



**Minutes of the Operations, Transit and Emergency Services Committee  
Held in the Council Chambers, Guelph City Hall on  
Monday, February 4, 2014 at 5:00 p.m.**

---

**Attendance**

Members: Chair Findlay Councillor Furfaro  
Mayor Farbridge Councillor Piper (*arrived at 5:06 p.m.*)

Absent: Councillor Van Hellemond

Councillors: Councillor Bell

Staff: Mr. D. McCaughan, Executive Director, Operations, Transit & Emergency Services  
Mr. M. Amorosi, Executive Director, Corporate & Human Resources  
Mr. D. Thomson, Executive Director, Community & Social Services  
Mr. P. Meagher, General Manager, Guelph Transit  
Mr. R. Keller, General Manager, Public Works  
Mr. H. Dunning, Manager of Administration & Emergency Planning  
Mr. S. Dewar, Chief, Emergency Management Services  
Mr. D. Godfrey, Manager, By-law Compliance, Security & Licensing  
Ms. T. Agnello, Deputy Clerk  
Ms. D. Black, Council Committee Coordinator

---

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

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

There were no disclosures.

**Confirmation of Minutes**

1. Moved by Councillor Furfaro  
Seconded by Mayor Farbridge

That the open and closed meeting minutes of the Operations, Transit & Emergency Services Committee held on December 9, 2013 be confirmed as recorded.

*VOTING IN FAVOUR: Mayor Farbridge, Councillors Findlay and Furfaro (3)*

*VOTING AGAINST: (0)*

CARRIED

**Consent Agenda**

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

- OTES-2014.1 Land Ambulance Communication Model**
- OTES-2014.2 Recasting Guelph Transit**
- OTES-2014.3 Customer Service Request Improvement Project**

## **Balance of Consent Items**

2. Moved by Mayor Farbridge  
Seconded by Councillor Furfaro

That the balance of the Operations, Transit & Emergency Services Committee February 4, 2014 Consent Agenda, as identified below, be adopted:

### **OTES-2014.4 BY-LAW REVIEW – DISABLED PARKING BY-LAW**

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

### **OTES-2014.5 BUSINESS LICENCE FEES 2014**

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

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

1. That the Operations, Transit & Emergency Services Committee Report #OTES021407 dated, February 4, 2014, regarding Royal City Brewing Company's application to the Alcohol and Gaming Commission of Ontario for a Manufacturer's Limited Liquor Sales Licence be received.
2. That Guelph City Council support Royal City Brewing Company's application to the Alcohol and Gaming Commission of Ontario for a Manufacturer's Limited Liquor Sales Licence for their brewery located at 199 Victoria Rd. S. Unit 8C. as set out in Operations, Transit & Emergency Services Committee Report #OTES021407 dated, February 4, 2014.

*VOTING IN FAVOUR: Mayor Farbridge, Councillors Findlay, and Furfaro (3)*

*VOTING AGAINST: (0)*

CARRIED

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

## Extracted Consent Items

### OTES-2014.1 LAND AMBULANCE COMMUNICATION MODEL

Mr. S. Dewar, Chief, Emergency Management Services, outlined the Land Ambulance Communications Model.

3. Moved by Mayor Farbridge  
Seconded by Councillor Piper

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

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

*VOTING AGAINST: (0)*

CARRIED

### Recasting Guelph Transit

Mr. D. Thomson, Executive Director, Community & Social Services, provided information regarding how some transit initiatives relate to the overtime task force.

Mr. Phil Meagher, General Manager, Guelph Transit, outlined the issues, performance reporting and plan reporting of the Recasting of Guelph Transit initiative.

4. Moved by Mayor Farbridge  
Seconded by Councillor Furfaro

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

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

*VOTING AGAINST: (0)*

CARRIED

### Customer Service Request Improvement Project

Mr. D. McCaughan, Executive Director, Operations, Transit & Emergency Services, provided information regarding the development and scope of the Customer Service Request Improvement Project.

Mr. Keller, General Manager, Public Works, provided a brief context of the need for the Customer Service Request Improvement Project.

Ms. Gray, Supervisor, Service Performance & Development provided background information, the goals of the project, the implementation plan and next steps for the project. She gave a brief demonstration of the program.

5. Moved by Councillor Piper  
Seconded by Councillor Furfaro

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

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

*VOTING AGAINST: (0)*

CARRIED

### **Staff Updates & Announcements**

Mr. McCaughan addressed the following items.

1. Acknowledged the front line staff for their diligence in dealing with the winter demands, and the patience and cooperation of residents regarding same.
2. Noted there have been excellent responses to the request for input on the Animal control bylaw review from the community and external agencies.
3. Provided an update on activities with respect to the elementary school speed zones.
4. Requested committee members input into the service area's 2014 work plans.

### **Adjournment (5:46 p.m.)**

6. Moved by Councillor Piper  
Seconded by Councillor Furfaro

That the February 4, 2014 meeting of the Operations, Transit & Emergency Services Committee be adjourned.

CARRIED

---

Deputy Clerk