COMMITTEE AGENDA

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

DATE October 15, 2012

LOCATION Council Chambers
TIME 5:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

CONFIRMATION OF MINUTES – September 17, 2012 open meeting minutes

PRESENTATIONS (Items with no accompanying report): None

CONSENT AGENDA

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

ITEM	CITY PRESENTATION	DELEGATIONS	TO BE EXTRACTED
OTES-26 Critical Triage Acuity Scale –Ambulance Response Standards	• Stephen Dewar, Chief, EMS Division		√
OTES-27 Guelph Storm Mutual Services Agreement 2012/2013			
OTES-28 Business Licence By-law Amendments			
OTES-29 Ontario Street – Road Narrowing – Update			
OTES-30 Public Works Yard Expansion			
OTES-31 Goodwin Drive 0n-Street Parking			
OTES-32 Downtown Guelph - Transit			

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.

NEXT MEETING – November 19, 2012

The Corporation of the City of Guelph
Operations, Transit & Emergency Services Committee
Monday, September 17, 2012 at 5:00 p.m.

A meeting of the Operations, Transit & Emergency Services Committee was held on Monday, September 17, 2012 in Council Chambers at 5:00 p.m.

Present: Councillors, Findlay, Bell, Furfaro, Van Hellemond and Mayor Farbridge

Also Present: Councillor Dennis, Guthrie, Hofland and Piper

Staff in Attendance: Mr. D. McCaughan, Executive Director of Operations, Transit & Emergency Services; Mr. S. Armstrong, General Manager of Emergency Services/Fire Chief; Mr. M. Anders, General Manager, Community Connectivity & Transit; Mr. D. Godfrey, Manager, By-law Compliance and Security; Mr. A. Horsman, Executive Director, Finance & Enterprise; Ms. T. Agnello, Deputy City Clerk; and Ms. D. Black, Council Committee Coordinator.

There was no declaration of pecuniary interest.

1. Moved by Councillor Van Hellemond
Seconded by Councillor Furfaro

THAT the minutes of the Operations, Transit & Emergency Services Committee meeting held on July 16, 2012 be confirmed as recorded and without being read.

Carried

Consent Agenda

The following items were extracted from the Consent Agenda to be voted on separately:

OTES 2012-A.22	Guelph Transit 2011 Annual Report
OTES 2012-A.23	Emergency Services 2011 Annual Report
OTES 2012-A.24	Business Licensing – Downtown Late Night Bars
OTES 2012-A.25	Public Nuisance By-law

Guelph Transit 2011 Annual Report

Mr. Michael Anders, General Manager, Community Connectivity & Transit, provided highlights from 2011 contained within the Guelph Transit 2011 Annual Report. He also advised of changes that will occur in 2012.

Committee members requested more information regarding capital expenditures, operating revenue, University subsidies, and trending of items such as the customer base vs. calls coming in; RC ratio and municipal cost per capita, cost per bus mile versus revenue per bus mile.

2. Moved by Councillor Bell
Seconded by Councillor Furfaro

Mr. D. McCaughan THAT the Guelph Transit 2011 Annual Report be referred back to staff to include historical data to show context and trends of important indicators.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, Van Hellemond and Mayor Farbridge (5)

VOTING AGAINST: (0)

Carried

Business Licensing – Downtown Late Night Bars

Mr. Marty Williams, Executive Director, Downtown Guelph Business Association (DGBA), asked the City to work with the DGBA, the police, the downtown businesses and other stakeholders in a cooperative way rather than implementing more regulations and licensing categories. He stated the DGBA would be opposed to any unilateral proposals.

3. Moved by Mayor Farbridge
Seconded by Councillor Furfaro

Mr. D. McCaughan THAT the Operations, Transit & Emergency Services Committee Report # OT091236 regarding the Business Licensing of Downtown late night bars dated September 17, 2012 be received.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, and Mayor Farbridge (4)

VOTING AGAINST: Councillor Van Hellemond (1)

Carried

Emergency Services 2011 Annual Report

Mr. Shawn Armstrong, General Manager of Emergency Services provided highlights from the Emergency Services 2011 Annual Report.

Committee members stated they would like to see more financial details in the next report. They would also like further information regarding response times within the City and within the County over the past few years.

4. Moved by Councillor Bell
Seconded by Mayor Farbridge

Mr. D. McCaughan THAT the Operations, Transit & Emergency Services Committee Report # OT091233 Emergency Services 2011 Annual Report be received.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, Van Hellemond and Mayor Farbridge (5)

VOTING AGAINST: (0)

Carried

Public Nuisance By-law

Staff advised that public engagement will be solicited through the media, the City's website, neighbourhood groups, and stakeholder meetings.

5. Moved by Councillor Furfaro
Seconded by Councillor Bell

REPORT THAT the Operations, Transit & Emergency Services Committee Report # OT091235 regarding the establishing of a Public Nuisance Bylaw dated September 17, 2012 be received;

AND THAT Council approve the need for a Public Nuisance Bylaw in principle and direct staff to conduct public consultation on the draft Public Nuisance Bylaw.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro, Van Hellemond and Mayor Farbridge (5)

VOTING AGAINST: (0)

Carried

Adjournment

6. Moved by Councillor Furfaro
Seconded by Mayor Farbridge

THAT the September 17, 2012 Operations, Transit & Emergency Services Committee be adjourned.

Carried

The meeting adjourned at 6:13 p.m.

.....
Chairperson

OPERATIONS, TRANSIT & EMERGENCY SERVICES COMMITTEE
CONSENT AGENDA

October 15, 2012

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

A Reports from Administrative Staff

REPORT	DIRECTION
OTES-2012.26) CRITICAL TRIAGE ACUITY SCALE – AMBULANCE RESPONSE STANDARDS THAT report OT101240 "Critical Triage Acuity Scale - Ambulance Response Standards" be received; AND THAT the Ambulance Response Standards as set out in report OT101240 be approved.	Approve
OTES-2012.27) GUELPH STORM MUTUAL SERVICES AGREEMENT 2012/2013 THAT the Operations, Transit & Emergency Services Committee Report OT101237 Guelph Storm Mutual Services Agreement 2012/2013 dated October 15, 2012 be received; AND THAT the Mayor and City Clerk be authorized to sign the Mutual Services Agreement with the Guelph Storm satisfactory to the Executive Director of Operations, Transit & Emergency Services or his or her designate and the City Solicitor or his or her designate; AND THAT all advertising copy on communication collateral associated with this agreement shall comply with existing City policy. AND THAT the agreement comes into effect immediately upon execution.	Approve

OTES-2012.28) BUSINESS LICENCE BY-LAW AMENDMENTS | Approve

THAT the Operations, Transit & Emergency Services Committee Report OT101238 regarding Business Licence By-law amendments dated October 15, 2012 be received;

AND THAT staff be directed to prepare amendments to Business Licence By-law (2009)-18855 and Appointment By-laws (2003)-17082 and (1997)-15351 to streamline the licensing of Private Property Agents under Schedule 11;

AND THAT staff be directed to create a Driving Instructor Licence category within the City's Business Licence By-law (2009)-18855; and that public and industry consultation be undertaken for the purpose of establishing appropriate regulations for the category;

AND THAT staff be directed to create a Tow Truck Company Licence category within the City's Business Licence By-law (2009)-18855; and that industry consultation be undertaken for the purpose of establishing appropriate regulations for the category.

OTES-2012.29) ONTARIO STREET – ROAD NARROWING - UPDATE | Approve

THAT Operations, Transit & Emergency Services Committee Report OT101241 Ontario Street - Road Narrowing - Update dated October 15th, 2012 be received;

AND THAT Public Works staff recommend that no action be taken at this time regarding the removal of the road narrowing;

AND THAT Public Works staff report back to Committee in the third quarter of 2013 with a recommendation pertaining to the road narrowing on Ontario Street.

OTES-2012.30) PUBLIC WORKS YARD EXPANSION

Approve

THAT staff be authorized to take the steps outlined in the Report OT101239 Public Works Yard Expansion dated October 15th, 2012 in regard to the possible permanent closure of parts of Denver Road and Municipal Street for the expansion of the Public Works Yard.

OTES-2012.31) GOODWIN DRIVE YEAR ROUND OVERNIGHT PARKING | Approve

THAT the Operations, Transit & Emergency Services Committee Report OT101242 Goodwin Drive Year Round Overnight Parking be received;

AND THAT staff undertake a comprehensive review of the feasibility and implications associated with modifying or eliminating the current overnight, on-street parking restrictions;

AND THAT year round temporary overnight parking on Goodwin Drive be continued until April 2013.

OTES-2012.32) DOWNTOWN GUELPH – TRANSIT | Receive

THAT the report of Operations, Transit & Emergency Services dated October 15, 2012, entitled 'Downtown Guelph – Transit', be received.

Attach.

Response Time Performance Plan

Report OT101240

Purpose of Report

- Regulation 267/08 is coming into effect.
- Requires Council approval of the Response Time Standard for Land Ambulance Service
- The Standard consists of **Response Time Targets** and **Performance Levels** to each Target
- Requires annual performance reporting with any future adjustments to be considered by Council

Previous Response Time Standard "90th Percentile"

- Only considered code 4 calls (Emergency lights and sirens)
- Based on ambulance performance in this area in 1996 – differs for each Municipality
- No opportunity for community input into the service level provided.

New Standard
Based on CTAS Levels

The Canadian Triage Acuity Scale

- Designed to define patients' needs in the hospital Emergency Departments
- Five CTAS levels, each with their own Response Time Target and Performance Level
- Plus a Response Time Target and Response level for victims of Sudden Cardiac Arrest

New Standard Under Regulation 267/08

- Of the six Response Time Targets, two have been set by the Ministry of Health and Long Term Care (MOHLTC)
  - CTAS 1
  - Sudden Cardiac Arrest

  The Response Time Targets for the other CTAS Levels require consideration and approval by Council.
- The Compliance Level to all 6 targets need to be determined by Council

Staff Recommendations

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

EMS Staff have reviewed data from 2011 to determine recommended targets and compliance levels.

	Guelph Wellington	Grey	Hamilton	Halton	Waterloo
CTAS 1	**8 minutes 65%**	8 minutes 50%	8 minutes 75%	8 minutes 75%	8 minutes 70%
CTAS 2	**10 minutes 75%**	15 minutes 90%	10 minutes 75%	10 minutes 75%	10:30 80%
CTAS 3	**15 minutes 90%**	30 minutes 90%	15 minutes 75%	15 minutes 75%	10:30 80%
CTAS 4	**15 minutes 90%**	30 minutes 90%	20 minutes 75%	20 minutes 75%	10:30 80%
CTAS 5	**20 minutes 90%**	30 minutes 90%	25 minutes 75%	25 minutes 75%	10:30 80%
SCA	**6 minutes 65%**	6 minutes 40%	6 Minutes 75%	6 minutes 55%	6 minutes 50%

Sudden Cardiac Arrest Standard

Sudden Cardiac Arrest	**6 Minutes*** **Set by MOHLTC**	**65%**

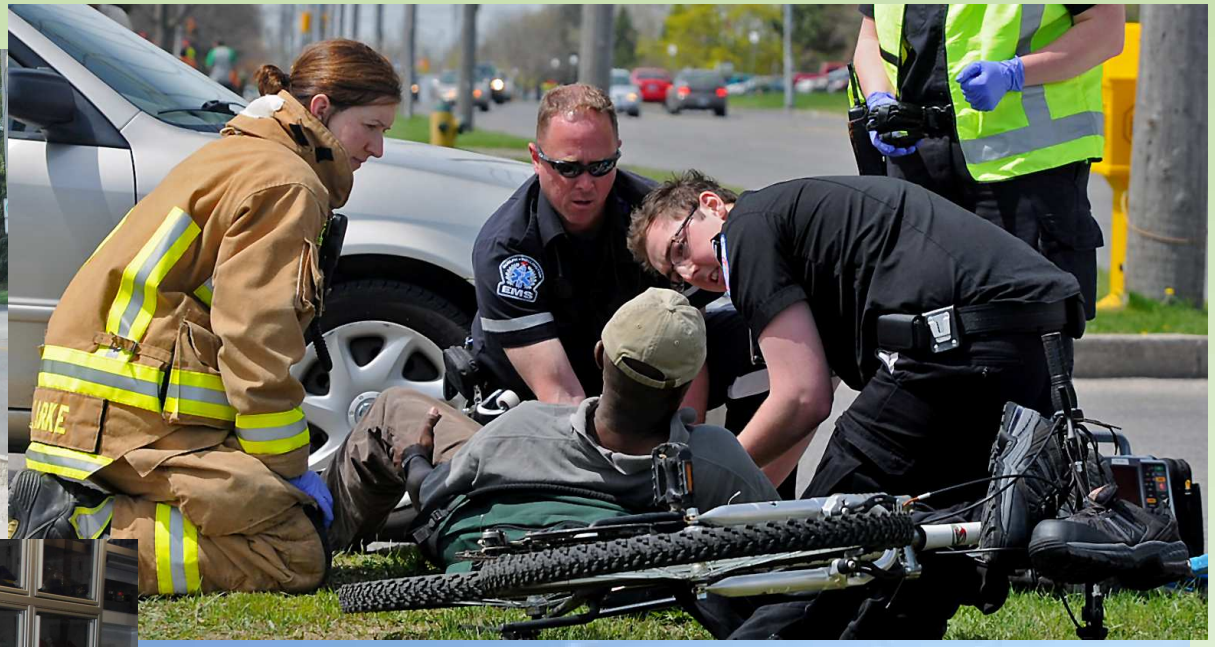
- The response time is measured until a defibrillator arrives on the scene of a cardiac arrest
- Does not specifically refer to the response time of an ambulance or the provision of EMS care
- Standard can be achieved by Firefighters, other responders or members of the public when a Public Access Defibrillator is present.

Managing Response Time Targets

Response Times Targets -Compliance Levels

- **Response Time Targets** and **Compliance Levels** are maintained given current land ambulance resources.
- Any additional improvement to response time targets or compliance levels would require additional resources.

Questions?



COMMITTEE REPORT

TO	**Operations, Transit & Emergency Services Committee**
SERVICE AREA	Operations, Transit & Emergency Services
DEPARTMENT	Emergency Services
DATE	October 15, 2012
SUBJECT	**Critical Triage Acuity Scale - Ambulance Response Standards**
REPORT NUMBER	OT101240

SUMMARY

Purpose of Report:
To establish in accordance with the Ambulance Act, a Performance Plan for the next calendar year respecting response times.

Committee Action:
To recommend approval of the proposed Response Time Performance Plan for the coverage area to Council..

RECOMMENDATION

"THAT report OT101240 Critical Triage Acuity Scale - Ambulance Response Standards be received

AND THAT the Ambulance Response Standards as set out in report OT101240 be approved.

BACKGROUND

Recent changes to Provincial Legislation, Regulation 267/08 of the Ambulance Act, requires the delivery agent responsible for ensuring the proper provision of land ambulance services to establish in accordance with the Act, a response time performance plan for the next calendar year. Guelph – Wellington Emergency Medical Service has created the required plan which must be submitted to the Director of Emergency Health Services in October 2012 and annually by October 1st for each year after. Regulation 267/08 was introduced in 2009 but the implementation of the requirement was delayed by 2 years.

Under this new legislation, Council is given the authority to establish ***response time targets*** and ***target performance levels*** for the coverage area of the City of Guelph and Wellington County.

Previous Legislated Response Time Performance Target
The previous legislated performance standard for all land ambulance delivery in Ontario was based on the historical "90th percentile" response times for ambulance calls dispatched for possible life-threatening "Code 4" emergencies occurring in the coverage area in 1996.

Shortcomings with the "90th percentile" performance indicator include:

- The performance provided in 1996 was not studied or reviewed to ensure that it was an appropriate target or reflective of the needs of the community.
- There was no input from the local government in the setting of this standard.
- The 90th percentile concept is confusing and often is misunderstood as the average response time.
- The standard only considered calls dispatched as "Code 4" for life-threatening emergencies. The new requirement will provide for an opportunity to assess a variant of key performance indicators KPIs in order to better evaluate the overall performance of land ambulance services provided.

REPORT

The new response time performance plan includes six medically validated categories of responses, each of which can have a different response time target and performance level to that target. The response time target for two of the categories has been set by the Ministry Of Health and Long Term Care (MOHLTC), but the performance level to the target can be determined by Council. The targets and performance level for the other four categories can be set and maintained or modified annually by Council as recommended by staff. Having set the targets, staff will manage and ensure the land ambulance system is operating as planned.

Timelines
- October, 2012 and October 1 every year after – response time plan to be provided to the MOHLTC.
- March 31, 2014 and every year after – The ambulance provider must report actual response times achieved against forecasted response time percentages to the MOHLTC.

Call Categories
Regulation 267/08 requires that the Response Time Performance Plan set response time targets for patients that are categorized using the Canadian Triage Acuity Scale (CTAS). The scale was designed to define patients' needs in the hospital Emergency Departments so as to allow for timely care and to allow Emergency Departments to evaluate their acuity level, resource needs and performance against certain operating "objectives". CTAS was introduced into the EMS system in Ontario in 2003 and all paramedics in Ontario have been educated in the scoring system. In addition to the CTAS levels, the Regulation requires the reporting of the compliance to a preset response time of six minutes for a defibrillator to reach the victim of a Sudden Cardiac Arrest.

Council has the authority to set the response times targets to all levels of CTAS categories except for CTAS level 1 and to Sudden Cardiac Arrest which has been set at 8 minutes and 6 minutes respectively by the MOHLTC.

CTAS includes 5 levels of acuity:

Level 1 – requires resuscitation, i.e. cardiac arrest
Level 2 – requires emergent care, i.e. major trauma
Level 3 – requires urgent care, i.e. mild shortness of breath
Level 4 – requires less urgent care, i.e. minor trauma
Level 5 – requires non-urgent care, i.e. sore throat

The sixth target is the measurement of response times to a call for a patient suffering a sudden cardiac arrest and is different than CTAS level 1 as it includes non Paramedic responders (e.g. Fire Fighters, members of public) using defibrillators. The target of 6 minutes has been set by the MOHLTC but the compliance rates to that standard can be set by Council.

The categories are further defined in Appendix B, Patient Acuity Category Descriptions.

The Ambulance Response times are affected by several factors:

- Severity of the patient's condition, as determined by the MOHLTC dispatch Centre in speaking with the 911 caller. This will affect the priority on which the ambulance is dispatched and whether emergency warning systems are activated enroute to the call.
- The proactive deployment of ambulance resources at appropriate locations to minimize response times.
- Utilizing processes and policies to maximize the availability of ambulances within the system, and
- Reducing the interval times an ambulance is involved in a response from notification to conclusion of the emergency.

The targets were established by applying response time factors and new CTAS requirements to response data available from 2011. Note that the 2011 performance as recorded in the following chart is shown only to demonstrate the potential to achieve the stated goals.

Staff recommend the following response time standards be adopted for the 2013 calendar year:

See appendix "B" for description of CTAS levels

	Response Time Target	**Target Performance Level (% of responses Guelph Wellington EMS expects to meet the response time to emergencies)**	Guelph Wellington EMS rate of achieving target in 2011
CTAS Level 1	8 minutes (set by MOHLTC)	**65%**	62%
CTAS Level 2	**10 minutes**	**75%**	75%
CTAS Level 3	**15 minutes**	**90%**	92%
CTAS Level 4	**15 minutes**	**90%**	91%
CTAS Level 5	**20 minutes**	**90%**	96%

RATIONALE

CTAS Level 1 – Of the over 16,900 patients seen by Guelph Wellington EMS in 2011, approximately 340 (2%) were classified as CTAS 1. The 65% Performance Level was set based on response times to those calls. Staff will continue to maximize the current resources by adjusting deployment and otherwise managing the service to achieve as high as possible compliance with this Performance Level.

CTAS Level 2 - The proposed ten minute response time target is appropriate for these patients who have serious complaints that could cause them to deteriorate rapidly. Guelph Wellington EMS saw approximately 3,550 CTAS 2 patients in 2011 (21% of patients). These calls are typically dispatched as code 4 (emergency, lights and sirens utilized). Historical data suggests that we can achieve this Response Time Target in 75% of cases in 2013.

CTAS Level 3 - The proposed Response Time Target and Performance Level are consistent with current performance. These patients historically represent more than 50% of the patients, and included over 9,300 in 2013. The calls may be dispatched as code 4 (emergency, lights and sirens utilized) or code 3 (urgent, but not life threatening, no lights and sirens utilized) given the level of the severity of the complaints, staff propose the current Response Time Target and Performance Level is appropriate.

CTAS Level 4 - The proposed Response Time Target and Performance Level are consistent with current performance. There were approximately 3,500 patients categorized at this level in 2011 (approximately 20%). The calls are typically dispatched as code 3 (urgent, but not life threatening, no lights and sirens utilized). Given the lower acuity of the complaints, staff propose the current response level is appropriate.

CTAS Level 5 – The proposed Response Time Target and Target Performance Level are slightly lower than current performance. These patients historically represent less than 3% of total patients, including in 2011 when the number was approximately 330. The calls are typically dispatched as code 3 (urgent, but not life threatening, no lights and sirens utilized) or code 1 (routine). Given the low acuity of the complaints, ambulances enroute to these calls can be diverted to higher acuity patients where appropriate.

Responding to Sudden Cardiac Arrests (SCA)
Response Time Targets to this performance measurement are not specifically the response time for an ***ambulance*** to arrive. This function can be completed by Fire department responders, other emergency responders or members of the public utilizing a Public Access Defibrillator (PAD device).

Guelph Wellington Emergency Medical Service works in partnership with local fire services in Guelph and Wellington County. Through Tiered Response Agreements with each of those services, Fire resources that are available and that may be closer to a call involving a sudden cardiac arrest are dispatched to these calls.

Guelph Wellington EMS works in partnership with the Ontario Heart and Stroke Foundation to utilize grant funding to place Public Access Defibrillators in locations throughout the coverage area. This partnership improves the availability of Defibrillators and thereby enhances compliance to SCA.

It is difficult to estimate projected compliance to responses to SCA as data collection and historical information is not easily accessed. Determining projected compliance rates requires comparing multiple forms of data from numerous agencies.

Staff manually collected and reviewed several sources of data from Sudden Cardiac Arrest calls from March to September, 2012. This analysis established that a defibrillator arrived at the scene within 6 minutes approximately 63 percent of the time.

	Response Time Target	**2013 Target Performance Level**	Estimated performance to this standard based on 6 month review of multiple data points
Sudden Cardiac Arrest	6 minutes (set by MOHLTC)	**>/= 65%**	Approximately 63%

In addition to reviewing our own historical data, Guelph - Wellington Emergency Medical Service has benchmarked proposed standards against response time standards from neighbouring services. The following chart represents those response times proposed or reported to the responsible councils as of the preparation of this report.

	Grey	Hamilton	Peel	Niagara	Halton	Essex
CTAS 1	8 minutes 50%	8 minutes 75%	8 minutes 65%	8 minutes 80%	8 minutes 75%	8 minutes 75%
CTAS 2	15 minutes 90%	10 minutes 75%	11 minutes 90%	11minutes 90%	10 minutes 75%	10 minutes 90%
CTAS 3	30 minutes 90%	15 minutes 75%	15 minutes 90%	15 minutes 90%	15 minutes 75%	12 minutes 90%
CTAS 4	30 minutes 90%	20 minutes 75%	15 minutes 90%	20 minutes 90%	20 minutes 75%	14 minutes 90%
CTAS 5	30 minutes 90%	25 minutes 75%	15 minutes 90%	30 minutes 90%	25 minutes 75%	14 minutes 90%
SCA	6 minutes 40%	6 Minutes 75%	6 minutes 65%	6 minutes 55%	6 minutes 55%	6 minutes 55%

In conclusion, staff will continue to monitor EMS systems and performance in other communities and make recommendations on appropriate Response Time Targets and Target Performance Levels for this Land Ambulance Service Area on an annual basis as required by the Act.

ALTERNATIVES FOR CONSIDERATION

Council may choose to set longer Response Time Targets or lower Performance Levels than proposed. A lower Time Target would be achieved at a greater Target Performance Level, but would not positively position EMS resources when compared to best practices for medical care, community needs and circumstance. Further, one must carefully weigh the potential risks to public safety should the Time Targets be lengthened or Performance Levels be reduced.

On the other hand, Council may choose to set shorter Response Time Targets or higher Performance Levels than proposed. Significant decreases in Response Time Targets (and increases in Target Performance Levels) would require additional EMS resources.

CORPORATE STRATEGIC PLAN

2.2 Deliver public services better.
2.3 Ensure accountability, transparency and engagement.

FINANCIAL IMPLICATIONS

There are no direct financial implications of this report.

DEPARTMENTAL CONSULTATION

Consultation conducted internally with Emergency Services.

COMMUNICATIONS

A media release and Question and Answer sheet will be coordinated through Corporate Communications. The County of Wellington is aware this matter is before Committee on this date.

ATTACHMENTS

Appendix A - Ontario Regulation 267/08
Appendix B - Patient Acuity Category Descriptions

Prepared By: Stephen Dewar, Chief, EMS Division

Reviewed By:
Shawn Armstrong
General Manager
Emergency Services
519-822-1260 x 2125
shawn.armstrong@guelph.ca

Recommended By: Derek J. McCaughan, Executive Director

ONTARIO REGULATION 267/08

made under the

AMBULANCE ACT

Made: May 27, 2008
Approved: July 23, 2008
Filed: July 30, 2008
Published on e-Laws: July 31, 2008
Printed in *The Ontario Gazette*: August 16, 2008

Amending O. Reg. 257/00

(GENERAL)

Note: Ontario Regulation 257/00 has previously been amended. Those amendments are listed in the Table of Current Consolidated Regulations – Legislative History Overview which can be found at www.e-Laws.gov.on.ca.

1. (1) Ontario Regulation 257/00 is amended by adding the following heading immediately before section 22:

PART VIII
RESPONSE TIME PERFORMANCE PLANS

(2) Section 22 of the Regulation is revoked and the following substituted:

22. In this Part,

"notice" means notice given to a land ambulance crew by a land ambulance communication service of a request;

"request" means a request made to a land ambulance communication service for ambulance services that are determined to be emergency services by the communication service at the time of the request.

23. (1) In this section,

"response time" means the time measured from the time a notice is received to the earlier of the following:

1. The arrival on-scene of a person equipped to provide any type of defibrillation to sudden cardiac arrest patients.

2. The arrival on-scene of the ambulance crew.

(2) No later than October 1 in each year after 2009, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times.

(3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale ("CTAS") 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act.

(4) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part.

(5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated.

(6) An upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,

(a) the nature and scope of the plan established under that subsection or updated under subsection (4), and

(b) the establishment, maintenance, enforcement, evaluation and updating of the plan.

(7) Without limiting the generality of subsection (6), no later than March 31 in each year after 2011, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received.

2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.

3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2).

(8) Without limiting the generality of subsection (6), an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the performance of each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act in respect of the targets set for that operator under subsection (3).

24. (1) In this section,

"response time" means the time measured from the time a request is received to the time a notice is given respecting that request.

(2) No later than October 1 in each year after 2009, every land ambulance communication service shall establish a response time performance plan for the next calendar year that sets out the percentage of times that the communication service will give notice within two minutes of the time a request is received respecting sudden cardiac arrest patients or other patients categorized as CTAS 1.

(3) A land ambulance communication service to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part.

(4) A land ambulance communication service to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (3) no later than one month after the plan has been updated.

(5) A land ambulance communication service to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,

(a) the nature and scope of every plan established under that subsection or updated under subsection (3); and

(b) the establishment, maintenance, enforcement, evaluation and updating of the plan.

(6) Without limiting the generality of subsection (5), no later than March 31 in each year after 2011, a land ambulance communication service to which subsection (2) applies shall report to the Director the percentage of times in the preceding calendar year that the communication service gave notice within two minutes of the time a request was received respecting sudden cardiac arrest patients or other patients categorized as CTAS 1.

2. This Regulation comes into force on the day it is filed.

Made by:

GEORGE SMITHERMAN

Minister of Health and Long-Term Care

Date made: May 27, 2008.

Regulation 267/08 requires that the Response Time performance plan sets response time targets for patients that are categorized using the Canadian Triage Acuity Scale (CTAS). The scale was designed to define patients' needs in the hospital Emergency Departments so as to allow for timely care and to allow Emergency Departments to evaluate their acuity level, resource needs and performance against certain operating "objectives". CTAS was introduced into the EMS system in Ontario and all paramedics in Ontario have been educated in the scoring system. CTAS includes 5 levels of acuity:

Level 1 - Resuscitation
Conditions that are threats to life or limb (or imminent risk of deterioration) requiring immediate aggressive interventions. Examples include cardiac or respiratory arrest, major trauma, shock states, unconscious patients, and severe respiratory distress. Hospital guidelines suggest that these patients when in the Emergency Department should be seen by a physician immediately. The ambulance response time target for CTAS Level 1 patients has been set by the MOHLTC at 8 minutes. The compliance percentage is determined by Council.

Level 2 - Emergent
Conditions that are a potential threat to life limb or function, requiring rapid medical intervention. Examples include head injury, cardiac-type chest pain or stroke. These patients should be seen by a physician within 15 minutes of arrival at the Emergency Department. The ambulance response time target and compliance with that target are both set by Council.

Level 3 - Urgent
Conditions that could potentially progress to a serious problem requiring emergency intervention. Examples include moderate asthma, abdominal pain, or vomiting and diarrhea in a patient less than 2 years old. These patients should be seen by a physician within 30 minutes of arrival in the Emergency Department. The ambulance response time target and compliance with that target are both set by Council.

Level 4 - Less Urgent (Semi urgent)
Examples include urinary symptoms, mild abdominal pain, chronic back pain or earache. These patients should be seen by a physician within 60 minutes of arrival in the Emergency Department. The ambulance response time target and compliance with that target are both set by Council.

Level 5 - Non Urgent
Conditions that may be acute but non-urgent or chronic and which could potentially be referred to other areas of the hospital or health care system. Examples include sore throat, psychiatric concerns with no suicidal ideation. These patients should be seen by a physician within 120 minutes of arrival in the Emergency Department The ambulance response time target and compliance with that target are both set by Council.

Source:
http://www.calgaryhealthregion.ca/policy/docs/1451/Admission_over-capacity_AppendixA.pdf

In addition, Regulation 267/08 requires that the Response Time actual performance report include "The percentage of time that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received." This response time can be met by a member of the public using a Public Access Defibrillator, an Emergency Responder or a paramedic.

COMMITTEE REPORT

TO	**Operations, Transit & Emergency Services Committee**
SERVICE AREA	Operations, Transit & Emergency Services
DEPARTMENT	Transit Services
DATE	October 15, 2012
SUBJECT	Guelph Storm Mutual Services Agreement 2012/2013
REPORT NUMBER	OT101237

SUMMARY

Purpose of Report:
To summarize the 2012/2013 agreement between Guelph Transit and the Guelph Storm for the exchange of services.

Committee Action:
Make a recommendation to Council to approve the Mutual Services Agreement between Guelph Transit and the Guelph Storm for the 2012/2013 hockey season.

RECOMMENDATION

THAT the Operations, Transit & Emergency Services Committee Report OT101237 Guelph Storm Mutual Services Agreement 2012/2013 dated October 15, 2012 be received;

AND THAT the Mayor and City Clerk be authorized to sign the Mutual Services Agreement with the Guelph Storm satisfactory to the Executive Director of Operations, Transit & Emergency Services or his or her designate and the City Solicitor or his or her designate;

AND THAT all advertising copy on communication collateral associated with this agreement shall comply with existing City policy.

AND THAT the agreement comes into effect immediately upon execution.

BACKGROUND

From 2006 to 2011 Guelph Transit and Guelph Storm exchanged services on an informal basis whereby Guelph Transit provided free transit service to passengers

who were travelling to downtown Guelph for the Storm Game on Friday nights in return for a variety of print and electronic media placements in Guelph Storm advertisements at no cost to Guelph Transit.

There was no exchange of funds associated with past arrangements.
The arrangement was formalized for the 2011/2012 hockey season through the signing of a mutual services agreement. The agreement was signed for a one year period only.

REPORT

From 2006 to 2011 Guelph Transit and Guelph Storm have exchanged services informally to the mutual benefit of each party. The key services that have been exchanged are summarized in Appendix 1.

The exchange of services was formalized through a one-year agreement in 2011/2012. Services were exchanged during this period in accordance with the agreement. Guelph Transit and the Guelph Storm have held discussions regarding the exchange of service for the 2012/2013 season and both parties wish to continue to exchange services as in the past as the arrangement is mutually beneficial to both parties.

The proposed agreement is provided in Appendix 2.

CORPORATE STRATEGIC PLAN

1.2 Develop collaborative work teams and apply whole systems thinking to deliver creative solutions.
2.1 Build an adaptive environment for government innovation to ensure fiscal and service sustainability.
3.2 Be economically viable, resilient, diverse and attractive for business.

FINANCIAL IMPLICATIONS

Based on the activities undertaken and services provided/received by each party, Guelph Transit and the Guelph Storm receive approximately the same financial value from this agreement.

DEPARTMENTAL CONSULTATION

Legal Services

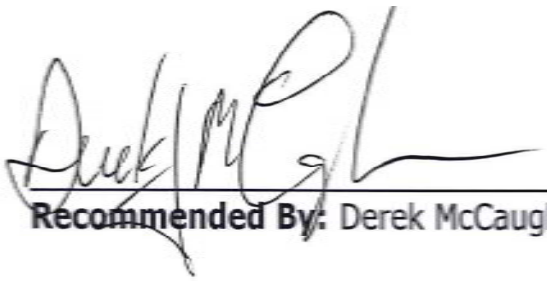
COMMUNICATIONS

N/A

ATTACHMENTS

Appendix 1 - Summary of Services Provided/Received
Appendix 2 - Guelph Storm Mutual Services Agreement

Prepared and Reviewed By:
Michael Anders
General Manager, Community Connectivity and Transit
Transit Services
519 822 1260 x2795
michael.anders@guelph.ca



Recommended By: Derek McCaughan, Executive Director

Appendix 1 - Summary of Services Provided/Received

Guelph Transit provides the following support to the Guelph Storm:

(a) After 5:00 p.m. on each Friday when the Storm has a home game, the City provides a free ride on Guelph Transit, from anywhere on Guelph Transit's routes to the vicinity of the Sleeman Centre and from the vicinity of the Sleeman Centre to anywhere on Guelph Transit's routes, for each person producing a ticket or ticket stub for that Friday night Storm home game (the "Free Ride Fridays" program);

(b) During the period September 1 to March 31Guelph Transit provides to the Storm at no cost one Bus Kong advertisement placement (large exterior advertisement space) , and one interior advertising rack card (11 inches x 35 inches) in 20 Guelph Transit vehicles to advertise the Storm. The Storm is responsible for all design and production costs. All material is in compliance with the City's advertising policies;

(c) On each Friday when the Storm has a home game, Guelph Transit buses display "Go Storm Go" on the destination sign;

(d) Storm promotional material and material on the Free Ride Fridays Program is displayed on the Guelph Transit website (guelphtransit.ca); and

(e) The Storm is mentioned on Guelph Transit's electronic social media sites.

Guelph Transit receives the following advertising support from the Guelph Storm:

(a) The Storm publishes a full page, colour advertisement (design prepared and supplied at the City's expense) promoting Guelph Transit, in two of the three program guides produced and published by the Storm;

(b) The Storm makes at least two mentions of Guelph Transit's Free Ride Fridays program on the public address system at each Friday night home game;

(c) The Storm mentions the Guelph Transit's Free Ride Fridays program in all radio advertisements promoting the Storm;

(d) The Storm includes Guelph Transit in the scrolling, continuous advertising loops on both the upper and lower advertising bands in the Sleeman Centre (the design is prepared and supplied at the City's expense). Guelph Transit is on display for at least 10 minutes per Friday night home game;

(e) The Storm includes, concurrently with each mention in the above-described scrolling continuous advertising loops, an advertisement (design prepared and supplied at the City's sole expense) promoting Guelph Transit on the full screen of the video score clock in the Sleeman Centre. The advertisement is on display for at least two minutes per Friday night home game;

(f) The Storm mentions Guelph Transit on the Storm's electronic social media sites; and

(g) During the hockey season, the Storm allows Guelph Transit to display a static sign on the interior display boards in the Sleeman Centre to advertise Guelph Transit using material prepared and supplied by Guelph Transit.

Appendix 2 – Mutual Services Agreement

Mutual Services Agreement made the day of October, 2012 between:

The Corporation of the City of Guelph
(the "City")

Of the first part

and

Guelph Storm Limited
(the "Storm")

Of the second part

WHEREAS the City owns and operates a municipal arena ("Sleeman Centre"), bus transit system ("Guelph Transit"), Guelph Transit website and Guelph Transit electronic social media sites;
AND WHEREAS the Storm operates a hockey team and provides or has access to several advertising media;
AND WHEREAS the City wishes to obtain advertising of Guelph Transit;
AND WHEREAS the Storm can provide such advertising;
AND WHEREAS the City can provide services to the Storm, equal in value to the services provided by the Storm to the City;
AND WHEREAS the provision of services by the City to the Storm pursuant to this Agreement does not constitute direct or indirect assistance through the granting of bonuses;
NOW THEREFORE, in consideration of the mutual agreements contained herein, the parties hereto hereby agree as follows:

1. The parties hereto shall cooperate in the reasonable pursuance of this Agreement for their mutual benefit.
2. This Agreement shall be in force for and apply to the period from September 1, 2012 to May 31, 2013 (the "Exchange Period"). However, either party may terminate this Agreement upon at least seven days written notice to the other party, whereupon the parties shall adjust the values of services provided up to the date of termination.
3. During the Exchange Period the City shall provide the following to the Storm at no expense to the Storm, except as provided:
    (a) After 5:00 p.m. on each Friday when the Storm has a home game at the Sleeman Centre, the City shall provide a free ride on Guelph Transit, from anywhere on Guelph Transit's routes to the vicinity of the Sleeman Centre and from the vicinity of the Sleeman Centre to anywhere on Guelph Transit's routes, for each person producing a ticket or ticket stub for that Friday night Storm home game (the "Free Ride Fridays" program);
    (b) During the period September 1, 2012 to March 31, 2013, the City shall permit the Storm to display a Bus Kong (large exterior advertisement space) on one Guelph Transit vehicle, and interior advertising rack cards (11 inches x 35 inches) in 20 Guelph Transit vehicles to advertise the Storm using advertisements prepared and

supplied by the Storm (production and installation at the Storm's sole expense); advertisements must be in compliance with the City's advertising policies;

(c) On each Friday when the Storm has a home game at the Sleeman Centre, the City shall include the mention "Go Storm Go" on the electronic display boards (destination signs) on all Guelph Transit conventional vehicles;

(d) The City shall include mention of the Storm (satisfactory to the Storm) on the Guelph Transit website (guelphtransit.ca); and

(e) The City shall include mention of the Storm (satisfactory to the Storm) on Guelph Transit's electronic social media sites.

4. During the Exchange Period the Storm shall provide the following to the City at no expense to the City, except as provided:

(a) The Storm shall publish a full page, colour advertisement (design prepared and supplied at the City's sole expense) promoting Guelph Transit, to be placed in two of the three program guides produced and published by the Storm;

(b) The Storm shall make a minimum of two mentions (satisfactory to the City) of Guelph Transit's Free Ride Fridays program on the public address system at the Sleeman Centre during each Friday night home game of the Storm;

(c) The Storm shall include a mention (satisfactory to the City) of Guelph Transit's Free Ride Fridays program in each radio advertisement promoting the Storm, on each radio station used by the Storm for advertising;

(d) The Storm shall include a mention (satisfactory to the City) of Guelph Transit in the scrolling, continuous advertising loops on both the upper and lower advertising bands in the Sleeman Centre (design prepared and supplied at the City's sole expense); the mentions of Guelph Transit shall be on display for at least 10 minutes per Friday night home game;

(e) The Storm shall include, concurrently with each mention in the above-described scrolling continuous advertising loops, an advertisement (design prepared and supplied at the City's sole expense) promoting Guelph Transit on the full screen of the video score clock in the Sleeman Centre; the advertisement shall be on display for at least two minutes per Friday night home game; and

(f) The Storm shall include mention of Guelph Transit (satisfactory to the City) on the Storm's electronic social media sites.

(g) During the period September 1, 2012 to March 31, 2013, the Storm shall permit Guelph Transit to display a static sign on the interior display boards in the Sleeman Centre to advertise Guelph Transit using advertisements prepared and supplied electronically by Guelph Transit (production and installation at the Storm's sole expense).

5. Each party (the "Indemnitor") shall indemnify and save harmless the other party, its officers, directors, employees, contractors and agents (collectively the "Indemnitees") from and against all actions, causes of action, claims, demands, costs, damages, expenses

or losses which the Indemnitees or any of them may bear, suffer, incur, become liable for or be put to by reason of any loss, damage to property, injury or death by reason of non-performance by the Indemnitor of any provision of this Agreement or arising in connection with this Agreement or arising out of any act, omission, neglect or default by the Indemnitor or any of its officers, directors, employees, contractors or agents, related in any way to this Agreement, including any matters related to inventions, copyrights, trademarks, patents or similar or related rights.

6. The respective contacts regarding this Agreement shall be:
   (a) For the City:
   Charlene Sharpe
   Supervisor, Transit Business Services
   Guelph Transit
   519-822-1260 ext 2624
   charlene.sharpe@guelph.ca
   (b) For the Storm:
   Matt Newby
   Guelph Storm
   519-837-9690
   mnewby@guelphstorm.com
7. This Agreement shall bind and enure to the benefit of the parties hereto and their respective successors and permitted assigns.

IN WITNESS WHEREOF the parties hereto have hereunto set their hands and seals.

The Corporation of the City of Guelph

Date: _____ _____
Mayor- Karen Farbridge

_____
City Clerk - Blair Labelle

Guelph Storm Limited

Date: _____ _____
Director of Business Operations - Matt Newby
I am/we are authorized to bind the corporation

COMMITTEE REPORT

TO	**Operations, Transit & Emergency Services Committee**
SERVICE AREA	Bylaw Compliance & Security Department
DATE	October 15, 2012
SUBJECT	**Business Licence By-law Amendments**
REPORT NUMBER	OT101238

SUMMARY

Purpose of Report:
To provide information to Council regarding Business Licensing categories and to introduce amendments to the Business Licensing By-law.

Committee Action:
To receive the report, and to provide direction to staff to prepare amendments to the Business Licensing By-law and the Accessible and Fire Route Appointment By-laws with respect to the category of Private Parking Agents and, to provide direction to staff to create licensing categories for Driving Instructors and Tow Truck companies and to seek public consultation with regards to establishing appropriate regulations for these categories.

RECOMMENDATION

That the Operations, Transit & Emergency Services Committee Report OT101238 regarding Business Licence By-law amendments dated October 15, 2012 be received; and,

That staff be directed to prepare amendments to Business Licence By-law (2009)-18855 and Appointment By-laws (2003)-17082 and (1997)-15351 to streamline the licensing of Private Property Agents under Schedule 11; and,

That staff be directed to create a Driving Instructor Licence category within the City's Business Licence By-law (2009)-18855; and that public and industry consultation be undertaken for the purpose of establishing appropriate regulations for the category; and

That staff be directed to create a Tow Truck Company Licence category within the City's Business Licence By-law (2009)-18855; and that industry consultation be undertaken for the purpose of establishing appropriate regulations for the category.

BACKGROUND

There have been a number of public, staff and Council comments and concerns expressed relating to: the application process for Private Parking Agents; driving school instructors and the operation of tow trucks.

REPORT

Schedule 11-Private Parking Agents

Private Parking Agents are licensed individuals authorized to issue City of Guelph parking tickets on private property. As the City has a vested interested in the issuance of City of Guelph parking tickets, this category meets the City's licensing criteria.

Currently in order to become licensed and authorized to enforce parking regulations on private property an agreement between the City, the property owner and the individual to be licensed or their employer must be created and approved by City Council. In addition, a by-law amendment to the City's Appointment By-laws must then be created to authorize the agent to issue tickets and the agent must then also obtain a business licence to operate. This causes a significant delay in licensing and is inefficient as it requires multiple actions of Council, staff and those applying for the licence. It is important to note this is the only category of licensing that requires Council's approval before a licence may be issued.

To eliminate duplication of efforts and improve customer service with respect to the licensing of Private Parking Agents, staff recommend:

1. That Business Licence By-law (2009)-18855 be amended to remove the need for Council to approve an agreement authorizing the business licence to be issued.

2. That Appointment By-laws (2003)-17082 and (1997)-15351 authorizing persons to issue City of Guelph tickets on private property be amended to authorize all persons holding a valid City of Guelph business licence.

Driving School Instructors

Residents have expressed concerns to staff as well as members of Council that driving instructors and their students are routinely travelling through residential areas for the purpose of practice and training and that this increase of traffic is causing perceived safety concerns in their neighbourhoods. The majority of concerns are being received from residents residing on streets that are used by the Ministry of Transportation (MTO) for road tests as part of MTO's driver licensing examination program.

Previously, the City of Guelph licensed both driving schools and driving instructors. In 2008-2009, a full business licence by-law review was conducted and a new business licence by-law was passed in September 2009 eliminating these categories of licensing as the MTO was, and continues to, licence both driving schools and driving instructors. Many of the regulations and inspections required by the MTO for these two categories of licensing requirements were being duplicated by the City.

Staff have conducted a cursory overview of the City's comparator municipalities (Attachment A) and have determined that some municipalities are regulating which streets driving instructors may operate on. Staff continue to support no municipal involvement in the licensing of driving school *premises* given provincial licensing requirements. However, we are of the opinion where driver training is undertaken, when it is undertaken and how frequently it takes place on any given street may influence relatively traffic safety and the well being of a neighbourhood. For these reasons, staff recommend the creation of a Driving Instructor Licence category and that public and industry consultation be undertaken for the purpose of establishing appropriate regulations for the category.

Tow Truck Companies

Recently, staff have received concerns from Guelph Police Service regarding the operation of tow trucks within the City of Guelph, specifically with the creation of an Accident Reporting Centre which requires vehicles to be brought for inspection, concern that tow truck operators conducting unwanted solicitation at accident scenes and/or interfering with traffic and Emergency Services at accident scenes may rise.

In addition to the above, concerns have been received that tow trucks operating within the City are failing to remove debris deposited by vehicles having mechanical failure or vehicles involved in accidents that they are towing from the roadway. Subsequently this debris may cause traffic and/or environmental concerns and may require City resources to address. In staffs' opinion the debris left behind by a vehicle being towed is part of the vehicle itself and should be removed at the time of service and the removal not be the responsibility of the City.

It should be noted the tow truck industry is not licensed by the Province of Ontario and lacks government regulation for industry standards and practices. Municipalities do have the authority to licence tow truck operators under the Municipal Act, Section 151 (1). In licensing tow truck companies, the City may regulate or prohibit the solicitation at an accident scene and require tow truck operators to remove all debris from the roadway when towing vehicles.

Concerns regarding interference with traffic and/or Emergency Services and the failure to remove debris from the roadway may affect public safety and therefore meet the City's licensing criteria for licensing business that affect public health and safety or where the City has a vested interest. For these reasons, staff recommend the creation of a Tow Truck Licence category and that industry consultation be undertaken for the purpose of establishing appropriate regulations for the category.

CORPORATE STRATEGIC PLAN

This report supports the following goals in the strategic plan:

1.2 - Municipal Sustainability practices that become the benchmark against which other municipalities are measured
5.3 - Open, accountable and transparent conduct of municipal business; and
5.6 - Organizational excellence in planning, management, human resources and people practices

FINANCIAL IMPLICATIONS

Business licensing fees are calculated on a full cost recovery basis, therefore, no additional revenue will be realized from the proposed amendments.

DEPARTMENTAL CONSULTATION/CONCURRENCE

Public Works, Legal Services, Guelph Police Services, Ministry of Transportation

COMMUNICATIONS

Information was provided to the Private Parking Agent enforcement agencies advising this report was coming forward.

Should direction be given to staff to create licensing categories for Driving Instructors and/or Tow Truck companies, staff, in collaboration with Corporate Communication and Civic Engagement Divisions will undertake a public and stakeholder engagement strategy to solicit comments and concerns.

ATTACHMENTS

Attachment A – Municipal Comparators – Driving Instructor Licensing

Prepared By: Jennifer Jacobi, Licensing Coordinator

Reviewed By:
Doug Godfrey
Manager
Bylaw Compliance and Security
519 822-1260 x2520
doug.godfrey@guelph.ca

Recommended By: Derek McCaughan, Executive Director
Operations, Transit & Emergency Services

Attachment A **Municipal Comparators -Driving Schools and Instructors**

Municipality	License Driving Schools?	Driving Instructors	Designated area to operate
City of Niagara Falls	Yes	Yes	No
City of Brantford	No	No	No
City of Waterloo	Yes (Master License only requirement)	Yes licensed by Waterloo Region	Yes
City of Chatham-Kent	Yes (Master License only requirement)	No	No
City of Thunder Bay	No	No	No
Town of Whitby	No	No	No
City of Kingston	No	No	No
City of Cambridge	No	No	No
City of Barrie	Yes	Yes	No
City of St. Catherines	No	No	No
City of Oshawa	No	No	No
City of Greater Sudbury	Yes (home occupations only)	No	No
Town of Richmond Hill	No	No	No
City of Burlington	No	No	No
Town of Oakville	Yes	Yes	Yes
City of Kitchener	Yes	Yes	Yes
City of Windsor	No	No	No
City of Vaughan	Yes	Yes	No
City of Markham	Yes	Yes	Yes
City of London	No	No	No
City of Brampton	Yes	Yes	Yes
City of Hamilton	No	No	No
City of Mississauga	Yes	Yes	Yes

COMMITTEE REPORT

TO	**Operations, Transit & Emergency Services Committee**
SERVICE AREA	Operations, Transit & Emergency Services
DEPARTMENT	Public Works
DATE	October 15th, 2012
SUBJECT	**Ontario Street – Road Narrowing -Update**
REPORT NUMBER	OT101241

SUMMARY

Purpose of Report:
In response to the then Operations & Transit Committee resolution dated April 26, 2010 directing staff to review and report back to Committee on whether or not the road narrowing on Ontario Street should be retained at the time that Tytler Public School closes or in two (2) years, whichever is less.

Committee Action:
To receive staff's report and approve the recommendations.

RECOMMENDATION

THAT Operations, Transit & Emergency Services Committee Report OT101241 Ontario Street - Road Narrowing - Update dated October 15th, 2012 be received;

AND THAT Public Works staff recommend that no action be taken at this time regarding the removal of the road narrowing;

AND THAT Public Works staff report back to Committee in the third quarter of 2013 with a recommendation pertaining to the road narrowing on Ontario Street.

BACKGROUND

The physical road narrowing on Ontario Street at Wood Street has been an issue in the neighbourhood since its installation in 2008. As a result, staff engaged the neighborhood through a public meeting on October 27th, 2009 to respond to questions regarding why the installation took place and what benefits were achieved. Subsequently, staff submitted a report to Committee at their meeting of March 14th, 2010 recommending a deferral of a decision to retain or remove the road narrowing until such time as Tytler Public School closes. Council received the

recommendation on April 26th, 2010 and approved the following amended resolution:

"AND THAT staff be directed to review and report back to Committee on whether or not the road narrowing should be retained at the time that Tytler Public School closes or in two (2) years, whichever is less."

REPORT

In preparation for the requirement to report back to Council staff re-engaged the neighborhood with both a hand delivered questionnaire and a web based questionnaire through *guelph.ca*. During the neighbourhood re-engagement efforts, staff received a letter from the Upper Grand District School Board who provided their position on the retention or removal of the road narrowing (Attachment 1).

Upper Grand District School Board

Key points extracted from the Upper Grand District School Board letter are as follows:

- Tytler Public School will no longer be used for elementary schooling purposes after June 2013;
- The board does not intend to dispose of the school building at the present time;
- Currently there are community school groups using the building after hours, and this may continue after the school closes in June 2013;
- Some students residing south of Ontario Street may still need to cross Ontario Street to attend other schools; and,
- The removal of both the street narrowing and signal may be premature until changes to traffic patterns are evaluated after the school closure.

CONCLUSION

While the Upper Grand District School Board have clearly articulated the closure of Tytler Public School, it is not clear that the property may not be used for another school in the future. Thus, one of the key arguments for implementing the road narrowing has not changed sufficiently. Therefore, staff recommend that no action on the road narrowing be taken at this time and that staff report back to Committee in the 3rd quarter of 2013 with a recommendation pertaining to the road narrowing on Ontario Street. Staff will continue to work with the Upper Grand District School Board over the next year to determine what the status of the Tytler Public School property will be.

CORPORATE STRATEGIC PLAN

This report supports the following goals in the strategic plan:

3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City.
3.3 Strengthen citizen and stakeholder engagement and communications.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

DEPARTMENTAL CONSULTATION

Departmental consultation was not required for this report.

COMMUNICATIONS

Upper Grand District School Board has provided written correspondence of their position. Neighbourhood residents have been advised of the recommendations of this report.

ATTACHMENTS

Attachment 1 - Letter from the Upper Grand District School Board – dated September 12th, 2012

Prepared By: Allister McILveen, Manager Traffic and Parking, ext 2275

Reviewed By:
Rod Keller
General Manager
Public Works
(519) 822-2914 x2949
rodney.keller@guelph.ca

Recommended By: Derek McCaughan, Executive Director
Operations, Transit & Emergency Services

UPPER GRAND DISTRICT SCHOOL BOARD

500 Victoria Road North, Guelph, Ontario N1E 6K2
Phone: (519) 822-4420 Fax: (519) 822-9097

Martha C. Rogers
Director of Education

September 12, 2012

PLN: 12-35
File Code: R14
Sent by: Mail & Email

Dean McMillan
Traffic and Parking
City of Guelph
1 Carden St.
Guelph, ON N1H 3A1

Dear Mr. McMillan:

Re: Ontario Street – Road Narrowing and Traffic Signal

Planning staff at the Upper Grand District School Board has received and reviewed the above circulation which indicates that City staff is recommending the removal of the pedestrian signal on Ontario Street when Tytler PS closes (June 2013) and is also looking for feedback regarding the retention of existing road narrowing measures installed along the north side of Ontario Street.

The Planning Department at the Upper Grand District School Board offer the following comments:

- The Board intends to close Tytler PS as an elementary school in June 2013. Students from this school are going to be consolidated at the new Laurine Ave PS beginning in September 2013. Although the Tytler facility will no longer be used for elementary schooling purposes, the Board does not intend to dispose of the school building. There is potential that the building may be repurposed, hence the future use of the school building is uncertain at this time.

- There are community groups that currently utilize Tytler PS after school hours. Following the closure of Tytler PS as an elementary school in June 2013, it is possible that these community groups will continue to access the school building. Likewise, the school playground space will continue to be accessible to local residents beyond the school closure date.

- Students residing within the current school boundary for Tytler PS, will be attending Laurine Ave PS effective September 2013. Some students residing south of Ontario Street may still be required to cross Ontario Street. Current traffic calming measures and the pedestrian signal help to facilitate safe crossings for these students and all pedestrians.

  Given the above points, it would appear as though the removal of both the street narrowing and the traffic signal on Ontario St. may be premature until changes to traffic patterns are evaluated after the closure of Tytler PS as an elementary school.

As a final note, we would appreciate being kept informed about the results from the resident survey and further staff recommendations regarding this matter.

Should you require additional information, please feel free to contact me at (519) 822-4420 ext. 824.

Sincerely,

Heather Imm, BES, MCIP, RPP
Senior Planner

COMMITTEE REPORT

TO	Operations, Transit and Emergency Services Committee
SERVICE AREA DEPARTMENTS	Operations, Transit and Emergency Services – Operations – Public Works Corporate and Human Resources – Realty Services
DATE	October 15th, 2012
SUBJECT	**Public Works Yard Expansion**
REPORT NUMBER	OT101239

SUMMARY

The Public Works Yard at Municipal Street needs to be expanded in order to accommodate ever-increasing volumes of vehicles, equipment, and stored materials. This Report recommends closure of parts of Denver and Municipal Streets and to incorporate the land into the site to affect the required expansion.

Purpose of Report:
Seeking approval to take next steps towards closing parts of Denver Road and Municipal Street and expanding the Public Works Yard.

Committee Action:
To recommend approval of next steps.

RECOMMENDATION

THAT staff be authorized to take the steps outlined in the Report OT101239 Public Works Yard Expansion dated October 15th, 2012 in regard to the possible permanent closure of parts of Denver Road and Municipal Street for the expansion of the Public Works Yard.

BACKGROUND

The City owns the property shown on the sketch on Attachment 1. Public Works operates from three parcels of this land as follows:

Address	Acres	Purposes
45 Municipal Street	6.31	Public Works Offices Public Works Yard Fleet Repair and Storage

50 Municipal Street	2.36 (part of Centennial Parklands – 51.14 acres)	Public Works Offices Public Works Yard Fleet Storage Pottery Classroom
N/A	2.12	Winter Control Material Storage Area

REPORT

Over time, and with the growth of the City of Guelph, the Public Works Yard at 45 Municipal Street has become increasingly congested with an ever-increasing volume of stored materials and vehicles. There is a need for additional site area, particularly in regard to the management of all fleet vehicles for storage and maintenance. There is also an ongoing risk in having a public right of way separating the Fleet storage yard from the winter control material storage area during loading and offloading operations. There are no plans in the next 10 years to relocate the current Public Works Yard from its current location. With a view to resolving this need for additional space in the near term, and at minimal cost, staff have developed a possible solution that would involve the permanent closure of parts of Denver Road and Municipal Street.

Attachment 2 shows how a closure of parts of the Denver Road and Municipal Street road allowances could be used to expand the Public Works yard by approximately 1.07 acres. The resulting combined site would comprise an area of approximately 9.5 acres. Staff have consulted with various City departments and no objections have been raised to this proposal. Traffic Investigations staff have confirmed that traffic volumes on Denver Road are very low and that traffic and pedestrian movements in the area will not be detrimentally affected by closure as there are alternate bypass routes nearby.

In order to pursue the site expansion, staff propose to take the following steps:

Step	Action	Expected Outcomes
1	External Utilities: Contact all utility companies regarding concerns about existing facilities	Some utility companies may require easements to protect existing facilities
2	Residents: Engage residents and seek public input by way of a Public Information Centre. Include School Boards, etc.	Determine if there is general support for proposal and if there are specific issues to address.
3	Public Notice: Publish notice in local newspaper regarding proposed road closures and associated by-law being considered by Council.	Provides opportunity for further public input.
4	Report back to Council, through Committee, with results of public input and with a recommendation to proceed with the proposal or not. Required By-law to close the roads would also be considered if recommendation is to proceed.	Committee/Council to decide whether to proceed or not.

5	Legal closure of parts of road allowances by registration of By-law and transfer of easements, if any, to external utility companies.	Registry Office records complete.
6	Physical closure of parts of road allowances.	Establish barriers at ends of closed Denver Road.
7	Site plan application.	Approved Site Plan Application.
8	Site work, fencing, and completion.	Expanded Public Works Yard.

A deliberate approach to community engagement will be part of the next steps to include tools such as public notice, neighbourhood questionnaires and a Public Information Centre.

If the steps are approved, a detailed Site Plan would be developed prior to reporting back to Council, through Committee. Staff expect that the existing asphalt road surface will remain in its current condition and grassed areas and sidewalks will be re-graded and paved. The expanded site would be fenced. The estimated total cost for the proposed expansion, (including legal surveys, advertising, legal transactions, Site Plan, and site work), is expected to be in the range of $100,000 and $150,000. Staff will work to refine this estimate and will provide the further detail when reporting back.

Staff is recommending that the next steps, as outlined above, are approved.

CORPORATE STRATEGIC PLAN

This initiative supports the following Strategic Directions:

1.2 Develop collaborative work teams and apply whole systems thinking to deliver creative solutions.
2.1 Build an adaptive environment for government innovation to ensure fiscal and service sustainability.
2.2 Deliver Public Service better.
2.3 Ensure accountability, transparency and engagement.
3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City.
3.3 Strengthen citizen and stakeholder engagement and communications.

FINANCIAL IMPLICATIONS

Costs for this initiative are estimated in the range of $100,000 and $150,000. Funding has been planned in the 10 year Capital Budget for this project.

DEPARTMENTAL CONSULTATION

Operations, Realty Services, Planning, and Engineering have been consulted in this initiative.

COMMUNICATIONS

If approved, staff will be holding a Public Information Centre and to advertise proposed road closures in the newspaper in order to obtain public input. The neighbourhood has been informed of this initiative and this report.

ATTACHMENTS

Attachment 1 – City Properties on Municipal Street and Denver Road
Attachment 2 – Proposed Expanded Public Works Yard

Prepared By:
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Reviewed By:
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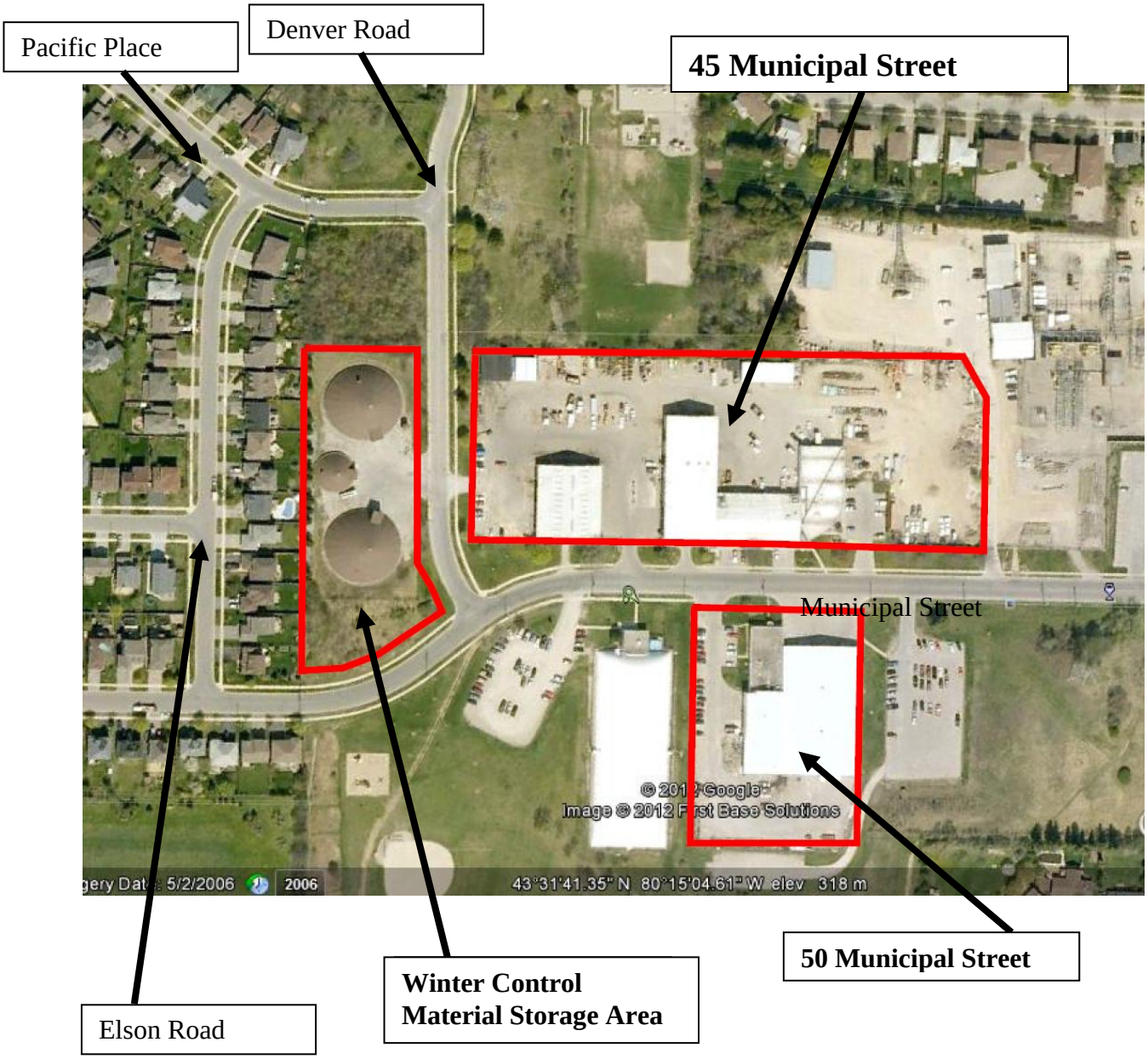
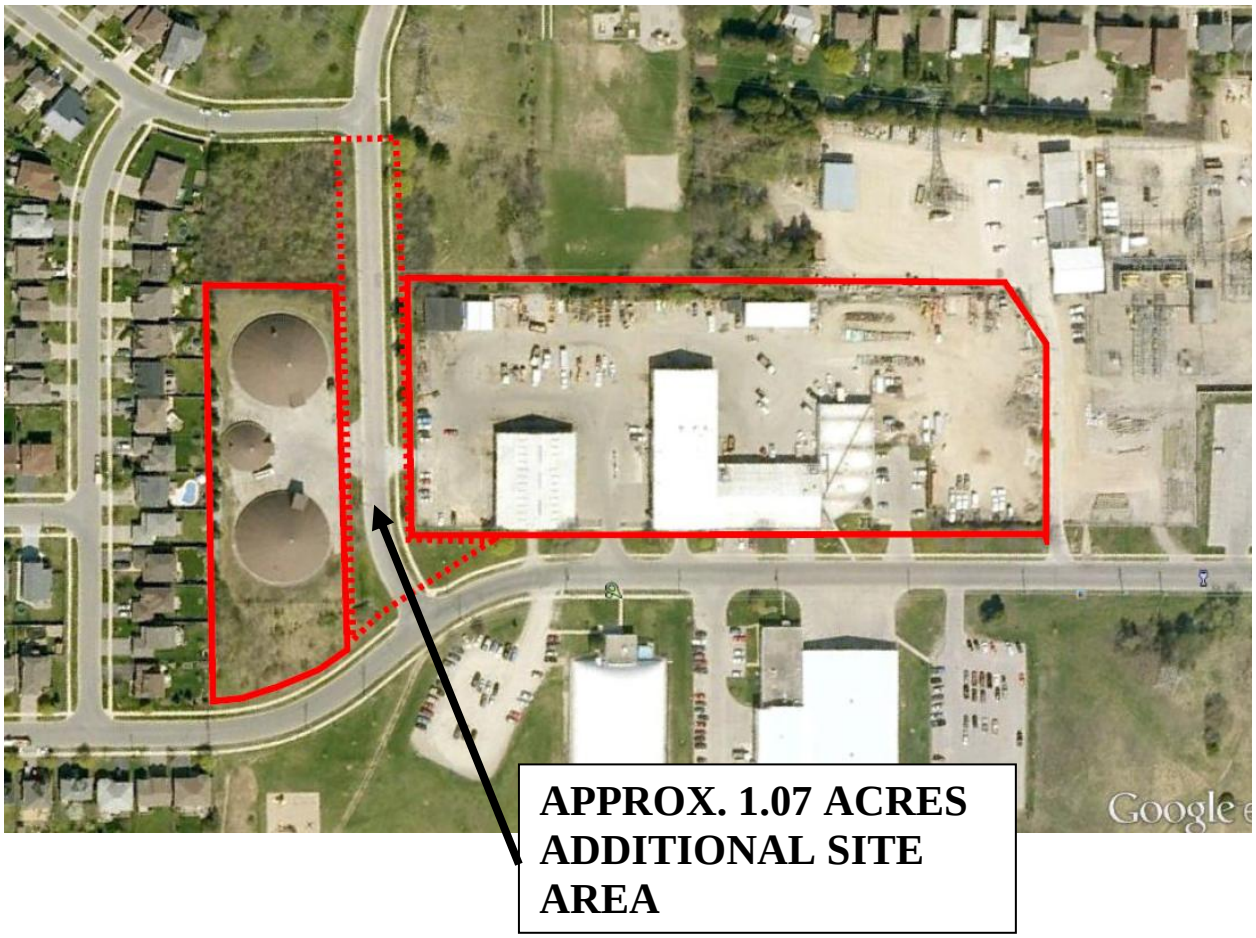
Recommended By: Derek McCaughan, Executive Director
Operations, Transit, and Emergency Services

ATTACHMENT 1 - CITY PROPERTIES ON MUNICIPAL STREET AND DENVER ROAD



ATTACHMENT 2 – PROPOSED EXPANDED PUBLIC WORKS YARD



COMMITTEE REPORT

TO	**Operations, Transit & Emergency Services Committee**
SERVICE AREA	Operations, Transit & Emergency Services
DEPARTMENT	Public Works
DATE	October 15th, 2012
SUBJECT	**Goodwin Drive - Year Round Overnight Parking**
REPORT NUMBER	OT101242

SUMMARY

Purpose of Report:
To respond to a Council resolution directing staff to consider the parking requirements of 37-45 Goodwin Drive.

Committee Action:
To receive staff's report and to recommend staff undertake a public process that would consider the merits of modifying or removing the overnight, on-street parking regulation within the City of Guelph.

RECOMMENDATION

THAT the Operations, Transit & Emergency Services Committee Report OT101242 Goodwin Drive Year Round Overnight Parking be received;

AND THAT staff undertake a comprehensive review of the feasibility and implications associated with modifying or eliminating the current overnight, on-street parking restrictions;

AND THAT year round temporary overnight parking on Goodwin Drive be continued until April 2013;

BACKGROUND

On August 23, 2010, the Operations & Transit Committee passed the following resolution:

> THAT staff be directed to investigate and report back to the committee the feasibility of overnight parking on Goodwin Drive for the winter months in order to alleviate parking issues.

Recognizing that the then upcoming 2010 municipal election would suspend staff's opportunity to report back on the matter until January 2011, City Council passed a resolution on September 27th, 2010 temporarily allowing year round permissive overnight parking on the south side of Goodwin Drive between Farley Drive and Beaver Meadow Drive, while continuing to prohibit parking along the north side in order to maintain uninterrupted two-way traffic flow. This change was implemented as of November 1st, 2010 and has been in effect for the past two winters.

This report summarizes the results of staff's review on the impact of allowing overnight parking during the winter months on Goodwin Drive.

REPORT

Goodwin Drive is a collector roadway located in the City's south end with an average weekday daily traffic volume of 2,360 vehicles per day. It has predominantly residential land use with a mixture of single detached homes and multi-unit condominium buildings. All properties have driveways or off-street parking facilities. Appendix A to this report illustrates existing on-street parking restrictions.

Overnight Parking in Guelph:
Prior to 2008, overnight parking was prohibited year round on residential streets between the hours of 2:00 a.m. and 6:00 a.m. There were a few exceptions to this rule within older areas of the City, however for the majority of City streets residents were prohibited from parking on City streets overnight year round.

In December 2008, Council amended the bylaw to allow overnight parking on residential streets from May 1st to October 31st. This change allows residents to park their vehicles overnight up to a maximum 48 consecutive hours on all residential streets where parking is legally permitted while continuing to prohibit overnight parking during the winter season from November 1st to April 30th.

37 – 45 Goodwin Drive:
Development of condominium properties in the Goodwin Drive area has occurred within the last ten years. The request to permit year round on-street parking was to address residents concerns regarding a shortage of off-street parking at 37 – 45 Goodwin Drive. Under the site plan approval process condominium properties provide a total of 319 parking spaces for the 251 units. This is in keeping with the City's zoning requirements of 1.25 spaces per unit for this type of residential use.

Staff have been advised that each residential unit is provided with one dedicated parking space. For those residents of the complex with more than one vehicle, some have purchased a 2nd and 3rd space at an additional cost. Others, who have additional parking needs, choose other options such as parking on Goodwin Drive or utilize the existing visitor parking spaces on site to supplement their parking needs. It is important to note that while the property is required to maintain a set number of parking spaces, it is at the property owner's discretion as to how those spaces are allocated (e.g. number of visitor spaces, allocating parking for trades/service vehicles, etc.). The City does have some properties where all visitors parking has

been removed in deference to the needs of the residents. In such cases, visitors are left to find alternative parking arrangements.

Comments from the Public:
Community engagement was conducted through a questionnaire issued in May 2011 to adjacent residential properties including the condominium complex. The questionnaire sought feedback regarding the temporary year round overnight permissive parking exemption on Goodwin Drive. Of the 270 questionnaires issued (251 to the condominium and 14 to other properties on Goodwin Drive), a total of fifty-five (20%) responses were received. A further breakdown of the responses show fifty-one of the fifty-five responses, were from those residing within the condominiums at 37 – 45 Goodwin Drive. There were four surveys received from residents living in adjacent single-family dwellings. All four were opposed to year round parking on Goodwin Drive. Appendix B provides a summary of public comments received.

Of those residents opposed to allowing year round parking, three main concerns are highlighted:

- Compromises snow clearing operations;
- Concerns about safety (e.g. children walking between parked vehicles); and,
- Loss on investment.

Staff will comment on each of these concerns in detail below:

Issue: Compromises snow clearing operations
Staff response: The presence of parked vehicles on City streets does pose a challenge for historical road maintenance activities and can hinder snow clearing operations. Where snow accumulation poses a hazard and overnight parking is permitted, special provisions are made to temporarily prohibit parking in order to clear the street of parked vehicles so City operations can clear the street of snow. While snow removal is both more effective and efficient with on-street parking prohibited, staff acknowledge there are a number of approaches that can be taken to address snow removal should overnight parking be permitted.

Issue: Concerns about safety associated with on-street parking
Staff response: The general practice of allowing on-street parking within residential areas is a common practice within municipalities across Ontario. Where the presence of parked vehicles pose a hazard, for example near an intersection or along the inside of a curve, parking is then prohibited in order to enhance safety. In the case of Goodwin Drive, on-street parking has been restricted to the south side only in order to maintain two-way traffic and additional 'No Parking Anytime' restrictions have been installed at the driveways to 37 – 45 Goodwin Drive to improve sightlines. It is generally held that parked vehicles do create a sight line obstruction to pedestrians choosing to cross mid-block. This risk must weigh the benefits of providing parking against the volume of pedestrians in the area and frequency in which they may choose to cross the street.

Issue: Loss on Investment
Staff response: Staff received some additional feedback indicating that some residents of the condominium complex at 37 – 45 Goodwin Drive purchased extra parking spaces for either their own use, as a rental, or investment opportunity. Concerns have been expressed that with the provision of year round parking on Goodwin Drive, residents are now having difficulty renting or selling their parking spaces. Affecting investments by changing parking regulations is not as rare an occurrence as one might believe. There are numerous examples where investments have been affected (both positively and negatively) by parking changes.

City Services Feedback:
Staff consulted with City services such as Police, Fire, Emergency Services, Transit, Waste Collection, Public Works and Bylaw Security and Compliance for feedback. Fire, Emergency Services, Police, Transit and Waste Collection services had no concerns with year round permissive overnight parking on Goodwin Drive.

Public Works staff responsible for road maintenance confirmed the current parking situation does interfere with street maintenance activities, as it becomes more difficult to keep areas clear of snow when parked vehicles are present. Therefore, additional resources are required at times in order to provide proper street maintenance (e.g. winter snow removal, street sweeping operations, asphalt and curb maintenance/repairs).

Parking Enforcement:
From a parking enforcement perspective, since November 2010 (the date when the temporary permissive overnight parking on Goodwin drive began) the Bylaw Compliance and Security Division reports a total of twenty-seven calls were received related to unauthorized vehicles parking at 37 – 45 Goodwin Drive. There are a number of reasons why such calls continue to be received despite parking being allowed overnight on Goodwin Street.

Collisions Involving Parked Vehicles:
A review of reportable motor vehicle collisions shows there have been no collisions involving parked vehicles on Goodwin Drive since the inception of the temporary overnight parking year round on the south side of Goodwin Drive between Farley Drive and Beaver Meadow Drive. Therefore, from a collision perspective on-street parking has not negatively impacted operations on Goodwin Drive.

Conclusion
Currently, there are ninety-five streets within the City where year round overnight parking is permitted. These tend to be streets located within older areas of the City with property constraints (e.g. no driveways and no options to establish additional off-street parking on site). Prior to 2010, there had been a moratorium on new requests for year round overnight on-street parking.

Based upon the information received by staff to date, the provision of year round on-street parking on Goodwin Drive has not resulted in any significant operational or safety concerns. It is recognized that permitting overnight parking on Goodwin Drive will likely lead to requests for similar consideration on other streets within the City.

The on-street overnight parking restriction has been a part of the Guelph community for decades. On a number of occasions it has been discussed and consideration of its removal contemplated. Just in the past four years, the restriction has been eased to allow residents to park on the street overnight during the months of April through November. Even during the months of restriction, exemptions (albeit in a controlled fashion) are provided as a means of accommodating residents' overnight parking requirements.

With the emphasis of the "Places to Grow" strategy to promote intensification and more compact development such as townhome and highrise units, staff believe there will be more pressure to allow some form of overnight parking. Rather than approach this in an ad-hoc or one-off fashion, staff recommend a comprehensive, cross Service Area review be undertaken in 2013. The review would involve public engagement, consultation with other City services as well as a best practice review of other municipalities. Some aspects of the review would include:

- Identifying the feasibility and implications of allowing on-street parking year round on various road classifications;
- Evaluation of different strategies of allowing overnight, on-street parking;
- Consideration of how City services would be affected by the presence of parked vehicles;
- Determining how snow events would be handled with parked vehicles present;
- Identifying associated financial impacts with any proposal considered;

Should Council approve this recommendation, it is further recommended the current temporary accommodation of overnight parking on Goodwin Drive be continued pending the results of the review which would be anticipated by the end of the 2nd quarter of 2013.

CORPORATE STRATEGIC PLAN

3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City.
3.3 Strengthen citizen and stakeholder engagement and communications.

FINANCIAL IMPLICATIONS

The costs associated with the review are considered nominal. A result of the review is to identify financial implications of any action contemplated.

DEPARTMENTAL CONSULTATION

Planning, Police, Fire, Emergency Services, Transit, Waste Collection, Public Works and Bylaw Security and Compliance were consulted for feedback. Their comments are summarized within the body of this report.

COMMUNICATIONS:

Residents of Goodwin Drive between Farley Drive and Beaver Meadow Drive have been advised this matter is being presented to the Operations, Transit & Emergency Services Committee on October 15th, 2012 and have been provided with information as to how to appear as a delegation if so desired.

ATTACHMENTS

Appendix A	Existing Parking Restrictions
Appendix B	Public Comments

Prepared by: Joanne Starr, Supervisor of Traffic Investigations, x2044

Reviewed By:
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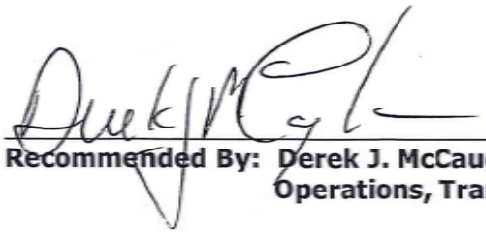
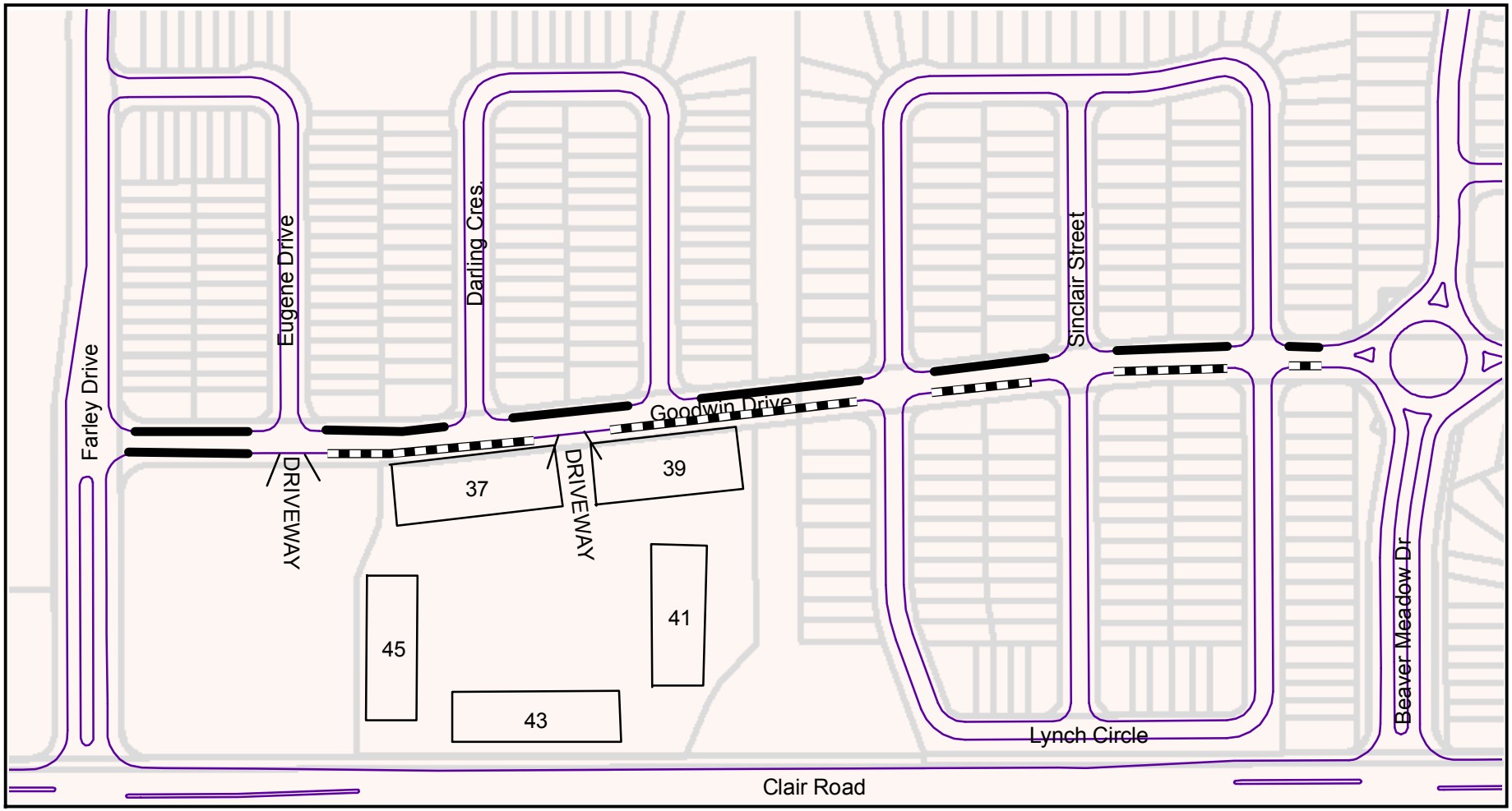


Recommended By: Derek J. McCaughan, Executive Director
Operations, Transit & Emergency Services

APPENDIX A
GOODWIN DRIVE
EXISTING PARKING RESTRICTIONS



LEGEND

EXISTING NO PARKING ANYTIME RESTRICTION

EXISTING PERMISSIVE 2AM-6AM PARKING EXEMPTION

Appendix B
Goodwin Drive – Survey Comments

Item	Property Address of Resident	Comments	Staff response
1	71 Darling Cres	Remove Transit Bus Stops on Goodwin Drive	Request forwarded to Guelph Transit for consideration and follow up with resident
2	37 Goodwin Dr	Reduce speeds on Goodwin	All residential streets, including Goodwin Drive, have a statutory speed limit of 50 km/h. In response to complaints about excessive vehicle speeds, 50 km/h speed limit signs as well as "Residential Area Slow Down" signs were installed at each end of Goodwin Drive
3	37 Goodwin Dr	Future condo developments should be planned with more parking	The Zoning bylaw designates the number of parking spaces required for developments.
4	37 Goodwin Dr	Sightlines when pulling out of parking lot onto Goodwin - Move parking 2-3 car lengths from driveway	In 2009, following complaints about vehicles parking too close to the condominium driveway, 'No Parking Anytime' signs were installed within 15 metres of either side to improve sightlines for vehicles exiting the property. Under the City Traffic Bylaw, parking is prohibited within one metre of a driveway. There were a few comments requesting the parking prohibition be extended further, the parking restriction within 15 metres is adequate and therefore staff do not recommend extending the restriction any further
5	37 Goodwin Dr	Arrange overnight parking with the adjacent plaza instead of on-street	The City cannot authorize the use of private property for public use.
6	37 Goodwin Dr	Should not allow parking on-street in winter months for snow removal	Snow clearing operations are compromised when parked vehicles are present; this is one of the implications when parking is permitted year round on street
7	39 Goodwin Dr	An all-way stop control should be installed at Goodwin and entrance to Condos	This location does not meet the technical requirements for an all-way stop control.
8	39 Goodwin Dr	Street not thoroughly plowed when vehicles are parked. Future condo developments should be planned with more parking	Refer to staff comment under item #6. Refer to staff comment under item #3.
9	39 Goodwin Dr	Issues with plowing in winter time - students on side streets using Goodwin to park overnight	Refer to staff comment under item #6.
10	41 Goodwin Dr	Sightlines when pulling out of parking lot onto Goodwin	Refer to staff comment under item #4.
11	41 Goodwin Dr	Lanes are narrow. Sightline issue for vehicles exiting condo entrance	On-street parking has been removed on the north side of Goodwin Drive maintaining adequate road width for two-way traffic. Refer to staff comment under item #4.

Item	Property Address of Resident	Comments	Staff response
12	41 Goodwin Dr	Future condo developments should be planned with more parking	Refer to staff comment under item #3.
13	43 Goodwin Dr	Street not thoroughly plowed when vehicles are parked	Refer to staff comment under item #6.
14	43 Goodwin Dr	Condo does not have enough parking for all residents and guests on-site - relocate on-street parking further from driveway entrance to condo	Refer to staff comment under item #3.
15	45 Goodwin Dr	Allow overnight parking at the adjacent library instead of on-street	The City cannot authorize the use of private property for public use
16	45 Goodwin Dr	Remove some parking on either side of driveway - remove bus stop at Darling and Goodwin (Note: the transit concern has already been forward to Transit)	Refer to staff comments under items #1 and #4.
17	45 Goodwin Dr	Concerns with sightlines at entrance, and plowing in winter when cars are parked	Refer to staff comments under items #4 and 6.
18	45 Goodwin Dr	Remove parking one car length from condo entrance.	Refer to staff comment under item #4.
19	45 Goodwin Dr	Relocate parking signs further from driveway entrance to condo	Refer to staff comment under item #4.
20	45 Goodwin Dr	Concerns with sightlines at entrance, and there are an adequate number of available parking spaces at condominium properties.	Refer to staff comments under items #3 and #4.
21	81 Goodwin Dr	Future condo developments should be planned with more parking	Refer to staff comment under item #3.
22	90 Darling Cres	Lower speed limit on Goodwin because of vehicles racing	Refer to staff comment under item #3.

Additional comments received by staff:

23	37 – 45 Goodwin Drive	Concerns with sightlines at entrance, and plowing in winter when cars are parked Concern expressed some condominium owners purchased extra parking spaces for either their own use, as a rental or investment opportunity and with the provision of year round parking on street are now having difficulty renting or selling their parking spaces.	Refer to staff comments under items #4 and 6. The City's Zoning by-law specifies the number of parking spaces required. However it is at the discretion of the property owner (or management) to decide how those parking spaces are allocated and whether there will be a cost for such. Difficulty renting or selling spaces may imply that the initial concerns about lack of parking at 37 – 45 Goodwin Drive may have been exaggerated.

INFORMATION REPORT

TO	**Operations, Transit & Emergency Services Committee**
SERVICE AREA	Operations, Transit & Emergency Services
DEPARTMENT	
DATE	October 15, 2012
SUBJECT	**Downtown Guelph - Transit**
REPORT NUMBER	OT101245

SUMMARY

Purpose of Report:
To advise Committee of recent dialogue between Guelph Transit and the Downtown Guelph Business Association.

Committee Action:
No action required.

BACKGROUND

With the introduction of the Guelph Transit Growth Strategy's new routes and the Guelph Central Station (GCS), the transit service provided to the downtown community has significantly changed. The new routes were developed after significant public consultation and implemented in January 2012. GCS opened in May 2012 and at that time, Guelph Transit relocated from St. George's Square after decades of use.

Shortly after the relocation of Transit from St. George's Square, staff began to hear from merchants, particularly in the Upper Wyndham Street area, that they were seeing significantly less customer traffic. Their customers allegedly cited the walking distance from GCS as the reason. As part of the new transit route structure, Guelph Transit does not have any routes using Wyndham Street from St. George's Square to Trafalgar Square.

REPORT

Staff, in conjunction with Councillors Findlay, Furfaro and Bell have been collaborating with a number of merchants and the Downtown Guelph Board of management to clearly understand the challenges the merchants are facing and to explore possible changes to the transit system that may provide some relief. Background information is contained in Appendix A.

While we have been able to take some steps, the impact will be minimal. It is clear from our assessment additional resources will be necessary if Council agrees the transit routes should be changed to place a number of them on upper Wyndham Street.

It is important to acknowledge there is no funding available in the 2012 approved operating or capital budget to undertake any of these initiatives. In staff's opinion, even if the funding was made available, the suggested route realignments will not significantly increase customer service nor result in incremental increase in ridership. If any action is to be considered, staff believe establishing a stop for Routes 12 & 13 on Woolwich Street, just south of Trafalgar Square would have the greatest impact from a cost/benefit perspective. As indicated in the appendix, this will cost approximately $25,000 and the loss of approximately 3 parking spaces. Establishing this stop would bring riders to the top of Wyndham Street, eliminating the need for riders to walk across the Eramosa Road bridge and up the grade to Wyndham Street. This, in conjunction with the stop relocation for routes 2a and 2b would at least position all customers at the top of Wyndham Street significantly reducing walking distances. Staff will submit an expansion package for Council's consideration during the 2013 Budget deliberations.

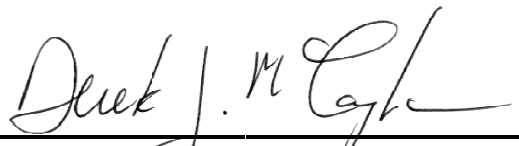
FINANCIAL IMPLICATIONS
See Appendix A

DEPARTMENTAL CONSULTATION
Downtown Renewal Officer was involved in discussions with the Downtown Guelph Business Association.

COMMUNICATIONS
N/A

ATTACHMENTS
Appendix A – Key Transit Principles and Operational Requirements at Guelph Central Station (GCS)

Prepared By:
Michael Anders, General Manager, Community Connectivity and Transit
Derek McCaughan, Executive Director, Operations, Transit & Emergency Services



Recommended By: Derek McCaughan, Executive Director

Appendix A

Key Transit Principles and Operational Requirements at Guelph Central Station (GCS)

The following information provides some context to the assessment of additional bus service through St. George's Square.

- GCS opened in May 2012 with the associated movement of Guelph transit hub operations from St. Georges Square to the new facility. GCS is physically located approximately 250 metres from Quebec Street.
- GCS bus operations are comprised of a central island platform with a one-way circulation road on the north and south side leading into and out of the facility. Depending on whether a vehicle (route) uses the north or south side of the island, the efficient and safe flow of vehicles into/out of the facility is dictated to either the east or west.
- Guelph Transit utilizes a strategy of interlining which affords passengers travelling through GCS to other destinations within the community the opportunity not to have to transfer between routes at the hub. The interlining strategy adds a layer of complexity to the entrance/exit of vehicles at GCS as buses need to be stationed in the correct position to promote efficient flow. This is critical in terms of maintaining schedule adherence and minimizing run cycle dwell.
- The location of specific routes at specific platforms at GCS are designed to minimize walking distances for passengers transferring from one vehicle to continue their journey Safety issues such as sight lines and pedestrian protection are critical in terms of the routing used by buses to enter/exit GCS.
- Moving to a 30 minute service frequency as we implemented the Transit Growth Strategy required Guelph Transit operate on traffic corridors that support the minimization of road and traffic dwell time. There are 6 traffic signals (2 pedestrian crossings) using Wyndam St. N to access GCS while there are only 4 traffic signals (2 pedestrian crossings) using Woolwich St. to access GCS. There is the potential to add 2 minutes to vehicle travel time during peak traffic and pedestrian periods by using Wyndam St. N. rather than Woolwich St. for routing.
- All curb space not required for the current Guelph Transit operations in St. George's Square has been converted into parking spaces to support commercial enterprises in the vicinity of the Square. Any additional transit traffic and bus stops in St. George's Square would have an impact on these new spaces.

Current Guelph Transit Service to St. George's Square (September 2012)

As of September 2012, the following routes stop in St George's Square. The selection of routes using St. George's Square reflect the transit principles and operating requirements listed above:

- Route 10 – outbound (Quebec Street)
- Community Bus North – outbound (Quebec Street)

- Route 10 – inbound (Wyndham Street)
- Route 11 – inbound (Wyndham Street)
- Route 20 – inbound Wyndham Street)

In addition to the routes going through St. George's Square, there are a number of bus stops close to the Square that provide further travel options on additional routes:

- Sleeman Centre stop (inbound) – served by Routes 2A, 3B 12 and 13 (230m to Wyndam N)
- River Run stop (outbound) – served by Routes 2B, 3A, 12, 13 and 20 (300m to Wyndam N)
- Cenotaph stop (outbound) – served by Routes 2B and 3A (105m to Wyndam N)

It should also be noted that the old Perimeter Route was split into bi-directional East and West Loops with the implementation of the Transit Growth Strategy providing 4 routes that service downtown that did not previously exist prior to January 2012.

Alternatives to Increase Service Levels for St. George's Square

Guelph Transit staff have assessed a number of options and alternatives to provide additional service and/or increase service levels to St. George's Square and Wyndam St. N. The assessment is summarized below.

i) Bus Stop Relocation

Staff assessed the feasibility of relocating existing bus stops in the vicinity of the Woolwich/Wyndam/Eramosa intersection to reduce walking distances to the north end of Wyndam St. - the feasibility of two specific locations was undertaken.

There was a stop in service at 228 Woolwich St. (Speedy Muffler) which only serviced Route 2A. Staff determined that it was possible to move the stop closer to downtown and relocated it to 160 Woolwich St. during the first week of October 2012. The new location also has the advantage of being able to service Route 3B on the inbound leg and allows a redundant stop to be closed at the corner of Suffolk and Norfolk. This change has significantly reduced walking distances to the north end of Wyndam St. for both these routes and Guelph Transit has already received positive feedback on this change from riders.

Staff also assessed the feasibility of locating a bus stop on Woolwich St. just south of the intersection of Woolwich/Wyndam/Eramosa to service Routes 2A, 3B, 12 and 13. Presently, the closest stop for inbound routes 12 and 13 is north of the bridge crossing Eramosa River. There is a significant change in grade between the roadway and sidewalk along this section of Woolwich. In order to make this stop location accessible, there would have to be major infrastructure installed to allow those using mobility aids to get from the street to the sidewalk. The cost of the required infrastructure is estimated at

$25,000. A stop in this location would also require the removal of at least 3 parking spots because the turning radius required for a bus to turn left from Eramosa and get to the curb on Woolwich.

ii) Route Realignment

Staff reviewed the feasibility of rerouting routes 2A, 3B, 12 and 13 so they would use Wyndham St. instead of Woolwich St. This would allow these routes to stop in St. George's Square on the inbound leg to GCS. The assessment identified 3 main obstacles with this alternative:

a) Unless Transit was provided travel priority through all signals and crossings on Wyndam, run time would be negatively affected as detailed above and the ability of these routes to get to GCS on time for transfers would be jeopardized.
b) An additional stop would have to be established at the Post Office which will result in a significant loss of the new parking spots that were established when Guelph Transit moved to GCS. An additional stop is required as it is not operationally feasible to have seven routes use one stop in front of the IF Shoe store.
c) Rerouting Wyndham St. will require the vehicles on these routes to enter GCS by making a "button hook" turn off MacDonnell to get the vehicles on the required platforms for the outbound trip. There is an increased risk of an incident between pedestrians and a Guelph Transit vehicle as this would be a blind turn for the operator. The pedestrian crossing is currently not signalized at the east end of the terminal.

The cost of the infrastructure to eliminate the issues identified above is in the range of $150,000 to $200,000. In addition, collateral communication material (routes brochures, info post inserts, system map etc.) would have to be updates at an estimated cost of $20,000.

Another alternative to providing additional run time to use Wyndam St inbound is to reduce the length of these routes and eliminate service to the outlying portions of the route. This is not likely an acceptable solution to any areas of the community that lose direct service, and there would be significant pushback to establish feeder routes to provide at least some level of service. Each feeder route would require an additional 3 operators, 1 vehicle and associated operating and maintenance costs.

iii) Communications

Guelph Transit staff have heard feedback that seniors are saying they cannot get downtown as a result of the implementation the new routes in January. Staff understand that the extensive route revisions have likely been hard for seniors to assimilate and part of the current concern may be a communications issue. Guelph Transit is willing to work with the DGBA, downtown merchants and senior residences to prepare a program to ensure that these individual have the appropriate information to be able feel comfortable to travel on the new routes. Staff are willing to visit various sites around the City to deliver the program. Staff have begun the initial tasks associated with the preparation of the plan.

In addition, staff are examining what improvements to signage at both GCS and St. George's Square can be made to assist the travelling public in understanding and accessing travel options between the two locations. Preliminary work indicates that the physical signage can be revised at minimal cost.

iv) Other Options

As an alternative to rerouting service, staff examined the concept of implementing "spider routes" that would interconnect between base routes and have St. George's Square as the destination. Due to structure of the base system, a "spider route" would be required on both the east and west sides of the Woolwich/Norfolk spine. The implementation of "spider routes" cannot be accommodated within the existing Guelph Transit resource base and would require an additional vehicle and 3 operators for each route along with the associated operating and maintenance costs. The effectiveness of this option is limited as the additional vehicle could not intersect with many inbound routes.

Staff have also assessed the possibility of operating a shuttle using a mobility/conventional bus that would transfer riders between GCS and various points around St. George's Square and Wyndam St. N. The shuttle could be made available to anyone wanting a ride within a specified area in the downtown core. The shuttle would provide continuous service on a fixed route and hours of service would be aligned with the operating hours for businesses in the area. Although details on the specific routing need to be defined, it is envisioned that the shuttle would stop at a specific number of locations in throughout the downtown. Additional resources required to implement this type of service are estimated at 2 operators and associated operating, maintenance and possible capital costs for the vehicle.