

# COMMITTEE AGENDA



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

DATE February 4, 2014

LOCATION Council Chambers, Guelph City Hall, 1 Carden Street

TIME 5:00 p.m.

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## **DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF**

**CONFIRMATION OF MINUTES** – December 9, 2013 open and closed meeting minutes

## **PRESENTATIONS** (Items with no accompanying report)

a) None

## **CONSENT AGENDA**

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

<b>ITEM</b>	<b>CITY PRESENTATION</b>	<b>DELEGATIONS</b>	<b>TO BE EXTRACTED</b>
OTES-2014.1 Land Ambulance Communication Model	Shawn Armstrong, Fire Chief and General Manager, Emergency Services		✓
OTES-2014.2 Recasting Guelph Transit	Phil Meagher, General Manager, Transit Services		✓
OTES-2014.3 Customer Service Request Improvement Project	Katherine Gray, Supervisor, Service Performance & Development		✓
OTES-2014.4 Bylaw Review – Disabled Parking Bylaw			
OTES-2014.5 Business Licence Fees 2014			

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OTES-2014.6 Royal City Brewing Company – Manufacturer’s Limited Liquor Sales Licence Application			
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Resolution to adopt the balance of the Operations, Transit & Emergency Services Committee Consent Agenda.

### **ITEMS EXTRACTED FROM THE CONSENT AGENDA**

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

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

### **STAFF UPDATES & ANNOUNCEMENTS**

### **ADJOURNMENT**

**NEXT MEETING** – March 4, 2014

**Minutes of the Operations, Transit and Emergency Services Committee  
Held in the Council Chambers, Guelph City Hall on  
Monday, December 9, 2013 at 5:30 p.m.**

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**Attendance**

Members: Chair Findlay, Councillors Bell, Furfaro and Van Hellemond

Absent: Mayor Farbridge

Councillors: Councillor Dennis  
Councillor Hofland

Staff: Mr. D. McCaughan, Executive Director, Operations, Transit & Emergency Services  
Mr. P. Meagher, Acting General Manager, Community Connectivity & Transit  
Mr. R. Keller, General Manager, Public Works  
Mr. S. Armstrong, Manager of Emergency Services/Fire Chief  
Ms. T. Agnello, Deputy Clerk  
Ms. D. Black, Council Committee Coordinator

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**Call to Order (5:30 p.m.)**

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

There were no disclosures.

**Confirmation of Minutes**

1. Moved by Councillor Bell  
Seconded by Councillor Furfaro

That the open meeting minutes of the Operations, Transit & Emergency Services Committee held on November 6, 2013 be confirmed as recorded.

*VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Van Hellemond (4)*

*VOTING AGAINST: (0)*

CARRIED

2. Moved by Councillor Furfaro  
Seconded by Councillor Bell

That the rules of notice for agenda items in the Procedural By-law be suspended to allow Mr. Marty Williams, Executive Director, Downtown Guelph Business Association to make a presentation to committee on food trucks.

*VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Van Hellemond (4)*

*VOTING AGAINST: (0)*

CARRIED

## **Presentations**

Mr. Williams requested the City consider permitting food trucks to operate in the city and that staff be directed investigate implications and logistics of doing so.

3. Moved by Councillor Furfaro  
Seconded by Councillor Van Hellemond

That staff be directed to explore the possibility of allowing food trucks to operate in the City of Guelph.

*VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Van Hellemond (4)*

*VOTING AGAINST: (0)*

CARRIED

## **Consent Agenda**

The following items were extracted from the Consent Agenda to be dealt with separately:

**OTES-2013.30 Transit Performance Review**  
**OTES-2013.31 Adult School Crossing Guard Program Update**

### **Balance of Consent Items**

4. Moved by Councillor Furfaro  
Seconded by Councillor Bell

That the balance of the Operations, Transit & Emergency Services Committee December 9, 2013 Consent Agenda, as identified below, be adopted:

### **OTES-2013.32 Outstanding Resolutions**

THAT the Operations, Transit & Emergency Services Report # OTES121333 Outstanding Resolutions dated December 9, 2013 be received.

*VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Van Hellemond (4)*

*VOTING AGAINST: (0)*

CARRIED

## **Extracted Consent Items**

### **Transit Performance Review**

Mr. Meagher, Acting General Manager, Community Connectivity & Transit, provided a transit performance review update addressing missed passenger trips, customer complaints, full bus reports, and schedule adherence. He advised improvements have been realized in all areas and confirmed this will be an annual report.

5. Moved by Councillor Bell  
Seconded by Councillor Van Hellemond

That the Operations, Transit & Emergency Services Report #OTES121335 dated December 9, 2013 regarding Transit Performance Review be received for information.

*VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Van Hellemond (4)*

*VOTING AGAINST: (0)*

CARRIED

### **OTES-2013.31    Adult School Crossing Guard Program Update**

Mr. McCaughan provided a history of the adult school crossing guard program and advised that it is not sustainable in its current format.

Mr. Keller, General Manager, Public Works, advised that despite all efforts and meetings with the school boards, the full complement of adult crossing guards has not been met. Staff advised some locations will need to be left unattended and they will establish a protocol, including risk assessment, to determine which ones, and how they will communicate the decisions to the schools.

Discussion ensued regarding options to entice adult crossing guards and how the allocation of the guards is determined.

6.     Moved by Councillor Bell  
       Seconded by Councillor Van Hellemond

That the Operations, Transit & Emergency Services Report #OTES121334 Adult School Crossing Guard Program Update, be received.

*VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Van Hellemond (4)*

*VOTING AGAINST: (0)*

CARRIED

### **Staff Announcements and Updates**

Mr. McCaughan advised that:

- (i)     Transit received an impromptu inspection on the buses from the Ministry of Transportation and zero defects were found
- (ii)    Staff are now on winter control shifts until the end of March
- (iii)   Staff will provide an update on Curzon Drive parking, and an explanation of the transit changes that transpired in the West End neighbourhood at a Ward 4 town hall meeting on December 17<sup>th</sup>

### **Authority to Resolve into a Closed Meeting**

7.     Moved by Councillor Furfaro  
       Seconded by Councillor Bell

That the Operations, Transit & Emergency Services Committee now hold a meeting that is closed to the public with respect to Sec. 239(2)(b) of the *Municipal Act* with respect to personal matters about identifiable individuals.

CARRIED

**Closed Meeting** (6:27 p.m.)

The following matter was discussed:

**OTES-C-2013.2 Citizen Appointments to the Transit Advisory Committee**

**Rise from Closed Meeting** (6:30 p.m.)

8. Moved by Councillor Furfaro  
Seconded by Councillor Bell

That the Operations, Transit & Emergency Services Committee rise from its closed meeting.

CARRIED

**Open Meeting** (6:31 p.m.)

**Adjournment** (6:32 p.m.)

9. Moved by Councillor Furfaro  
Seconded by Councillor Bell

That the December 9, 2013 meeting of the Operations, Transit & Emergency Services Committee be adjourned.

CARRIED

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Deputy Clerk

**OPERATIONS, TRANSIT & EMERGENCY SERVICES COMMITTEE  
CONSENT AGENDA**

**February 4, 2014**

Members of the Operations, Transit & Emergency Services 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 Operations, Transit & Emergency Services Committee Consent Agenda will be approved in one resolution.

**A Reports from Administrative Staff**

<b>REPORT</b>	<b>DIRECTION</b>
<b>OTES-2014.1 LAND AMBULANCE COMMUNICATION MODEL</b>  1. That the Operations, Transit & Emergency Services Committee Report OTES021403 Land Ambulance Communication Model dated February 4, 2014 be received.	Receive
<b>OTES-2014.2 RECASTING GUELPH TRANSIT</b>  1. That the Operations, Transit & Emergency Services Committee report OTES021405, Recasting Guelph Transit, dated February 4, 2014 be received.	Receive
<b>OTES-2014.3 CUSTOMER SERVICE REQUEST IMPROVEMENT PROJECT</b>  1. That the Operations, Transit & Emergency Services Report OTES021401 dated February 4, 2014 regarding Customer Service Request Improvement Project be received for information.	Receive
<b>OTES-2014.4 BY-LAW REVIEW – DISABLED PARKING BY-LAW</b>  1. That the Operations, Transit & Emergency Services Committee Report OTES021404 Disabled Parking Bylaw Review dated February 4, 2014 be received.	Approve

2. That staff be directed to create a new Accessible Parking Bylaw for Council's approval based on the existing regulations within the Disabled Parking Bylaw (1984)-11440, as amended, to better reflect current legislative authorities and to update wording pursuant to Operations, Transit & Emergency Services Committee Report OTES021404 Disabled Parking Bylaw Review dated February 4, 2014.

**OTES-2014.5 BUSINESS LICENCE FEES 2014**

Approve

1. That the Operations, Transit & Emergency Services Committee Report # OTES021402 regarding the Business Licence Fees 2014 dated February 4, 2014 be received.
2. That staff be directed to prepare the necessary amendments to Business Licence By-law (2009)-18855, as amended, to incorporate the 2014 fees as identified in Operations, Transit & Emergency Services Committee Report #OTES021402, dated February 4, 2014.

**OTES-2014.6 ROYAL CITY BREWING COMPANY –  
MANUFACTURER'S LIMITED LIQUOR SALES  
LICENCE APPLICATION**

Approve

Report to be provided with the addendum for this meeting.

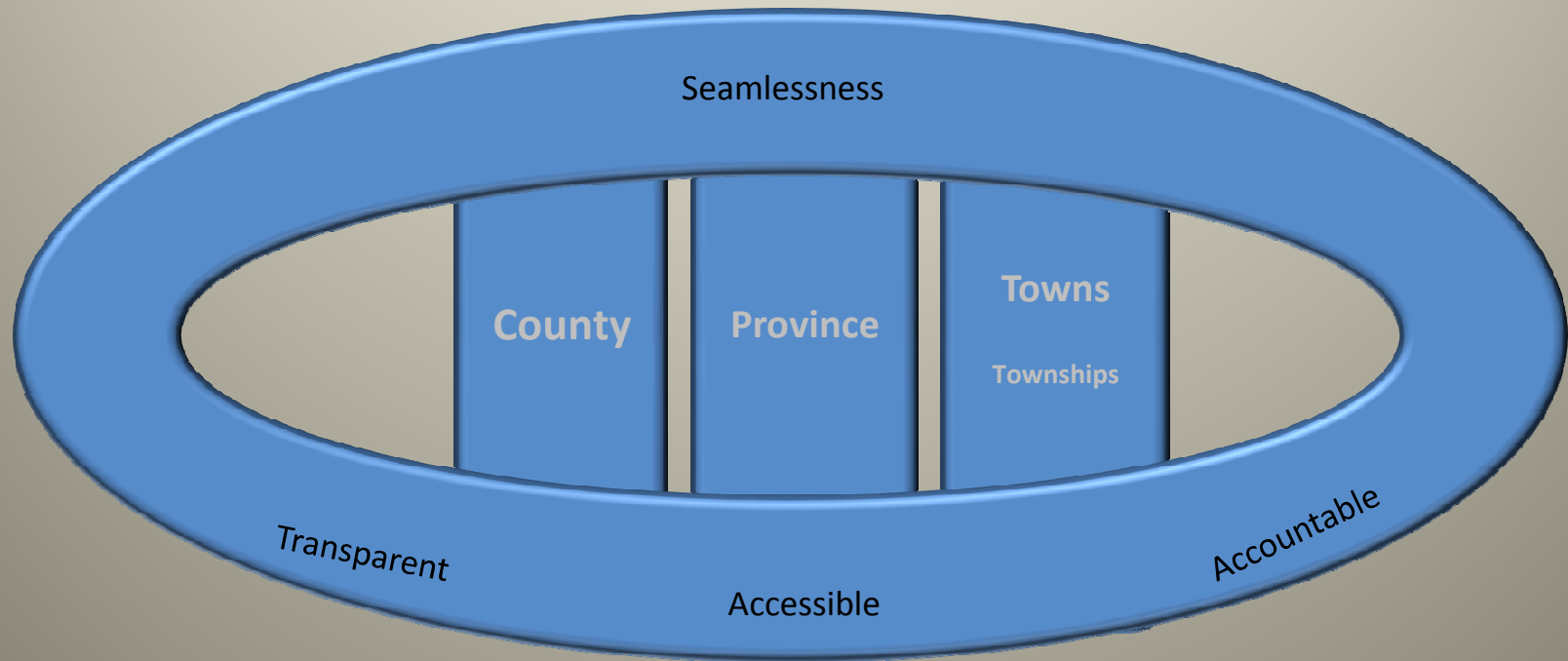
attach.



# City of Guelph Communication Model

City of Guelph Communicating Land Ambulance Issues

Over Arching Principles



# Service Relations

Province	County	Townships
<p>Certify Training Regulation, Compliance and Investigations Funding Partner (50% overall L.A. costs) Service Reviews every 3 years for certification to operate Land Ambulance.</p>	<p>Funding County levy (20% of overall Land Ambulance costs) Receives updates on Land Ambulance Issues through the County Social Services as required Safer communities initiative</p>	<p>Contributes to County levy through local municipal taxation Support Land Ambulance through tiered response agreements with fire service and land ambulance Public Access Defibrillation participant with GWEMS</p>

City

Overall  
Governance of  
Service

- Responsible for the governance, accountability and transparency of the service area
- Establishes Service Levels
- Approves Budget

GWEMS

Service  
Provision

- Provides Staff Reports, Annual report, service change requests, information reports
- Implements changes to service levels or funding
- Information reports provided on service “dash boarding” service performance

# County

Receives  
information

Provides  
Feedback

- Poses questions and service inquiries relative to system performance against expectations
- Social Service Committee or CAO forwards issues.
- Provides feedback /support proposed CTAS RTPP
- Provides feedback /support proposed annual work plan

# GWEMS

Service  
Provision

- Presents annual report on land ambulance for information
- Provides monthly financial performance to County Clerk
- Presents annual budget as submitted to the City
- Presents CTAS response time performance plan
- Solicits input on work plan development

# Township/ Towns

Receives updates  
from GWEMS Team

Develops Local  
Rapport

- Poses questions on service delivery
- Supports Community Public Access Defibrillation Programs (PAD)

# GWEMS

Service  
Provision

- Presents annual work plan at local council
- Develops relationships with local groups supporting emergency services (local FD)
- Presents annual budget for information
- Presents response time performance plan annually

# STAFF REPORT



TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE February 4, 2014

**SUBJECT Land Ambulance Communication Model**

REPORT NUMBER OTES021403

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## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To present a communications model framework that will assist in providing strategic communications on Land Ambulance past, present and future activities.

### KEY FINDINGS

Responsibilities for providing land ambulance service to Guelph and Wellington County and is designated to Guelph.

Land Ambulance is provided seamlessly.

Information regarding land ambulance strategic activities is of interest to populations within Provincial, City, County, Town and Townships governance structures.

Broader communications by reporting to various governance structures will enhance transparency and accountability and improve the stakeholder relationships.

### FINANCIAL IMPLICATIONS

Financial implications associated with this report are covered within the 2014 Operating budget. Funding for land ambulance is shared between the Province of Ontario, County of Wellington and the City of Guelph.

### ACTION REQUIRED

To receive the report and presentation outlining the proposed land ambulance communication model for information.

## RECOMMENDATION

1. That the Operations, Transit & Emergency Services Committee Report #OTES021403 Land Ambulance Communication Model dated February 4, 2014 be received.

# STAFF REPORT

## **BACKGROUND**

The Province of Ontario has designated the responsibility for the provision of land ambulance service to the City of Guelph. The designation requires land ambulance service to be provided in the primary coverage area comprised of the City of Guelph and the County of Wellington. However, the principle of “seamlessness” does require the provider to respond to emergencies outside of the coverage area as directed by the provincially operated central ambulance communication central (CACC). This results in City of Guelph ambulances providing emergency medical response outside of its geographical boundary.

## **REPORT**

Many communities represented within the Guelph’s land ambulance coverage area have interest in strategic activities and land ambulance service objectives. From time to time, staff at Guelph Wellington Emergency Medical Service develops operational relationships with neighbouring municipal services to sustain and improve the timely access to life saving pre-hospital emergency care

Providing community stakeholders with strategic communications will enhance the transparency and accountability around the provision of land ambulance service. The proposed changes will ensure a process for two way communications around any land ambulance service issues. The process is focused on improving relationships and developing common strategies required to achieve land ambulance service objectives.

The attached presentation in ATT #1 provides an outline of the communications model and the frequency of reporting strategic information to the City, County of Wellington and County of Wellington to the 7 lower tier Towns and Townships.

The communication model encourages two way communications allowing local areas to review any and present any shared service issues with Guelph’s Emergency Service Staff. This will allow any major issues to be reported back to the Operations Transit and Emergency Service Committee of Council as required.

## **CORPORATE STRATEGIC PLAN**

This initiative supports the following Strategic Directions:

- 2.2 Deliver Public Service better.
- 2.3 Ensure accountability, transparency and engagement.

## **FINANCIAL IMPLICATIONS**

Financial implications associated with this report are covered within the 2014 Operating budget. Funding for land ambulance is shared between the Province of Ontario, County of Wellington and the City of Guelph.

# STAFF REPORT



Any extraordinary financial implications outside of the current approved funding for land ambulance will be brought forward for consideration and deliberation in the 2015 operating budget process.

## DEPARTMENTAL CONSULTATION

Consultation and feedback was sought from:

- Senior Policy Analyst, Office of the CAO - Strategic Planning and Corporate Initiative-Strategic, Plan,
- General Manager Legal Services, CITY SOLICITOR, Corporate and Human Resources.

## COMMUNICATIONS

This report, once received, will be shared and presented to the County of Wellington Social Service Committee.

Following the Social Services Committee presentation a request will be made for staff to delegate to all Towns and Townships within the County of Wellington.

The Province of Ontario Ministry of Health and Long Term Care – Field Office will be copied on the Communication Initiative.

## ATTACHMENTS

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**Authored & Recommended By**

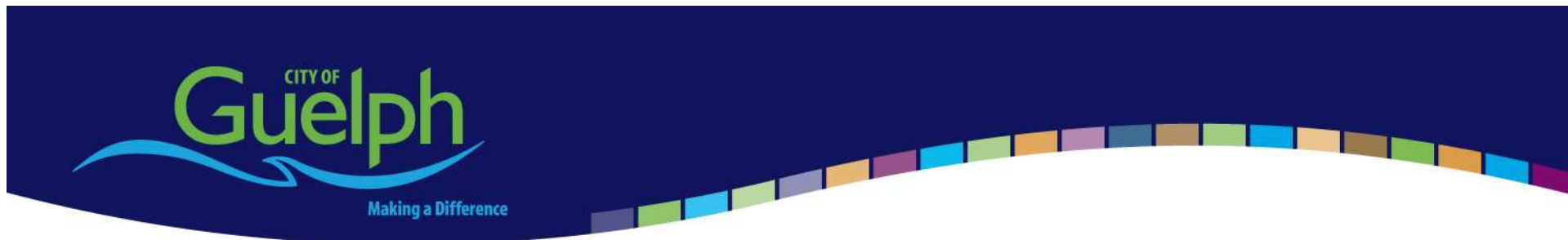
Shawn Armstrong  
Fire Chief & General Manager  
Emergency Services  
519-822-1260 x2125  
shawn.armstrong@guelph.ca

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**Approved By**

Derek J. McCaughan  
Executive Director, Operations,  
Transit & Emergency Services  
519-822-1260, x 2018  
derek.mccaughan@guelph.ca

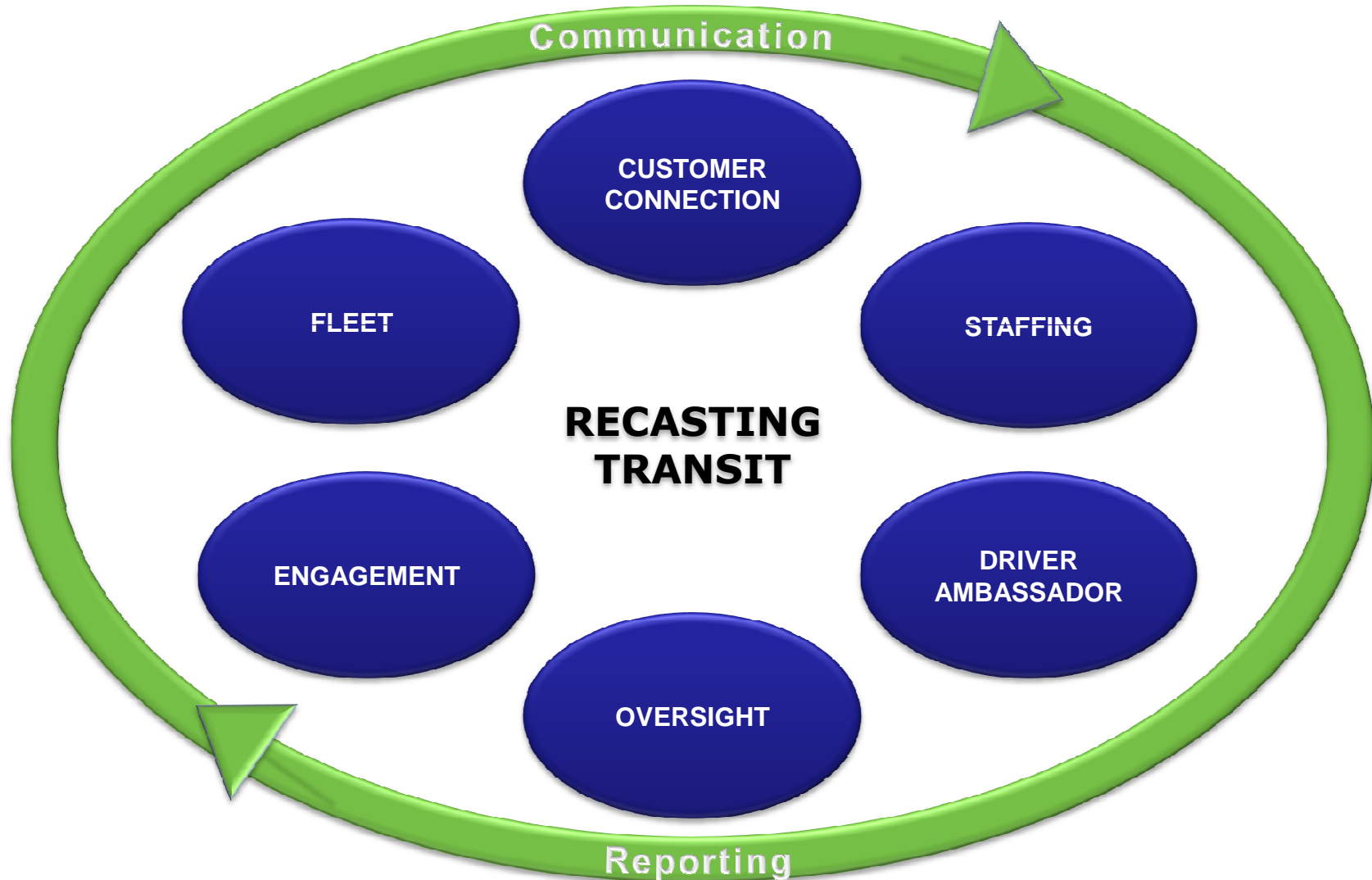




# RECASTING TRANSIT



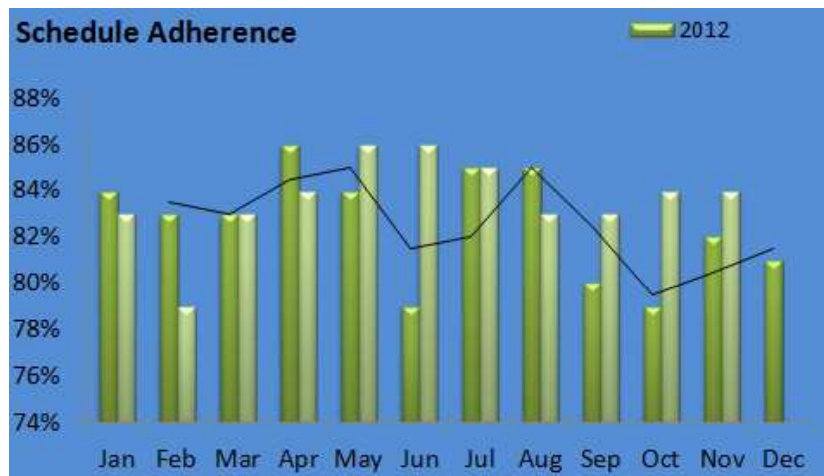
## THEMES



## **ISSUES**

- Timeliness in response to customer contacts
- Staffing levels not being maintained
- Inconsistent level of customer service
- Insufficient management practices in areas of training, auditing and compensating controls
- Need to recognize the importance and significance of the work environment in providing excellence in Transit service.
- Sufficient fleet levels to provide Transit service

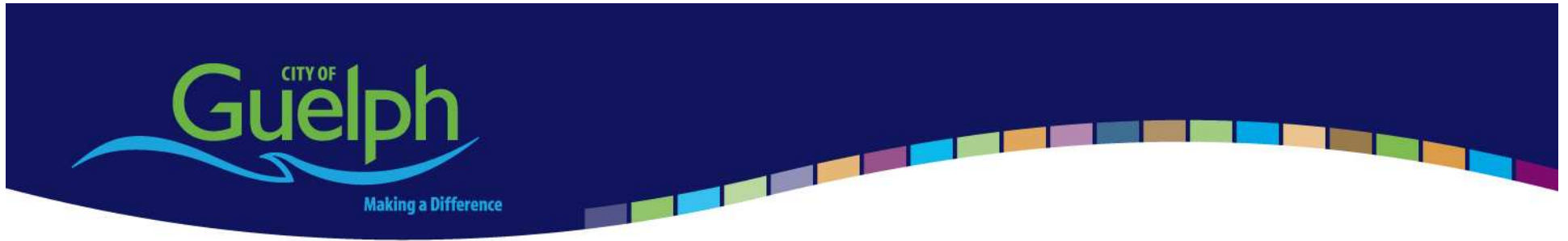
# PERFORMANCE REPORTING



- Monthly reporting on Guelph.ca
- Feedback from the community on service provision

## **PLAN REPORTING**

- Initial plan reported to OTES Committee (Feb 2014)
- Monthly performance reporting available on [Guelph.ca](http://Guelph.ca)
  - Schedule Adherence
  - Customer Complaints
  - Adherence to Customer Service Standards
- Ongoing Committee reporting
  - Quarterly



**Thank You**

# STAFF REPORT

TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE February 4, 2014

**SUBJECT Recasting Guelph Transit**

REPORT NUMBER OTES021405

## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To provide the Operations, Transit & Emergency Services Committee an overview of the plan to recast Transit, in response to the overtime audit. Identifying activities to processes and systems to improve the Transit service provided to the community.

### KEY FINDINGS

- Guelph Transit Update Presentation of November 2013 identified staffing, fleet and community relations as issues affecting current service.
- The overtime audit recommended management develop a 90-day plan to transform the Transit business unit.
- A cross-functional taskforce has been created to address issues and develop a 90-day plan.
- *Recasting Transit* is an internal initiative that addresses six (6) themes
  - Customer Connection
  - Staffing
  - Driver Ambassadors
  - Oversight
  - Engagement
  - Fleet
- Each theme identifies the issue, objective, plan to achieve the objective, and how actions will be measured and communicated
- Reporting and communicating on the initiative status is considered paramount to its success.

### FINANCIAL IMPLICATIONS

All implementation costs in 2014 will be completed within the current approved budget. Future year implementation costs will be brought forward through the budget process, as required.

# STAFF REPORT

## ACTION REQUIRED

That the Operations, Transit & Emergency Services Report #OTES021405 dated February 4, 2014 regarding Recasting Transit be received for information.

## RECOMMENDATION

1. That the Operations, Transit & Emergency Services Committee report #OTES021405, Recasting Guelph Transit, dated February 4, 2014 be received.

## BACKGROUND

The Overtime Audit, completed by the Internal Auditor and presented to the Audit Committee in November 2013, identified the following finding *'it is the Auditor's opinion that this service area is facing critical overtime and attendance issues that are unacceptable.'* and recommended *'Management should urgently develop and implement a 90-day plan to transform this business unit.'*

Guelph Transit is experiencing other operational issues pertaining to its reputation and performance. This was addressed through the Guelph Transit Update presentation to Committee at its November meeting.

Refer to [http://guelph.ca/wp-content/uploads/OTES\\_agenda\\_110613.pdf](http://guelph.ca/wp-content/uploads/OTES_agenda_110613.pdf)

These issues will all be addressed through the Transit Plan Working Group, a working group within the Overtime Taskforce, and presented to Operations, Transit and Emergency Services Committee.

## REPORT

A cross functional working group including staff from Guelph Transit, Human Resources, Finance and OTES Administration has been created to address the issues identified in the Guelph Transit Update presentation and the transit-specific recommendations from the Overtime Audit. The Working Group has developed an initiative called *Recasting Guelph Transit*; this plan consists of six (6) themes supported by reporting and communications, as illustrated in figure 1: Recasting Guelph Transit.

The goal of the Recasting Guelph Transit Working Group is to identify and implement system and process improvements that will **rebuild the reliability of Guelph Transit as a viable transportation alternative**. It will focus energies on addressing performance issues and ensure Guelph Transit, collectively and individually, provides a customer-first focussed service.



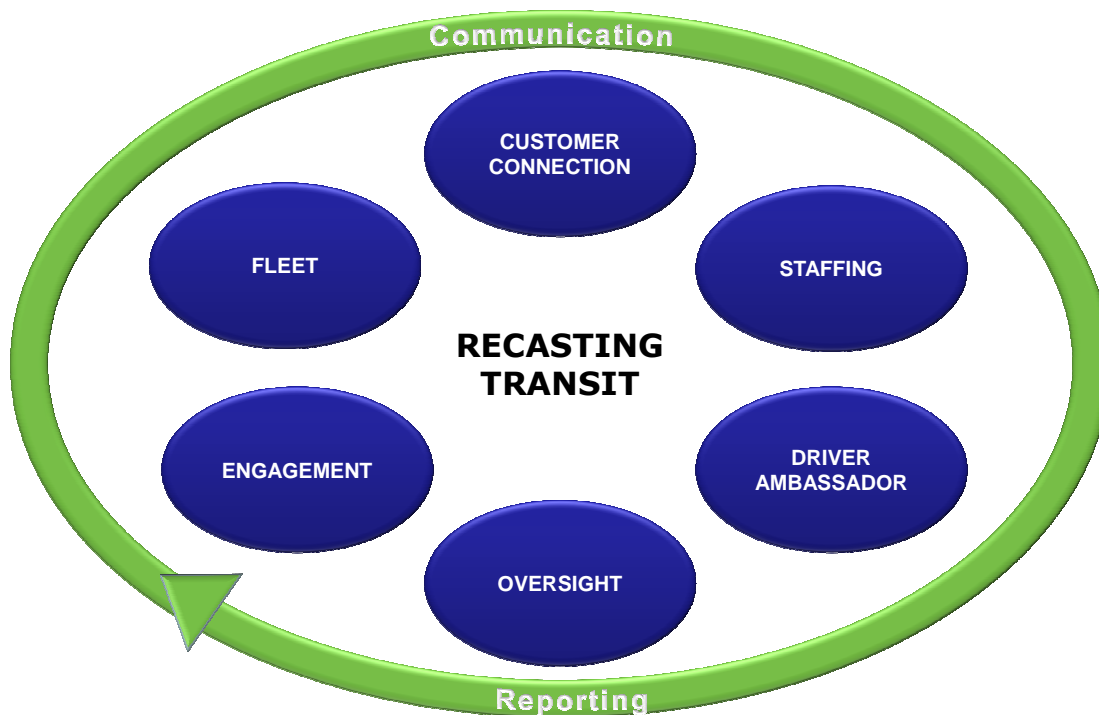


Figure 1: Recasting Guelph Transit

## ***Recasting Guelph Transit Themes***

For all six (6) themes of *Recasting Guelph Transit*, the following identifies the issue to be addressed, the objectives to be achieved and the plan to achieve them, as well as the measurement methods/targets to track and validate performance. The following outlines these areas for each theme.

### Customer Connection

- Issue
  - Timeliness in response to customer contacts.
- Objective
  - Improve performance in responsiveness to customer contacts and increase customer satisfaction.
  - increase confidence in the delivery of reliable, convenient service
- Plan
  - Development of standards for responsiveness to all customer/community contacts.
  - Continued implementation of the Transit Strategic Communication Plan
  - Proactively solicit feedback and engage the community on transit service.

# STAFF REPORT

- Implement customer contact management software to better to manage and administer customer contacts and corresponding acknowledgements and responses.
- Reconvene the Transit Advisory Committee to provide an additional channel of communication for the community.
- Measurement/Target
  - Customer Response Timeliness
    - 100% of acknowledgements within the defined standard timelines.
    - 95% of responses within the committed timelines.

## Staffing

- Issue
  - Staffing levels not being maintained
- Objective
  - Achieve a full complement of qualified, trained staff to provide Transit service.
  - Have systems in place to address vacancies in a timely manner to ensure all extra board positions are filled and allow for service provision with minimal overtime requirements.
- Plan
  - Develop a business model identifying the baseline labour requirements to meet the established service level standards with no disruptions as a result of absenteeism or vacancies
  - Manage and administer the attendance management support program.
- Measurement/Target
  - Workforce compliment to be at 100% of defined levels.
  - Maintain overtime at acceptable levels.
  - Absenteeism levels to be at 3.5% or lower.

## Driver Ambassador

- Issue
  - Inconsistent level of customer service.
- Objective
  - Have a customer-first or 'citizen focused' operation.
  - Establish a customer service standard.
  - Provide trained operators to deliver exceptional Transit service.
- Plan
  - Develop a '*Drivers as Ambassadors*' training program.
  - Train all Transit operators, full time and extra board.
  - Develop continual evaluation and performance measurement methods.
- Measurement/Target
  - Customer complaints pertaining to driver conduct to be zero (0).
  - Increase in the number of commendations or compliments on driver conduct and service provision.

# STAFF REPORT

## Oversight

- Issue
  - Insufficient management practices in areas of training, auditing and compensating controls.
- Objective
  - Enhanced service performance through improved training and management practices.
  - Development of auditing practices at the supervision level.
  - Creation of a system for work planning and accountability
  - Increased spirit of co-operation between management and Amalgamated Transit Union Local.
- Plan
  - Continuation of the Labour Management Committee, membership to include senior management of Transit operations and the ATU union executive.
  - Implementation of compensating controls for overtime and attendance.
  - Development and completion of the Supervisor training program.
- Measurement/Target
  - Reduction in the number of grievances within the Transit operation.
  - Maintain overtime at acceptable levels.
  - Schedule adherence to maintain at 85%.
  - Dropped runs to be less than 0.20%.

## Engagement

- Issue
  - Need to recognize the importance and significance of the work environment in providing excellence in Transit service.
- Objective
  - Promote an environment of continuous improvement.
  - Develop an environment of cooperation at Transit.
- Plan
  - Continuation of the Employee Engagement Committee.
  - Development of a recognition program.
  - Review of all Transit department committee structures and objectives.
  - Development of a Driver Engagement program.
- Measurement/Target
  - Increase in the employee engagement results from the 2012 survey score.
  - Reduction in the number of grievances within the Transit operation.
  - Increase in the number of commendations or compliments on driver conduct and service provision.

## Fleet

- Issue
  - Sufficient fleet levels to provide Transit service.

# STAFF REPORT

- Objective
  - Increase reliability of Transit fleet.
  - Improve performance monitoring and reporting.
- Plan
  - Develop key performance indicator for Fleet uptime.
  - Define service level requirements for Fleet.
  - Develop and implement formal service level agreements.
- Measurement/Target
  - Schedule adherence to maintain at 85%.
  - Dropped runs to be less than 0.20%.
  - Fleet Uptime to be at 95%.

\* \* \* \*

A key component of successful projects is open and strong lines of communication. Reporting on project performance is a vital communications need to keep stakeholders abreast of progress in accomplishing the project objectives. To that end, staff has developed the following approaches to ensure *Recasting Guelph Transit* remains a focal point for 2014.

## Transit Strategic Communications Plan

A plan has been created identifying specific actions related to increasing riders' confidence in the ability of Guelph Transit to deliver reliable service. The action items include the following items that are currently underway;

- Communicating positive changes and improved performance to key stakeholders. *Key performance measures (Adherence to Customer Service Standards, Schedule Adherence and Customer Concern Level) will be included on the Transit webpage at [guelph.ca](http://guelph.ca) to provide on-going information to the community.* This is a commitment to our customers to be transparent in the delivery of service and to allow them to see firsthand how we are progressing.
- Proactively engage the community. *One avenue already underway to address this is the Transit Advisory Committee.* The Committee comprises transit-oriented community leaders and is considered a vital feedback mechanism on the pulse of Guelph Transit as described by our customers.
- Developing a proactive media relations program to increase the positive media coverage specific to Guelph Transit. *The Marketing and Communications Plan is under development.* Again, communicating realized performance improvement is critical to re-establishing Guelph Transit's reputation as a reliable mode of transportation.

## Committee Reporting

*Recasting Guelph Transit* is a long term plan to address the issues currently affecting service. The initial plan is being presented to the Operations, Transit & Emergency Services Committee, Council and the Community through this report.

# STAFF REPORT

It is suggested the performance of Guelph Transit is of community interest and as such, staff will bring forward a report on a quarterly basis that provides Committee with an update on performance changes and opportunity to dialogue on staff efforts.

## FINANCIAL IMPLICATIONS

All implementation costs in 2014 will be completed within the current approved budget. Future year implementation costs will be brought forward through the budget process, as required.

## CORPORATE STRATEGIC PLAN

- 1.1 Engage employees through excellence in leadership
- 1.3 Build robust systems, structures and frameworks aligned to strategy
- 2.2 Deliver better public service
- 2.3 Provide accountability, transparency and engagement
- 3.3 Strengthen citizen and stakeholder engagement and communications

## DEPARTMENTAL CONSULTATION

Public Works – Fleet  
Communications  
Finance  
Human Resources

## COMMUNICATIONS

The Transit Working Group has the following communications plan;

What	To Whom	Purpose	Frequency	Method
Initial Project Plan	Operations, Transit & Emergency Services Committee, Council and Community	To provide information on the initial plan for Recasting Guelph Transit	Once – February 2014	Report and presentation
Ongoing Project Reporting	Operations, Transit & Emergency Services Committee, Council and Community	To inform of any changes to the plan to achieve the objectives and of service improvements realized	Quarterly	Report
Performance Reporting	All stakeholders	To provide ongoing performance information for customer concerns and schedule adherence	Monthly	Dashboard on <a href="http://guelph.ca">guelph.ca</a>

# STAFF REPORT



Feedback	All stakeholders	To provide additional method of communication to the community	ongoing	Submission form on <a href="http://guelph.ca">guelph.ca</a> .  Active feedback solicitation of riders.
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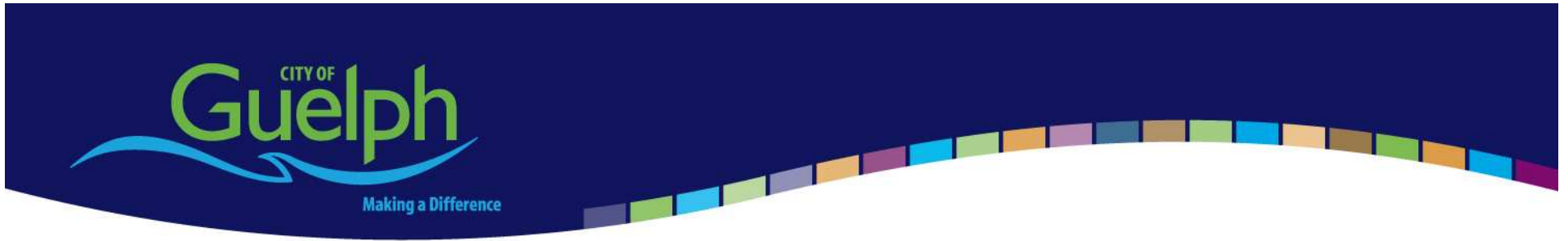
## ATTACHMENTS

None

**Report Author:** **Katherine Gray**  
Supervisor, Service Performance & Development  
Operations, Transit & Emergency Services

**Recommended By**  
Phil Meagher  
General Manager  
Guelph Transit  
519-822-1260 x3321  
[phil.meagher@guelph.ca](mailto:phil.meagher@guelph.ca)

**Approved By**  
Derek McCaughan  
Executive Director,  
Operations, Transit & Emergency Services  
519-822-1260, x 2018  
[derek.mccaughan@guelph.ca](mailto:derek.mccaughan@guelph.ca)



# Customer Service Request

How can we help you?

[Share on facebook](#) [Share on twitter](#) [Share on email](#) [Share on print](#) [More Sharing Services](#) 0

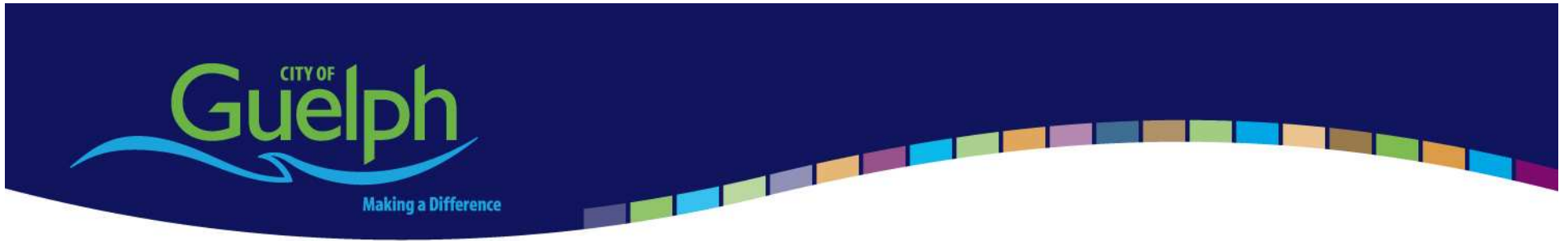
Roads and sidewalks

Forestry

Traffic control

Parking

By-law

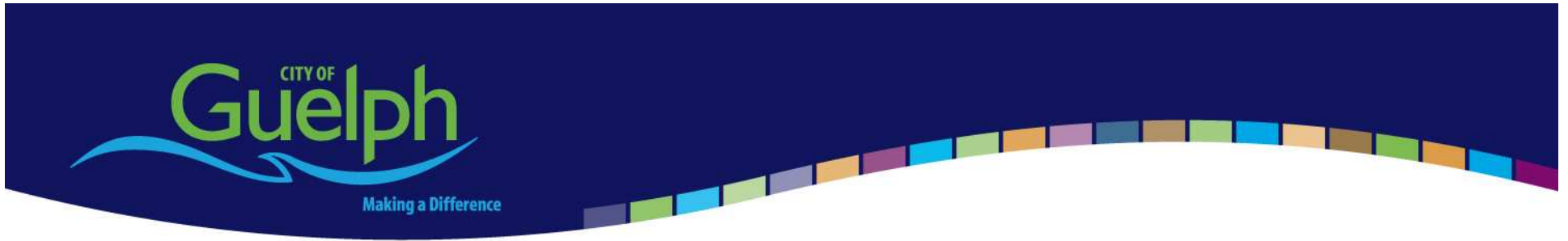


## **Background**

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- Review of customer feedback process
- >50% of all Service Requests received by email
- Limited information on the website
- Most efficient way to gain feedback is at point of contact





# Improvements

---

- Guelph.ca currently has some online services
- Provide better information to the community
- Provide ability to request service online
- Immediate acknowledgement
- Ongoing communication
- Solicit feedback on quality of service provided

# Implementation Plan

Activity	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Review of Customer feedback process																	
Develop web pages																	
Develop WAM revisions																	
Beta Testing (internal & external)																	
Implentation of changes from Beta Testing																	
Reporting to Committee																	
Soft Launch																	
Development of Communications Plan																	
Formal Launch of 'How Can We Help You?'																	
Performance Measurement																	

# How can we help you?

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Roads and sidewalks maintenance

Trees

Traffic control, street lights, signs and signals

Parking

Request by-law compliance

Pets and wildlife

Parks and trails

How can we help you?

How can we help you?

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## Roads and sidewalks

- 
- Potholes – asphalt damage
  - Gravel roads – maintenance
  - Street sweeping – road spill
  - Roads – winter control
  - Storm drain – blockages or damage
  - Flooding – rivers and trails
  - Road debris – litter and road kill
  - Graffiti
  - Sidewalk and curb – concrete damage
  - Sidewalks – winter control
  - Other

How can we help you? > Potholes

## Potholes

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City crews regularly inspect the 581 km of roadways and intersections according to the Municipal Act, Ontario Regulation 239/02 Minimum Maintenance Standards for Municipal Highways to identify potholes and other road deficiencies. Potholes can develop quickly when temperatures hover around zero degrees.



### Hanlon Parkway/Highway 6 North

For concerns with road conditions along the Hanlon Parkway/Highway 6 North please call MTO INFO at 416-235-4686 or toll-free at 1-800-268-4686. (TTY: 905-704-2426 or 1-866-471-8929)

### Wellington County and outside of the City of Guelph

For concerns with road conditions on roads in Wellington County and outside of the City of Guelph boundaries please contact the Wellington County Roads Division at 519-837-2601 or 1-800-663-0750.

### City of Guelph

#### Arterial and collector street map

Pothole complaints are addressed on both a priority and scheduling basis. To report a pothole you will require the following information:

- name of the street
- nearest building number
- name of the nearest cross-street
- which lane (i.e., north bound lane, turning lane, etc.)
- approximate size (i.e. dinner plate, manhole)

Report a pothole

### Related news

**Blackie and the Rodeo Kings in Guelph to launch new album**  
January 14th, 2014

**Virtuoso pianist performs Bach's Goldberg Variations**  
January 13th, 2014

**Prime time ice available**  
January 12th, 2014

**Guelph continues storm cleanup and recovery**  
January 10th, 2014

[Visit the newsroom](#)

### Most popular this week

**Guelph continues storm cleanup and recovery**  
January 10, 2014 - 1157 views

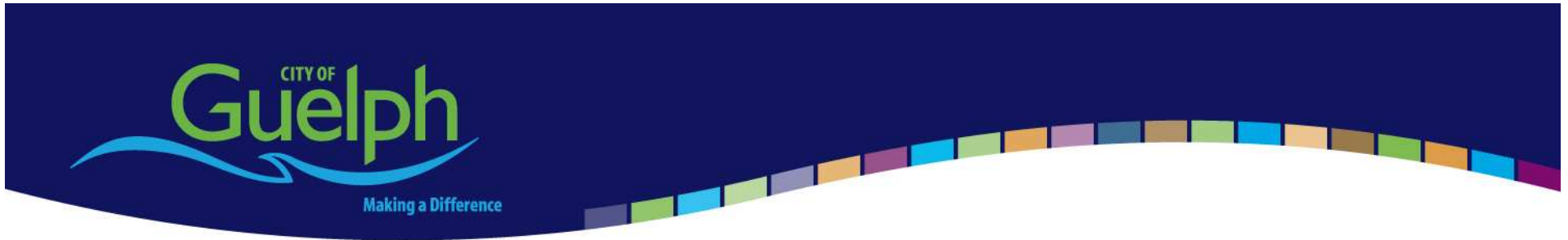
**Exercise caution when going outside**  
December 22, 2013 - 190 views

**Snow squall and wind chill warning for Guelph and area**  
January 6, 2014 - 178 views

**2014 City of Guelph user fees**  
January 7, 2014 - 100 views

**Blackie and the Rodeo Kings in Guelph to launch new album**  
January 14, 2014 - 94 views

Tweets by @cityofguelph

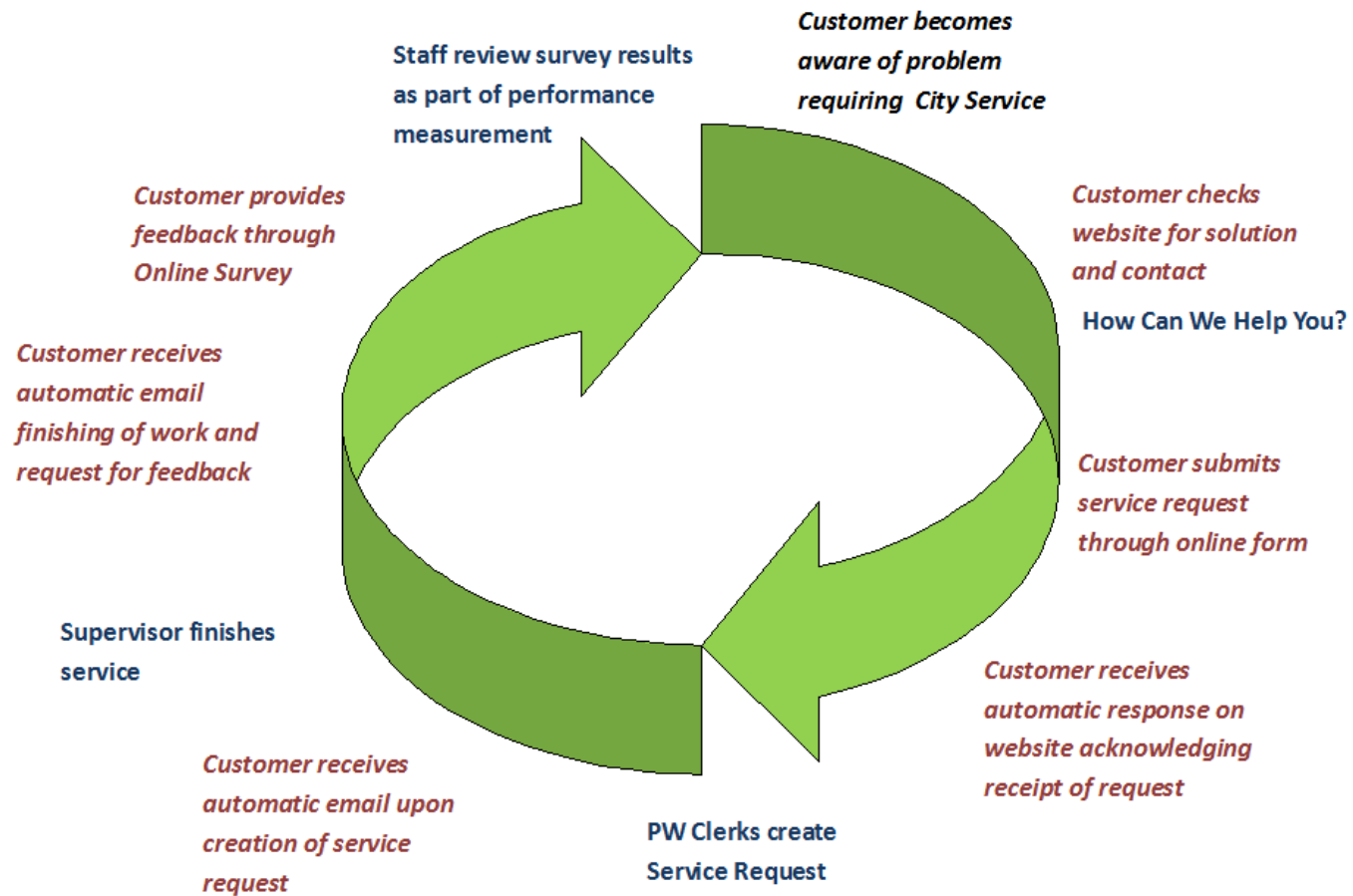


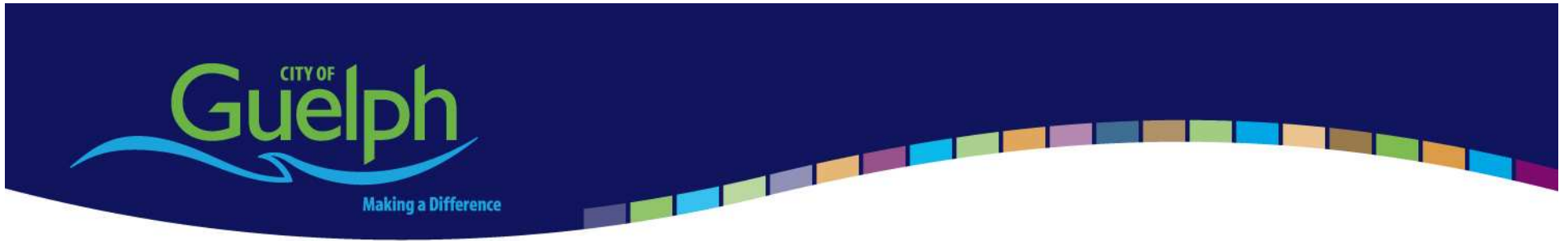
# Acknowledgement

- Immediate acknowledgement
- Service Request Creation Email
- A follow up email when the work is completed



# Revised Service Request Cycle





## **Next Steps**

---

- Soft launch in February
- Communication Plan
- Formal Launch March 2014





# STAFF REPORT



TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services Committee

DATE February 4, 2014

**SUBJECT Customer Service Request Improvement Project**

REPORT NUMBER OTES021401

---

## **EXECUTIVE SUMMARY**

### **PURPOSE OF REPORT**

To provide information on improvements made to the availability of information to customers and the service request contact and acknowledgement process.

### **KEY FINDINGS**

- More than 50% of all requests for service are received via email.
- Most municipalities only survey overall community satisfaction on a 2 to 4 year cycle; they do not solicit feedback on a specific service provided.
- Staff identified the need to improve the current city website and options available to the community to improve customer service.
- The improved process provides acknowledgement and status updates throughout the process of a service request.
- Beta testing was conducted with staff and members of the community resulting in positive feedback on the improved system.

### **FINANCIAL IMPLICATIONS**

There are no financial implications resulting from this project. All improvements were made utilizing existing systems and current resource levels.

### **ACTION REQUIRED**

That the Operations, Transit & Emergency Services Report #OTES021401 dated February 4, 2014 regarding Customer Service Request Improvement Project be received for information.

## **RECOMMENDATION**

1. That the Operations, Transit & Emergency Services Report #OTES021401 dated February 4, 2014 regarding Customer Service Request Improvement Project be received for information.

# STAFF REPORT

## BACKGROUND

A review of the process for customer feedback was conducted at Public Works as part of the 2013 department work plan, to look for improvements in soliciting feedback on service satisfaction. This review involved staff interviews, municipal benchmarking, internet research and internal data analysis

The review identified;

- That more than 50% of all requests for service are received via email.
- The emails received often contain insufficient information to create a service request, resulting in staff time to follow-up with the customer, prior to being able to undertake the work required.
- There is limited information, available to the community/customer, on the website regarding the services provided by Public Works.
- The most efficient way to gain customer feedback is at the point of contact.
- The most efficient way to compile the data is by utilizing the tools provided by the survey software.
- It is feasible within the current software to set up automated immediate responses and requests for feedback at no additional cost to Public Works.

During this review it was noted that none of the municipalities that participated in the benchmarking actively seek feedback from their customers on satisfaction with specific service provision. Most municipalities only conduct community surveys every two (2) to four (4) years, gathering satisfaction levels on overall service provision.

This review resulted in identifying the need to create improvements to the entire service request process to create a new standard of openness and accessibility.

## REPORT

The city website (Guelph.ca) currently provides some online services, primarily to make payments for tickets or taxes, register for a recreation program or find information for building services, solid waste or Next Bus.

To provide better information to the community, as well as the ability to request services online, staff identified the need to improve the current website and service request process.

The goal of this project is to provide the resident/customer access to information on services provided and the capability to request services online, in an accessible, informative, user-friendly format. It is anticipated with the accessibility to submitting a request for service improved, there will be an increase in the overall number of electronic requests received.

The website will be revised to have a “**How Can We Help You?**” section, which will include selections for services which customers submit requests to Public Works or Bylaw Compliance, Security & Licensing along with existing service already available online.

# STAFF REPORT

These services include;

- Roads and Sidewalks
- Forestry
- Traffic Control
- City Parks
- Bylaw Compliance, Security & Licensing

These selections will provide information on services provided, the City's responsibility and/or standards of service and what information is required to report a problem or request work. Requests received through the website will be reviewed by staff and the information will be used to create a service request within WAM (the current work order management software at the city).

The WAM software will be modified to provide automated acknowledgement when a request has been submitted and again when a the request has been processed, providing a standard response and the service request number for their reference. When the service is completed a completion notification will be sent to the customer informing them of the service request completion and requesting feedback on their satisfaction with the service. This feedback request is conducted through an online survey utilizing the City's existing survey software.

To ensure the changes provide the appropriate information and access, to the customers as well as staff utilizing the WAM software, a beta test was developed. Managers, Supervisors and Administration reviewed all information and associated forms for accuracy and relevancy. Working with Community Engagement staff a request for community volunteers to test the system was initiated. Twenty-two (22) community volunteers were provided access to a test website and asked to conduct testing on information, forms and feedback.

The feedback received from all testers was compiled, reviewed and improvements made to the website and process. The majority of testers were enthusiastic about the changes and availability of information online.

Community Feedback included;

- *It was very simple and easy to use*
- *It is clear, well written and designed*
- *I like this new process! I have tried to find things before (on the City's website) and found it not easy to navigate.*

This project achieved the goal of providing the residents/customers the ability to request service online and to ensure timely and proactive communication, throughout the service process, and to actively solicit feedback on the quality of service provided to assist with our continuous improvement efforts. In addition this project has provided improved information availability regarding services provided by Public Works, Parks and Bylaw Compliance to the resident/customer.

# STAFF REPORT

## Open Government

Online service enhancements such as this one are very much aligned to the ongoing work to develop the Guelph Open Government Action Plan. Providing more convenient mechanisms for residents to submit work order requests also improves the overall efficiency of back end operations and can improve overall service delivery. As Open Government continues to unfold in Guelph, projects such as this will be reviewed to determine whether they can be augmented in order to become more automated and citizen centric as well as provide for improved analytics to support continuous improvement efforts.

## Implementation Plan

Activity	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
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Reporting to Committee																	
Soft Launch																	
Development of Communications Plan																	
Formal Launch of 'How Can We Help You?'																	
Performance Measurement																	

## FINANCIAL IMPLICATIONS

There are no financial implications resulting from this project. All improvements were made utilizing existing systems and current resource levels.

## CORPORATE STRATEGIC PLAN

2.2 Deliver better public service

3.3 Strengthen citizen and stakeholder engagement and communications

## DEPARTMENTAL CONSULTATION

Public Works

Communications

Clerks

Parks and Recreation

Bylaw Compliance, Security & Licensing

Information Technology

Community Engagement

# STAFF REPORT

## COMMUNICATIONS

The website will be available via a soft-launch February 2014. A communication plan, including education and advertisement, is being developed with Communications department for a formal launch in March 2014.

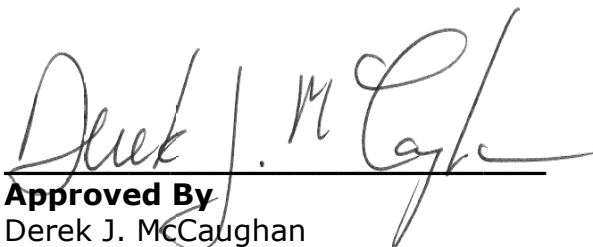
## ATTACHMENTS

None

**Report Author: Katherine Gray**  
Supervisor, Service Performance & Development  
Operations, Transit & Emergency Services



**Recommended By**  
Rodney Keller  
General Manager  
Public Works  
519-822-1260 x2949  
Rodney.keller@guelph.ca



**Approved By**  
Derek J. McCaughan  
Executive Director, Operations, Transit  
and Emergency Services  
519-822-1260, x 2018  
derek.mccaughan@guelph.ca

# STAFF REPORT



TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE February 4, 2014

**SUBJECT Bylaw Review – Disabled Parking Bylaw**

REPORT NUMBER OTES021404

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## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To provide Council information on the staff review and findings of the City's Disabled Parking Bylaw (1984)-11440 as amended.

### KEY FINDINGS

Bylaw contains outdated wording and references  
Efficiency can be found within administration process

### FINANCIAL IMPLICATIONS

The cost of conducting the Bylaw review and enforcement of the City's Disabled Parking Bylaw is provided for within the existing operating budget of the City's Bylaw Compliance, Security and Licensing Department.

### ACTION REQUIRED

To receive staff's report and to direct staff to create a new Accessible Parking Bylaw for Council's consideration.

## RECOMMENDATION

1. That the Operations, Transit & Emergency Services Committee Report #OTES021404 Disabled Parking Bylaw Review dated February 4, 2014 be received;
2. That staff be directed to create a new Accessible Parking Bylaw for Council's approval based on the existing regulations within the Disabled Parking Bylaw (1984)-11440, as amended to better reflect current legislative authorities and to update wording pursuant to Operations, Transit & Emergency Services Committee Report #OTES021404 Disabled Parking Bylaw Review dated February 4, 2014.

## **BACKGROUND**

Staff are continuing to review Bylaws as part of their on-going Bylaw Service Reviews as directed by Council. As part of this on-going Bylaw Service Review, staff have reviewed the City's Disabled Parking Bylaw (1984)-11440 (Attachment 2).

Staff chose to review this Bylaw as the Bylaw is cumbersome and the language is dated.

## **REPORT**

The City's Disabled Parking Bylaw (Attachment 1) was created to allow for the creation and enforcement of Accessible Parking Spaces on City and Private land. These spaces are intended to be used by those persons displaying a valid Provincial Accessible Parking Space Permit in an attempt to provide those with disabilities fewer barriers. The Bylaw has been in effect since 1984 and has been amended 46 times. The amendments were to add properties to the Bylaw's schedule indicating those addresses in which enforcement can occur. This administrative process that is no longer required.

While staff seek compliance with this Bylaw both proactively and reactively, annually, the number of calls received for enforcement of accessible parking violations is low compared to calls for service of other parking matters (< 100/yr.).

While from an enforcement standpoint the Bylaw is effective, staff are recommending a new Bylaw (Attachment 3) be passed by Council. This new Bylaw will update the term "disabled parking" to "accessible parking" and create efficiency in the approval process for enforcement.

Specifically staff are recommending that a new Accessible Parking Bylaw be created to reflect current authority under the Municipal Act with respect to entry by staff onto private property for the purposes of enforcing signed parking regulations. The new Bylaw would allow staff to enforce spaces on either private or City owned property which is properly signed as an accessible parking space. This will eliminate the requirement for property owners to apply to have their property to be included in the Disabled Bylaw prior to the start of enforcement. Subsequently, this change will also eliminate the need for Traffic staff to process applications and create amendments for Council to approve.

The recommended Accessible Parking Bylaw is an internal change which will not be transparent to the public as it will not change the intent of the current Bylaw, will not change the current signage requirements, and will not change the current authorities of Bylaw staff.

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# STAFF REPORT

Staff considered amending the current Bylaw but due to the number of prior amendments and the changes needed to bring the Bylaw up to date, staff decided to create a new Bylaw.

## **CORPORATE STRATEGIC PLAN**

This initiative supports the following Strategic Directions:

- 2.2 Deliver Public Service better.
- 2.3 Ensure accountability, transparency and engagement.
- 3.1 Ensure a well-designed, safe, inclusive, appealing and sustainable City.

## **FINANCIAL IMPLICATIONS**

The cost of conducting the Bylaw review and enforcement of the City's Disabled Parking Bylaw is provided for within the existing operating budget of the City's Bylaw Compliance, Security and Licensing Department.

## **DEPARTMENTAL CONSULTATION**

Legal Services  
Community Engagement (Accessibility Services)  
Public Works

## **COMMUNICATIONS**

With the assistance of the Corporate Communication staff, staff will continue with their strategy to seek compliance and to educate the public on the City's Parking Bylaws.

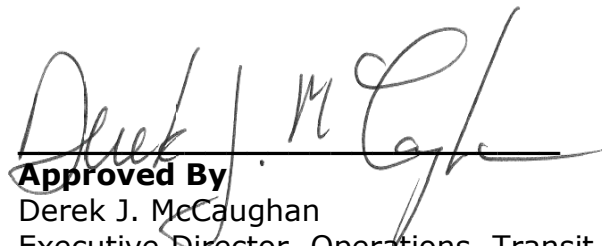
## **ATTACHMENTS**

- ATT-1 Disabled Parking Bylaw (1984)-11440
- ATT-2 Disabled Parking Bylaw Review
- ATT-3 Recommended Accessible Parking Bylaw



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**Authored & Recommended By**  
Doug Godfrey  
Manager  
Bylaw Compliance, Security  
& Licensing  
519-822-1260 x2520  
doug.godfrey@guelph.ca



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**Approved By**  
Derek J. McCaughan  
Executive Director, Operations, Transit  
and Emergency Services  
519-822-1260, x 2018  
derek.mccaughan@guelph.ca

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1984)-11440

A By-law to authorize the control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

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

1. In this By-law:

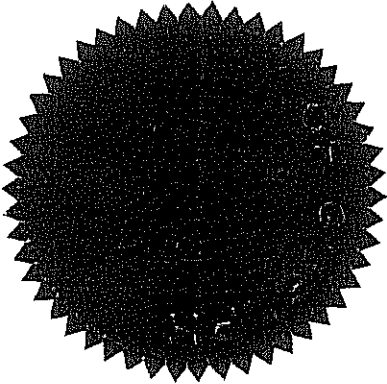
- (a) "Designated Parking Space" means a parking space(s) on a highway, or in a parking facility owned or operated by the Municipality, or on private property included in Schedule "B" of this By-law, designated for the sole use of vehicles in which a permit is properly displayed, and identified by a sign bearing the markings, having the dimensions and erected as described in Schedule "A". Parking meters at designated spaces must be of five (5) hours duration.
- (b) "Municipality" means the City of Guelph
- (c) "Permit" means a permit issued under this By-law to a physically handicapped person by the Municipality or the Guelph Services For The Physically Disabled for a period not exceeding six months for temporary disabilities, and for a period not exceeding two years for permanent disabilities, or a permit issued under the terms of a similar by-law of another municipality. If a person is not deemed to meet the definition of physically handicapped in section (d) of this by-law, and they wish to be reconsidered, they may appeal to a local advisory committee for the physically disabled.
- (d) "Physically Handicapped Person" means
  - (i) a person who is temporarily or permanently physically disabled in such a way that his or her mobility is restricted rendering it difficult or burdensome to walk, including those persons who use wheelchairs, crutches, braces, or other such mobility assisting devices, or
  - (ii) a person who suffers from a handicap that renders his or her mobility restricted on a sporadic basis providing, at time of application, the applicant presents a doctor's certification of disability in relation to designated parking space requirements, or

1.     (d)(iii) a person who is qualified to hold and does hold a physically handicapped parking permit issued by another municipality, or  
  
          (iv) a person who is accepted by the Municipality or the Guelph Services For The Physically Disabled as a representative of an organization or institution that regularly transports physically disabled people in Guelph including the Guelph Mobility Service, The Guelph General Hospital, Guelph St. Joseph's Hospital, local homes for the aged or disabled, and local rehabilitation centres.
2.     The Guelph Services For The Physically Disabled is hereby authorized to issue permits to physically handicapped persons and to revoke such permits where the holders are not or are no longer physically handicapped persons or they have been convicted of an offence(s) under this or a similar by-law.
3.     Permits issued under this by-law are not transferable and no person, other than a physically handicapped person, shall acquire or use a permit.
4.     No person shall use a permit other than in the manner provided for in this by-law.
5.     A permit shall be used by clearly displaying it on the driver's side of the dashboard of the vehicle, in such a manner that it is readily visible from outside the vehicle.
6.     No person shall park a vehicle at any time in any designated parking space, other than a vehicle in which a permit is properly displayed.
7.     No provisions for this by-law shall exempt a physically handicapped person from the provisions of any other City by-laws including (1968)-6711, (1979)-10208, and by-laws controlling municipal parking facilities, and any amendments to these by-laws, whether the physically handicapped person has been issued a permit or not.
8.     A Police Officer and/or By-law Enforcement Officer of the City of Guelph shall enforce the provisions of this by-law.

- 9.(i) Where a vehicle is found parked in contravention of Section 6 of this by-law, a Police Officer or By-law Enforcement Officer so finding the vehicle may attach to the vehicle a parking ticket in the form of a serially numbered notice stating:-
- (a) the permit number and a concise description of the vehicle,
  - (b) that the vehicle is unlawfully parked,
  - (c) the date, time and place of the alleged offence,
  - (d) that the owner or operator thereof may report to the office of the City Treasurer within seven days after the day when the ticket is attached, to make voluntary payment of the penalty of eight dollars (\$8.00),
  - (e) that in the event of failure to so report and make such payment, a summons will be issued under the Summary Convictions Act.
- (ii) The parking ticket shall be prepared in duplicate and the police officer or the By-law Enforcement Officer may attach one copy to the vehicle and deliver the other copy to the Traffic Co-ordinator.
- (iii) The owner or operator of the vehicle may, within 7 calendar days after the moment when the ticket is attached to the vehicle, report to the office of the City Treasurer and pay to the City Treasurer, or any persons designated by him or her to receive such payments, the sum of eight dollars (\$8.00 ) which shall be accepted at the office of the City Treasurer as the payment of the penalty in full satisfaction of the alleged offence, and a receipt therefore shall be given to the person making payment.
- (iv) If a voluntary payment is not made in accordance with the procedure provided in sub-section (i) to (iii) of this Section, the procedure of the Summary Convictions Act and the penalty provided for in Section 12 of this By-law shall apply.
10. Any person violating the provisions of section 6 of this By-law is guilty of an offence and upon discovery by a Police Officer or By-law Enforcement Officer of the City of Guelph may cause the vehicle to be moved or taken to and placed or stored in a suitable place and all costs and charges for removing, care and storage thereof, if any, shall be a lien upon the vehicle, which may be enforced in the manner provided by the Mechanic's Lien Act.

11. The owner of a vehicle that is parked in contravention of the provisions of section 6 of this By-law is guilty of an offence and, upon conviction, shall be subject to a penalty of not more than two-hundred dollars (\$200.00), exclusive of costs, unless the owner proves to the court that, at the time of the offence, the motor vehicle was in the possession of another person without the owner's consent, express or implied.
12. Any person violating any of the provisions of this By-law is guilty of an offence and, upon conviction, shall be subject to a penalty of not more than two-hundred dollars (\$200.00), exclusive of costs.
13. This By-law shall not become effective until April 23, 1984, and until the parts of the highways affected are marked to comply with the requirements of the Ministry of Transportation and Communications, and the parts of the off-street parking facilities affected are marked to comply with the requirements of Schedule "A" of this By-law

PASSED THIS 2nd DAY OF April , 1984.



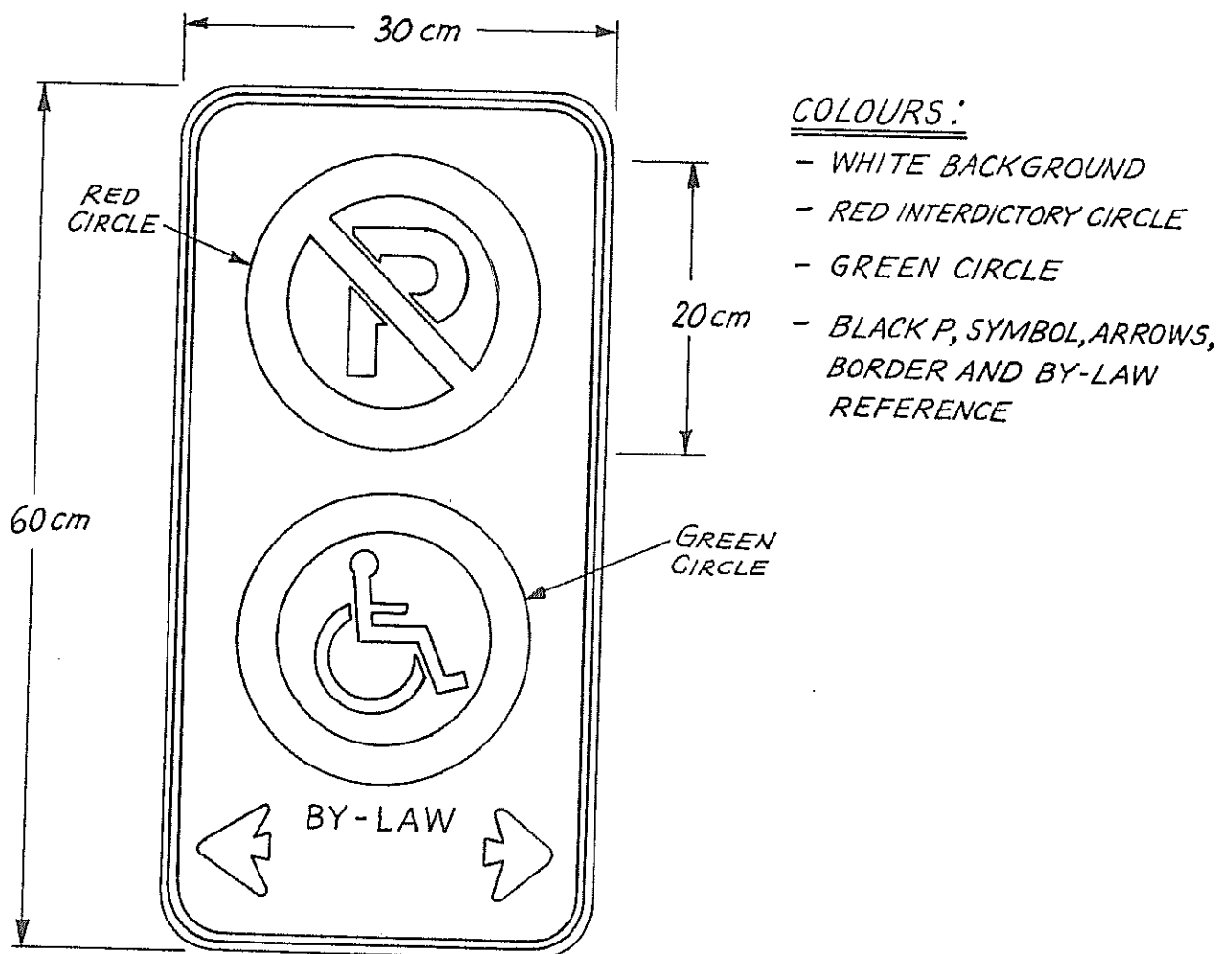
Roman Jany  
Mayor

M. E. Hall  
Clerk

SCHEDULE "A" TO BY-LAW NUMBER (1984)-11440

A DESIGNATED PARKING SPACE MUST BE IDENTIFIED WITH A SIGN OR SIGNS BEARING THE MARKINGS AND HAVING THE DIMENSIONS AS ILLUSTRATED BELOW, ERECTED TO CONFORM WITH THE REQUIREMENTS OF THE MINISTRY OF TRANSPORTATION AND COMMUNICATIONS WHEN ON A HIGHWAY, AND ERECTED SO THE BOTTOM EDGE OF THE SIGN IS BETWEEN 1.2M AND 3M ABOVE THE LEVEL OF THE PARKING LOT SURFACE ON PRIVATE PROPERTIES AND IN MUNICIPAL OFF-STREET FACILITIES.

The sign illustrated must be erected to define the limits of "Designated Parking Spaces":



Designated Parking Spaces must be provided on private property in such numbers that the minimum requirements, as listed in the following table, are met:

Total Number of Spaces on the Publically Accessible Parking Lot	Minimum Number of Designated Parking Spaces For Physically Handicapped Persons that are Required
31 - 150	1
151 - 270	2
271 - 400	3
401 - 500	4
501 - 600	5
601 and greater	6

SCHEDULE "B" TO BY-LAW NUMBER (1984)- 11440

THE PRIVATE PROPERTIES WHERE "DESIGNATED PARKING SPACES"  
HAVE BEEN ESTABLISHED FOR THE SOLE USE OF VEHICLES DISPLAYING PERMITS  
ISSUED TO PHYSICALLY HANDICAPPED PERSONS.

Name of Property

Municipal Address

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1984)- 11465

A by-law to amend by-law (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

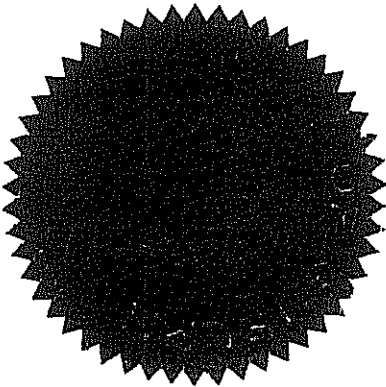
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

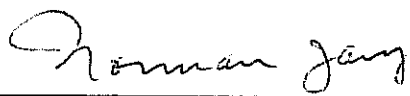
1. By-law (1984)-11440 is amended by adding the following to Schedule "B":-


Stone Road Mall      435 Stone Road West

2. This By-law shall not become effective until the parts of the off-street parking facility affected are marked to comply with the requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 7TH DAY OF MAY, 1984.



  
MAYOR

  
CLERK



THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1984)-11487

A by-law to amend by-law (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

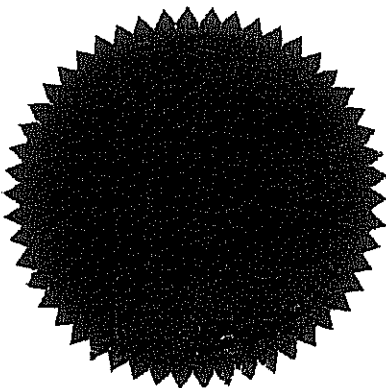
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

1. By-law (1984)-11440 is amended by adding the following to Schedule "B":-

Senior citizens apts.      32 Hadati Road

2. This By-law shall not become effective until the parts of the off-street parking facility affected are marked to comply with the requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 22 DAY OF MAY, 1984.



*Norman Jay*  
\_\_\_\_\_  
MAYOR

*M. Hall*  
\_\_\_\_\_  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1984)-11646

A by-law to amend by-law (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

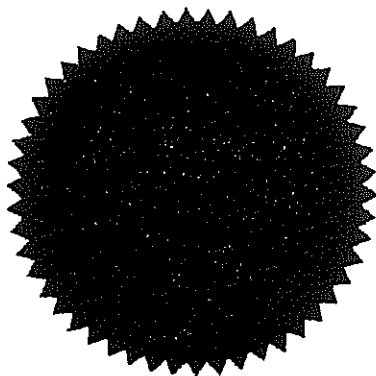
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:-

1. By-law (1984)-11440 is amended by adding the following to Schedule "B":-

Guelph General Hospital                      115 Delhi Street

2. This By-law shall not become effective until the parts of the off-street parking facility affected are marked to comply with the requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 19TH DAY OF NOVEMBER, 1984



*Roman Jany*  
MAYOR

*W. G. Hall*  
CLERK

I, W. GORDON HALL, Clerk of the Municipality of the City of Guelph, hereby certify that the above copy of a by-law is a true copy of by-law Number

(1984)-11646 of the City of Guelph, Passed on the 19th day of

November 19, 84

IN TESTIMONY WHEREOF are hereunto set the seal of the Corporation of the City of Guelph and the hand of the Clerk of the said Corporation this

20th day of November 19, 84

*W. G. Hall*  
Clerk

THE CORPORATION OF THE CITY OF GUELPH

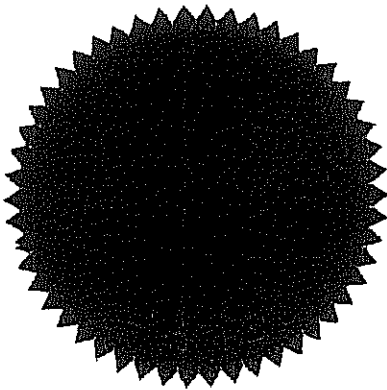
By-law Number (1985) - 11696

A by-law to amend By-law Number (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

The Council of The Corporation of The City of Guelph  
ENACTS AS FOLLOWS:

1. By-law (1984)-11440 is amended by adding the following to Schedule "B":  
  
The Royal Bank of Canada      74 Wyndham Street North
2. This By-law shall not become effective until the off-street parking facility affected are marked to comply with the requirements of Schedule "A" of By-law (1984)-11440.

Passed this 4th day of February, 1985.



*Thomas Jany*  
.....  
Mayor

*M. G. Hall*  
.....  
Clerk

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1985)- 11707

A by-law to amend by-law (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

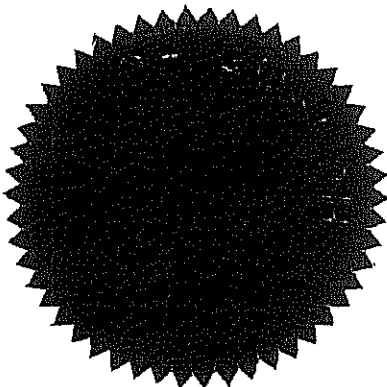
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:-

1. By-law (1984)-11440 is amended by adding the following to Schedule "B":-

Willow West Mall 183 Silvercreek Parkway North

2. This by-law shall not become effective until the parts of the off-street parking facility affected are marked to comply with the requirements of Schedule "A" of by-law (1984)-11440.

PASSED THIS 18TH DAY OF FEBRUARY, 1985.



*Herman Jany*  
\_\_\_\_\_  
MAYOR  
*W. G. Gelf*  
\_\_\_\_\_  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1985)-.11822..

A by-law to amend By-law Number (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons both on-street and off-street, and the issuing of permits in respect thereof.

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

1. By-law (1984)-11440 is hereby further amended by adding to Schedule "B" the following:-

The Swiss Chalet

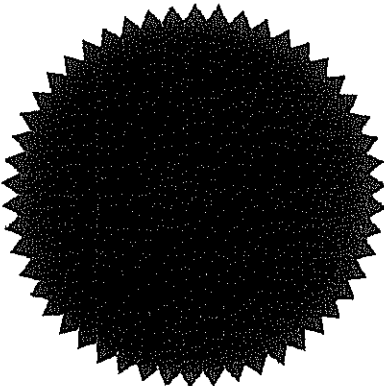
138 Woodlawn Road W.

The Children's Aid Society

55 Delhi Street.

2. This By-law shall not become effective until the off-street parking facility affected is marked to comply with the requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 17TH., DAY OF JUNE, 1985.



Norman Jary  
Mayor

M. G. Hall  
Clerk

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1986)- 12068

A by-law to amend By-law Number (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street, and off-street, and the issuing of permits in respect thereof.

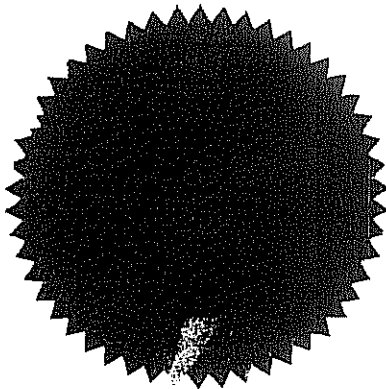
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:-

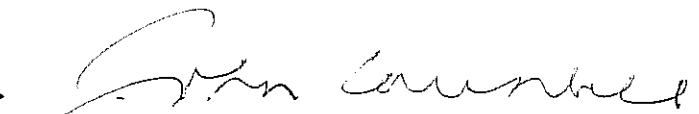
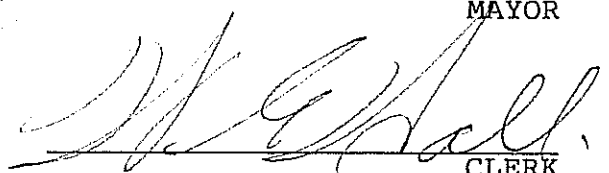
1. By-law (1984)-11440 is hereby further amended by adding the following to Schedule "B":

The Victoria/Grange Plaza 5-25 Victoria Road N.  
The Wellington (Zehrs) Plaza 84-96 Gordon Street

2. This By-law shall not become effective until the off-street parking facility affected is marked to comply with the requirements of Schedule "A" of by-law (1984)-11440.

PASSED THIS 7TH DAY OF APRIL, 1986.



  
MAYOR  
  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1986)-12315

A by-law to amend By-law Number (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street, and off-street, and the issuing of permits in respect thereof.

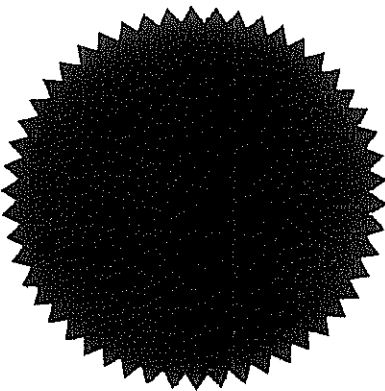
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:-

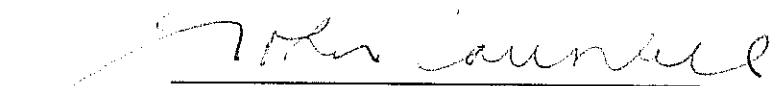
1. By-law (1984)-11440 is hereby further amended by adding the following to Schedule "B":

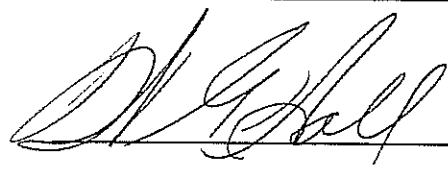
The Woodlawn Centre	20 Woodlawn Road E.
The Canadian Tire Corporation	10 Woodlawn Road E.
The Victoria/Woodlawn Plaza	470 Woodlawn Road E.

2. This by-law shall not become effective until the off-street parking facility affected is marked to comply with the requirements of Schedule "A" of by-law (1984)-11440.

PASSED THIS 17TH DAY OF NOVEMBER, 1986.



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1987)-12642

A by-law to amend By-law Number (1984)-11440, a by-law to authorize control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street, and off-street, and the issuing of permits in respect thereof. (Victoria-York Bingo Hall)

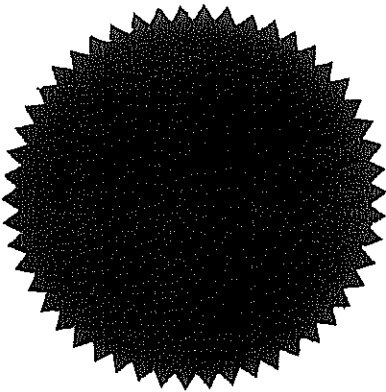
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

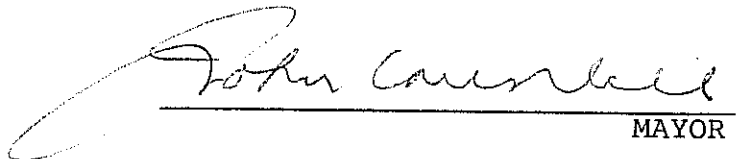
1. By-law (1984)-11440 is hereby further amended by adding the following to Schedule "B":

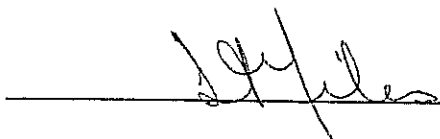
Victoria-York Bingo Hall                      218 Victoria Road South

2. This by-law shall not become effective until the off-street parking facility affected is marked to comply with the requirements of Schedule "A" of by-law (1984)-11440.

PASSED THIS 5TH DAY OF OCTOBER, 1987



  
MAYOR

  
CLERK



## THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1988) - 12897

A By-law to amend By-law (1984)-11440. A By-law to authorize the control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof.

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

1. By-law Number (1984)-11440 is hereby amended by deleting Sections 9, 10, 11, 12 and 13.

2. By-law Number (1984)-11440 is hereby further amended by adding the following:

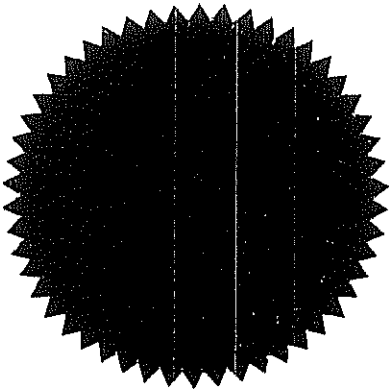
- 9 (i) Where a vehicle is found parked in contravention of Section 6 of this by-law, a Police Officer or By-law Enforcement Officer so finding the vehicle may attach to the vehicle a parking infraction notice in the form of a serially numbered notice stating:
- a) the licence plate number and a concise description of the vehicle.
  - b) that the vehicle is unlawfully parked
  - c) the date, time and place of the alleged offence
  - d) that the owner or operator thereof may report to the office of the City Treasurer within fifteen (15) calendar days after the day when the parking infraction notice is attached, to make voluntary payment of the Set Fine of twelve dollars (\$12.00).
  - e) that the owner or operator thereof may report to the office of the City Treasurer within seven (7) calendar days after the day when the parking infraction notice is attached to make voluntary payment of the Early Payment of eight dollars (\$8.00).
  - f) that the owner or operator thereof may report to the office of the City Engineer within fifteen (15) calendar days after the day the parking infraction notice is attached to plead not guilty to the alleged offence and to request a trial at the Provincial Offences Court of Ontario.
  - g) that in the event of failure to so report and make such payment or plea, a conviction may be entered against the owner of the vehicle without further notice as provided in the Provincial Offences Act.

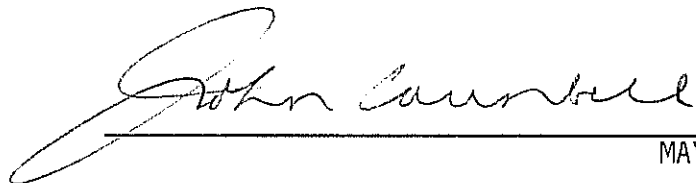
- (ii) The parking infraction notice shall be prepared in duplicate and the Police Officer or the By-Law Enforcement Officer may attach one copy to the vehicle and deliver the other copy to the Traffic Co-ordinator.
- 
- 10 (i) The owner or operator of the vehicle may, within fifteen (15) calendar days after the parking infraction notice is attached to the vehicle, report to the office of the City Treasurer and pay to the City Treasurer, or any persons designated by him or her to receive such payments, the sum of twelve dollars (\$12.00) which shall be accepted as payment of the penalty in full satisfaction of the alleged offence, and a receipt therefore shall be given to the person making payment.
  - 10 (ii) Pursuant to sub-section (i) of this section, the office of the City Treasurer may, within seven (7) calendar days after the parking infraction notice is attached to the vehicle, accept a lesser fine of eight dollars (\$8.00) which shall be deemed as payment of the penalty in full satisfaction, of the alleged offence.
  - 10 (iii) The owner or operator of the vehicle may within fifteen (15) calendar days after the day the parking infraction notice is attached, report to the office of the City Engineer to plead not guilty to the alleged offence and to request a trial at the Provincial Offences Court.
- 
- 11. If the owner or operator of the vehicle does not make voluntary payment or plead not guilty as prescribed in Section 10 (i) and 10 (iii) respectively, a conviction shall be entered in the owner's name as provided for in The Provincial Offences Act, R.S.O. 1980, Chapter 400, Section 19.
  - 12. The owner of a vehicle that is parked in contravention of any provisions of this By-law is guilty of an offence and, upon conviction, shall be subject to a penalty of not more than two-hundred dollars (\$200.00), exclusive of costs, unless the owner proves to the court that, at the time of the offence, the motor vehicle was in the possession of another person without the owner's consent, expressed or implied.
  - 13. Any person violating any provisions of this By-law is guilty of an offence and upon discovery by a Police Officer or By-law Enforcement Officer of the City of Guelph may cause the vehicle to be moved or taken to and placed or stored in a suitable place

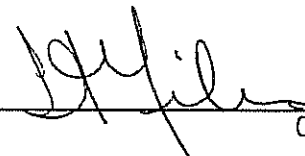
and all costs and charges for removing, care and storage thereof, if any, shall be a lien upon the vehicle, which may be enforced in the manner provided by the Mechanic's Lien Act.

14. This By-law shall not become effective until April 23, 1984, and until the parts of the highways affected are marked to comply with the requirements of the Ministry of Transportation of Ontario, and the parts of the off-street parking facilities affected are marked to comply with the requirements of Schedule "A" of this By-law.

PASSED THIS 20TH DAY OF JUNE, 1988.



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1989) - 13270

A By-law to amend By-law Number (1984) - 11440 being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #9, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984) - 11440 is hereby amended by adding the following to Schedule "B":

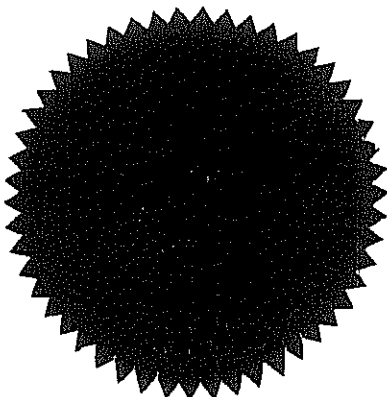
8 Christopher Court                      8 Christopher Court Limited

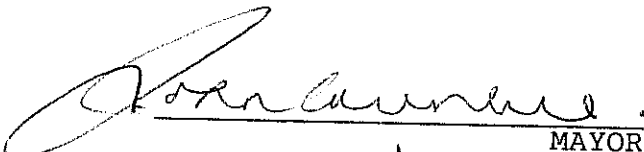
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

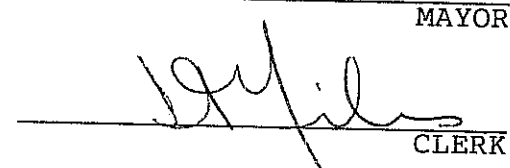
<u>Name of Property</u>	<u>Municipal Address</u>
8 Christopher Court Limited [Added 1989-07-17 by By-law Number (1989) - 13270]	8 Christopher Court

3. This By-law and amendment #9 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984) - 11440.

PASSED THIS 17th DAY OF JULY, 1989.



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1989)-13328

A By-law to amend By-law (1984)-11440, a by-law to authorize the control of parking spaces designated for the use of vehicles operated by, or carrying physically handicapped persons, both on-street and off-street, and the issuing of permits in respect thereof and to adopt Municipal Code Amendment #15, which amends chapter 200, of the Corporation of The City Of Guelph's Municipal Code, and to repeal By-law Number (1989)-13094.

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

1. By-law (1984)-11440 is hereby further amended by deleting section 1(c) and replacing it with the following:
  - 1(c) "Permit" means a permit issued under this By-law to a physically handicapped person by the Municipality or the Guelph Services For The Physically Disabled for a period not exceeding six months for temporary disabilities, and for a period not exceeding two years for permanent disabilities, or a permit issued under the terms of a similar by-law of another municipality or by the Province of Ontario. If a person is not deemed to meet the definition of physically handicapped in section 1(d) of this by-law, and they wish to be reconsidered, they may appeal to a local advisory committee for the physically disabled, serving the Municipality's Council.
2. By-law (1984)-11440 is hereby amended by deleting section 9(i)(d) and replacing it with the following:
  - 9(i)(d) that the owner or operator thereof may report to the office of the City Treasurer, or other office designated by the City Treasurer, within fifteen (15) calendar days after the day when the Parking Infraction Notice is attached, to make voluntary payment of the Set Fine of Fifty dollars (\$50.00).
3. By-law (1984)-11440 is hereby amended by deleting section 9(1)(e) and replacing it with the following:
  - 9(i)(e) that the owner or operator thereof may report to the office of the City Treasurer, or other office designated by the City Treasurer, within seven (7) calendar days after the day when the Parking Infraction Notice is attached, to make voluntary payment of the Early Payment of thirty-five dollars (\$35.00).
4. By-law (1984)-11440 is hereby amended by deleting section 10(i) and replacing it with the following:
  - 10(i) The owner or operator of the vehicle may, within fifteen (15) calendar days after the Parking Infraction Notice is attached to the vehicle, report

to the office of the City Treasurer, or other office designated by the City Treasurer, and pay to the City Treasurer, or any other persons designated by him or her to receive such payments, the sum of fifty dollars (\$50.00) which shall be accepted as payment of the penalty in full satisfaction of the alleged offence, and a receipt therefore shall be given to the person making payment.

5. By-law (1984)-11440 is hereby amended by deleting section 10(ii) and replacing it with the following:

10(ii) Pursuant to sub-section (i) of this section, the office of the City Treasurer, or other office designated by the City Treasurer, may, within seven (7) calendar days after the Parking Infraction Notice is attached to the vehicle, accept a lesser fine of thirty-five dollars (\$35.00) which shall be deemed as payment of the penalty in full satisfaction of the alleged offence, and a receipt therefore shall be given to the person making payment.

6. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting the definition of "Permit" in Section 200-1 and replacing it with the following:

"Permit" means a permit issued under this By-law to a physically handicapped person by the Municipality or the Guelph Services For The Physically Disabled for a period not exceeding six months for temporary disabilities, and for a period not exceeding two years for permanent disabilities, or a permit issued under the terms of a similar by-law of another municipality or by the Province of Ontario. If a person is not deemed to meet the definition of physically handicapped below and he or she wishes to be reconsidered, he or she may appeal to a local advisory committee for the physically disabled, serving the Municipality's Council.

7. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting Section 200-8(A)(4) and replacing it with the following:

200-8(A)(4) That the owner or operator thereof may report to the office of the City Treasurer, or other office designated by the City Treasurer, within fifteen (15) calendar days after the day when the Parking Infraction Notice is attached, to make voluntary payment of the Set Fine of fifty dollars (\$50.00).

8. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting Section 200-8(A)(5) and replacing it with the following:

200-8(A)(5) That the owner or operator thereof may report to the office of the City Treasurer, or other office designated by the City Treasurer, within seven (7) calendar days after the day when the Parking Infraction Notice is attached, to make voluntary payment of the Early Payment of thirty-five dollars (\$35.00).

9. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting Section 200-9(A) and replacing it with the following:

200-9(A) The owner or operator of the vehicle may, within fifteen (15) calendar days after the Parking Infraction Notice is attached to the vehicle, report to the office of the City Treasurer, or other office designated by the City Treasurer, and pay to the City Treasurer, or any other persons designated by him or her to receive such payments, the sum of fifty dollars (\$50.00) which shall be accepted as payment of the penalty in full satisfaction of the alleged offence, and a receipt therefore shall be given to the person making payment.

10. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting Section 200-9(B) and replacing it with the following:

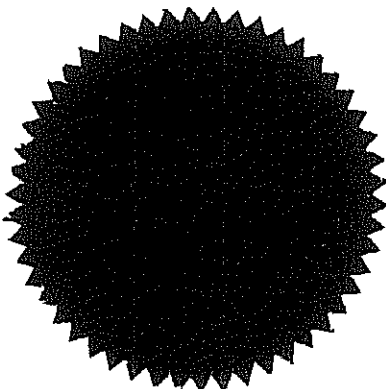
200-9(B) Pursuant to Sub-section (A) of this section, the office of the City Treasurer, or other office designated by the City Treasurer, may, within seven (7) calendar days after the Parking Infraction Notice is attached to the vehicle, accept a lesser fine of thirty-five dollars (\$35.00) which shall be deemed as payment of the penalty in full satisfaction of the alleged offence, and a receipt therefore shall be given to the person making payment.

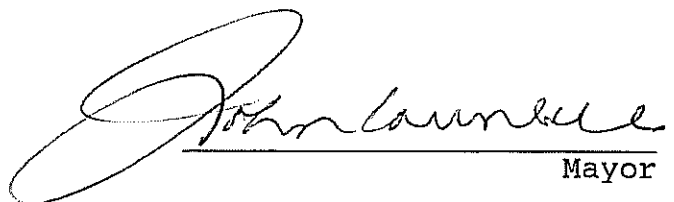
11. Any person violating any provisions of this By-law is guilty of an offence and upon discovery by a Police Officer or By-law Enforcement Officer of the City of Guelph may cause the vehicle to be moved or taken to and placed or stored in a suitable place and all costs and charges for removing, care and storage thereof, if any, shall be a lien upon the vehicle, which may be enforce in the manner provided by the Repair and Storage Lien Act.

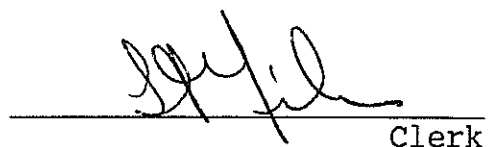
12. Section two through ten of this By-law shall not come into effect until approval is received from the Chief Magistrate of Ontario, or any person designated by him to give such approvals.

13. By-law amendment (1989)-13094 is hereby repealed.

PASSED THIS 5TH DAY OF SEPTEMBER, 1989.



  
Mayor

  
Clerk

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1989)-13394

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #22, which adds 171 Dawson Road and 224 Janefield Avenue, which are contained in Schedule B of By-law (1984)-11440 and Chapter 200 of the Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the following to Schedule "B":

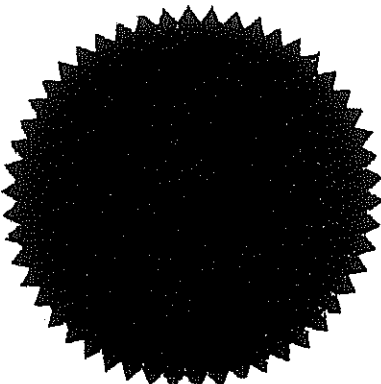
171 Dawson Road  
224 Janefield Avenue

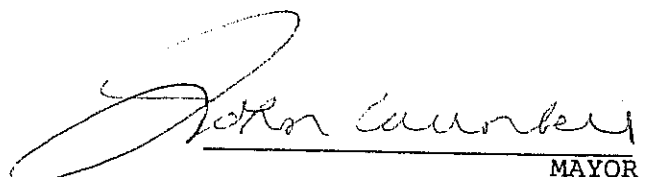
2. THAT Chapter 200, "Parking for Handicapped Persons", of the Corporation of the City of Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

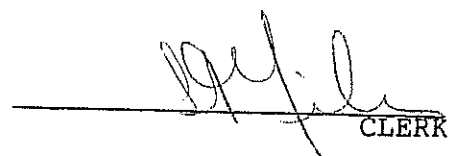
<u>Name of Property</u>	<u>Municipal Address</u>
171 Dawson Road	171 Dawson Road
[Added 1989-11-20 by By-law No.(1989)-13394]	
224 Janefield Avenue	
[Added 1989-11-20 by By-law	224 Janefield Avenue
No. (1989)-13394]	

3. This By-law and amendment #22 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 20TH DAY OF NOVEMBER, 1989



  
MAYOR

  
CLERK



THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13744

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #51, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the properties of 90, 100, 102 SILVERCREEK PARKWAY NORTH to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

Municipal Address

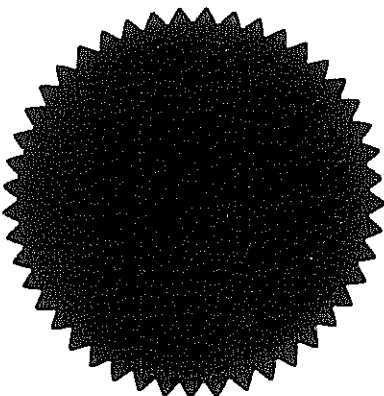
90 SILVERCREEK PARKWAY NORTH  
[Added 1991-01-21 by By-law No. (1991)-13744]

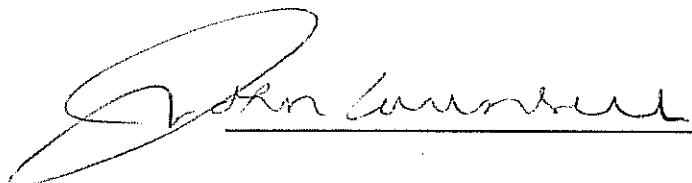
100 SILVERCREEK PARKWAY NORTH  
[Added 1991-01-21 by By-law No. (1991)-13744]


102 SILVERCREEK PARKWAY NORTH  
[Added 1991-01-21 by By-law No. (1991)-13744]

3. This By-law and amendment #51 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 21ST DAY OF JANUARY, 1991



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13763

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #56, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the properties of 80 WESTMOUNT ROAD/325 EDINBURGH ROAD NORTH (St. Joseph's Hospital) and 367 WOODLAWN ROAD WEST (Woodlawn Business Centre) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

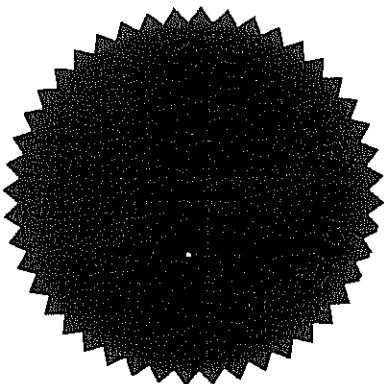
Municipal Address

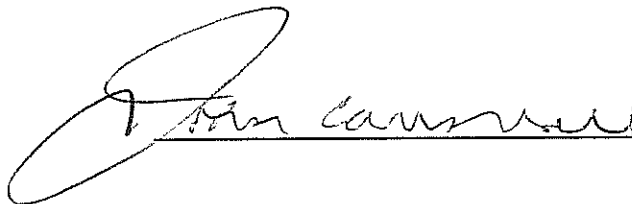
80 WESTMOUNT/325 EDINBURGH ROAD NORTH (St. Joseph's Hospital)  
[Added 1991-02-18 by By-law No. (1991)-13763]

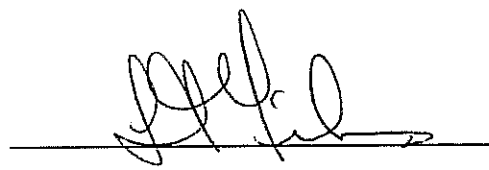
367 WOODLAWN ROAD WEST (Woodlawn Business Centre)  
[Added 1991-02-18 by By-law No. (1991)-13763]

3. This By-law and amendment #56 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 18TH DAY OF FEBRUARY, 1991



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13772

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #61, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the property of 89 WILLOW ROAD to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

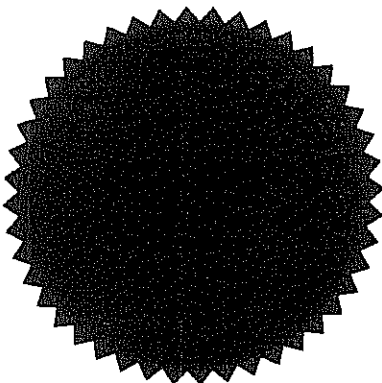
Municipal Address

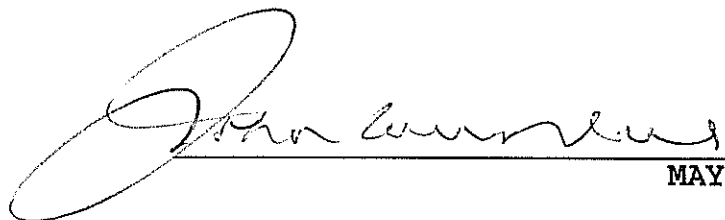
89 WILLOW ROAD


[Added 1991-03-18 by By-law No. (1991)-13772]

3. This By-law and amendment #61 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 18TH DAY OF MARCH, 1991



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13783

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #62, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the property of 987 GORDON STREET (Gordon Gate Centre) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

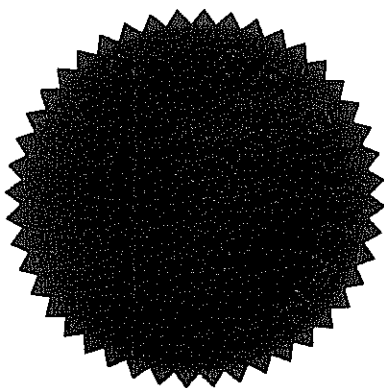
Municipal Address

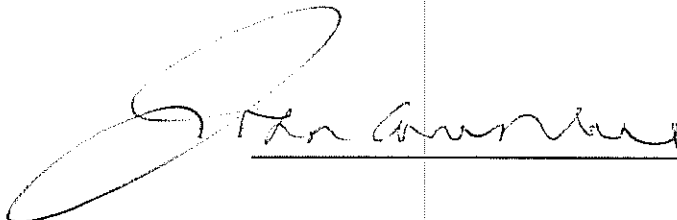
987 GORDON STREET

[Added 1991-04-02 by By-law No. (1991)-13783]

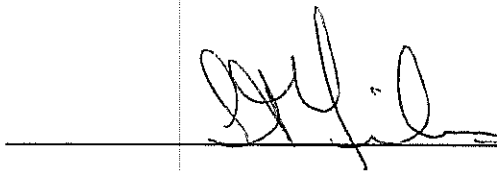
3. This By-law and amendment #62 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 2ND DAY OF APRIL, 1991



  
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MAYOR

  
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CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13871

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #72, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

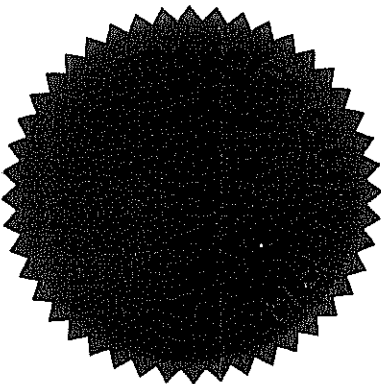
1. By-law (1984)-11440 is hereby amended by adding the property of 45 MUNICIPAL STREET (Public Works) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

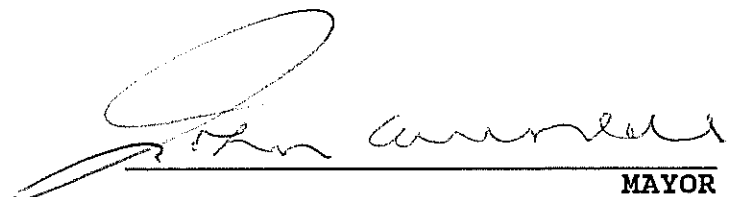
Municipal Address

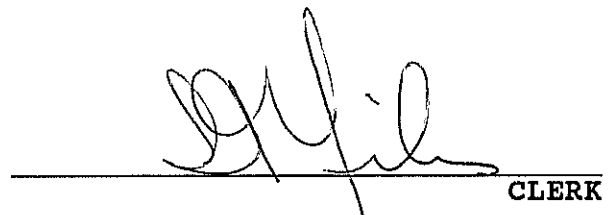
45 MUNICIPAL STREET (Public Works)  
[Added 1991-06-17 by By-law No. (1991)-13871]

3. This By-law and amendment #72 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 17TH DAY OF JUNE, 1991



  
MAYOR

  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13895

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #73, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

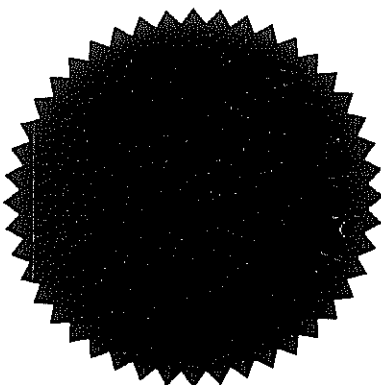
1. By-law (1984)-11440 is hereby amended by adding the property of 21-23 COLLEGE AVENUE WEST (CIBC) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

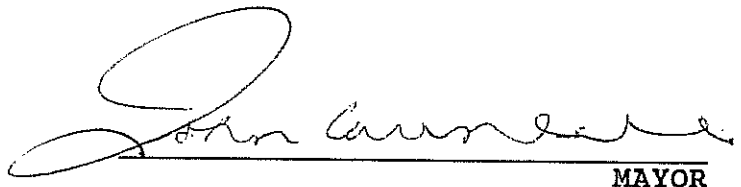
Municipal Address

21-23 COLLEGE AVENUE WEST (CIBC)  
[Added 1991-07-15 by By-law No. (1991)-13895]

3. This By-law and amendment #73 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 15TH DAY OF JULY, 1991



  
MAYOR

  
Deputy CLERK

THE CORPORATION OF THE CITY OF GUELPH

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By-law Number (1991)-13895

A By-law to amend By-law number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment # 73, which amends Chapter 200. of the Corporation of the City of Guelph's Municipal Code.

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Read a first and second time at 11:03  
o'clock p.m., July 15, 1991.

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Read and passed in Committee at 11:04  
o'clock p.m., July 15, 1991.

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Read a third time and passed at 11:05  
o'clock p.m., July 15, 1991.

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THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13925

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #76, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

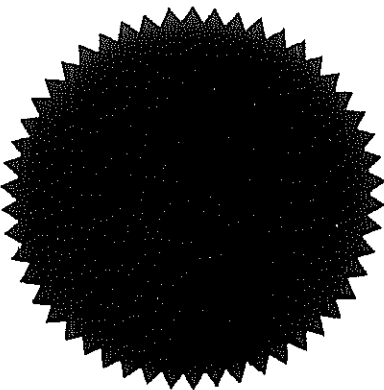
1. By-law (1984)-11440 is hereby amended by adding the property of University of Guelph Family Housing Unit (off College Avenue) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

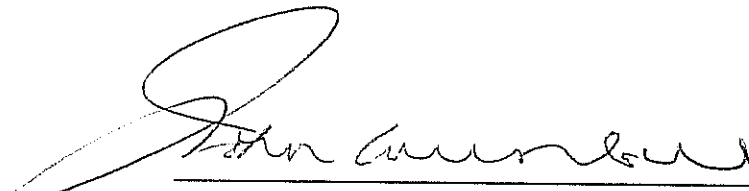
Municipal Address

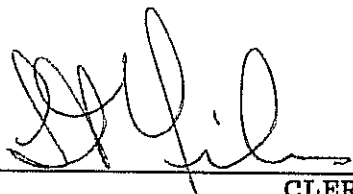
University of Guelph Family Housing Unit (off College Avenue)  
[Added 1991-08-26 by By-law No. (1991)-13925]

3. This By-law and amendment #76 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 26TH DAY OF AUGUST, 1991



  
MAYOR

  
CLERK



THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13925

A by-law to amend By-law Number (1984)-11440, being a by-law respecting parking for handicapped persons and to adopt Municipal Code Amendment #76, which amends Chapter 200 of The Corporation of the City of Guelph's Municipal Code.  
(University of Guelph Family Housing Unit off College Avenue)

Read a first and second time at 8:09 o'clock p.m., August 26, 1991.

Read and passed in Committee at 8:10 o'clock p.m., August 26, 1991.

Read a third time and passed at 8:11 o'clock p.m., August 26, 1991.

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1991)-13955

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #78, which amends Chapter 200 of The Corporation of the City of Guelph's Municipal Code.

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

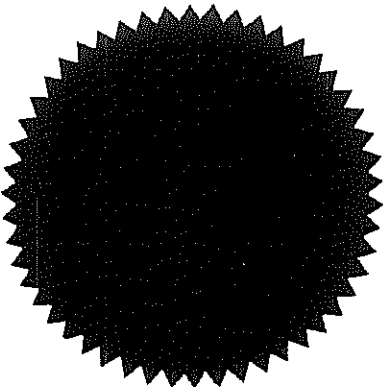
1. By-law (1984)-11440 is hereby amended by adding the properties of 244 and 246 Willow Road to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

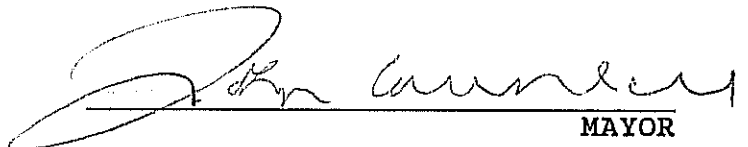
Municipal Address

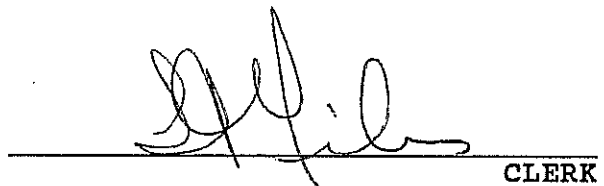
244 and 246 Willow Road [Added 1991-09-16 by By-law No. (1991)-13955]

3. This By-law and amendment #78 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 16TH DAY OF SEPTEMBER, 1991



  
MAYOR

  
CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

By-law Number (1992)-14058

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #88, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

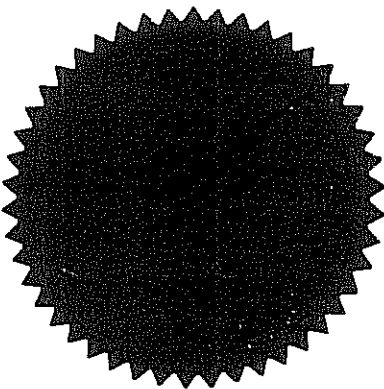
1. By-law (1984)-11440 is hereby amended by adding the property of 125 Cole Road (Priory Square Co-operative Homes) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

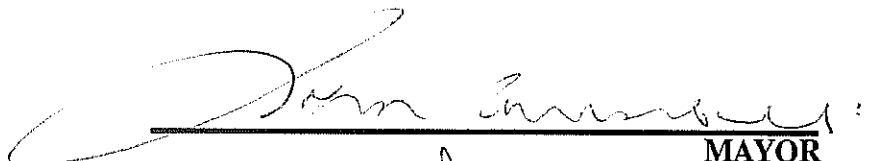
**Municipal Address**

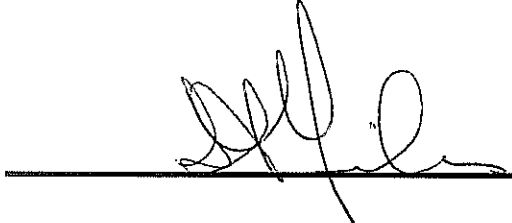
125 Cole Road (Priory Square Co-operative Homes)  
[Added 1992-02-17 by By-law No. (1992)-14058]

3. This By-law and amendment #88 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 17TH DAY OF FEBRUARY, 1992.**



  
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MAYOR

  
\_\_\_\_\_  
CLERK

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1992)-14085

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #93, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

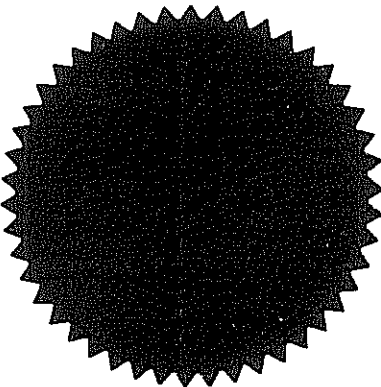
1. By-law (1984)-11440 is hereby amended by adding the property of 200 Speedvale Avenue West (Guelph & Wellington Credit Union) to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code, is hereby amended by adding the following to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

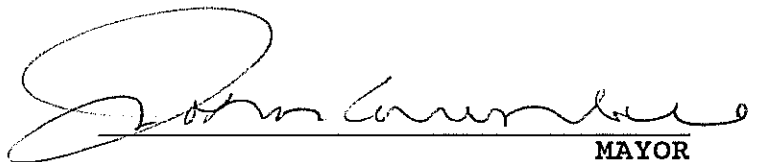
Municipal Address

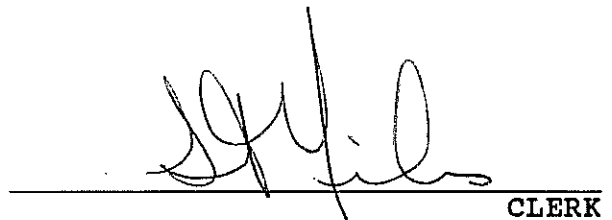
200 Speedvale Avenue West (Guelph & Wellington Credit Union)  
[Added 1992-03-05 by By-law No. (1992)-14085]

3. This By-law and amendment #93 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 16TH DAY OF MARCH, 1992.



  
MAYOR

  
CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

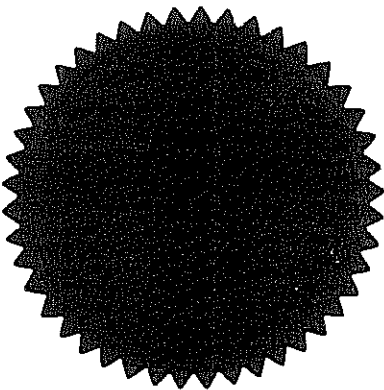
By-law Number (1992)-14174

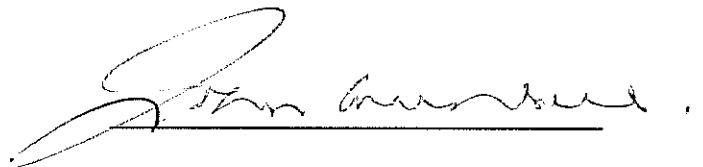
A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for handicapped persons and to adopt Municipal Code amendment #102, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

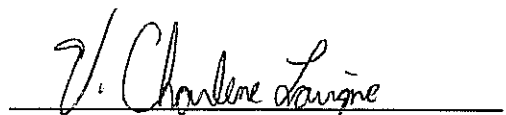
1. By-law (1984)-11440 is hereby amended by adding the property 105 Silvercreek Parkway to Schedule "B".
2. THAT Chapter 200, "Parking for Handicapped Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding 105 Silvercreek Parkway to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
3. This By-law and amendment #102 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 4TH DAY OF AUGUST, 1992**



  
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**MAYOR**

  
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**DEPUTY CLERK**

## THE CORPORATION OF THE CITY OF GUELPH

### By-law (1992)-14276

A by-law to amend By-law (1984)-11440 by replacing the term "Handicapped" with "Disabled", and to amend the by-law provisions, and to adopt Municipal Code Amendment #112, which amends Chapter 200 of the Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200 are hereby amended by replacing all references to Handicapped persons with the term Disabled persons.
2. Section 1(a)(i) of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-1 DESIGNATED PARKING SPACE SIGN are hereby deleted and replaced with the following:

"Disabled Parking Space Sign" is a sign bearing the markings, having the dimensions, and erected as described in Schedule "C" of this by-law.
3. Section 1(c) of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-1 PERMIT are hereby deleted and replaced with the following:

"PERMIT" means a permit issued to a physically disabled person by the Ontario Ministry of Transportation, or a temporary permit issued by the Guelph Services for the Physically Disabled for a period not exceeding two (2) months.
4. Subclauses 1.(d), 1.(d)(i), 1.(d)(ii), 1.(d)(iii), and 1.(d)(iv) of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-1 PHYSICALLY DISABLED PERSONS DEFINITIONS are hereby deleted and replaced with the following:

"PHYSICALLY DISABLED PERSON" means:  
1.(d) a person who is unable to walk 200 metres (218 yards) unassisted in eight (8) minutes or less without serious difficulty or damage to safety or health and who is certified as such by a licensed physician, physiotherapist or occupational therapist, or

a person who is recognized by the Ontario Ministry of Transportation as being physically disabled, or

a person or company or organization who is recognized by the Ontario Ministry of Transportation as providing transportation service to physically disabled persons on a regular basis.

5. Section 1 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-1 DEFINITIONS are hereby further amended by adding the following:

1.(e) "property owner" means the person shown as the owner of the property on the last revised assessment roll of the Corporation of the City of Guelph.

1.(f) "person" includes a corporation.

6. Section 2 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-2 ISSUANCE OF PERMITS are hereby deleted and replaced with the following new Section 2:

Every owner of property which is included in Schedule "B" of this by-law shall not fail to maintain all Disabled Parking Space Signs in an unobstructed and "like-new" condition.

7. Section 7 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-6 COMPLIANCE WITH OTHER BY-LAWS REQUIRED are hereby deleted and replaced with the following:

No provision of this by-law shall exempt a physically disabled person from any of the provisions of any other by-law in effect in the City of Guelph.

8. Section 8 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-7 ENFORCEMENT OFFICIALS DESIGNATED are hereby deleted and replaced with the following:

The provisions of this by-law may only be enforced by a Police Officer or By-law Enforcement Officer so designated by the Corporation of the City of Guelph.

9. Section 9 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-8 PARKING INFRACTION NOTICE are hereby deleted and replaced with the following:

9.(i) Where a vehicle is found to be parked in contravention of any provision of this by-law, a Police Officer or By-law Enforcement Officer may attach to the vehicle a Parking Infraction Notice in the form of a serially numbered notice as prescribed in the Regulations of the Provincial Offences Act, and the Officer may cause the vehicle to be moved or taken to a suitable place, and all costs and charges for this removal and for any storage of the vehicle, if any, shall be a lien on the vehicle, which may be enforced in the manner provided by the Repairer's and Storer's Liens legislation.

9.(ii) The Parking Infraction Notice shall be prepared in duplicate and the Police Officer or By-law Enforcement Officer may attach the Parking Infraction Notice to the vehicle in violation and deliver the Certificate of Parking Infraction to the City Engineer or his or her designate.

10. Section 10 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-9 Payment of Fine are hereby deleted and replaced with the following:

10.(i) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, pay to the City



Treasurer or any persons designated by him or her to accept such payments, the Set Fine amount which shall be deemed to be payment of the penalty in full satisfaction of the offence, and a receipt therefor shall be given to the person making payment.

10.(ii) Pursuant to sub clause 10.(i), the City Treasurer may accept a lesser fine payment amount, as dictated by Guelph City Council, than the Set Fine, which shall be deemed to be Early Payment of the penalty in full satisfaction of the offence, and a receipt therefor shall be given to the person making payment.

10.(iii) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, plead not guilty to the offence and request a trial on the matter by completing and signing Option No. 3 on the reverse side of the Parking Infraction Notice and delivering the Notice to the office of the City Engineer.

11. Section 11 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-10 FAILURE TO PAY FINE are hereby deleted and replaced with the following:

If the owner or operator of a vehicle issued with a Parking Infraction Notice does not exercise one of his or her options with respect to the Notice under Section 10 of this by-law, then the procedures with respect to the Parking Infraction as set out in the Provincial Offences Act shall apply.

12. Section 12 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-11 PENALTIES FOR OFFENCES are hereby deleted and replaced with the following:

A person who is convicted of an offence under this by-law is liable to a penalty as set out in Section 61 of the Provincial Offences Act R.S.O. 1990, Chap. P.33 or any successor thereof.

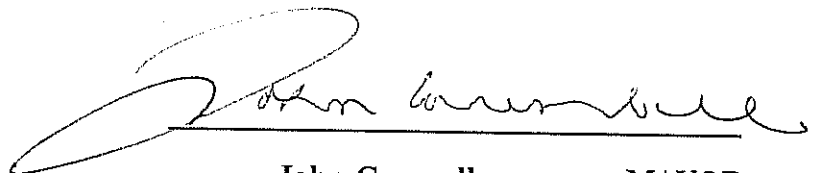
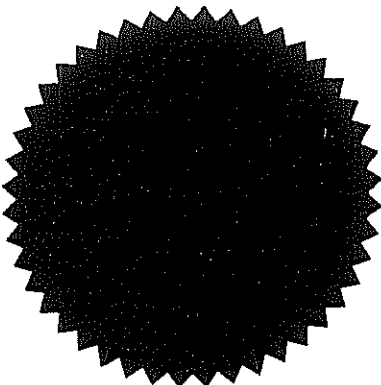
13. Section 13 of By-law (1984)-11440 and the Corporation of the City of Guelph's Municipal Code Chapter 200-12 WHEN EFFECTIVE; MARKINGS OF FACILITIES are hereby deleted and replaced with the following:

This by-law only affects the following areas and only when such areas are properly signed in accordance with the provisions of the by-law:

- highways within the City of Guelph
- municipal off-street parking facilities
- properties listed in Schedule B of this by-law.

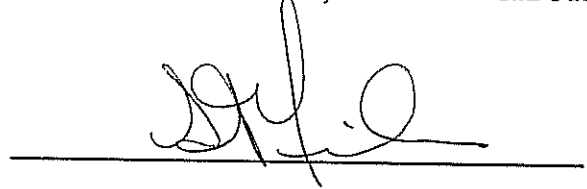
14. Section 14 of By-law (1984)-11440 is hereby repealed.
15. Schedule "A" of By-law (1984)-11440 and Schedule "A" of the Corporation of the City of Guelph's Municipal Code Chapter 200-13 are hereby repealed.
16. Schedule "C" of By-law (1984)-11440 and Schedule "C" of the Corporation of the City of Guelph's Municipal Code Chapter 200-15 are hereby deleted and replaced with a new Schedule "C" as attached hereto.

**PASSED THIS 21ST DAY OF DECEMBER, 1992**



**John Counsell,**

**MAYOR**

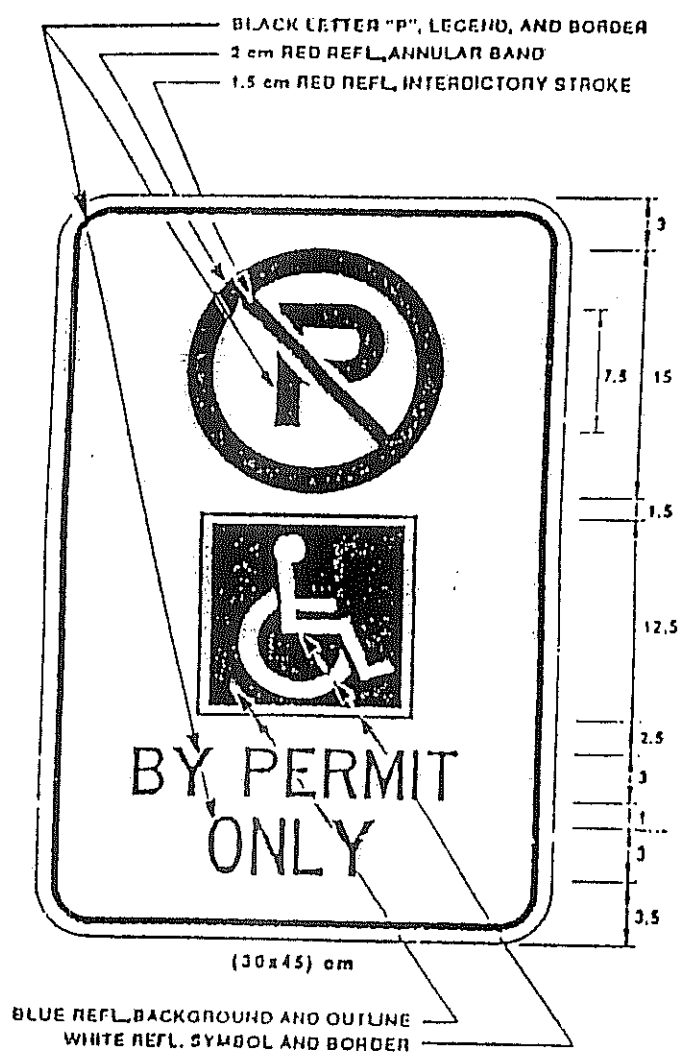


**Lois Giles,**

**CLERK**

**SCHEDULE "C" - TO BY-LAW NUMBER (1984)-11440**

- A. Each designated parking space must be identified with a sign or signs bearing the markings and having the dimensions as illustrated below, erected to conform with the requirements of the Ontario Ministry of Transportation when on a highway, and erected so that the bottom edge of the sign is between 1.2 metres and 3 metres above the level of the parking lot surface on private property and in municipal off-street facilities.
- B. The sign illustrated must be permanently erected in front of each "Designated Parking Space".



- C. The "Disabled Parking Space Sign" must be constructed with retro-reflective material or be illuminated by an external light source.

## THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1993)-14474

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #129, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

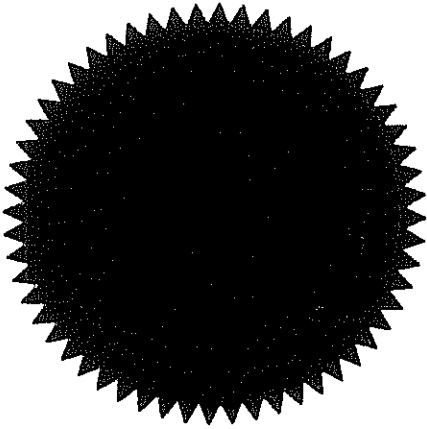
### THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

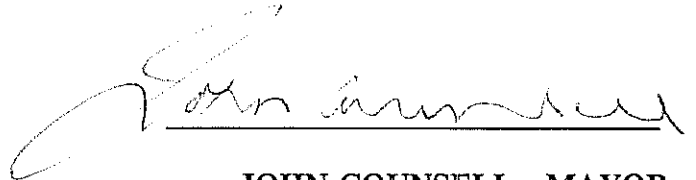
1. By-law (1984)-11440 is hereby amended by adding the following properties to Schedule "B":

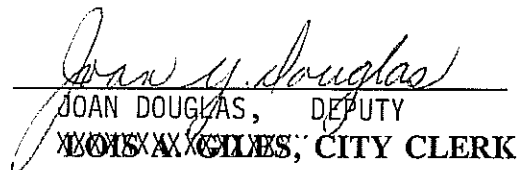
64 Brant Avenue	Brant Avenue Public School
30 Brighton Street	Brighton St. Holding School
1428 Gordon Street	Brock Road Public School
289 College Avenue W.	Centennial C.V.I.
97 Dublin Street N.	Central Public School
195 College Avenue W.	College Avenue Public School
371 College Avenue W.	College Heights Separate School
397 Stevenson Street N.	Edward Johnson Public School
160 Ironwood Road	Fred A. Hamilton Public School
33 Gateway Drive	Gateway Public School
155 Paisley Street	Guelph C.V.I.
56 Youngman Drive	Jean Little Public School
21 Meyer Drive	John F. Ross C.V.I.
189 Water Street	John McCrae Public School
30 June Avenue	June Avenue Public School
72 Lemon Street	King George Public School
50 Laurine Avenue	Laurine Public School
75 Ottawa Crescent	Ottawa Crescent Public School
406 Paisley Road	Paisley Road Public School
275 Scottsdale Drive	Priory Park Public School
20 Shelldale Crescent	Shelldale Crescent Public School
84 Kensington Street	Sunnydale School
271 Stephanie Drive	Taylor Evans Public School
151 Waterloo Avenue	Torrance Public School
131 Ontario Street	Tytler Public School
55 Devere Drive	University Village Public School
135 Exhibition Street	Victory Public School
140 Waverley Drive	Waverley Drive Public School
495 Willow Road	Westwood Road Public School
125 Willow Road	Willow Road Public School
370-372 Stone Road West	Stone Square Center

2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the above listed properties to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
3. This By-law and amendment #129 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 2nd DAY OF NOVEMBER 1993**



  
**JOHN COUNSELL, MAYOR**

  
**JOAN DOUGLAS, DEPUTY**  
**LOIS A. GILES, CITY CLERK**

THE CORPORATION OF THE CITY OF GUELPH

By-law Number (1994)-14665

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #148, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the following properties into Schedule "B":

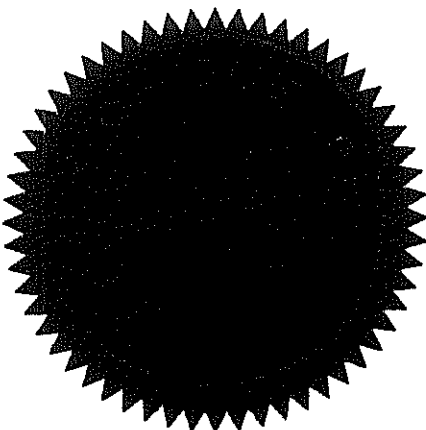
65 Delhi Street	Delhi Recreation Centre
151 Victoria Road N	Victoria Road Recreation Centre
376 College Avenue W	Centennial Arena
70 Division Street	Exhibition Arena
709 Woolwich Street	Riverside Park
683 Woolwich Street	Evergreen Seniors Centre

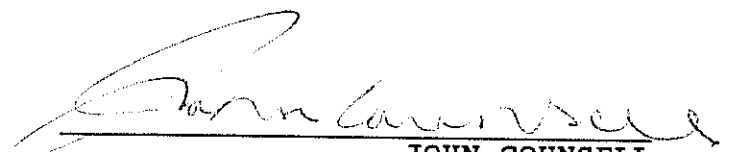
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following properties to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":


65 Delhi Street	Delhi Recreation Centre
151 Victoria Road N	Victoria Road Recreation Centre
376 College Avenue W	Centennial Arena
70 Division Street	Exhibition Arena
709 Woolwich Street	Riverside Park
683 Woolwich Street	Evergreen Seniors Centre

3. This By-law and amendment #148 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 2nd DAY OF AUGUST 1994



  
JOHN COUNSELL  
MAYOR

  
CHARLENE LAVIGNE  
DEPUTY CITY CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

By-law Number (1994)-14683

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #151 which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the following properties into Schedule "B":

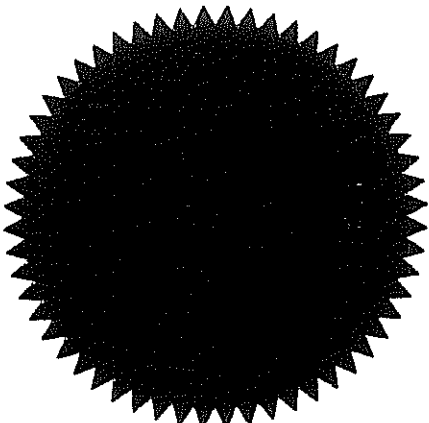
302 College Avenue West  
454-460 Janefield Avenue  
36 Wyndham Street South

2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding the following properties to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

302 College Avenue West  
454-460 Janefield Avenue  
36 Wyndham Street South

3. This By-law and amendment #151 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 6TH DAY OF SEPTEMBER 1994**



**JOHN COUNSELL  
MAYOR**

**LOIS A. GILES  
CITY CLERK**

THE CORPORATION OF THE CITY OF GUELPH

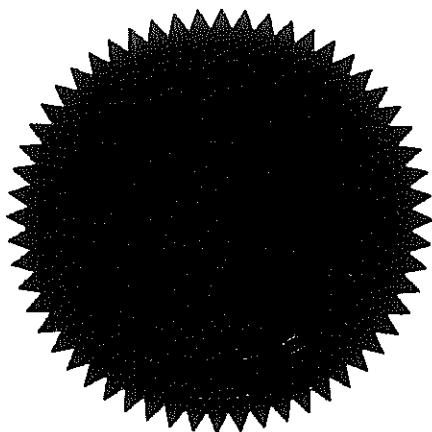
By-law Number (1994)-14705

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #152, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by adding the property 238 Willow Road Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding 238 Willow Road to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
3. This By-law and amendment #152 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS 3RD DAY OF OCTOBER 1994



JOHN COUNSELL  
MAYOR

LOIS A. GILES  
CITY CLERK



**THE CORPORATION OF THE CITY OF GUELPH**

By-law Number (1995)-14818

A By-law to amend By-law Number (1984)-11440, being a By-law re-specting parking for disabled persons and to adopt Municipal code amendment #145 which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law (1984)-11440 is hereby amended by deleting the property 171 Dawson Road (Victoria Bingo Hall) from Schedule "B".
2. By-law (1984)-11440 is hereby amended by adding the following properties to Schedule "B":

171 Dawson Road  
228 Victoria Road South

Dawson Bingo Country  
Victoria Bingo Country

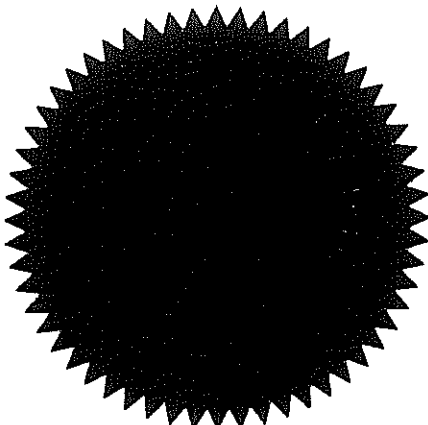
3. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting 171 Dawson Road (Victoria Bingo Hall) from Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
4. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding the following properties to Section 200-14 "Schedule B: Parking spaces Designated on Private Property:

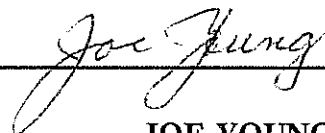
171 Dawson Road  
228 Victoria Road South

Dawson Bingo Country  
Victoria Bingo Country"

5. This By-law and amendment #145 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 18TH DAY OF APRIL 1995**



  
\_\_\_\_\_  
**JOE YOUNG  
MAYOR**

  
\_\_\_\_\_  
**LOIS A. GILES  
CITY CLERK**

**THE CORPORATION OF THE CITY OF GUELPH**

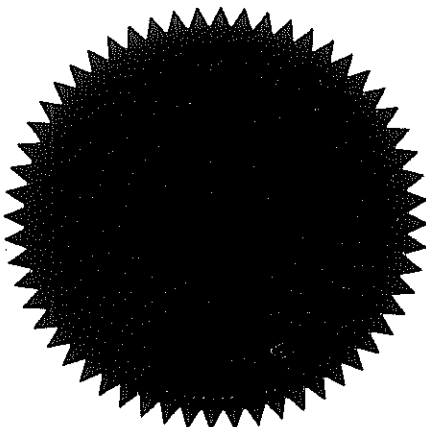
By-law Number (1995)-14851

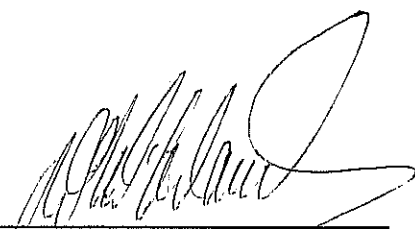
A By-law to amend By-law Number (1984)-11440, being a By-law re- specting parking for disabled persons and to adopt Municipal Code amendment #155 which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

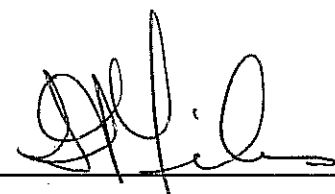
**THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:**

1. By-law (1984)-11440 is hereby amended by adding the property 87 Neeve Street (Victor Davis Memorial Court Non Profit Homes Inc.) into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding 87 Neeve Street (Victor Davis Memorial Court Non Profit Homes Inc.) to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
3. This By-law and amendment #126 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 6th DAY OF JUNE 1995**



  
\_\_\_\_\_  
WILLIAM MC ADAMS-  
ACTING MAYOR

  
\_\_\_\_\_  
LOIS A. GILES  
CITY CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

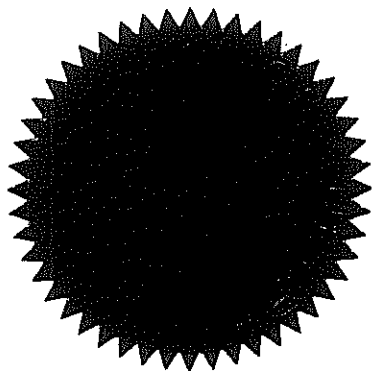
By-law Number (1995)-14876

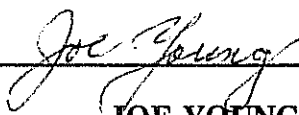
A By-law to amend By-law Number (1984)-11440, being a By-law re specting parking for disabled persons and to adopt Municipal Code amendment #159 which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

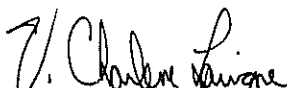
**THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:**

1. By-law (1984)-11440 is hereby amended by adding the property 649 Scottsdale Drive into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City Guelph's Municipal Code is hereby amended by adding 649 Scottsdale Drive to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
3. This By-law and amendment #126 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED THIS 4TH DAY OF JULY 1995**



  
\_\_\_\_\_  
**JOE YOUNG**  
**MAYOR**

  
\_\_\_\_\_  
**V. CHARLENE LAVIGNE**  
**DEPUTY CLERK**

**THE CORPORATION OF THE CITY OF GUELPH**

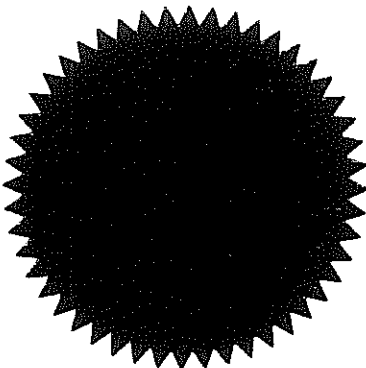
**By-law Number (1995)-14996**

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #168.


**THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH  
ENACTS AS FOLLOW:**

1. By-law (1984)-14400 is hereby amended by adding the property 100 Norfolk Street (The Guelph Public Library) into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding 100 Norfolks Street (The Guelph Public Library) to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property".
3. This By-law and amendment #168 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED this** SEVENTH DAY OF NOVEMBER, 1995.



  
\_\_\_\_\_  
JOE YOUNG - MAYOR

  
\_\_\_\_\_  
LOIS A. GILES - CITY CLERK

## **THE CORPORATION OF THE CITY OF GUELPH**

### **By-law Number (1996)-15098**

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #175.

### **NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:**

1. By-law Number (1984)-11440 is further amended by deleting Sections 9, 10, 11, 12, and 13, and by adding the following Sections:

#### **PENALTIES**

9. (1) A person who is convicted of an offence under this by-law is liable to a penalty as set out in Section 61 of the Provincial Offences Act R.S.O. 1990, chap. P.33 or any successor thereof.  
(1a) The owner of a vehicle found in contravention of any provisions of this By-law is guilty of an offence and, upon conviction, shall be subject to the governing penalties unless the owner of a vehicle proves to the Court that, at the time of the offence, the motor vehicle was in the possession of another person without the owner's consent, expressed or implied.
10. (1) Where a vehicle is found to be in contravention of a parking provision of this by-law, a Police Officer or By-law Enforcement Officer may attach to the vehicle a Parking Infraction Notice in the form of a serially numbered notice as prescribed in the Regulations of the Provincial Offences Act, and the Officer may cause the vehicle to be moved or taken to a suitable place, and all costs and charges for this removal and for any storage of the vehicle, if any, shall be a lien on the vehicle, which may be enforced in the manner provided by the Repairer's and Storer's Liens legislation.  
(2) The parking ticket shall be prepared in duplicate and the Police Officer or By-law Enforcement Officer may attach the Parking Infraction Notice to the vehicle in violation and deliver the Certificate of Parking Infraction to the Director of Works or his or her designate.  
(3) (a) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date

**Page 2**  
**of By-law Number (1996)-15098**

indicated on the Parking Infraction Notice, pay to the Director of Works or any persons designated by him or her to accept such payments, the Set Fine amount which shall be deemed to be payment of the penalty in full satisfaction of the offence, and a receipt therefor shall be given to the person making payment.

- (b) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, plead not guilty to the offence and request a trial on the matter by completing and signing Option No. 3 on the reverse side of the Parking Infraction Notice and delivering the Notice to the office of the Director of Works.

- (4) If the owner or operator of a vehicle issued with a Parking Infraction Notice does not exercise one of his or her options with respect to the Parking Infraction notice under Section 10 (3) of this by-law, then the procedures with respect to the Parking Infraction, as set out in the Provincial Offences Act shall apply.

- 2. Chapter 200, "parking for disabled persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting Sections 8, 9, 10, and 11, and by adding the following to Chapter 200:

**PENALTIES**

- 8. (1) A person who is convicted of an offence under this chapter is liable to a penalty as set out in Section 61 of the Provincial Offences Act R.S.O. 1990, chap. P.33 or any successor thereof.
  - (1a) The owner of a vehicle found in contravention of any provisions of this chapter is guilty of an offence and, upon conviction, shall be subject to the governing penalties unless the owner of a vehicle proves to the Court that, at the time of the offence, the motor vehicle was in the possession of another person without the owner's consent, expressed or implied.
- 9. (1) Where a vehicle is found to be in contravention of a parking provision of this chapter, a Police Officer or By-law Enforcement Officer may attach to the vehicle a Parking Infraction Notice in the form of a serially numbered notice as prescribed in the Regulations of the Provincial Offences Act, and the

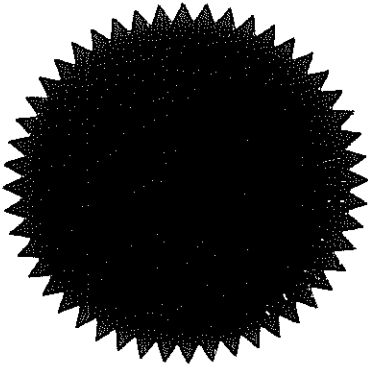
**Page 3**  
**of By-law Number (1996)-15098**

Officer may cause the vehicle to be moved or taken to a suitable place, and all costs and charges for this removal and for any storage of the vehicle, if any, shall be a lien on the vehicle, which may be enforced in the manner provided by the Repairer's and Storer's Liens legislation.


- (2) The parking ticket shall be prepared in duplicate and the Police Officer or By-law Enforcement Officer may attach the Parking Infraction Notice to the vehicle in violation and deliver the Certificate of Parking Infraction to the Director of Works or his or her designate.
- (3)
  - (a) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, pay to the Director of Works or any persons designated by him or her to accept such payments, the Set Fine amount which shall be deemed to be payment of the penalty in full satisfaction of the offence, and a receipt therefor shall be given to the person making payment.
  - (b) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, plead not guilty to the offence and request a trial on the matter by completing and signing Option No. 3 on the reverse side of the Parking Infraction Notice and delivering the Notice to the office of the Director of Works.
- (4) If the owner or operator of a vehicle issued with a Parking Infraction Notice does not exercise one of his or her options with respect to the Parking Infraction notice under Section 9 (3), of Chapter 200, then the procedures with respect to the Parking Infraction, as set out in the Provincial Offences Act shall apply.

- 10. This amendment #175 of the Municipal Code, shall not become effective until the parts of the highways affected by this Chapter 200 are marked to comply with the requirements of the Ministry of Transportation, and the parts of the off-street parking facilities affected are marked to comply with the signing requirements of Chapter 200.

**PASSED this 4TH day of MARCH, 1996.**



  
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JOE YOUNG - MAYOR

  
\_\_\_\_\_  
LOIS A. GILES - CITY CLERK



**THE CORPORATION OF THE CITY OF GUELPH**

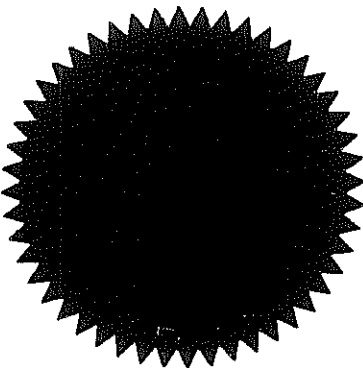
**By-law Number (1997)-15613**

A By-law to amend By-law Number (1984)-11440, to include 601 Scottsdale Drive and to adopt Municipal Code amendment #203.

**NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH ENACTS  
AS FOLLOWS:**

1. By-law Number (1984)-11440 is hereby amended by adding 601 Scottsdale Drive, Holiday Inn into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding 601 Scottsdale Drive, Holiday Inn to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":
3. This By-law and amendment #203 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED this THIRD day of NOVEMBER, 1997.**



  
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JOE YOUNG - MAYOR

  
\_\_\_\_\_  
LOIS A. GILES - CITY CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

**By-law Number (1998)-15772**

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #214, which amends Chapter 200, of The Corporation of the City of Guelph's Municipal Code.

**NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH  
ENACTS AS FOLLOWS:**

1. By-law (1984)-11440 is hereby amended by adding the following properties into Schedule "B":

1 Stone Road West	Ontario Government Complex
93 Stone Road West	Ontario Government Complex
95 Stone Road West	Ontario Government Complex

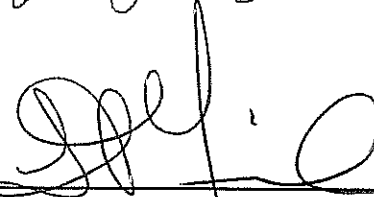
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding the following properties to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":

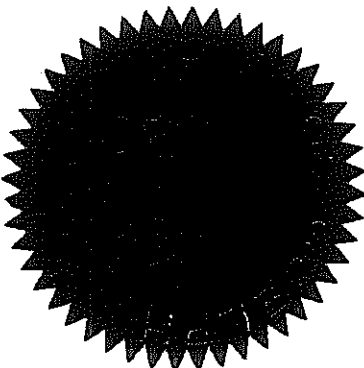
1 Stone Road West	Ontario Government Complex
93 Stone Road West	Ontario Government Complex
95 Stone Road West	Ontario Government Complex

3. This By-law and amendment #214 of the Municipal Code, shall not come into effect until the parts of the properties affected is marked to comply with the signing requirements of Schedule "A" of by-law (1984)-11440.

**PASSED this FIRST day of JUNE , 1998.**

  
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JOE YOUNG - MAYOR

  
\_\_\_\_\_  
LOIS GILES - CITY CLERK



**THE CORPORATION OF THE CITY OF GUELPH**

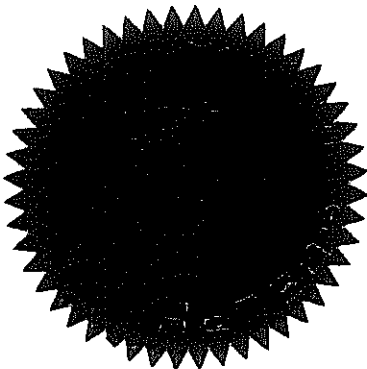
**By-law Number (1998)-15792**

A By-law to amend By-law Number (1984)-11440, to include 105 Bagot St; and to adopt Municipal Code amendment #217.

**NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH ENACTS  
AS FOLLOWS:**

1. By-law Number (1984)-11440 is hereby amended by adding property 105 Bagot Street into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding 105 Bagot Street to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":
3. This By-law and amendment #217 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED this FIFTEENTH day of JUNE, 1998.**



*Joe Young*  
\_\_\_\_\_  
JOE YOUNG - MAYOR

*V. Charlene Lavigne*  
\_\_\_\_\_  
V. CHARLENE LAVIGNE - DEPUTY CLERK

# THE CORPORATION OF THE CITY OF GUELPH

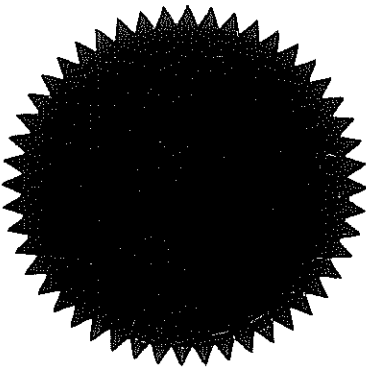
## By-law Number (2001)-16738

A By-law to amend By-law (1984)-11440, to include 116 Gordon Street and 21 Imperial Road S.; and to adopt Municipal Code amendment # 267

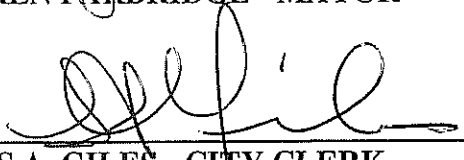
### NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

1. By-law Number (1984)-11440 is hereby amended by adding property 116 Gordon Street and 21 Imperial Rd. S. into Schedule B:
2. THAT Chapter 200, "Parking for Disabled Persons", of the Corporation of the City of Guelph's Municipal Code is hereby amended by adding 116 Gordon Street and 21 Imperial Road S. to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":
3. This By-law and amendment #267 of the Municipal Code, shall not come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

PASSED THIS NINETEENTH DAY OF NOVEMBER 2001.



  
KAREN FARBRIDGE - MAYOR

  
LOIS A. GILES - CITY CLERK

## **BY-LAW (1984) - 11440**

**By-law Amendment (2001) – 16738**

**November 19, 2001**

1. Amendment to add two new properties to the Disabled Parking Schedule "B".

**THE CORPORATION OF THE CITY OF GUELPH**

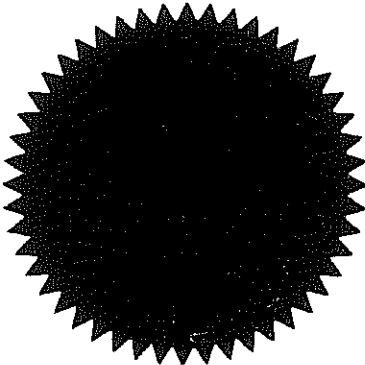
**By-Law Number (2002)-16827**

A By-law to amend By-law Number (1984)-11440, to include 150 Westwood Rd; and to adopt Municipal Code amendment #274

**NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH  
ENACTS AS FOLLOWS:**

1. By-law Number (1984)-11440 is hereby amended by adding property 150 Westwood Road into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding 150 Westwood Road to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":
3. This By-law and amendment #274 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED this SECOND day of APRIL, 2002.**



  
KAREN FARBRIDGE – MAYOR

  
V. CHARLENE LAVIGNE – DEPUTY CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

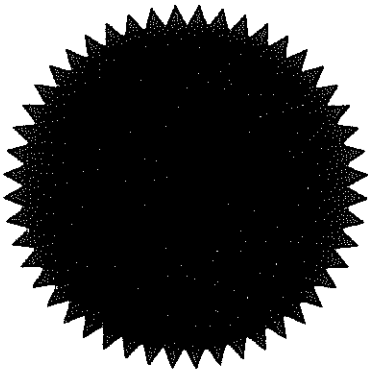
**By-Law Number (2002)-16844**

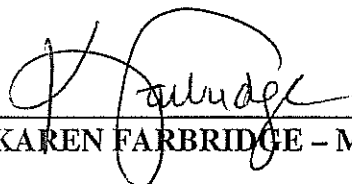
A By-law to amend By-law Number (1984)-11440, to include 130 Woodland Glen Dr; and to adopt Municipal Code amendment #275

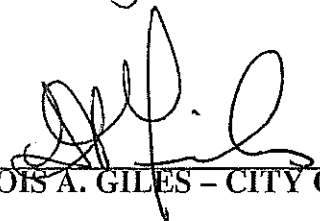
**NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH  
ENACTS AS FOLLOWS:**

1. By-law Number (1984)-11440 is hereby amended by adding property 130 Woodland Glen Drive into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding 130 Woodland Glen Drive to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":
3. This By-law and amendment #275 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED this SIXTH day of MAY, 2002.**



  
KAREN FARBRIDGE – MAYOR

  
LOIS A. GILES – CITY CLERK

# THE CORPORATION OF THE CITY OF GUELPH

## By-law Number (2002) - 16960

A By-law to amend By-law Number (1984)-11440, as amended, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment #279, which amends Chapter 200 of The Corporation of the City of Guelph's Municipal Code.

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

1. By-law Number (1984)-11440 and The Corporation of the City of Guelph's Municipal Code Chapter 200 are hereby amended by replacing all references to the "Director of Works" with the "Commissioner of Environment and Transportation".
2. Section 9 of By-law Number (1984)-11440, as amended, is hereby deleted and replaced with the following new Section 9:
  9. (1) Any person who contravenes any provision of this By-law is guilty of an offence and, upon conviction, is subject to a fine of not less than \$300.00, exclusive of costs, and not more than the maximum penalty as set out in Section 61 of the *Provincial Offences Act*, R.S.O. 1990, c. P.33, as amended from time to time, or any successor thereof.
  - (2) The owner of a vehicle that has been left parked, standing or stopped in contravention of this By-law is guilty of an offence, even if the owner was not the driver of the vehicle at the time of contravention of the By-law, unless, at the time, the vehicle was in the possession of a person other than the owner without the owner's consent, and on conviction is subject to a fine of not less than \$300.00, exclusive of costs, and not more than the maximum penalty as set out in Section 61 of the *Provincial Offences Act*, R.S.O. 1990, c. P.33, as amended from time to time, or any successor thereof.
3. Section 10 of By-law Number (1984)-11440, as amended, is hereby amended by deleting clause 3(b) and adding the following new clauses 3(b) and (c):
  10. 3 (b) Notwithstanding clause 3(a), the Commissioner of Environment and Transportation or any persons designated by him or her to accept such payments on behalf of the Municipality may, within seven (7) calendar days



of the date indicated on the Parking Infraction Notice, accept a lesser fine than the Set Fine amount, which shall be deemed to be early payment of the penalty, in full satisfaction of the offence, and a receipt therefor shall be given to the person making payment.

- (c) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, plead not guilty to the offence and request a trial on the matter by completing and signing Option No. 2 on the reverse side of the Parking Infraction Notice and delivering the Notice to the place indicated on the Parking Infraction Notice.

- 4. Section 8 of Chapter 200 of The Corporation of the City of Guelph's Municipal Code is hereby deleted and replaced with the following new Section 8:

200-8. 1. Any person who contravenes any provision of this Chapter is guilty of an offence and, upon conviction, is subject to a fine of not less than \$300.00, exclusive of costs, and not more than the maximum penalty as set out in Section 61 of the *Provincial Offences Act*, R.S.O. 1990, c. P.33, as amended from time to time, or any successor thereof.

- 2. The owner of a vehicle that has been left parked, standing or stopped in contravention of this Chapter is guilty of an offence, even if the owner was not the driver of the vehicle at the time of contravention of the Chapter, unless, at the time, the vehicle was in the possession of a person other than the owner without the owner's consent, and on conviction is subject to a fine of not less than \$300.00, exclusive of costs, and not more than the maximum penalty as set out in Section 61 of the *Provincial Offences Act*, R.S.O. 1990, c. P.33, as amended from time to time, or any successor thereof.

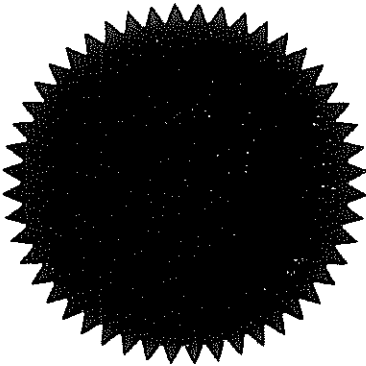
- 5. Section 9 of Chapter 200 of The Corporation of the City of Guelph's Municipal Code is hereby amended by deleting clause 3(b) and adding the following new clauses 3(b) and (c):

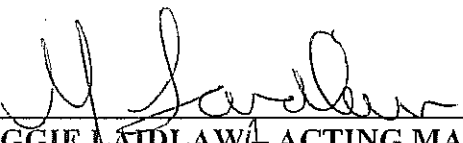
200-9. 3 (b) Notwithstanding clause 3(a), the Commissioner of Environment and Transportation or any persons designated by him or her to accept such payments on behalf of the Municipality may, within seven (7) calendar days of the date indicated on the Parking Infraction Notice, accept a lesser fine than the Set Fine amount, which shall be deemed to be early payment of the penalty, in full satisfaction of the offence, and a receipt therefor shall be given to the person making payment.

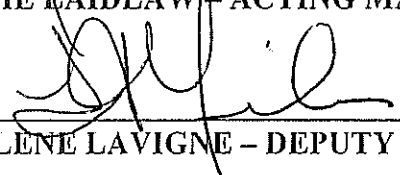
- (c) The owner or operator of a vehicle to which a Parking Infraction Notice is issued may, within fifteen (15) calendar days of the date indicated on the Parking Infraction Notice, plead not guilty to the offence and request a trial on the matter by completing and signing Option No. 2 on the reverse side of the Parking Infraction Notice and delivering the Notice to the place indicated on the Parking Infraction Notice.

7. This By-law and Municipal Code amendment #279 which amends Chapter 200 of The Corporation of the City of Guelph's Municipal Code, shall not become effective until the parts of the highways affected are marked to comply with the requirements of the Ministry of Transportation of Ontario, and the parts of the off-street parking facilities affected are marked to comply with the signing requirements of Chapter 200 of The Corporation of the City of Guelph's Municipal Code.

**PASSED THIS SEVENTH DAY OF OCTOBER, 2002.**



  
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MAGGIE LAIDLAW - ACTING MAYOR

  
\_\_\_\_\_  
CHARLENE LAVIGNE - DEPUTY CLERK

**THE CORPORATION OF THE CITY OF GUELPH**

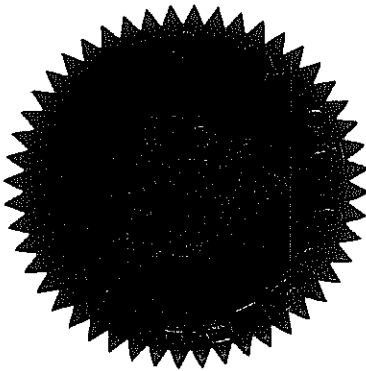
**By-Law Number (2003)-17156**

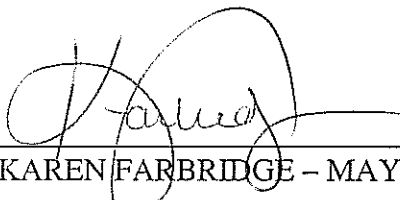
A By-law to amend By-law Number (1984)-11440, to include 74 Woolwich Street; and to adopt Municipal Code amendment #301.

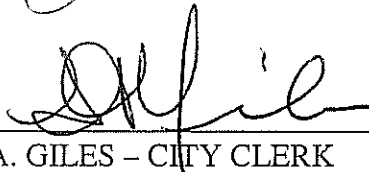
**NOW THEREFORE THE CORPORATION OF THE CITY OF GUELPH  
ENACTS AS FOLLOWS:**

1. By-law Number (1984)-11440 is hereby amended by adding property 74 Woolwich Street into Schedule "B".
2. THAT Chapter 200, "Parking for Disabled Persons", of The Corporation of the City of Guelph's Municipal Code is hereby amended by adding 74 Woolwich Street to Section 200-14 "Schedule B: Parking Spaces Designated on Private Property":
3. This By-law and amendment #301 of the Municipal Code, shall not come into effect until the parts of the property affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.

**PASSED this SECOND day of JUNE, 2003.**



  
KAREN FARBRIDGE – MAYOR

  
LOIS A. GILES – CITY CLERK

THE CORPORATION OF THE CITY OF GUELPH

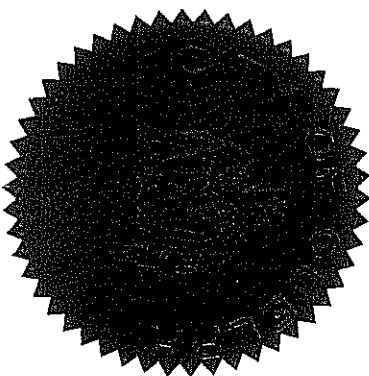
By-law Number (2003) - 17225

A By-law to amend By-law Number (1984)-11440, being a By-law respecting parking for disabled persons, by replacing all references to "Designated Parking Space" with "Disabled Parking Space", and to adopt Municipal Code Amendment # 308, which amends Chapter 200 of the Corporation of the City of Guelph's Municipal Code.

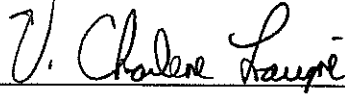
THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

1. By-law Number (1984)-11440, as amended, and Chapter 200 of The Corporation of the City of Guelph's Municipal Code are hereby amended by replacing all references to "Designated Parking Space" with "Disabled Parking Space".
2. This By-law is hereby adopted as Municipal Code Amendment # 308, amending Chapter 200 of the Corporation of the City of Guelph's Municipal Code.
3. This By-law shall come into effect on the date when the set fines for Section 6 of By-law Number (1984)-11440, with the short form wording amended as in Section 1 of this By-law, are approved by the Regional Senior Justice.

PASSED THIS ELEVENTH DAY OF AUGUST, 2003.



  
KAREN FARBRIDGE - MAYOR

  
V. CHARLENE LAVIGNE - DEPUTY CITY CLERK

THE CORPORATION OF THE CITY OF GUELPH

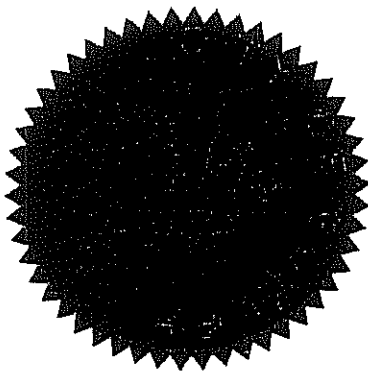
By-law Number (2004) - 17560

Being a By-law to amend By-law Number (1984) - 11440 (to add properties to Disabled Parking Schedule), and adopt Municipal Code Amendment # 355, amending a Schedule of Chapter 200 (Section 11) of the Corporation of the City of Guelph's Municipal Code.

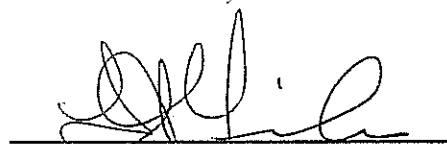
NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

1. Schedule B of By-law Number (1984)-11440 is hereby deleted and replaced with the new Schedule B, attached hereto as Schedule "A".  
*(Add properties to Disabled Parking.)*
2. Subject to Section 3, Section 1 of this By-law shall come into effect immediately.
3. No portion of this By-law shall come into effect until the parts of the properties affected are marked to comply with the signing requirements of Schedule "A" of By-law (1984)-11440.
4. This By-law is hereby adopted as Municipal Code Amendment # 352, amending Schedule B of Chapter 200 of the Corporation of the City of Guelph's Municipal Code.

PASSED this EIGHTEENTH day of OCTOBER, 2004.



  
K.M. QUARRIE - MAYOR

  
LOIS A. GILES - CITY CLERK

Schedule A  
to By-law Number (2004) – 17560  
being new Schedule B  
to By-law Number (1984) – 11440  
DISABLED PARKING

Column I <u>MUNICIPAL ADDRESS</u>	Column II <u>BY-LAW NUMBER</u>
435 Stone Road West (Stone Road Mall) N1G 2X6	(1984)-11465
32 Hadati Road (Senior Citizen's Apts.) N1E 6M5	(1984)-11487
115 Delhi Street (Guelph General Hospital) N1E 4J4	(1984)-11646
74 Wyndham Street North (The Royal Bank of Canada) N1H 4E6	(1985)-11696
183 Silvercreek Parkway North (Willow West Mall) N1H 3T2	(1985)-11707
138 Woodlawn Road West (The Swiss Chalet) N1H 1B2	(1985)-11822
55 Delhi Street (The Children's Aid Society) N1E 4J3	(1985)-11822
5-25 Victoria Road North (The Victoria/Grange Plaza) N1E 5G6	(1986)-12068
84-96 Gordon Street (The Wellington Plaza) N1H 4H6	(1986)-12068
20 Woodlawn Road East (The Woodlawn Centre) N1H 1G7	(1986)-12315
10 Woodlawn Road East (The Canadian Tire Corp.) N1H 1G7	(1986)-12315
470 Woodlawn Road East (Victoria/Woodlawn Plaza) N1E 1B9	(1986)-12315
262 Edinburgh Road South (L.C.B.O.) N1G 2J8	(1989)-13110
80 Speedvale Avenue West (Regency Court Apts.) N1H 1K3	(1989)-13143
3 Victoria Road North (Bowlerama) N1E 5G6	(1989)-13218
8 Christopher Court (8 Christopher Court Limited)	(1989)-13270
358 Waterloo Avenue (Apartments)	(1989)-13307
150 Delhi Street (The Homewood Sanitarium) N1E 6K9	(1989)-13322
224 Janefield Avenue (Townhouses) N1G 2L6 <i>*enforce on complaint basis.</i> <i>*signage in place only when required</i>	(1989)-13394
22 Marilyn Drive (Apartments) N1H 1G8	(1990)-13498
6 Willow Road (Apartments) N1H 7B5	(1990)-13498
16 Willow Road (Apartments) N1H 7B6	(1990)-13498
26 Willow Road (Apartments) N1H 1W1	(1990)-13498
409 Woolwich Street (Wellington Support Services for the Developmentally Handicapped)	(1990)-13551
785 York Road (Guelph Correctional Centre) N1E 6N1	(1990)-13676
225 Westwood Road (Apartments) N1H 7H4	(1990)-13692
245 Westwood Road (Apartments) N1H 7H5	(1990)-13692
255 Westwood Road (Apartments) N1H 7G8	(1990)-13692
265 Westwood Road (Apartments) N1H 7G9	(1990)-13692
30 Edinburgh Road N. (Plaza) N1H 7J1	(1990)-13700
90,100,102 Silvercreek Pkwy. N. (Westgate Apartments)	(1991)-13744
70 & 80 Westmount/325 Edinburgh N. (St. Joseph's Hospital)	(1991)-13763
367 Woodlawn Road West (Woodlawn Business Centre)	(1991)-13763
89 Willow Road (Ambassador Apartments)	(1991)-13772
987 Gordon Street (Gordon Gate Plaza)	(1991)-13783
275 Eramosa Road (Eramosa Heights Plaza)	(1991)-13859
45 Municipal Street (Public Works)	(1991)-13871

Schedule A  
to By-law Number (2004) – 17560  
being new Schedule B  
to By-law Number (1984) – 11440  
DISABLED PARKING

Column I <u>MUNICIPAL ADDRESS</u>	Column II <u>BY-LAW NUMBER</u>
21-23 College Avenue West (CIBC)	(1991)-13895
244-246 Willow Road	(1991)-13955
125 Cole Road (Priory Square Co-operative Homes)	(1992)-14058
200 Speedvale Ave. West (Guelph & Wellington Credit Union)	(1992)-14085
105 Silvercreek Parkway (Blockbuster Video)	(1992)-14174
78 College Ave. (University of Guelph Housing)	(1993)-14294
238 Willow Road (Willow Place)	(1993)-14312
216 College Avenue West (Apartments)	(1993)-14329
135 Ferguson Street (Ital-Cdn Club)	(1993)-14431
64 Brant Avenue (Brant Avenue P.S.)	(1993)-14474
30 Brighton Street (Brighton St. H.S.)	(1993)-14474
1428 Gordon Street (Brock Road P.S.)	(1993)-14474
289 College Avenue W. (Centennial C.V.I.)	(1993)-14474
97 Dublin Street N. (Central P.S.)	(1993)-14474
195 College Avenue W. (College Avenue P.S.)	(1993)-14474
371 College Avenue W. (College Heights S.S.)	(1993)-14474
397 Stevenson St. N. (Edward Johnson P.S.)	(1993)-14474
160 Ironwood Road (Fred A. Hamilton P.S.)	(1993)-14474
33 Gateway Drive (Gateway P.S.)	(1993)-14474
155 Paisley Street (Guelph C.V.I.)	(1993)-14474
56 Youngman Drive (Jean Little P.S.)	(1993)-14474
21 Meyer Drive (John F. Ross C.V.I.)	(1993)-14474
189 Water Street (John McCrae P.S.)	(1993)-14474
30 June Avenue (June Avenue P.S.)	(1993)-14474
72 Lemon Street (King George P.S.)	(1993)-14474
50 Laurine Avenue (Laurine P.S.)	(1993)-14474
75 Ottawa Crescent (Ottawa Crescent P.S.)	(1993)-14474
406 Paisley Road (Paisley Road P.S.)	(1993)-14474
275 Scottsdale Drive (Priory Park P.S.)	(1993)-14474
20 Sheldale Crescent (Sheldale Crescent P.S.)	(1993)-14474
84 Kensington Street (Sunnydale School)	(1993)-14474
271 Stephanie Drive (Taylor Evans P.S.)	(1993)-14474
151 Waterloo Avenue (Torrance P.S.)	(1993)-14474
131 Ontario Street (Tytler P.S.)	(1993)-14474
55 Devere Drive (University Village P.S.)	(1993)-14474
135 Exhibition Street (Victory P.S.)	(1993)-14474
140 Waverley Drive (Waverley Drive P.S.)	(1993)-14474
495 Willow Road (Westwood Road P.S.)	(1993)-14474
125 Willow Road (Willow Road P.S.)	(1993)-14474

Schedule A  
to By-law Number (2004) – 17560  
being new Schedule B  
to By-law Number (1984) – 11440  
DISABLED PARKING

Column I <u>MUNICIPAL ADDRESS</u>	Column II <u>BY-LAW NUMBER</u>
370-372 Stone Road West (Stone Square Center)	(1993)-14474
21 King Street (St George's Center)	(1994)-14580
50 and 60 Fife Road (Guelph Non-Profit Housing)	(1994)-14580
65 Delhi Street (Delhi Recreation Centre)	(1994)-14665
151 Victoria Road North (Victoria Road Recreation Centre)	(1994)-14665
376 College Avenue West (Centennial Arena)	(1994)-14665
70 Division Street (Exhibition Arena)	(1994)-14665
709 Woolwich Street (Riverside Park)	(1994)-14665
683 Woolwich Street (Evergreen Seniors Centre)	(1994)-14665
302 College Avenue West	(1994)-14683
454-460 Janefield Avenue	(1994)-14683
36 Wyndham Street South (Provincial Court)	(1994)-14683
238 Willow Road (Guelph Services For The Physically Disabled)	(1994)-14705
171 Dawson Road (Dawson Bingo Country) N1H 1A2	(1995)-14818
228 Victoria Road South (Victoria Bingo Country)	(1995)-14818
87 Neeve Street (Victor Davis Memorial Court Non Profit Homes)	(1995)-14851
649 Scottsdale Drive (Co-operators)	(1995)-14876
100 Norfolk Street (Guelph Public Library)	(1995)-14996
7 Christopher Court	(1996)-15285
601 Scottsdale Drive (Holiday Inn)	(1997)-15163
85 Neeve Street	(1997)-15334
53 & 65 Speedvale Avenue West (Twin Towers)	(1997)-15429
85 & 87 Westwood Road	(1997)-15429
457 & 467 Edinburgh Road South	(1997)-15429
35 Woolwich Street (The Civic Centre)	(1997)-15429
1 Stone Road West, 93 & 95 Stone Road West	(1998)-15772
105 Bagot Street	(1998)-15792
497 York Road (Greek Gardens)	(2001)-16635
21 Imperial Road S. (West End Recreation Centre)	(2001)-16738
116 Gordon Street (The Boathouse)	(2001)-16738
150 Westwood Road (Margaret Greene Park)	(2002)-16827
130 Woodland Glen Drive (YMCA)	(2002)-16844
74 Woolwich Street (County of Wellington)	(2003)-17156
146 Macdonell Street (East Parkade)	(2004)-17560
Fountain Street Parking Lot	(2004)-17560



# THE CORPORATION OF THE CITY OF GUELPH

## By-law Number (2006) - 18141

A By-law to amend By-law Number (1984)-11440, as amended, being a By-law respecting parking for disabled persons and to adopt Municipal Code amendment # 405, which amends Chapter 200 of The Corporation of the City of Guelph's Municipal Code.

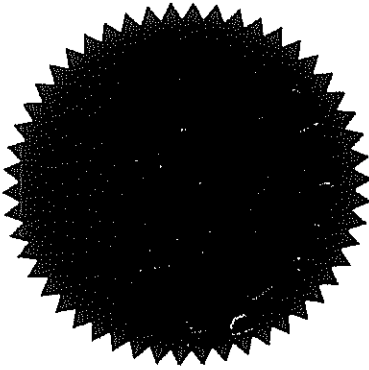
### THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:

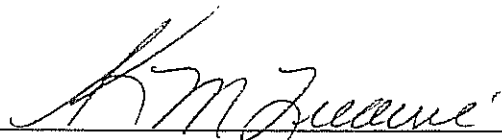
1. By-law Number (1984)-11440 is amended by the adding following new sections 1(e), 1(f), and 1(g) as follows:
  1. (e) "Invalid Permit" – means a Permit that:
    - i) is not current;
    - ii) has ceased to be in force or is not valid pursuant to Section 6 of O. Reg. 581 made under the Highway Traffic Act, R.S.O. 1990, c. H.8, as amended from time to time, or any successor thereof.
    - iii) is fictitious, altered, or fraudulent, including a permit that has been copied.
  1. (f) "park" - has the same meaning as defined in the Highway Traffic Act, R.S.O. 1990, c. H.8 as amended from time to time, or any successor thereof.
  1. (g) "stop" - has the same meaning as defined in the Highway Traffic Act, R.S.O. 1990, c. H.8 as amended from time to time, or any successor thereof.
2. By-law Number (1984)-11440 is hereby amended by deleting Section 5 and replacing it with the following new Section 5:
  5. No person shall park or stop a vehicle in a Disabled Parking Space unless the Permit is displayed on the sun visor or on the dashboard of the vehicle so that the international symbol of access for persons with a disability, the Permit number and the expiry date of the Permit are clearly visible from the outside of the vehicle.

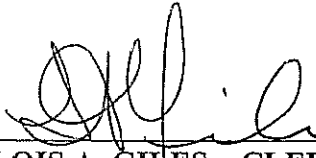
3. By-law Number (1984)-11440 is amended by deleting Section 6 and replacing it with the following new Section 6:
  6. No person shall park or stop a vehicle at any time in any Disabled Parking Space, other than a vehicle in which a Permit is displayed.
4. By-law Number (1984)-11440 is amended by adding the following new Section 6.1:
  - 6.1. Notwithstanding any other provision of this By-law, no person shall park or stop a vehicle in a Disabled Parking Space at any time while displaying or using an Invalid Permit.
5. By-law Number (1984)-11440 is further amended by adding the following new Section 6.2:
  - 6.2. Every person having possession of a Permit or an Invalid Permit shall, upon the demand of a Police Officer or By-law Enforcement Officer, surrender the same for reasonable inspection to ensure that the provisions of this By-law are being complied with.
6. By-law Number (1984)-11440 is hereby amended by adding the following new Section 6.3:
  - 6.3. A By-law Enforcement Officer or Police Officer, to whom a Permit or Invalid Permit has been surrendered, may retain it until disposition of the case if the officer has reasonable grounds to believe that the said permit is being used or has been used in contravention of this By-law.
7. By-law Number (1984)-11440 is amended by replacing all references to the Director of Works or the Commissioner of Environment and Transportation with the Director of Operations or his or her designate.
8. Sections 2 and 3 of this By-law shall not come into effect until short form wording is approved by the Regional Senior Justice or March 1, 2007, whichever is earlier. All other provisions of this By-law will come into effect immediately

9. This By-law is hereby adopted as Municipal Code Amendment # 405.

**PASSED THIS EIGHTEENTH DAY OF SEPTEMBER, 2006.**



  
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K.M. QUARRIE – MAYOR

  
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LOIS A. GILES – CLERK

# **DISABLED PARKING BYLAW REVIEW – OTES021404**

## **Attachment 2**

### **Bylaw (1984)-11440**

Disabled Parking Bylaw

### **Department responsible for Bylaw Administration**

Public Works – Parking and Traffic Division

### **Philosophy of Bylaw**

The Disabled Parking Bylaw was implemented to regulate spaces assigned for sole use by persons displaying a valid Provincial Accessible Parking Permit. These spaces are intended to reduce walking distances and other barriers.

In addition to regulating on-street accessible parking spaces this Bylaw allows property owners to create off-street accessible parking spaces on their property. The reason for this Bylaw's implementation is still relevant today.

### **Bylaw Deficiencies**

The City's Disabled Parking Bylaw is effective in controlling the parking and stopping of vehicles in accessible parking spaces, further the Bylaw provides an effective means to address persons misusing valid Accessible Parking Permits.

While the Bylaw is effective in enforcement, with changes to the Municipal Act regarding parking on private property and consent required for enforcement, there are redundancies within the sections related to the administration of the Disabled Parking Bylaw that can be removed. Specifically, the current wording within the Disabled Parking Bylaw requires property owners to request an amendment to the City Disabled Parking Bylaw to include their property within the schedule for enforcement. This Bylaw amendment requires Council's approval before staff can enforce. While this process is effective to show Bylaw staff's authority to enter onto private property for the purposes of enforcement of accessible parking spaces, the process did create "courtesy" accessible parking spaces which are unenforceable by staff. Courtesy accessible parking spaces are created when a property owner erects accessible parking signage, but does not apply to have the property included in the Bylaw, resulting in signed accessible spaces that are not enforceable.

Changes to the Municipal Act now allow Bylaw staff, without prior direction of the property owner, to enter onto private property for the purpose of enforcing the parking of vehicles without the property owner's consent. The Municipal Act then indicates that any vehicle parked contrary to a posted sign is deemed to have been parked or left without consent.

Given this expanded legislative authority, staff are recommending a new Accessible Parking Bylaw be created to no longer require property owners to apply for enforcement and to eliminate the need for separate Council approval of each new property. The new Bylaw would not only make it easier for property owners to create Accessible Parking Spaces, it would also eliminate the need for Traffic staff to review and process applications. It would also result in the enforceability of any parking space signed with a proper accessible parking space sign, eliminating courtesy spaces.

In addition, the proposed Bylaw would change references to Disabled Parking and Disabled Parking Permit to Accessible Parking and Accessible Parking Permit.

# **DISABLED PARKING BYLAW REVIEW – OTES021404**

## **Attachment 2**

### **Bylaw Fees**

There are no fees associated with the Disabled Parking Bylaw.

### **Enforcement**

Enforcement of the Bylaw is conducted proactively and reactively by Bylaw Compliance Officers with staff. In addition, staff of the Guelph Police Service can enforce the Disabled Parking Bylaw.

Staff do not recommend any changes to the current enforcement practices.

### **Fines**

Staff are not recommending any changes to the current set fines.

The set fine for parking violations under the Disabled Parking Bylaw is \$350.00. As section 427 of the Municipal Act sets the minimum fine for a parking violation under an accessible parking Bylaw to not be less than \$300, most municipalities have a similar set fine.

The set fine for a Provincial Offence Notice for the misuse or the use of a fraudulent Provincial Accessible Parking Permit is \$500.00.

*It should be noted that the monitoring and adjusting of set fines is an administrative function and, to eliminate conflicts of interest or the perception of such, set fines do not require Council approval.*

### **Calls for enforcement**

Over the past 3 years Bylaw Compliance staff have received about 70 calls for enforcement a year and issued approximately 200 parking tickets annually.

### **What strategies might be considered to promote a reduction in the number calls for service?**

Compared to requests for service relating to other parking violations, the calls for service for accessible parking violations are low and no further promotion to reduce calls for service is required.

### **How can the burden on the taxpayer for bylaw compliance and enforcement be reduced?**

Given that the number of calls for service is low and annually over the past 3 years revenue generated from proactive and reactive enforcement of accessible parking violations has been between \$52,000 and \$77,000, the burden on the taxpayer is extremely low.

With the recommended Accessible Parking Bylaw, efficiencies would be created, specifically:

- Property owners would no longer need to apply for enforcement
- Bylaw staff would no longer need to confirm whether or not a property is included in the Accessible Parking Bylaw before enforcing
- The time spent by Traffic staff processing applications and amendments would be eliminated
- The time spent by Council to approve Bylaw amendments would be eliminated

## **DISABLED PARKING BYLAW REVIEW – OTES021404**

### **Attachment 2**

#### **Staff recommendation:**

1. That a new Accessible Parking Bylaw be created based on the existing regulations within Disabled Parking Bylaw (1984)-11440, as amended, to better reflect current legislative authorities and to update the Bylaw's wording.

**THE CORPORATION OF THE CITY OF GUELPH**

**By-law Number (2014) - XXXXX**

A By-law regarding accessible parking.

WHEREAS the legislative authority referenced in Schedule “A” to this by-law exists;

NOW THEREFORE the Council of the Corporation of the City of Guelph enacts as follows:

**DEFINITIONS**

1. In this by-law:

“City” means The Corporation of the City of Guelph unless inconsistent with the context;

“Extraneous Record” includes a record which is not a Permit, even though it may:

- (i) Have once been a Permit;
- (ii) Be a copy of a Permit; or
- (iii) Resemble a Permit;

“Officer” means a police officer or a by-law enforcement officer of the City;

“Permit” means an accessible parking permit that is in full compliance with the *Highway Traffic Act* and *Regulation 581* and is displayed in full compliance with the *Highway Traffic Act* and *Regulation 581*; and

“Private Designated Space” means a designated parking space for vehicles displaying a Permit, located on land not owned or occupied by the City, that is used as a parking lot or other parking facility.

2. Any terms used in this by-law which are not defined herein, shall have the meanings as in the *Municipal Act, 2001*, *Highway Traffic Act*, *Regulation 581*, *Accessibility for Ontarians with Disabilities Act, 2005*, and *O. Reg. 191/11* as applicable.

**SYSTEM OF ACCESSIBLE PARKING**

3. The City hereby establishes a system of accessible parking as set out in this by-law.

4. Every person who uses an accessible parking permit shall use it in accordance with the conditions of use set out in the *Municipal Act, 2001*, *Highway Traffic Act*, *Regulation 581*, *Accessibility for Ontarians with Disabilities Act, 2005*, and *O. Reg. 191/11* and this by-law and shall not use it improperly.

5. No person shall obstruct a designated parking space for vehicles displaying an accessible parking permit, or access to such a space, by the moving, placing, or storage of snow or any other object.

6. No owner, occupier or operator of land shall cause or permit any designated parking space for vehicles displaying an accessible parking permit, or access to such a space, to be obstructed by the moving, placing, or storage of snow or any other object.

**PARKING FACILITIES NOT OWNED OR OCCUPIED BY THE CITY**

7. The owners or operators of parking lots or other parking facilities to which the public has access, whether on payment of a fee or otherwise, shall provide Private Designated Spaces.

8. The owner or occupier of land that is used as a parking lot or other parking facility who wishes the City to regulate or prohibit the parking or leaving of motor vehicles without the consent of the owner of the land, on Private Designated Spaces on such land shall erect:
  - (a) A sign at each entrance to the land clearly indicating the regulation or prohibition by the City in respect of the Private Designated Spaces pursuant to this by-law; and
  - (b) Signs on the land specifying conditions on which motor vehicles may be parked or left on the Private Designated Spaces or regulating or prohibiting the parking or leaving of motor vehicles on the Private Designated Spaces.
9. No person shall park or leave a motor vehicle in a Private Designated Space except with a Permit.
10. No person shall park or leave a motor vehicle in a Private Designated Space while an Extraneous Record, but not a Permit, is displayed or used in respect of the motor vehicle.

#### CITY PARKING FACILITIES AND HIGHWAYS

11. No person shall park or leave a motor vehicle in a designated parking space for vehicles displaying an accessible parking permit, in a City parking lot or other City parking facility or on a City highway, except with a Permit.
12. No person shall park or leave a motor vehicle in a designated parking space for vehicles displaying an accessible parking permit, in a City parking lot or other City parking facility or on a City highway, while an Extraneous Record, but not a Permit, is displayed or used in respect of the motor vehicle.
13. No person shall stop a motor vehicle on a City highway, contrary to a sign prohibiting stopping except the stopping of vehicles with a Permit, unless the motor vehicle is displaying a Permit.
14. No person shall stop a motor vehicle on a City highway, contrary to a sign prohibiting stopping except the stopping of vehicles with a Permit, while an Extraneous Record, but not a Permit, is displayed or used in respect of the motor vehicle.
15. No person shall stand a motor vehicle on a City highway, contrary to a sign prohibiting standing except the standing of vehicles with a Permit, unless the motor vehicle is displaying a Permit.
16. No person shall stand a motor vehicle on a City highway, contrary to a sign prohibiting standing except the standing of vehicles with a Permit, while an Extraneous Record, but not a Permit, is displayed or used in respect of the motor vehicle.

#### OFFENCES

17. Where a vehicle has been left parked, stopped or standing in contravention of this by-law, the owner of the vehicle is guilty of an offence, even though the owner was not the driver of the vehicle at the time of the contravention of the by-law, and is liable to the applicable fine unless, at the time of the offence, the vehicle was in the possession of another person without the owner's consent.
18. Every person who contravenes section 5, 6, 9, 10, 11, 12, 13, 14, 15 or 16 of this by-law is guilty of an offence and on conviction is liable to a fine of not less than \$300.00 and not greater than \$5,000 for each offence, exclusive of costs.

#### ENFORCEMENT

19. The provisions of this by-law may be enforced by an Officer.



20. The provisions of section 9 of this by-law may also be enforced by a person, holding a valid Private Parking Agent License under the City's Business Licensing By-law, who is authorized by the land owner to provide parking enforcement on the land.
21. Every person having possession of an accessible parking permit shall, upon the demand of an Officer, surrender the same for reasonable inspection to ensure that the provisions of this by-law are being complied with.
22. An Officer, to whom an accessible parking permit has been surrendered, may retain it until disposition of the case if the Officer has reasonable grounds to believe that the said permit is being used or has been used in contravention of this by-law.
23. Any fine under this by-law is recoverable under the *Provincial Offences Act*.
24. Where a vehicle is found parked or left in contravention of this by-law, an Officer may cause the vehicle to be moved or taken to and placed or stored in a suitable place and all costs and charges for this removal and for any care and storage of the vehicle, are a lien upon the vehicle, which may be enforced in the manner provided by the *Repair and Storage Liens Act*.

#### GENERAL

25. This By-law is to be construed with all changes in number and gender as may be required by the context.
26. Any reference herein to any by-law, act, regulation or approval of any government shall be construed, as may be required by the context, as a reference thereto as amended or re-enacted from time to time or as a reference to any successor thereto then in force.
27. If a court of competent jurisdiction declares any provision or part of a provision of this by-law to be invalid, illegal, unenforceable or of no force and effect, it is the intention of Council in enacting this by-law that the remainder of the by-law shall continue in force and be applied and enforced in accordance with its terms to the fullest extent possible according to law.
28. This By-law shall come into effect at 12:01 a.m. on May 1, 2014 or when the set fines have been approved by the Regional Senior Justice, whichever occurs first.
29. By-law number (1984)-11440 of The Corporation of the City of Guelph, and all by-laws amending the same, are hereby repealed as of the effective date set out in the immediately preceding section of this by-law.
30. The short title of this by-law is the "Accessible Parking By-law".
31. This by-law is hereby adopted as Municipal Code Amendment #XXX which amends Chapter #XXX to the City of Guelph Municipal Code.

**PASSED this      day of                      , 2014**

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**KAREN FARBRIDGE – MAYOR**

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**BLAIR LABELLE – CITY CLERK**

SCHEDULE “A”

LEGISLATIVE AUTHORITY

WHEREAS sections 8 and 10 of the *Municipal Act, 2001* authorize a municipality to pass a by-law respecting public assets of the municipality, social well-being of the municipality and health, safety and well-being of persons;

AND WHEREAS sections 8, 10 and 102(1) of the *Municipal Act, 2001* authorize a municipality to pass a by-law for establishing a system of accessible parking;

AND WHEREAS section 102(2) of the *Municipal Act, 2001* authorizes a municipality to require the owners or operators of parking lots or other parking facilities to which the public has access, whether on payment of a fee or otherwise, to provide designated parking spaces for vehicles displaying an accessible parking permit;

AND WHEREAS section 102(2) of the *Municipal Act, 2001* requires that a municipality which does the foregoing, shall prescribe the conditions of use of the accessible parking permit and to prohibit the improper use of the permit;

AND WHEREAS section 100 of the *Municipal Act, 2001* authorizes a municipality, in respect of land not owned or occupied by the municipality that is used as a parking lot, to regulate or prohibit the parking or leaving of motor vehicles on that land without the consent of the owner of the land if a sign is erected at each entrance to the land clearly indicating the regulation or prohibition;

AND WHEREAS section 101(3) of the *Municipal Act, 2001* requires that if signs are erected on land specifying conditions on which a motor vehicle may be parked or left on the land or regulating or prohibiting the parking or leaving of a motor vehicle on the land, a motor vehicle parked or left on the land contrary to the conditions or prohibition shall be deemed to have been parked or left without consent;

AND WHEREAS section 101(1) of the *Municipal Act, 2001* authorizes a municipality to pass a by-law regulating or prohibiting the parking or leaving of a motor vehicle on land, and if it does so, to provide for the removal and impounding or restraining and immobilizing of any vehicle, at the vehicle owner's expense, parked or left in contravention of the by-law and subsection 170(15) of the *Highway Traffic Act* applies;

AND WHEREAS section 101(2) of the *Municipal Act, 2001* authorizes a municipality to enter on land at reasonable times for the purposes described in the foregoing;

AND WHEREAS section 102(1) of the *Municipal Act, 2001* requires that if a municipality passes a by-law for establishing a system of accessible parking, the sole manner of identifying vehicles shall be an accessible parking permit issued and displayed in accordance with the *Highway Traffic Act* and the regulations made under it;

AND WHEREAS section 102(3) of the *Municipal Act, 2001* authorizes a municipality which passes a by-law as foregoing to authorize in such by-law the removal and impounding of any vehicle, at its owner's expense, parked or left contrary to the by-law;

AND WHEREAS sections 26, 27 and 28 of the *Highway Traffic Act* and sections 1 through 8 of R.R.O. 1990, *Regulation 581* (Accessible Parking for Persons with Disabilities) regulate accessible parking permits respecting issuance, period in force, cancellation, fictitiousness, alteration, fraudulent obtaining, display, surrender, giving, lending, selling, offering for sale, use by other persons, inspection and retention by officers, validity, equivalence with comparable permits issued by other jurisdictions and return;

AND WHEREAS section 11 of R.R.O. 1990, *Regulation 581* requires that a parking space designated under a municipal by-law for the use of persons with a disability shall be distinctly indicated by erecting an accessible parking permit sign as described therein;

AND WHEREAS section 13(1) of R.R.O. 1990, *Regulation 581* requires that a sign that prohibits stopping except the stopping of vehicles displaying a valid accessible parking permit shall be as described therein;

AND WHEREAS section 14(1) of R.R.O. 1990, *Regulation 581* requires that a sign that prohibits standing except the standing of vehicles displaying a valid accessible parking permit shall be as described therein;

AND WHEREAS sections 80.34, 80.35, 80.36, 80.37 and 80.38 of *Ontario Regulation 191/11* (Integrated Accessibility Standards) under the *Accessibility for Ontarians with Disabilities Act, 2005* regulate off-street parking facilities for the use of persons with disabilities respecting types of parking spaces, access aisles, numbers of parking spaces and signage;

AND WHEREAS section 425(1) of the *Municipal Act, 2001* authorizes a municipality to pass by-laws providing that a person who contravenes a by-law of the municipality passed under the *Municipal Act, 2001* is guilty of an offence;

AND WHEREAS section 427 of the *Municipal Act, 2001* requires that a by-law establishing a system of accessible parking shall provide that every person who contravenes the by-law is guilty of an offence and on conviction is liable to a fine of not less than \$300.00;

AND WHEREAS section 428 of the *Municipal Act, 2001* authorizes a municipality to provide, by by-law, that, where a vehicle has been left parked, stopped or standing in contravention of a by-law passed under the *Municipal Act, 2001*, the owner of the vehicle is guilty of an offence, even though the owner was not the driver of the vehicle at the time of the contravention of the by-law, and is liable to the applicable fine unless, at the time of the offence, the vehicle was in the possession of another person without the owner's consent;

AND WHEREAS the *Provincial Offences Act* provides for the recovery of certain fines;

AND WHEREAS the *Repair and Storage Liens Act* provides for the enforcement of certain liens.

# STAFF REPORT



TO Operations, Transit & Emergency Services Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE February 4, 2014

**SUBJECT Business Licence Fees 2014**

REPORT NUMBER OTES021402

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## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To establish business licensing fees for 2014.

### KEY FINDINGS

Business licence fees are based on a full cost recovery model with an average fee increase of 2.96%.

### FINANCIAL IMPLICATIONS

Business licensing fees are calculated on a cost recovery basis; therefore, no additional revenue will be realized from the proposed 2014 business licence fees.

### ACTION REQUIRED

To receive staff's report and to recommend an amendment to the City's Business Licence By-law to set the Business Licence Fees for 2014 be passed by Council.

## RECOMMENDATION

1. That the Operations, Transit & Emergency Services Committee Report #OTES021402 regarding the Business Licence Fees 2014 dated February 4, 2014 be received;
2. That staff be directed to prepare the necessary amendments to Business Licence By-law (2009)-18855, as amended to incorporate the 2014 fees as identified in Operations, Transit & Emergency Services Committee Report #OTES021402 dated February 4, 2014.

# STAFF REPORT



## BACKGROUND

As per Council direction, staff are required to recommend annual business licence fees to recover the costs of administration, inspection and enforcement for both new and renewal business licences.

## REPORT

Staff have reviewed the operating costs of issuing both new and renewal business licences for 2014 and based on the cost recovery model are recommending the 2014 Business Licence fees (ATT- 1).

## CORPORATE STRATEGIC PLAN

This report supports the following goals in the strategic plan:

- 2.3 Ensure accountability transparency and engagement
- 3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City
- 3.2 Be economically viable, resilient, diverse and attractive for business

## FINANCIAL IMPLICATIONS

Business licensing fees are calculated on a cost recovery basis; therefore, no additional revenue will be realized from the proposed 2014 business license fees. The nominal increase in fees will be offset by operating costs.

## DEPARTMENTAL CONSULTATION

Human Resources  
Finance  
Public Works  
Corporate Communications  
Wellington Dufferin Guelph Health Unit

## COMMUNICATIONS

An ad inviting the public to submit comments or speak to the fee increase was placed in the Guelph Tribune on January 23, 2014 in compliance with the Public Notice Provisions Policy. All background information and reports are available on the City of Guelph website and the reports are available at ServiceGuelph. Businesses will be informed during the renewal process of the increase in fees.

# STAFF REPORT

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## ATTACHMENTS

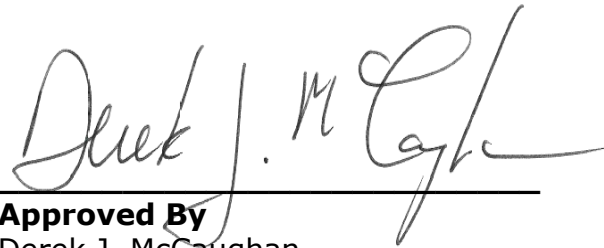
ATT-1 Schedule of Current (2013) & Proposed 2014 Business Licence Fees

**Report Author:** Jennifer Jacobi, Licensing Coordinator  
Bylaw Compliance, Security and Licensing



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**Recommended By**  
Doug Godfrey  
Manager  
Bylaw Compliance, Security &  
Licensing  
519 822-1260 x2520  
doug.godfrey@guelph.ca



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**Approved By**  
Derek J. McCaughan  
Executive Director  
Operations, Transit and Emergency Services  
519 822-1260 x2018  
derek.mccaughan@guelph.ca

**BUSINESS LICENCE FEES 2014 – OTES021402****Attachment 1**

## Current &amp; Proposed Schedule of Fees

**Inspection**

Business	Current Fee for Application for Inspection-2013	Proposed Fee-2014 (to the nearest dollar)
Adult Entertainment Establishment	\$289.00	\$297.00
Adult Entertainment Retail Establishment	\$250.00	\$258.00
Amusement Establishment	\$278.00	\$286.00
Bed & Breakfast	\$201.00	\$207.00
Catering Company	\$251.00	\$258.00
Food Premises	\$290.00	\$298.00
Food Vehicle	\$176.00	\$183.00
Holistic Services - Owner	\$330.00	\$338.00
Holistic Services – Operator/Practitioner	n/a	n/a
Hotel Establishment	\$321.00	\$332.00
Pawnbroker	\$201.00	\$207.00
Personal Services Establishment	\$237.00	\$245.00
Private Parking Agent	\$63.00	\$63.00
Public Assembly Hall	\$290.00	\$298.00
Street Vendor	\$176.00	\$183.00
Driving Instructor	n/a	n/a

**Application**

Business	Current Fee for Business Licence Application-2013	Proposed Fee-2014
Adult Entertainment Establishment	\$181.00	\$186.00
Adult Entertainment Retail Establishment	\$181.00	\$186.00
Amusement Establishment	\$148.00	\$152.00
Bed & Breakfast	\$148.00	\$152.00
Catering Company	\$148.00	\$152.00
Food Premises	\$148.00	\$152.00
Food Vehicle	\$148.00	\$152.00
Holistic Services - Owner	\$148.00	\$152.00
Holistic Services – Operator/Practitioner	\$231.00	\$237.00
Hotel Establishment	\$148.00	\$152.00
Pawnbroker	\$148.00	\$152.00
Personal Services Establishment	\$148.00	\$152.00

**BUSINESS LICENCE FEES 2014 – OTES021402****Attachment 1**

Private Parking Agent	\$148.00	\$152.00
Public Assembly Hall	\$148.00	\$152.00
Street Vendor	\$181.00	\$186.00
Driving Instructor	\$148.00	\$152.00

**Renewal**

Business	Current Renewal Fee- 2013	Proposed Fee-2014
Adult Entertainment Establishment	\$251.00	\$258.00
Adult Entertainment Retail Establishment	\$251.00	\$258.00
Amusement Establishment	\$164.00	\$169.00
Bed & Breakfast	\$164.00	\$169.00
Catering Company	\$175.00	\$180.00
Food Premises	\$175.00	\$180.00
Food Vehicle	\$222.00	\$228.00
Holistic Services - Owner	\$254.00	\$261.00
Holistic Services – Operator/Practitioner	\$203.00	\$207.00
Hotel Establishment	\$227.00	\$237.00
Pawnbroker	\$99.00	\$101.00
Personal Services Establishment	\$222.00	\$228.00
Private Parking Agent	\$99.00	\$101.00
Public Assembly Hall	\$169.00	\$175.00
Street Vendor	\$249.00	\$256.00
Driving Instructor	\$99.00	\$101.00