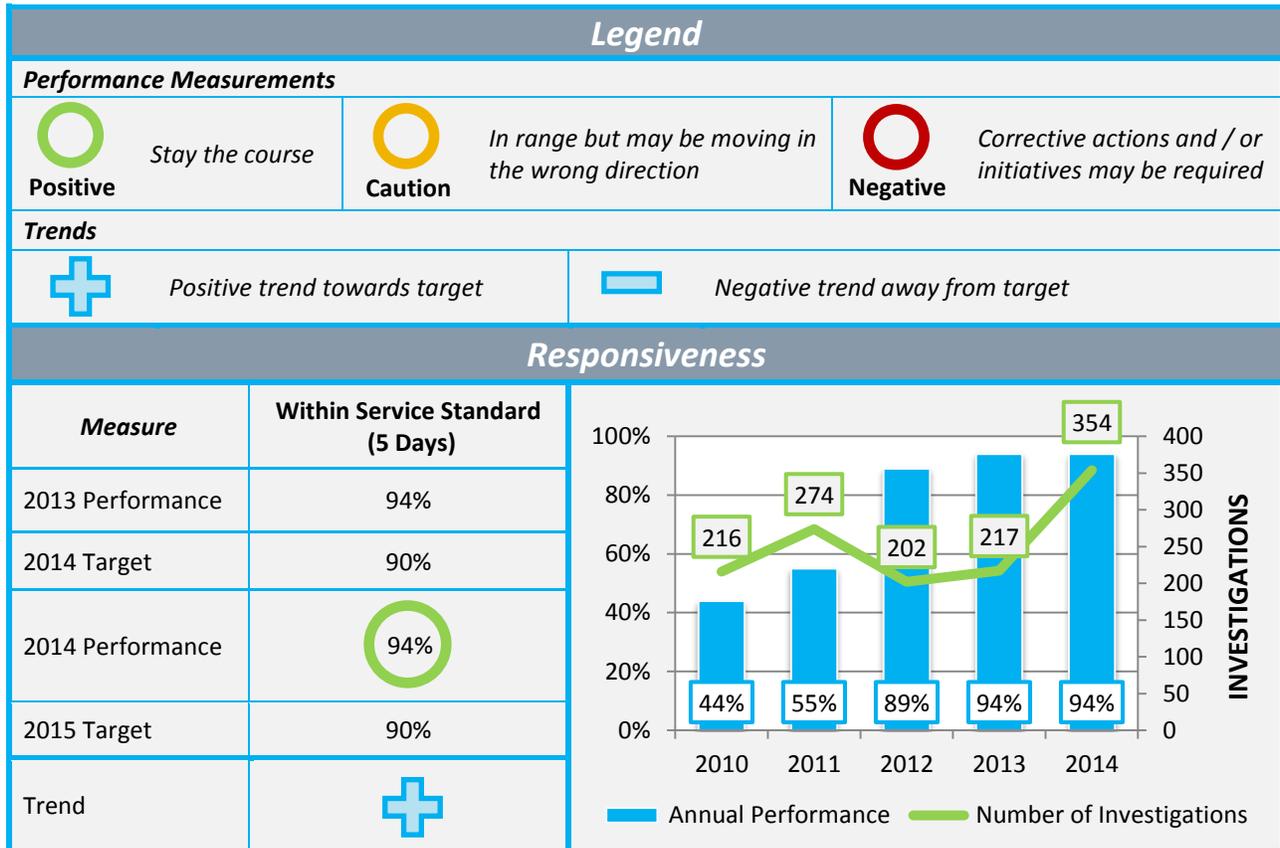


Note: An additional 152 zoning investigations and 54 sign investigations were performed by By-law Compliance, Security & Licensing in 2014, all of which relate to parking issues and signage on public road allowances.



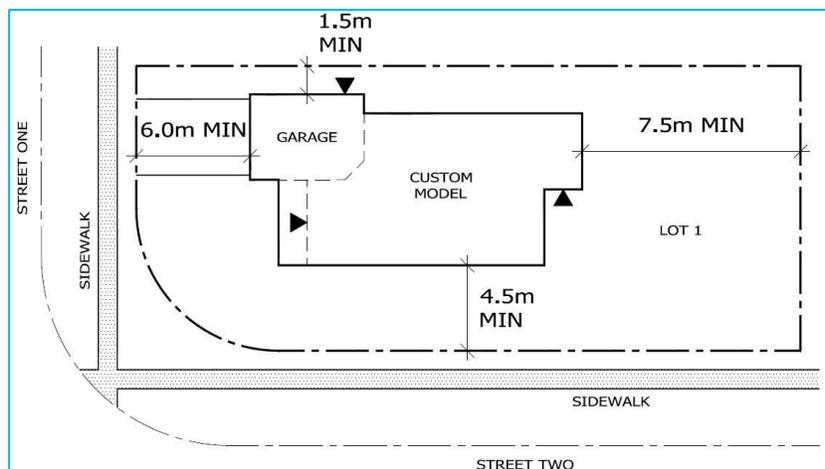
## SCORECARD:

Changes to work processes with a focus on utilizing more of the tools offered in the AMANDA operating system, greater flexibility between Zoning Inspectors and an increased focus on performance measurements continue to result in measurable improvements.



The sample site plan illustrated to the right indicates the required setbacks for standard R.1B residential zones.

Refer to Zoning By-law No. (1995) – 14864 for a complete set of requirements.



# ZONING - PROACTIVE ENFORCEMENT

## Introduction

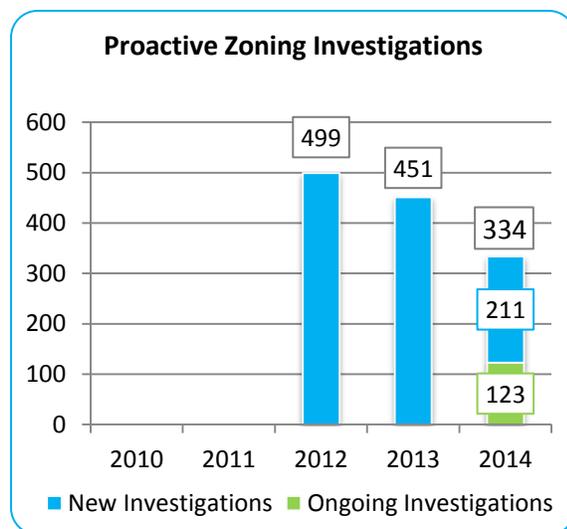
Due to an increase in the number of zoning complaints, primarily related to shared-rental housing, City Council endorsed the hiring of a proactive zoning inspector as part of the 2010 budget process. Proactive zoning enforcement commenced in 2011. In 2014, this function within Building Services had one full-time staff member.

Proactive investigations are suspended during summer months, as they prove to be less effective due to rental unit vacancies. This allows for staff resources to assist in managing the higher level of service requests experienced annually in the summer months in the general zoning enforcement area.

## Performance Measurements

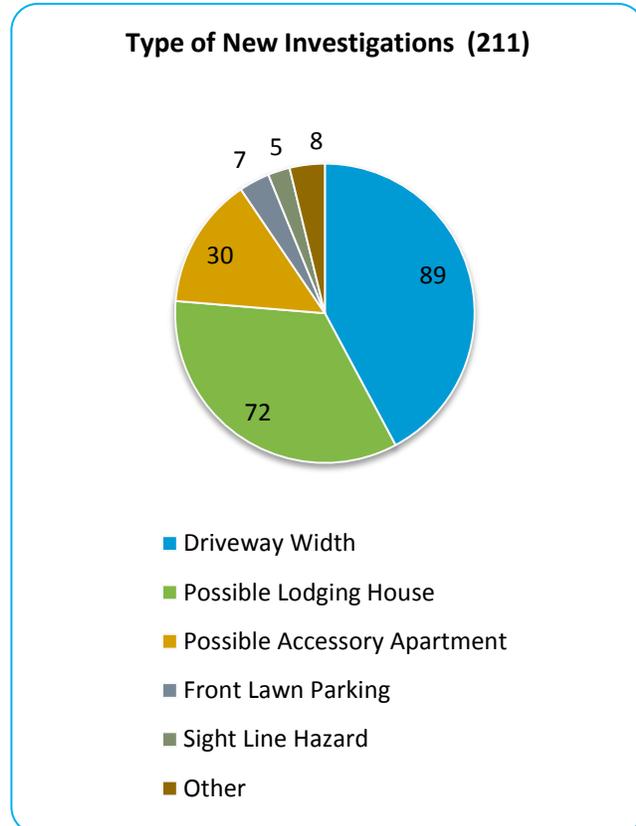
### DASHBOARD:

A new proactive zoning inspector was hired in 2014 due to an internal promotion. Proactive zoning investigations subsequently declined due to the training period of the new hire.



The first two years of proactive zoning investigations led to many properties having to be revisited, as first attempts at entry were denied. In these instances, files are left open to be followed up the following year.

Starting in 2014, ongoing investigations are reported independent of new investigations.



# BACKFLOW PREVENTION

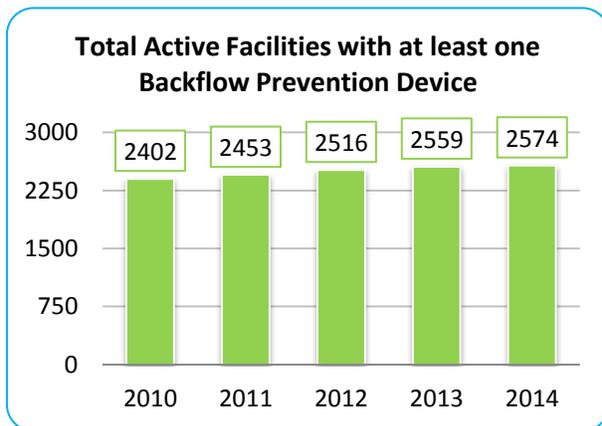
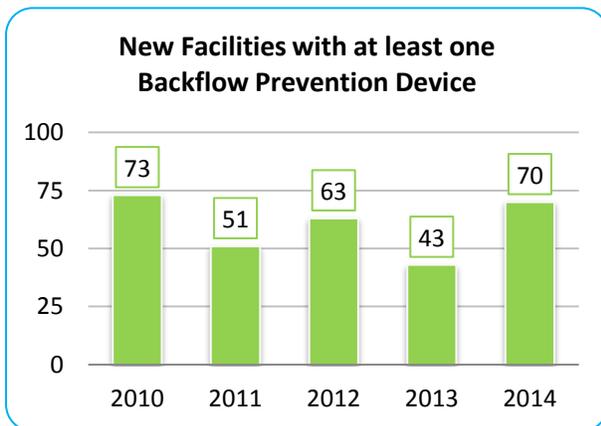
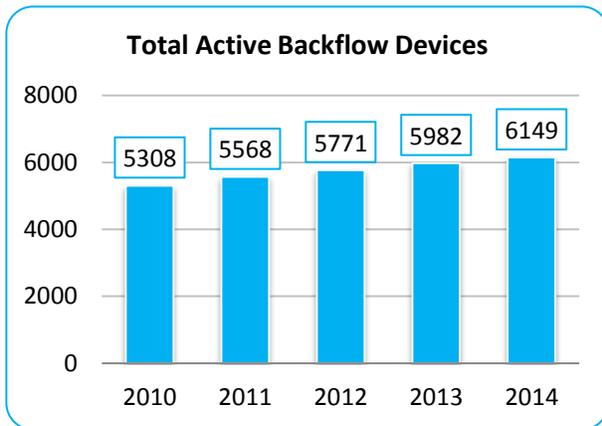
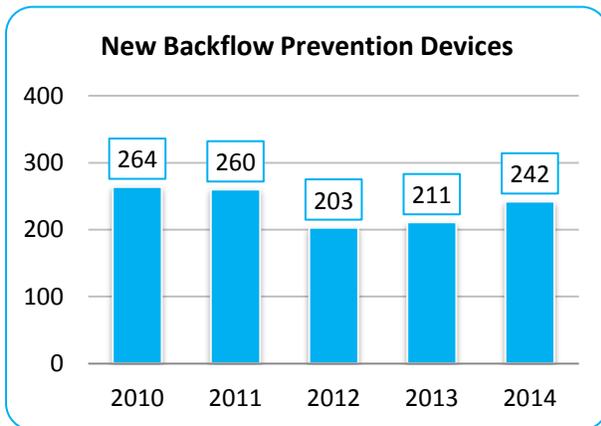
## Introduction

The City of Guelph’s Backflow Prevention Program was implemented in 2000. The intent of the program is to assist in providing a supply of safe drinking water to all City residents. This program, which is funded by Water Services, had two full time staff within Building Services in 2014.

All industrial, commercial, institutional and larger multi-residential buildings are required to install backflow prevention devices on water services entering the building, as well as protecting all interior cross-connections that are possible areas of contamination. Once installed, property owners are required to have all testable backflow prevention devices tested annually, and have the results reviewed by Building Services.

## Performance Measurements

### DASHBOARD:



# PROPERTY STANDARDS

## Introduction

The Property Standards Team is responsible for the administration and enforcement of various municipal by-laws including Property Standards, Yard Maintenance, Poultry and Standing Water. These by-laws prescribe minimum standards for the health, safety, maintenance and occupancy of all existing buildings and properties within the City. In 2014, this function had three full time staff and one summer proactive inspector, plus additional assistance from Building Inspectors as necessary.

In addition to the enforcement of the aforementioned by-laws, the Property Standards Team also coordinates the activities of the Council appointed Property Standards Committee who hear appeals on Orders issued under the Property Standards By-law.

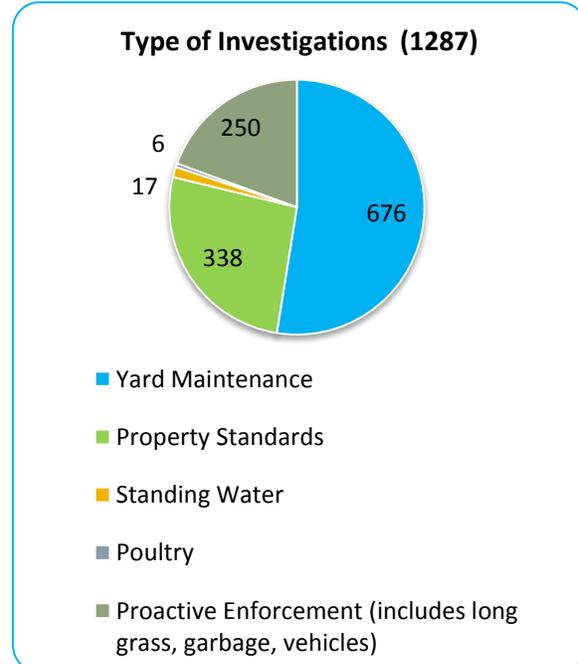
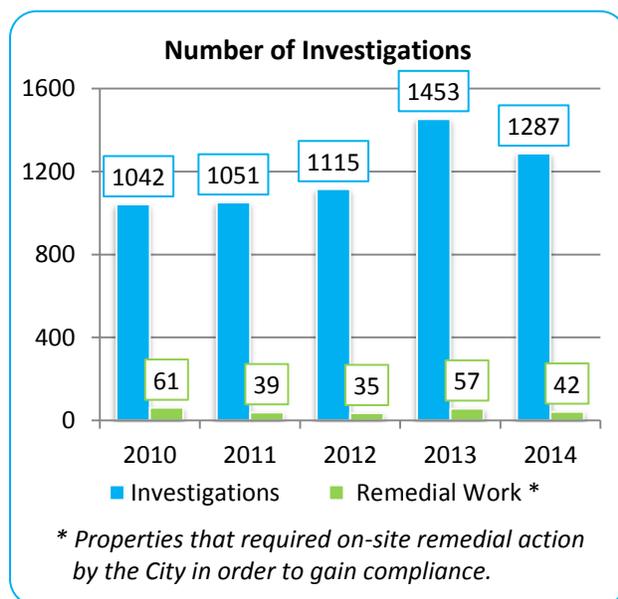
## Performance Measurements

### DASHBOARD:

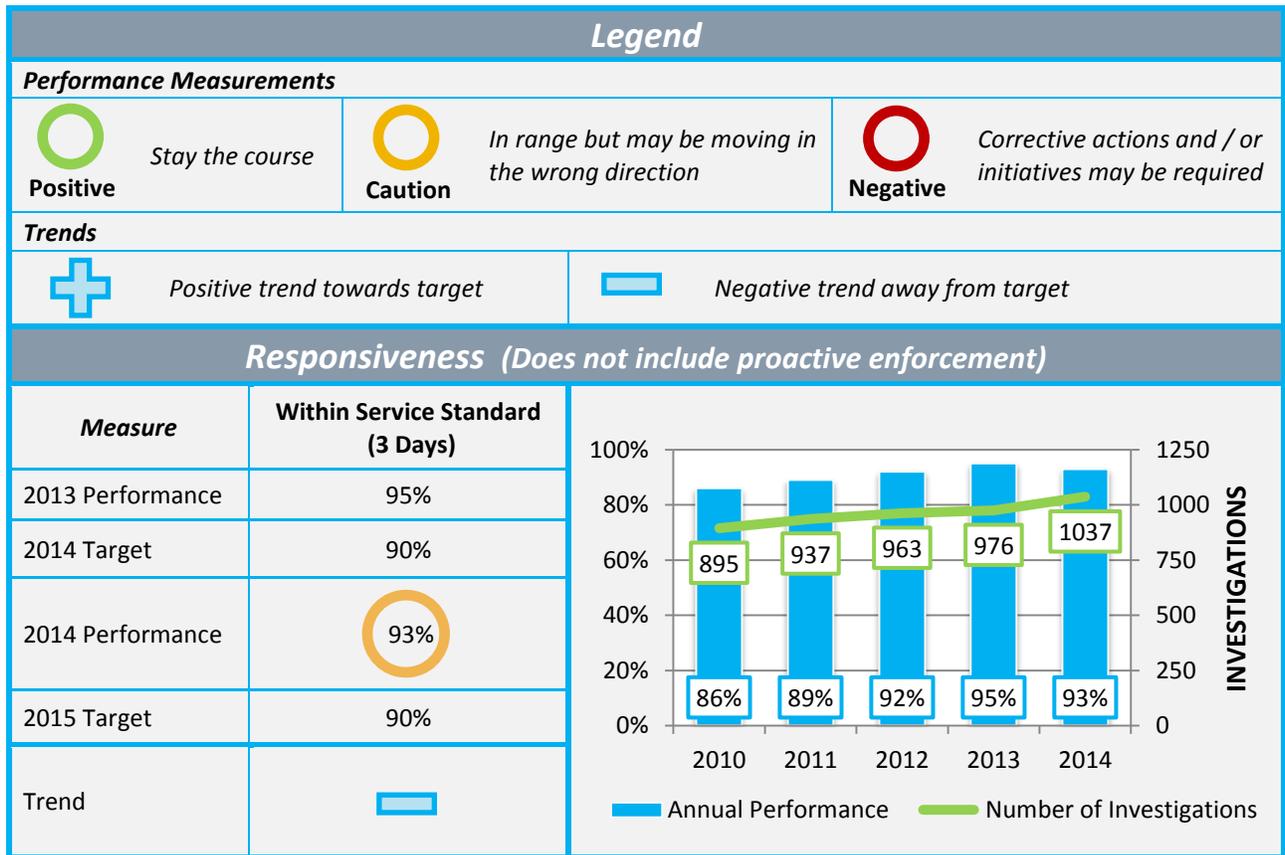
The decrease in the number of property standards investigations in 2014 was primarily due to a staff vacancy during the summer months. Proactive enforcement was suspended during the vacancy, which occurred during the peak season for proactive enforcement.

Engineering Services is responsible for all lot drainage complaints under the Property Standards By-law. These complaints typically involve swales between adjacent properties being altered, as well as modifications to lot grading. A total of 43 lot drainage complaints were investigated by Engineering Services in 2014, which are not reflected in the Number of Investigations chart below.

There were five Orders appealed to the Property Standards Committee in 2014. Four Orders were confirmed by the Committee, and one appeal was withdrawn.



**SCORECARD:**



*Long grass and weeds continue to be near the top of the annual list of investigations under the Yard Maintenance By-law, which was put in place to regulate the general maintenance of all properties located within the City and to enhance the quality of neighbourhoods.*



# TERMITES

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## Introduction

Following the recommendations of a public Termite Task Force, the City hired a full time Termite Control Officer to develop a comprehensive termite control program. Dr. Tim Myles, previously the Director of the Urban Entomology Program at the University of Toronto, and a pioneering researcher in area-wide management of termites, was hired as the Termite Control Officer in June 2007.

In 2007, Dr. Myles oversaw the installation of an array of nearly 3,000 termite monitoring traps and delimited the termite infestations in the City's termite management areas. In 2008 and 2009, he used habitat removal and parasitic nematodes as the primary methods of area-wide control, achieving by these methods, modest population suppression. Following two years of lab testing, and applying for research permits from the federal Pest Management Regulatory Agency, in 2010 Dr. Myles was granted Experimental Research Authorization to test zinc borate using a treatment method which he developed called Trap-Treat-Release (TTR). Dr. Myles was granted a five year extension of this research authorization in 2012 for an amended zinc borate formulation with less resin. Tim has now completed three full year's using the modified formulation with very encouraging results.

The termite infestation now includes five management areas. The number of active properties has declined to its lowest historic level of 32.

In 2014, this function within Building Services had one full-time staff member and two summer field assistants.

*Subterranean termites are non-native invasive insects that can cause serious structural damage to buildings and structures, and can be difficult and expensive to control. Termites are wood destroying insects that live in large colonies numbering several million. They forage through the soil and expand the colony's territory as they encounter new wood items to feed on.*

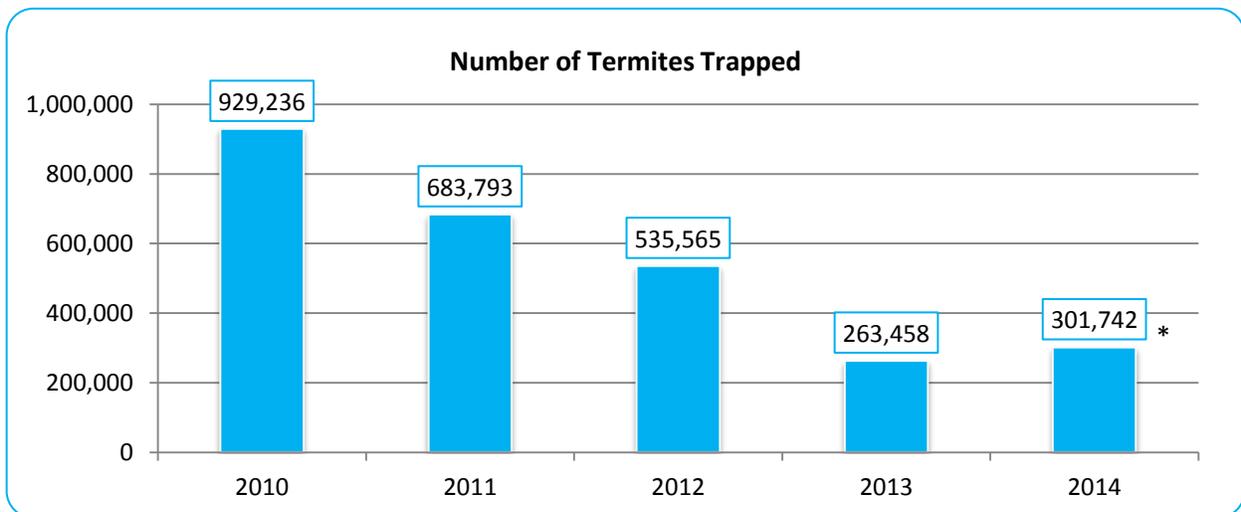


## Performance Measurements

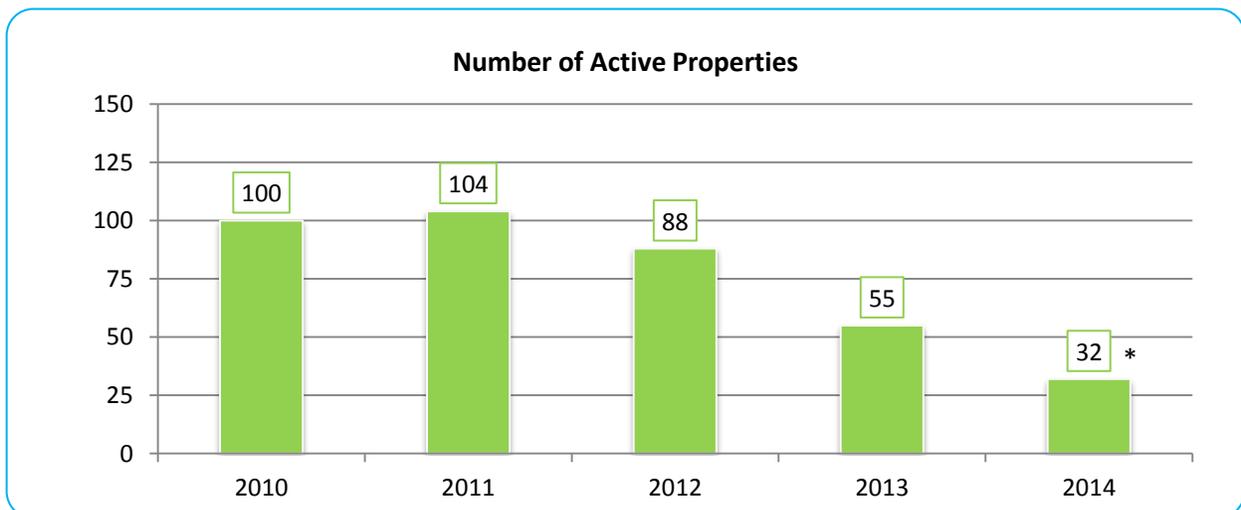
### DASHBOARD:

The total number of termites trapped in all sectors is the best tool to measure the size of Guelph's termite population. The year over year decline in the number of termites trapped from 2010-2013 attests to the effectiveness of the zinc borate treatments. The modified formulation used over the past three years also coincides with a fairly sharp decline in the number of active properties (red zone).

There was a slight increase in the total number of termites trapped in 2014 due to the discovery of the City's fifth termite management area (John Galt Park), which accounted for 64 percent of the City's 2014 termite population. Apart from the new John Galt Park management area, the other four termite management areas saw an overall decline in the number of termites trapped in 2014 to only 107,834.



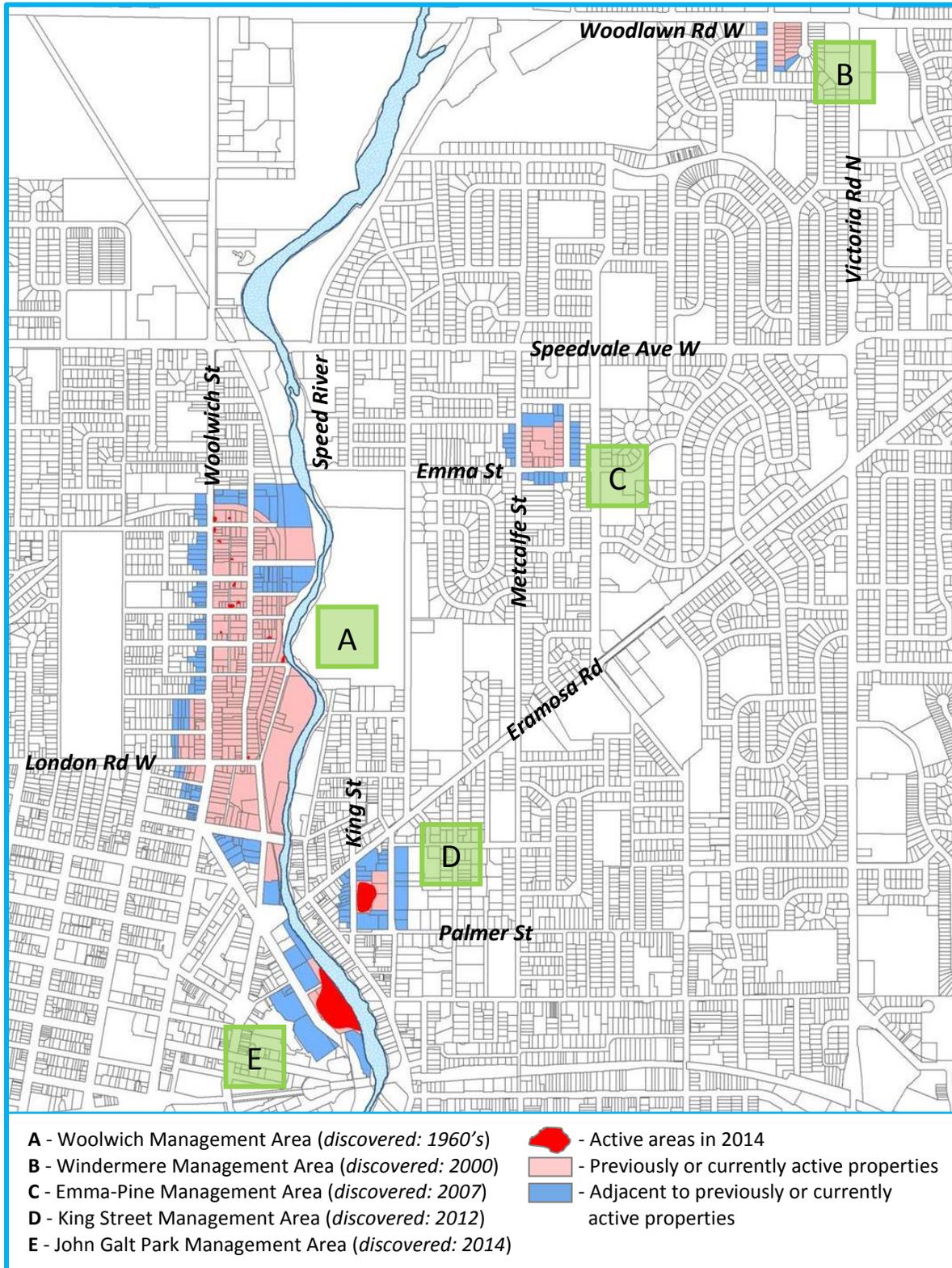
\* Includes 193,908 termites within new John Galt Park Management Area



\* Includes 5 properties within new John Galt Park Management Area

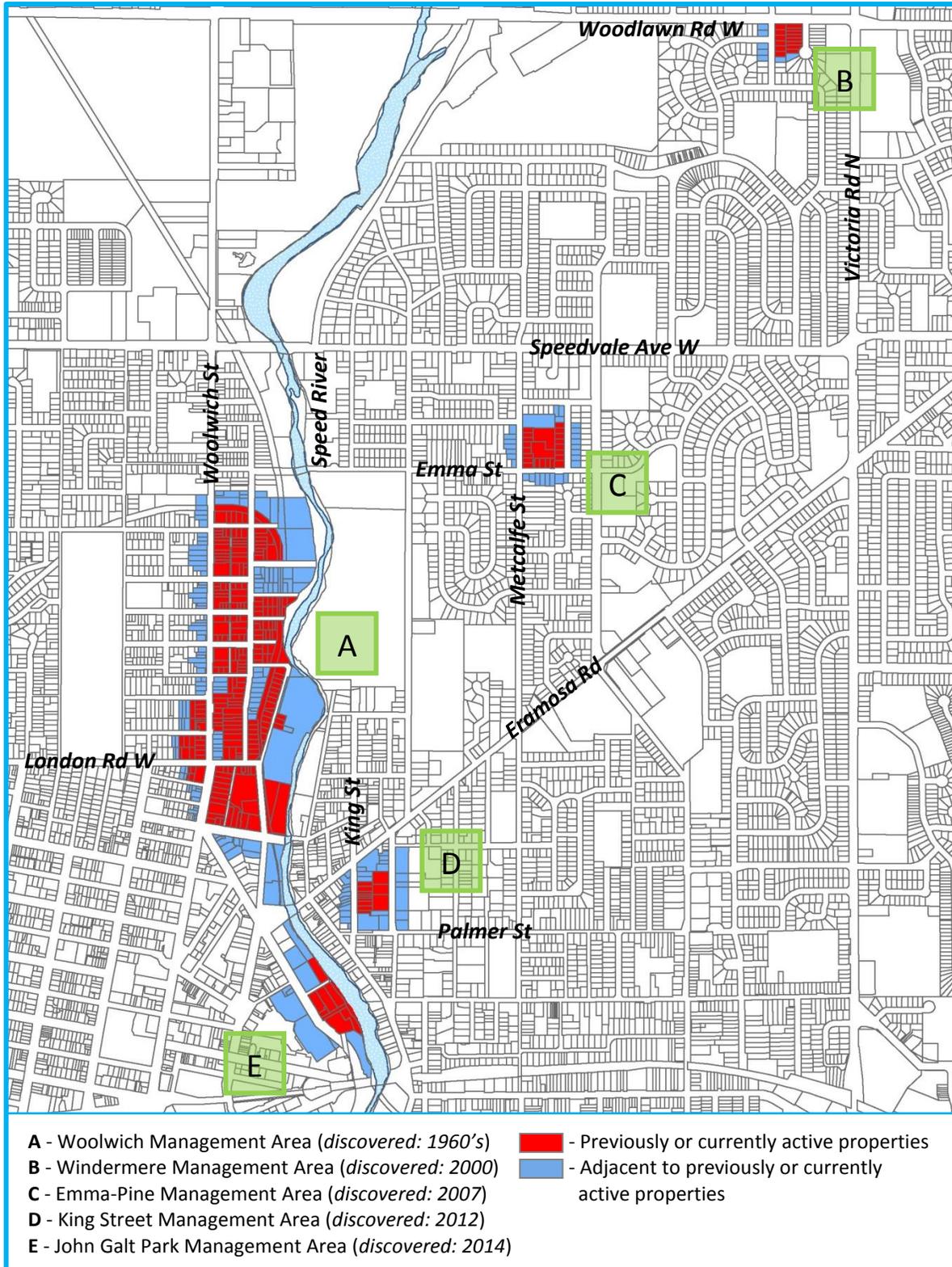
**TERMITE ACTIVITY - 2014:**

The following map illustrates all management area boundaries and active areas in 2014.



## TERMITE MANAGEMENT AREAS - 2015:

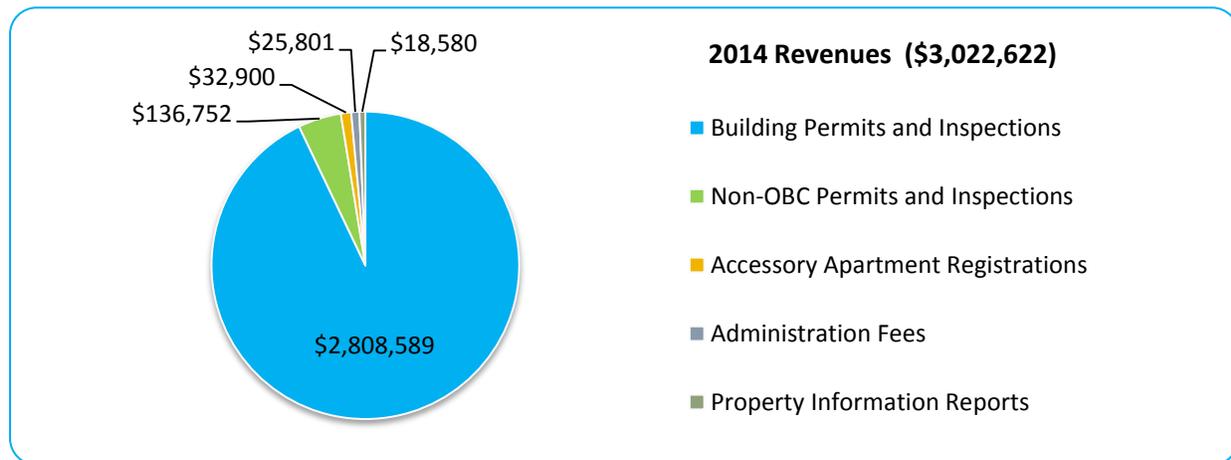
The following map illustrates the new boundaries of red and blue zones for 2015.



# FINANCIAL RESPONSIBILITIES

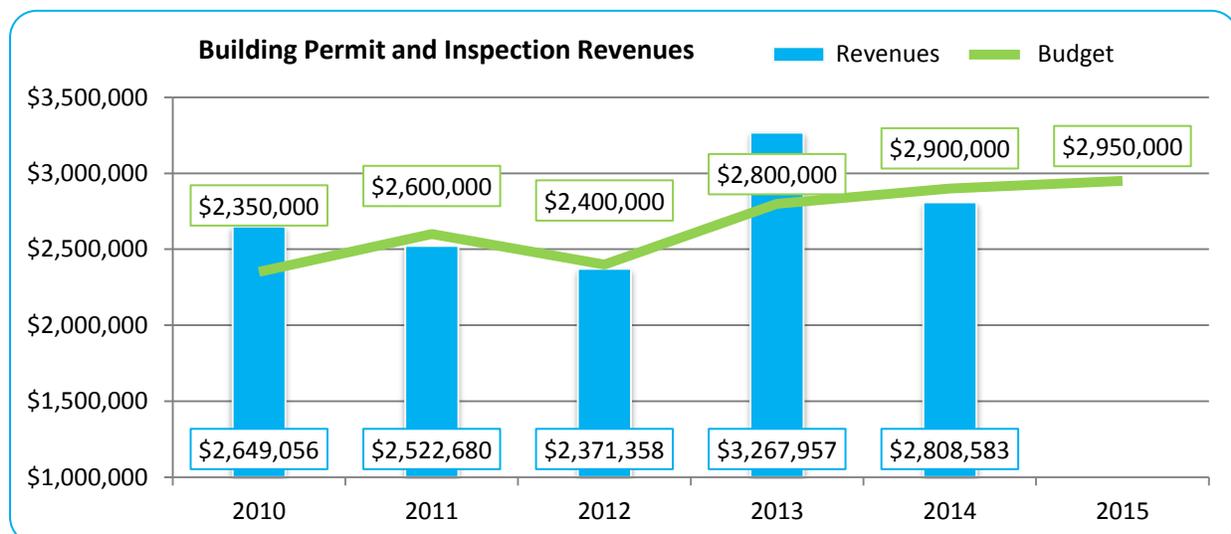
## Introduction

In 2014, the Building Services Team was responsible for the administration of an OBC expenditures budget of approximately \$2.7 million and a non-OBC expenditures budget of approximately \$1.0 million. The total gross expenditures of approximately \$3.7 million were offset by approximately \$3.0 million in revenues. The following chart illustrates the services and associated revenues produced in 2014.



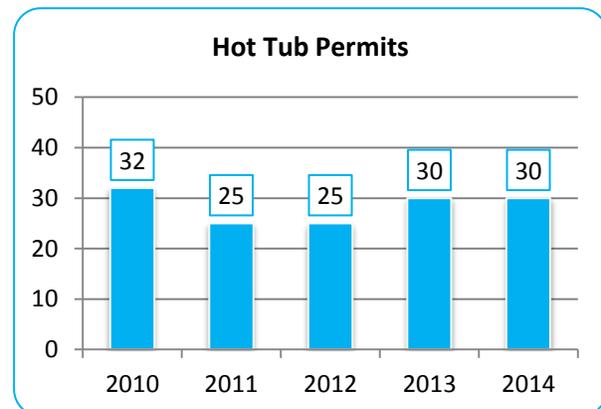
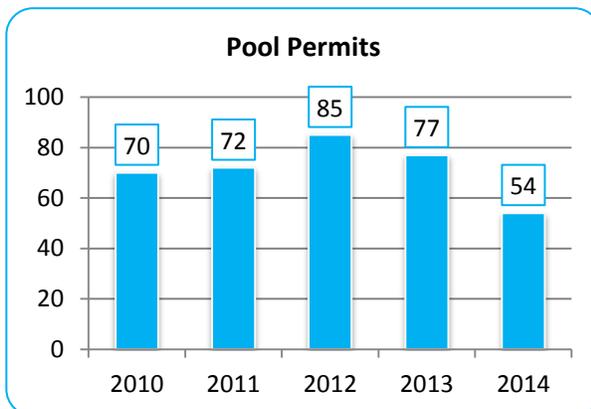
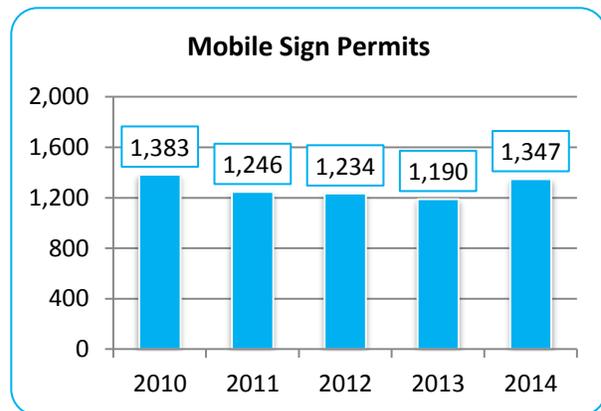
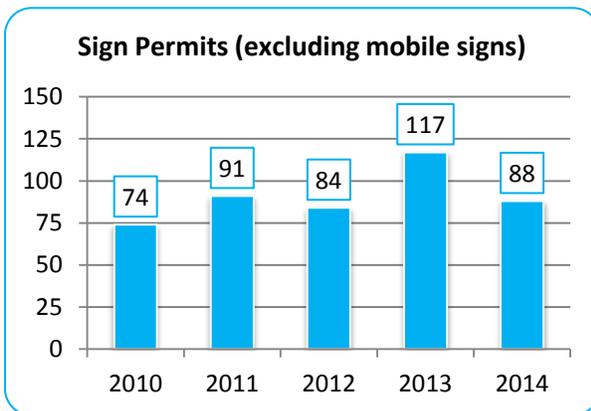
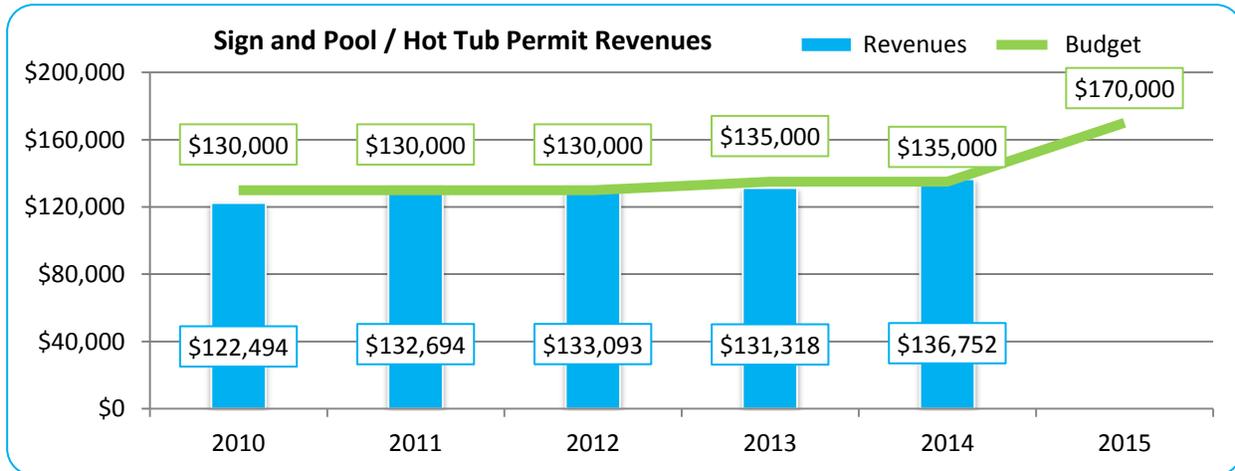
## Building Permits and Inspections

Building and demolition permit fees are set annually at the start of June every year. The automatic calculation is the annual tax rate, plus 20 percent. In 2014, the fee schedule saw an increase of 2.86%. The fee schedule will be adjusted on June 1<sup>st</sup> of 2015, which is dependent on the annual tax rate.



## Non-Ontario Building Code Permits and Inspections

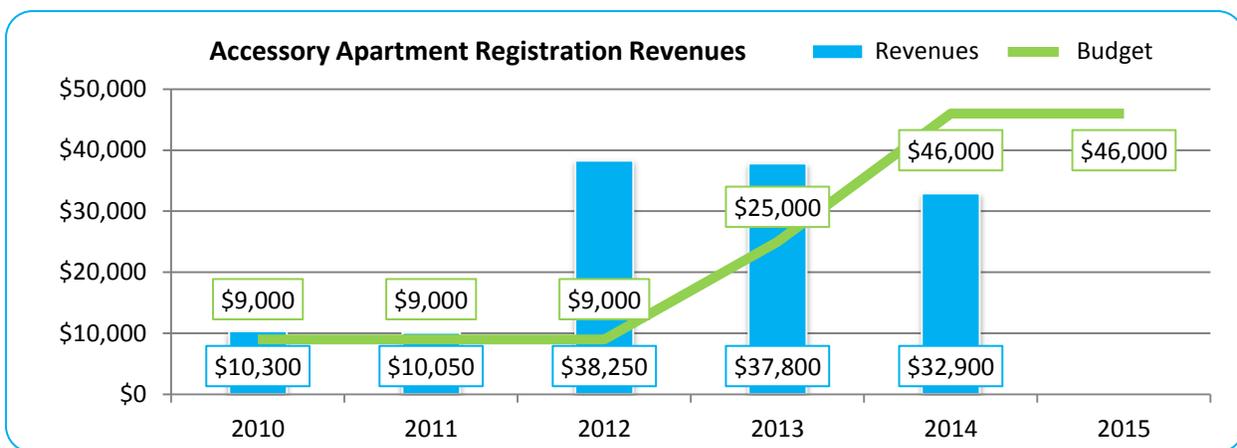
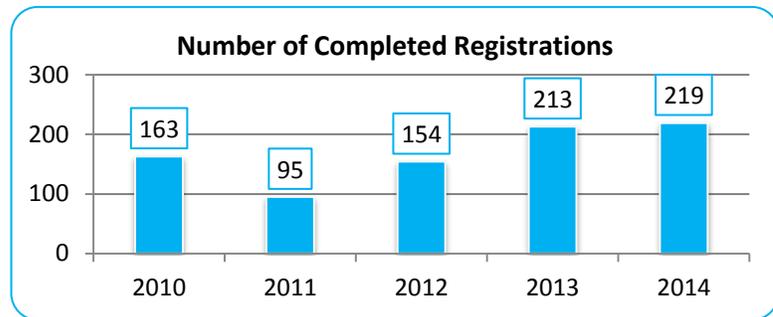
The annual non-OBC revenues generated by all sign permits – including building signs, mobile signs and a-frame signs – and all private pool and hot tub permits are illustrated below.



## Accessory Apartment Registrations

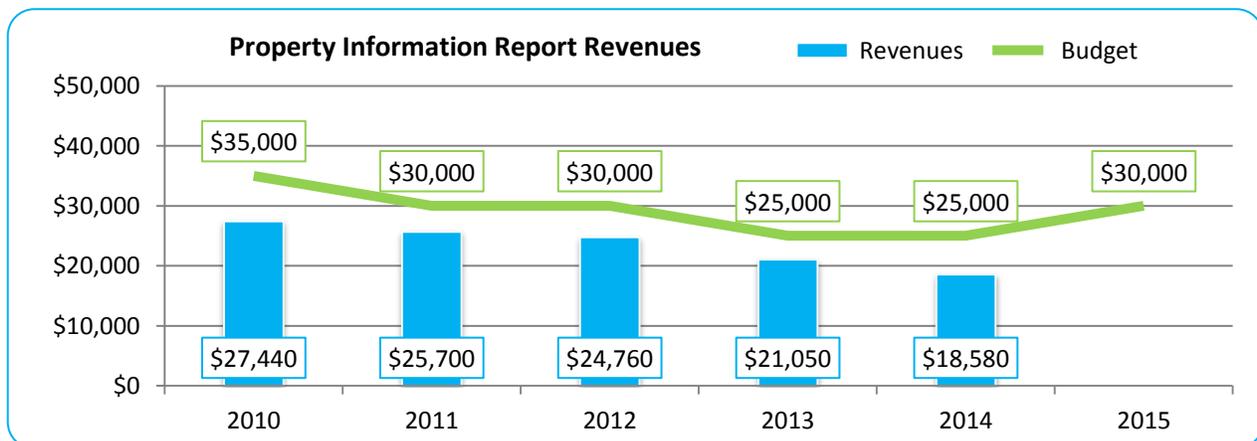
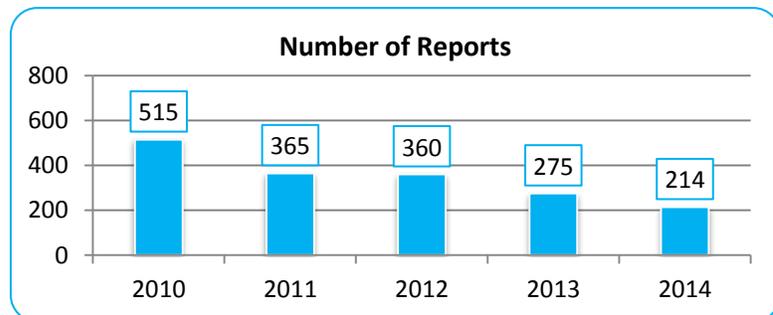
With the addition of a full-time staff member in late 2011, dedicated to the proactive enforcement of shared-rental housing issues, accessory apartment registrations significantly increased.

At the end of 2014, there were a total of 2198 registered accessory apartments within the City.



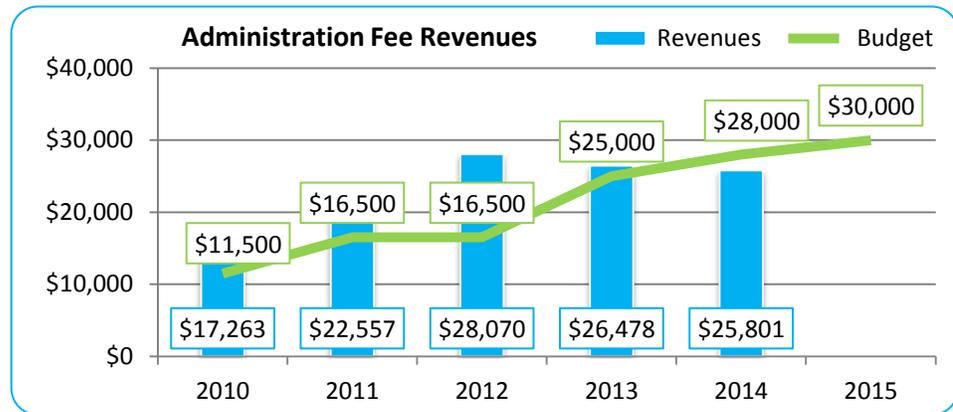
## Property Information Reports

The volume of Property Information Reports has continuously decreased since the late 1990's when Title Insurance was first introduced.



## Administration Fees

Administration fees are collected for various services such as zoning opinion letters, sign by-law variance applications, damage deposits and curb cuts.

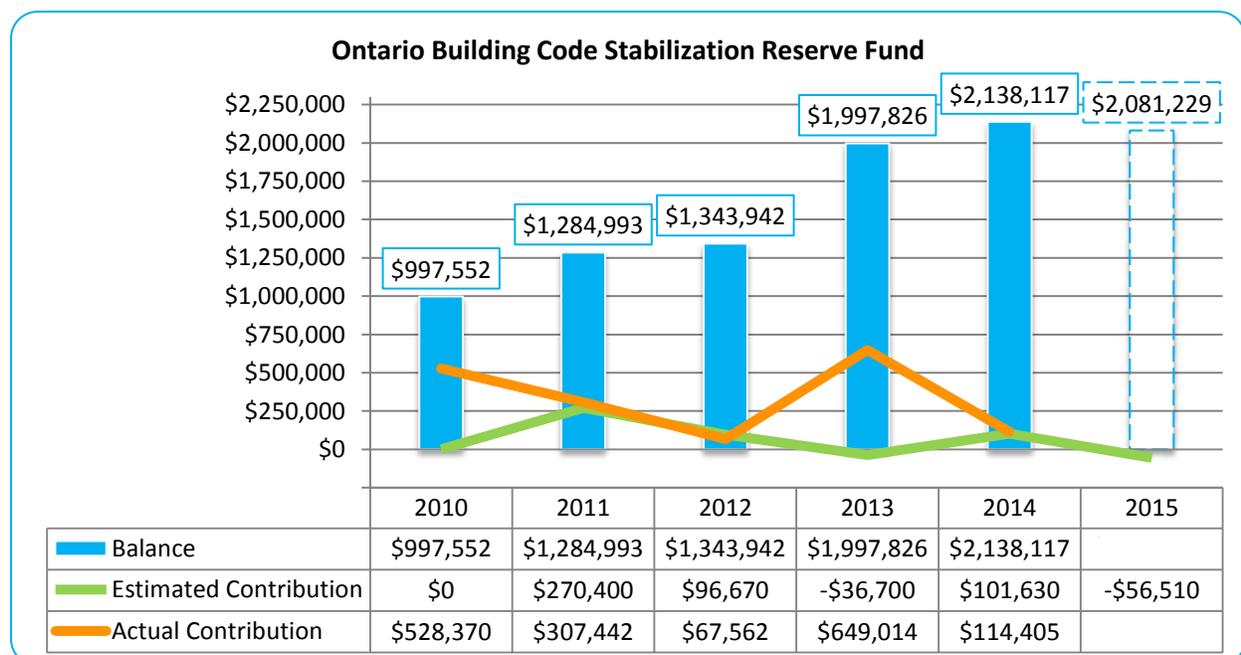


## Ontario Building Code Stabilization Reserve Fund

The Building Code Act allows permit fees to be set to cover only the costs associated with the administration and enforcement of the Building Code Act, as well as reasonable contributions to a reserve fund. The reserve fund can be used to offset lean years, implement service enhancements and cover unexpected expenses related to the administration and enforcement of the Building Code Act.

As per a Council approved policy, the balance of the reserve fund shall not exceed the anticipated funding for approximately one year's operation of Building Services for the administration and enforcement of the Building Code Act only. This balance will provide staff with an upper limit to freeze automatic increases and the ability to maintain a healthy reserve fund.

The reserve fund has been utilized in recent years to fund the development of Building Services Online, to offset a deficit situation in the Building Services enterprise budget and to fund an Operational Review.



## **Building Services**

*Infrastructure, Development and Enterprise*

**City of Guelph**

T 519-837-5615

E [building@guelph.ca](mailto:building@guelph.ca)

[guelph.ca/building](http://guelph.ca/building)

# STAFF REPORT



TO Infrastructure, Development and Enterprise Committee

SERVICE AREA Infrastructure, Development and Enterprise

DATE April 8, 2015

**SUBJECT SIGN BY-LAW VARIANCE  
435 Stone Road West**

REPORT NUMBER 15-31

## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To advise Council of a Sign By-law variance request for 435 Stone Road West.

### KEY FINDINGS

The City of Guelph Sign By-law Number (1996)-15245, as amended, restricts the location of a sign in a Regional Shopping Centre (RC-1) zone to the first storey of a building face.

Sign Ontario has submitted a sign by-law variance application on behalf of Fit 4 Less by Goodlife Fitness to permit one (1) sign with an area of 5.7m<sup>2</sup> to be located on the second storey of a building face fronting a public road allowance.

The requested variance from the Sign By-law is recommended for approval for the following reasons:

- The request is reasonable given the surrounding area and the size of building;
- The proposed signage meets all other regulations for a building sign located in a RC-1 zone;
- The proposed location on the second storey will not detract from the appearance of the building;
- The proposed sign will not have a negative impact on the streetscape or surrounding area.

### FINANCIAL IMPLICATIONS

N/A

### ACTION REQUIRED

To approve the requested Sign By-law variance for 435 Stone Road West.

# STAFF REPORT

## RECOMMENDATION

1. That the report from Infrastructure, Development and Enterprise dated April 8, 2015 regarding a sign by-law variance for 435 Stone Road West, be received.
2. That the request for a variance from the Sign By-law for 435 Stone Road West to permit one (1) sign with an area of 5.7m<sup>2</sup> to be located on the second storey of a building face fronting a public road allowance, be approved.

## BACKGROUND

Sun Signs had submitted a sign permit application on behalf of Fit 4 Less by Goodlife Fitness as part of their rebranding at 435 Stone Road West (see "Schedule A - Location Map"). Upon review of the application, it was observed that a sign with an area of 5.7m<sup>2</sup> was proposed to be located on the second storey of the building. The City of Guelph Sign By-law Number (1996)-15245, as amended, restricts signage to the first storey of a building face in a Regional Shopping Centre (RC-1) zone.

## REPORT

Sign Ontario Ltd. has submitted a sign by-law variance application on behalf of Fit 4 Less by Goodlife Fitness to permit one (1) sign with an area of 5.7m<sup>2</sup> to be located on the second storey of a building face fronting a public road allowance. See "Schedule B- Sign Variance Drawings" for illustrations. Sign Ontario Ltd. has provided a letter of rationale in support of the variance; please see Schedule C - "Letter of Rationale from Applicant":

The requested variance is as follows:

	<b>By-Law Requirements</b>	<b>Request</b>
Permitted location on a building face fronting a public road allowance	1 <sup>st</sup> storey of a building face	2 <sup>nd</sup> storey of a building face

The requested variance from the Sign By-law is recommended for approval for the following reasons:

- The request is reasonable given the surrounding area and the size of building;
- The proposed signage meets all other regulations for a building sign located in a RC-1 zone;
- The proposed location on the second storey will not detract from the appearance of the building;
- The proposed sign will not have a negative impact on the streetscape or surrounding area.

# STAFF REPORT

## **CORPORATE STRATEGIC PLAN:**

3.1- Ensure a well-designed, safe, inclusive, appealing and sustainable City

## **FINANCIAL IMPLICATIONS:**

N/A

## **DEPARTMENTAL CONSULTATION:**

N/A

## **COMMUNICATIONS:**

N/A

## **ATTACHMENTS**

Schedule A	Location Map
Schedule B	Sign Variance Drawings
Schedule C	Letter of Rationale from Applicant

### **Prepared By:**

Bill Bond  
Zoning Inspector III  
Senior Bylaw Administrator

### **Approved By**

Patrick Sheehy  
Program Manager - Zoning



### **Approved By**

Todd Salter  
General Manager  
Planning, Urban Design and  
Building Services  
519.822.1260, ext. 2395  
todd.salter@guelph.ca

### **Approved By**

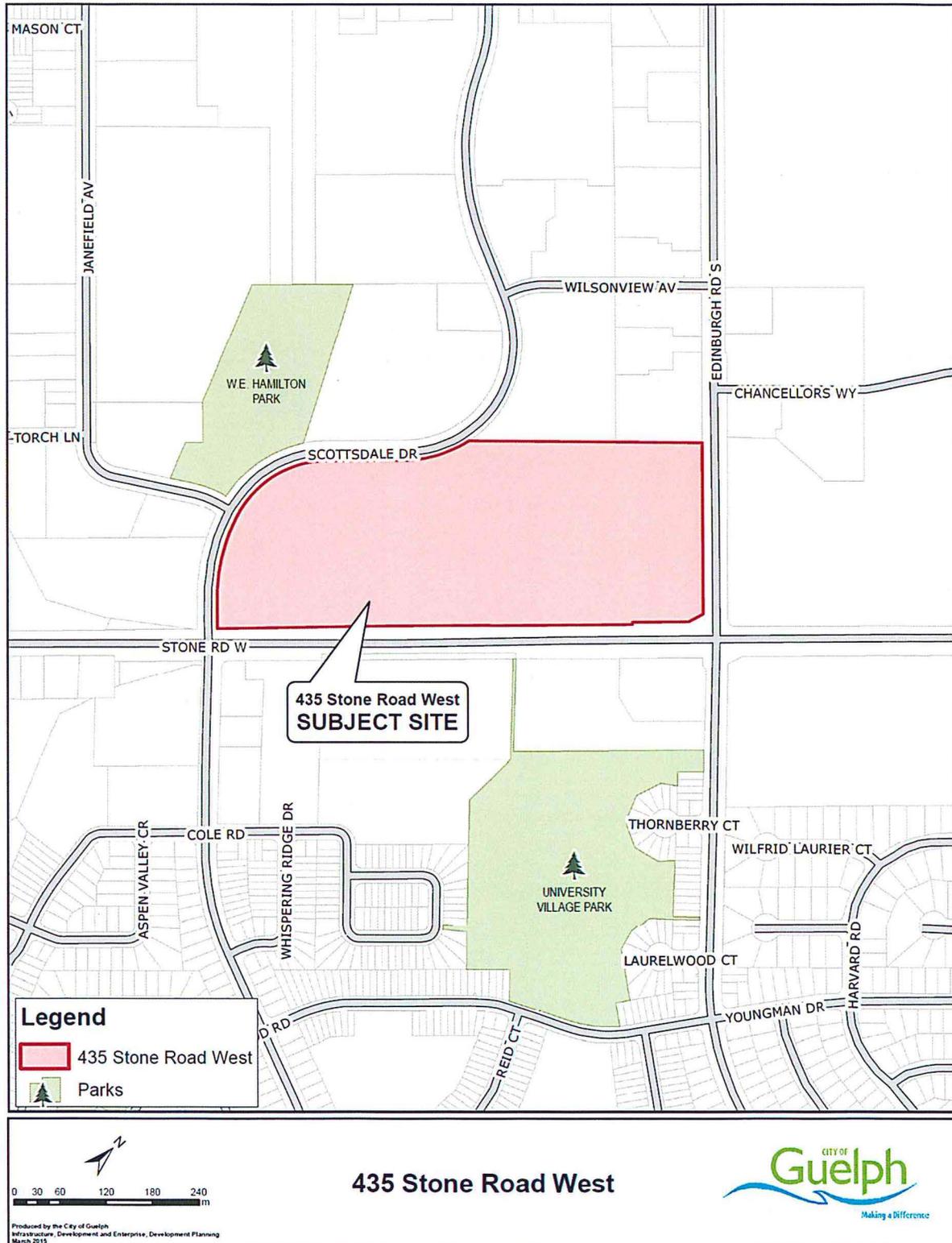
Rob Reynen  
Acting Chief Building Official

for 

### **Recommended By**

Al Horsman  
Deputy CAO  
Infrastructure, Development and Enterprise  
519.822.1260, ext. 5606  
al.horsman@guelph.ca

## SCHEDULE A- Location Map

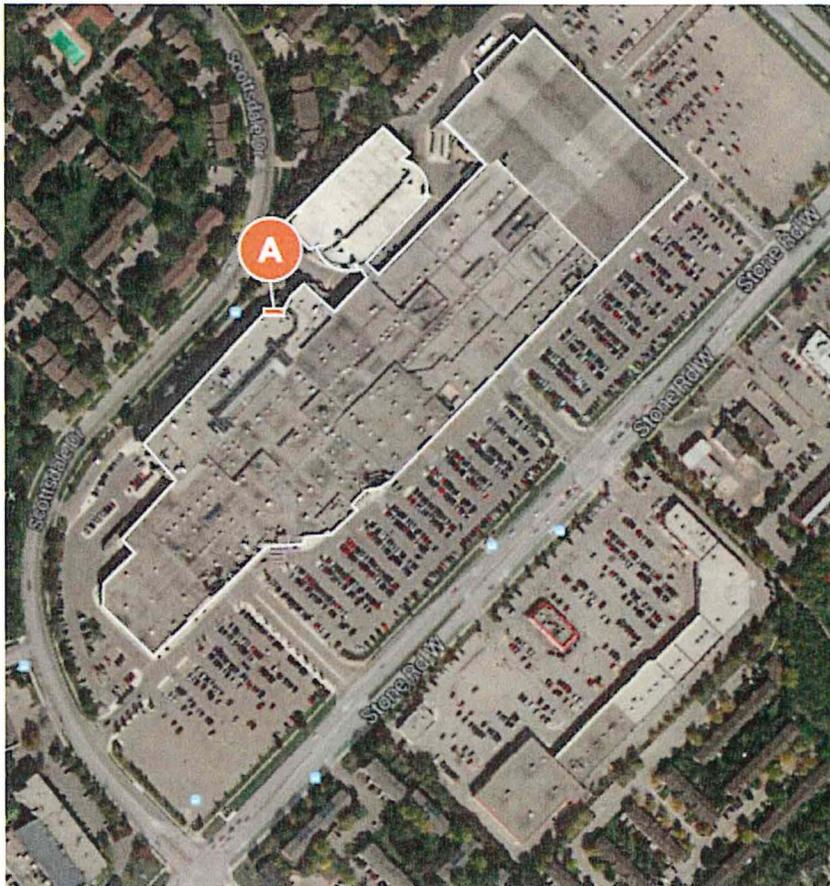


## SCHEDULE B- Sign Variance Drawings

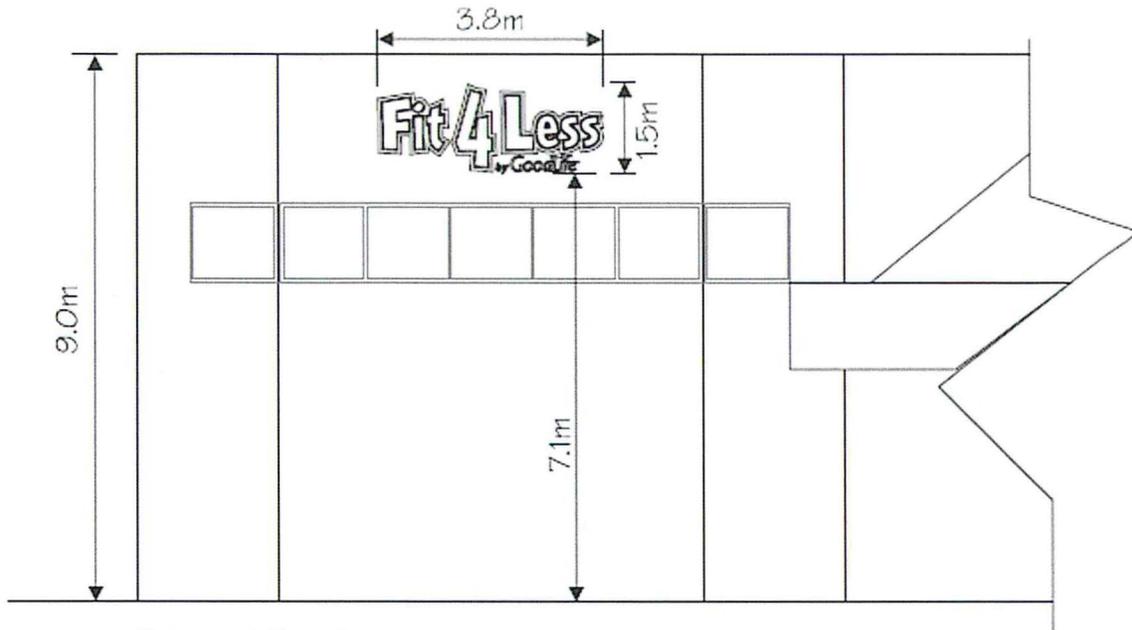
### Signage



### Proposed Location on the Building



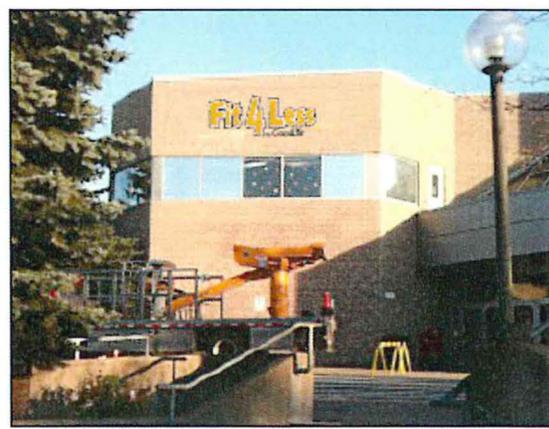
## Proposed Location on the Building



Enlarged Detail



Existing



Proposed

# STAFF REPORT

## SCHEDULE C- Letter of Rationale from the Applicant

January 19, 2015

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



519.271.1707  
sales@signont.ca

Re: Letter of Rationale for Goodlife Fitness  
Stone Road Mall  
435 Stone Rd W  
Guelph ON

fax: 519.272.1707  
2838, Perth Line 34  
Stratford Ontario  
N5A 6S5

To whom it may concern,

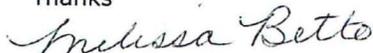
www.signont.ca

It has been brought to our attention that the existing Goodlife Fitness sign has been relocated to the second story without a permit, and that a variance will be required in order to replace this sign with the new Goodlife Fit 4 Less branding.

1. The proposed Fit 4 Less sign will be replacing the existing Goodlife Fitness signs that is currently installed on the second story of the North West elevation of Stone Road Mall.
2. The landlord Primaris Reit has approved the placement of the sign on the second storey.
3. Although the previous Goodlife Fitness sign was relocated to the second storey without a permit it has not to date cause any issues or concerns with adjacent properties.
4. The proposed sign will not occupy more than 20% of the building face.
5. It is in GoodLife's Corporate look to have a sign on the highest point of the building.

Thank you in advance for your consideration in this matter.

Thanks



Melissa Betto  
Sign Ontario Ltd.