

COMMITTEE AGENDA



TO **Infrastructure, Development & Enterprise Committee**

DATE Tuesday, June 7, 2016

LOCATION Council Chambers, Guelph City Hall, 1 Carden Street

TIME 5:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

CONFIRMATION OF MINUTES – May 3, 2016 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-2016.17 Parking Master Plan, Wilson Street Reconstruction and Parking Structure Project Update	<ul style="list-style-type: none"> • Ian Panabaker, Corporate Manager, Downtown Renewal • Allister McIlveen, Manager of Transportation Services 		√
IDE-2016.18 Water and Wastewater Customer Accounts By-law, Phase 1	<ul style="list-style-type: none"> • Peter Busatto, Plant Manager – Water Services 		√
IDE-2016.19 Sign By-law Variances – 175 Chancellors Way			
IDE-2016.20 Sign By-law Variances – 125 Chancellors Way			

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. **Potential Disposition or Acquisition of Real Property**
S. 239 (2) (c) a proposed or pending acquisition or disposition of land by the municipality or local board

OPEN MEETING

ADJOURNMENT

NEXT MEETING – Tuesday, July 5, 2016

**Infrastructure, Development & Enterprise Committee
Held in the Council Chambers, Guelph City Hall
Tuesday, May 3, 2016 at 5:00 p.m.**

Attendance

Members: Chair B. Bell
Mayor C. Guthrie
Councillor D. Gibson
Councillor L. Piper (*arrived at 5:22 p.m.*)
Councillor M. Salisbury

Councillors: Councillor P. Allt
Councillor C. Downer
Councillor J. Gordon
Councillor J. Hofland
Councillor M. MacKinnon
Councillor K. Wettstein

Staff: Mr. S. Stewart, Deputy CAO – Infrastructure, Development & Enterprise
Mr. T. Salter, General Manager, Planning, Urban Design & Building Services
Ms. K. Dedman, City Engineer/General Manager, Engineering and Capital Infrastructure
Mr. P. Cartwright, General Manager, Business Development and Enterprise
Mr. R. Kerr, Manager, Community Energy
Mr. A. Chapman, Program Manager, Corporate Building Maintenance
Mr. R. Reynen, Chief Building Official
Dr. T. Myles, Termite Control Officer
Ms. D. Black, Council Committee Coordinator

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 Councillor Gibson
Seconded by Mayor Guthrie

That the open meeting minutes of the Infrastructure, Development & Enterprise Committee held on April 5, 2016 be confirmed as recorded.

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

VOTING AGAINST: (0)

CARRIED

Consent Agenda

The following items were extracted from the May 3, 2016 Consent Agenda to be voted on separately:

- IDE-2016.12 Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation**
- IDE-2016.13 Update on Source Water Protection Plan and Appointment of the Risk Management Official and Risk Management Inspectors**
- IDE-2016.14 Termite Control Program 2015 Annual Report**
- IDE-2016.15 2015 Building Permit Revenue & Expenditures, Building Stabilization Reserve Fund, Annual Setting of Building Permit Fees and Building By-law Amendments**

Balance of Consent Items

- 2. Moved by Mayor Guthrie
Seconded by Councillor Gibson

That the balance of the May 3, 2016 Infrastructure, Development & Enterprise Committee Consent Agenda, as identified below, be adopted:

IDE-2016.16 180 Gordon Street Brownfield Tax Increment-Based Grant Agreement Extension

- 1. That IDE report #16-27, regarding 180 Gordon Brownfield Tax Increment-Based Grant Agreement Extension, dated May 3, 2016 be received.
- 2. That the request to extend the deadline for project completion from March 28, 2017 to March 28, 2021 be approved.
- 3. That staff be directed to prepare an amendment to the Tax Increment-Based Grant agreement between the City and 180 Gordon Street Ltd., to the satisfaction of the General Manager of Planning, Urban Design and Building Services, the City Solicitor, and the City Treasurer;
- 4. That the Mayor and Clerk be authorized to execute the amendment to the Tax Increment-Based Grant Agreement.

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

VOTING AGAINST: (0)

CARRIED

Staff Updates and Announcements

Kealy Dedman, City Engineer/General Manager, Engineering and Capital Infrastructure, introduced new staff member Daryush Esmaili, Manager of Corporate Asset Management.

Procedural Motion

- 3. Moved by Councillor Salisbury
Seconded by Mayor Guthrie

That Section 7.7 of the Procedural By-law be suspended to allow Evan Ferrari, Executive Director, eMERGE Sustainability to speak to the Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation.

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

VOTING AGAINST: (0)

CARRIED

Extracted Consent Items

IDE-2016.12 Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation

Rob Kerr, Manager, Community Energy provided an overview and highlights of the Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation report.

Councillor Piper arrived at the meeting. (5:22 p.m.)

There was discussion regarding timing, funding and logistics of the program.

The following addressed the Committee:

- Cynthia Bragg
 - Evan Ferrari, Executive Director, eMERGE Sustainability
4. Moved by Mayor Guthrie
Seconded by Councillor Gibson

That report IDE- BDE-1606 entitled Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation be referred back to staff to gather further information from outside sources, further options for potential third-party finances and support and further information on a city-wide residential energy audit option as a first step for consideration within a GEERS program.

First Amendment

5. Moved by Councillor Gibson
Seconded by Mayor Guthrie

That the referral to staff include that staff report back regarding how electric vehicle charging infrastructure might be facilitated through GEERS in residential homes.

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

VOTING AGAINST: Councillor Salisbury (1)

CARRIED

Second Amendment

6. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include that staff report back on:

- i) further development of GEERS as a pilot
- ii) further identifying pilot participants
- iii) anyalsis of the costs and revenue related to administration
- iv) transaction costs

- v) budget implications
- vi) determining the technologies and/or efficiencies to be supported.

There was a request to vote on the clauses separately.

7. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include that staff report back on further development of GEERS as a pilot.

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

VOTING AGAINST: (0)

CARRIED

8. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include further identifying pilot participants.

VOTING IN FAVOUR: Councillors Piper and Salisbury (2)

VOTING AGAINST: Mayor Guthrie, Bell and Gibson (3)

DEFEATED

9. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include analysis of the costs and revenue related to administration.

VOTING IN FAVOUR: Councillors Bell, Gibson, Piper and Salisbury (4)

VOTING AGAINST: Mayor Guthrie (1)

CARRIED

10. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include transaction costs.

VOTING IN FAVOUR: Councillors Bell, Gibson, Piper and Salisbury (4)

VOTING AGAINST: Mayor Guthrie (1)

CARRIED

11. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include budget implications.

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

VOTING AGAINST: (0)

CARRIED

12. Moved by Councillor Piper
Seconded by Councillor Salisbury

That the referral to staff regarding GEERS include determining the technologies and/or efficiencies to be supported.

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

VOTING AGAINST: (0)

CARRIED

Main Motion as Amended

15. Moved by Mayor Guthrie
Seconded by Councillor Gibson

- 1. That report IDE- BDE-1606 entitled Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation be referred back to staff to gather further information from outside sources, further options for potential third-party finances and support and further information on a city-wide residential energy audit option as a first step for consideration within a GEERS program.**
- 2. That staff report back regarding how electric vehicle charging infrastructure might be facilitated through GEERS in residential homes.**
- 3. That the referral to staff regarding GEERS include that staff report back on:**
 - i) further development of GEERS as a pilot**
 - ii) analysis of the costs and revenue related to administration**
 - iii) transaction costs**
 - iv) budget implications**
 - v) determining the technologies and/or efficiencies to be supported.**

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

VOTING AGAINST: (0)

CARRIED

Motion

14. Moved by Mayor Guthrie
Seconded by Councillor Piper

That staff report back to committee on the GEERS report no later than October, 2016.

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

VOTING AGAINST: (0)

CARRIED

Suspension of Procedural By-law

13. Moved by Mayor Guthrie
Seconded by Councillor Piper

That Section 21.6 (b) of the Procedural By-law be suspended to allow Councillor Downer to speak to the amendments.

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

VOTING AGAINST: (0)

CARRIED

Motion

14. Moved by Mayor Guthrie
Seconded by Councillor Piper

That the GEERS report referral back to staff be placed on the Infrastructure, Development and Enterprise Committee Consent Report for consideration at the May 24, 2016 Council meeting.

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

VOTING AGAINST: Councillor Gibson (1)

CARRIED

The meeting recessed at 7:42 p.m. and reconvened at 7:50 p.m.

IDE-2016.13 Update on Source Water Protection Plan and Appointment of the Risk Management Official and Risk Management Inspectors

Kealy Dedman, City Engineer/General Manager, Engineering and Capital Infrastructure provided highlights and a summary of the Update on Source Water Protection Plan and Appointment of the Risk Management Official and Risk Management Inspectors report.

17. Moved by Councillor Piper
Seconded by Councillor Gibson

1. That Peter Rider, the City of Guelph's current Risk Management Official (RMO) be appointed as the RMO and as a Risk Management Inspector (RMI), and that Prasoon Adhikari, the City's current Environmental Engineer be appointed as a RMI under subsection 47(6) of the *Clean Water Act (CWA)*, 2006.
2. That the Clerk be directed to issue Certificates of Appointment to RMOs and RMIs as required under subsection 47(7) of the *Clean Water Act (CWA)*, 2006.

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

VOTING AGAINST: (0)

CARRIED

IDE-2016.14 Termite Control Program 2015 Annual Report

Dr. Tim Myles, Termite Control Officer presented highlights of the 2015 Annual Termite Control Program and outlined plans and goals for 2016.

18. Moved by Mayor Guthrie
Seconded by Councillor Gibson

That report 16-29 dated May 3, 2016 entitled "Termite Control Program 2015 Annual Report" be received.

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

VOTING AGAINST: (0)

CARRIED

IDE-2016.15 2015 Building Permit Revenue & Expenditures, Building Stabilization Reserve Fund, Annual Setting of Building Permit Fees and Building By-law Amendments

Mr. R. Reynen, Chief Building Official provided a summary and highlights of the 2015 Building Permit Revenue & Expenditures, Building Stabilization Reserve Fund, Annual Setting of Building Permit Fees and Building By-law Amendments report.

19. Moved by Councillor Gibson
Seconded by Mayor Guthrie

1. That report 16-33 dated May 3, 2016 entitled "2015 Building Permit Revenue & Expenditures, Building Stabilization Reserve Fund, Annual Setting of Building Permit Fees and Building By-law Amendments", be received.
2. That an amended Building By-law, included as Attachment 2, be enacted to, among other things, repeal appointment by-law (1995)-14803.

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

VOTING AGAINST: (0)

CARRIED

Staff Updates and Announcements

Scott Stewart provided information regarding staff management and communication of current construction.

Authority to Resolve into a Closed Meeting

20. Moved by Councillor Gibson
Seconded by Councillor Salisbury

That the Infrastructure, Development and Enterprise Committee now hold a meeting that is closed to the public with respect to Sec. 239(2) (b), (c) and (e) of the *Municipal Act* with respect to personal matters about identifiable individuals, proposed or pending acquisition or disposition of land by the municipality or local board and litigation or potential litigation, including matters before administrative tribunals.

CARRIED

Closed Meeting (8:34 p.m.)

The following matters were considered:

- IDE-C-2016.1 Resident Appointments to the Waste Innovation Centre Public Liaison Committee**
- IDE-C-2016.2 200 Beverly Street – Former IMICO Property – Development Options**
- IDE-C-2016.3 Dolime Update**

Open Meeting (9:23 p.m.)

Closed Meeting Summary

Chair Bell addressed the matters discussed in the closed meeting and identified the following:

IDE-C-2016.1 Resident Appointments to the Waste Innovation Centre Public Liaison Committee

Direction was given to staff.

IDE-C-2016.2 200 Beverly Street – Former IMICO Property – Development Options

Direction was given to staff.

IDE-C-2016.3 Dolime Update

This item was withdrawn from the agenda.

Adjournment (9:24 p.m.)

- 21. Moved by Councillor Gibson
Seconded by Mayor Guthrie

That the meeting be adjourned.

CARRIED

Dolores Black
Council Committee Coordinator

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

Tuesday, June 7, 2016

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

REPORT	DIRECTION
<p>IDE-2016.17 PARKING MASTER PLAN, WILSON STREET RECONSTRUCTION AND PARKING STRUCTURE PROJECT UPDATE</p> <p>1. That Infrastructure, Development and Enterprise Report BDE IDE-BDE-1610, dated June 7, 2016 and titled “Parking Master Plan, Wilson Street Reconstruction and Parking Structure Project Update”, be received.</p> <p>2. That staff be directed to present the results and recommendation for the Wilson Parking Structure design-build RFP to Council for approval and award.</p>	Approve
<p>IDE-2016.18 WATER AND WASTEWATER CUSTOMER ACCOUNTS BY-LAW, PHASE 1</p> <p>1. That the report from Infrastructure, Development and Enterprise dated June 7, 2016, regarding the Water and Wastewater Customer Accounts By-law, be received.</p> <p>2. That the Water and Wastewater Customer Accounts By-law and revisions to the Water Supply By-law as outlined in the report from Infrastructure, Development and Enterprise, dated June 7, 2016 be approved.</p>	Approve

IDE-2016.19 SIGN BY-LAW VARIANCES – 175 CHANCELLORS WAY

Approve

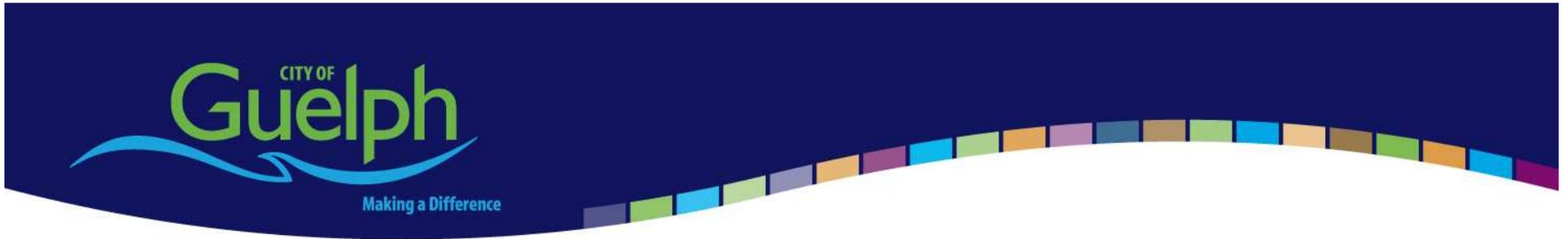
1. That Report 16-43 from Infrastructure, Development and Enterprise dated June 7, 2016 regarding sign by-law variances for 175 Chancellors Way, be received.
2. That the request for variances from the City of Guelph Sign By-law to permit one (1) illuminated freestanding sign with a sign face area of 6.14m² and a height of 4.87m above the adjacent roadway at 175 Chancellors Way, be approved.

IDE-2016.20 SIGN BY-LAW VARIANCES – 125 CHANCELLORS WAY

Approve

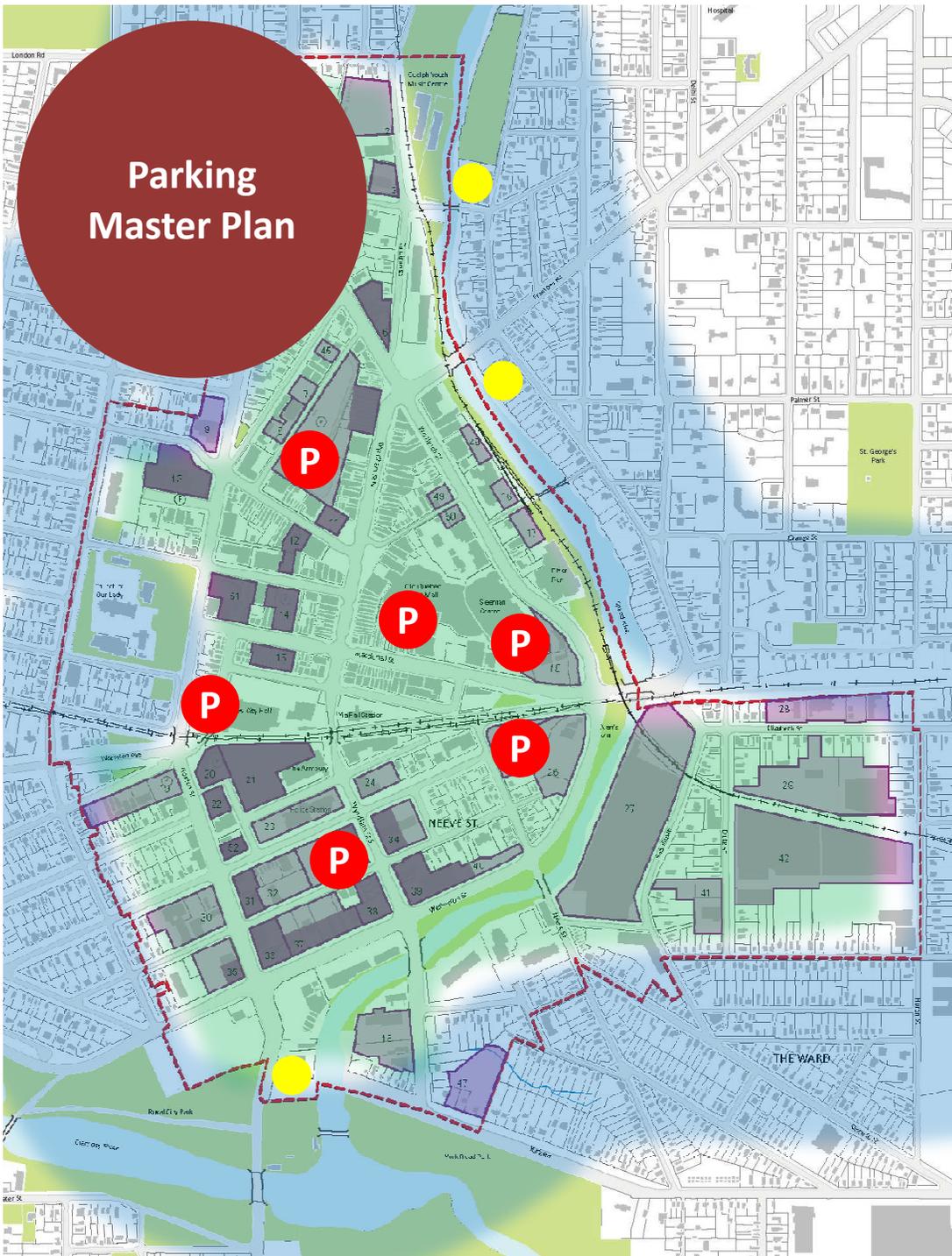
1. That Report 16-42 from Infrastructure, Development and Enterprise dated June 7, 2016 regarding sign by-law variances for 125 Chancellors Way, be received.
2. That the request for variances from the City of Guelph Sign By-law to permit one (1) non-illuminated freestanding sign with a sign face area of 3.65m² and a height of 1.9m above the adjacent roadway within a 7m by 5m driveway sightline triangle at 125 Chancellors Way, be approved.

attach.



Parking Master Plan & Wilson Street Project Update

**IDE Committee
June 7, 2016**



2015: Council Approval

2016: Implementation

Long Range Transformation to Structured Parking

Downtown Management System
 Periphery Management (extent to be determined)

P Public Parkades

East:	330
West:	531
Neeve:	350
Baker:	500
Wilson	350
Fountain:	500
Total Structured:	2,511

● Public Surface Lots

Total Surface:	147
	2
	2,658
	(Net Gain: 880)

Parking Master Plan

November 2015

Main Components:

- **Capacity**
- **Governance**
- **On-street Management**
- **Periphery Management**
- **Zoning**

Wilson Street

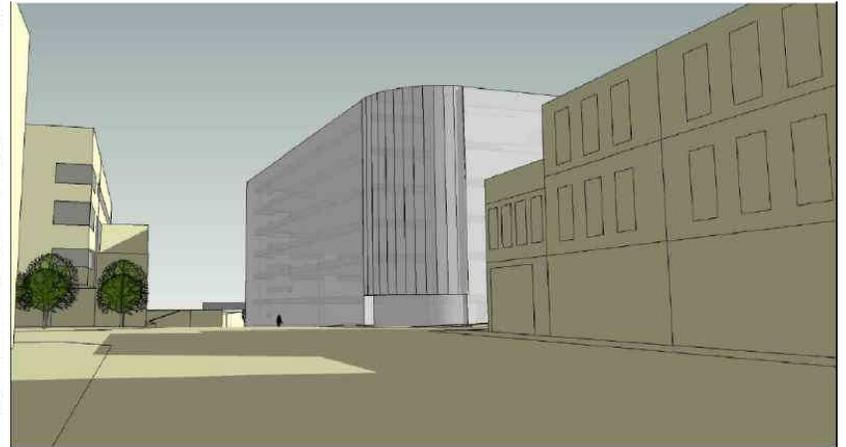
Integrated project with Parkade, Street and Pedestrian Bridge components

- **'Tier 1' Capital Project**
- **Consultants engaged: WalterFedy**
- **Community Engaged**
- **Work to start September 2016 (road)**
- **Goal is to have parking operational by end of 2017**




Wilson Street Reconstruction
Two-Way (Macdonell to Northumberland)
One-Way (Gordon / Norfolk to Northumberland)
 April 21 & 26 2016 Public Meetings






Wilson Street Parking Garage
Massing View - Wilson Street
 April 21 & 26 2016 Public Meetings



Wilson Street Project

Design-Build

What is it?

- **Seeking proposals from teams that will both design and construct the project**

Why?

- **Allows greater flexibility for teams to choose different systems that are deemed equivalent**

How?

- **Owner provides clear direction on program and criteria**

Wilson Design-Build Program

- **The basics:**

- 350 parking spaces minimum
- Electrical Vehicle stations (3)
- Secure bicycle parking facilities (60)
- Improved Norfolk Pedestrian crossing
- Integrated wayfinding, CPTED, Public Art

- **The issues:**

- Public washrooms: rough-in only
- Downtown Operations space: not part of program
- Norfolk bridge: engaging community on banners

Schedule

- **Project development:** Jan-July 2016
- **Prequalification of D-B teams:** June 2016
- **Tender for Street:** July 2016
- **RFP for Parkade:** July-Aug 2016
- **Award of Parkade:** Sept 2016
- **Work starts on Street** Sept-Dec 2016
- **EA Decisions on Wilson Street:** Fall 2016
- **Parkade:** Dec 2016-Dec 2017
- **Final details on Street:** Spring 2017

Mitigation Planning

Why?

- **The Parking Master Plan implementation will create impacts on-street and off-street as it builds more capacity**
- **Mitigation Plan looks at the longer term to evaluate individual project decisions**
- **Plan is iterative and will evolve as projects develop**
- **As this develops it will be an important input to the PMP workplan**

Downtown Guelph Business Association

- **Also researching and starting to engage to support its members during construction phases**

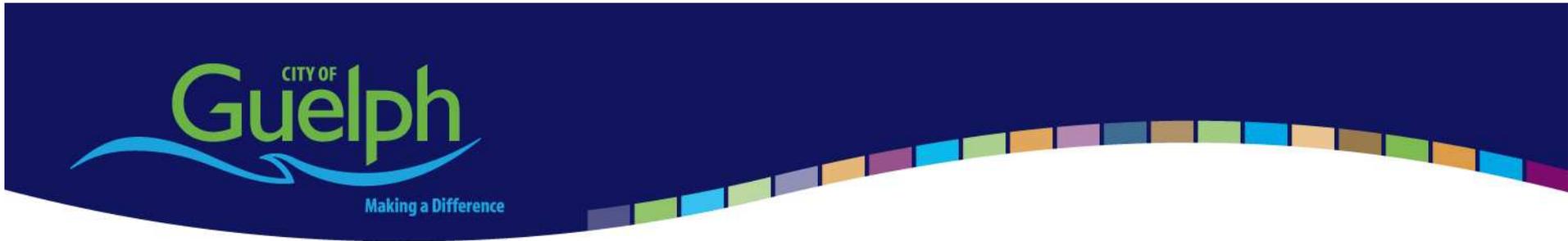
Mitigation Planning

Wilson Street Reconstruction

- **19 on-street spaces**
- **Maintaining access to Wilson Lot and making space available within it to compensate**

Wilson Lot

- **86 spaces**
- **Combination of vehicle and permit relocations, enforcement and communications**



Questions?

STAFF REPORT



TO Infrastructure, Development and Enterprise Committee

SERVICE AREA Infrastructure, Development and Enterprise

DATE June 7, 2016

SUBJECT Parking Master Plan, Wilson Street Reconstruction and Parking Structure Project Update

REPORT NUMBER IDE-BDE-1610

EXECUTIVE SUMMARY

PURPOSE OF REPORT

This report provides a second quarter 2016 update on Parking Master Plan (PMP) activities and a status update for the Wilson Street Parking Structure project, which includes reconstruction of Wilson Street and replacement of the Norfolk pedestrian bridge.

KEY FINDINGS

- BDE has created a Manager, Business Development, position from existing resources to enable implementation of the PMP and other downtown initiatives. This position will be in place by end of Q2 2016.
- The Wilson Street project has been identified as the first project in the PMP. The project is defined as a 'Tier1' capital project under the City's new project management protocols and is guided by an established project charter and governance model.
- The consulting firm WalterFedy has been retained to develop the contract details and approach for the parking structure and the detailed design and tender package for the road reconstruction.
- The parking structure project will also include the replacement and integration of the Norfolk Pedestrian Bridge as well as the adjacent Northumberland Street laneway stub.
- The project components have been integrated and aligned such that underground construction work on Wilson Street will commence in September 2016. Construction work to base course will be completed in late fall 2016 prior to construction of the parking structure commencing, with touch-up and final road surface configuration completed in Spring 2017.
- Decisions on the final surface configuration of Wilson Street will be brought back to Council following completion of the Municipal Class EA process.
- Public engagement sessions have been held and feedback is being

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considered for input into the contract documents.

- The results and award of the parking structure design-build Request for Proposal (RFP) will be presented to Council for approval in September 2016.
- The selected design-build team will seek development approvals during the fall of 2016 and construction is anticipated to start by the end of 2016 and occur over a one year period.

FINANCIAL IMPLICATIONS

The Wilson Parking Structure component is funded in the 2016 Capital Budget (PG0078) and was included in the Parking Master Plan financial model.

The Wilson Street Reconstruction and the Norfolk Pedestrian Bridge components are funded through Capital Budget accounts for road (RD0277), storm sewer (SW0071), watermain replacement (WD0022), sanitary sewer replacement (SC0028) and bridge reconstruction (RB0006).

ACTION REQUIRED

To receive the report.

RECOMMENDATION

1. That Infrastructure, Development and Enterprise Report IDE-BDE-1610, dated June 7, 2016 and titled "Parking Master Plan, Wilson Street Reconstruction and Parking Structure Project Update", be received.
2. That Staff be directed to present the results and recommendation for the Wilson Parking Structure design-build RFP to Council for approval and award.

BACKGROUND

At a special meeting held November 18, 2015 Council received the Parking Master Plan report and passed the following motions (as amended):

1. That Council receive report #IDE-BDE-1510, titled "Downtown Parking Master Plan".
2. That staff be directed to implement Scenario #3 as described in report #IDE-BDE-1510.
3. That staff be directed to work with the Downtown Advisory Committee to develop metrics which will be used to measure and determine the effect and implementation of enhanced on-street parking management and customer service strategy within the downtown, while also allowing for flexibility as to the timelines for implementation so as to minimize impact.

4. That staff be directed to implement a targeted community engagement process for the purpose of creating a periphery parking management system.
5. That staff be directed to provide annual progress reports regarding the implementation of the Parking Master Plan.
6. That staff be directed to explore and report back by Q2 2016 on current and alternative opportunities to maximize economies of scale/staging of downtown enterprise projects, beginning with the Wilson Street parkade and including analysis of available procurement methods that might advance innovative ways in delivering a quality designed and built structure(s).

The Parking Master Plan is a significant foundational strategy for the continued implementation of the Downtown Secondary Plan. Parking is a challenging component of the transportation infrastructure mix in urban centres - for its cost and its impact on the economic vitality and public perception of a place. In Guelph's case, many of the other high-profile projects within the Secondary Plan hinge on having reset the delivery of parking services through the PMP.

The following provides an update to Council on the activities following November 2015 and in particular focuses on the delivery of the Wilson Street project as the first capital project under the Parking Master Plan.

REPORT

Parking Master Plan Activities

Following the adoption of the Parking Master Plan in November 2015, Council approved the 2016 Budget in December 2015. This included the Wilson Parking Structure capital project identified in 2016 budget and the Neeve Parking Structure in 2019 within the ten year forecast.

Work is underway lead by Planning, Urban Design and Building Services on the Downtown Zoning By-law Update which has tested and is incorporating the PMP parking directions into the proposed bylaw changes. This work is heading for a recommendation to Council before the end of 2016.

Staff have been developing the Wilson Street Parking Structure, the reconstruction of Wilson Street and replacement of the Norfolk pedestrian bridge projects in 2016, and aligning them with the Project Management Office (PMO) protocols including establishing PMO documentation for scoping and governance of the project.

Request for consulting proposals were developed for both the design-build documentation related to the parking structure, as well as the detailed design for

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the off-site works on Wilson Street. WalterFedy, an integrated architectural and engineering consultancy from Kitchener, was the successful proponent for both components of the project.

In addition, Business Development and Enterprise restructured its existing resources to create a Manager, Business Development position, for which the Parking Master Plan (PMP) implementation is top priority. The PMP contained directions on multiple components of the system that need to be managed simultaneously to achieve the financial and system objectives. This position is to be in place by end of Q2 2016. The Manager, Business Development will be tasked with advancing the Wilson project, but also other components of the PMP such as:

- Data/GIS mapping development of the Parking System (informing policy, finance and technology decisions),
- Governance improvements,
- Technology upgrades review and planning.

These matters will be reported on in subsequent quarters of 2016 through other scheduled updates on the PMP.

Parking Mitigation Plan (Draft)

As part of the PMP it was recognized that the renewal of the system over the coming years will create significant short term impacts on both on-street and off-street inventory that need to be managed. This is an important issue for existing customers and businesses, and was reiterated during the recent public meetings. Parking Staff have created the first iteration of the mitigation plan, to be reviewed and shaped through conversations with the Downtown Advisory Committee and the Downtown Guelph Business Association. It is expected that the Mitigation Plan will be revisited and updated as projects and timelines further develop (See Attachment 3).

Wilson Project Integration

The Wilson Street project was identified as the first project in the PMP. This project includes several components that have been integrated to ensure coordinated project delivery and to meet the aggressive timelines for creating new parking inventory as envisaged by the PMP.

The project includes:

- Wilson Parking Structure (minimum 350 parking spaces),
- Norfolk Pedestrian Bridge (replacing and integrating adjacent aging structure),
- Northumberland Street (between Wilson and Norfolk to integrate into parking structure),
- Wilson Street reconstruction (between Gordon and Macdonell, replacing aging underground infrastructure and anticipating new traffic loads created by the structure).

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The project is defined as a 'Tier1' capital project under the City's new project management protocols and is guided by an established project charter and governance model.

1. Wilson Street Reconstruction

DESCRIPTION

This component of the project is being led by the Engineering and Capital Infrastructure department and includes a full road reconstruction of Wilson Street from the intersection of Gordon/Waterloo to Macdonell including the replacement and upgrading of watermain, storm and sanitary sewer infrastructure.

The 2014 Downtown Streetscape Manual will be used to design the new road surface, which will complement but not replicate the now five year old Market Square.

The completion of the road surface in the area around the Wilson Parking Structure will be coordinated to accommodate the timing of the design-build parking structure.

TIMING

The reconstruction of the street is being advanced ahead of the parking structure to avoid major road works following the construction of new parking inventory.

Tender: July 2016

Construction: September-December 2016 (underground services and basic surface works)
Spring 2017 (final surface work)

BUDGET

The road reconstruction will be funded through approved Capital Budgets for road, watermain, storm and sanitary sewer replacement.

PUBLIC ENGAGEMENT

Initial Public Meetings were held April 21 and 26, 2016 (See Attachment 2)

Additional Public Meetings as prescribed by the Municipal Class EA (MCEA) process will be undertaken to review impacts and mitigation measures for the new traffic generated by the Wilson Parking Structure.

DECISIONS

With the additional traffic load on Wilson Street from the new parking structure, initial analysis suggests that the options for traffic flow in the area require

further review. This involves evaluating alternatives for the direction and configuration of the traffic lanes on Wilson Street from Gordon to Macdonell.

This analysis is underway through the MCEA process to evaluate and create a decision matrix for further public and Council engagement and for decision-making.

These decisions will be integrated into the project as they are achieved. The underground infrastructure replacement work and base surface replacement that would be similar in all options will be undertaken in 2016 while it is anticipated that the final surface configuration will be implemented in Spring 2017 following completion of the MCEA.

An additional, though minor part of the consultant's scope is to examine the potential to add the Macdonell pedestrian island as a permanent feature during the road reconstruction as it is directly adjacent to the main construction area. This decision will be integrated into the Class EA analysis as it would impact traffic flow differently based on the configurations being considered.

2. Wilson Parking Structure

DESCRIPTION

The Wilson Parking Structure is to be a minimum 350 car spaces, which equates to a 5-6 storey structure on the Wilson surface parking lot. The project is being developed as a design-build contract, which means that the City engages a team to deliver both the design and construction of the facility. This allows the most flexibility from the teams in terms of utilising different construction technologies and design creativity.

The role of the City in procuring these types of projects is to provide a clear program of requirements, as well as clear design and technical objectives for which the teams will be evaluated.

In addition to the parking spaces, the program includes (See Attachment 1 for additional program detail):

- 350 parking spaces minimum,
- Electrical Vehicle integration and support,
- Facility support facilities (custodial, technology),
- Secure bicycle parking facilities,
- Planning for the potential for Public Washrooms,
- Replacing and integrating a renewed pedestrian crossing over Norfolk that provides better accessibility and cycling access.

The project will be evaluated against the Downtown Streetscape and Built Form Manuals, approved in 2014. The Built Form manual contains direction on urban parking structures as well as general massing and façade articulation for the

STAFF REPORT

downtown. The design-build RFP submissions will be using these directions as part of the evaluation criteria on the quality of the designs submitted (See Attachment 1).

DECISIONS

Staff are not recommending at this time the provision of any additional commercial or ground floor uses outside of the required stair, lobby and elevator access components of the parking program. This direction reflects the complexity and impacts of providing habitable space within an 'open air storage garage' as well as the market capacity for newly constructed (therefore expensive) commercial space within the downtown.

Another direction in the program to identify to Council is the allowance of sloped floors within the parking structure (while maintaining horizontal levels on the exterior facades). This provision will allow maximisation of the parking yields within the structure, but also acknowledges that the facility is not being commissioned with the potential for repurposing to other uses in the future - a question that sometimes arises in public consultations.

Discussions on the Norfolk Pedestrian Bridge have revolved around the opportunity for unique design in contrast to the existing plain structure that is currently used for community messaging. Staff recognize that an improved bridge may not be appropriate as a banner location, however if that is the case, this long-standing community use needs to be addressed through other strategies developed through additional engagement occurring ahead of the RFP.

The project has identified two other program elements for discussion as the project has developed.

Public Washrooms: The larger downtown-wide issue of daytime and night time provisions of washroom facilities has been raised. It has been identified that this project has the potential to add to the inventory of public washrooms that could serve, in particular, as late-night facilities. The operational implications are identified as significant by staff and the decision needs to be reviewed within a larger plan for comprehensively addressing the delivery and costs of this service. There were also concerns raised through the public consultations about safety and appropriateness of this location being used as the late-night facility and the potential impact on parking users. Given these issues staff are proposing that the potential to provide these facilities should be maintained but not executed without further public discussion including DGBA, Guelph Police, etc. The direction within the RFP will require the planning and rough-in for these facilities but the decision to implement will be held for a later date.

Downtown Operations Facilities: Downtown public space is maintained by Operations staff utilising storage and support facilities in the basement of the West Parkade. These facilities have been identified as aging and the potential to

STAFF REPORT



recreate this capacity in Wilson Parkade was identified. The issue of the best operational model for servicing the unique needs of the Urban Growth Centre, especially as it starts to grow south of the tracks, has been identified for further review. The decision for the Wilson RFP is that no maintainer facilities, beyond the custodial needs of the parkade itself, will be required in the program.

PROJECT TIMING

Prequalification of Design-build Teams:	June 2016
RFP Tender:	July 2016
Award:	September 2016
Design Approvals:	Fall 2016
Construction:	Fall 2016 – Winter 2017

BUDGET

PG0078:	\$13,800,000	Wilson Parking Structure
RB0006:	\$250,000	Norfolk Bridge Replacement

PUBLIC ENGAGEMENT

Public Meetings were held April 21 and 26, 2016 (See Attachment 2)

The feedback sought for the parking structure and bridge focused on the design and urban objectives for the facility. Staff have incorporated feedback into the program, such as enlarging the bicycle storage facilities, as well as the design objectives as attached (Attachment 1). There were no major issues identified that require additional consultation prior to the RFP stage.

Staff note that, during the public meetings, a construction mitigation request was raised by multiple parties regarding the potential to delay the impact of taking Wilson Parking Lot out of service until January 2017 to avoid the holiday season and provide some recovery time between the street reconstruction and start of the parking structure. Staff are evaluating this request and considering incorporating it into the project plan.

CORPORATE STRATEGIC PLAN

- 1.2 Develop collaborative work team and apply whole systems thinking to deliver creative solutions
- 3.1 Ensure a well-designed, safe, inclusive, appealing and sustainable City

DEPARTMENTAL CONSULTATION

As per the defined 'Tier 1' project structure, a full multi-departmental staff team and steering committee is engaged in the project.

FINANCIAL IMPLICATIONS

The Wilson Parking Structure component is funded in the 2016 Capital Budget (PG0078) and was included in the Parking Master Plan financial model.

STAFF REPORT

The Wilson Street Reconstruction and the Norfolk Pedestrian Bridge components are funded through Capital Budget accounts for road (RD0277), storm sewer (SW0071), watermain replacement (WD0022), sanitary sewer replacement (SC0028) and bridge reconstruction (RB0006).

COMMUNICATIONS

Tier 1 Project Communications Protocols are in place.

ATTACHMENTS

- ATT-1 Wilson Parking Structure Program & Urban Design Objectives
- ATT-2 April 21/26 Public Information Meeting Panels
- ATT-3 Parking Mitigation Plan (Draft), V1.0 – May 19, 2016

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**Program & Urban Design Principles
Wilson Parkade and Pedestrian Bridge**

The Site in Context

Adapted from the Guelph Market Place Structure:

The parking lot on Wilson Street has long been identified as a site for a structured parking solution to address local business needs and the additional traffic generated by new and expanded municipal and transportation uses in the area. The Downtown Secondary Plan also shows a parking structure in this location.

Given its strategic location in a precinct that has been redefined through major public investments, the structure will figure prominently in the physical evolution of Downtown and Market Square. It also needs to recognize its importance as part of the visitor experience in Downtown Guelph.

The structure should provide more than parking to support the area. Its design and integration within the Market Square is a critical issue to ensure the structure does not dominate the Square. The arrangement of uses on the ground floor and the building's architecture should contribute to an attractive and active precinct.

Building Program:

Parkade:

- 350 parking spaces (min.)
- Maximum 6 storey building height (as per CofA Decision)
- The roof above level 6 is not considered a storey but can be used for parking
- Vehicular Entrance/Egress from Wilson and Northumberland sides only
- Three (3) Electric Vehicle Charging Stations (Mode Level TBD)
- Meets City of Guelph FADM accessibility standards
- Support functions for Parking Operations (sand storage and janitorial space)
- The Parkade Main Entrance Lobby will be at the corner of Wilson Street and Northumberland
- The Lobby will be 1,000sqf. The depth will be 9m along Wilson Street with 4.5m floor to ceiling height.
- The Lobby will provide access to the Bicycle storage area, circulation stair and elevators.
- The Lobby will be minimum 60% transparent (60% glass and 40% opaque cladding)
- Secure enclosed bicycle storage for 60 Bicycles with controlled access
- The bicycle storage will have pedestrian access from the Main Entrance Lobby, Bicycles entry and exit will be from the garage side
- The bicycle storage will have exterior exposure with glazed walls that will wrap around the corner to the street side
- Rough-in for future Public Washrooms directly accessible from the exterior (2 fixtures per sex)
- 4 elevators (Two groups of two elevators)
- Two (2) exit staircases
- Mechanical and Electrical rooms
- Payment control method will be "pay on foot" with gates to enter and exit.

Program & Urban Design Principles Wilson Parkade and Pedestrian Bridge

Pedestrian Bridge:

- . The pedestrian bridge will be an open air structure without enclosure.
- . The bridge will have access from the Parkade side that is accessible by a ramp for pedestrians and cyclists.
- . Decisions related to community messaging from the new structure are to be defined ahead of RFP. Premise currently is that this practice will be reshaped with additional engagement with the community.

Design Principles for the Parkade and Pedestrian Bridge

1. Create a strong contextual vision.

- a. Create a strong coherent architectural vision for the project (both the bridge and the parkade) that will connect to and complement the Market Square and recognize this project's role as a gateway to Downtown Guelph and a place-making opportunity.
- b. Create a clear architectural strategy for all elements of the project (urban and landscape design, building massing, integrated lighting and integrated art) that recognizes its urban context, and reflects Guelph's civic pride.
- c. Provide high-quality at-grade surface materials that connect to Wilson Street, Market Square and Northumberland Street.

2. Civic scale, materiality and quality.

- a. The new building will reflect the human scale.
 - i. Scale, massing, and exterior treatment shall be informed by civic considerations as well as the existing context.
 - ii. Use massing that responds to the existing cornice lines, stepbacks and setbacks in the area in order to complement the cultural heritage within the area and not dominate the surrounding buildings.
 - iii. Ensure the building is designed to appear as a fenestrated building with regular articulation of openings and through the selection of materials that are consistent in type and quality with the site's context. Use fenestration to also address user safety while maintaining the quality of a civic building.
 - iv. The priority for enhanced architectural vocabulary and enhanced façade treatment is for the facades along Northumberland and Wilson Streets. The visual impact of the structured parking along Norfolk shall be minimized by providing architectural screening to create harmonious street wall treatment.
- b. Create the appearance of level floors (storeys) when viewed from the exterior.

**Program & Urban Design Principles
Wilson Parkade and Pedestrian Bridge**

- c. Design quality and excellence should be reflected through the use of high-quality materials, sustainable design and construction.
 - d. High-quality exterior cladding will be selected for visual lightness shall comprise simple modules and conceal fasteners to achieve an elegant image.
- 3. Create a welcoming building that elevates the quality of the visitor and user experience.**
- a. Provide high functionality for users by creating a safe, clear, and intuitive design/layout.
 - b. Integrate wayfinding that recognize its role in welcoming and orienting visitors to downtown Guelph.
 - c. Use lighting to highlight interesting architectural, interior design and art features.
 - d. Create a clear strategy for the type, scale and placement of integrated art consistent with the narrative and architectural vision.
- 4. Mark the northeast corner by contributing to the activation of the streetscape.**
- a. Anchor the intersection of Wilson Street and Northumberland Street with a key signature architectural treatment.
 - b. Create a ground-floor lobby that is architecturally finished space and acts as an active main entrance to the building. Recognize the building's role as a welcoming, entry point for visitors to the downtown. This area should be highly transparent, and use high-quality, welcoming materials.
- 5. Integrate the building into the new Wilson Streetscape**
- a. Use materials within the landscaping that conform to the Downtown Streetscape Manual.
 - b. Any required venting or mechanical units shall be screened from public view using a consistent screen and material palette that is part of the overall language of the project.
 - c. Any required venting shall not directly impact adjacent pedestrian routes or walkways.
- 6. Create a connecting pedestrian bridge that also acts as a gateway for Downtown.**
- a. Create an accessible route that connects Northumberland Street across Norfolk Street and to Wilson Street

**Program & Urban Design Principles
Wilson Parkade and Pedestrian Bridge**

- b. The existing Advertisement banners will not be incorporated into the new design and will be substituted with simple yet creative and coherent architectural bridge design that is consistent with the bridge role as a gateway to Downtown Guelph.

- c. Recognize the pedestrian bridge's role as a gateway into Downtown. The bridge should be recognized as an important element that:
 - celebrates civic pride through the visual expression of the design;
 - is constructed of high-quality materials; and,
 - employs the creative use of lighting in order to complement the ongoing place-making activities occurring Downtown and in Market Square.



Wilson Street Reconstruction

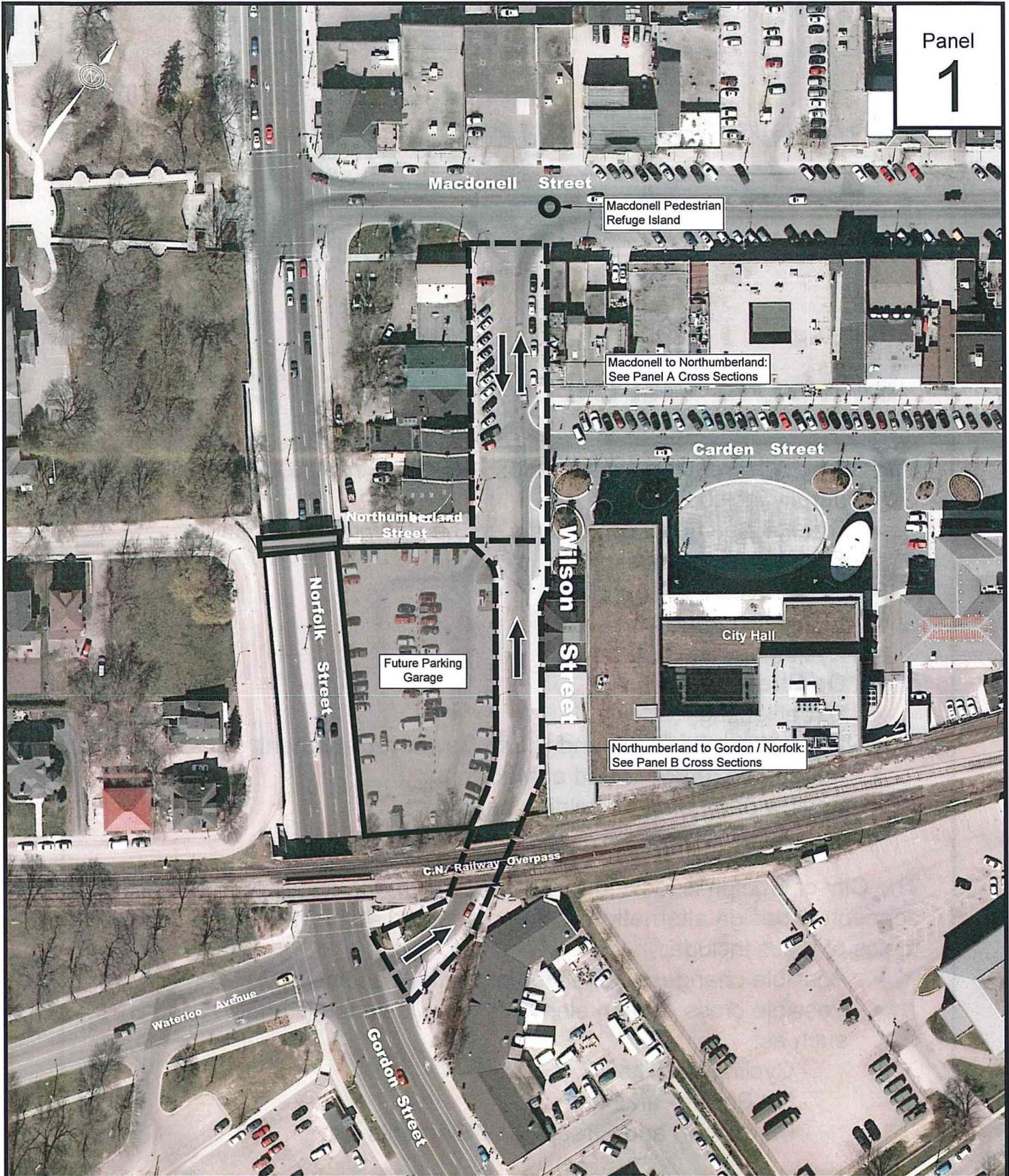
Upgrading Wilson Street from Gordon / Norfolk Street to Macdonell Street will generally include:

- Streetscape upgrades outlined in the Downtown Streetscape Manual
- Replacement of asphalt
- Sidewalk upgrades
- Cycling facilities
- On-Street parking
- Streetlighting
- Watermain, Sanitary, and Storm Sewer replacement
- Pedestrian refuge island at MacDonell
- Review of grading at building entrances

The City of Guelph is looking for feedback from the public on a number of conceptual design alternatives being presented at this meeting. The main topics of focus include:

- Possible changes to direction of traffic (Panels 1 to 5)
- Possible cross section elements to be included (Panels A and B), such as:
 - Cycling Facilities
 - On-Street Parking
 - Pedestrian and Streetscape Elements

Please provide your written feedback using the comment sheet provided.



Macdonell Pedestrian
Refuge Island

Macdonell to Northumberland:
See Panel A Cross Sections

Future Parking
Garage

Northumberland to Gordon / Norfolk:
See Panel B Cross Sections

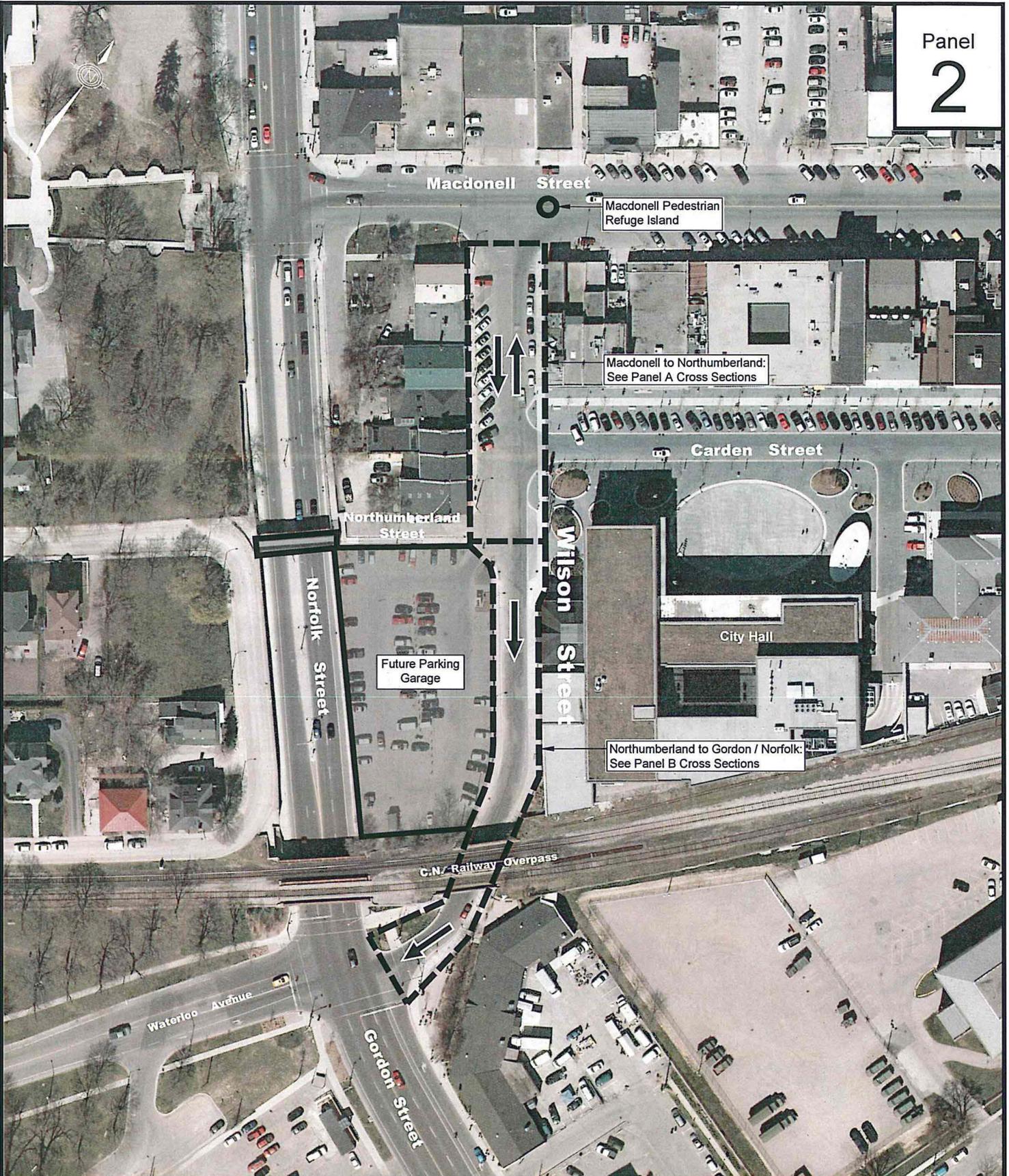
Wilson Street Reconstruction

Two-Way (Macdonell to Northumberland)
One-Way (Gordon / Norfolk to Northumberland)



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April 21 & 26 2016 Public Meetings



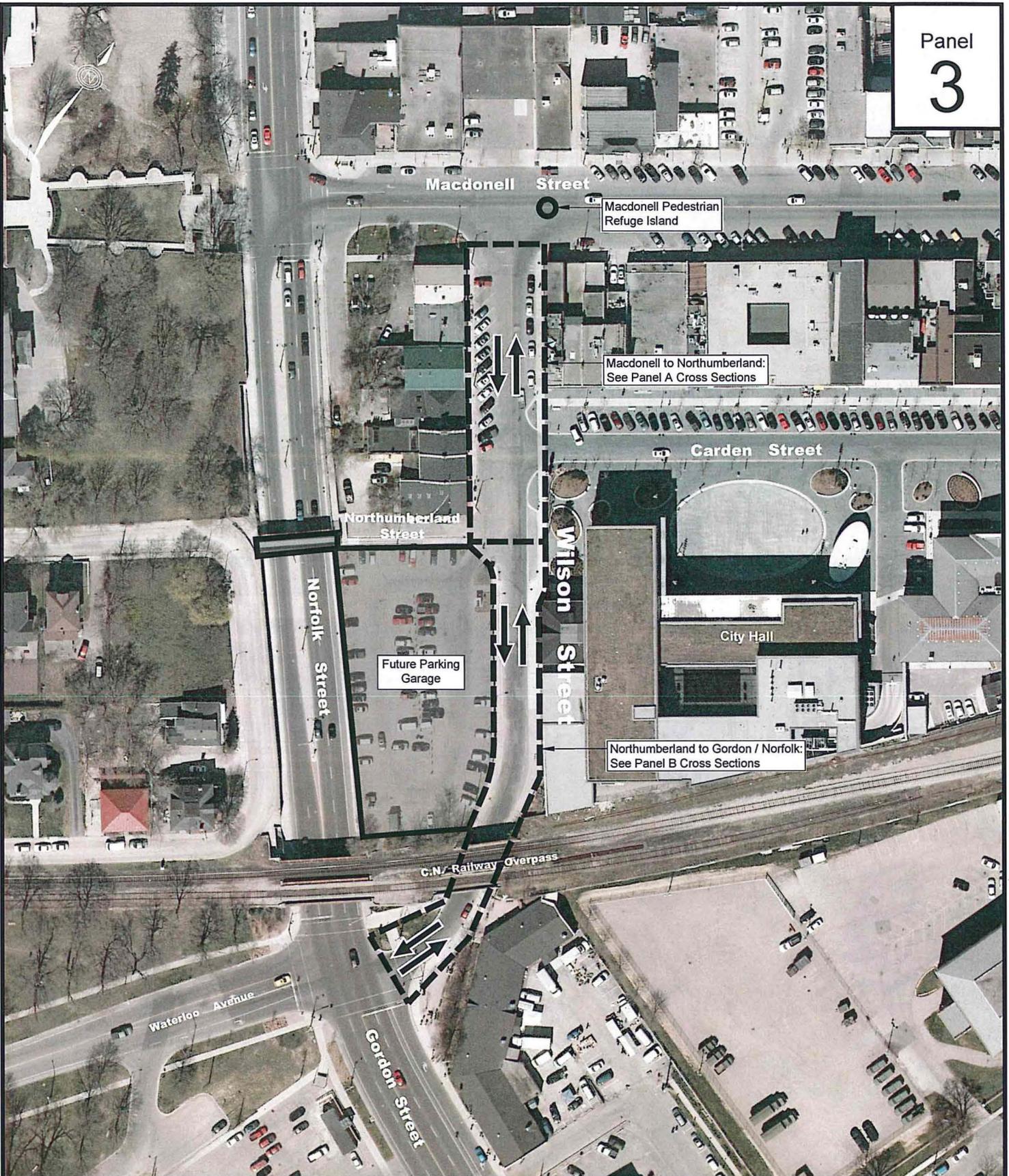
Wilson Street Reconstruction

Two-Way (Macdonell to Northumberland)
One-Way (Northumberland to Gordon / Norfolk)

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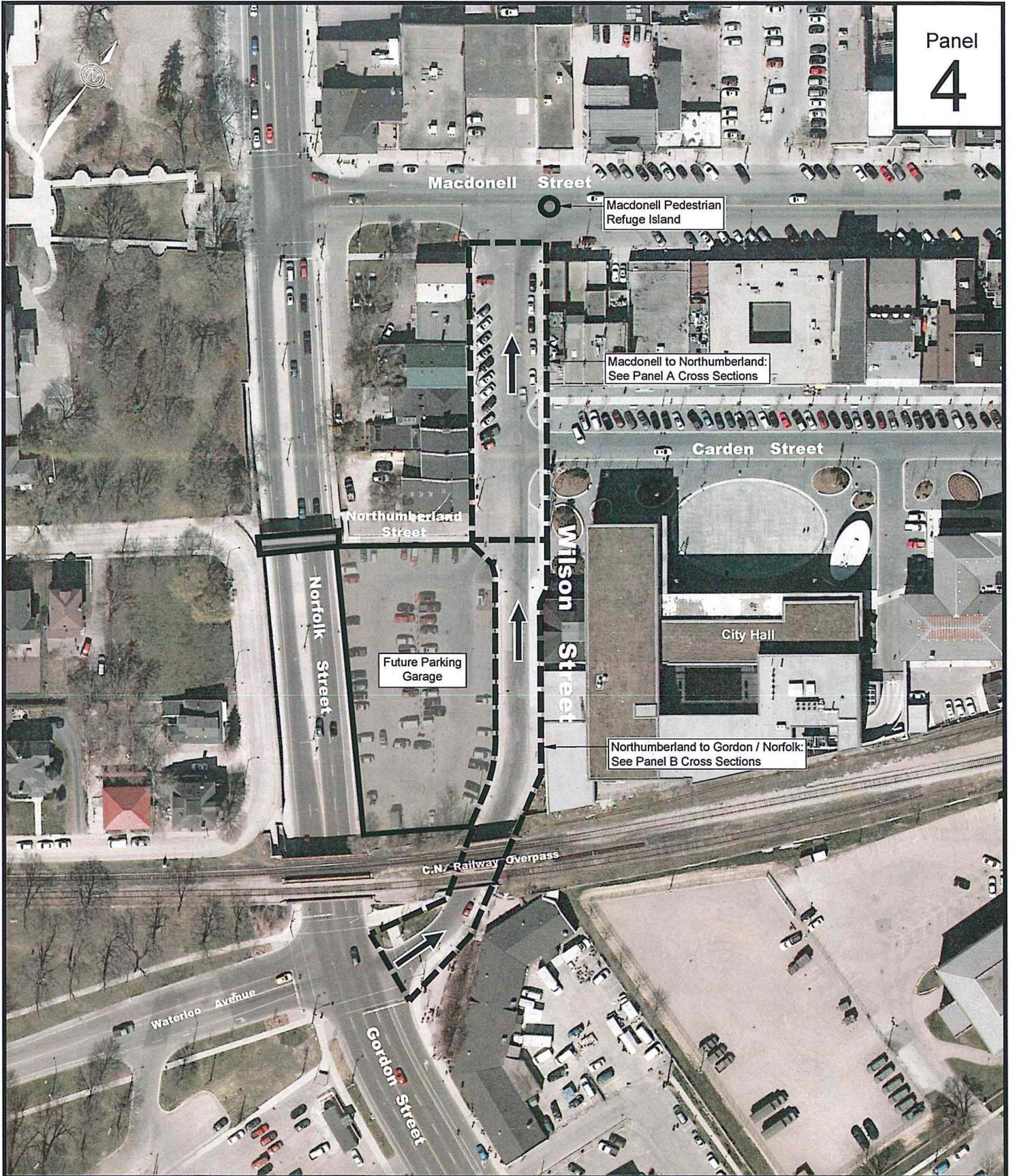
April 21 & 26 2016 Public Meetings



Wilson Street Reconstruction
Two-Way Traffic
(Macdonell to Gordon / Norfolk)

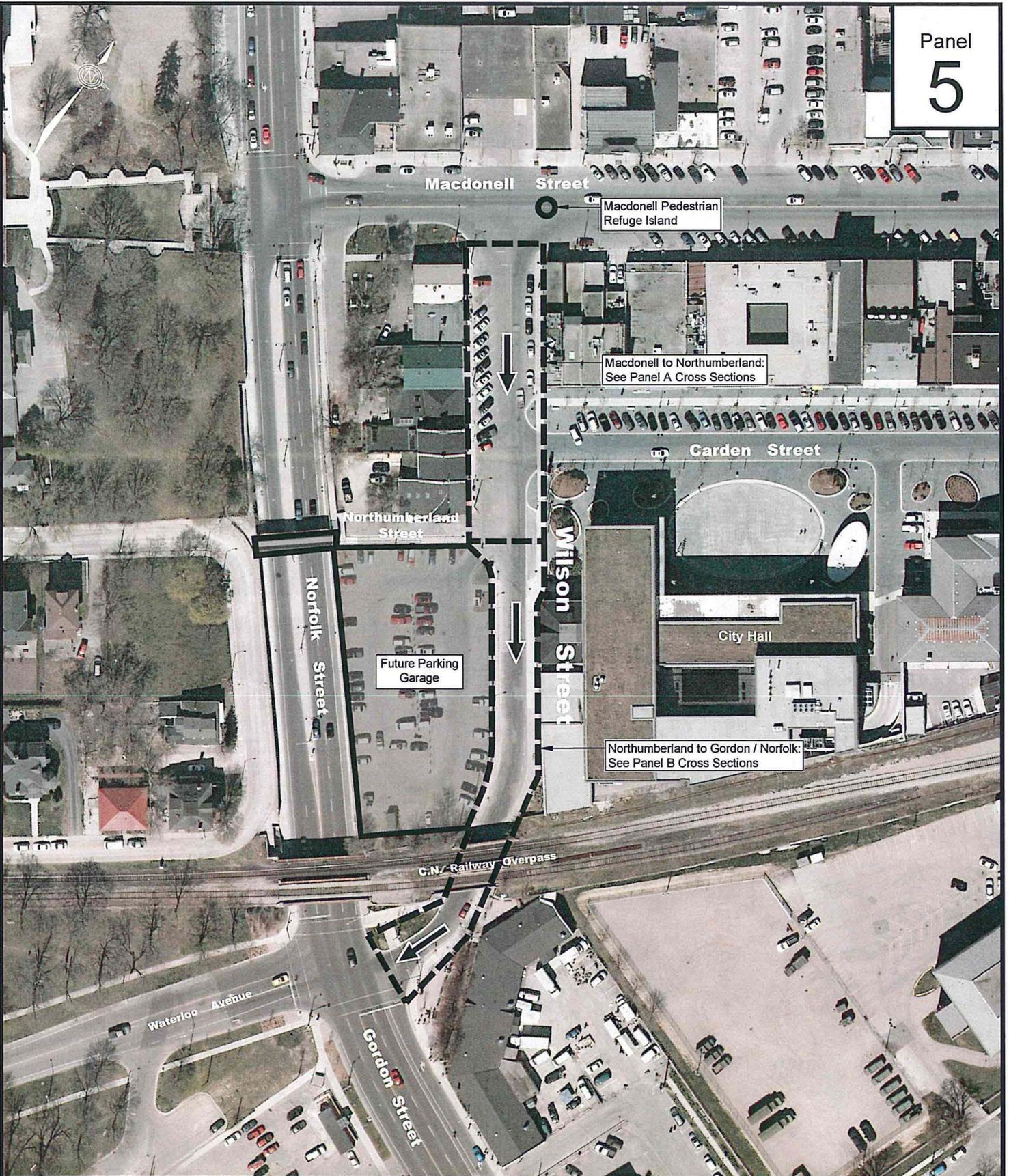
April 21 & 26 2016 Public Meetings





**Wilson Street Reconstruction
One-Way North Bound Traffic
(Gordon / Norfolk to Macdonell)**

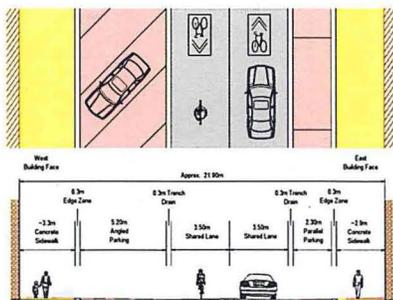
April 21 & 26 2016 Public Meetings



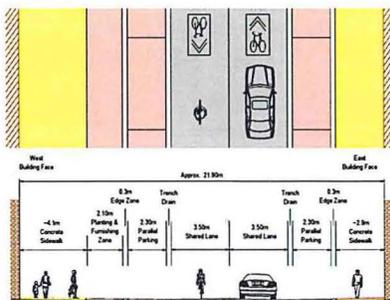
Wilson Street Reconstruction One-Way South Bound Traffic (Macdonell to Gordon / Norfolk)

April 21 & 26 2016 Public Meetings

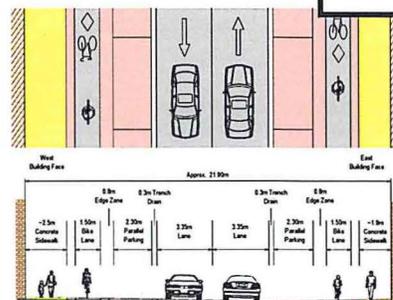




**Two-Way Sharrow
Parallel Parking East
Angled Parking West**

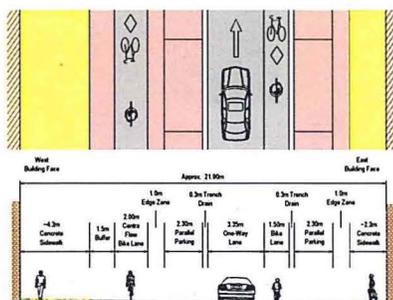


**Two-Way Sharrow
Parallel Parking East & West**

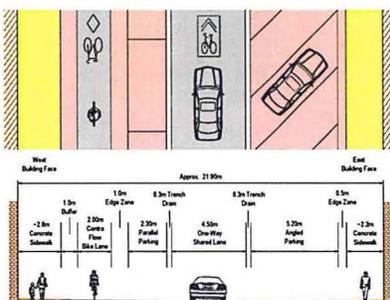


**Two-Way Traffic
Parallel Parking East & West
Off-Street Cycle Lane East & West**

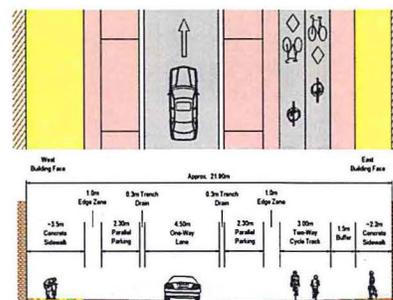
Two-Way Traffic



**One-Way North Bound Lane
Parallel Parking East & West
On-Street Bike Lane East
Off-Street Contra Flow Bike Lane West**

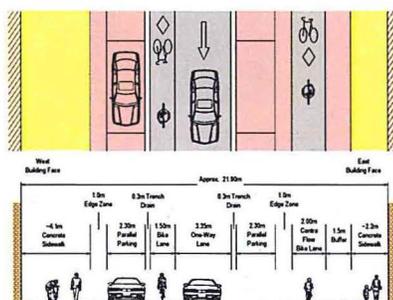


**One-Way North Bound Sharrow
Parallel Parking East
Angled Parking West
Off-Street Contra Flow Bike Lane West**

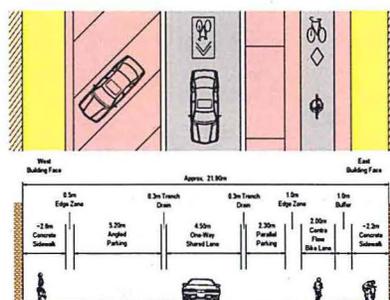


**One-Way North Bound Lane
Parallel Parking East & West
Off-Street Two-Way Cycle Track East**

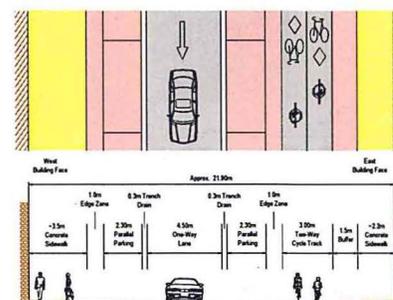
One-Way North Bound Traffic



**One-Way South Bound Lane
Parallel Parking East & West
On-Street Bike Lane East
Off-Street Contra Flow Bike Lane West**

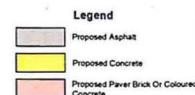


**One-Way South Bound Sharrow
Parallel Parking East
Angled Parking West
Off-Street Contra Flow Bike Lane West**



**One-Way South Bound Lane
Parallel Parking East & West
Off-Street Two-Way Cycle Track East**

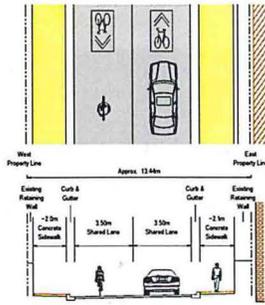
One-Way South Bound Traffic



**Wilson Street Reconstruction
Macdonell To Northumberland
Cross Sections**

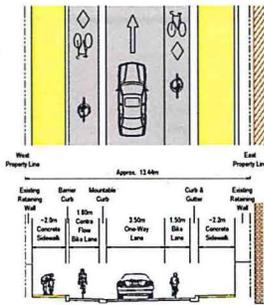
April 21 & 26 2016 Public Meetings



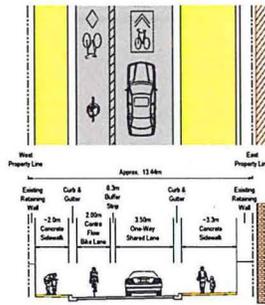


Two-Way Sharrow

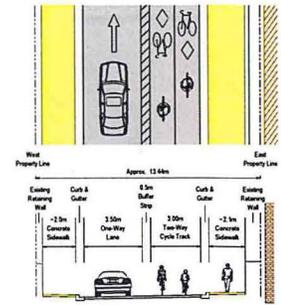
Two-Way Traffic



One-Way North Bound Lane
On-Street Bike Lane East
Off-Street Contra Flow Bike Lane West

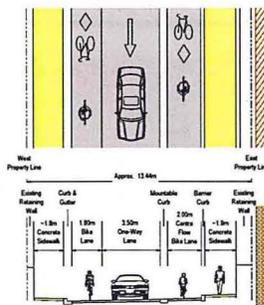


One-Way North Bound Sharrow
On-Street Contra Flow Bike Lane West

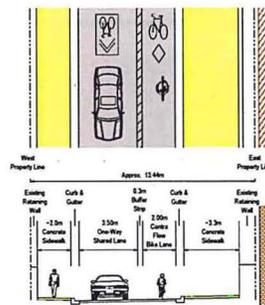


One-Way North Bound Lane
On-Street Two-Way Cycle Track East

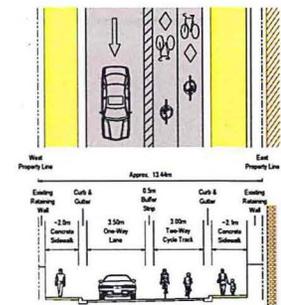
One-Way North Bound Traffic



One-Way South Bound Lane
Off-Street Contra Flow Bike Lane East
On-Street Bike Lane West



One-Way South Bound Sharrow
On-Street Contra Flow Bike Lane East

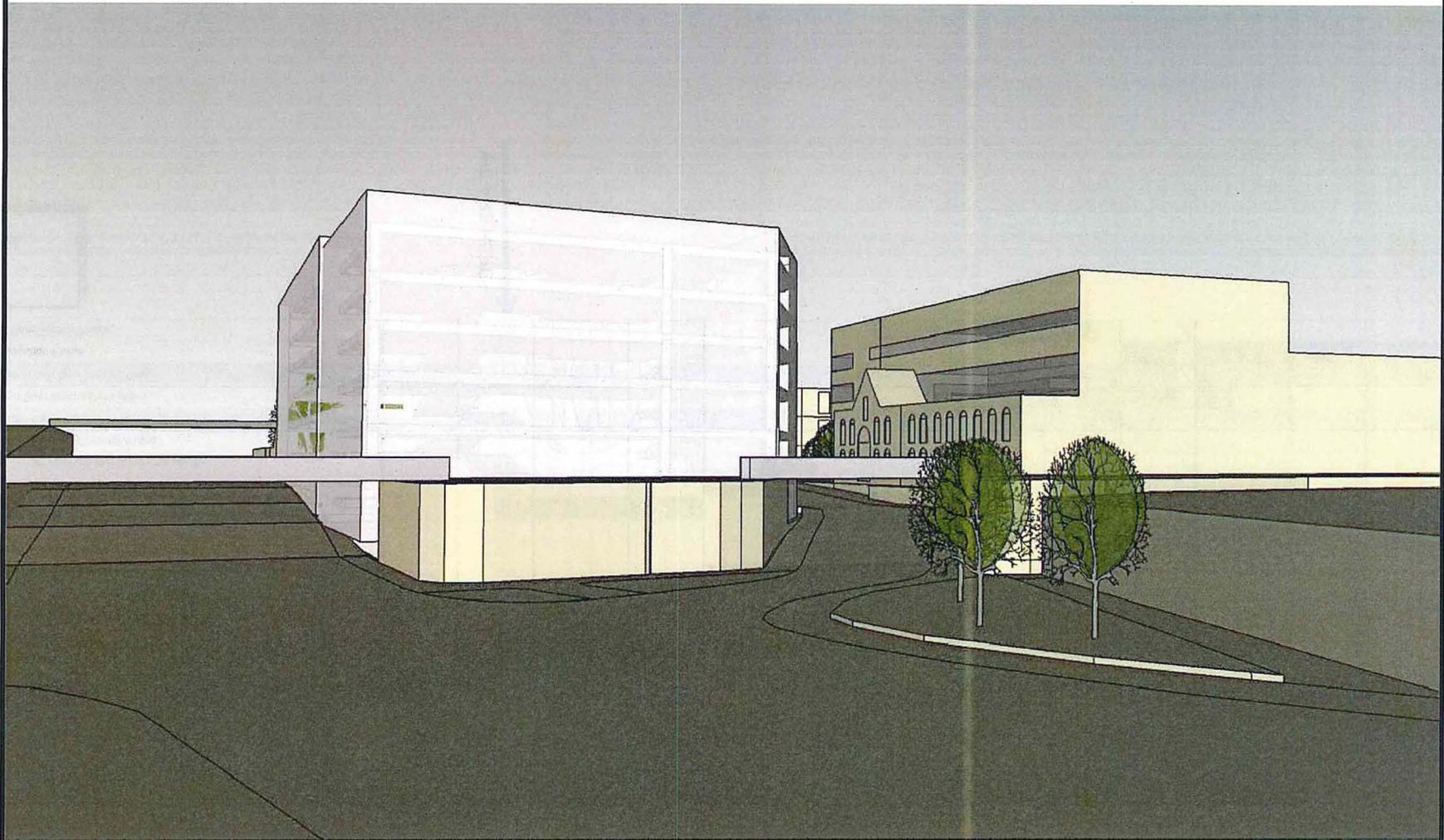


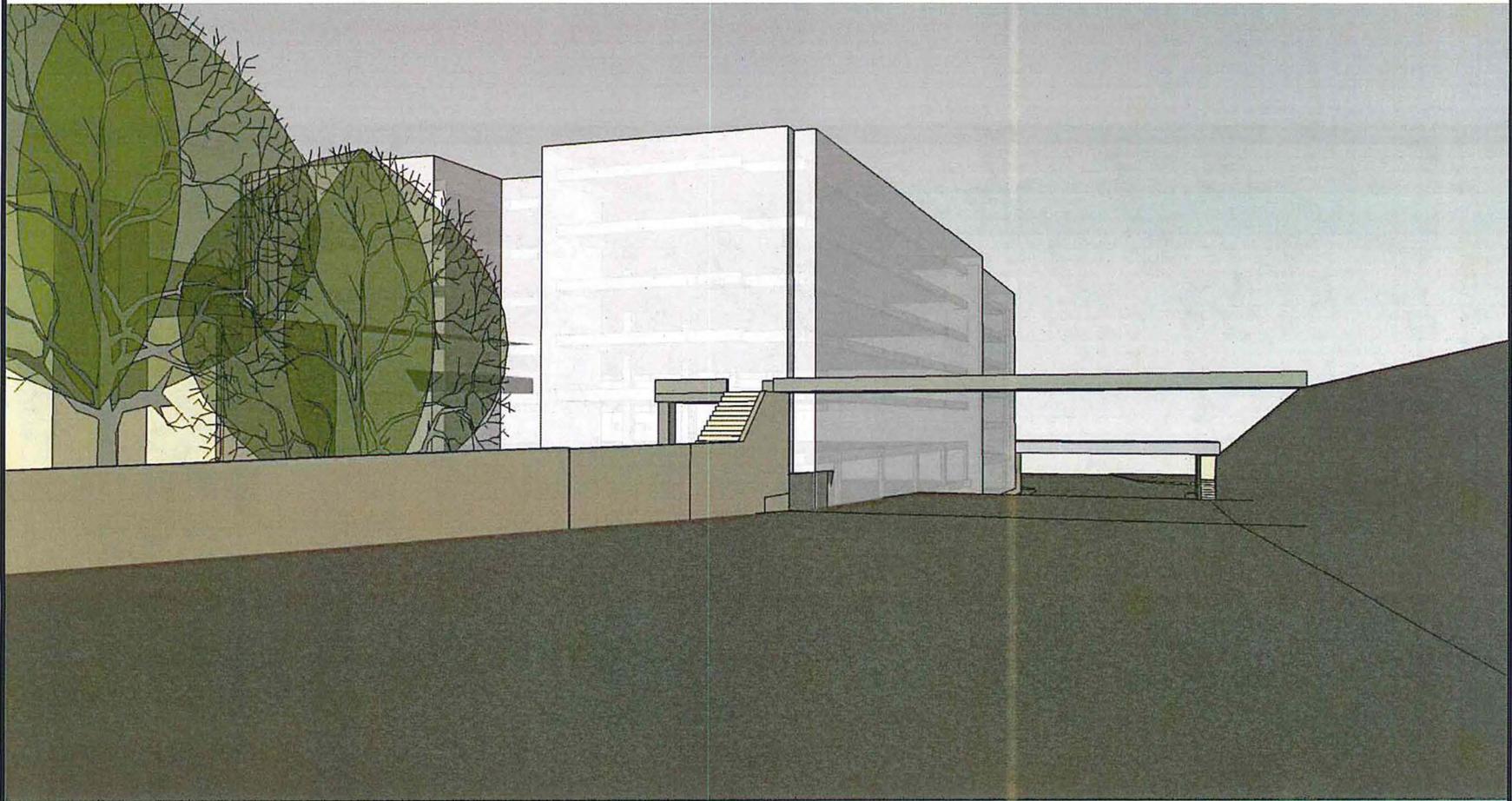
One-Way South Bound Lane
On-Street Two-Way Cycle Track East

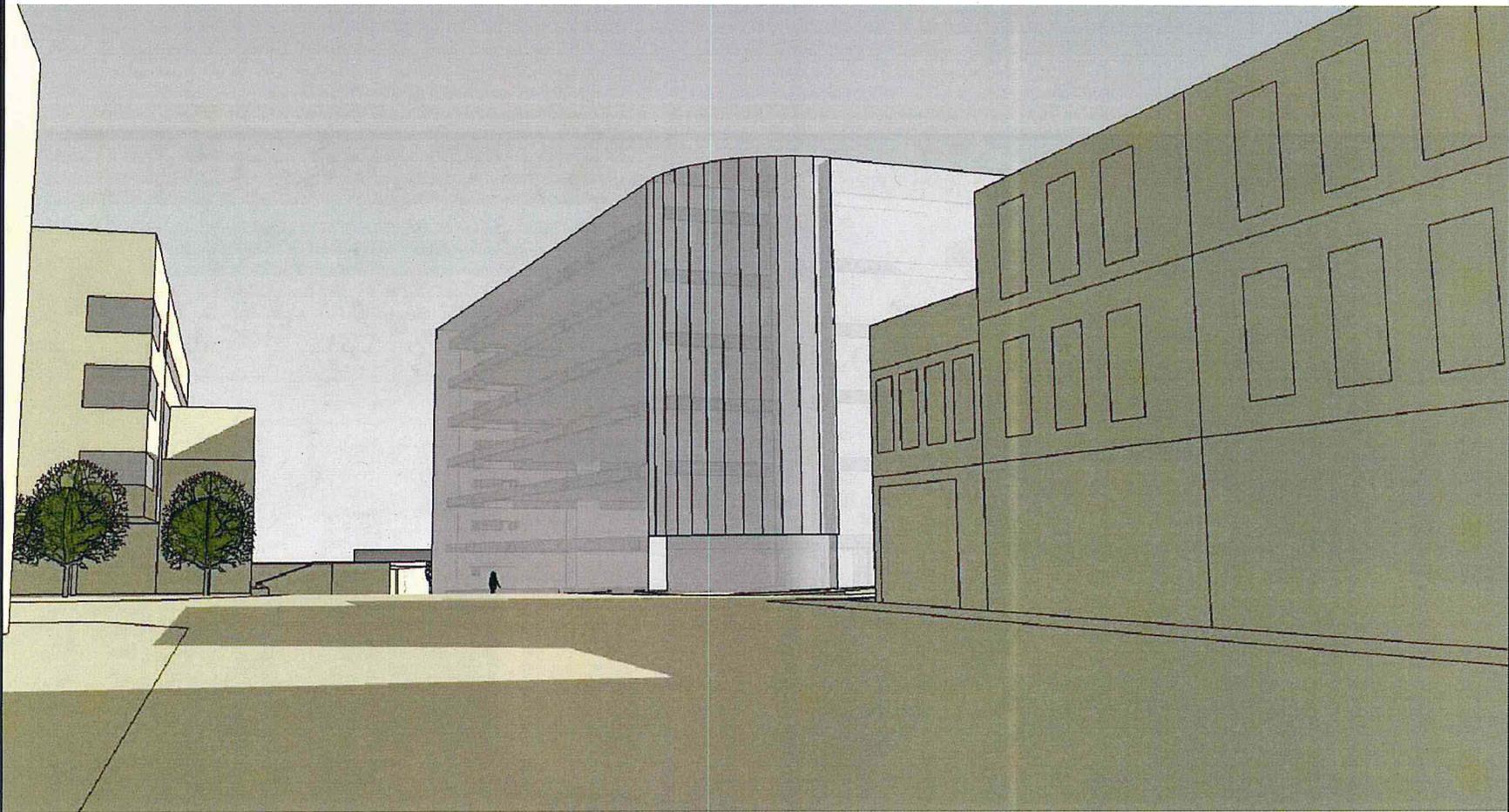
One-Way South Bound Traffic

Legend

 Proposed Asphalt
 Proposed Concrete







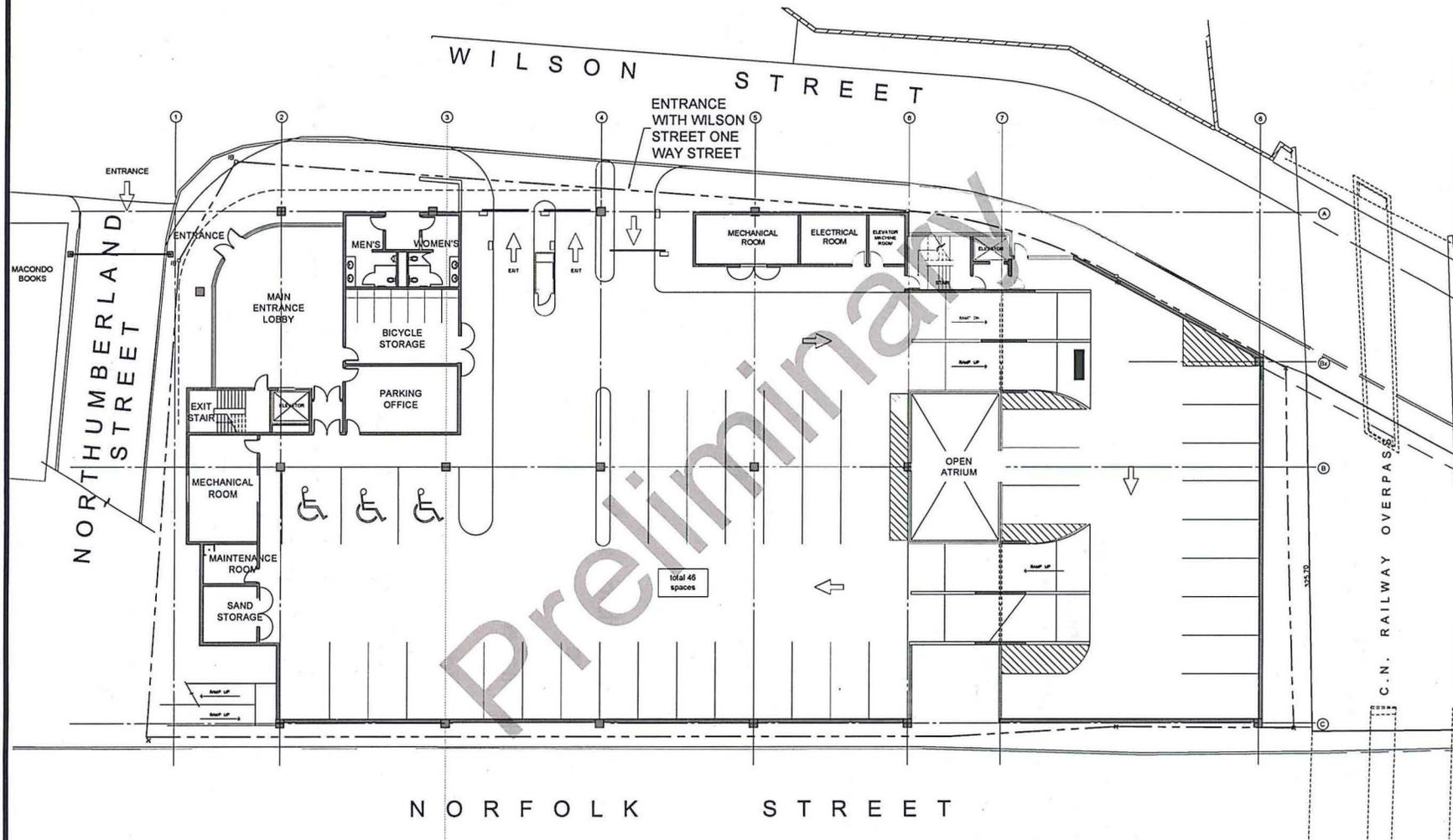
Urban Design Principles for Wilson Parkade and Pedestrian Bridge

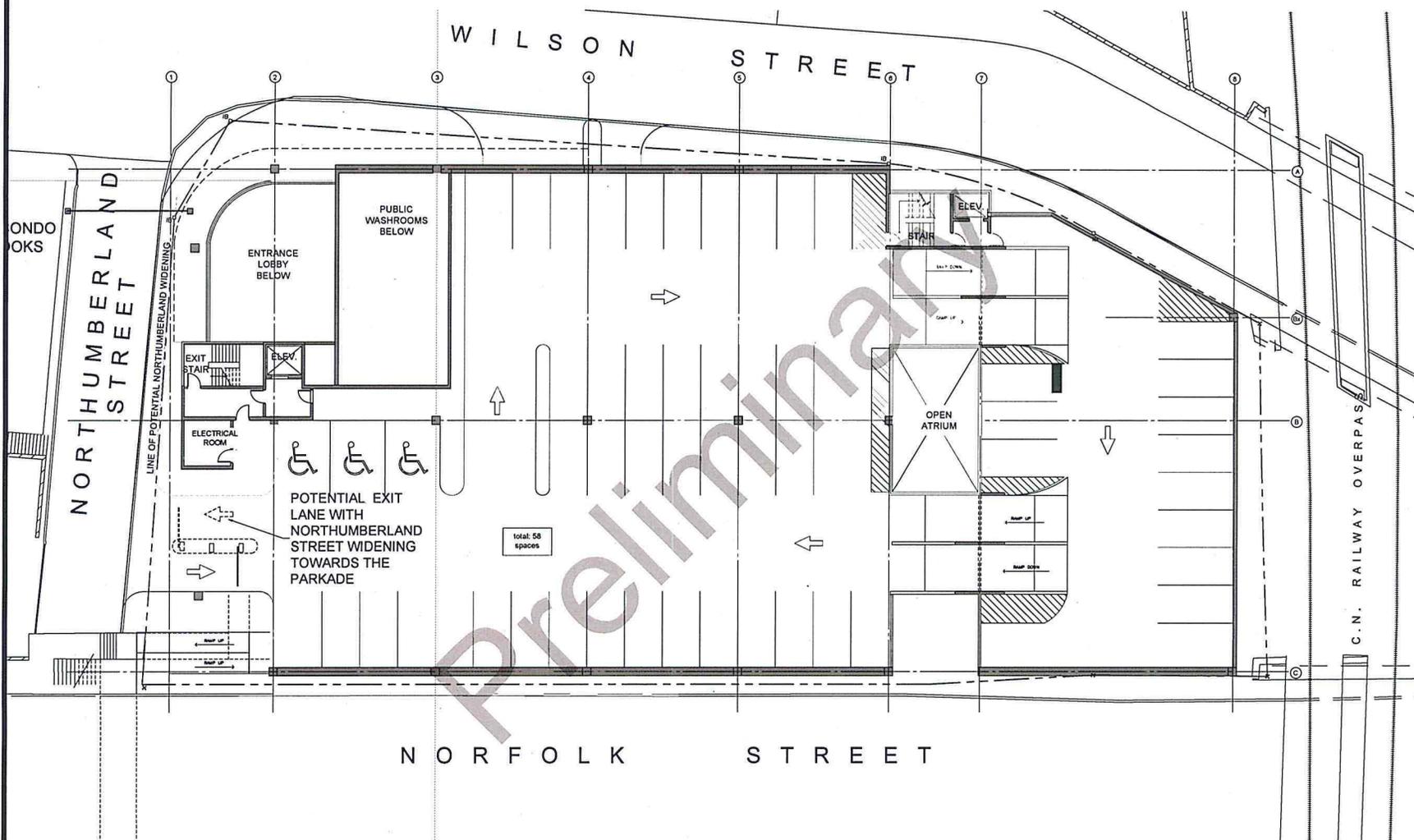
Program

- 350 parking spaces (min.)
- Vehicular Entrance/Egress from Wilson and Northumberland sides only
- Electric Vehicle Charging Stations
- Meets City's FADM accessibility standards
- Support functions for Parking Operations (office, washroom, janitorial etc.)
- 4.5m building height for Lobby
- 60% transparency for lobby
- Secure Bike Parking (fenced, controlled access)
- Maximum 6 storeys (as per CofA Decision)
- Public Washrooms
- Elevators

Design Principles for the Parkade and Pedestrian Bridge

1. Create a strong contextual vision with strong coherent architectural expression that will connect to Market Square
2. The use of Civic scale, materiality and quality
3. Create a welcoming building that elevates the quality of the visitor and user experience
4. Mark the northeast corner by contributing to the activation of the streetscape
5. Integrate the building into the new Wilson Streetscape through the use of landscaping materials that conforms to the Downtown Streetscape Manual
6. Create a connecting pedestrian bridge that also acts as a gateway for Downtown





Wilson Street Parking Garage
Preliminary Plan: Level 2
April 21 & 26 2016 Public Meetings



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Urban Design Principles for Wilson Parkade and Pedestrian Bridge

Program

- 350 parking spaces (minimum)
- Vehicular Entrance/Egress from Wilson and Northumberland sides only
- Electric Vehicle Charging Stations
- Meets City's FADM accessibility standards
- Support functions for Parking Operations (office, washroom, janitorial etc.)
- 4.5m building height for Lobby
- 60% transparency for lobby
- Secure Bike Parking (fenced, controlled access)
- Maximum 6 storeys (as per Committee of Adjustment Decision)
- Public Washrooms
- Elevators

Design Principles for the Parkade and Pedestrian Bridge

1. Create a strong contextual vision with strong coherent architectural expression that will connect to Market Square
2. The use of Civic scale, materiality and quality
3. Create a welcoming building that elevates the quality of the visitor and user experience
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6. Create a connecting pedestrian bridge that also acts as a gateway for Downtown

DRAFT

Parking Mitigation Plan 2016-2019, V 1.0

Downtown Guelph Parking Mitigation Plan**Purpose:**

As part of the 2015 Parking Master Plan it was recognized that the renewal of the downtown system over the coming years will create short term impacts for both on-street and off-street inventory that need to be managed. This is a significant issue for existing users, customers and businesses who rely on the system on a day-to-day basis. The system, as it stands in the spring of 2016 has little flexibility for staging major construction, given current daytime occupancy levels and permit waiting lists.

The intent of this plan is to develop the larger picture and track the cumulative changes that will be affecting the system over the medium-term, and provide individual mitigation plans to the phases as they become better defined. Taking this longer view may change the staging or decisions within each project as the overall system inventory needs to be maintained for the economic health of the area.

It should be noted that some projects on the horizon are still in preliminary scoping stages and the plan needs to be continuously updated to reflect current information.

Current Status of Parking in the Downtown (Spring 2016):

1. Approximately 575 on-street parking spaces (2 hours free once per day, Monday to Saturday 9 a.m. to 9 p.m.).
2. Off-street, 10 surface lots and 2 Parkades provide 1,710 parking spaces, offering hourly, daily and monthly parking with payment required;
3. Occupancy has been identified as 70% to 90% during peak hour operations on off-street facilities and similar for on-street parking spaces.
4. 200 on waiting list for monthly parking permits.

Upcoming Construction and Renovation Projects:

	2016 (Fall)	2017	2018	2019
	Wilson Street Reconstruction	Wilson Lot Closure	West Parkade Repairs	Neeve Street Lot Closure
Temporary Impact:	-19	-86	TBD	-107
Mitigation Plan:	See detailed sheet attached	See detailed sheet attached	TDB Staff continue to review restoration program and impacts on parking inventory.	TBD

WILSON STREET RECONSTRUCTION

Schedule:

2016: September through December

Problem Statement

- Wilson Street reconstruction will temporarily displace the existing 19 on-street parking spaces that exist on both sides of Wilson Street between Carden Street and Macdonell Street.

Mitigation Plan:

Current Users	No. of Vehicles/ Spaces	Contingency Plan
On-street, 2hr, Once-a-day	18	Relocate city marked vehicles out of Wilson Lot to free up additional spaces in close proximity to businesses. On-street parking spaces reinstated by Winter 2016
Barrier-free	1	4 accessible spaces; 2 marked as mobility (wider) in The Wilson Lot. On-street accessible space reinstated by Winter 2016.
Other Plan Elements		
By-law Enforcement		Enhanced on-street and off-street enforcement will be required to assist in generating turnover of parking spaces throughout the downtown.
Corporate Communications		A communication plan will be developed to identify the temporary shortfall of parking spaces, highlight where parking can be found within the downtown during the construction periods of both projects, identify location on Guelph.ca where information can be found and contact information.

WILSON LOT CLOSURE

Schedule:

2017: January to December (Full year)

Problem Statement

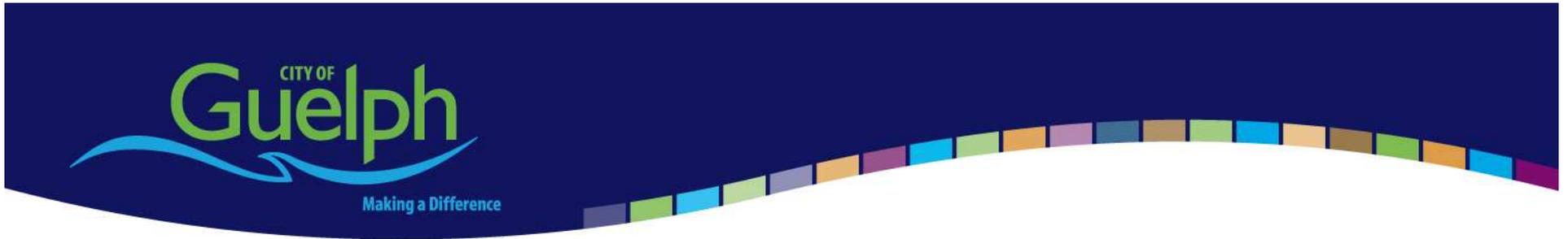
- Temporary loss of the 86 parking spaces in the Wilson Lot during the construction of the proposed new parking structure

Mitigation Plan:

Current Users	No. of Vehicles/ Spaces	Contingency Plan
city marked vehicles	20	On-street parking will be established for "City Marked Vehicles Only Monday to Friday", south of the railway tracks (Surrey Street); meetings with various departments to be scheduled to provide information. This change to be undertaken prior to the Wilson Street reconstruction in order to free up spaces in the Wilson Lot for those on-street parking spaces displaced during the reconstruction of Wilson Street.
city staff accommodations	8	Meeting scheduled with Health and Safety staff to determine options for alternate locations, while still satisfying accommodations.
customers with provincially issued accessibility permits	4 accessible spaces; 2 marked as mobility (wider)	There are 3 accessibility spaces located off-street between City Hall and the Court House, which are underutilized. Directional signing and media notification will be used to advise public of these locations. Consideration will also be given to reverting 1 or 2 regular on-street spaces to accessibility spaces if required. Meeting to be scheduled with Accessibility Coordinator to discuss.
Hourly/Daily Paid		
downtown business customers	Various	Relocating monthly permit holders from Macdonell Lot and Wyndham Lot to other parking facilities to provide more hourly and daily spaces close to downtown businesses and to City Hall and Court amenities.
city hall customers	Various	Relocating monthly permit holders from Macdonell Lot and Wyndham Lot to other parking facilities to provide more hourly and daily spaces close to downtown businesses and to

Parking Mitigation Plan 2016-2019, V 1.0

		City Hall and Court amenities.
court house customers	Various	Relocating monthly permit holders from Macdonell Lot and Wyndham Lot to other parking facilities to provide more hourly and daily spaces close to downtown businesses and to City Hall and Court amenities.
city hall facility users; groups using meeting rooms	Various	No special arrangements required; work with communications staff and department staff to ensure that these groups are advised of alternate locations.
city staff from satellite locations attending meetings/training	Various	No special arrangements required, reconfirm process through city wide email. Encourage usage of satellite locations for meetings rather than city hall.
city staff working out of city hall	2	Relocate to another parking facility.
VIP's coming to city hall for special meetings	Various	Work with communications staff and department staff to ensure that VIP's are advised of alternate locations and process to follow to obtain permission to park.
Monthly permits (8 am to 6 pm, M to F)	12	Relocate to another parking facility.
Residential Permits (4 pm to 10 am the following day)	1	Relocate to another parking facility.
Farmers market Saturday customers	Various	Emphasize to vendors and customers through working with Tourism staff and through media the use of the Fountain Parking Lot where no payment is required on Saturdays.
Total	47+	
Other Plan Elements		
By-law Enforcement		Enhanced on-street and off-street enforcement will be required to assist in generating turnover of parking spaces throughout the downtown.
Corporate Communications		A communication plan will be developed to identify the temporary shortfall of parking spaces, highlight where parking can be found within the downtown during the construction periods of both projects, identify location on Guelph.ca where information can be found and contact information.



Water & Wastewater Customer Accounts By-law

**June 7, 2016
Infrastructure, Development and Enterprise
Committee Meeting**

Background

- Water Supply By-law (1991)-13791 introduced in 1991 covers:
 - fees and charges,
 - backflow prevention, and
 - outside water use.
- Growth in Guelph means more accounts and therefore more disputes, some of which are contentious.
- Existing by-law does not clearly address customer metering, billing, and account disputes.
- Comparator municipalities, utilities have by-laws, policies, and customer service agreements in place.
- Enhanced by-law for Guelph would support ongoing work of billing and collections audit.
- New Water and Wastewater Customer Accounts By-law is first phase of a two-phase update of the existing Water Supply By-law.

Rate Review and By-law Update Overview

Phase 1 Process Components – 2016

- **Customer Accounts By-law** defines service expectations for customers and utility billing business practices (including: metering, billing adjustments, dispute resolution, collections, and enforcement).
- Tender and Completion of **Cost of Service Study (COSS)**.
- **Water and Wastewater Rate Review Council Workshop** share COSS findings, confirm rate review terms of reference.

Phase 2 Components – 2017 - 2018

- **Water and Wastewater Rate Review** study tender and initiation, including comprehensive community engagement program.
- **Presentation of Final Rate Review Report to Council for approval** (includes as required revisions to Phase 2 of By-law).
- Additional items addressed through **Phase 2 By-law** (including high bill relief, affordability, billing exemptions etc.).

Proposed Customer Accounts By-law Overview

The proposed by-law details and clarifies the following processes:

- City and Customer responsibilities for servicing, including protecting the City's metering assets on private property;
- City and Customer water metering requirements, related City billing practices based on meter reads, and provisions supporting meter access and maintenance;
- Practices to address water theft, over or under billing, and related City action and payment terms;

continued...

Proposed Customer Accounts By-law Overview (continued)

- A billing dispute process which includes water meter testing and a timeline for dispute escalation and resolution;
- Customer account collections procedures consistent with terms of the City's Billing and Collections Service Agreement with Guelph Hydro;
- The ability for the City to add Water and Wastewater account arrears to municipal property tax as supported by the Municipal Act (January 1, 2017 implementation); and
- Procedures supporting enforcement activities for non-payment, non-compliance, and water theft including reduction or stopping the supply of water provided to a customer.

By-law Benefits

- Provides fair, consistent and transparent management of accounts, billing, and collections.
- Details account holder expectations to ensure the efficient, fair and equitable delivery of service to all customers.
- Supports the ongoing water meter and billing system audits to ensure accurate, timely and complete capture of revenue; and
- Aligns with corporate policy related to customer service, revenue capture and collections.

Next Steps

Large Meter Audit

- Confirm accuracy of large customer billing processes and meters.
- First phase targets the 150 largest water customers, representing approximately 85 per cent of current annual Industrial, Commercial and Institution sector revenues.
- Any billing discrepancies identified will be managed as per the proposed Customer Accounts By-law.
- Pending by-law approval, audit activities will begin in September 2016 and take approximately two years to complete.

Next Steps

Water and Wastewater Rate Review

Purpose:

- Evaluate service costs driven by individual customer groups;
 - Determine adequacy of revenue recovery for services supplied via City's current rate and fee structures; and
 - Assess fee structure revisions to align with services utilized with consideration of Council's rate setting objectives.
-
- First phase initiated in May 2016 with tender of Water and Wastewater Cost of Services Study.
 - Council workshop following completion of Study; staff will share Study results and confirm Terms of Reference for second phase.

Next Steps

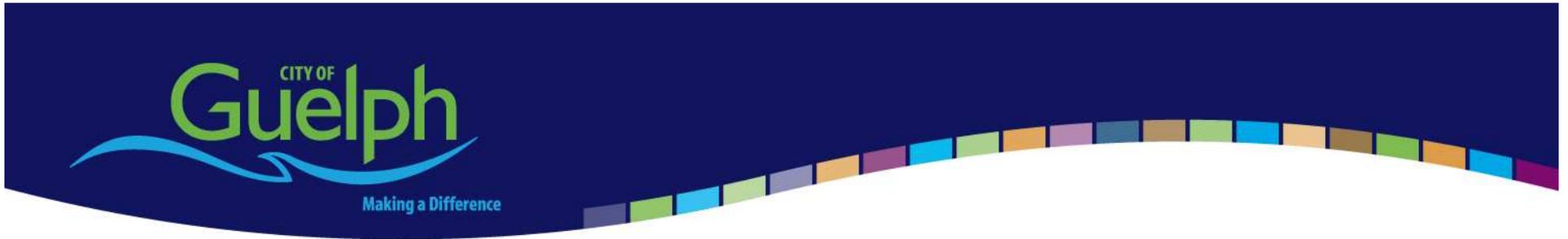
Water and Wastewater Rate Review

Tasks and policy areas to be evaluated through second phase may include:

- Service costs driven by customer sector, and the adequacy of current user fees to obtain full cost recovery;
 - A service affordability program for households with limited income;
 - Billing exemptions based on customer end use (such as water consumed through creation of a product, or evaporated by a process, which does not reach the sanitary sewer system);
 - A high customer bill forgiveness program; and
 - Review of alternative fees and charges structures to promote efficient water use.
- This phase will include comprehensive community engagement to gather input on rate setting objectives and related programs.
 - As required, Phase 2 By-law changes will be presented for Council approval.

Resolutions for Council Approval:

1. That the report from Infrastructure, Development and Enterprise dated June 7, 2016, regarding the Water and Wastewater Customer Accounts By-law, be received.
2. That the Water and Wastewater Customer Accounts By-law and revisions to the Water Supply By-law as outlined in the report from Infrastructure, Development and Enterprise, dated June 7, 2016 be approved.



Thank you!

Questions?

STAFF REPORT



TO Infrastructure, Development and Enterprise Committee

SERVICE AREA Infrastructure, Development and Enterprise

DATE June 7, 2016

SUBJECT Water and Wastewater Customer Accounts By-law, Phase 1

REPORT NUMBER

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To share with City Council the proposed Water and Wastewater Customer Accounts By-law and revisions to the Water Supply By-law for approval.

KEY FINDINGS

The proposed Water and Wastewater Customer Accounts By-law (the By-law) will provide the following benefits to both the City and Water and Wastewater customers:

- Detail City supported customer service levels and actions regarding water and wastewater customer sign-up and account closure, water metering, billing including both under-billing and over-billing adjustments, billing dispute resolution, and unpaid accounts;
- Outline customer account holder expectations to ensure the efficient, fair, and equitable delivery of services to all customers;
- Support the ongoing water billing meter audit and the billing system to ensure accurate, timely, and fulsome capture of water and wastewater revenue; and
- Align with corporate policy related to customer service, revenue capture, and collections.

The initial phase of the related Water and Wastewater Rate Review will commence in May 2016 with the tender of a Water and Wastewater Cost of Service Study. This Study, to be completed in late summer 2016, will be followed by a Council Workshop in the fall of 2016 to share results and confirm the terms of reference for the next step – the comprehensive Water and Wastewater Rate Review. Staff is planning for this work to be completed in 2017 in time for preparation of the 2017 Non-Tax-Supported Water and Wastewater Budgets.

STAFF REPORT



FINANCIAL IMPLICATIONS

Funding for development of the By-law is available within the Council approved 2016 Water Services Non-Tax-Supported Operating Budgets. The proposed billing and collections provisions provided in the By-law will improve Water Services' ability to collect outstanding revenue from account holders and minimize staff time spent on collections and billing disputes. Additional funds collected will support Water and Wastewater operating budgets moving forward. No impacts to City Departments are anticipated as a result of the proposed By-law.

ACTION REQUIRED

That Infrastructure, Development and Enterprise Committee and City Council approve the recommendations stated below.

RECOMMENDATION

1. That the report from Infrastructure, Development and Enterprise dated June 7, 2016, regarding the Water and Wastewater Customer Accounts By-law, be received.
2. That the Water and Wastewater Customer Accounts By-law and revisions to the Water Supply By-law as outlined in the report from Infrastructure, Development and Enterprise, dated June 7, 2016 be approved.

BACKGROUND

In 1991 Guelph City Council endorsed the Water Supply By-law (1991)-13791, to regulate the general supply of water and the relationship between customers and Guelph Water Services. To date this By-law has addressed operation of the water supply system, as well as some routine customer interactions related to the provision of water and wastewater services, account turn-ons and turn-offs, metering and billing etc. Over time, and based on program need, portions of this By-law have been expanded and approved by Council as new by-laws to address specific issues (e.g. backflow prevention, outside water use, and fees and charges).

The City's water and wastewater customer base has expanded with community growth, and now represents approximately 42,000 customer accounts. In addition, user fee and charge increases driven by legislative requirements, infrastructure management, and other service drivers have resulted in monthly bills and billing adjustments that draw greater attention from both residential and business customers. Furthermore, metering practices implemented by other utilities (for example, Guelph Hydro Electric Systems Inc.) and municipalities, such as mandated hydroelectric smart metering, or the implementation of automated water meter reading and information systems, have supported increased customer service expectations related to the timeliness, accuracy, and availability of consumption and

STAFF REPORT



billing information. For instance, some customers are now asking for billing systems that alert them in real time to abnormal utility use to avoid high utility bills.

Based on the above changes, and customer feedback received on a frequent basis, staff identified that the customer account provisions of the Water Supply By-law require updating to reflect best business practices. In response, staff developed a separate Water and Wastewater Customer Accounts By-law to replace the related provisions of By-law (1991)-13791.

REPORT

Staff is pleased to present the proposed Water and Wastewater Customer Accounts By-law (the By-law) and supporting report for Council's consideration and approval. The By-law will provide the following benefits to both the City and Water and Wastewater customers:

- Detail of City supported customer service levels and actions regarding water and wastewater customer sign-up and account closure, water metering, billing including both under-billing and over-billing adjustments, billing dispute resolution and unpaid accounts;
- Outline customer water and wastewater account holder expectations to ensure the efficient, fair, and equitable delivery of service to all customers;
- Support the ongoing water meter and billing system audit to ensure accurate, timely, and fulsome capture of revenue; and
- Align with corporate policy related to customer service, revenue capture, and collections.

Following a staff evaluation of related billing and collections practices amongst Council approved comparator municipalities, and in line with the practices of the City's billing agent – Guelph Hydro Electric Systems Inc., staff has developed the attached By-law for Council approval. The By-law details and clarifies the following business processes:

1. Delineation of City and Customer responsibilities for water and wastewater servicing, including safeguarding the City's metering assets on private property;
2. Specification of customer water metering requirements, related City billing practices based on field meter reads, and provisions supporting the maintenance of field meters and meter access;
3. Definition of business practices to address instances of customer over- and under-billing and respective terms of payment/collection consistent with applicable law;
4. Formal definition of customer service processes for water and wastewater billing charge disputes, including water meter testing and a formal dispute escalation processes;
5. Customer account collections procedures, consistent with terms of the City's Billing and Collections Service Agreement with Guelph Hydro;

STAFF REPORT



6. The ability for the City to add water and wastewater account arrears to municipal property tax as supported by the Municipal Act; and
7. Procedures supporting enforcement activities of non-compliance and fraud, including isolation of water servicing to a premise.

The new Customer Accounts By-law draws heavily on some provisions of the 1991 Water Supply By-law. The new By-law will permit any provisions of the 1991 by-law that are not updated into the new By-law to continue in effect for the time-being. However, if there should be any conflict between the two by-laws, the provisions of the new one will prevail.

Staff is proposing that this by-law approval form the first step of a two-step process to replace the Water By-Law (1991)-13791. Council approval of the new By-law will provide a foundation for the addition of future sections that further detail customer service piping requirements, billing exceptions including tenant and landlord issues, and related customer service agreements. Staff anticipates that these sections will require thorough community and stakeholder consultation before coming to Council for approval, and include related engagement efforts within those planned for the 2016 Water and Wastewater Rate Review. Staff has scheduled work on these sections, including the initiation of the related customer consultation, to begin in the fall and be completed in 2017 in time for preparation of the 2017 Non-Tax-Supported Water and Wastewater Budgets. At the time of this second step, the remaining provisions in the Water Supply By-law will be updated and organized so as to focus specifically on operational aspects of the water supply system.

2016 Water Services Large Customer Meter and Account Audit

To confirm the integrity of the current large customer billing processes and the security of this significant revenue stream, staff will be initiating a large water meter and account audit in the fall of 2016. The first phase of this audit will target the 150 largest water consumer accounts, representing approximately 85% of current annual Industrial, Commercial and Institution sector revenues. Customer billing discrepancies identified through the audit will be administered in accordance with the approved By-law. Large meter audit activities are planned to commence in September 2016 and are targeted for completion over a two year term.

2016 Water and Wastewater Fees and Charges Review

In developing the proposed By-law, staff remained consistent with the Council approved user fees and charges setting objectives of equity and fairness, full cost recovery, revenue stability, water conservation and customer service and affordability. The ongoing Water and Wastewater Rate Review will examine practices that may create new costs for customers (peak usage rates), or review the assignment of costs between customer groups (basic charge allocations between residential and non-residential customers). Staff recognize the need for thorough community and stakeholder consultation as these rate and billing practices are examined, and is addressing this work through a comprehensive Water and Wastewater Rate Review. The Review is focusing on the following core tasks and policy areas:

STAFF REPORT



- Service costs driven by customer sector and sufficiency of the current user fees for full cost recovery;
- Service affordability programs for households with limited income;
- Customer rate billing exemptions based on customer end use (such as water consumed through creation of a product, or evaporated by a process, which does not reach the sanitary sewer);
- Investigation of customer high bill forgiveness policies; and
- Format of fees and charges structure and fees and charges structure alternatives to promote efficient water use.

The initial phase of this review will commence in May 2016 with the tender of a Water and Wastewater Cost of Service Study to evaluate services offered by the City, causative costs influenced by separate customer sectors, and the adequacy of current user rates in recovering the full costs of such services. This Study is anticipated for completion in late summer 2016, with staff to convene a Workshop of Council in the fall of 2016 to share results of this study and confirm the terms of reference for the comprehensive Water and Wastewater Review prior to formal execution of this next step in the process.

CORPORATE STRATEGIC PLAN:

- 1.2 Develop collaborative work teams and apply whole systems thinking to deliver creative solutions
- 2.2 Deliver public service better
- 2.3 Ensure accountability, transparency and engagement

FINANCIAL IMPLICATIONS:

Funding for development of the By-law is available within the Council approved 2016 Water Services Non-Tax-Supported Operating Budgets. The proposed customer account provisions included in the By-law will improve Water Services' ability to collect outstanding revenue from account holders and minimize staff time spent on collections and billing disputes. Additional funds collected will support Water and Wastewater operating budgets moving forward. No impacts to City Departments are anticipated as a result of the proposed By-law.

DEPARTMENTAL CONSULTATION:

Corporate Communications, Finance, Legal Services, Wastewater Services, Water Services.

STAFF REPORT



COMMUNICATIONS:

A communications plan to support implementation of the Water and Wastewater Customer Accounts By-law is currently under development with Corporate Communications with associated public outreach products to be implemented with Q3 2016.

ATTACHMENTS

ATT-1 2016 Water and Wastewater Customer Accounts By-law

Report Author

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Report Author

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A handwritten signature in black ink, appearing to read "Ramesh Ummat", written over a horizontal line.

Approved By

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Recommended By

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THE CORPORATION OF THE CITY OF GUELPH

By-law Number (2016) - ~~XXXX~~

A by-law to regulate customer accounts for Water and Wastewater services in the City of Guelph.

THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS
AS FOLLOWS:

1.0 DEFINITIONS

1.1 In this by-law, the following terms shall have the corresponding meanings:

“Account Holder” means a person whose land is serviced by the Water Supply System and/or the Wastewater Treatment System, and who has a water and/or wastewater servicing account with the Billing Agent.

“Billing Agent” means the City or the contractor of the City responsible for water and/or wastewater meter reading, billing, revenue collection and related customer administration.

“City” means The Corporation of the City of Guelph, and/or its directors, officers, employees, agents and contractors.

“Fees and Charges By-law” means the City’s Water and Wastewater Service Rates and Charges By-law Number (2015)-19977, as amended or replaced from time to time.

“Non-residential Property” means land zoned for non-residential use pursuant to the Zoning By-law.

“Plant Manager” includes the following individual employees of the City:

- i. The individual holding the position of Plant Manager of the City of Guelph’s Water Services;
- ii. The individual holding a successor position to the Plant Manager with responsibility for similar matters;
- iii. Any individual responsible for supervision of either of the foregoing individuals; and
- iv. Any other individual acting under the direction of any of the foregoing individuals for the purposes of this By-law.

“Property Owner” includes every person who, alone or in conjunction with one or more others, has control over land, and, without limiting the generality of the foregoing, includes every registered owner and every owner as shown on the last revised assessment roll held by the City.

“Residential Property” means land zoned for residential use pursuant to the Zoning By-law.

“Tenant” means a person who rents or leases land from a Property Owner.

“Wastewater Treatment System” means the wastewater treatment plants and collection system operated by the City, consisting of all infrastructure necessary to collect, treat, and discharge wastewater.

“Water Supply System” means the water supply and distribution system operated by the City, consisting of various water sources, including groundwater wells, fire hydrants, and water filling stations, and all infrastructure necessary to collect, treat, and distribute the water.

“Zoning By-law” means the City's Zoning By-law Number (1995)-14864, as amended or replaced from time to time.

2.0 APPLICATION OF THIS BY-LAW

2.1 The provisions of this By-law govern and regulate customer accounts for water and wastewater services, including applicable fees and charges, and are in addition to any requirements set out in any agreement with a Billing Agent. The City, in its discretion, may resolve any conflict between the provisions of this By-law and the provisions of any agreement with a Billing Agent.

2.2 By applying for, or accepting, the supply of water from the Water Supply System or the discharge of wastewater into the Wastewater Treatment System, a Property Owner or Tenant is deemed to have

expressed his, her, its or their consent to be bound by the provisions of this Bylaw.

3.0 GENERAL CITY AND ACCOUNT HOLDER RESPONSIBILITIES

- 3.1 For the purpose of this By-law, the City is responsible for:
- a) The general operation and management of the Water Supply System and the Wastewater Treatment System;
 - b) The installation and maintenance of water meters, meter wires, and meter remotes, and the reading of meters and remotes for the purposes of billing for water and wastewater services;
 - c) The operation, management and supervision of the accounts, billing and collection of water and wastewater fees and charges; and
 - d) The enforcement of the provisions of this By-law and the agreement with the Billing Agent relating to meter reading, accounts, billing and collection of water and wastewater fees and charges.
- 3.2 For the purpose of this By-law, the Account Holder shall:
- a) Pay water and wastewater fees and charges based on all metered water consumption, all fixed charges, and other fees and charges at the rates specified in the Fees and Charges By-law;
 - b) If a Tenant, obtain any permission from the Property Owner, and if a Property Owner, provide any permission, that may be required for the City to access the Water Supply System or Wastewater Treatment System, including water meters, meter wires, and meter remotes for activities including installation, maintenance, replacement, testing and meter reading;
 - c) Maintain, at the Account Holder's own expense, the privately-owned water service, plumbing system, irrigation system, water-using appliances, and related water fixtures and appurtenances in proper working order and good repair, and promptly repair deficiencies and leaks from any of the above;
 - d) If the land is unoccupied, ensure that it is inspected regularly for any leaking plumbing or abnormal water usage and, if necessary, ensure that the water supply to the land is temporarily turned off or isolated and drained until the land becomes occupied; and
 - e) Upon request, provide the City in a timely manner with accurate information on any leaking privately-owned water service, plumbing system, irrigation system, water-using appliances, and related water fixtures and appurtenances that could cause abnormal water consumption and corresponding abnormal billing.

4.0 CUSTOMER ACCOUNT CREATION

- 4.1 Every person who commences to occupy land serviced by the Water Supply System or Wastewater Treatment System shall immediately request the Billing Agent to create a new customer account.
- 4.2 Every person applying to receive water from the Water Supply System and/or to connect to the Wastewater Treatment System shall, at the time of application and in advance of such receipt and/or connection, pay the applicable deposits as determined by the Billing Agent.
- 4.3 Every Property Owner, Tenant or Account Holder, applying to receive water from the Water Supply System and/or to connect to the Wastewater Treatment System, shall make immediate arrangements with the City to allow access to the land by the City to install the water meter and water meter remote.

5.0 CUSTOMER ACCOUNT STATUS

- 5.1 An Account Holder may, at any time, request a certificate from the City and/or Billing Agent showing the amount of any water and/or wastewater fees or charges outstanding against the Account Holder's land and customer account, and the period to which such fees and charges apply.

6.0 CUSTOMER ACCOUNT TERMINATION

- 6.1 An Account Holder who wishes to cease water and wastewater service and close his, her, its or their customer account, shall provide a request for such closure to the Billing Agent. If the Account Holder proposes to vacate the land, he, she, it or they shall request a final meter reading before vacating the land. The Billing Agent shall continue to levy fees and charges until such notice has been received from the Account Holder

7.0 METERING – ACCOUNT HOLDER RESPONSIBILITIES

- 7.1 Every Account Holder, Property Owner, Tenant, or occupant of land on which a water meter, meter wire, or meter remote has been installed for billing purposes shall:

- a) Take all reasonable precautions to protect such water meter, meter wire, and meter remote and related connections from damage by frost, impact, or otherwise;
- b) Prevent freezing of the water meter, and maintain heat to it and the connected privately-owned plumbing;
- c) Allow safe access, upon request with reasonable notice, to the water meter, meter wire, meter remote and related connections for the Billing Agent to perform meter-reading duties;
- d) Allow safe, unrestricted access, upon request with reasonable notice, to the water meter, meter wire, meter remote and related connections for the City to perform maintenance work;
- e) Provide immediate notice to the City if any water meter, meter wire, meter remote or related connection has been damaged or interfered with, or made inaccessible to the City and/or Billing Agent;
- f) Maintain the condition of the privately-owned water service, the plumbing connected to the water meter, and the stop and waste or isolation water valve immediately upstream of the water meter, to allow the City to maintain the water meter;
- g) Immediately report to the City any leaks that develop from the water meter or the related connections;
- h) Report to the City, immediately, the opening of any water meter by-pass; and
- i) If possible, confirm the reading on the water meter with the account billing information and confirm the meter remote reading against the inside water meter. In the case of a discrepancy, the Account Holder shall pay in accordance with the reading on the inside water meter.

7.2 The Account Holder, Property Owner, Tenant, or occupant of land on which a water meter, meter wire, or meter remote has been installed shall not:

- a) Restrict the City's access to the land for the purpose of water meter, meter wire, or meter remote installation, reading, testing, or maintenance;
- b) Fail to provide immediate notice to the City when any meter, meter wire, or meter remote or related connection has been damaged or interfered with, or made inaccessible to the City;
- c) Upon receiving direction from the City, fail to repair, at the sole cost of the offending Account Holder, Property Owner, Tenant or occupant, the privately-owned plumbing or stop and waste or isolation valve in a timely manner to allow the City to carry out maintenance work;
- d) Fail to report to the City immediately the opening of a water meter bypass;
- e) Install, replace, alter, damage, interfere with, make inaccessible, or remove the City water meter, meter wire, meter remote, meter seal, or bypass seal; and
- f) Alter or impair any water meter, meter wire or remote, or the plumbing connected upstream or downstream of the meter, so as to lessen, stop, or alter the amount of water registered by the water meter or remote.

7.3 If an Account Holder, Property Owner, Tenant, or occupant commits any of the foregoing prohibited activities, the City may:

- a) With reasonable notice, turn off or reduce the water supply to the land until the deficiency is rectified and any outstanding related fees and charges are paid to the satisfaction of the Plant Manager. The Account Holder shall pay the related charges for turning the water off and on as specified in the Fees and Charges By-law;
- b) Bill the Account Holder for all applicable repair, replacement, administrative and account-adjustment costs for resolution of any damage to, or interference with, the water meter, meter wire, or meter remote in accordance with the Fees and Charges By-law;
- c) If water use has been unmetered as the result of an open by-pass, bill the Account Holder for immediate payment of all applicable water and wastewater fees and charges for the water used based on a City estimate of prior or future water use; and
- d) If water or wastewater service theft has occurred, bill the Account Holder the full real or City-estimated cost of all stolen services with applicable interest. Payment of these costs will be due immediately. If the Account Holder fails to pay these costs, the City may reduce or turn off the water to the land and bill related additional costs to the Account Holder.

8.0 UNDER-BILLING ADJUSTMENTS

8.1 If an Account Holder is under-billed, as the result of the failure of a water meter or remote, the actions of the City, or the unintentional actions of the Account Holder, Property Owner, Tenant, or occupant, the City shall:

- a) Determine a reasonable estimate of the under-billed volumetric charges owed for a back-billing period of up to two (2) years prior to the date of the most recent, accurate meter reading and/or billing as follows:
 - i. Using the following methods in the following priority order, estimate the water consumption for the back-billing period as follows: first, if applicable, calculate the consumption through an accurate mathematical correction; second, if practical, use the Account Holder's average consumption billed over one or more future billing periods; third, if available, use the Account Holder's average consumption billed over one or more past billing periods; and

- fourth, in the absence of following the above methods, apply the average consumption of customers from a similar customer group,
- ii. Apply the appropriate historic volumetric rates to that estimated water consumption, on a weighted average basis, to produce the estimated proper volumetric charges, and
 - iii. Deduct the actual volumetric charges billing from the estimated proper volumetric charges billing to determine the under-billed volumetric charges;
- b) Calculate the under-billed fixed charges based on the period of time that these charges were not billed and the rates in effect over this period; and
 - c) After calculating the under-billed volumetric and fixed charges, and without the addition of interest to these charges, notify the Account Holder of the back-billing charges and provide the option of a payment plan if the Account Holder so requests.
- 8.2 If the City, acting reasonably, determines that an Account Holder, Property Owner, Tenant, or occupant has intentionally caused an under-billing of the Account Holder, the City shall:
- a) Determine a reasonable estimate of the under-billed volumetric charges owed for the entire period over which the Account Holder has been under-billed following the process described in paragraph 8.1 a) above;
 - b) Calculate under-billed fixed charges based on the period of time that these charges were not billed and the rates in effect over this period;
 - c) Calculate and assess interest charges for all under-billed charges owing;
 - d) Have the right to report cases of water and wastewater services theft, tampering or vandalism to the proper authorities and to charge the Account Holder with non-compliance with this By-law; and
 - e) Once the under-billed volumetric and fixed charges have been calculated, notify the Account Holder of the back-charges and interest owed with these charges, payment of all of which is immediately due in full.
- 8.3 If the Account Holder fails to pay any back-billing charges or to comply with any payment plan, then the City may:
- a) Turn off or reduce the supply of water to the land until all outstanding fees and charges are paid in full;
 - b) Assess interest on the outstanding fees and charges under this By-law; and/or
 - c) Transfer all outstanding balances to the property tax roll for the land of the Account Holder.

9.0 OVER-BILLING ADJUSTMENTS

- 9.1 If an Account Holder is over-billed, as the result of the failure of a City water meter or remote, the actions of the City, or the unintentional actions of the Account Holder, Property Owner, Tenant, or occupant, the City shall:
- a) Determine a reasonable estimate of the over-billed volumetric charges for an over-billed period of up to two (2) years prior to the date of the most recent, accurate meter reading and/or billing as follows:
 - i. Using the following methods in the following priority order, estimate the water consumption for the back-billing period as follows: first, if applicable, calculate the consumption through an accurate mathematical correction; second, if practical, use the Account Holder's average consumption billed over one or more future billing periods; third, if available, use the Account Holder's average consumption billed over one or more past billing periods; and fourth, in the absence of following the above methods, apply the average consumption of customers from a similar customer group,
 - ii. Apply the appropriate historic volumetric rates to that estimated water consumption, on a weighted average basis, to produce the estimated proper volumetric charges, and
 - iii. Deduct the estimated proper volumetric charges billing from the actual volumetric charges billing to determine the over-billed volumetric charges;
 - b) Calculate the over-billed fixed charges based on the period of time that these charges were over-billed and the rates in effect over this period;
 - c) Calculate interest charges on the over-billed amount;
 - d) After calculating the over-billed volumetric and fixed charges, and interest owing, notify the Account Holder of the amounts; and
 - e) Pay the Account holder or credit the over-billed amounts and interest to the Account Holder's account.

10.0 METER AND BILLING DISPUTE RESOLUTION

- 10.1 In the event of a billing dispute related to the accuracy or function of a water meter, the reading of the water meter register will be the sole evidence of the quantity of water supplied to the Account Holder and will be used for all related billing purposes unless the water meter is proven to be defective through a third party meter test conducted by the City.

- 10.2 If a City water meter is equipped with a remote, and a discrepancy occurs between the reading at the meter register and the reading on the remote, the City shall consider the reading at the meter register to be correct, and will adjust and correct the Account Holder's account accordingly for billing purposes.
- 10.3 If an Account Holder questions the accuracy of the applicable City water meter, such Account Holder may request a meter test by entering into a meter testing agreement with the City and agreeing to pay, as outlined below, the meter testing fee as set out in the Fees and Charges By-Law. During the period of meter testing, the Account Holder shall continue to pay all ongoing undisputed bills.
- 10.4 Meter test results will be applied as follows:
- a) If the City meter test results confirm that the meter accuracy at the maximum rate is equal to or less than the applicable maximum rate accuracy limits set out in the most recent version of the American Water Works Association Manual M6, or equivalent, then the City shall add the meter testing fee to the Account Holder's account; or
 - b) If the City meter test results confirm that the meter accuracy at the maximum rate is higher than the applicable maximum rate accuracy limits set out in the most recent version of the American Water Works Association Manual M6, or equivalent, then the City shall perform a billing correction as follows:
 - i. Calculate the consumption correction factor that represents the greatest difference between the tested meter maximum rate accuracy percent and the standard maximum rate accuracy percent,
 - ii. Determine the over-billed consumption amount by applying this correction factor to the total consumption over-billed to the Account Holder for a period of up to four (4) of the Account Holder's most recent bills, and
 - iii. Apply the remainder of the over-billing adjustment process described above to credit the customer with the charges related to the over-billed consumption total.
- 10.5 If an Account Holder wishes to appeal the accuracy of an account billing, a meter testing process, an under-billing adjustment process, or an over-billing adjustment process, then the Account Holder shall complete the City's appeal notice and submit it to the Plant Manager within thirty (30) calendar days after receiving the meter testing results or notice of the over-billing or under-billing (as applicable).
- 10.6 Upon receipt of an appeal form from an Account Holder, the Plant Manager shall, within thirty (30) days, review the appeal and provide a written final decision to resolve the Account Holder's appeal.
- 10.7 During the periods of Account Holder appeal preparation and Plant Manager appeal review, the Account Holder shall continue to pay all ongoing undisputed bills.
- 10.8 The outcome of the Plant Manger's final decision may be as follows:
- a) If the Plant Manager's final decision is that the Account Holder must pay the meter testing fee, all due regular billing charges, and any under-billing charges, then the Account Holder shall do so; or
 - b) If the Plant Manager's final decision is that the City must pay any over-billed charges to the Account Holder, then the City shall do so.

11.0 UNPAID ACCOUNTS

- 11.1 If any account under this By-law remains unpaid after its payment due date, the City may issue an outstanding payment notice to the Account Holder.
- 11.2 If an account under this By-law remains unpaid after issuance of an outstanding payment notice, the City may issue a final outstanding payment notice to the Account Holder, Property Owner, Tenant and occupant of the land by personal service or prepaid mail or by posting the notices on the land in a conspicuous place.
- 11.3 If an account under this by-law remains unpaid after the provision of a final outstanding payment notice, the City may:
- a) Add the amount of the account to the tax roll for the property to which the water and wastewater services were supplied, providing notice of such action to the Property Owner, detailing the fees and charges so added; and
 - b) Shut off or reduce the provision of water and wastewater services to the land.
- 11.4 If the City has shut off or reduced the provision of water and wastewater services to land, it shall not restore the provision of those services to that land until all fees and charges under this By-law, including any service charges, penalties and interest, have been paid in full, or the Account Holder has entered a payment plan with the City or Billing Agent.

12.0 OFFENCE

12.1 Every person who contravenes any provision of this by-law is guilty of an offence, and on conviction is liable to a maximum fine of \$10,000 for each offence.

13.0 RELATIONSHIP WITH WATER SUPPLY BY-LAW

13.1 If any provision of this By-law conflicts with any provision of By-law Number (1991)-13791, the provision of this By-law will prevail.

PASSED this TWENTY-SEVENTH day of JUNE, 2016.

CAM GUTHRIE – MAYOR

STEPHEN O'BRIEN – CITY CLERK

STAFF REPORT



TO Infrastructure, Development and Enterprise Committee
SERVICE AREA Infrastructure, Development and Enterprise
DATE June 7, 2016
SUBJECT SIGN BY-LAW VARIANCES
[175 Chancellors Way](#)
REPORT NUMBER 16-43

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To advise Council of sign by-law variance requests for 175 Chancellors Way.

Location: [175 Chancellors Way](#)

KEY FINDINGS

The City of Guelph Sign By-law Number (1996)-15245, as amended, does not provide regulations to permit freestanding signs in Specialized I.2 Institutional Zones. Section 2 (2) of the Sign By-law states: "Signs that are not specifically permitted by this by-law are prohibited".

Pride Signs Ltd. has submitted a sign by-law variance application on behalf of the University of Guelph to permit one (1) illuminated freestanding sign with a sign face area of 6.14m² and a height of 4.87m above the adjacent roadway at 175 Chancellors Way. The property of 175 Chancellors Way is zoned Specialized Institutional I.2-2.

The request is for sign variances to permit a freestanding sign and establish the necessary regulations for a freestanding sign on this property.

The requested variance from the sign by-law is recommended for approval for the following reasons:

- The sign will assist the public by identifying the tenants of the property;
- The request is reasonable given the number of tenants and the size of the property;
- The sign meets all other regulations for an illuminated sign (in another zone), including being located further (42m) than the required 15m from a residential zone; and
- Given the location, the proposed sign should not have a negative impact on the streetscape or surrounding area.

FINANCIAL IMPLICATIONS

N/A

ACTION REQUIRED

To approve the requested sign by-law variances for 175 Chancellors Way.

STAFF REPORT

RECOMMENDATION

1. That Report 16-43 from Infrastructure, Development and Enterprise dated June 7, 2016 regarding sign by-law variances for 175 Chancellors Way, be received.
2. That the request for variances from the City of Guelph Sign By-law to permit one (1) illuminated freestanding sign with a sign face area of 6.14m² and a height of 4.87m above the adjacent roadway at 175 Chancellors Way, be approved.

BACKGROUND

Pride Signs Ltd. had submitted a sign permit application on behalf of the University of Guelph at 175 Chancellors Way (see "Attachment 1- Location Map"). Upon review of the application it was observed that the proposed freestanding sign is to be located in the Specialized Institutional I.2-2 Zone for a "Medical Arts Centre". The exemption in the City of Guelph Sign Bylaw relating to signs located on University of Guelph land applies to the General I.2 and Specialized I.2-1 zones only. The City of Guelph Sign By-law Number (1996)-15245, as amended, does not contain regulations for freestanding signs within Institutional I.2 Zones. Given that the exemption does not apply and that there are no established permissive regulations to allow the freestanding sign, the permit could not be issued.

REPORT

Pride Signs Ltd. has submitted a sign by-law variance application on behalf of the University of Guelph to permit one (1) illuminated freestanding sign with a sign face area of 6.14m² and a height of 4.87m above the adjacent roadway at 175 Chancellors Way (see "Attachment 2 - Sign Variance Drawings").

The following is a summary of the reasons that have been supplied by the applicant in support of the variance requests:

- The sign will provide proper exposure to the site and its tenants; and
- There will be a number of units at this site and the proposed sign is essential to provide the public with direction and easy identification.

The requested variances are as follows:

	By-law Requirements	Request
Maximum sign area	No regulations	6.14m ²
Lighting permitted	No regulations	Permit internal lighting
Maximum height above adjacent roadway	No regulations	4.87m

The requested variance from the sign by-law is recommended for approval for the following reasons:

- The sign will assist the public by identifying the tenants of the property;
- The request is reasonable given the number of tenants and the size of the property;

STAFF REPORT



- The sign meets all other regulations for an illuminated sign (in another zone), including being located further (42m) than the required 15m from a residential zone; and
- Given the location, the proposed sign should not have a negative impact on the streetscape or surrounding area.

In forming its opinion, staff also took into consideration the regulations provided in the Sign By-law for other zones which also permit medical and pharmacy uses. Institutional I.3 Zones and Commercial Zones (Neighbourhood, Community and Regional Shopping Centre Zones and Service Commercial Zones) also permit medical and pharmacy uses. While the Sign By-law restricts freestanding signs with internal lighting to a maximum sign face of 3m² and a height of 1.8m in an Institutional I.3 Zone; it also allows illuminated freestanding signs with the same setback and frontage in a Commercial Zone to have a sign face area of up to 10m² and a height of 4.5m above an adjacent roadway. A freestanding sign in a Commercial Zone set back an additional metre would be permitted a maximum sign face of 17m² and a height of 6m.

Taking into account all factors, staff considers the request to permit one (1) illuminated freestanding sign with a sign face area of 6.14m² and a height of 4.87m above the adjacent roadway reasonable and therefore recommends approval.

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

- Attachment 1 Location Map
- Attachment 2 Sign Variance Drawings

Report Author

Bill Bond
Zoning Inspector III/
Senior Bylaw Administrator

STAFF REPORT



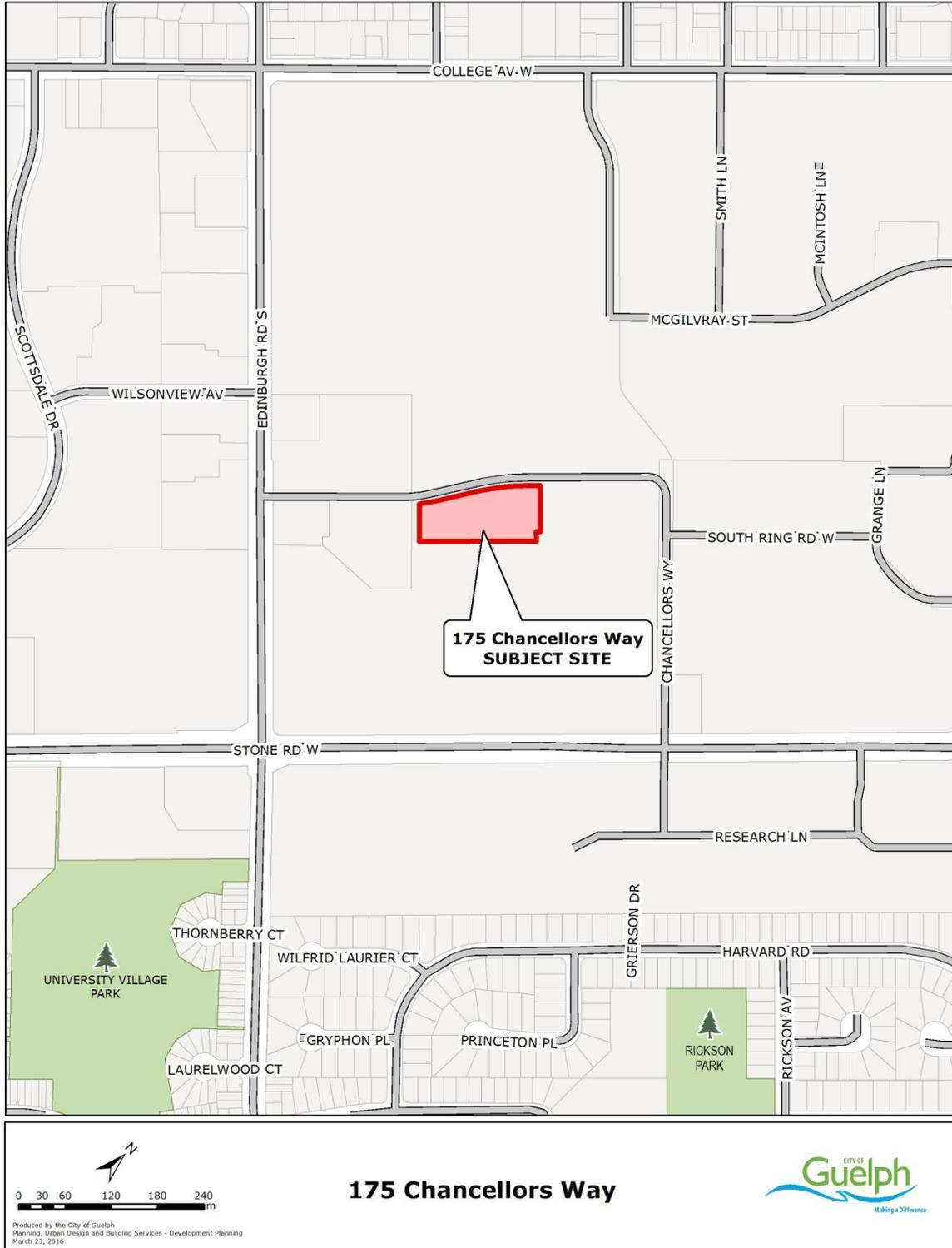
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Program Manager – Zoning

Approved By
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Planning, Urban Design, and
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Approved By
Rob Reynen
Chief Building Official

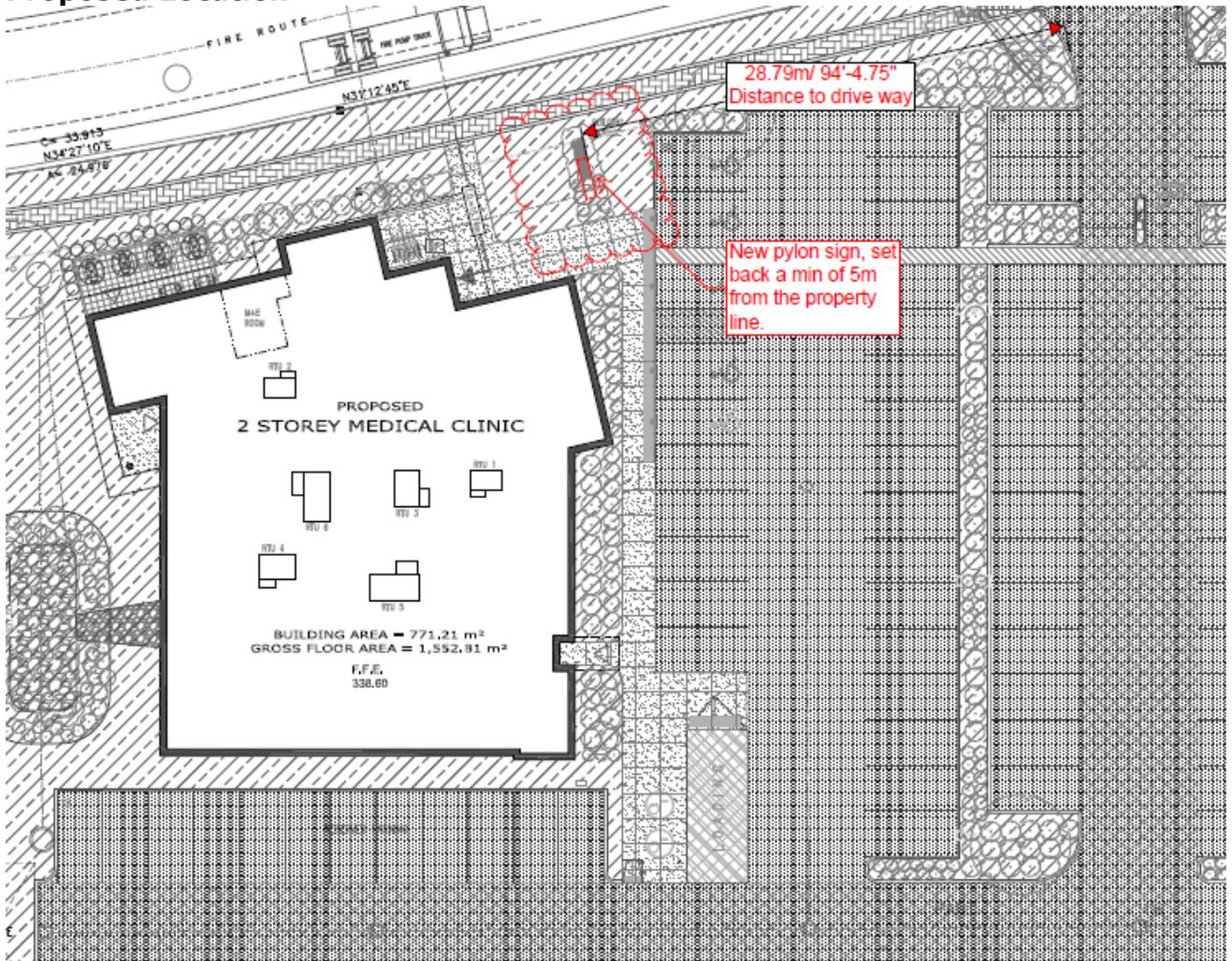
Recommended By
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scott.stewart@guelph.ca

ATTACHMENT 1- Location Map



STAFF REPORT

Proposed Location



STAFF REPORT



TO Infrastructure, Development and Enterprise Committee
SERVICE AREA Infrastructure, Development and Enterprise
DATE June 7, 2016
SUBJECT **SIGN BY-LAW VARIANCES**
125 Chancellors Way
REPORT NUMBER 16-42

EXECUTIVE SUMMARY

PURPOSE OF REPORT

To advise Council of sign by-law variance requests for 125 Chancellors Way.

Location: [125 Chancellors Way](#)

KEY FINDINGS

The City of Guelph Sign By-law Number (1996)-15245, as amended, restricts the location of all signage above 0.8m to an area outside of a 7m by 5m sightline triangle formed where a driveway intersects with a street or sidewalk and does not provide regulations to permit freestanding signs in Specialized I.2 Institutional Zones. Section 2 (2) of the Sign By-law further states: "Signs that are not specifically permitted by this by-law are prohibited".

Scutt Signs has submitted a sign by-law variance application on behalf of the Lammer Development Group to permit one (1) non-illuminated freestanding sign with a sign face area of 3.65m² and a height of 1.9m above the adjacent roadway within a 7m by 5m driveway sightline triangle at 125 Chancellors Way. The property of 125 Chancellors Way is zoned Specialized Institutional I.2-2.

The request is for sign variances to permit a freestanding sign to be located within a 7m by 5m driveway sightline triangle and to establish regulations to permit a freestanding sign in a Specialized I.2 Institutional Zone at 125 Chancellors Way.

The requested variance from the sign by-law is recommended for approval for the following reasons:

- The sign will assist the public in identifying the location of the business;
- The request is reasonable given the surrounding area and the size of building;
- The City of Guelph Zoning By-law allows for a structure to be located within a 7m by 5m (but outside of a 4m by 5m) sightline triangle by a driveway;
- The sign will be located outside of a 4m by 5m driveway sightline triangle as indicated in the approved site plan;
- In consultation with Transportation Services, it has been determined that

STAFF REPORT

the location of the sign would not negatively impact the visibility of drivers or pedestrians; and

- The proposed sign should not have a negative impact on the streetscape or surrounding area due to its scale and placement.

FINANCIAL IMPLICATIONS

N/A

ACTION REQUIRED

To approve the requested sign by-law variances for 125 Chancellors Way.

RECOMMENDATION

1. That Report 16-42 from Infrastructure, Development and Enterprise dated June 7, 2016 regarding sign by-law variances for 125 Chancellors Way, be received.
2. That the request for variances from the City of Guelph Sign By-law to permit one (1) non-illuminated freestanding sign with a sign face area of 3.65m² and a height of 1.9m above the adjacent roadway within a 7m by 5m driveway sightline triangle at 125 Chancellors Way, be approved.

BACKGROUND

Scutt Signs had submitted a sign permit application on behalf of the Lammer Development Group for 125 Chancellors Way (see "Attachment 1- Location Map"). Upon review of the application it was observed that the proposed freestanding sign is to be located in the Specialized Institutional I.2-2 Zone. The exemption in the City of Guelph Sign Bylaw relating to signs located on University of Guelph land applies to the General I.2 and Specialized I.2-1 zones only. The City of Guelph Sign By-law Number (1996)-15245, as amended, does not contain regulations for freestanding signs within Institutional I.2 Zones. The Sign By-law also restricts the location of all signage above 0.8m to an area outside of a 7m by 5m sightline triangle formed where a driveway intersects with a street or sidewalk.

Given that the exemption does not apply, the location of the sign within a restricted 7m by 5m sightline triangle beside the driveway, and that there are no established permissive regulations to allow the freestanding sign, the permit could not be issued.

REPORT

Scutt Signs has submitted a sign by-law variance application on behalf of the Lammer Development Group to permit one (1) non-illuminated freestanding sign with a sign face area of 3.65m² and a height of 1.9m above the adjacent roadway within a 7m by 5m driveway triangle at 125 Chancellors Way. The property of 125 Chancellors Way is zoned Specialized Institutional I.2-2. (see "Attachment 2 - Sign Variance Drawings").

STAFF REPORT

The requested variances are as follows:

	By-law Requirements	Request
Maximum sign area	No regulations	3.65m ²
Maximum height above adjacent roadway	No regulations	1.9m
Location Restriction	Outside of 7m by 5m driveway sightline triangle	Within a 7m by 5m sightline triangle, but outside of a 4m by 5m driveway sightline triangle

The requested variance from the sign by-law is recommended for approval for the following reasons:

- The sign will assist the public in identifying the location of the business;
- The request is reasonable given the surrounding area and the size of building;
- The City of Guelph Zoning By-law allows for a structure to be located within a 7m by 5m (but outside of a 4m by 5m) sightline triangle by a driveway;
- The sign will be located outside of a 4m by 5m driveway sightline triangle as indicated in the approved site plan;
- In consultation with Transportation Services, it has been determined that the location of the sign would not negatively impact the visibility of drivers or pedestrians; and
- The proposed sign should not have a negative impact on the streetscape or surrounding area due to its scale and placement.

CORPORATE STRATEGIC PLAN:

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

FINANCIAL IMPLICATIONS:

N/A

DEPARTMENTAL CONSULTATION:

Engineering and Capital Infrastructure Services (Transportation Services)

COMMUNICATIONS:

N/A

ATTACHMENTS

Attachment 1 Location Map
Attachment 2 Sign Variance Drawings

STAFF REPORT



Report Author

Bill Bond
Zoning Inspector III/
Senior Bylaw Administrator

Approved By

Patrick Sheehy
Program Manager – Zoning

Approved By

Todd Salter
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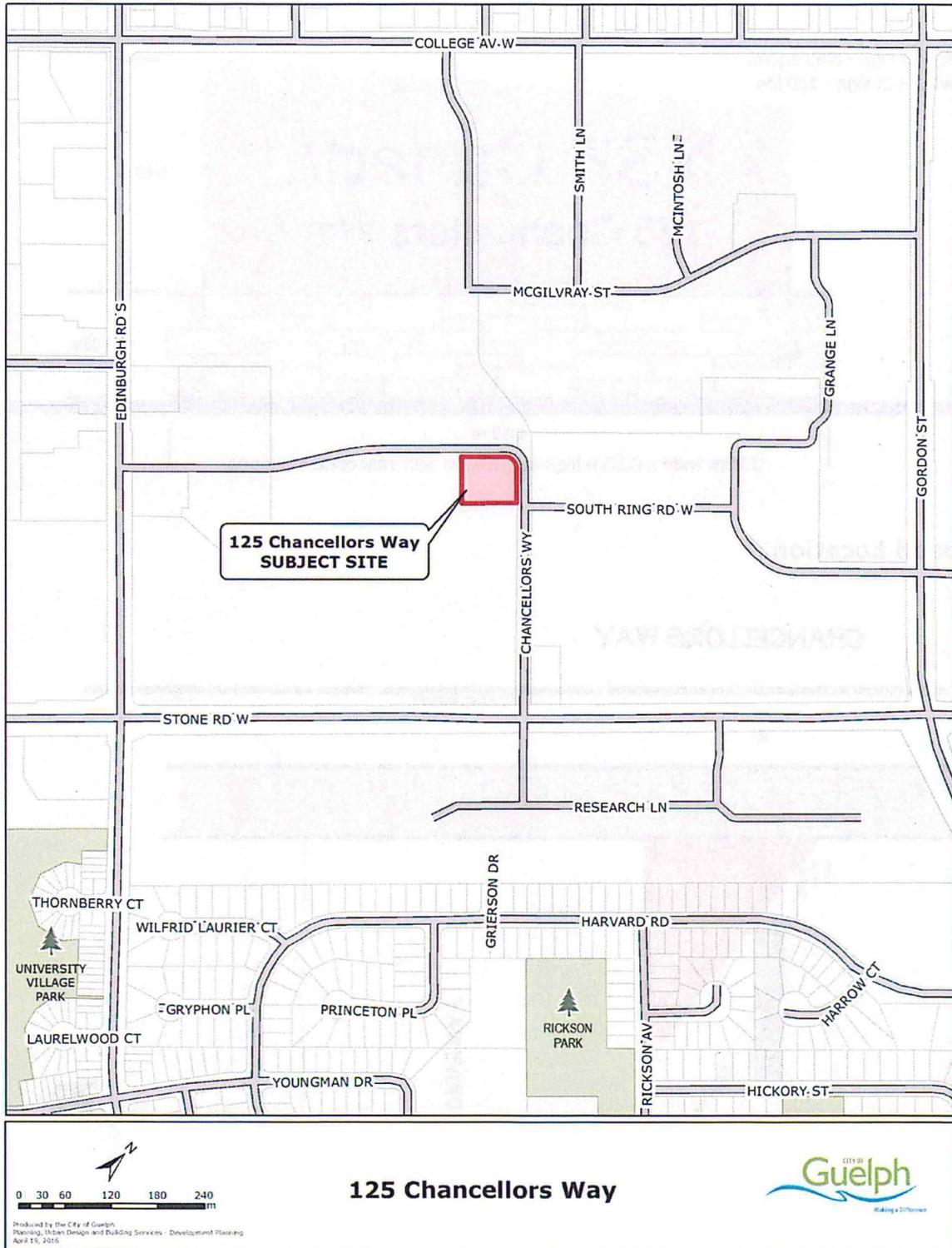
Approved By

Rob Reynen
Chief Building Official

Recommended By

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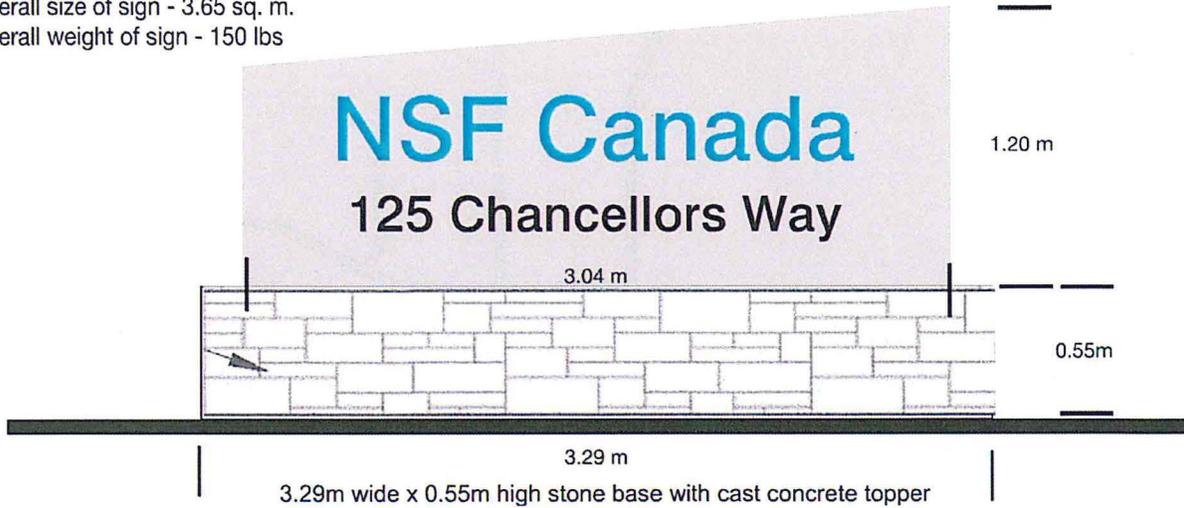
ATTACHMENT 1- Location Map



STAFF REPORT

ATTACHMENT 2- Sign Variance Drawings

Overall size of sign - 3.65 sq. m.
Overall weight of sign - 150 lbs



Proposed Location

