

## **Committee of the Whole Meeting Agenda**

**Tuesday, April 3, 2018 – 2:00 p.m.**  
**Council Chambers, Guelph City Hall, 1 Carden Street**

Please turn off or place on non-audible all electronic devices during the meeting.

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### **Call to Order – Mayor**

Disclosure of Pecuniary Interest and General Nature Thereof

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### **Open Meeting - 2:00 p.m.**

#### **Mayor in the Chair**

#### **Presentations:**

1. Ontario Age-Friendly Community Recognition Award.
2. **Guelph Wellington Oral Health Action Committee**  
Peggy Nickels, Chair, Guelph-Wellington Oral Health Action Committee,  
Health Promoter, Guelph Community Health Centre  
Randalin Ellery, Guelph & Wellington Task Force for Poverty Elimination
3. **Community Health Van**  
Colin McVicker, Program Director, Sanguen Health Centre
4. **County of Wellington Play Time Update**  
Luisa Artuso, Director of Child Care Services, County of Wellington

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### **Consent Agenda – Public Services**

#### **Chair – Councillor Downer**

The following resolutions have been prepared to facilitate Council's consideration of various matters and are suggested for consideration. If Council wishes to address a specific report in isolation of the Consent Agenda, please identify the item. It will be extracted and dealt with separately as part of the Items for Discussion.

**PS-2018.05                      Transit Advisory Committee Terms of Reference**

**Recommendation:**

That the terms of reference for Transit Advisory Committee dated September 28, 2017 be approved.

**PS-2018.06                      Regulation of Election Signs**

**Recommendation:**

That the Election Sign Bylaw as outlined in ATT-2 to Public Services Report PS-2018-06 'Regulation of Election Signs', dated April 3, 2018 be approved.

**PS-2018.09                      Taxi By-law Review and Regulation of Vehicles for Hire**

**Recommendation:**

1. That staff be directed to create a new schedule under the City's Business Licensing Bylaw (2009)-18855 to regulate the licensing of vehicles for hire.
2. That staff be directed to create amendments to the Schedule 16 (Taxi Licensing) of the City's Business Licensing Bylaw (2009)-18855.

**PS-2018.10                      Transit Business Service Review Overview**

**Recommendation:**

That Public Services Report PS-2018-10 'Transit Business Service Review Overview' dated April 3, 2018 be received.

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**Items for Discussion – Public Services**

The following items have been extracted from Consent Agenda and will be considered separately. These items have been extracted either at the request of a member of Council or because they include a presentation and/or delegations.

**PS-2018.07                      Community Paramedics Projects and Sustainability**

**Presentation:**

Leanne Swantko, Deputy Chief Emergency Medical Services

**Recommendation:**

That Public Services Report PS-2018-07 'Community Paramedics Projects and Sustainability' dated April 3, 2018 be received.

**Presentation:**

Colleen Clack, Deputy Chief Administrative Officer, Public Services

**Recommendation:**

That staff be directed to proceed with negotiating a new agreement with Guelph/Eramosa for the provision of Fire Services and report back to Council prior to execution of the agreement.

**Service Area Chair and Staff Announcements**

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**Consent Agenda – Corporate Services****Chair – Councillor MacKinnon**

The following resolutions have been prepared to facilitate Council's consideration of various matters and are suggested for consideration. If Council wishes to address a specific report in isolation of the Consent Agenda, please identify the item. It will be extracted and dealt with separately as part of the Items for Discussion.

**CS-2018.38****Corporate Records Retention By-Law Amendment****Recommendation:**

That the amended Corporate Records Retention By-law outlined in ATT-2 to report CS-2018-38, dated April 3, 2018, be approved.

**CS-2018.11****2018 Property Tax Policy Report****Recommendation:**

1. That the 2018 City of Guelph Property Tax Policies set out in ATT-1 to the 2018 Property Tax Policy Report number CS-2018-11 dated April 3, 2018, be approved.
2. That the tax policies be incorporated into tax ratio, tax rate, and capping parameter by-laws.
3. That the maximum allowed capping parameters be used for 2018, allowing the City of Guelph to exit the capping program in the shortest timeframe available.

**CS-2018.12****2019 Budget Schedule and Process Change****Recommendation:**

1. That the draft 2019 budget schedule and process changes as outlined in report CS-2018-12, titled 2019 Budget Schedule and Process Changes and dated April 3, 2018, be approved.

2. That staff be directed to investigate multi-year budgeting and report back to Council in July 2018 with a recommended policy to support implementing a four-year budgeting process beginning in 2020.

## **Service Area Chair and Staff Announcements**

### **Mayor as Chair**

### **Chair and Staff Announcements**

Please provide any announcements, to the Chair in writing, by 12 noon on the day of the Council meeting.

### **Notice of Motion**

Notice of Motion provided by Councillor June Hofland

### **Adjournment**

## About the Guelph-Wellington Oral Health Action Committee (OHAC)

Barriers to Oral Health Care for Low-Income Adults

No- and Low-Cost Oral Health Programs

Dental Health Access Resolution to City of Guelph

## About the Guelph-Wellington Oral Health Action Committee (OHAC)

- Convened by Poverty Task Force in 2013
- Initial focus on gaining better understanding of oral health needs of low-income community members and raising awareness about barriers experienced by this population
- Purpose of OHAC is to support local action and advocacy efforts to improve access to oral health care
  - Postcard Campaign
  - No- and Low-Cost Oral Health Program Resource
- Part of Ontario Oral Health Alliance, a network of organizations and engaged individuals interested in improving access to dental care
- OHAC membership includes: Poverty Task Force, Guelph Community Health Centre, County of Wellington, Better Beginnings, Better Futures, community members with lived experience.

About the Guelph-  
Wellington Oral  
Health Action  
Committee (OHAC)

Barriers to Oral  
Health Care for  
Low-Income Adults

No- and Low-Cost  
Oral Health  
Programs

Dental Health  
Access Resolution  
to City of Guelph

## Barriers to Oral Health Care for Low Income Adults in Guelph

- Report published May 2015, available [www.gwpoverity.ca](http://www.gwpoverity.ca)
- Purpose to gain better understanding of the oral health status and oral health care experiences of low-income adults in Guelph
- Findings:
  - 30% reported ongoing pain in the past 6 months
  - 58% reported that their oral health needs affect eating
  - 16% reported that their oral health impacts their ability to get a job
  - 76% reported they cannot afford oral health care
  - 70% were recommended treatment that they cannot afford
  - 34% did not have access to any dental benefits

## About the Guelph-Wellington Oral Health Action Committee (OHAC)

## Barriers to Oral Health Care for Low-Income Adults

## No- and Low-Cost Oral Health Programs

## Dental Health Access Resolution to City of Guelph



GUELPH - WELLINGTON  
**ORAL HEALTH**  
Action Committee



## GUELPH-WELLINGTON NO- AND LOW-COST ORAL HEALTH PROGRAMS

JANUARY 2018

If you struggle to access oral health care, you're not alone.



**76%** of low-income community members in Guelph-Wellington reported they cannot afford regular oral health care



**70%** of low-income community members in Guelph-Wellington reported they have been recommended treatment they can't pay for



**34%** of low-income community members in Guelph-Wellington reported they have absolutely no oral health benefits

There are no- and low-cost oral health programs that can help.

Program name	Program description	Eligibility	Contact Information
Dentistry from the Heart - Westwood Dental (Guelph)	1 day annual event that provides either a filling, extraction, or cleaning at no-cost	Must be 18 years + First come, first serve (maximum of 50 clients)	519-836-4650 <a href="http://www.westwooddentalgroup.ca">www.westwooddentalgroup.ca</a>
Gift from the Heart (Guelph & Fergus)	1 day annual event that provides no-cost dental hygiene information and/or care. Services & eligibility vary by location. Please check website & call local providers for more information.		<a href="http://www.giftfromtheheart.ca">www.giftfromtheheart.ca</a>
Healthy Smiles Ontario	Free preventative, routine, and emergency dental services	Children 17 years & younger from low-income families	Wellington-Dufferin-Guelph Public Health 1-800-265-7293 ext. 2661
Assistance for Children with Severe Disabilities	\$25 - \$470 per month to help with some costs, including dental care	Children under 18, living at home, with a severe disability	Contact regional office for application: 1-877-832-2818
Ontario Disability Support Program (ODSP)	Benefit plan covers basic dental care	Covers ODSP recipients and their adult spouses	Local ODSP office: 1-800-567-2953
Ontario Works (OW)	Eligible for emergency dental care	OW recipients	Local OW office: 1-800-295-7294
First Nations & Inuit - Non-Insured Health Benefits Program	This program covers many different dental services	First Nations & Inuit	General inquiries: 1-800-640-0642
Veterans Affairs Canada Dental Services	Veterans may qualify for dental care service coverage	Canadian veterans	Veterans Affairs Canada 1-866-522-2122

Dental hygienists can sometimes offer basic oral health care (e.g. cleaning) at a lower cost, compared to a dentist. You can search for them online

This resources was developed by:



For more information about work in our community to break barriers to oral health care, contact [info@gwpoverty.ca](mailto:info@gwpoverty.ca)

About the Guelph-  
Wellington Oral  
Health Action  
Committee (OHAC)

Barriers to Oral  
Health Care for  
Low-Income Adults

No- and Low-Cost  
Oral Health  
Programs

Dental Health  
Access Resolution  
to City of Guelph

## Dental Health Access Resolution to City of Guelph

- 17 municipalities have passed Dental Health Access Resolution
- Resolution identifies:
  - That oral health care is excluded from publicly funded health care
  - The links between oral health and overall health
  - The costs to the health care system as the result of emergency room visits for oral health needs
  - Cost of oral health care and lack of insurance are barriers to oral health care for low income community members
  - Differences in oral health for OW and ODSP recipients



About the Guelph-  
Wellington Oral  
Health Action  
Committee (OHAC)

Barriers to Oral  
Health Care for  
Low-Income Adults

No- and Low-Cost  
Oral Health  
Programs

Dental Health  
Access Resolution  
to City of Guelph

## Dental Health Access Resolution to City of Guelph

THEREFORE IT BE RESOLVED THAT COUNCIL OF THE CITY OF  
GUELPH:

- Strongly endorses the importance of oral health and requests that the Premier of Ontario include oral health as part of the government's primary care transformation initiatives, and further
- That Council calls on the provincial government to expand public oral health programs with prime consideration for low income adults and seniors, and further
- That Council forwards copies of this resolution to the Premier of Ontario, the Minister of Health and Long-Term, Local Members of Provincial Parliament, Member Municipalities, and the Association of Municipalities of Ontario.



## **DENTAL HEALTH ACCESS RESOLUTION TO CITY OF GUELPH**

Resolution Regarding the Expansion of Provincial Publicly Funded Dental Health Programs for Adults with Low Incomes

Presented to: City of Guelph Municipal Council

Date: February, 2017

Presented by: Peggy Nickels  
Health Promoter, Guelph CHC;  
Chair, Oral Health Action Committee, Guelph-Wellington  
Poverty Task Force

WHEREAS in Canadian public policy the care of our lips, tongues and throats is fully covered by public funding, but not our teeth and gums; and

WHEREAS oral health is essential to maintaining overall health; and

WHEREAS a mounting body of evidence shows a link between poor oral health and diabetes, cardiovascular and respiratory diseases and Alzheimer's disease; and

WHEREAS untreated tooth decay, gum disease and tooth loss results in social and psychological suffering and interferes with employment opportunities; and

WHEREAS between 2 to 3 million Ontarians have not seen a dentist in the past year mainly due to the cost of private dental services; and

WHEREAS approximately every 9 minutes a person in Ontario arrives at a hospital emergency room with a dental problem but can only get painkillers or antibiotics, and this costs the health care system at least \$31 million annually with no treatment of the problem;

WHEREAS 2,779 people visited hospital emergency rooms in Waterloo-Wellington in 2014 for oral health problems, with an average cost per visit of \$513; and

WHEREAS almost a third of Canadians have neither public nor private insurance to help them pay for the care of their teeth and gums; and

WHEREAS access to oral health care should not be limited to people with private health insurance or who can afford to pay out of pocket; and

WHEREAS Ontario's reform of the health care system should include oral health care so that vulnerable people in our communities have equitable access to the dental services they need to be healthy; and

WHEREAS Ontario only has public dental programs for low income children, and no public programs for low income adults and seniors; and

WHEREAS local Ontario Works (OW) recipients are eligible for limited discretionary coverage for emergency treatment only and Ontario Disability Support Program (ODSP) recipients are eligible for basic dental care and limited discretionary coverage for dentures;

NOW THEREFORE BE IT RESOLVED THAT COUNCIL OF THE CITY OF GUELPH:

Strongly endorses the importance of oral health and requests that the Premier of Ontario include oral health as part of the government's primary care transformation initiatives, and further

That Council calls on the provincial government to expand public oral health programs with prime consideration for low income adults and seniors, and further

That Council forwards copies of this resolution to the Premier of Ontario, the Minister of Health and Long-Term Care, Local Members of Provincial Parliament, Member Municipalities, and the Association of Municipalities of Ontario.

References:

Canadian Centre for Policy Alternatives. (2011). [Putting Our Money Where Our Mouth Is: The Future of Dental Care in Canada.](#)

Canadian Health Measures Survey. (2007-2009). Statistics Canada

King, Arlene. (2012). Oral Health - [More Than Just Cavities. A Report by Ontario's Chief Medical Officer of Health.](#)

Goel, Vivek et al. (2012). [Staying Ahead of the Curve: A Unified Public Health Program for Ontario.](#)

# The Community Health Van



Sanguen Health Centre



# The Team



# Why the Van in Guelph?

- Improve conditions for those who are marginalized (people who live with addictions, mental health, experiencing homelessness or unstable housing etc.)
- Delivers services to those who otherwise would not receive them
- Access to health care services in a non-stigmatizing manner

# What does THE VAN offer?

- Food, clothing, hygiene products +++
- Hundreds of cups of hot chocolate
- Testing for hep A, B, C, HIV, syphilis
- Vein and wound care
- Referrals, supportive counselling, case management
- Harm reduction supplies and returns
- Sexual health support and education
- Flu shots and vaccines
- Overdose prevention and naloxone

## Guelph Community Health Van Statistics: Overview

Updated March 15th, 2018

Select Date Range:

10/5/2017

3/1/2018

Select Van Locations:

All

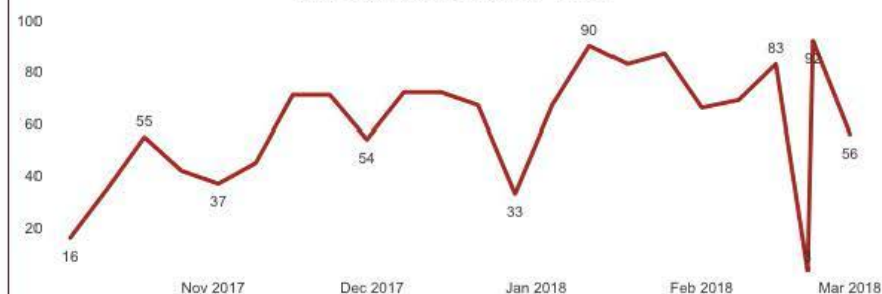
Total Visits

1366

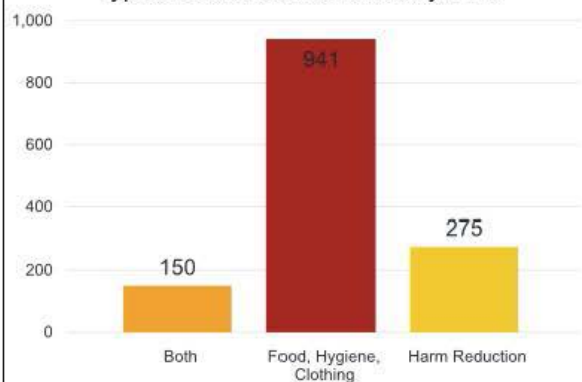
Unique Visitors

666

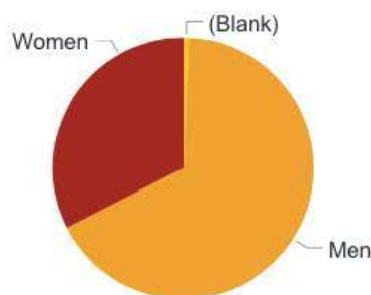
Visits to the Van Over Time



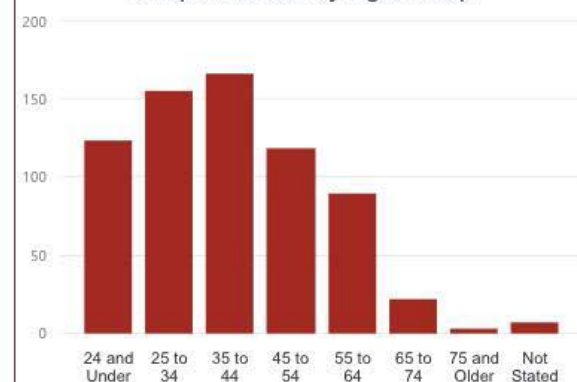
Type of Services Accessed by Visit



Gender of Unique Visitors



Unique Visitors by Age Group





## Guelph Community Health Van Statistics: Food, Clothing and Hygiene

Updated March 15th, 2018

Select Date Range:

10/5/2017

3/1/2018

Select Van Locations:

All

Products Distributed

Blankets

Coats/Sweater

Gloves/Hats/Scarf

Hygiene Products

Juice /Water

Snacks

Socks

Tampons/Pads

Underwear

### Food

**4539**

Snacks

**1104**

Juice /Water

### Clothing

**9**

Blankets

**120**

Coats/Swe...

**468**

Socks

**368**

Gloves/Hats/S...

**20**

Underwear

### Hygiene

**41**

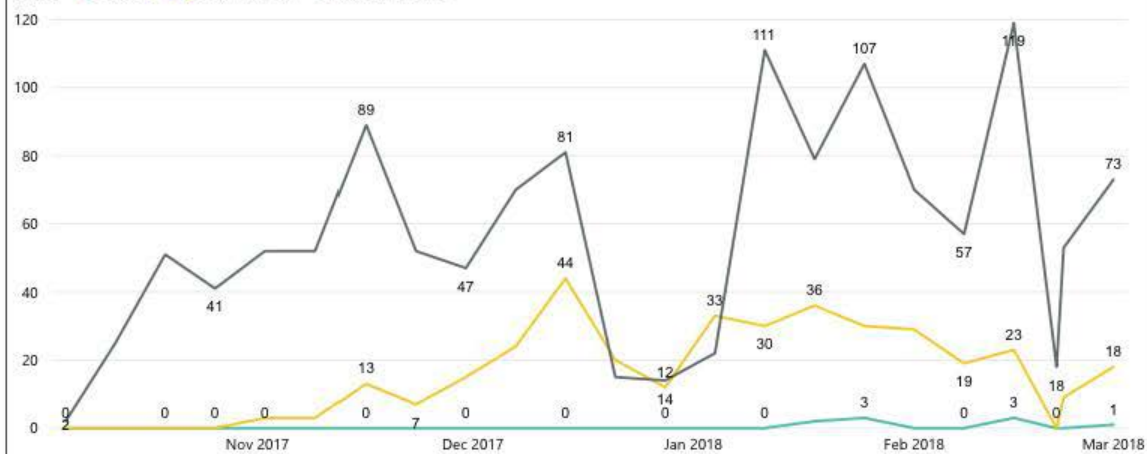
Tampons/Pads

**1300**

Hygiene Products

### Products Distributed Over Time

Service Blankets Gloves/Hats/Scarf Hygiene Products



## Guelph Community Health Van Statistics: Harm Reduction Supplies

Updated March 15th, 2018

Select Date Range:

10/5/2017

3/1/2018

Select Van Locations:

All

### Services Provided

Abscess Kits

Mouth Piece

Black Kits

Needles IN

Crack Kits

Needles OUT

Marijuana Kits

Push Sticks

Meth Kits

Referral categories

Naloxone kits

Screens

Alcohol swabs

Services Categories

Condoms

Sharps Containers

Cookers

Stems / Pipes

Filters

Ties/Tourniquet

Long / Short Kits

Vitamin C

### Equipment

2186

Needles IN

4230

Needles OUT

9859

Alcohol swabs

2731

Filters

2787

Water

2711

Cookers

136

Sharps Cont...

610

Lube

51

Vitamin C

136

Push Sticks

534

Stems / Pipes

704

Screens

441

Ties/Tourniquet

214

Mouth Piece

723

Condoms

\* Kit components are included in equipment counts

### Kits

99

Long Kits

116

Short Kits

28

Black Kits

273

Meth Kits

106

Crack Kits

53

Marijuana Kits

14

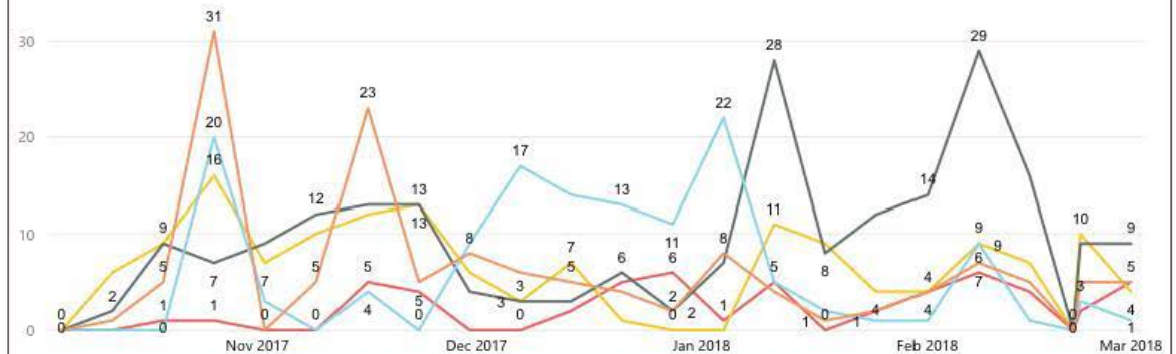
Abscess Kits

148

Naloxone kits

### Services Provided Over Time

Service ● Marijuana Kits ● Naloxone kits ● Long / Short Kits ● Push Sticks ● Sharps Containers



“I don’t want to live in the kind of world where we don’t look out for each other. Not just the people that are close to us but anybody who needs a helping hand. I can’t change the way anybody else thinks, or what they choose to do, but I can do my bit.

Charles de Lint (Canadian writer)

# Children's Early Years Division

Child Care  
EarlyON Child and Family Centres

Presentation to the City of Guelph

April 2018



# Social Services

## County of Wellington and City of Guelph

- Children's Early Years
- Housing
- Ontario Works



As of January 1, 2018 Consolidated Municipal Service Managers/District Social Services Administrative Boards were appointed with authority for the planning, management and governance of the new EarlyON Child and Family Centres.

This forms a new children's early years system that includes child care and child and family centres.

EarlyON centres will replace the following:

- **Better Beginning Better Futures**
- Child Care and Resource Centres
- **Ontario Early Years Centres**
- Parenting and Family Literacy Centres



# Guiding Principles of EarlyON Child and Family Centres

Child and Family Centred

Welcoming

High Quality

Inclusive

Integrated

Community Led

## Key Goals

- Parents and caregivers have access to high quality services
- Children have access to play and inquiry based learning opportunities
- Parents and caregivers have opportunities to strengthen their relationships with their children
- Indigenous families have access to culturally responsive programming
- Francophone families have access to French language programmes
- Parents and caregivers are provided with timely, relevant information about community and specialized services
- Local service providers collaborate and integrate services to meet community needs



## Wellington's Children's Early Years Planning Principles

1. High Quality – high standards, professional staff
2. Equitably Accessible- ability to participate, inclusive, culturally responsive, adaptable
3. Equitably Available- ensure services are located in places for families to access
4. Affordable – Subsidies for Child Care
  - No cost for EarlyON Core Services





### **EarlyON Core Mandatory Services**

- Engages Parent and Caregivers
- Supports Early Learning and Child Development
- Makes Connection for Families

Examples: Drop-in, Playgroup, Literacy, Pre and post-natal, Parenting, Warm transfers to other agencies, referrals for direct therapy

### **EarlyON Secondary Services**

- Specialized Services for children and families
- Integrated services for children and youth

Examples: Cultural enrichment programmes, community nutrition kitchens, parent peer support, mentorship programmes

### **EarlyON Community Services**

Food banks, clothing cupboards, newcomers groups, employment and social services



# Current Child Care Services

Area	Population	Full Time Full Year Spaces	Percentage of Spaces for Population
Service Delivery Area	9950	1,620	16%
Guelph	5940 (60%)	1,315 (81%)	22%
Wellington County	4,010 (40%)	305 (19%)	7.5%

Source: Statistics Canada, 2016 Census of Population, Statistics Canada Catalogue no. 98-400-X2016004.

Source: County of Wellington Licensed Child Care database, extracted January, 2018.

# City of Guelph

## Full-time, full year Licensed Child Care Spaces for Children birth up to 4 years in the City of Guelph

Number of children birth up to 4 years	Number of Spaces	Percentage of Child Care spaces for population of children
5940	1315	22%

Source: Statistics Canada, 2016 Census of Population, Statistics Canada Catalogue no. 98-400-X2016004.

Source: County of Wellington Licensed Child Care database, extracted January, 2018.

# City of Guelph

## All full-time full year Licensed Child Care Spaces by Age Group in the City of Guelph

Age Categories	Number of children	Number of Spaces	Percentage of Child Care spaces
Infants (birth to 18 months)	2,173	122	5.5%
Toddlers (18 to 30 months)	2,233	402	18%
Preschool (30 months to up to 4 years)	1,534	791	51.5%

Source: Statistics Canada, 2016 Census of Population, Statistics Canada Catalogue no. 98-400-X2016004.

Source: County of Wellington Licensed Child Care database, extracted January, 2018.

# Child and Family Centres

Ministry of Education funded early years family support programmes in Guelph are delivered by:

Better Beginnings Better Futures located at Shelldale.

Guelph Community Health Centre located at Stone Road Mall and on Wyndham Street.

## Planning Phase

1. Community Engagement – Early Fall 2018
2. City of Guelph Early Years Services Advisory Group – Late Fall 2018



Staff at the City of Guelph will work with us on engagement strategies and forming an ad hoc local advisory group.



# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Public Services
Date	Tuesday, April 3, 2018
Subject	<b>Transit Advisory Committee Terms of Reference</b>
Report Number	PS-2018-05

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## Recommendation

1. That the terms of reference for Transit Advisory Committee dated September 28, 2017 be approved.

## Executive Summary

### Purpose of Report

To adopt the new terms of reference for the Transit Advisory Committee. The Committee will provide a forum for input, exchange of ideas and debate on conventional and mobility transit related issues with representation from all affected groups in the community.

### Key Findings

The Committee is a citizen advisory group established by and responsible to City administration and reports through the Committee of the Whole. The Transit Advisory Committee provides a vital link to the community in terms of getting feedback on the significant changes made to Guelph Transit operations and services in 2017. The Committee provides valuable input in developing alternative suggestions to address issues identified.

### Financial Implications

None

## Report

The attached Terms of Reference specifies the Transit Advisory Committee (TAC) objectives as well as the composition of the Committee to ensure that it represents a broad range of community interests. TAC will consist of 11 voting members who will be recruited from the following sectors within the city of Guelph:

- Four (4) regular users of Guelph Transit conventional services
- One (1) regular user of Guelph Transit mobility service

- One (1) member from the Guelph & Wellington Task Force for Poverty Elimination
- One (1) member of the Guelph Youth Council and/or high school student
- One (1) student from the University of Guelph
- One (1) member of the University of Guelph Administration
- Two (2) community members at large

TAC will set a list of topics and activities of priority to discuss and review within the first quarter of each term of Council. The following are priorities that TAC will focus on and discuss:

- Fare policy, service hours and transit routes;
- Customer service related policies and procedures;
- Accessibility of buses, bus stops and associated infrastructure;
- Transit communication plans and customer marketing strategies;
- Public consultation processes and receipt of passenger concerns and expectations;
- Initiatives and strategies affecting public transport services including but not limited to budget, route realignments and growth plans, the Transportation Master Plan, Regional Transit Planning, and the Transit Annual Report.

The TAC will liaise with other community groups such as, but not limited to, the Accessibility Advisory Committee, Guelph Youth Council, Guelph Seniors Association, Downtown Guelph Business Association, and Guelph Neighbourhood Coalition. It will also invite select groups to attend meetings as specified under the Terms of Reference as delegations and/or as members of a subcommittee and/or ad-hoc committee.

The Committee developed the following list of categories as a framework for prioritizing transit related topics and issues:

- Pass issues/affordability;
- Capacity/routing issues;
- Information flow; and
- Community issues.

At each meeting, staff provided an overview of any major transit related activities or events that had taken place since the last meeting. Staff also provided an ongoing update on the Transit Growth Strategy and the Route Realignment.

Committee members raised issues and questions related to the above categories based on their experience with the system and facilities, or based on feedback provided to them by members of the public. In most instances, staff was able to provide a response to the issue during the meeting. In some cases, the concern was noted and directed to the appropriate staff for response. Staff made best efforts to address the issue and provide a response at the following Committee meeting. Other external consultants made presentations to the Committee on the proposed new Fare Strategy which will have an impact on riders of Guelph Transit.



The Transit Advisory Committee played a vital role in terms of providing a connection to the community, and much of the feedback was instrumental in developing solutions and communication strategies when completing the Route Realignment in September. Staff would like to thank the Committee members for their time and their valuable input and contribution in 2017.

### **The Terms of Reference sets out the Committee's reporting relationship with City Council.**

The Transit Advisory Committee will report annually to the Committee of the Whole through staff reports, and will update Council on activities and contributions of TAC.

## **Financial Implications**

None. Any Committee incidental expenses will be covered within the existing Guelph Transit budget.

## **Consultations**

Transit Advisory Committee members were engaged in the drafting of the TAC Terms of Reference. TAC committee members passed a motion supporting the Terms of Reference at the September 28, 2017 meeting. Transit Advisory Committee members will be notified of the decision of Council on approval of staff report PS-2018-05 at the April 26, 2018 TAC meeting.

## **Corporate Administrative Plan**

### **Overarching Goals**

Service Excellence  
Innovation

### **Service Area Operational Work Plans**

Our Services - Municipal services that make lives better

## **Attachments**

ATT-1          Transit Advisory Committee Terms of Reference

## **Departmental Approval**

Clerk's Office

## **Report Author**

Amanda Martin



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**Approved By**

Robin Gerus  
Interim General Manager  
Guelph Transit  
519-822-1260 ext. 2461  
[robin.gerus@guelph.ca](mailto:robin.gerus@guelph.ca)



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**Recommended By**

Colleen Clack  
Deputy CAO  
Public Services  
519-822-1260 ext. 2588  
[colleen.clack@guelph.ca](mailto:colleen.clack@guelph.ca)

# **Guelph Transit Transit Advisory Committee Terms of Reference**

The City of Guelph's Mission Statement cites community engagement as one of the key components of achieving excellence. Community participation on committees is also recognized as providing value to the City operations, benefiting staff through input from additional perspectives. Consistent with these guiding principles, City Council re-establish the Transit Advisory Committee (TAC) in November 2011.

## **Objective**

The Transit Advisory Committee will provide a forum for input, exchange of ideas and debate on public transit matters as they relate to the provision of conventional transit, mobility services and community bus. This would include the review of transit service plans, transit marketing and communication plans and the provision of on-street passenger amenities and infrastructure.

## **Scope of Committee**

The following topics & activities are within the purview of the Transit Advisory Committee. The Committee will undertake to compile a list of priority topics within the first quarter of being constituted each year.

- Fare policy, service hours and transit routes;
- Customer service related policies and procedures;
- Accessibility of bus stops and associated infrastructure;
- Transit communications plans and customer marketing strategies;
- Public consultation process and receipt of passenger concerns and expectations;
- Initiatives and Strategies affecting public transport services including but not limited to Transit Budget, Route Realignment and Growth Plans, Transportation Master Plan, Regional Transit Planning and the Transit Annual Report.
- That the committee liaises with other community groups such as, but not limited to, the Accessibility Advisory Committee, Guelph Youth Council, Guelph Seniors Association, Downtown Guelph Business Association and Guelph Neighbourhood Support Coalition. Invite select groups to attend meetings as specified under the Terms of Reference as delegations and/or as members of a subcommittee and/or ad-hoc committee.

## **Composition of Committee**

The composition of the TAC is intended to represent a broad range of community interests and will be structured to provide a balance of perspectives. The TAC will consist of 11 voting members and members will be drawn from the following groups within the City of Guelph.

- Regular users of Guelph Transit conventional services (4)
- Regular users of Guelph Transit mobility service (1)
- Guelph & Wellington Task Force for Poverty Elimination (1)
- Guelph Youth Council and/or High School Student (1)
- University of Guelph (1 student, 1 administration)
- Community members at large (2)

Attention will be given to ensuring appropriate representation from environmental interests, youth, and senior groups.

City staff serves only in an advisory role and will not have voting privileges on the TAC.

## **Recruitment**

Recruitment of members will be conducted in accordance with the [Public Appointment Policy](#) (September 2016) and associated official policies governing the appointment and functioning of advisory committees.

In addition to the above policy, the TAC may assist in the recruitment of potential members through various tools such as writing letters to potential candidates and/or community groups, via Guelph Transit social media channels and/or advertising on Guelph Transit property.

## **Roles and Responsibilities**

It will be the responsibility of all TAC members to participate in discussions and provide constructive input, ideas and suggestions from their perspective, and to listen to other points of view. Additional responsibilities will be as follows:

### **TAC Members**

- Attend TAC meetings;
- Become informed about the current and planned operations of Guelph Transit services;
- Be prepared and informed for meetings by reviewing any materials provided in advance;
- Approve draft meeting notes when posted on the Guelph Transit web site;
- Provide input received from the broader community;
- Bring additional perspectives to the discussion of Transit services;

- Elect a Chair and Vice-Chair
- Ensure the effective operation of the TAC through constructive contributions and open and respectful discussion of ideas and opportunities;
- Participate in meetings in accordance with the procedures detailed in the City's Procedural By-Law Number (1996)-15200, as amended from time to time;
- Recognize and abide by any applicable federal and provincial legislation and municipal by-laws;
- Recognize and respect the City's contractual obligations e.g. collective agreements; and
- Recognize and respect City staff that provides input and assistance to the committee, including staff's requirement to adhere to City policies and procedures.

### **Staff**

- Assist the Chair (or Vice-Chair) with the effective functioning of the committee including development and distribution of agendas, meeting notes, etc;
- Keep TAC members up to date on substantial changes to Transit Services and any significant issues raised within the community;
- Provide timely responses and/or action as appropriate including follow-up on issues raised that could not be addressed at the meeting;
- Listen carefully to the opinions and perspectives provided;
- Recognize and respect TAC members that are serving on the committee; and
- Appoint a City staff liaison person to coordinate communications between the Chair of the TAC and the public.

### **Committee Procedures**

The TAC will follow the [Advisory Committee Procedures](#) Guidelines as outlined by Council September 30, 2013.

The Chair and Vice-Chair will be elected by the members of the TAC at the first TAC meeting of each calendar year. The term of office for both positions is one year and an individual may serve a maximum of two (2) consecutive years as Chair or Vice-Chair. If the Chair resigns before the completion of their term, the Vice-Chair will complete the term left vacant and a new Vice-Chair will be elected from the member to complete the term left vacant. If a member resigns before the completion of their term, the vacancy will be filled through the recruitment process detailed above for the remainder of the term left vacant.

If any TAC member who misses three consecutive meetings without proper written notice, the remaining members will deem that that person has resigned from the TAC, subject to the appointee having the opportunity to address the TAC in writing or in person regarding their absenteeism.

## **Meeting Schedule and Format**

The TAC will form once Council has selected the committee members. Meetings of the TAC will be held once per month with the exception of August and December. Additional meetings may be scheduled at the discretion of the Chair and the majority of Committee subject to the availability of Staff.

At the first meeting, the Committee will determine an appropriate location and times for future meetings. Meetings will be chaired by an elected member of the TAC or designate and will last for up to 2 hours in length.

The first meeting of any appointed term of the TAC will focus on the role of the TAC and provide members with a basic understanding and overview of Transit Services. The Chair and Vice-Chair of the TAC will be elected at the first meeting.

Fixed agenda items for subsequent meetings will include an update on Transit operations provided by Transit Services staff and a discussion of TAC comments, concerns and/or issues. Items will be added to the agenda as appropriate.

Meeting materials including an agenda will be posted electronically to the City of Guelph website at least 72 hours prior to the upcoming meeting. Meeting notes will be prepared by City staff and posted on the City of Guelph website in draft format. Once draft notes have been approved by the TAC, the final approved minutes will be posted to the City of Guelph website.

Meetings of the TAC are open to the public. Members of the public may not enter into discussion during the meeting unless they are registered delegations or are invited to speak by the TAC. Members of the public will not have voting privileges. Members of the public wishing to address the TAC may do so as delegations by meeting the requirements outlined in this Terms of Reference.

## **Ad-hoc and/or Subcommittees**

From time to time, specific projects or subjects may require the striking of ad hoc committees or sub-committees. Membership on such committees may be extended to community representatives and experts outside the TAC's membership. "Extended" members of ad hoc or sub-committees will not have voting rights on the TAC.

## **Public Communications**

When appearing before a City of Guelph Committee of the Whole or Guelph City Council on behalf of or a representative of the committee, members shall present the Committee's official position on a particular matter.

However, where a committee member appears before a Committee of the Whole or City Council and clearly indicates that they are appearing on behalf of another organization or

as a citizen and not In their capacity as a member of the Committee, they may present a position which is their personal position or is the position of the organization they represent.

## **Rules of Order**

The Transit Advisory Committee will follow the meeting guidelines as outlined in the [Advisory Committee Procedures Guidelines](#) dated September 30th, 2013.

A quorum of the TAC will consist of 50% plus one of total members.

If a member of the TAC has a pecuniary interest with respect to an agenda matter being considered, they shall leave the room during the time in which the matter is considered. Once the item of consideration has been dealt with, they shall be recalled to the meeting room. If a member of the TAC declares a pecuniary interest on any matter, it will not affect the composition of the quorum.

It shall be the duty of the Chair, with respect to any meetings over which they preside to:

- Call the meeting to order and prior to the commencement of the meeting ask for any Disclosure if Pecuniary Interest;
- Preserve order and decide all questions of order;
- Enforce on all occasions the observance of order and decorum;
- Adjourn the meeting when business is concluded;
- Represent and support the TAC, declaring its will and implicitly obeying its decisions in all things; and
- Perform other duties when directed to do so by resolution of the Committee of the Whole and/or Council.

The Vice-Chair shall assume the authority and perform all the duties of the Chair in absence of the chair.

The Chair and Vice-Chair of the TAC shall vote on all matters. In the event of a tie vote, the motion will fail.

Members of the TAC will have a duty to conduct themselves in an impartial and objective manner. Members of the TAC will perform their duties in such a way as to promote public confidence and trust in the integrity, objectivity and impartiality of the TAC. The Chair (or Vice-Chair) will have the right and responsibility to control proceedings of the TAC, including the right to exclude any member of the public or any member of the TAC who is interfering with or disrupting the TAC meeting proceedings.

No persons except members of the TAC, appointed official of the City of Guelph, employees of the City of Guelph, Transit Services staff and invited guests shall be allowed to sit at the discussion table during TAC meetings without permission of the TAC.

## **Delegations**

Delegations to the Committee shall be in accordance with the procedures detailed in the City's Procedural By-Law (1996)-15200, as amended from time to time.

Any delegation added to the agenda may only speak to the item listed on the agenda. Whether the delegation consists of one person or an organized body with more than one representative, the delegation as a whole is limited to a maximum of five minutes to address the TAC.

The five minute period may be extended by the TAC by a majority vote of the TAC members present, this decision to be made without debate.

Delegations will not be permitted to appear before the TAC for the sole purpose of generating publicity.

Any person wishing to address the TAC as a delegate who has not previously arranged to do so per the City's Procedural By-Law (1996)-15200, may be granted permission only by a majority vote of the TAC members present at the meeting.

Delegations that have previously addressed the TAC on a subject matter shall be permitted to address the TAC again only if they provide new information relating to that matter. Any request for a subsequent appearance must be made following the process defined above.

Upon completion of a presentation to the TAC by a delegation, any discourse between the member and the delegation shall be limited to members asking questions for clarification and obtaining additional, relevant information only. Members shall not enter into debate with delegations respecting the presentation.

## **Reporting Relationship & Accountability**

The TAC will report to the Committee of the Whole (Public Services) through staff reports. Staff will prepare an annual report to the Committee of the Whole (Public Services) that details the activities and contribution of the TAC. If at any time the opinion of the TAC differs from that of staff in relation to a recommendation or report, staff will include the TAC's opinion in the report.

The Chair of the TAC or designate will be asked to attend the Committee of the Whole (Public Services) and/or City Council meeting to speak to the annual report and provide feedback to the Operations and Transit Committee.



### **Administrative Support**

The TAC will be supported by the Public Services area, primarily through the resources of Transit Services.

### **Staff Resources**

The Executive Assistant to the General Manager of Transit or designate will provide the required support to the TAC. The General Manager of Guelph Transit will normally attend TAC meetings. As determined by the TAC or the General Manager, additional staff may be requested to participate in meetings as non-voting representatives on an as-needed basis.

### **Amendments to these Terms of Reference**

These Terms of Reference shall be maintained by staff from Public Services.

Amendments to these Terms of Reference may be proposed by members of the TAC, through staff to the Committee of the Whole (Public Works) Committee. Only Council may approve final changes to these Terms of Reference.

**Approved by TAC on September 28<sup>th</sup>, 2017**  
**Edits as per TAC February 2018**

# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Public Services
Date	Tuesday, April 3, 2018
Subject	<b>Regulation of Election Signs</b>
Report Number	PS-2018-06

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## Recommendation

1. That the Election Sign Bylaw as outlined in ATT-2 to Public Services Report PS-2018-06 'Regulation of Election Signs', dated April 3, 2018 be approved.

## Executive Summary

### Purpose of Report

The purpose of this report is to provide Council with information regarding the regulation of election signs and to seek Council's direction to create a stand-alone bylaw to regulate the placement of election signs.

### Key Findings

During the course of municipal, provincial, and federal elections, the placement of election signs on municipal and, in some cases, private property has created not only a proliferation of signs and damage to property, but in some instances, the placement of these signs has created safety hazards to pedestrians and motorists. The current regulations under the City's Sign Bylaw are limited to municipal election signs and have caused confusion in the past. Through public engagement, we have determined most residents support election sign regulations.

### Financial Implications

The cost of conducting this bylaw review along with any future enforcement efforts is within the existing operating budget of the City's Bylaw Compliance, Security and Licensing Division.

## Report

During the course of federal, provincial and municipal elections, signs are routinely placed on both private and public property. The City of Guelph's current sign bylaw does regulate the placement of election signs on public or private property; however, the bylaw only speaks to municipal election signs. Staff have received a number of concerns that the regulations are confusing to residents and candidates.

Regulating election signs is not unique to Guelph. The Municipal Act does allow single and upper tier municipalities to pass bylaws regarding signs. As such, many municipalities regulate the placement of political/election signs on public property, and in some instances on private property. Such regulatory bylaws also typically provide for the removal, storage and disposal of confiscated signs and further impose fees and/or fines associated with unlawfully placed signs.

#### Legislative Provisions:

Regarding federal elections, and as provided for by the *Elections Canada Act* [s.332(1) (2)] private property owners do not have the right to prevent tenants from putting up election posters on the premises they lease in an apartment building. Property owners do have the right to set reasonable conditions on the size and type of poster, and to prohibit posters in common areas.

With respect to public property, no one can “prevent or impair the transmission...of an election advertising message without the consent of a person with authority to authorize its transmission” [s. 325(1)]; however a sign, poster or banner may be removed by an employee of a public authority if the sign, poster or banner is a hazard to public safety [s. 325(2)].

Regarding provincial elections, the Election Finances Act does not address where signs can or cannot be placed. Where public property is involved, this may fall under the jurisdiction of the municipality, or when placed near a highway, may fall under the jurisdiction of the Ministry of Transportation’s Corridor Signing Policy.

As a result of complaints over recent federal, provincial and municipal elections regarding the placement location and volume of election signs throughout the city, a public engagement process was undertaken to consider various regulatory provisions regarding election signs.

The establishment of regulations pertaining to election signs are intended to help address the proliferation of election signs placed on both public and private property during the period leading up to an election. The regulations will also address the location of certain election signs, in particular, those causing potential safety hazard to pedestrians and/or motorists, and the removal of such signs within a reasonable period of time immediately following an election.

An election sign can be defined as any sign advertising or promoting a candidate in a federal, provincial or municipal election, including an election of a local board or commission, and further including a by-election or referendum intended to influence persons to vote for or against any candidate or question or bylaw submitted to the electors.

During the public engagement process, a number of provisions regarding the regulating of election signs were considered. Following this public engagement, staff

are recommending that Council direct staff to create a bylaw which would create the following regulations:

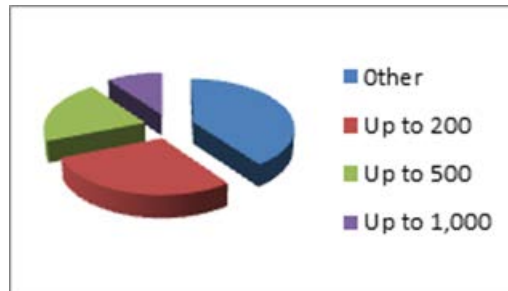
- Prohibit the placement of an election sign on private property without first having obtained the permission of the property owner;
- Require election signs to be removed from any public or private location within a period of three (3) calendar days (72 hours) following the election date;
- Limit election signs – no more than one election sign per candidate shall be permitted on any private property, such sign having not more than one sign face and not exceeding a maximum sign face area of 0.7 m<sup>2</sup> (8 ft<sup>2</sup>) and further requiring such sign to be located wholly on private property and no closer than one (1) metre from the private property line, and so as not to interfere with pedestrian or traffic safety or with the ingress or egress from the private property;
- Regarding commercially and industrially zoned property, restrict election signs to no more than one election sign per candidate on any commercially or industrially zoned property. Where such property has a frontage greater than 500 metres (1,640 feet) additional election signs may be considered, e.g. one additional election sign per candidate may be placed for every 500 metres of frontage or part thereof held by the property owner. Any election sign should be required to be located wholly on private property and in no case any closer than 3 metres (10 feet) to the private property line, and further should not interfere with pedestrian or traffic safety or with the ingress or egress from the private property;
- Prohibit the erection of an election prior to the issuance of writs for provincial or federal elections, or prior to the closing of nominations for a municipal election, and in no case would placement of an election sign be permitted sooner than 60 calendar days prior to the election date;
- Prohibit the placement of an election sign within 100 metres (328 feet) of a voting place, or upon any vehicle or trailer or other mobile device within 100 metres of a voting place;
- Prohibit the placement of an election sign within any City park or facility;
- Prohibit placement of an election sign on any public utility facility or equipment or property;
- Prohibit placement of an election sign on any official sign
- Prohibit the placement an election sign in locations where it can be confused with or interfere with a traffic signal, signaling device or any official sign;

- Prohibit the placement of an election sign on any tree, stone or other natural object located on City property or road allowance;
- Prohibit the placement of an election sign on any centre median or traffic island or roundabout;
- Prohibit the placement of an election sign within any sight triangle (located at an intersection);
- Prohibit the placement of an election sign on any boulevard where there is no municipal sidewalk, unless the sign is located further than 1.5 metres (5 feet) from the curb or edge of the pavement;
- Prohibit the placement of an election sign in locations where it may interfere with pedestrian or traffic safety including the ingress or egress of persons or vehicles from private property;
- Prohibit the placement of election sign in locations that may cause the sign to obstruct or interfere with any fire escape, fire exit, door, window, skylight, flue, air intake or exhaust or so as to prevent or impede the free access of emergency personnel to any part of a building, including fire department Siamese connections and/or fire hydrants;
- Prohibit any election sign that is illuminated, flashing, inflatable, or affixed to a roof of a building;
- Prohibit the placement of any election signs in locations that may interfere with underground services or maintenance (scheduled or emergency) of any public property.
- Requiring all election signs to be maintained in good repair;
- Prohibit the placement of any election sign that bears a logo, corporate image, trademark, or official mark of the City;
- Prohibit the placement of election signs within 100 metres (328 feet) of any other election sign by the same candidate when on a permitted boulevard area.

Of all the aforementioned restrictions on the placement of the signs, only one (prohibition of any sign on a boulevard where a municipal sidewalk already exists) was not overly agreed upon. Regarding boulevards, 135 respondents thought election signs on boulevards should be prohibited, whereas 138 respondents thought they should be allowed.

The public engagement process also reviewed the possibility of limiting the total number of signs permitted to be placed by any one candidate within the City during an election and the creation of a regulation to regulate any sign that is indecent in

any word, picture, symbol or the like. As the term “indecent” may mean different things to different people and given the City supports freedom of expression, staff are not recommending the wordings on signs be regulated. With respect to limiting the number of signs per candidate, although 63% of those surveyed believed there should be a limit on the number of signs that a candidate is allowed, when asked to quantify a number, the results varied, with the vast majority choosing “other” or “up to 200.”



Given the wide response from the public with respect to the number of signs permitted along with the logistical issues related to enforcement, particularly in terms of how to realistically determine a total sign tally, staff are not recommending that any sign limits be imposed.

Regarding the category “other” the following comments were shared:

“Fewer the signs, the better”

“Please reduce the amount of signs”

“If it was up to me I would ban elections signs in general”

Other than the size and number of signs per property, nothing in the public engagement process attempted to further prohibit the placement of any sign(s) within the private premise including a residence, commercial or industrial premise.

Fees:

Staff are recommending that in addition to any required nomination fees, a sign deposit of \$150 be required for any candidate or third party who may erect election or political signs. This sign deposit will be returned to the candidate or third party provided all of their signs are removed with 72 hours following the election.

## Financial Implications

The cost of the administration and enforcement of these regulations are within the existing operating budget of the City’s Bylaw Compliance, Security and Licensing Division.

## Consultations

During the creation of this report, staff spoke with the City's Clerks Office and Legal Services.

In addition, during the creation of this report staff spoke to and obtained input from a number of previous campaign managers of various Federal and Provincial Parties

## Corporate Administrative Plan

### Overarching Goals

Service Excellence

### Service Area Operational Work Plans

Our Services - Municipal services that make lives better

Our Resources - A solid foundation for a growing city

## Attachments

ATT-1          Survey Results  
ATT-2          Draft Election Sign By-law

## Departmental Approval

N/A

## Report Author

Dave Wiedrick



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### Approved By

Doug Godfrey  
General Manager  
Operations Department  
519-822-1260 ext. 2520  
[doug.godfrey@guelph.ca](mailto:doug.godfrey@guelph.ca)



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### Recommended By

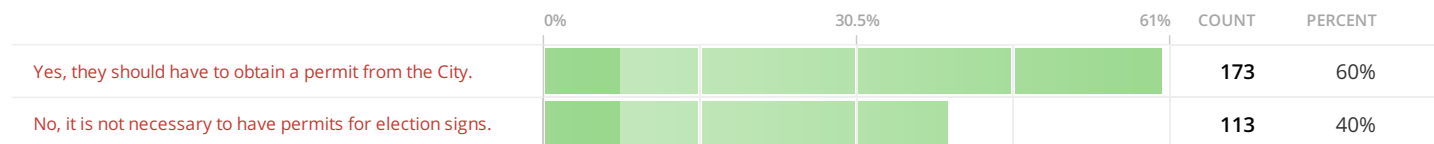
Colleen Clack  
Deputy CAO  
Public Services  
519-822-1260 ext. 2588  
[colleen.clack@guelph.ca](mailto:colleen.clack@guelph.ca)

## Survey Results

**Question 01** Do you think a person or their party affiliation should apply for a permit from the City to help ensure they comply with the bylaw?

Answers  
**286**  
98%

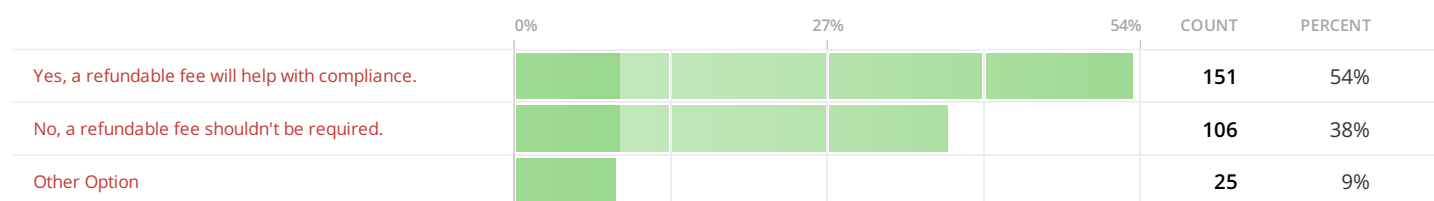
Skips  
**5**  
2%



**Question 02** Do you think a refundable fee should be charged for the permit? This fee could be refunded at the end of the election if all rules have been followed or kept if the bylaw was not followed.

Answers  
**282**  
97%

Skips  
**9**  
3%



PAGE 2

**Question 03** The following location prohibitions are suggested for this proposed bylaw. Please tell us if you agree or disagree with each location type being prevented from having election signs.

Answers  
**285**  
98%

Skips  
**6**  
2%

	I AGREE	I DISAGREE
Signs can not interfere with an official sign including but not limited to traffic and directional signs or devices	<b>280</b>	3
Signs can not be confused with a traffic signal, signaling device or official sign	<b>280</b>	3
Signs can not be on any tree, stone or other natural object located on City property	<b>243</b>	39
Signs can not be on any center median or traffic island or roundabout	<b>222</b>	61
Signs can not be within any sight triangle (located at an intersection)	<b>246</b>	36
Signs should be prohibited on any boulevard where there is a municipal sidewalk	<b>135</b>	<b>139</b>
Signs should be prohibited where there are no sidewalks unless they are at least 5 feet (1.5 metres) from the curb or edge of the road.	<b>189</b>	91
Signs should be prohibited at school crossings	<b>237</b>	45
Signs should not be placed at pedestrian crossings or signals	<b>218</b>	64
Elections signs can not interfere with the coming or going of persons or vehicles from private property	<b>269</b>	14

**Question 04** If you have comments about the location prohibitions above please tell us about them.

Answers  
**81**  
28%

Skips  
**210**  
72%

The most important part of the sign bylaw is clarity so that everyone knows what is permitted and what isn't.



191,515,687	Minimizing enforcement discretion is very important so that campaigns can consistently predict where a sign can and cannot be and so that citizens have clarity on what signage is in violation so they are able to redress this with the bylaw office.	Wednesday, Jan 17th 5:08PM
189,763,919	Make sure "official sign" is very clearly defined.	Friday, Dec 15th 7:48PM
188,461,172	Signs should never block people or cover necessary information, but should no restrictions beyond that.	Thursday, Nov 30th 3:32PM
188,454,789	My main concern is the number of signs close to each other. So often there are many from one single party or person in a small area. Limiting the number of signs in within an area. A large number of signs close to an intersection makes a huge distraction.	Thursday, Nov 30th 1:54PM
188,370,301	All properties should be covered - not just places of industry or residences. What about commercialareas? Can signs be placed on park areas? The bylaw needs to be carefully constructed or there will be abuses.	Wednesday, Nov 29th 4:24AM
188,343,528	Personally I believe election signs should only be displayed on private property and then with restrictions. In other jurisdictions, signs are not allowed or strictly controlled.  Parties must win voters through their party platforms, not by the number of signs they are able to pollute the environment.	Tuesday, Nov 28th 3:36PM
188,319,645	Signs should not interfere with you trying to make a turn on a red light or at a stop sign. If your car has to roll forward because a sign is blocking it's view. Example -The corner of eastview and Victoria. The corner of East view and Watson. (Before the lights were put there.)	Tuesday, Nov 28th 3:13AM
188,301,073	Signs should only be allowed on private property and with the owners permission	Monday, Nov 27th 6:01PM
188,260,840	Signs should not be allowed anywhere.	Monday, Nov 27th 3:23AM
188,252,926	There should be no signs anywhere. Waste of product, bad for environment. Has no effect on an election. People should choose candidates from articles or speeches. Not a sign. Signs are just annoying, and visually distracting and ugly. All election signs should be banned. They are unnecessary.	Monday, Nov 27th 12:29AM
188,208,062	I don't think signs should be restricted only to private properties.	Sunday, Nov 26th 12:41PM
187,993,520	The only time signs should be limited in their locations, outside of the current Elections Canada limitations, is if there presence causes a safety concern to drivers or pedestrians. While not everyone enjoys signs, they are an effective way of drawing people's attention to whom the candidates are and what parties they represent. With the exception of the last federal election, Canada enjoys relatively short elections periods and people are not exposed to these signs for an inordinate amount of time. Given Guelph's progressive reputation, legally limiting individuals' and parties' ability to advertise their candidate seems counter-intuitive .	Friday, Nov 24th 3:31PM
187,966,237	I believe all signs should be minimum 10 feet away from road when there are no sidewalks.  Also no signs on boulevard or on property where churches are.	Thursday, Nov 23rd 11:30PM
187,964,609	I disagreed with the one because I'm not sure what the prohibition is.	Thursday, Nov 23rd 10:28PM
187,952,303	Again, if we cannot rely on the people posting the signs to post within reasonable limits, then introducing prohibitions seems like a reasonable next step. It is unfortunate when a community needs to legislate common courtesy.	Thursday, Nov 23rd 5:54PM
187,940,888	These all make a great deal of sense. I'm especially please to see safety concerns being addressed.	Thursday, Nov 23rd 2:15PM
187,939,354	They should not be allowed at all.	Thursday, Nov 23rd 1:39PM
187,937,983	They should not block the view of drivers at any intersection.	Thursday, Nov 23rd 12:58PM

187,918,737	For the fee to be returned I feel the permit should be for a specified number of signs. And when they can prove the signs have been pulled and have say 90% compliance they can have the fee returned.	Thursday, Nov 23rd 12:13AM
187,917,936	There should be a limit on how many signs there are in one location.	Wednesday, Nov 22nd 11:44PM
187,917,354	Should be all signs not just election ones	Wednesday, Nov 22nd 11:21PM
187,912,627	<p>Sound good to me.</p> <p>Some major intersections might be good to allow them at.</p> <p>In any case, I'd suggest limiting the numbers. eg. 5 signs for Party X clustered around 2 large ones for parties Y and Z, etc.</p>	Wednesday, Nov 22nd 8:53PM
187,911,624	<p>these are all helpful recommendations, and all safety related barring one.</p> <p>The boulevard restriction I do not fully understand the restriction, but limitations on where the signs are allowed are only good.</p>	Wednesday, Nov 22nd 8:25PM
187,870,037	This bylaw seems like it wants to get rid of the signs where people will actually see them.	Wednesday, Nov 22nd 1:36AM
187,869,922	I believe that any prohibitions should be based on safety. Having signs within view at an intersection is not necessarily a problem. Having signs block the view of where someone needs to go or where pedestrians may need to cross is a problem.	Wednesday, Nov 22nd 1:29AM
187,869,588	I think the main concerns for locations that I have were covered off. Again, its not just placement of signs, but volume of signs.	Wednesday, Nov 22nd 1:05AM
187,864,319	You may need to provide some flexibility regarding size of signs in certain areas. for example, can put signs on a median or roundabout but only certain height and size permitted.	Tuesday, Nov 21st 9:53PM
187,863,282	I have been through many elections and I haven't seen too many violations that would be covered by these prohibitions.	Tuesday, Nov 21st 9:26PM
187,862,600	Too many signs clutter the city. Eventually no one actually sees the signs or who the candidate is, just a bunch of lettering. Could there be designated areas in the various neighbourhoods where signs are allowed, one per candidate.	Tuesday, Nov 21st 9:03PM
187,857,613	In past elections some areas have been carpet bombed with signs which is ugly, distracting and wasteful.	Tuesday, Nov 21st 6:57PM
187,856,903	The question "Signs should be prohibited on any boulevard where there is a municipal sidewalk" is confusing. Does this imply not having signs on any road with a sidewalk? If so it seems excessively restrictive.	Tuesday, Nov 21st 6:44PM
187,855,890	Just to highlight, last election there were so many election signs along the perimeter of Exhibition Park, making it difficult for drivers, as the signage was blocking line of sight from Exhibition St. to London Road. Also why the need for numerous signs clustered beside each other for one candidate.	Tuesday, Nov 21st 6:21PM
187,852,448	All good ideas	Tuesday, Nov 21st 5:04PM
187,850,908	For the most part, I don't think signs should be allowed on public property.They are distracting and a visual pollution.	Tuesday, Nov 21st 4:32PM
187,849,912	needs to be a compelling safety rationale to limit politic speech. I'm not a traffic expert but have done my best guess.	Tuesday, Nov 21st 4:12PM
187,849,704	Signs for a candidate or party should not be within 200 meters of a sign for the same candidate or party, unless on privately owned land.	Tuesday, Nov 21st 4:08PM
187,846,171	na	Tuesday, Nov 21st 3:05PM

187,845,414	A sight line triangle rule is impossible to enforce unless you provide a clearer description or a measured geometry or a sight line triangle	Tuesday, Nov 21st 2:53PM
187,839,317	They should be limited to the number of signs in a certain radius. 25 signs at one intersection is a HUGE distraction. They should also not be placed in school zones	Tuesday, Nov 21st 1:07PM
187,835,539	There should also be a maximum of one sign at any one location.	Tuesday, Nov 21st 11:44AM
187,825,421	I also wish there was a way to prevent clusters of signs on every corner. Limits should be set for distance between signs. Eg: If Joe Blow is running in the next election, he can't put signs ep boulevards at every 5ft. Signs should be limited to 50ft spacing.	Tuesday, Nov 21st 6:54AM
187,817,553	Are these suggested prohibitions not already in existence?	Tuesday, Nov 21st 2:33AM
187,817,043	Bylaw must be clearly written with examples and diagrams so people understand how to place signs. Last statement is not clear; too vague	Tuesday, Nov 21st 2:07AM
187,816,600	Signs should be limited to one per intersection corner, in other words one on each corner maximum.	Tuesday, Nov 21st 1:53AM
187,815,813	Not sure on the definition of a boulevard in the sidewalk choice	Tuesday, Nov 21st 1:21AM
187,814,430	Perhaps you will ask this question later in the survey, but the number of signs should be limited. We've all seen a string of perhaps 10 signs along a strip of grass. A waste in every sense. Further, I think if a sign is placed too close to or interferes with 'my' property, there should be a protocol for me to notify the installer that I want it relocated.	Tuesday, Nov 21st 12:21AM
187,814,376	Multiple signs per property should be prohibited. It also doesn't help with readability.	Tuesday, Nov 21st 12:20AM
187,810,080	Given today internet capabilities. Signs for elections has lost the significance of the past. Other media is more effective. For a level playing fields all parties save money and personal to erect and to remove the signs. Their energy is better spent on social media of various platforms.	Monday, Nov 20th 10:03PM
187,805,308	they should have to be at least 1km from their last sign.	Monday, Nov 20th 8:19PM
187,799,499	Signs shgould be one size only, and only allowed on private or rental property. None should ever be allowed on public property.	Monday, Nov 20th 6:33PM
187,783,228	there should be a minimum distance required between signs - seeing 100 signs in less than 1/2km is distasteful	Monday, Nov 20th 3:02PM
187,777,856	Some of the questions that I answered NO to seem on the surface to be no brainers but I suspect that they are very difficult to enforce. Similarly, there will be confusion re: boulevard and non boulevard streets. I suspect people will have very different interpretations of this.	Monday, Nov 20th 1:42PM
187,773,118	I think election sign should only be placed on residential properties where the resident has agreed to it. Signage should not be on public property.	Monday, Nov 20th 12:14PM
187,773,059	The scenarios described in the previous questions rarely happen.	Monday, Nov 20th 12:12PM
187,749,191	Signs should not be allowed too close to any intersection as they interfere with sight lines	Sunday, Nov 19th 11:13PM
187,745,999	-The city should have no signs on their property as it should be non-partisan during an election. -Public property is fair game as long as the signs do not interfere with sidewalks/signs or create a safety hazard.	Sunday, Nov 19th 9:38PM
187,744,264	Can the number of or spacing between signs be limited as well?	Sunday, Nov 19th 8:50PM

187,744,236	There are only two issues. Safety and ability to take part in public discourse. Don't make it harder for people to have a voice. Keep signs at an appropriate distance to make traffic and pedestrians safe.	Sunday, Nov 19th 8:45PM
187,743,171	Ban Liberal signage.	Sunday, Nov 19th 8:20PM
187,742,835	We need to see the signs to know who is running. The suggested restrictions are too onerous. Democracy is important.	Sunday, Nov 19th 8:10PM
187,734,989	I have seen many signs that are in the sightline of oncoming traffic, this seems ridiculous to me. They are ugly to look at and can be a real danger to drivers and pedestrians alike. I think that in this day and age that they are obsolete, and an absolute waste of money that could be out to much better use.	Sunday, Nov 19th 5:02PM
187,734,767	We need to recognize that these signs are a distraction to traffic, can evoke damage like graffiti and can lead to signs being pulled. Too often I had to swerve because signs were pulled and thrown on public roads.	Sunday, Nov 19th 4:53PM
187,733,141	make it as restrictive as possible. Given that signage is overwhelmingly lacking in policy information, and merely a way for candidates to get their name and party affiliation into the public consciousness, they are much more a nuisance than an aid to choosing a candidate. Frankly, I would ban the signs completely and demand that candidates choose other means to inform voters of their positions. Generally, the signage is a danger to traffic as well as an eyesore.	Sunday, Nov 19th 4:11PM
187,731,563	They should be prohibited all together!! They serve no purpose other than making our city look like trash	Sunday, Nov 19th 3:34PM
187,703,681	Elections signs should be fully prohibited (not allowed at all) within the City - its creating garbage for no purpose. Research has shown the signs have no influence on voter intentions.	Saturday, Nov 18th 11:58PM
187,568,565	Signs should be prohibited where there is a municipal sidewalk, but they should be also prohibited where there isn't one? That's an oxymoron in my opinion. Having them on a stone, tree, etc. will have no harmful effects to anyone other than the party themselves if the sign isn't very visible, which is their own fault. If they want to make the sign not very visible then they can deal with the consequences or fix it themselves.	Saturday, Nov 18th 2:43AM
187,517,697	We live across the Street from a school that was a voting spot for years. These signs are an eye sore leading up to voting day and frankly because of where we live and the desire to have signs here we are inundated with door to door campaigners.	Friday, Nov 17th 9:17PM
187,507,606	I don't like to see election signs at every corner at every intersection. Private property only.	Friday, Nov 17th 8:11PM
187,494,518	Personally I cannot stand the sight of election signs. I don't think that any should be permitted on city property. No one can stop homeowners from displaying a sign, but I think it should stop there. If not, and signs (with permits) are allowed on city and or other public property, then parties should be fined for not following permit rules and also be fined if they do not remove within 24 hours post-election.	Friday, Nov 17th 4:33PM
187,492,356	Signs should only be placed on private property with the expressed written permission of the property owner. They should never interfere with the sightlines of pedestrians, cyclists, or vehicles. The best place would be on the front lawn of a residence. Not the boulevard. These signs are only slightly different than signs that businesses use to advertise and should be treated accordingly.	Friday, Nov 17th 3:44PM
187,490,086	at major corners, for instance, woolwich and woodlawn, instead of having several signs, messy and impossible to read anyway, why not have one larger sign with all the names listed, much as they would appear on the ballot on voting day? One sign, all names and parties of the people running.	Friday, Nov 17th 2:57PM
187,461,941	"Signs can not be on any tree, stone or other natural object located on City property": and cannot be on any object whatsoever on City property -- utility pole, fence, building, etc.  Please enforce any location prohibition or rule, proactively, NOT on a complaint-basis only.	Friday, Nov 17th 1:19AM
187,449,502	A few of the definitions above are inexact, so I cannot properly comment on them. However, a ban on signs where there are sidewalks and/or a strict limitation on placement where there are no sidewalks would make it extremely difficult to find legal sign placement locations.	Thursday, Nov 16th 7:39PM

187,445,300	Ideally signs should be limited to personal property where candidates have solicited support and agreement. Sign placement in public spaces without canvassing, etc. is litter and wasteful. It also gives an advantage to candidates who have stronger economic standings.	Thursday, Nov 16th 6:36PM
187,397,649	Consider restricting all election signs from public property and only allow them on private property (with approval of land owner). This would GREATLY cut down on the number of signs since only private residences/businesses would host the signs. Alternatively, allowing signs in the space between a sidewalk and the road is a completely reasonable place for them that don't harm anyone.	Thursday, Nov 16th 1:09AM
187,397,305	There should be distance limitations on placing election signs around schools.	Thursday, Nov 16th 12:22AM
187,395,230	<p>I have selected disagree for most options in Question 3, as I think Guelph has an opportunity to follow innovators in this area, and each option is too specific. We should be a municipality that only allows signs in people's yards, or (if absolutely required) very specifically controlled public spaces where the municipality will take responsibility for placing the signs and ensuring they stay up.</p> <p>Steps that the city could take:</p> <ol style="list-style-type: none"> <li>1) Create public marketing campaigns that promote voting in every election, including the use of yard signs on public property during these elections.</li> <li>2) Not allow candidates for party or referendum to place signs of any size/shape on public property. I believe Mississauga, Vaughan and Burlington already have this rule in place.</li> <li>3) If there is significant pushback to item 2, designate areas in the city where the city will create signboards (or spaces) that a candidate can give to the city for the city to install and maintain. These could be on brownstone properties, green spaces, etc.</li> <li>4) Signs can still be placed on private property by the owner or with permission from the owner</li> </ol>	Wednesday, Nov 15th 11:28PM
187,393,314	I don't think signs should be on roundabouts...but I see no problem with them being allowed along lengthy island medians that we have in the city. These long island medians allows for great exposure for the candidate and I don't see how they interfere with traffic. They should also be regulated by having them at least 15 yards from the traffic light or pedestrian walk.	Wednesday, Nov 15th 10:28PM
187,391,324	More restrictive the better to reduce number of signs a candidate needs	Wednesday, Nov 15th 9:37PM
187,390,719	The more restrictive the better to reduce the maximum number of signs down to a reasonable ratio like 1 : 100 voters	Wednesday, Nov 15th 9:37PM
187,389,843	I think the distance for any sign should be at least 3 metres (10ft) from any and all traffic signals or traffic signs, pedestrian crosswalks, intersections, railway crossings, and any thing else that is in respect of directions or highway traffic act issues.	Wednesday, Nov 15th 9:15PM

Question

05

The proposed bylaw suggests distances from the sign to the property line for private and industrial properties. Please tell us if you agree or disagree with the proposed distances.

Answers

284

98%

Skips

7

2%

	I AGREE	I DISAGREE
For private property the distance should be at least 3 feet (1 meter).	218	64
For industrial property the distance should be at least 10 feet (3.048 meters).	205	77

Question

06

The proposed bylaw suggests that the maximum area for an election sign should be 8 square feet (0.7 sq metres). Is this size restriction appropriate?

Answers

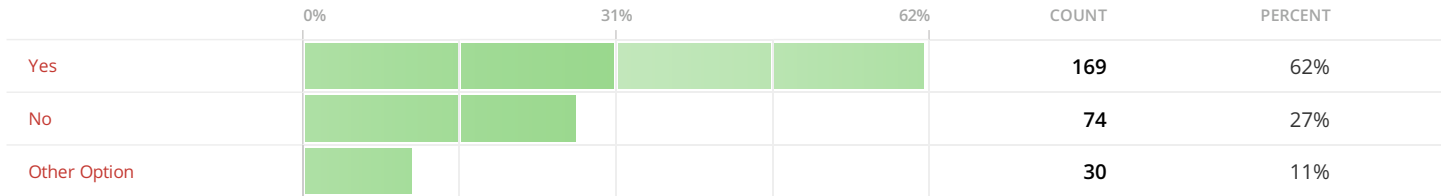
273

94%

Skips

18

6%



Question

07

The proposed bylaw suggests that the maximum height of an election sign should be no more than 7 feet ( 2.13 metres). Is this height restriction appropriate?

Answers

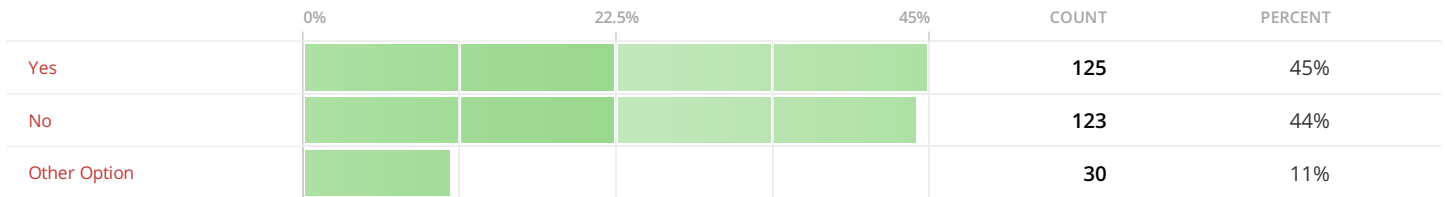
278

96%

Skips

13

4%



PAGE 4

Question

08

Should there be a limit on the number of signs allowed per candidate?

Answers

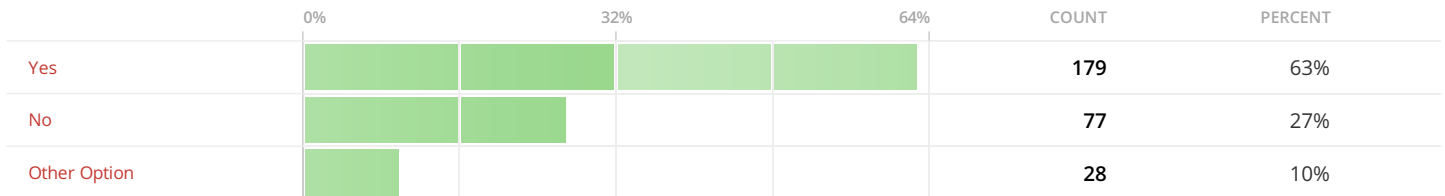
284

98%

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7

2%



Question

09

How many signs should a candidate be limited to?

Answers

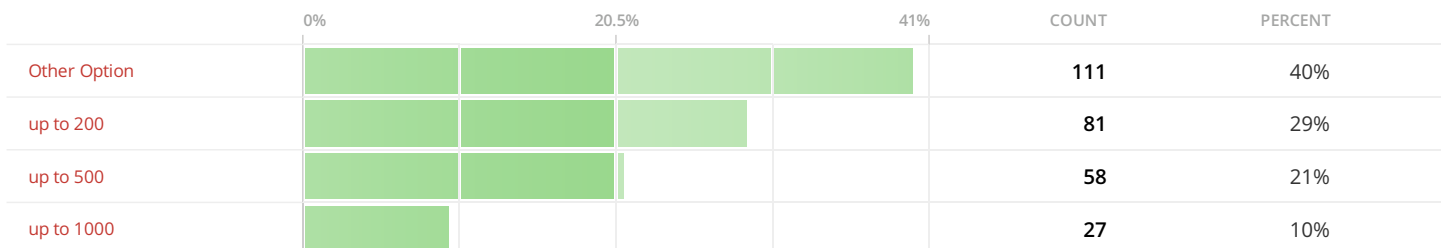
277

95%

Skips

14

5%



Question

10

Do you agree that there should be only one sign allowed per private property?

Answers

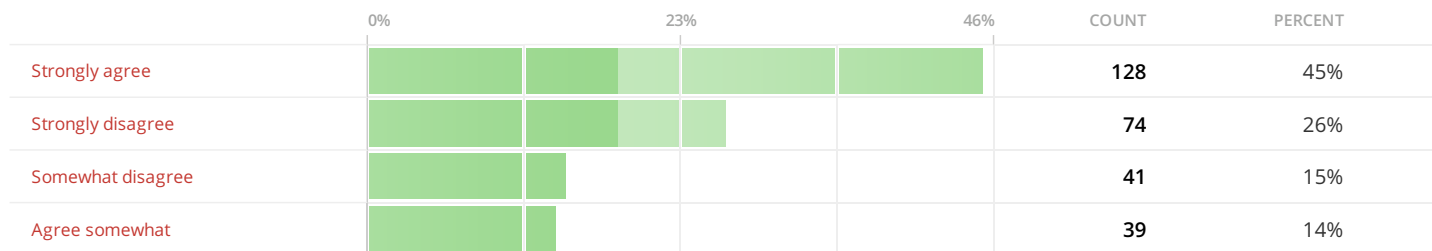
282

97%

Skips

9

3%



Question

11

For industrial properties it is suggested that one sign per 500 feet (152 metres) of frontage. Do you agree?

Answers

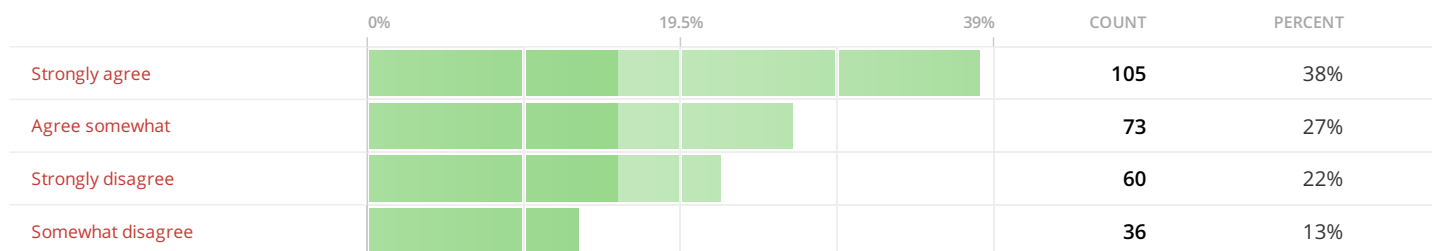
274

94%

Skips

17

6%



Question

12

Do you have any other comments or suggestions for an election sign by-law in Guelph?

Answers

130

45%

Skips

161

55%

191,515,687	I'll reiterate the clarity on what is an allowed and disallowed location for a sign is my top priority.	
191,515,687	Making this determination be simple, fast and with the least amount of discretion or interpretation is very important so that campaigns and citizens can know the rules and follow them or ask for intervention if it appears the rules are not being followed.	Wednesday, Jan 17th 5:08PM
189,763,919	Instead of removing signs that are out of compliance, please contact the campaign first to discuss. A lot of time was wasted by city staff and my campaign due to a lack of communication.	Friday, Dec 15th 7:48PM
188,900,198	There should be dates of when signs go up and what day it is starting, then they come down (2 days after Election Day).	Monday, Dec 4th 9:10PM
188,461,607	All signs should be removed the week before the election	Thursday, Nov 30th 3:36PM
188,461,251	One sign per 500 ft of frontage on municipal or public properties as well as industrial - please restrict candidates from placing signs every 10 ft all along the side of roads and by parks.	Thursday, Nov 30th 3:35PM
188,461,172	The city should not attempt to stop people from expressing their political opinions in whatever way they choose. Signs should be cleaned up after the election, but forcing people to pre-register their signs (with permits) will very quickly lead to city approval of sign design and other infringing or censoring activities.	Thursday, Nov 30th 3:32PM
188,461,172	The questions about number of signs on someone's private property are confusing to me. Does the city even have the right to censor or limit someone's political expression on their own property? Do you really think this is right in a free society?	
188,370,301	What about other types of property? Info here is too limited	Wednesday, Nov 29th 4:24AM

188,366,782	1. The bylaw should apply to any campaign, not just those of political candidates. E.g. if there is a referendum, the bylaw should apply to the Yes and No sides; similarly, if a non-party organization puts up signs for some cause or issue, the same rules should apply.	Wednesday, Nov 29th 1:55AM
	2. Canadian bylaws should use only the metric system.	
188,366,042	This dialogue is entirely unnecessary.	Wednesday, Nov 29th 1:29AM
188,355,589	Private Property set back should be 10 feet to allow for visibility	Tuesday, Nov 28th 8:20PM
188,343,528	<p>In the U.K. signage is minimal.</p> <p>During the French presidential election, limited number of signs were seen and signs had the picture, the name of the candidate and the name of the party each candidate represented.</p> <p>During our elections each party should contribute to signage expenses and everyone's name/party should be on the few signs allowed.</p> <p>Individual voters should be responsible for learning about each party platform through debates and newspapers (Tribune, etc) and meet the candidates at their respective offices. I know this is idealistic, but we would have voters knowledgeable about issues and where each candidate stands. Too many signs is visual pollution and distorts the real support each candidate has.</p>	Tuesday, Nov 28th 3:36PM
188,302,134	Why do we need a sign by-law? In general candidates have been respectful and used good sense in putting up signs and then removing them. The only problem I have observed was when homes and cars were vandalized for having a certain political party sign. That was a criminal matter and nothing in your questions for a sign by-law would indicate that it would fix that problem.	Monday, Nov 27th 6:17PM
188,301,073	No signs at all would be best. After all the percentage of people who react to signs is very low. This money could be spent in better ways if ALL apply to the same.	Monday, Nov 27th 6:01PM
188,260,840	Ban election signs. Stop wasting material on objects that serve no purpose.	Monday, Nov 27th 3:23AM
188,252,926	There should be no signs anywhere. Waste of product, bad for environment. Has no effect on an election. People should choose candidates from articles or speeches. Not a sign. Signs are just annoying, and visually distracting and ugly. All election signs should be banned. They are unnecessary.	Monday, Nov 27th 12:29AM
188,247,824	Signs should not block sight lines of motorists and cyclists.	Sunday, Nov 26th 11:08PM
188,208,062	Not sure this bylaw is needed.	Sunday, Nov 26th 12:41PM
188,183,343	Fees, no. More expense for no reason. Minimal sign regulation, maybe. Who's going to enforce it? Bylaw? They're pretty thin on the ground now. Then prove who put the sign in that illegal spot. We've had some pretty specious individuals in past years, and I wouldn't put it past them to move an opponents sign.	Sunday, Nov 26th 12:43AM
188,164,478	Regulating total numbers and requiring permits seems a bit heavy-handed. Having bylaws about size and location makes sense. Offending signage can be removed by bylaw officers with a warning and/or a fine.	Saturday, Nov 25th 6:11PM
188,027,700	Would be great if someone could look into make the signs more environmentally friendly / recyclable.	Friday, Nov 24th 11:58PM
188,024,050	Get rid of the ugly ones.	Friday, Nov 24th 11:25PM
188,000,017	There needs to be more regulations around people moving/stealing/slashing signs of candidates they are opposed to. Every person has the right to express support for the candidate of their choice, and it is exceptionally frustrating to constantly have to replace stolen or damaged signs. So long as all regulations are equal for all candidates, I have no other issues.	Friday, Nov 24th 6:36PM
187,999,231	I often see a large number of signs grouped together for the same person. Maybe that should be limited.	Friday, Nov 24th 6:14PM



187,993,520	<p>I would suggest that the by-law not be passed by City Council. This law only infringes upon individuals' ability to express their political beliefs during a period when they should be as open as possible. Citizens shouldn't have to register if they wish to have a political law sign; we should be making it as easy as possible for everyone to engage in politics, regardless of how that is expressed.</p> <p>As for political parties, they are already bound by Elections Canada or Elections Ontario laws. These laws explicitly outline where and when signage is appropriate. Adding another layer of bureaucracy seems unnecessary and will likely disproportionately impact the smaller parties who are less organized or financially well off. While they can be a bit of an eye sore, given the short election periods we have it seems a small cost to pay for living in a country with such open and free elections.</p>	Friday, Nov 24th 3:31PM
187,972,366	Don't do this! How do you plan to police it? How to you plan toe *pay* for policing it?	Friday, Nov 24th 4:16AM
187,966,237	not at this time	Thursday, Nov 23rd 11:30PM
187,964,609	<p>Yes enforce the sight line restrictions as corners get very dangerous driving with election signs blocking the view.</p> <p>How about a penalty for vandalizing any election sign and doubled if it's connected to another party.</p>	Thursday, Nov 23rd 10:28PM
187,952,303	I would like to see a limit set on the distance between signs so that we can avoid having clumps of dozens of signs.	Thursday, Nov 23rd 5:54PM
187,947,295	Should be removed by end of next day, or parties are fined \$2000.	Thursday, Nov 23rd 4:57PM
187,940,888	I'm sure that my dream of abolishing them altogether is never going to happen, but I think that the provisions laid out above make a great deal of sense.	Thursday, Nov 23rd 2:15PM
187,939,354	They should not be allowed at all.	Thursday, Nov 23rd 1:39PM
187,937,983	Election signs have no influence on how I vote. I'm an informed citizen that evaluates the policy of each candidate and party and makes my decision that way.	Thursday, Nov 23rd 12:58PM
187,921,759	Prohibit them. They do not provide any information about the candidates other than their names. Putting signs out is just an attempt to get votes by name recognition only; and not by what the candidates stand for. Do we really want to have our governments run by people who got in just because they have the most name recognition, because they have the most signs?	Thursday, Nov 23rd 2:29AM
187,921,042	One sign per corner per candidate- not mutiple signs for same candidate	Thursday, Nov 23rd 1:56AM
187,920,123	charge fines for signs not removed right after an election.	Thursday, Nov 23rd 1:14AM
187,918,737	Campaigns found to be purposely damaging signs should be punished. Fined or no return on their fee.	Thursday, Nov 23rd 12:13AM
187,917,354	Should be all signs not just elections	Wednesday, Nov 22nd 11:21PM
187,914,012	limit the number of signs on private property, as well.	Wednesday, Nov 22nd 9:32PM
187,912,627	I'd suggest limiting the numbers. eg. 5 signs for Party X clustered around 2 large ones for parties Y and Z, etc.	Wednesday, Nov 22nd 8:53PM
187,911,624	There should also be a allowable number of signs (regardless of affiliation) per area. For example X amount of signs, with equal consideration to the candidates, for every block or x square metres.	Wednesday, Nov 22nd 8:25PM
187,911,553	They are an environmental disaster.	Wednesday, Nov 22nd 8:26PM
187,896,685	Too many that end up in land fill. Highly doubt that signs influence a vote. Very wasteful and a distraction.	Wednesday, Nov 22nd 3:45PM
187,891,105	I hope you are taking into Third Party Advertising signs for the Municipal Election starting in 2018. The "rules" for these advertisers should also be included into the by-law.	Wednesday, Nov 22nd 1:38PM

187,870,037	If this passes it will give negative people one more thing to complain about	Wednesday, Nov 22nd 1:36AM
187,869,922	Let's keep this about safety. Even though I feel some people make tacky choices in their placement, I believe that is the price we pay for free speech.	Wednesday, Nov 22nd 1:29AM
187,869,588	Please enact an appropriate bylaw for the City of Guelph. Every election year, I grow more frustrated with the amount and location of election signs in the City. I see no need for one candidate to have 10+ signs at an approach to an intersection, with an equal number of signs on the other approaches. This is dangerous and also not respectful of the environment as most of these signs are plastic (corrugated plastic) and are likely going to a landfill at the end.	Wednesday, Nov 22nd 1:05AM
187,867,202	If a by-law is passed, be sure to enforce it!!! Otherwise don't waste our time and the city's.	Tuesday, Nov 21st 11:19PM
187,864,319	type of material, number of signs in one spot (for example, hiding another candidates' signs by placing right in front, so distance between previously placed signs	Tuesday, Nov 21st 9:53PM
187,863,282	The City should stay out of this area of regulation.	Tuesday, Nov 21st 9:26PM
187,857,795	Limit them, they are annoying!!	Tuesday, Nov 21st 7:01PM
187,856,903	I think it's important to make sure that signs do not obstruct views of pedestrians, vehicles, signs, or anything of that nature, but beyond that I think some of the proposals put too much red tape in the way of campaigns.	Tuesday, Nov 21st 6:44PM
187,850,908	Congrats on addressing this issue. Signage has been out of control lately and a blight on our city. some restrictions are long overdue.	Tuesday, Nov 21st 4:32PM
187,849,912	needs to be a compelling reason for the state to limit political speech. What is is?  Asthetic? - not good enough reason in my opinion  Environmental? - The state does not limit lots of environmental detrimental activities. Needs to be compelling rationale. Suggest being conservative in using state power to limit political speech.  Safety? - probably a good reason, but needs to be a "real" potential for harm.	Tuesday, Nov 21st 4:12PM
187,849,153	too many up tooooooo soon	Tuesday, Nov 21st 3:58PM
187,846,487	Perhaps rules regarding what the sign is made of. Recyclable materials should be mandatory. Stringent rules for immediate removal of signs including from private property after election. Rules on method of placement so that signs don't blow onto private property or into the road.	Tuesday, Nov 21st 3:09PM
187,846,187	Sign by-law is a stupid idea. City Council or is it City Administration have nothing better to do with their time. So many more important and serious issues facing Guelph and this is what you come up with?	Tuesday, Nov 21st 3:03PM
187,846,171	na	Tuesday, Nov 21st 3:05PM
187,842,399	I think there should be a limit to the number of signs permitted in an area. The last election had signs lining all the way up Elmira Road, seemed like hundreds all in a row. Major eye site and overkill. Seemed such a waste of funds.	Tuesday, Nov 21st 2:10PM
187,841,405	Keep them small and not those massive ones we saw in the last municipal election. Have a date the signs can go up and when they must come down. For signs on public property each campaign should have a sign manager who tells the city where their signs are erected and once there not allowed to move them place to place (like on election day all the signs moved to polling stations. It looks a mess and our city is too lovely to be obscured by all the signs	Tuesday, Nov 21st 1:52PM
		Tuesday, Nov 21st

187,839,437	I was in a political party when I was a youth and placed many signs for Federal Provincial and even Municipal elections. I can understand their use when the party was not listed not the ballot and you had to pick your party by candidate name association. Now that the party is on the ballot I see no need for signs at all.	1:11PM
187,835,539	Public signs should be limited in number. However, private lawn signs should not be restricted.	Tuesday, Nov 21st 11:44AM
187,835,037	The City of Guelph should stay out of this issue.	Tuesday, Nov 21st 11:34AM
187,834,407	There should be a minimum distance between each sign. There is no need to plaster one corner with 12 signs as I have seen in the past. Nothing but an eyesore	Tuesday, Nov 21st 11:16AM
187,825,421	I love the idea of limiting candidates to a certain number of signs, like /00. During election time the city looks like an eyesore.	Tuesday, Nov 21st 6:54AM
187,818,943	Keep it simple. It is not a permanent problem and does help give people the names of those running for office. It may seem a visible irritation but it is just a part of the process. The main concerns should be safety and perhaps some time constraints for the beginning of the advertising process since the signs disappear quickly after the election. The candidates should be responsible for removing all signs within a time period and perhaps fined if they still have signs up after a certain deadline.	Tuesday, Nov 21st 3:25AM
187,817,734	Signs on public property should be limited more so than signs requested by citizens.	Tuesday, Nov 21st 2:41AM
187,817,043	Yes to limits that reduce risk of traffic accidents.  No to limits that hinder fair campaigning.	Tuesday, Nov 21st 2:07AM
187,812,285	If it was up to me I would ban election signs in general. I cannot believe that in 2017 people based voting preferences in election signs.	Monday, Nov 20th 11:02PM
187,810,080	I would survey and encourage the discontinue of the practise altogether. The best way to reach your audience is by the new media, being internet, texts and an increase of hall meetings or smaller gathering for a community within the city.	Monday, Nov 20th 10:03PM
187,809,390	A deadline for collection after an election is needed. Perhaps three days.	Monday, Nov 20th 9:49PM
187,808,995	Keeping in mind the importance of elections and the fact that voter turnout is issue, it is wrong to have restrictions on size and number of signs. Signs inform the electorate, the more signs the better.	Monday, Nov 20th 9:40PM
187,805,308	Signs are terrible. They look like crap. They are always up for way too long. I hate them. But, if they are a necessary evil, than let's do everything we can to restrict them as much as possible. signs will not change a persons mind. If they are interested in the election they will be well aware of who's running. People are not dumb. Let's stop assuming they are.	Monday, Nov 20th 8:19PM
187,802,257	I feel that election signs need to be eliminated. They are an eyesore and a waste of resources.	Monday, Nov 20th 7:21PM
187,800,815	see above	Monday, Nov 20th 6:56PM
187,799,499	One sign per party per piece of private property. No signs whatsoever on public property. It is not the purpose of public lands to be a tool of wealthy parties to infect our sightlines.	Monday, Nov 20th 6:33PM
187,777,856	All the best with this, I do believe in sign regulation but think it is most likely best practice to deal with safety concerns rather than aesthetics.	Monday, Nov 20th 1:42PM
187,776,794	It happens once every four years. No need to get to overboard here folks.	Monday, Nov 20th 1:25PM
187,774,627	Enforce a timeline to have signs removed after election	Monday, Nov 20th 12:45PM
187,773,233	I do not like the extra signed on election morning either jockeying for position or placed every 10ft fir the same candidate	Monday, Nov 20th 12:15PM

187,773,118	Private property signs only!	Monday, Nov 20th 12:14PM
187,773,059	I am opposed to this bylaw.	Monday, Nov 20th 12:12PM
187,757,258	Signs on private property should be MORE than 3 Ft from the property line.	Monday, Nov 20th 3:55AM
187,756,652	Removal/ cleanup should be enforced	Monday, Nov 20th 3:29AM
187,755,214	If we are going to get one lets make sure we can actually enforce it. We have too many laws and Bylaws they never get enforced, not sense in adding more rules just for the heck of it.	Monday, Nov 20th 2:35AM
187,754,464	Be careful in restricting free speech, especially political free speech	Monday, Nov 20th 2:07AM
187,753,108	Please reduce the amount of signs!!! It just ends up in the trash. Maybe a bylaw for the materials used , eg recycled materials or compost able.	Monday, Nov 20th 1:19AM
187,749,352	Limit to 100 signs. All small. Stop killing the environment and littering the City with this crap. Everyone knows who the candidates are.	Sunday, Nov 19th 11:23PM
187,749,191	As long. As they are not. Too large or placed where they can obscure sight lines while. Driving	Sunday, Nov 19th 11:13PM
187,745,851	Ensure they are collected after the election.	Sunday, Nov 19th 9:36PM
187,745,005	Limited them. At election time, it looks terrible with all the signs every 2 feet. People can see and read them and don't need to be bombarded	Sunday, Nov 19th 9:11PM
187,744,236	Depends on how it affects safety. Nothing else. different sizes etc for different situations would be fine	Sunday, Nov 19th 8:45PM
187,743,171	Ban Liberals.	Sunday, Nov 19th 8:20PM
187,742,787	Frequency of signs ie minimum 100.feet apart in public.spaces.	Sunday, Nov 19th 8:08PM
187,735,383	Too many signs Often the one that can afford it get the most signs & votes that way	Sunday, Nov 19th 5:13PM
187,735,222	I think all election signage is unnecessary except for personal property.	Sunday, Nov 19th 5:08PM
187,734,989	I think that signs should be banned completely, they are a waste of money and horrible to look at	Sunday, Nov 19th 5:02PM
187,734,767	Make sure that signs cannot be easily removed	Sunday, Nov 19th 4:53PM
187,733,608	No election signage at all on public property. They're eyesores, visual clutter, distracting, and, in some cases targets for vandalism.  Party or candidate supporters can place the smaller signs on their own property if they wish.	Sunday, Nov 19th 4:26PM
187,733,141	ban them altogether	Sunday, Nov 19th 4:11PM
187,731,563	They. Should. Be. Prohibited. They offer no purpose. You get no information from lawn signs. All they do is make our city look terrible. They're noise. No one has ever voted because they thought "I saw a sign for them. Let's choose them". And if someone has voted like that, it's an embarrassment.	Sunday, Nov 19th 3:34PM

187,731,551	This is a waste of time and money. Why don't you focus on things that actually impact the citizens of this city, like sidewalk snow removal? The lack of snow removal is a huge barrier for anyone with the smallest mobility problem. You make sure roads are cleared and salted but anyone trying to walk - or walk to transit has to try often to move over huge mountains of snow, or dangerously icing sidewalks And yet, you're spending who know how much time and money debating and consulting on the political SIGN issue?	Sunday, Nov 19th 3:27PM
187,731,385	Election signs are not a problem in Guelph. I feel that debating and legislating this 'issue' is a waste of time and resources.	Sunday, Nov 19th 3:30PM
187,703,681	Signs should required fully compostable or recyclable content only, no more than 1 sign per block	Saturday, Nov 18th 11:58PM
187,701,786	Taken down the day after election Only on show maximum 2 weeks before election	Saturday, Nov 18th 11:00PM
187,698,502	Signs cannot be placed on a boulevard in front of someone's home without permission.	Saturday, Nov 18th 9:43PM
187,697,480	To keep things fair, sign design and construction should be standard, to give those candidates who don't have large war chest of campaign funding to have an equal chance to have their signs seen and read and afford to buy them.	Saturday, Nov 18th 9:22PM
187,645,934	There should be a specified number of days before the election the signs can be erected and a specified number of days after the election they must be removed.	Saturday, Nov 18th 2:29PM
187,613,073	Love the idea and wish it could be even more extreme such as banning these ugly wasteful signs altogether.	Saturday, Nov 18th 12:16PM
187,594,093	Creating fees for signs is a ridiculous cash-grab.	Saturday, Nov 18th 10:31AM
187,568,565	There should be a limit to how many signs can be placed in 1 kilometre or another appropriate unit. In my opinion previous signs have been very intrusive and you would see them more than you would see citizens of Guelph which is very concerning. I believe this limit should be around 10.	Saturday, Nov 18th 2:43AM
187,553,628	The city should be ashamed of themselves for even considering this bylaw. During a teleconference me oh high voter apathy the city should not be interfere with the election process. Signs are an important part of drawing attention to an election. The city should instead be dealing with signs that advertise events or businesses in the city that block a drivers view, like signs for liquidation golf sales.	Saturday, Nov 18th 12:50AM
187,507,426	Signs should be limited to one per every certain distance / area. I hate seeing several signs concentrated in a single location, like a popular intersection.	Friday, Nov 17th 8:08PM
187,507,396	Signs should only be placed where property representatives have authorized them. Signs should not go on vacant lots, roadways, etc.	Friday, Nov 17th 8:08PM
187,505,475	Can't go up until Labour Day	Friday, Nov 17th 7:28PM
187,497,791	Parties should not be allowed to place small private lawn signs on public property, especially not four, five or six of them in a row.  Public property lawn signs should be only the larger size, those put up with rebar or stakes.	Friday, Nov 17th 5:38PM
187,497,565	Election signs on public property are an eyesore.	Friday, Nov 17th 5:36PM
187,496,677	No signs in public parks.	Friday, Nov 17th 5:15PM
187,494,518	While I can't stand the sight of any election signs (even though I am a steadfast voter with every election), I appreciate that the city is attempting to have some rules with respect to signage.	Friday, Nov 17th 4:33PM

187,492,356	Enforcement should be a key factor here. Let's not turn our city into an eyesore. These signs are distracting and can cause vehicle operators to miss road signs etc.	Friday, Nov 17th 3:44PM
187,490,086	there always ends up being far too many at major intersections....distracting and dangerous. One sign, all candidates on the one sign. Shared cost, equal visibility.	Friday, Nov 17th 2:57PM
187,461,941	Consider having some of your own "election sign awareness" signs in key areas, installed on wood stakes so that they are less prone to being moved, saying something like "if your sign is any closer than this sign to the curb, you're offside with the bylaw", etc. -- this is actually meant for the general public, to create awareness of what is allowed. In this way you are putting pressure on the candidate to conform. Your signs can use humor to educate the public on who is being a respectful candidate with their signs.	Friday, Nov 17th 1:19AM
187,449,502	From what I've seen, the current sign by-law seems sufficient and could be amended to cover federal and provincial signs fairly easily. There is no need for a whole new by-law to cover election signs specifically. Additionally, the number, size, and placement of signs in the most recent federal, provincial, and municipal elections seemed quite reasonable to me. This appears to be a solution in search of a problem.	Thursday, Nov 16th 7:39PM
187,445,300	Election signs are a long standing tradition. However, Guelph as a progressive community should lead the way at minimizing waste and making sure candidates are voted on based on efforts placed in public engagement.	Thursday, Nov 16th 6:36PM
187,419,780	Not anywhere close to an election booth or area where voters are voting.	Thursday, Nov 16th 12:37PM
187,416,912	Max 30 days before election 7 days after election	Thursday, Nov 16th 11:33AM
187,397,649	Limiting the amount of time that signs can be up is reasonable. For example, for a maximum of 30 days before an election would really help with "sign pollution" that everyone seems to hate. With municipal election running around 5 months in 2018, it is vital that there is a time limit on the length they are allowed. The 10-month election in 2014 created a far too-long sign window. 30 days (or alternatively 6 weeks) is more than enough for all levels of government elections.	Thursday, Nov 16th 1:09AM
187,393,314	I think the law should be very specific as to rules to abide by and that a candidate needs to sign an agreement that makes he/she responsible if they break that law and must pay a fine. it is the only way to add "teeth" to the by law and show candidates the importance of proper etiquette for elections and that our city sees it as a very valuable democratic right that needs to be protected.	Wednesday, Nov 15th 10:28PM
187,391,324	Fewer signs the better	Wednesday, Nov 15th 9:37PM
187,390,719	Overdue. Signs are an eyesore, and an expense some candidates can't afford.	Wednesday, Nov 15th 9:37PM
187,389,843	With the technology and social media available in this day and age, communicating one's message or platform, or intention to be a candidate is the least of anyone's worry. There are so many ways to get your name and message out, I would have no issue whatsoever with banning election signs outright. I have been a candidate in every municipal election since 1991, and in 2014 I had a minimum number of signs, and was elected easily. Signs have become massive, intrusive and just plain annoying. every candidate picks the same location, and they try to outdo each other. There are many reported incidents of election signs damaged. they get uprooted and thrown around and cause issues in all neighbourhoods. In the 2003 (not positive of the year), numerous citizens in this city, and other cities were the targets of severe and dangerous vandalism (Vehicle brake lines cut), as a result of a specific federal party's candidate's signs on front lawns. I had two of my vehicle's brake lines cut, and yes I did have that candidate's sign on my property.	Wednesday, Nov 15th 9:15PM

	0%	36%	72%	COUNT	PERCENT
I am resident of Guelph	<div></div>	<div></div>	<div></div>	276	72%
I am a business owner in Guelph	<div></div>			29	8%
I have run in elections in the past	<div></div>			29	8%
I plan on running in a future election	<div></div>			22	6%
I am elected official (municipal, provincial, federal or other)	<div></div>			10	3%
I manage property in Guelph	<div></div>			8	2%
I live outside of Guelph	<div></div>			5	1%
Other Option	<div></div>			5	1%

## **DRAFT ELECTION SIGN BY-LAW**

BEING A BY-LAW TO MANAGE AND REGULATE ELECTION SIGNS IN THE CITY OF GUELPH

**WHEREAS** subsection 11(3), paragraph 1 of the *Municipal Act, 2001, S.O. 2001, c. 25* authorizes The Corporation of the City of Guelph to pass by-laws respecting highways over which it has jurisdiction;

**AND WHEREAS** subsection 11(3), paragraph 7 of the *Municipal Act, 2001, S.O. 2001, c. 25* authorizes The Corporation of the City of Guelph to pass by-laws respecting signs;

**AND WHEREAS** subsection 63(1) of the *Municipal Act, 2001, S.O. 2001, c. 25* authorizes The Corporation of the City of Guelph, if it passes a by-law for prohibiting or regulating the placing of an object on a highway, to provide for the removal of any object placed on a highway in contravention of that by-law;

**AND WHEREAS** section 425 of the *Municipal Act, 2001, S.O. 2001, c. 25* establishes that any person who contravenes any by-law of the Corporation of the City of Guelph is guilty of an offence;

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

### **1. SHORT TITLE OF BY-LAW**

- 1.1 This By-law may be referred to as the “Election Sign By-law”.

### **2. SCOPE**

- 2.1 Where provisions in this by-law conflict with a provision from any other City of Guelph By-law, the provisions of this by-law take precedence.

### **3. DEFINITIONS**

- 3.1 In this By-law:

- (a) “billboard sign” means an outdoor sign maintained by a person engaged in the sale or rental of space on the sign to a client, upon which advertising of a business, activity, goods, products, services or facilities is not located or offered on the premises;
- (b) “boulevard” means that part of a highway from the edge of the roadway to the nearest lateral property line of the highway;



- (c) “campaign advertisements” means an advertisement in any broadcast, print, electronic or other medium, purchased by or under the direction of a candidate or third party;
- (d) “campaign office” means one building or structure, or part of one building or structure, used by a candidate;
- (e) “*Canada Elections Act*” means the federal statute cited as the *Canada Elections Act*, S.C. 2000, c.9, as amended and any successor legislation thereto;
- (f) “candidate” means a person who has been nominated under the *Canada Elections Act*, the *Election Act*, or the *Municipal Elections Act, 1996*;
- (g) “corner daylight triangle” means a triangular area formed by the intersecting of lateral property lines abutting roadways and a straight line connecting them 3 m from their point of intersection;
- (h) “driveway daylight triangle” means a triangular area formed by the intersection of the lateral limit of the driveway and the nearest lateral property line and a straight line connecting them 1 m from their point of intersection;
- (i) “*Election Act*” means the provincial statute cited as the *Election Act*, R.S.O. 1990, c.E.6, as amended and any successor legislation thereto;
- (j) “election sign” means any sign promoting, opposing or taking a position with respect to:
  - (i) a question, law or by-law submitted to the electors under the *Canada Elections Act*, the *Election Act* or the *Municipal Elections Act, 1996*;
  - (ii) an issue associated with a person or political party participating in an election under the *Canada Elections Act*, the *Election Act* or the *Municipal Elections Act, 1996*; or
  - (iii) a candidate or political party participating in an election under the *Canada Elections Act*, the *Election Act* or the *Municipal Elections Act, 1996*;

- (k) “highway” includes a common and public highway, street, avenue, parkway, driveway, square, place and includes any bridge, trestle, viaduct or other structure forming part of the highway and includes the boulevards and any area between the lateral property lines of the highway;
- (l) “intersection pedestrian signal” means traffic control signals and/or a stop sign;
- (m) “*Municipal Elections Act, 1996*” means the provincial statute cited as the *Municipal Elections Act, 1996*, S.O. 1996, c.32, as amended and any successor legislation thereto;
- (n) “Municipal Law Enforcement Officer” means a person appointed by Council as a Municipal Law Enforcement Officer and shall also include an officer of the Guelph Police Service and Bylaw Officers;
- (o) “owner” means the person who places or permits the placing of an election sign or any person described on the sign, whose name, address or telephone number is on the sign or who benefits from the message on the sign and for the purposes of this By-law there may be more than one owner of an election sign;
- (p) “park” for the purpose of this By-law, “park” shall include any land or premises under the control and/or ownership of the Town for park and recreational purposes and includes any lane, walkway or public parking area leading thereto, and also includes any and all buildings, structures, equipment, facilities, and improvements located in or on such land;
- (q) “place” means attach, install, erect, build, construct, reconstruct, move, display or affix;
- (r) “private property” means real property that is not a highway or public property;
- (s) “public property” means real property owned or under the control of the City of Guelph, Provincial Government, Federal Government or any of their respective agencies, boards or commissions but, for the purposes of this By-law, does not include a highway or where one or more persons reside on the public property;

- (t) “roadway” means that part of a highway that is improved, designed or ordinarily used for vehicular traffic including reserved lanes, shoulders and curbs and gutters;
- (u) “school crossing” means any portion of a roadway designated by by-law of the City, indicated as a school zone by signs on the highway as prescribed by the *Highway Traffic Act*, R.S.O. 1990, c.H.8, and Ontario Regulations thereunder, as amended and as may be amended from time to time, and any successor legislation thereto;
- (v) “sidewalk” means that part of a highway with a surface that is improved, designed or ordinarily used for the use of pedestrians or bicycles and includes a multi-use path;
- (w) “sign” means any surface, structure and other component parts, which are used or capable of being used as a visual medium to attract attention to a specific subject matter or to create a design or convey a message and includes posters, billboards, advertising devices or notices;
- (x) “sign area” means the area of one side of a sign where copy can be placed;
- (y) “sign height” means the vertical height of a sign from the finished grade to the highest part of the sign;
- (z) “third party” means any person or entity, including but not limited to a corporation or trade union, who is not a registered candidate, political party, or constituency association who incurs expenses with respect to:
  - (i) a question, law or by-law submitted to the electors under the *Canada Elections Act*, the *Election Act* or the *Municipal Elections Act, 1996*;
  - (ii) an issue associated with a person or political party participating in an election under the *Canada Elections Act*, the *Election Act* or the *Municipal Elections Act, 1996*; or
  - (iii) a candidate or political party participating in an election under the *Canada Elections Act*, the *Election Act* or the *Municipal Elections Act, 1996*. (Amended by By-law XXX-2017)
- (aa) “City” means The Corporation of the City of Guelph;

- (bb) “City Clerk” means City Clerk for the City of Guelph or his or her designate;
- (cc) “voting place” means a place where electors cast their ballots and:
  - (i) When a voting place is located on public property, includes all of the area enclosed by the lot lines of the public property and any highway abutting; or
  - (ii) When a voting place is located on private property, includes all of the common elements of the private property and any highway immediately abutting.
- (dd) “zone” means an area designated for a particular land use or uses as established by the City’s Zoning By-law, as amended, from time to time or any successor by-law thereto.

#### **4. GENERAL**

- 4.1 No person or third party shall place or permit to be placed an election sign without an Election Sign permit. The Election Sign permit shall be:
  - a) in the prescribe form;
  - b) accompanied by the prescribed Election Sign Permit fee.
  - c) State the number of signs permitted
- 4.2 A person is entitled to receive a refund of the Election Sign Permit fee if he or she:
  - a) removes their signs within seventy-two (72) hours (3 days) immediately following 11:59 p.m. of the day of the election; and
  - b) has no outstanding fines resulting from violations from the Election Sign By-law.
- 4.3 Despite Section 4.2, third party advertisers are not eligible for an Election Sign refund.
- 4.4 Election signs are permitted in any zone, but no person shall place or permit to be placed an election sign except in accordance with this By-law.
  - a) only one election sign will be allowed per private property
  - c) only one election sign per 500 feet of frontage is allowed for commercial/industrial properties

- 4.5 Election signs and campaign advertisements (print, broadcast, electronic or other medium) shall identify the candidate to make it clear who is responsible for the messaging.
- 4.6 Third party advertising shall identify the name of the registered third party, the municipality where the third party is registered and a telephone number, mailing address or email address at which the registered third party may be contacted.
- 4.7 With the exception of a billboard sign and an election sign on vehicles, no person shall place or permit to be placed an election sign that:
- (a) is illuminated;
  - (b) has a sign area of more than 8 square feet (.7 square metres);
  - (c) has a sign height more than 7 feet (2.13 metres);
  - (d) interferes with the safe operation of vehicular traffic or the safety of pedestrians; or
  - (e) impedes or obstructs the City's maintenance operations.
- 4.8 No person shall place or permit to be placed an election sign in any ward that they are not officially nominated or registered in.
- 4.9.1 Election signs for the same candidate or for third parties must have
- 4.9.2 a minimum distance of 10 metres between signs on those roads with residential properties
- 4.9.3 A minimum distance of 50 metres between signs on those roads in commercial/industrial properties.
- 4.10 No election sign shall be in a state of disrepair nor be located where it will interfere with the safe movement or visibility of any vehicle or pedestrian traffic or where it is a general hazard to public safety.
- 4.11 No election sign shall be affixed to a tree, pipe, telephone pole, hydro pole, light standard or any other utility infrastructure.
- 4.12 No person shall attach, affix or display an election sign to a motor vehicle which is parked or located for the primary purpose of displaying said election sign.

- 4.13 No vehicles displaying any campaign signage shall be parked at any City facility or at or adjacent to any site to be used as a voting location.

## **5. TIMING**

- 5.1 No person shall place or permit to be placed an election sign for a federal or provincial election or by-election earlier than the day the writ of election or by-election is issued.
- 5.2 No person shall place or permit to be placed an election sign for a municipal election earlier than the day that the candidate has filed his or her nomination with the City Clerk and no earlier than:
- (a) 45 days prior to Election Day in the year of a regular election; or
  - (b) Nomination Day for a by-election.
- 5.3 Despite Section 5.2, election signs may be erected on campaign offices once the candidate has filed his or her nomination with the City Clerk.
- 5.4 No person shall place or permit to be placed an election sign prior to the payment of the Election Sign Permit Fee.
- 5.5 Every owner shall remove his, her or its election sign within seventy-two (72) hours (3 days) immediately following 11:59 p.m. of the day of the election.

## **6. PRIVATE PROPERTY**

- 6.1 No election sign shall be located so as to obstruct or impede any fire escape, fire exit, door, window, scuttle, skylight, flue or air intake or exhaust nor so as to prevent or impede the free access of emergency personnel to any part of a building including emergency water connections and/or fire hydrants.

## **7. ELECTION SIGNS ON HIGHWAYS**

- 7.1 No person shall place or permit to be placed an election sign on property owned by the Province of Ontario.
- 7.2 no person shall place or permit to be placed an election sign that:
- (a) is on a roadway;
  - (b) impedes or obstructs the passage of pedestrians where they are reasonably expected to walk;
  - (c) within 1.5metres (5 feet) if a curb if no sidewalk exists.

- (d) is within 1 metre (3 feet) of a residential property line
  - (e) is within 3.048 metres (10 feet) of an industrial property line.
  - (f) is on a median or island located within the roadway;
  - (g) is within a corner daylight triangle;
  - (h) is within a driveway daylight triangle;
  - (i) is less than 9.84 feet (3 metres) from a school crossing;
  - (j) is less than 98.43 feet (30 metres) from an intersection pedestrian signal; or
  - (k) is on a trailer.
- 7.5 No person shall place or permit to be placed an election sign on a highway structure,
- 7.7 No person shall dig, drill or drive into asphalt, concrete, brick or any other hard improved surface on a highway when placing an election sign.
- 7.8 No person shall drill or drive into a wooden, metal, concrete or other highway structure when placing an election sign.
- 8. VOTING PLACES**
- 8.1 No person shall place or permit to be placed at a voting place an election sign on any day when electors are casting their ballots.
- 9. ELECTION SIGNS ON PUBLIC PROPERTY**
- 9.1 No person shall place or permit to be placed an election sign on public property.
- 9.2 No person shall place or permit to be placed an election sign within in a park.
- 10. REMOVAL OF ELECTION SIGNS**
- 10.1 The City Clerk or his or her designate may remove or cause to be removed immediately, without notice, any election sign that does not comply with this By-law.
- 10.2 The City may recover the expense for the removal of an election sign under section 9.1 of this By-law from the owner of such sign or signs and may commence proceedings against the owner to recover such costs.

- 10.3 Election signs removed in accordance with this By-law may be destroyed or otherwise disposed of by the City without notice and/or compensation to any party.

## **11. LOGOS**

- 11.1 No person shall display the City's logo or the City's municipal election logo, in whole or in part, on any election sign.

## **12. ADMINISTRATION**

- 12.1 The City Clerk or his or her designate is responsible for the administration of this By-law.
- 12.2 All owners shall ensure compliance with this By-law.

## **13. ENFORCEMENT**

- 13.1 This By-law may be enforced by any City of Guelph Municipal Bylaw Enforcement Officer.

## **14. SEVERANCE**

- 14.1 If any sections, section or part of a section of this By-law are found by any Court to be illegal or beyond the power of Council to enact, such sections or section or part of a section shall be deemed to be severable and all other sections or parts of sections of this By-law shall be deemed to separate and independent and shall continue in full force and effect.

## **15. OFFENCE AND PENALTY**

- 15.1 Every person who contravenes any provision of this By-law is guilty of an offence and on conviction is liable to a fine as provided for in the *Provincial Offences Act*, R.S.O. 1990, c. P. 33, as amended.

## **16. FORCE AND EFFECT**

- 16.1 This By-law shall come into force and effect on the day it is passed.
- 16.2 Should any part of this By-law be determined by a Court of competent jurisdiction to be invalid or of no force and effect, it is the stated intention of Council that such invalid part of the By-law shall be severable and that the remainder of this By-law shall continue to operate and to be in force and effect.



# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Public Services
Date	Tuesday, April 3, 2018
Subject	<b>Taxi Bylaw Review and Regulation of Vehicles for Hire</b>
Report Number	PS-2018-09

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## Recommendation

1. That staff be directed to create a new schedule under the City's Business Licensing Bylaw (2009)-18855 to regulate the licensing of vehicles for hire
2. That staff be directed to create amendments to the Schedule 16 (Taxi Licensing) of the City's Business Licensing Bylaw (2009)-18855

## Executive Summary

### Purpose of Report

The purpose of this report is to provide Council with information regarding the regulation of taxis and vehicles for hire, and to seek Council's direction to create a stand-alone schedule under the City's Business Licensing Bylaw (2009)-18855 to regulate the licensing and enforcement of vehicles for hire which includes taxis, ride share, and limousines, and to create amendments to the City's Business Licensing Taxi schedule (2009)-18855 for Council's consideration.

### Key Findings

In April 2017, the City of Guelph assumed the licensing of taxis within Guelph from the Guelph Police Service. The City of Guelph had been approached over the last year regarding a number of issues related to taxis and vehicles for hire, including regulating non-traditional forms of taxi operation, pricing, fairness and competition, and accessibility requirements.

A working group was formed to undertake a review of the current bylaw. During this review, the group provided input on all sections of the existing taxi licensing bylaw. They then examined and suggested regulations for other companies providing transportation services. The working group believed there was a clear distinction between taxis and other companies providing transportation services.

A public survey was completed to obtain general input and to assist with some sections of the proposed licensing schedules in which the working group was having difficulty finalizing.

## Financial Implications

The cost of conducting this bylaw review along with any future enforcement efforts lies within the existing operating budget of the City's Bylaw Compliance, Security and Licensing Division. While additional licensing fees are anticipated, as the City's Business Licensing program operates on a cost recovery model, all fees collected will be used to off-set administration, inspection and enforcement costs.

## Report

The Guelph Police Service has regulated taxis since 1943. These vehicles were regulated to ensure passenger safety as well as fair and consistent pricing. Back in 1943, the police were allowed to regulate teamsters (truck drivers), carters (transports good by cart or wagon), draymen (deliverers of beer), and buses to establish the rate to be charged for conveyance within the city.

In the spring of 2017, the City of Guelph (Bylaw & Licensing) assumed the licensing of taxi drivers and taxi owners from Guelph Police. Due to a number of concerns brought forth, it was decided to undertake a review of the current Taxi Licensing Schedule. A working group was formed consisting of taxi owners, taxi drivers, students, users of regulated taxis, a representative from a ride share company, and a person interested in starting a part time ride share company in Guelph. The first consultation phase was to receive feedback with respect to the current taxi licensing schedule and recommend to staff and subsequently Council, any amendments that may be required to update it.

Once into the process, it was felt that there was a clear distinction between ride share companies and taxis and limousines. The entire taxi schedule of the City's Business Licensing Bylaw was reviewed, and the various sections were accepted or alternatively, suggested amendments were provided. The working group then examined vehicle for hire companies (ride share companies, limousines and other businesses that provide and charge for transportation services). The working group then provided conditions that they believed were required to operate a vehicle for hire business within the City of Guelph.

Following the review, a second phase took place which involved a condensed and revised version of the taxi schedule suggestions. The survey (results listed in ATT-1) was launched on February 15, 2018 and has resulted in over 1,100 responses being received.

The survey consisted of a number of ranking, yes/no, and open ended questions. This survey was accessible through the City of Guelph website (paper copies were also made available). It was open to the public, without specific response targeting or quota sampling involved. Thus, results collected in this survey do not provide a statistically representative sample, but rather a snapshot of opinions for those who voluntarily completed the survey.

### General Regulatory Provisions:

- Prohibiting ride share vehicles from accepting street hails and cash sales

- Requiring companies to screen their drivers/employees to ensure that criminal records and drivers abstracts are satisfactory for their role
- Requiring \$3 million insurance for each vehicle within this bylaw
- Requiring safety checks on vehicles on an annual basis

Additionally, consideration was given during the public engagement process to items that the working group could not agree upon:

- Should there be a fixed tariff rate or a maximum amount that can be charged
- Should decals be displayed on all vehicles for hire to ensure that they are licenced to operate in the City of Guelph
- Does a vehicle for hire company need to operate 24/7, and do they need a brick and mortar office within the city with a land-line for communication
- Should the City regulate the number of taxis, limousines, ride shared vehicles

Of all the aforementioned restrictions on vehicles for hire, the public survey stated the following:

- 51% thought that companies should do their own driver screening for employment purposes
- 54% believed that companies should be responsible to ensure that their vehicles are safety inspected on an annual basis
- 72% thought that all vehicles for hire should have a decal indicating what company they work for
- 70% of respondents did not feel that a "24/7 brick and mortar" office was necessary, as long as there was a way to communicate customer service concerns easily
- 66% of respondents (30% of entire group) that required an accessible taxi always got one when requested

Concerns:

Taxi regulation is also unique in municipal licensing terms, as unlike other businesses, the taxi industry is normally the only business in which a municipality sets prices (fares) for consumers and limits the number of services (taxis) available.

A number of respondents mentioned the City should not be regulating fees for taxis. Currently, tariff fees in similar municipalities vary.

Municipality	\$/1 km	\$/10km
Belleville	\$6.00	\$24.00
Chatham-Kent	\$7.00	\$27.25
Cornwall	\$5.25	\$21.00
Haldimand County	\$7.30	\$28.00
Kingston	\$4.25	\$15.94
London	\$5.31	\$22.62
St. Thomas	\$6.90	\$32.10
Thunder Bay	\$7.78	\$31.78
Waterloo	\$5.60	\$24.50
Windsor	\$5.10	\$15.94
Guelph	\$5.40	\$27.00
Average	\$6.05	

Staff are recommending a maximum cap fee that can be charged, allowing taxi companies to provide marketing incentives to generate more business.

By far the most controversial element of taxi regulation is the practice of limiting the number of taxis in the form of quantity controls. These quantity controls essentially create a protected market for those already holding licences, often at the expense of innovation and investment. Over the last thirty years, most transport modes have experienced significant re-regulation and sometimes de-regulation with respect to market entry (service quantity) and performance (service quality). For example, the market economy now takes care of competing interests in the airline and trucking modes. Fare competition and the number of competitors is generally managed by the market forces of supply and demand, with infrequent intervention by regulators.

However, a goal of the working group was to ensure that there were enough accessible vehicles within the city. This is also a legislated requirement of the Accessibility for Ontarians with Disabilities Act (AODA) to ensure that those requiring accessible transportation by taxis were serviced. The survey indicated that a large majority of accessibility riders were satisfied with the service provided. Therefore, the limit of taxis at the current level is being recommended to continue. However, in order to be licensed, any new taxis must be accessible. Ride shared vehicle companies that cannot commit to this limitation will pay a fee to a general fund, which can be used by taxi owners to off-set the price of making their new taxi accessible (grant program run through the Accessibility Advisory Committee of Guelph). The support from the Accessibility Advisory Committee was passed in a motion to ensure that Guelph remains an accessible taxi municipality.

Based on the input received from stakeholders, staff in conjunction with the local companies will review the possibility of transitioning over time the full removal of

licence limits or increasing of the number of taxis operating in Guelph. In addition, staff along with the local taxi companies will review the setting of maximum fares only. By only regulating maximum fares and not regulating a minimum fare, taxi companies would have the opportunity to charge a lower fare than the amount displayed on the vehicle's meter for promotions and special events, i.e. reduced fares for veterans on Remembrance Day.

With respect to all other matters, following conclusion of the working group's input and the public survey, Bylaw staff reviewed all the feedback and suggestions received. Once the staff review was complete, Bylaw and Legal staff drafted an amended Schedule 16 (Taxi licensing) and created a new Schedule 17 (Vehicle for Hire). While some stakeholders requested that the vehicles for hire regulations be included in Schedule 16, to avoid any confusion and based on best practices, along with the recommendations of the working group, staff believe the creation of a separate schedule to regulate vehicles for hire was best.

Upon receiving direction from Committee, Bylaw and Legal staff will finalize a bylaw amendment to the City of Guelph's Business Licensing Bylaw, updating schedules 16, 17 along with the Business Licensing Bylaw administration schedules A, B, C, and D.

#### Fees:

Staff are recommending that the licensing of vehicles for hire be fair and consistent based on the number of vehicles within the fleet. Three categories are recommended for business licensing needs (Class "A" 100+ vehicles, Class "B" 25-99 vehicles, Class "C"- 1-24 vehicles). These licensing fees would be charged to the company. Fees for taxi licences will be processed individually as in the past.

#### Set Fines:

Upon Council approval of the new vehicle for hire schedule and the amendment taxi schedule, staff will present set fines for the various violations to the Regional Senior Justice for approval. The set fines recommended by staff will be based on the set fines of other Guelph bylaws, as well the set fines approved for other neighbouring municipalities.

## **Financial Implications**

The cost of the administration and enforcement of these regulations are within the existing operating budget of the City's Bylaw Compliance, Security and Licensing Division.

While additional licensing fees are anticipated, as the City's Business Licensing program operates on a cost recovery model, all fees collected will be used to offset administration, inspection and enforcement costs.

## Consultations

Red Top Taxi  
Canadian Taxi  
Guelph Taxi  
Uber  
Finance  
Corporate Communications

## Corporate Administrative Plan

### Overarching Goals

Service Excellence  
Innovation

### Service Area Operational Work Plans

Our Services - Municipal services that make lives better  
Our People- Building a great community together  
Our Resources - A solid foundation for a growing city

## Attachments

ATT-1	Survey Results
ATT-2	Draft Schedule 17 of City of Guelph Business Licence By-law (2009)- 18855 - Vehicle for Hire
ATT-3	Draft Schedules C and D (Fees) of City of Guelph Business Licence (2009)-18855
ATT-4	Draft Taxi Licensing Schedule 16 Amendments

## Departmental Approval

N/A

## Report Author

David Wiedrick



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### Approved By

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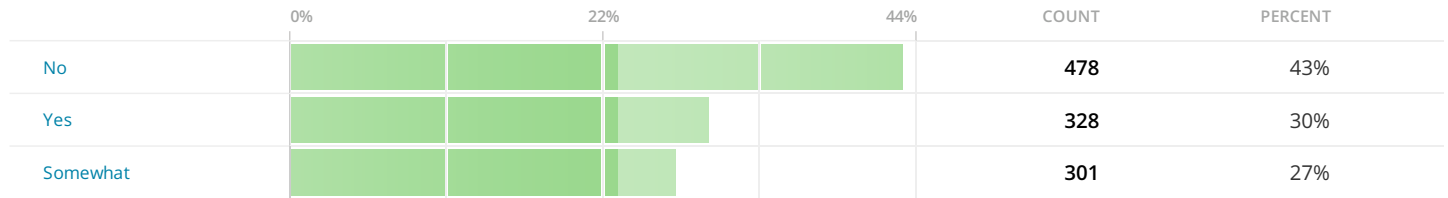
## Vehicle for Hire Bylaw Review

## Survey Results

**Question 13** Is it important to you that a Vehicles for Hire company have a dispatch office that can be accessed by the public?

Answers  
**1,107**  
97%

Skips  
**40**  
3%

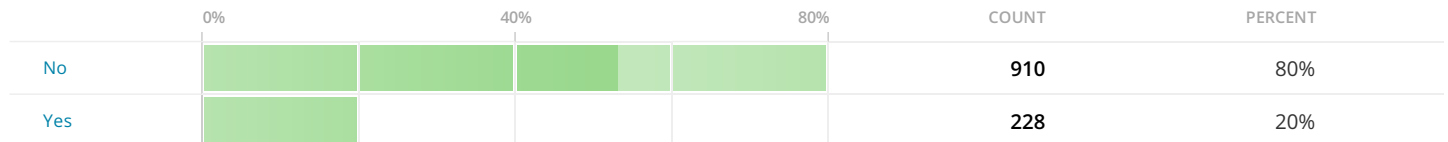


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**Question 14** Have you ever requested an accessible taxicab in the City of Guelph for yourself or another person?

Answers  
**1,138**  
99%

Skips  
**9**  
1%

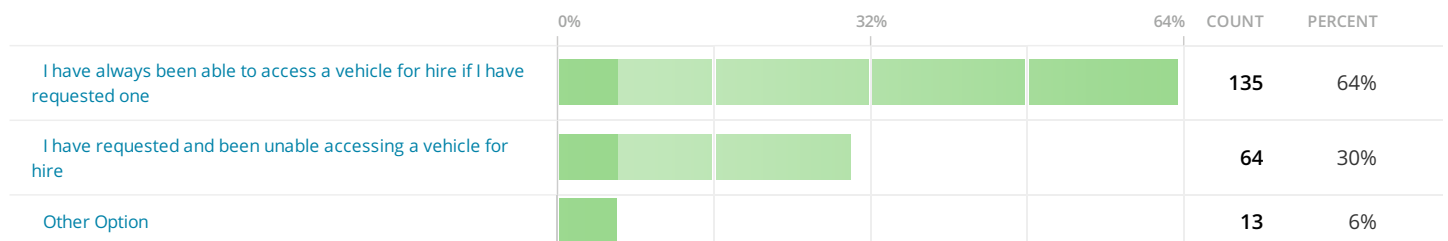


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**Question 15** In the past three years have you ever been unable to access a Vehicle for Hire?

Answers  
**212**  
18%

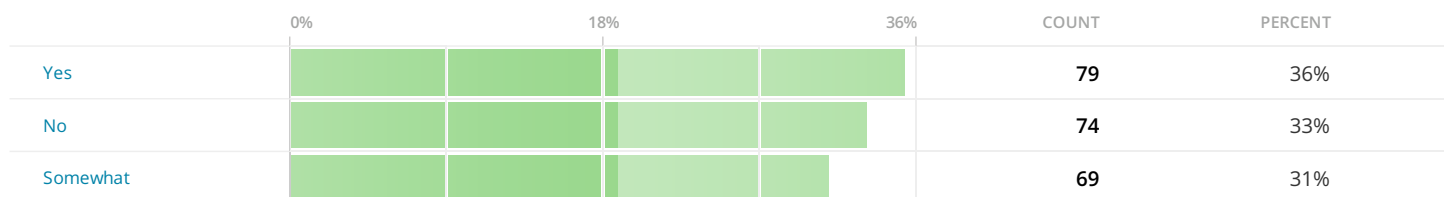
Skips  
**935**  
82%



**Question 16** In your opinion are there enough Accessible Vehicles for Hire in the City of Guelph?

Answers  
**222**  
19%

Skips  
**925**  
81%



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Question

17

The City of Guelph is considering creating a bylaw in three parts with separate regulations for taxis, ride share companies and limousines to reflect their different business models. Are you supportive of this approach?

Answers

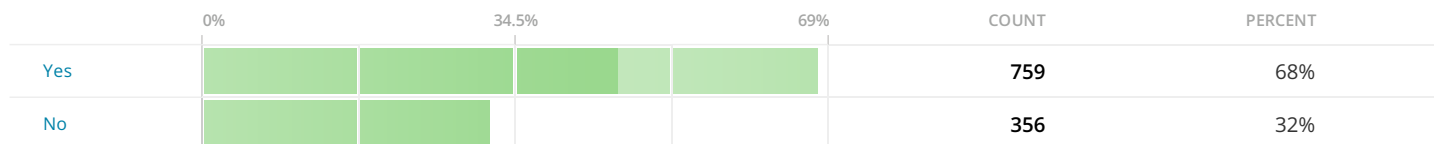
1,115

97%

Skips

32

3%



Question

18

Do you have any further comments about the Vehicles for Hire bylaw review?

Answers

311

27%

Skips

836

73%

194,221,950	Blocking apps like Uber and Lyft will just put Guelph Behind the curb of innovation.	Tuesday, Mar 6th 10:05AM
194,110,600	vehicles for hire and ride sharing services have filled a large gap in Guelph's transit offerings. Prior to the existence of these companies, it was significantly more difficult to get around the city. For years university students used to get into unmarked cars, taking rides home from stranger opportunists who knew that is was nearly impossible to hail a cab home from downtown Guelph on a busy Friday or Saturday night amid the throngs of other young people fighting for a ride home. The supply of taxis in Guelph has never been able to keep up with the predictable but large variations in demand.	Sunday, Mar 4th 1:52PM
193,966,510	no	Thursday, Mar 1st 12:15PM
193,962,157	Please don't increase the prices!! Uber has always been cheaper than taxis. I have never had a bad experience in an Uber. Every driver I've met has been very polite, cordial, takes the quickest route to where I need to go. Their personal cars are very clean. There have been many instances where I've been in a cap that smelled like cigarettes and they took a much longer route to get to my destination and ended up costing me more.	Thursday, Mar 1st 11:21AM
193,951,437	In the past only Red Top and Canadian Cab licensed with appropriate regulations. The ride sharing vehicles do not have the same expenses.	Thursday, Mar 1st 9:10AM
193,923,627	If taxi companies can't compete with Uber and Lyft that is their fault. The market is changing, it is up to them to adapt and compete, it is not the cities responsibility to assist taxi companies, they are just a business.	Wednesday, Feb 28th 6:12PM
193,920,673	Who will enforce these bylaws? I know Uber is illegal in Guelph but I still see them with big stickers on their cars downtown hanging outside the bars, blocking traffic. No one seems to care now, are they going to care about the new bylaws? Also, as a citizen it bothers me that Uber apparently gets to break the law for years and then gets rewarded with new bylaws. Shouldn't there be some kind of punishment for ignoring the laws of our city?	Wednesday, Feb 28th 4:42PM
193,908,711	The city should be in discussion with each company directly.	Wednesday, Feb 28th 1:05PM
193,905,771	No.	Wednesday, Feb 28th 12:18PM
193,905,126	No	Wednesday, Feb 28th 12:08PM
193,892,550	Uber should not be illegal	Wednesday, Feb 28th 8:57AM
193,872,621	No	Wednesday, Feb 28th 12:40AM
193,870,750	Taxi's have managed to deliver sub-par service and prices for too long, time for a new competitor to enter the market	Tuesday, Feb 27th 11:27PM

Tuesday, Feb 27th



193,867,986	Just please whatever you do don't regulate ride sharing apps to the point that they are essentially operating as taxi companies. I think some common sense things could be implemented (e.g. cameras or crim checks), but if you start issuing a limited number of licenses, demand call centres etc... I feel the apps simply won't operate in Guelph and then everyone loses... drivers, riders, and the city. I view the taxi industry as a dying app... don't hold the city back trying to	10:27PM
193,864,066	Please keep Uber and Lyft in the city as they benefit the community, and have actually been the preferred choice for the safety of my counterparts, especially the females.	Tuesday, Feb 27th 9:10PM
193,856,755	Taxis are heavily regulated so level the playing field for all. Play fair Guelph.	Tuesday, Feb 27th 7:07PM
193,856,076	No, thanks for asking, I hope you actually read these comments I and others take time to answer and this isn't just a political ploy to feign interest in public opinion to cover proverbial asses. Feel free to provide me any feedback at mcmulleninterlock@gmail.com if you agree with any of my points, I would greatly appreciate it. Thanks!	Tuesday, Feb 27th 6:54PM
193,855,523	Yes. The previous 2 attempts to hire a taxi in Guelph to ride ride home to Fergus were denied because the driver's did not want the route. I have since adopted the ride for hire companies as they do not discriminate by destination.	Tuesday, Feb 27th 6:49PM
193,853,572	Taxi companies should return items to people who forgets to take their items from the trunk of taxis	Tuesday, Feb 27th 6:20PM
193,847,813	I'd like more details The city often has good intentions but misses the big picture. This will cost taxpayers no matter what.	Tuesday, Feb 27th 5:03PM
193,847,372	Uber is one of the best option in Guelph, to get to your destination when you're not feeling to drive. It is Safe, Reliable, don't need to use money, you always know who's picking you up and when... and many other perks.	Tuesday, Feb 27th 5:00PM
193,844,169	No, thanks for listening. :)	Tuesday, Feb 27th 4:24PM
193,844,050	<p>I have qualms with Uber's behaviour as a larger organisation, and with the behaviour of specific Uber drivers. However, I'm under the impression that the risks associated with riding in an Uber vehicle aren't worse than in a taxi (e.g. assaults still happen in taxis by licensed taxi drivers).</p> <p>With Uber as an example, their system seems to have a good amount of accountability built in (e.g. as far as identifying who your driver) and except for my friend's one horrible experience, the vast majority of anecdotes I've heard in the Guelph area have been positive.</p> <p>Taxi companies around North America have increasingly improved their service, providing apps with location tracking, etc. However, I've still generally found services like Uber to be more prompt and more affordable. I'm also slightly bitter about past experiences in Guelph with taxis where they would frequently not show up until repeated calls, and would cost much more than Uber rides have (e.g. it once cost me over \$30 by taxi to go to the north-end cinema after missing a bus; whereas Uber a couple years ago cost me about \$10; and Uber rides have never left me waiting long enough to be annoyed).</p>	Tuesday, Feb 27th 4:24PM
193,842,539	please license those that request a ride to make sure of safety	Tuesday, Feb 27th 3:53PM
193,842,162	Find a way to work with ride share because there are just not enough taxis available at peak times and ride share is amazing to save this issue!	Tuesday, Feb 27th 3:46PM
193,838,378	get Uber and lyft out of our city ...allow the people of Guelph to make the money with their taxi's and stop allowing all these illegal companies in our city ,They don't even live in Guelph and are not paying taxes on income or property,why are they allowed to operate here	Tuesday, Feb 27th 2:32PM
193,834,035	It just seems like if it's the University students that are needing a ride hire a bus driver to drive a bus from the downtown core to the different communities where all the students that are drunk waiting for a ride. I've heard a lot of people in Guelph complaining about the buses in Guelph do not run to accommodate them and I've never ridden the bus to know why. You could regulate this whole bar Rush thing with buses that could carry a lot of people to the solstice instead of having the downtown core plugged up with illegal drivers illegal Parkers and rude nasty people	Tuesday, Feb 27th 1:09PM
193,833,619	Uber baby!!!!	Tuesday, Feb 27th 1:01PM
193,833,110	Proof of commercial liability insurance should be mandatory for all vehicles for hire before the owner is issued a licence which they have paid for, minimum 5 million. Surge pricing should not be allowed.	Tuesday, Feb 27th 12:39PM

193,831,531	The free market with proper transparency is very effective (look at eBay and Amazon market or Uber driver ratings).	Tuesday, Feb 27th 12:21PM
193,827,478	I expect the company I use (Uber) to live up to certain expectations but I do not believe it is up to the city to enforce. They are a private company and I will deal with them directly. The city shouldn't interfere. Yes, the city should be directly involved in the bus company, but I feel that is different.	Tuesday, Feb 27th 11:00AM
193,824,480	Vehicles for Hire is here to stay. Councillors who vote against vehicles for hire will find themselves not re-elected. See what happened in Fort Lauderdale.	Tuesday, Feb 27th 10:10AM
193,821,393	Get more reliable public transit and fix the stupid schedule. No-one I know wants to check their phone for the arbitrary pickup times.	Tuesday, Feb 27th 9:10AM
193,818,570	Please do not make ride sharing services illegal or more expensive.	Tuesday, Feb 27th 8:30AM
193,817,469	I think that many people continue to use ride share companies despite it being against the bylaw at the moment. This means the vehicles and drivers are not as regulated and can lead to the occasional unsafe situation for passengers. Updating the bylaw to accommodate ride shares could help with this.	Tuesday, Feb 27th 8:02AM
193,817,029	Uber is a dream to use compared to taxis. Lo and behold, taxi companies are suddenly improving their services because of the competition. I couldn't care less if taxi companies survive in Guelph. They have dug their own hole, in my opinion.	Tuesday, Feb 27th 7:52AM
193,816,275	Guelphs current method of licensing 2 additional cabs a year is inadequate. Proof is in the success Uber had immediately when it came to Guelph. Let the market dictate the supply and regulations. The companies (Taxi or rideshare) will always try and undercut the regulations to their advantage so let them selfregulate. This is a service provide with almost no barrier to entry, the market will be able to regulate it self.	Tuesday, Feb 27th 7:33AM
193,809,734	Free enterprise must needs take precedence over archaic and cumbersome top-heavy business models that force consumers into an unattainable niche market	Tuesday, Feb 27th 4:10AM
193,809,302	No.	Tuesday, Feb 27th 4:07AM
193,808,123	Uber is amazing. Don't change them.	Tuesday, Feb 27th 3:36AM
193,808,060	Taxi prices were getting ridiculous in Guelph. To get downtown and back from the south end for example was getting to be almost 1/2 the cost of a nice dinner out at one of our nicer independent restaurants. Add babysitting on top, pretty expensive evening. Ride sharing offered very competitive and fair rates, as long as they are safe from an operational and personal standpoint I'm supportive.	Tuesday, Feb 27th 3:28AM
193,806,532	Eliminate Surge pricing. In a small city it is wide open to abuse. See stories about drivers manipulating the conditions in order to create surge/scarcity conditions. This also levels the playing field with Taxis and Limos.	Tuesday, Feb 27th 2:39AM
193,803,048	Let Uber and Lyft live, they're cheap, easily accessible for students, and reduce emissions. Also allow UberEats to come to Guelph, many business far away from the university will get more customers.	Tuesday, Feb 27th 12:22AM
193,802,318	Uber is life! I'd like "DriveHer" (Female only ubers to become available!!)	Monday, Feb 26th 11:46PM
193,801,346	Mind your own business. Try spending time getting your own house in order such as better control over city employee overtime; cost control at the waste centre; finishing construction projects on time and without getting the pants sued off the city.	Monday, Feb 26th 11:08PM
193,801,226	The city needs to be more open and friendly to small business and new ideas, not looking fir ways to make more money off them!	Monday, Feb 26th 11:02PM

193,801,024	Ride sharing companies need to be held accountable and regulated in the same way taxis are now in the City of Guelph. They do the exact same job, transport passengers for money-period. As it stands, it would be like letting some restaurants or tattoo parlours in Guelph not be regulated by the health board while others are. It is unsafe and unfair. A level playing field for all is healthy and is a welcome competition for business. Taxis cannot incur all of the fees and licensing while ride sharing companies hide in shadows, like not having proper commercial insurance and deducting	Monday, Feb 26th 10:51PM
193,800,551	There will be less demand/need of them if public transit had better service options.	Monday, Feb 26th 10:29PM
193,800,536	It's a shock that the taxi monopoly lasted as long as it did. Service, cleanliness, comfort, and pricing all tend to be better with ride sharing services. Consider adding city-led taxi regulation to the pile with gramophones, beta max, and steam engines.	Monday, Feb 26th 10:35PM
193,800,169	Perhaps look into how many university students are getting home safely from nights downtown (supporting local businesses) thanks to Uber. They should be allowed within the city as an alternative to your scammer cabbies.	Monday, Feb 26th 10:18PM
193,798,070	No, I do not.	Monday, Feb 26th 9:05PM
193,797,973	Only regulate what needs to be done for safety. The market dictate demand & pricing - except for Taxis. Those folks absolutely gouge you sometimes. \$53 to get to Aberfoyle? No thanks. More share-ride options = more competition. More competition = more drivers. More drivers = a better, more cost-effective situation for consumers.	Monday, Feb 26th 9:02PM
193,797,680	Get with the times or be left behind.  If we can Uber to and from a neighbouring town and not Guelph, then we'll frequent the neighbouring town.	Monday, Feb 26th 8:52PM
193,796,886	I'm glad that the city is going to create bylaws for these transportation methods.	Monday, Feb 26th 8:23PM
193,796,648	Ride sharing is an evolution of the transportation industry. Citizens are saying no thank you to over-regulated (overpriced, poor quality) transportation. This is a lost cash cow for the government -too bad!!! Industries evolve, remember the once mighty Canada Post??!!!!	Monday, Feb 26th 8:09PM
193,796,556	Cabs need to be more accessible and less expensive in Guelph. The downtown after bar scene of fighting , peeing the the streets ( public paid for washrooms may help) , sexual Assault , garbage all over the place etc etc could be avoided be simply getting drunk people home in a timely fashion. Not to mention reduction of drinking and Driving . Plus bringing in revenue to the downtown core. Many a night I have not gone out for dinner downtown because I know how hard it will be to get a ride home . Vehicles for hire is a competitive business much like any other service based industry . It is not up to the city a ensure businesses stay afloat.	Monday, Feb 26th 8:08PM
193,795,732	Taxis aren't even on my radar anymore. Too many bad experiences and they are not safe enough. I like knowing with a ride-sharing program that if something happens, every detail of the car and driver is on record, what time they picked me up, route, etc. There are no safety checks in a taxi. Plus the service is inferior because there are no rating systems or motivation to do a good job.	Monday, Feb 26th 7:44PM
193,794,894	Proceeding forward with regulation is a bad idea. I do understand taxis are hurting from ride sharing, they have more fees of operation and those fees should go away to keep competition healthy, not add more and more requirements to make themselves as well as other companies struggle to continue with business and offload said costs on to the consumer. Adding regulation and licensing to ride sharing means they leave town which also means consumers are forced in to rides that cost twice as much from taxis, granted they need too because of said regulation. All the things discussed for regulation should simply be things that these businesses should decide to offer in an attempt to seem more marketable to the end consumer. Taxis haven't changed in 40 years and have become stagnant, a new business shows up that does it better for cheaper and instead of adopting they stay to their old ways and loose business, regulation has hurt taxis so remove it, don't make it worse by adding more. When cell phones became more popular and pay phones/landlines we didn't regulate them. When a business dies due to poor choices and the inability to adapt to the market that is no one else responsibility but the businesses. "Change is the only constant" so why is the City of Guelph attempting to stop it from happening or move in the wrong path to prevent healthy competition in an open market?	Monday, Feb 26th 7:18PM
193,794,867	The genie can't be stuffed back into the bottle. Uber and Lyft play a valuable role in provision of services, but must be required to regulate themselves. Taxis play an equally valuable role, but also must be severely punished if they attempt to impede, threaten or intimidate other ride service providers.	Monday, Feb 26th 7:19PM
193,794,755	I think we need to allow technology to proceed with regulations. I understand taxi companies might be afraid but I can imagine we as a society had the same issue when taxis were implemented. I support taxis and vehicles for hire. I don't support bike lanes and dedicated bike lanes.	Monday, Feb 26th 7:09PM

193,794,602	Surge pricing too high	Monday, Feb 26th 7:11PM
193,794,231	No.	Monday, Feb 26th 6:57PM
193,793,409	I want ride sharing to remain and to remain reasonably priced.	Monday, Feb 26th 6:31PM
193,793,357	Sounds like the city's plan is to create more red tape rather than remove it. Let companies compete for the consumer's business and ultimately the consumer will win.	Monday, Feb 26th 6:21PM
193,791,875	City should have nothing to do with Uber. Period. Lets make another by-law for the by-law for the by-law. Geeeee already	Monday, Feb 26th 5:48PM
193,790,850	would have been good to have some sort of examples	Monday, Feb 26th 5:24PM
193,790,461	I think in a University city it is important to have options that are reasonably priced and easily available	Monday, Feb 26th 5:13PM
193,789,162	Stay up to date with the future of technology and keep uber in the game. Self driving cars are on their way too - start thinking about how to incorporate them into your planning.	Monday, Feb 26th 4:52PM
193,789,053	Rideshare is the thought of the future, offering convenience and practicality to travels and drivers. It's a necessary for a city that thrives on its university students.	Monday, Feb 26th 4:48PM
193,788,742	The taxi companies in this city are overpriced, slow and have no regard for their customers. I would rather take an Uber any day of the week and it would be great if I could do this without going against bylaw.	Monday, Feb 26th 4:38PM
193,788,543	Proper training and screening of drivers along with regular vehicle condition report is necessary.	Monday, Feb 26th 4:36PM
193,788,462	No	Monday, Feb 26th 4:36PM
193,788,041	I will be upset if uber costs increase	Monday, Feb 26th 4:27PM
193,788,035	Treat this like any other business. I think you take regulation way too far for taxis. It's just another business	Monday, Feb 26th 4:25PM
193,787,368	No. Just do the right thing and think of the citizens of Guelph first	Monday, Feb 26th 4:18PM
193,786,699	Please let the market decide how this plays out. Put simply, if the service for vehicle for hire (i.e. uber, lift) is terrible, the service will fail. Taxi service is over priced, and service does not meet demand at critical times. It is outdated and expensive. Thanks for the survey - but Uber et al is the future. Don't waste time passing bylaws that will be obsolete in 2 years. Please don't waste anymore time and money on this issue. Move forward with the trend. Ride sharing services will prevail - now or later.	Monday, Feb 26th 4:05PM
193,786,304	Just let Uber/Lyft do their thing.	Monday, Feb 26th 3:57PM
193,785,784	Yeah. If you care about the quality of life of Guelph citizens, then this has to include those who work for ride-sharing and taxi companies, including their wages. Ride sharing services that are unregulated are notorious for driving down wages. I've spoken to Uber drivers in New York and other cities, as well as cabbies, and all agree that the effect is downward pressure on wages and far more precarity.	Monday, Feb 26th 3:43PM
193,785,776	No.	Monday, Feb 26th 3:46PM
193,785,623		Monday, Feb 26th 3:42PM

	I think the city should focus on promoting alternative methods of transportation as much as possible. What about all the commuters who are moving in to Guelph and clogging the streets, polluting the air, and making living costs sky rocket? Here in Guelph we are having a high price for the real estate issue in Toronto. It's become a bedroom community and all	
193,785,348	I enjoy using Uber and the convenience it offers and do not want the city of Guelph to take away this freedom of choice.	Monday, Feb 26th 3:37PM
193,785,295	Please, do not mess up the convince and cost of Uber by adding some new regulations! This is a big city and being able to get around in a vehicle at a FAIR price should not be taken away from the Guelph citizens. I would be more willing to support cabs here but I find that they cost double what an Uber would and there never seems to be enough cabs in this city!! I'm always stuck waiting FOREVER to be picked up.	Monday, Feb 26th 3:34PM
193,784,978	Regulate fees to benefit low income households as well as public transport is so unreliable	Monday, Feb 26th 3:28PM
193,784,908	Consumers need ride share. Taxi companies are adapting to compete and that's good. I want to get from point A to point B the cheapest, safest and quickest	Monday, Feb 26th 3:29PM
193,784,835	Rides are too expensive and people need to get around when busses aren't running and taxis and Uber are too expensive	Monday, Feb 26th 3:25PM
193,784,512	less regulation and more freedom of choice. don't turn this into a waste of taxpayers \$ with lawyers, consultants and City staff.	Monday, Feb 26th 3:17PM
193,784,462	Review the bus system. Live updates should be given at the stop.	Monday, Feb 26th 3:19PM
193,784,428	Just leave things the way they are, that's it.	Monday, Feb 26th 3:19PM
193,784,281	n/a	Monday, Feb 26th 3:13PM
193,784,062	Laws and old business models should not stand in the way of technology that makes getting around easier and cheaper. Taxis have had decades to improve services and offerings and haven't. Now a new way comes along and instead of adapting and competing they are trying to legislate the new companies out of business. That is silly.	Monday, Feb 26th 3:10PM
193,783,722	Please don't shut down Uber, it's a great source of income for students and people working part time.	Monday, Feb 26th 3:00PM
193,783,055	No.	Monday, Feb 26th 2:45PM
193,782,888	Taxis and Uber's are different I often are more trusting with Uber's as I have the drivers profile while they are en route to picking me up and can rate their car and their quality of service Taxi's do not have this service and I believe having that is highly beneficial due to being able to read reviews on your driver upon arrival and can document bad experience to the drivers profile	Monday, Feb 26th 2:47PM
193,782,818	Surge rates on uber are out of control	Monday, Feb 26th 2:44PM
193,782,557	It's time for taxi companies to be held to a higher standard. Customer service and safety should be top priority. Both external customers such as the passengers, but also internal customers such as the drivers. If they can't figure that out, it's time for the taxi industry to make room for businesses who care about the customer experience. While ride sharing services aren't perfect, they are being modeled from the ground up from a more modern, customer-focused perspective and are at a much better starting point.	Monday, Feb 26th 2:35PM
193,782,416	Taxi's are a bad business model that ask huge capital commitments for vehicles that are 10-20X less expensive to buy outright, and most people already own. Uber let's low-income, low education people enter the job market, and now allow's tips. This bylaw review should not harm access to Uber.	Monday, Feb 26th 2:33PM
193,782,350	Ride sharing is new, different, affordable, convenient. I would only support minor regulation if any, otherwise it would just become another taxi. My kids use Uber to get home safely and they can afford it. Don't screw this up because Taxi companies are complaining.	Monday, Feb 26th 2:33PM

193,782,139	I can't say I've had a bad experience with either. I can say I have had better service with Uber. It never came down to the friendliness of the drivers, cleanliness or safety of the vehicles, it always came down to needing a ride during peak hours and have been left stranded a few times with cabs. To no fault of their own, the demand was too high for what service they could supply. I'm all for adding more cars on the road for not drinking and driving and arriving alive.	Monday, Feb 26th 2:22PM
193,782,017	Uber is the best , I never call a cab , Uber drivers have always been polite and on time, and clean cars	Monday, Feb 26th 2:27PM
193,781,989	Do not ban Uber. The Guelph cab situation has been horrific for years.	Monday, Feb 26th 12:57PM
193,781,880	No	Monday, Feb 26th 2:26PM
193,781,737	I am happy with vehicles for hire services and don't wish for city imposition to adversely affect their ability to operate or my ability to use such services.	Monday, Feb 26th 2:22PM
193,781,620	Scrap it and let the taxi companies figure out what the have to do to get into the 21st century.	Monday, Feb 26th 2:19PM
193,781,570	There should be explanations as to what the business models that are being taken place are before answering the question above	Monday, Feb 26th 1:28PM
193,781,330	Make active and public forms of transport the most attractive options throughb improvement, not by regulating or devaluation of other modes	Monday, Feb 26th 2:14PM
193,781,067	No	Monday, Feb 26th 2:11PM
193,781,052	Rideshare programs should have nothing to do with city bylaws.	Monday, Feb 26th 2:11PM
193,780,863	Love Uber	Monday, Feb 26th 2:06PM
193,780,711	Why does the city need to regulate this? A taxi company (Canadian cab, red top, etc) or ride share companies like Uber/Lyft should be able to operate as a business providing a service. Licensing fees on a per ride basis could be payed to the city by the businesses since all their rides will be done electronically and easily auditable. Make the businesses pay the cost of making sure their vehicles are up to provincial standards, have drivers submit to background checks. Force the old taxis system to get with the times or get out. The city isn't thinking with a forward approach on this matter and needs to look years into the future instead of trying to protect an old archaic dysfunctional system.	Monday, Feb 26th 2:03PM
193,780,692	Uber and Lyft are both great for towns such as Guelph, with it's sporadic demand and supply.	Monday, Feb 26th 2:02PM
193,780,605	Please consider the safety of the citizens of Guelph, and continue to improve accessibility to safe transportation!	Monday, Feb 26th 1:31PM
193,779,844	As a young person (I am under 25 years old), I have no intention of ever taking another taxi in my life if I can avoid it. Right now the city of Guelph has a good abundance of quality Uber drivers. Many of them drive into the city from neighbouring areas during busy times. Any legislation that makes Guelph a less appealing place for these drivers to be is bad for me and people like me who make use of these services. As someone using these services I don't particularly care about the licensing issue. It's strikes me as an issue Taxi companies create when they see their business model getting utterly crushed by innovation.	Monday, Feb 26th 1:41PM
193,779,706	<p>I feel the City should take into strong consideration the model of other cities that successfully use both rideshare and taxi services. The taxi service in this city is currently deplorable for several reasons.</p> <ol style="list-style-type: none"> <li>1. There is very large disconnect between when dispatch says a car will arrive and when it actually does.</li> <li>2. Cab drivers are generally more salty than any Uber driver I've ever met. I understand the abuse that they take from both their fares and the company they work for. While I sympathize, I don't feel it should be anything that I should be subjected to especially at the exorbitant prices of taxis.</li> <li>3. Cabs are way too expensive for the size of city we have.</li> </ol> <p>I have enjoyed all of my experiences with Uber from middle of the day to middle of the night. It's far more affordable and that's important when choosing not to drive. I feel safe not having to exchange payment with the driver. I enjoy knowing how much the fare is going to be before I even step in the car. I don't know how many times I have had to correct a taxi driver taking me on the "scenic route" of the city for a few more bucks.</p> <p>I think the cab companies need to have some competition.</p>	Monday, Feb 26th 1:38PM

193,779,697	We NEED them!!! We would never use a taxi in place of ride share. Ride share is secure, convenient, reliable, and economical AND trackable.	Monday, Feb 26th 1:43PM
193,779,687	I don't know, but too much regulation might be a bad thing! I support regulations that address vehicle/passenger/driver safety only. I don't think the bylaw should interfere with the separate business models. On that point I would maybe say all 3 services should be treated the same and the bylaw should only address safety.	Monday, Feb 26th 1:42PM
193,779,625	GUELPH TAXIS ARE UNRELIABLE. THEY DON'T SEEM TO WANT TO TRAVEL OUTSIDE OF THE CITY EITHER. IF YOU CALL A CAB SOMEONE ELSE CAN TAKE YOUR CAB.	Monday, Feb 26th 1:44PM
193,777,688	No	Monday, Feb 26th 1:33PM
193,777,554	Possibly modelling the city of Hamilton's by law, their model is strong and provides a fair playing field for taxis and ride share programs.	Monday, Feb 26th 1:31PM
193,777,273	Taxi industry has failed to adapt to new competition that is better and easier to use	Monday, Feb 26th 1:26PM
193,777,241	Uber saved Guelph and made it a much more friendly city to travel in. We do need to regulate it but we do not need to manage it.	Monday, Feb 26th 1:26PM
193,777,179	NO	Monday, Feb 26th 1:25PM
193,777,142	Don't get rid of Uber's or Lyft, taxi's are horrible and I avoid them at all cost	Monday, Feb 26th 1:20PM
193,777,009	no	Monday, Feb 26th 1:19PM
193,776,756	I believe UBER and Lyft are great services that have an interface far superior to regular taxi's. They are increasing competition and bringing down the price of ride sharing.	Monday, Feb 26th 1:19PM
193,776,679	Do NOT over regulate free enterprise. Use free enterprise companies to reduce out of date out of touch expensive tax payer public transit	Monday, Feb 26th 1:17PM
193,776,655	I hope the focus will be on making our rules consistent with out her jurisdictions so that these services will remain in our smaller city. They offer a great service that many people use, and I should like them to continue to be available in Guelph.	Monday, Feb 26th 1:16PM
193,776,607	Whoever is in charge of making these bylaws need to go out and experience all of these services before making any decisions. They cannot base their concerns on what the media tells them or word of mouth. There will be a generational disconnect that they must try to understand. They should realize just who they are representing when they vote/write these bylaws.	Monday, Feb 26th 1:11PM
193,776,512	Uber is great. No waiting for 45 min. to an hour for a ride, it's cheaper & causes competitors to re-evaluate their practices & prices. New business's are good & should not be stopped by adding obstacles (bylaws).	Monday, Feb 26th 1:10PM
193,776,435	Uber is soliciting responses from their clientele which is sketchy.	Monday, Feb 26th 1:04PM
193,776,397	I like having all options (Uber / Taxi / Limo) although I only use Uber. Just have one bylaw for all, it's not fair to have different rules.  My Uber experience in Guelph has been great, not sure if Lyft is here yet?	Monday, Feb 26th 1:11PM
193,776,375	we need to support ridesharing! companies such as uber are also great for students... it's hooked right up to the app and we can easily identify the vehicle/driver... it is also more affordable	Monday, Feb 26th 1:12PM
193,776,249	Ride sharing companies are the future. Work with them, do not work against them.	Monday, Feb 26th 1:10PM

193,776,236	Nope.	Monday, Feb 26th 1:09PM
193,776,115	Please do something quickly because these services are in high demand and Guelph is simply falling behind the times regarding ride share services.	Monday, Feb 26th 1:09PM
193,776,054	Keep Uber. We need it	Monday, Feb 26th 1:08PM
193,776,023	Do not let the out of touch old people ruin Uber.	Monday, Feb 26th 1:04PM
193,775,934	In order to have competition you need a free market. In order for consumers to help these companies thrive they will bring extra valued added features and standards which the consumer will naturally be attracted to. This will inturn make other companies increase their safety standards instead of the good enough regulations set by the city. The city doesn't need to bring in special enforcement and licences and royalties. Most importantly the city of Guelph doesn't need to take on extra liability	Monday, Feb 26th 1:03PM
193,775,883	Make the bus times longer for Sunday so I can actually get to work and get home on the same day.	Monday, Feb 26th 1:04PM
193,775,780	Let the market take care of itself. Let the market also guide other things you are trying to control.	Monday, Feb 26th 1:02PM
193,775,640	Nope	Monday, Feb 26th 1:01PM
193,775,632	No	Monday, Feb 26th 1:01PM
193,775,510	we need uber in Guelph!	Monday, Feb 26th 1:00PM
193,775,486	Ride sharing is the obvious solution for all the inconveniences of taxis, the fact that the ride sharing industry is booming and the taxi industry is dying has made that abundantly clear	Monday, Feb 26th 12:59PM
193,775,478	Please do not make it harder for people to get home safe, whether it be from a bar, a house, or somewhere you drove but now need a ride home. DUIs will increase if Uber and other ride-share services are hamstrung to the point they can't function.	Monday, Feb 26th 12:57PM
193,775,178	I think vehicle share is an important option for some people. I think we can find a good balance for everyone involved.	Monday, Feb 26th 12:51PM
193,775,152	No	Monday, Feb 26th 12:52PM
193,775,132	More information would be helpful	Monday, Feb 26th 12:51PM
193,775,119	The government should have full control	Monday, Feb 26th 12:54PM
193,775,082	I want Uber to continue operating in Guelph, it is another good option to prevent drinking and driving.	Monday, Feb 26th 12:52PM
193,775,042	Just don't make it harder for Uber drivers. It already is hard for them to make a living. It is a great service which I wish to maintain access to!	Monday, Feb 26th 12:51PM
193,775,010	No	Monday, Feb 26th 12:52PM
193,774,899	Maybe fix the public transit system while you're at it. The drivers are rude and drive terribly. They ask for too much money, and make everyone late. When I'm on the road I'm terrified of driving near them because they are aggressive and pull out into traffic with zero warning. Uber's are doing a fantastic job. Guelph regulated transit is not.	Monday, Feb 26th 12:50PM
193,774,893		Monday, Feb 26th



	The most important thing is that ride sharing services remain. They are superior to cabs in almost every aspect. We cannot go back to the days of people not being able to find a ride home late at night due to the lack of cabs.	12:50PM
193,774,889	I use Ubers often because I feel the public transit system is not sufficient. Rides take too long, and buses don't come often enough to make it a viable option for me to get around town in a timely fashion. I would prefer that Guelph Transit began to offer frequent service along busy routes, and give Victoria Road full north-south bus service.	Monday, Feb 26th 12:48PM
193,774,882	Ride sharing services have changed my life for the better. Please don't make me go back to waiting an hour for a bus or being price gauged by a taxi company	Monday, Feb 26th 12:52PM
193,774,860	I have had several negative experiences in taxis throughout Ontario. Costs are high, customer service is low, and it is always a challenge to access the service. Uber has greatly changes this - never been disappointed with an Uber ride. Even if I was, I feel like the mechanism of review/ complaint is much more responsive. Taxis are the past.	Monday, Feb 26th 12:51PM
193,774,857	It will be sad if Uber is over-regulated in Guelph, but if it is banned it will be embarrassing. Uber is just the latest example of the internet making an industry more efficient and therefore affordable. It's a whole new world, and Guelph needs to try harder to keep up and not resist progress.	Monday, Feb 26th 12:49PM
193,774,830	Shared transport (public transit, rideshare, or car sharing) will be the future of transportation and resources exhausted in this review should aim to innovate in Guelph.	Monday, Feb 26th 12:50PM
193,774,817	The city should do what it can to promote as much competition as possible. No municipal legislation should be required. On the other hand, the city can suggest to local police that they ensure all drivers are operating under existing provincial laws (i.e. spot commercial insurance checks).	Monday, Feb 26th 12:49PM
193,774,816	I believe Guelph would thrive under a more competitive market between Uber and Taxis.	Monday, Feb 26th 12:50PM
193,774,766	Leave Uber or Lyft the same as the have it	Monday, Feb 26th 12:49PM
193,774,750	Please don't take ride sharing programs away. We need to embrace new technology. Over regulation kills progress	Monday, Feb 26th 12:48PM
193,774,691	Again I want to note that I feel like it's important to make sure there are affordable options for people who have been drinking to get home safely and over-regulating and licensing can cause fares to increase. Services like Uber already go out of their way to be accountable to the people who use their services - service ratings, GPS tracking, knowing who your driver will be, not accepting cash payments. Taxi companies, and Guelph Transit for that matter, are lacking in these areas and I would hate to see regulations the push these companies out of our city. Unfortunately, I've seen many fights break out between drunk University students over taxis in downtown Guelph. This doesn't happen with Uber.	Monday, Feb 26th 12:43PM
193,774,679	<p>I am generally in favour of letting the market decide the longevity of these types of programs. Uber's rating system is a primary example. Eg. if safety is a legitimate concern, unsafe drivers will be "downvoted" by the users. Safe drivers will be upvoted and used more frequently. Unsafe policies will result in less use, resulting in a market shift.</p> <p>The market shift away from taxis is another prime example. I answered the question about taxis saying I don't use them, but I USED to use them frequently (in university). It was nearly impossible to get a cab regardless of whether you gave your name or not. You never knew where they were or when they would arrive. It was a TERRIBLE service. Uber has fixed, from the users perspective, literally all of the problems with cabs. The onus should be on cab companies to update their technology and policies based on the market trends and the frustrations of their customer base.</p> <p>Ultimately I don't think the City of Guelph needs to do much other than light regulation and encourage the use of ride sharing programs regardless of how taxi companies are impacted.</p>	Monday, Feb 26th 12:49PM
193,774,661	Don't lose sight of the fact that there is a reason ride sharing companies exist and got there start. It is because the current offering was not filling the need in the market. Please don't do something that will prevent their ability to fill the need of the consumer. If you try, something else will take its' place.	Monday, Feb 26th 12:46PM
193,774,656	expedite other 'for hire' groups i.e. Lyft to come to your city - this will also further regulate inherently the industry.	Monday, Feb 26th 12:47PM
193,774,614	no	Monday, Feb 26th 12:48PM

193,774,561	<p>Cab service in Guelph is awful which is why I'm sure the city has seen a major shift in who is being used for transportation. I think with that shift there needs to be new regulations put in place.</p> <p>I also believe that our public transport is a missed opportunity. The cost of going to the grocery store via public transport vs uber is the same cost. And uber takes me directly from my door to the grocery store entry.</p>	Monday, Feb 26th 12:47PM
193,774,537	<p>Leave them alone</p>	Monday, Feb 26th 12:47PM
193,774,519	<p>With no public transportation after 7pm on Sundays - Guelph relies on transportation options outside of city control.</p> <p>Vehicle for Hire companies provide easy, cost-saving options for individuals. The taxi industry should be able to compete.</p>	Monday, Feb 26th 12:48PM
193,774,516	<p>it's fine the way it is</p>	Monday, Feb 26th 12:47PM
193,774,512	<p>The popularity of ride sharing services is very easy to see for anyone who has used them. I would be upset to see a protectionist by-law regime that props up the taxi companies at the expense of the superior service and choice offered by Uber. I use both Uber and taxis, depending on the pricing. It's getting harder for me to justify ever calling a taxi, however, given how inconvenient and often expensive it is relative to Uber. However, I always send my school-aged kids in taxis because I feel more confident about their safety in licensed taxis. To me that is a point of differentiation worth paying for and one worth maintaining.</p>	Monday, Feb 26th 12:44PM
193,774,467	<p>Uber is exactly what Guelph needed and I was so pleased when this service became available. I've lived in a number of cities and Guelph was by far the worst for getting a taxi. Countless times, I waited over 2 hours at 1 or 2am to finally get a safe ride home. I would call the cab company every ten minutes and they just kept telling me it was coming. I know people that have gotten behind the wheel of a vehicle that shouldn't have because they didn't feel that they could wait any longer. The system was flawed, very flawed. It's unsafe for anyone and especially a young female to wait outside for a cab and have no idea when it will arrive (as the cab keeps getting flagged down by other riders). Uber offers a better service at fair prices. I feel safe using Uber because I know that everything is tracked, more so than using a taxi (where the taxi can pick up whomever they like the look of that's flagging them down). I believe that Uber is a great service already and that additional regulation isn't required. But if it has to become more regulated, I hope this doesn't discourage Uber drivers and take away from this great service.</p>	Monday, Feb 26th 12:43PM
193,774,446	<p>limit regulation and allow all forms of vehicles for hire for citizens. A free market will sort it self out. We shouldn't be protecting archaic business models.</p>	Monday, Feb 26th 12:44PM
193,774,429	<p>I think the best service should be rewarded and that each service be placed on an equal footing and the citizens of Guelph can make their choices.</p>	Monday, Feb 26th 12:46PM
193,774,423	<p>The taxi system in Guelph is way behind what Uber and Lyft can offer residents.</p>	Monday, Feb 26th 12:46PM
193,774,400	<p>they all should have same rules and registration</p>	Monday, Feb 26th 12:47PM
193,774,376	<p>Don't bend to the monopoly of Guelph taxi companies. Your responsibility is to ensure safe and accessible travel - not availability, type, or price. If ride sharing wasn't the future of public on-demand transport, it wouldn't be as successful as it is. Taxis have enjoyed a rich market for years - those days are over.</p>	Monday, Feb 26th 12:46PM
193,774,362	<p>They should be allowed, aslong as they are operating safely, competition leads to innovation and the taxis having a monopoly leads to expensive rides, Uber/Lyft are great aslong as the drivers are regulated and safe</p>	Monday, Feb 26th 12:46PM
193,774,330	<p>Heavier regulation on taxi pricing, customer treatment, and safety. Taxi drivers have been known to strand customers on the side of the road for little to no reason any time of the year. Their prices are incredibly high.</p>	Monday, Feb 26th 12:45PM
193,774,323	<p>I use Uber regularly and have had nothing but positive experiences of it. I have also used Guelph taxi companies many times and while I have never had a bad experience once in a cab, the process of requesting a cab can be frustrating, cumbersome, and unfriendly.</p>	Monday, Feb 26th 12:43PM
193,774,307	<p>Regulations designed with the specific intention to protect taxis should be avoided at all costs. However regulating uber/lyft is necessary.</p>	Monday, Feb 26th 12:42PM
193,774,278		Monday, Feb 26th 12:44PM

	Many taxis and share ride services drive between cities. It should be a provincial or federal responsibility to pass any	
193,774,237	Auber is always good	Monday, Feb 26th 12:43PM
193,774,229	No	Monday, Feb 26th 12:44PM
193,774,222	An uber downtown costs 7\$, a taxi costs 20, that's the big difference	Monday, Feb 26th 12:44PM
193,774,211	The ride share services have been an excellent addition to Guelph. We would rarely come downtown because of the inconvenience of public transit and the long wait times and high costs associated with taxis. We started using Uber several months ago and have been really pleased with the wait times and communication, reasonable fares, and friendly and competent drivers. They beat the taxis in every conceivable customer service metric.	Monday, Feb 26th 12:43PM
193,774,206	Make some consideration for accessible cars for hire. They are needed and we can't forget about those individuals. And remove any connection between the police and taxis. Another wasted step	Monday, Feb 26th 12:42PM
193,774,173	No	Monday, Feb 26th 12:44PM
193,774,163	Don't wreck uber/lyft to save the terrible Guelph taxi industry. The reason why uber/lyft thrive is because Guelph had terrible taxi service for years. There were never enough red top / canadian cabs, the cars were outdated/crappy and the drivers never showed up on time.	Monday, Feb 26th 12:43PM
193,774,134	No	Monday, Feb 26th 12:42PM
193,774,096	Please consider that allowing surging rates is a problem for many students. Being charged up to triple the price of a trip because of seemingly arbitrary rules is not affordable but taxis and public transit currently do not stand up as competition.	Monday, Feb 26th 12:42PM
193,774,079	Stop making cab restrictions so tough. Make it an open and competitive market. I take Uber because cabs are too expensive.	Monday, Feb 26th 12:42PM
193,774,064	Vehicles for hire are critical to helping people get out of downtown when the bars close. There are not enough cabs for this...people steal your cab...you just can't get picked up by a cab in certain areas. Using apps like Uber or lyft make getting around during busy times feasible. Plus knowing your cost upfront is helpful for making a decision. Paying through the app also means nobody can skip out on there fare.	Monday, Feb 26th 12:41PM
193,774,063	Concentrate on fixing bus services	Monday, Feb 26th 12:42PM
193,774,057	It is not needed.	Monday, Feb 26th 12:42PM
193,774,037	i feel that taxis work to rip people off, whereas lyft and uber provide a service to people	Monday, Feb 26th 12:42PM
193,767,029	let free enterprise be ... this is the basis for true democracy. Let alone the users/public are the ones who determines which method is truly the best by the rate of usage combined with cost.	Monday, Feb 26th 10:29AM
193,762,034	Regulate ridesharing and have them meet same high standards as taxis. Not fair to make taxis follow rules and have extremely high insurance and not ride sharing. The playing field is way lop sided and unfair to the taxis that have been following the city rules for decades. Regulate all or deregulate taxis. If this is not done the taxis companies will revolt and not pay the city the fees etc. Fair is fair!	Monday, Feb 26th 9:23AM
193,733,424	Uber should not exist Period	Sunday, Feb 25th 4:19PM

193,732,090	It's a scary time to live in where kids or anyone else can get into a strangers car with no knowledge of drivers history. No insurance to protect passengers, no regulations yet they can steal the taxis industries business and follow none of the rules. Guelph needs to protect the families that own and operate our taxis companies.	Sunday, Feb 25th 3:30PM
193,710,880	I am decidedly against Uber and taxis of this ilk operating in Guelph. They do not have enough accountability to the City with their decentralized format.	Saturday, Feb 24th 10:58PM
193,701,902	Don't let the stubborn, out-of-date taxi companies that refuse to adapt hinder progress.	Saturday, Feb 24th 5:05PM
193,700,340	I hope the City of Guelph can be forward thinking and allow for both the natural progression of transportation systems and also consider the environmental impacts of transportation.	Saturday, Feb 24th 4:16PM
193,683,209	I am supportive of having some regulations to protect users of vehicles for hire but am concerned that regulations could become overly burdensome and result in reduced affordability for customers. Another concern is that unnecessary requirements such as mandating physical dispatch locations results in reduced competition (as happened with Guelph Taxi, which was a much needed competitor to Redtop and Canadian cab).	Saturday, Feb 24th 8:54AM
193,639,620	Allow ridesharing and Uber in Guelph.	Friday, Feb 23rd 6:10PM
193,603,919	Please make sure the groups/ drivers/owners have liability insurance similar to taxis.	Friday, Feb 23rd 1:43PM
193,596,442	my main concern is that the laws need to be the same across the board. ride share companies should have to follow the same bylaws as taxis.	Friday, Feb 23rd 10:36AM
193,593,754	Your taxi companies and owners are mostly city of Guelph residents paying taxes here buying goods services locally . A lot of uber drivers are not from Guelph . Example recent one from woodstock with no drivers licence . By law and police can easily see and monitor taxis they are visible . And they do. If something goes wrong ie a missing person or a serious complaint against a driver it is immediately able to be handled with taxis . Vehicles and what is being charged to people with a taxi is simple and equal no issue . Uber its all over the map. There are plenty of taxis in Guelph for normal business flow . There are no amount of vehicles on road or enough room to handle mass events that's just the way it is . If you had 500 vehicles for hire on homecoming Halloween st pats on road same time would not be enough so simply you work through it . Uber is not competition it is as reported financially losing money so eventually there sometimes low rates will go up. When its busy they are charged three and four times a cab rate . Simply a taxi is a taxi or call it a vehicle for hire this ride sharing story is BS	Friday, Feb 23rd 9:24AM
193,583,049	Yes! Ride share is a lie. They are taxis no matter how you look at it. Surge price is thievery and some of their drivers wouldn't pass a criminal check.	Friday, Feb 23rd 3:26AM
193,575,056	Ride Share companies are some of the worst violators of workers' rights, do not allow them to continue in this city. <a href="https://www.theguardian.com/technology/2017/nov/10/uber-loses-appeal-employment-rights-workers">https://www.theguardian.com/technology/2017/nov/10/uber-loses-appeal-employment-rights-workers</a>	Thursday, Feb 22nd 9:17PM
193,572,626	It is important to ensure the continued livelihood of taxi drivers.	Thursday, Feb 22nd 7:39PM
193,561,603	We so very much need this so taxis are left available to us with no apps.	Thursday, Feb 22nd 2:51PM
193,558,427	Right now anyone, literally anyone can get in their car and go downtown and pick up passengers. And there are dozens of them doing it every weekend. Some are already Uber's some are not. They are all picking up passengers that have hailed them and are working for cash. This is a dangerous practice that has been let to run wild for too long. Cars are coming from everywhere, Woodstock, Mississauga, Brampton because Guelph has become a free for all. It is difficult to even drive anywhere near downtown. Most of these drivers are very aggressive, rude and simply don't care. They are only here to make a quick buck. This mess has been created by the lack of enforcement by the city of Guelph. It is difficult as a taxi driver to go anywhere near the downtown core with the mess that has been created.	Thursday, Feb 22nd 1:49PM

193,557,320	<p>Why does the city need to control ridesharing companies?</p> <p>Below is an excerpt taken from a ridesharing article from the internet.</p> <p>&lt;&lt;&lt;&lt; Uber's current strategy being applied is quite simple. Take the almost \$9bn they have raised and use it to run the competition into the ground. (Meaning the standard taxi service)</p> <p>As you can imagine, once Uber achieves local domination, it will be able to turn losses into profits, and subsequently into economic rent. (by charging whatever they want and leaving the vulnerable on fixed incomes little choice as the local taxi industry would be decimated by high costs and low fares) Typically you don't even need 80% market share in anything to have pricing power. However what is less common is when this 80% share leads to pricing power via the customer AND your core cost i.e. your drivers.</p> <p>This pricing power won't be infinite given low switching costs but it is very real. Perhaps a better way to put it is right now, Uber offers rides for less than the regulated cabs, and drivers earn slightly more. In the medium term when it is the only viable choice in a city, it may offer rides in line with regulated cabs and pay its drivers less.</p> <p>High market share and broken competitors will be what makes this stick.</p> <p>Uber isn't trying to be Bank America offering the same mortgages as everyone else, it wants to be the Federal Reserve setting the rate.</p> <p>Uber also started out advertising itself as a cab service back in 2009 until they were forced to change its name. &gt;&gt;&gt;&gt;</p> <p>As you have read what their real intention is ... will this leave the citizens in the future at the mercy of the ridesharing business with the city having no control over them because they failed to control them on the onset of coming into this city.</p> <p>You, the city of Guelph has the control to do the right thing NOW and regulate the industry properly for the protection of the consumer in pricing and safety, by regulating the price and controlling the number of vehicles permitted to work in the city.</p> <p>Guelph is only 132 000 people, I believe, our industry cannot take having unlimited ridesharing providers in our city as we are not the same size as Toronto or Waterloo region. Their fleet size should be reflected according and proportionately to our city. In fact the taxi industry has been cutting back on the number of cars on duty because of the oversaturation of ridesharing vehicles on the road.</p> <p>Why has the city refused to define the definition for car for hire when the committee was established to review the bylaws? And why was it not included in background information for this survey to give the citizens a foundation of understanding?</p>	Thursday, Feb 22nd 1:31PM
193,512,790	More accessible vehicles in the Transit system are required. More safe clean and accessible taxis are required to meet the needs of the ageing population.	Wednesday, Feb 21st 8:24PM
193,506,480	I would like all vehicles to be safe, drivers responsible, and the end result is that it is safe for me to be a passenger.	Wednesday, Feb 21st 7:04PM
193,502,533	No	Wednesday, Feb 21st 5:26PM
193,451,729	Perhaps looking at the amount of vehicles that are accessible to all types of disability would be something to consider while making the bylaws in this area.	Tuesday, Feb 20th 9:58PM
193,446,680	Someone needs to regulate all the e-bikes driving all over the roads and side walks. I've seen some really ridiculous close calls with the scooters etc!	Tuesday, Feb 20th 7:00PM
193,392,686	I believe that ride share should not exist and they should not have been able to force their way in and break all bylaws. It was unfair to taxi companies. What's good for one should be good for all	Monday, Feb 19th 8:29PM
193,377,456	taxi and ride share uber, lift and the many other, should have criminal record check proper insurance and driver checks and safety checks for the cars. Limos also need these.	Monday, Feb 19th 2:11PM
193,376,090	For me the scariest part of vehicles for hire is that they can pick up passengers that are hailing them randomly. Picking up passengers that haven't hired them using the app is a dangerous and unfair practice that should be stopped immediately. It is only a matter of time before an intoxicated young girl chooses to get into one of these vehicles and something very bad happens. Hummm... who's fault will this be? There is also the fact that the money that they take for giving these rides goes 100% into their pockets. Which is similar to the money that is earned through the vehicle for hire apps. They also are not having to report and pay taxes, ei, CPI etc on the money they earn.	Monday, Feb 19th 1:29PM
193,371,093	The safety of the riding public in our city should be the sole responsibility of our city officials and should not be left to offshore companies as is the case with most if not all ride-share companies	Monday, Feb 19th 11:52AM
193,368,825	Ban uber. People will get hurt	Monday, Feb 19th 11:06AM
193,368,453	If a so called ride share takes a customer in return for compensation, is it not a taxi ? When my son invites his friend for a ride to their hockey practice that is ride sharing	Monday, Feb 19th 10:55AM

193,364,958	Ride share must be subject to exactly the same regs as taxis.	Monday, Feb 19th 9:45AM
193,341,604	The people that own taxis in Guelph are taxpayers to our fine city and should never been put on the back burner as far as uber goes. The city of Guelph should have nipped the uber company in the butt as soon as they arrived here .They aren't insured or police checked most don't live in Guelph and are very sketchy and are driving under other names .I feel the city turned their backs on the fine cab companies ,you didn't help them to maintain their business and let uber walk all over this City ..Shame on you GPS and the City of Guelph for letting uber come and take over . I wouldn't blame both companies if they packed up and left leaving the city to fend for themselves .	Sunday, Feb 18th 10:41PM
193,329,550	There needs to be rules and standards in place that protect both the car operator as well as the public. Some vulnerable people rely on these modes of transportation and the public should know they are safe and protected and where to complain if something goes wrong	Sunday, Feb 18th 5:01PM
193,323,648	There is another area of this industry the city may want to include. A Google search on "rides for seniors in guelph" reveals several options. These services are not likely regulated and my not have adequate insurance for their passengers. There are also ads on kijiji offering rides for seniors. Seniors are vulnerable and need better concern.	Sunday, Feb 18th 1:48PM
193,314,296	Ride share should be allowed. They are more affordable than a taxi..with a taxi the moment out get In the meter starts at 5.00..half the price of some ride share services.  People who use a taxi are getting screwed with the amount they pay in a fare	Sunday, Feb 18th 8:49AM
193,289,200	No	Saturday, Feb 17th 4:17PM
193,284,645	I think this Survey is more directed towards Ride Sharing Vehicles. Taxis already regulated and have cameras and provide vehicle safety report every 6 months. Almost every question in this survey is about deciding Uber and other ride sharing future. With 3rd Taxi company coming to Guelph, It's time to get Uber and others OUT.	Saturday, Feb 17th 1:36PM
193,282,885	No	Saturday, Feb 17th 12:45PM
193,281,631	I think if any of the ride-for-hire options are allowed to set their own rates, then this should be extended to all. I think, if the city requires a driver to have a special taxi license, this should be the same across all formats. I think the most important element in all of this is a commitment to aggressively enforce the laws. I think that if all cars are not marked, there will be no way to enforce anything, including random cars/drivers with no affiliation to anyone.	Saturday, Feb 17th 12:05PM
193,280,024	Public Transit Our mobility service. Already have the taxis who invested here for years	Saturday, Feb 17th 11:16AM
193,279,007	I believe that for the safety of the citizens of Guelph any vehicle acting as transportation in the city should be regulated by the city, and all drivers should be regulated by the city. The playing field should be the same across the board.	Saturday, Feb 17th 10:41AM
193,278,975	Ya if they don't want to play by the rules that the cabs have for 40 years then there's no way the city should let them be here	Saturday, Feb 17th 10:48AM
193,278,473	All vehicles should be on equal status. All of them should have meters. Plus safety checks and criminal back checks on all.	Saturday, Feb 17th 10:31AM
193,276,787	there are way too many ubers in Guelph. They race through my complex and many are disrespectful as they pick up crowds of students.	Saturday, Feb 17th 9:44AM
193,273,305	Good luck.	Saturday, Feb 17th 7:45AM
193,258,930	Completely overhaul public transit to better suit the needs of the current population. Non city interference in other modes of for hire companies. Just not enough rides to go around at peak times.	Saturday, Feb 17th 12:20AM
		Friday, Feb 16th

193,258,348	The bylaw should not be changed and kept as is.	11:50PM
193,256,282	Let people choose there preferred method of transit	Friday, Feb 16th 10:03PM
193,255,617	I'm opposed to Uber and other such programs circumventing the licensing thus far.	Friday, Feb 16th 9:30PM
193,254,716	Vehicles for hire should be based in Guelph, ie uber and lyft vehicles from another city should not be allowed to operate in Guelph with impunity.	Friday, Feb 16th 8:45PM
193,254,340	Glad to see it being addressed. Would like to ensure that ride-share companies are providing accessible services.	Friday, Feb 16th 8:27PM
193,253,616	No	Friday, Feb 16th 7:46PM
193,252,448	I do not	Friday, Feb 16th 7:18PM
193,249,848	Red cab and Canadian have had it there way far to long under the umbrella of city hall and the police,I say let these businesses fend for themselves.The city and police have enuf problems to deal with,just look at our down town what a disgrace,after almost 70 years in Guelph it makes me sick.	Friday, Feb 16th 5:45PM
193,249,206	I have no faith in those that govern this city so I expect things will only get worse -	Friday, Feb 16th 5:33PM
193,249,048	Taxis in Guelph are ridiculously priced. It is half the cost to take an Uber and the cars are cleaner and newer. I love Uber.	Friday, Feb 16th 5:31PM
193,249,028	Force ride share companies to operate at the level expected for any public utility. Focus on safety, accountability, and compliance. If they refuse or fail throw them out. Its guelph residents who pay the cost when they skirt the rules and endanger people.	Friday, Feb 16th 5:30PM
193,246,314	I do not like the existing situation with the ride share companies as there has been too many situations on campus with "sketchy" drivers	Friday, Feb 16th 4:31PM
193,245,564	there better be a plan to enforce the new bylaws or the whole thing is a waste of time. whenever i'm downtown on busy nights there's a ton of random cars that just drive around asking people if they want rides and police don't do anything. uber is supposed to be illegal but there are cars with big uber stickers parked all of the downtown blocking traffic and city and police don't do anything. so if they're not enforcing bylaws now, why would they enforce new bylaws? and if uber ignores laws now, are they going to follow new laws?	Friday, Feb 16th 4:17PM
193,245,178	laissez faire	Friday, Feb 16th 4:11PM
193,244,551	Ride sharing has been a much welcomed renaissance.	Friday, Feb 16th 3:52PM
193,244,071	They are ruining our city. People coming from different cities and try to do business here while regular cabs are paying licencing fees etc to do business here. Also traffic is getting very congested.	Friday, Feb 16th 3:45PM
193,243,744	The city must encourage car-owning individuals to give up their car and use sustainable modes, including those discussed in this survey (and soon robo-taxis). We must stop subsidizing car ownership by ending road building/expansion and parking lots/structures. Instead implement a real TDM plan that includes dynamic parking fees and road pricing across the city and province. For more info, see <a href="http://www.transportfutures.ca/tdm-road-pricing">http://www.transportfutures.ca/tdm-road-pricing</a>	Friday, Feb 16th 3:37PM
193,243,099	The biggest problem is downtown. Uber drivers pull over without notice and clog up traffic on MacDonell. They also pull over and block cars in parking spots while they wait sometimes up to 5 minutes for their ride to get in.	Friday, Feb 16th 3:35PM
193,243,058	NO	Friday, Feb 16th 3:36PM

193,241,489	I know both my daughters use the Uber ride for hire apps frequently on their phones and have had both good and bad experiences. Similarly I use both cab companies in Guelph with good and bad experiences. It's clear some of the drivers for the cab companies have not been vetted properly from some of my upsetting experiences in the past. I agree with police checks and driving records being required for employability but am not sure who should pay for the administration of that. I feel that the private companies should have that as mandatory but they should burden the	Friday, Feb 16th 3:11PM
193,241,067	No.	Friday, Feb 16th 3:06PM
193,240,911	Protection of the user is paramount.	Friday, Feb 16th 3:05PM
193,240,860	I am not an Uber driver but I have had great experiences with them. Unlike the taxi service in Guelph which I have found to be rude and unreliable.	Friday, Feb 16th 3:06PM
193,239,447	Uber scares me because I have no idea who will drive me because they don't really have a stake in the company, it's just a side gig and they could have signed up for malicious reasons. At least taxi drivers make a living of driving people and they're a legit company	Friday, Feb 16th 2:49PM
193,235,552	The City should also review where taxis, Uber's etc are allowed to pick up customers. They literally stopped in the middle of the roads downtown causing traffic and buses causing people to miss transfers at GCS and more importantly customers just open the doors and are forced to walk out into traffic. Someone is going to get run over on McDonnell St sooner then later. It's a real big mess during bar nights downtown! A designated area where maybe only cabs and Uber's can park and use from 9pm-3am is needed so they can have a safe place to pull in and drop/pickup passengers without clogging up the downtown streets.	Friday, Feb 16th 1:43PM
193,234,947	Guelph MUST NOT ALLOW DRIVERS TO EVER SMOKE IN THEIR VEHICLES. I HAVE ALLERGIES AND ASTHMA. I HAVE CALLED CAB COMPANIES FOR A SMOKE FREE VEHICLE, ONLY TO FIND OUT THAT THE CAB WREAKS OF SMOKE. THIS IS VERY UNFAIR TO PASSENGERS.	Friday, Feb 16th 1:36PM
193,229,231	We have bylaws for Taxis, that's enough. These other services degrade the standards of an already existing and safe service.	Friday, Feb 16th 12:19PM
193,219,573	Autonomous car sharing will create new challenges and abilities for communities and lawmakers	Friday, Feb 16th 10:46AM
193,216,721	I've owned a Canadian Cab taxi for 29 years. We've always been highly regulated by the police department and we have complied for reasons of safety. We've sponsored baseball and hockey teams while raising families in Guelph. Now, because of unregulated Uber we can't attract drivers which right now is a big problem. We can't even sell our cabs for the same reason. Regarding Uber, very little of the money stays in Guelph as most drivers come from outside areas where Uber has been banned or suspended so very little of the money stays in our city. There is also a preponderance of private drivers driving their own car for flat fees. This is very unsafe and shouldn't be allowed to continue. Canadian Cab and Red Top taxis have abided by rules and regulations since the beginning and still are. I don't understand why ride-sharing companies should be regulated differently. I ask one question: Would you let your school age children take Uber when you or anyone don't know the background of their drivers? They've already been charged with assault and driving without a license. I hope that the city isn't waiting for something terrible to happen before they clamp down on unregulated companies.	Friday, Feb 16th 10:20AM
193,216,611	I will not use any car share service until there is some regulation similar to taxis. Too risky. I'd rather take my chances walking home at 2 a.m. than get in a car with an unvetted driver/stranger.	Friday, Feb 16th 10:21AM
193,210,399	I do not support the gig economy. It is dimming the futures of countless people under fifty and their children. I also think Guelph, consistently one of the safest cities in Canada, is in a great position as a community to stand up for workplace ethics and strong safety regulations.	Friday, Feb 16th 9:07AM
193,204,005	Ride sharing is the best thing to happen to Guelph in terms of safety for the community and job creations	Friday, Feb 16th 7:53AM
193,192,570	When you finally bankrupt the taxi companies in Guelph by your lack of action in the past few years where will the City get the loss of revenue. The City of Guelph should be protecting the working citizens of Guelphs jobs. You will be putting hundred of taxi drivers out of jobs, drivers who pay taxes in this city. Right now you are protecting people who are from out of town and therefore pay nothing to this city. Most taxi drivers/owners have families, is the city willing to put children at risk because you will not protect Guelphs working people.	Friday, Feb 16th 5:00AM



193,191,892	I'm curious how the City intends on enforcing these bylaws when they have done very little (if anything) to crack down on the Ubers and gypsy cabs that swarm the downtown every weekend. If the bylaws won't be enforced, there's no point in making them.	Friday, Feb 16th 4:39AM
193,189,646	Don't be fooled by American marketing prowess.	Friday, Feb 16th 3:22AM
193,179,693	Please reduce the vehicle congestion downtown after bars through the use of identified pick up locations. The sheer number of cars stopping willy nilly to flag customers is dangerous.	Thursday, Feb 15th 8:44PM
193,178,245	Ride share needs to be insured and licensed just like taxis. Unfair to taxi owners to require higher overhead and still have fares regulated.	Thursday, Feb 15th 9:53PM
193,177,295	No, except Uber is much cheaper!	Thursday, Feb 15th 9:39PM
193,176,889	Yeah regulate to a point. But in my experience Uber and others are way better than the dirt balls that work the taxis.	Thursday, Feb 15th 9:34PM
193,176,849	To be frank, I do not see why Uber is allowed to operate in Guelph without a license. At this time it is illegal. They just waltzed in here, set up shop and then basically spit in the face of regulators, daring them to try and stop them. It is nothing less than piracy. If a guy set up an unlicensed hot dog stand, he would be shut down and his equipment seized if he did not comply with a cease and desist order. Finally, I would like to know when a democracy began negotiating with Pirates!	Thursday, Feb 15th 9:33PM
193,175,972	Nope...	Thursday, Feb 15th 9:16PM
193,174,483	Strict by-laws for Ride Sharing	Thursday, Feb 15th 9:02PM
193,172,973	no	Thursday, Feb 15th 8:53PM
193,172,015	Why has it taken the city so long to deal with this on going issue?	Thursday, Feb 15th 8:43PM
193,171,293	I hope Guelph allows for all three service types to continue with varying/tailored levels of regulation that reflect the business models. This survey increases my confidence that you are listening and trying to do this the right way, and that at least is commendable. Thank you!	Thursday, Feb 15th 8:34PM
193,170,720	In summary we need a level playing field as well ride share should have to prove proper insurance and business licences as they are not paying a fair share	Thursday, Feb 15th 8:20PM
193,170,491	Hurry up and make services like Uber legal.	Thursday, Feb 15th 8:18PM
193,170,481	Uber is a taxi company. Not ride share or communications company and should be regulated as such.	Thursday, Feb 15th 8:17PM
193,170,285	For the love of all things good, please don't regulate businesses out of existence. No one is dying, no one is getting hurt, ppl love the apps and taxis are still making money. Just leave everything alone. Please. I beg you. No more \$80k bureaucrat getting paid to babysit a competent industry. No more make work projects.	Thursday, Feb 15th 8:13PM
193,169,964	Equal level playing field is the only fair way to make these rules	Thursday, Feb 15th 8:05PM
193,169,953	as long as they are safe and understand if you use a wheelchair	Thursday, Feb 15th 7:54PM
193,169,758	I am 100% opposed to ride sharing companies operating in the city of Guelph. If they do operate here they should be subject to all of the same laws and regulations as taxi companies. They are simply taxis, breaking rules so they can charge less. This is not a market advantage, this is cheating and gaining the advantage because of an uneducated group of consumers. They are also cheating their employers by making them remain contractors thus denying them the safety and security of good employment. I am absolutely against everything about ride sharing companies.	Thursday, Feb 15th 7:59PM
		Thursday, Feb 15th

193,169,536	Less government interference in people's lives.	7:55PM
193,169,264	Like I said before there is no difference between the taxi and ride Sharing industry. They both do the same job so it should be the same rules and regulations for both. Driving a cab for 8 years and owning for 3 the amount of poor driving habits and plain disregard for road signs/rulesthese ride sharing drivers have is horrible. Constantly see driving wrong way on 1 way streets drop people off or park in middle of road but to name a couple. Also they come in from out of town to drive here not knowing where anything is.	Thursday, Feb 15th 7:47PM
193,169,148	No	Thursday, Feb 15th 7:43PM
193,169,011	The more the merrier. Be like innsfil. Scrap public transit for an all uber fleet. Definitely worth a look before pumping more money into a transit system that will never be sufficient. Not your fault. Blame the founders of Guelph for the bad layout.	Thursday, Feb 15th 7:37PM
193,168,670	It's so wrong that "ride sharing" options have been available, unhindered, in Guelph for so long in these past 10 years. Taxi bylaws have been in place for 100 years and then politicians were mesmerized by this new tech. and then simply allowed an illegal practice to come into Guelph. Most of the "ride sharing" drivers are from the G.T.A and K.W and Cambridge NOT Guelph. It really bothers me that this unregulated bunch of pirates have been allowed to pick up fares for so long. STOP THIS!!!!	Thursday, Feb 15th 7:28PM
193,168,574	Please protect access for your vulnerable and disabled citizens, we need to get to hospitals and other important activities in a reliable safe way because city transit is a mess and not accessible to everyone, I implore you to take this into account and also consider formalizing accessibility in cabs in terms of what denotes accessible, how long and wide does the wheelchair spot have to be. Side loading tends to not be accessible for many people etc. Please take these issues into account in the new by laws.	Thursday, Feb 15th 7:25PM
193,168,402	Let's not make things worse & stay open to changing with all kinds of things the future might hold.	Thursday, Feb 15th 7:19PM
193,168,318	N/A	Thursday, Feb 15th 7:18PM
193,168,124	Taxis and vehicles for hire should be regulated in the city like other independent contract businesses (plumbers, carpenters, accountants, real estate brokers, etc.). That is to say, not at all. A general business license should be all that's needed. Remove the city from antiquated regulations and let the market sort itself out. We should be in the transit business (ie. busses), not regulation of private vehicles business.	Thursday, Feb 15th 7:13PM
193,167,730	Public safety should be paramount. Taxis are easily identifiable and other ride share type transportation should be too. I would not put my daughter in a Uber but I would a taxi!	Thursday, Feb 15th 7:01PM
193,167,634	Make sure to see what other cities have done. We do not to be in a bubble from the rest of the world and repeat same mistakes over and over.	Thursday, Feb 15th 7:00PM
193,167,612	Quite honestly, I do not believe that services such as Uber or Lyft should be permitted in Guelph. There do not appear to be any regulations regarding vehicle maintenance, insurance or driver training. I would not feel safe riding with them.	Thursday, Feb 15th 6:58PM
193,167,058	KW has a working system. Use that, 2 reasons. It works and the drivers of rideshares are currently under their system; so it would be a simple moving of information.  A vehicle safety report Criminal background check  Those are the two things that the city needs. Drowning drivers and companies in unnecessary fees is both damaging to the person and the economy. An individual already reports income tax and making it too costly on them will only hurt the overall economy and in some situations prevent a family from making ends meat.	Thursday, Feb 15th 6:40PM
193,166,965	Good luck	Thursday, Feb 15th 6:39PM
193,166,847	I don't believe ride sharing services should be allowed in Guelph because Uber and Lyft exploit their drivers in so many ways and unfairly undercuts the taxi companies who are well regulated. Ride sharing companies also deny their drivers' right to unionize. Allowing ride sharing in guelph without similar regulations to the taxi industry would be a negative for the city.	Thursday, Feb 15th 6:36PM

193,164,867	Ride share vehicles severely undercut the viability of regulated taxis. I'm not in favour of them. A taxi driver in New York City killed himself recently, in front of City Hall, in despair over his inability to make a living when so much business was being captured by other non-regulated drivers. I think other cities have forbidden them, and I think Guelph should do the same.	Thursday, Feb 15th 5:43PM
193,161,032	The term "Ride share" is a misnomer - nothing is being "shared". Sharing is something you do for free out of kindness. "Ride share" operators are just taxis except the vehicle is not dedicated. I have no issue with non dedicated vehicles, but they are transporting people for money and should have to meet the same basic standards as a taxi cab.	Thursday, Feb 15th 4:28PM

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 **Delete Responses**

**WARNING! Clicking this button and confirming your action will delete all the results of this survey. The results cannot be restored because they are permanently erased.**

Being new SCHEDULE "17"  
to City of Guelph By-law Number (2009)-18855

VEHICLE FOR HIRE

DEFINITIONS

1. In this Schedule:
  - a "booking" means an electronic, written, or oral reservation made in advance;
  - b "Class A" means a Vehicle for Hire Provider consisting of a fleet of 100 or more vehicles;
  - c "Class B" means a Vehicle for Hire Provider consisting of a fleet of 25-99 vehicles;
  - d "Class C" means a Vehicle for Hire Provider consisting of a fleet of 1-24 vehicles;
  - e "facilitating" in all its forms includes but is not limited to offering, operating or providing;
  - f. "limousine" means any automobile and includes a sedan, stretch, luxury or classic motor vehicle that transports passengers for compensation without use of a taximeter and shall be known as vehicle for hire within this bylaw and is not classified as a Class A, B or C
  - g "personal transportation provider" within this bylaw means a Vehicle for Hire
  - h "platform" means any software, technology, or service, including a smartphone application, intended to connect passengers with transportation service;
  - i "solicit" means any appeal for customers or passengers by sound, words, signs, or gesturers directed at any person;
  - j "street hail" means any appeal for a ride by any person using sounds, words, signs, or gestures directed at a vehicle for hire driver, but does not include communication over a vehicle for hire platform;
  - k "transportation service" means each prearranged trip in a vehicle for hire vehicle commencing when a passenger enters the vehicle, continuing for the period that the vehicle is continuously occupied, and ending when all passengers or goods exit the vehicle.
  - l. "Vehicle for Hire" –( also known as a "Personal Transportation Provider (PNP)") means any person facilitating prearranged transportation services for compensation using any platform to connect passengers with a Vehicle for Hire driver (including limousines)
  - m. "vehicle for hire driver" means any person affiliated with a Vehicle for Hire who transports passengers for compensation using a Vehicle for Hire platform
  - n "vehicle for hire identifier" means a decal, displaying the logo or name of the Vehicle for Hire through which a Vehicle for Hire driver is providing transportation service to passengers, and such other information as required by the Issuer of Licenses, in a form approved by the Issuer of Licenses";
  - o "vehicle for hire licence" means a licence issued under this Schedule
  - p "Vehicle for Hire vehicle" means a vehicle used by a Vehicle for Hire driver to provide transportation to a passenger using a Vehicle for Hire platform

2. This Schedule does not apply to:

- a. taxicab services dispatched by a licensed taxicab broker and taxicab services provided by a licensed taxi plate holder or a licensed taxicab driver under the authority of Schedule 16: Business Licence By-law (2009)-18855) or
- b. a motor vehicle used as part of a transit system provided by the City of Guelph such as the public transit service known as the Guelph Transit;
- c. a person who facilitates “carpooling” as defined by the Public Vehicles Act; or
- d. an emergency motor vehicle including but not limited to ambulance, fire department vehicle, or police vehicle.

GENERAL PROHIBITIONS AND OBLIGATIONS

3. No person shall ;

- a. hold themselves out to be a Vehicle for Hire or shall engage in the business of a Vehicle for Hire in the City of Guelph unless they hold a current and valid Vehicle for Hire licence.
- b. facilitate or make any representations as a vehicle for hire or a vehicle for hire driver unless authorized to do so by a vehicle for hire licensed by the City of Guelph.

4. No vehicle for hire shall

- a. permit or condone the acceptance of street hails or the solicitation of passengers by vehicle for hire drivers, whether on the street or at a taxi stand or in any other manner at any other location nor can the vehicle for hire resemble a taxi by means of advertising, or roof-sign.
- b. facilitate a transportation service for compensation using any platform to connect any passenger with a driver or with a vehicle that
  - i. does not comply with this Schedule
  - ii is approved by the issuer of licences.
- c. permit an affiliated vehicle for hire driver to provide transportation services if the vehicle for hire driver does not have the insurance required under this Schedule.
- d. permit or accept payment by cash for a transportation service facilitated by the vehicle for hire.

5. No vehicle for hire and no vehicle for hire driver shall permit any person to smoke in the vehicle for hire vehicle while it is providing transportation services.

6. No vehicle for hire driver can request additional charges other than those permitted under this By-law.

7. Every vehicle for hire driver who finds any property lost or left within their vehicle shall forthwith deliver to the Guelph Police Department all such property with all information regarding its recovery.
8. Every vehicle for hire driver shall not refuse a request if the person has a service animal.
9. No vehicle for hire licensed under this By-law shall allow a greater number of occupants or persons than that recommended by the Ministry of Transportation, inclusive of the Driver.
10. Every vehicle for hire and vehicle for hire driver shall ensure that the identification card required under subsection 22 is in the vehicle for hire vehicle at all times when transportation services affiliated with the vehicle for hire are offered or provided.
11. On demand of the Issuer of Licenses or a Municipal Officer, the vehicle for hire driver shall:
  - (a) produce any of the following:
    - (i) the vehicle for hire driver's identification card;
    - (ii) valid insurance that meets the requirements of this Schedule; and
    - (iii) any other information pertaining to the vehicle for hire driver or the operation of the vehicle for hire vehicle as requested by the Municipal Officer.
  - (b) submit the vehicle for hire vehicle operated by the VEHICLE FOR HIRE driver for inspection at a time and location specified by the Issuer of Licenses or Municipal Officer.
12. Every person, vehicle for hire or vehicle for hire driver who contravenes this Schedule is guilty of an offence as outlined in the General Provisions of this By-law.
13. Every vehicle for hire and vehicle for hire driver shall ensure that the identification card required under subsection 22;
  - (a) is in the vehicle for hire vehicle at all times when transportation services affiliated with the vehicle for hire are offered or provided; and
  - (b) is produced immediately upon demand of a Municipal Officer.

#### VEHICLE FOR HIRE LICENSING

14. Every person who owns or operates a vehicle for hire shall
  - (a) obtain a vehicle for hire licence
  - (b) pay the licensing amount as per Schedule "C" and "D" of this By-law,
  - (c) pay a driver's monthly fee as per Schedule "C" and "D" of this By-law based on the number of rides provided per month.
  - (d) pay an accessibility monthly fee as per Schedule "C" and "D" of this By-law based on the number of rides provided per month
15. An issued vehicle for hire licence is not transferable and remains at all times the property of the City.

16. Every vehicle for hire shall provide the Licensing Department written notice when:

- (a) the number of vehicles in the vehicle for hire fleet is over 24 vehicles; or
- (b) the number of vehicles in the vehicle for hire fleet is over 99 vehicles; and
- (c) pay the appropriate fee increase corresponding with the appropriate Class category within 2 business days of providing notice.

#### Licence Application

17. An application for a new vehicle for hire licence shall be made to the Licensing Department using the forms approved by the Issuer of Licenses.

18. In addition to complying with the General Provisions of this By-law, an application for a new vehicle for hire licence shall be accompanied by:

- (a) if the applicant is a corporation, proof that it is legally entitled to operate in Ontario, including but not limited to:
  - (i) a copy of the incorporating documents;
  - (ii) a copy of the last initial notice/notice of change which has been filed with the appropriate government department;
  - (iii) a Certificate of Status issued by the Ministry of Government and Consumer Services; and
  - (iv) a certified copy of an annual return and a list of all shareholders of the corporation.
- (b) If the applicant is a partnership, the names and addresses of each member of the partnership as well as the name under which the partnership intends to carry on business and proof of the business name registration;
- (c) a demonstration that there are data security measures in place to protect the personal data collected by the vehicle for hire relating to passengers and drivers, to the satisfaction of the Issuer of Licenses;
- (d) proof of the insurance required under this Schedule to the satisfaction of the Issuer of Licenses;
- (e) documentation demonstrating the number of vehicles in the vehicle for hire fleet on the date of application, so as to determine if the vehicle for hire is a Class A, Class B, or Class C; and
- (f) any other information as required by the Issuer of Licenses.

#### Licence Renewal

19. In addition to complying with the General Provisions of this By-law an application for a renewal vehicle for hire licence shall be accompanied by:

- (a) a completed renewal application;

(b) proof of the insurance required under this Schedule to the satisfaction of the Issuer of Licenses;

(c) adequate demonstration that there are data security measures in place to protect the personal data collected by the vehicle for hire relating to passengers and drivers, to the satisfaction of the Issuer of Licenses;

(d) documentation demonstrating the number of vehicles in the vehicle for hire fleet on the date of renewal so as to determine if the vehicle for hire is a Class A, Class B, or Class C; and

(e) any other information required by the Issuer of Licenses.

## VEHICLE FOR HIRE REQUIREMENTS

### Information to Passengers

20. Every vehicle for hire shall ensure the platform used:

(a) at the time the transportation service is arranged, can provide to the passenger requesting the transportation service:

- (i) the vehicle for hire name and contact information;
- (ii) the first name and photograph of the vehicle for hire driver;
- (iii) a description of the make, model and licence plate of the vehicle for hire vehicle;
- (iv) the surcharge, if any;
- (v) an estimate of the total cost; and
- (vi) the current location of the vehicle for hire vehicle.

(b) provides a link to rate or provide comment of the vehicle for hire driver and vehicle for hire vehicle.

(c) provides a process allowing the passenger to accept or refuse the transportation service prior to it commencing and to keep a record of such acceptance or refusal;

(d) provides a secure payment mechanism;

(e) provides a printed or electronic receipt to the passenger at the end of the transportation service that includes information confirming:

- (i) the fare rate and/or surcharges;
- (ii) total amount paid;
- (iii) date and time of pickup;
- (iv) locations where the passenger was picked up and dropped off; and
- (v) the first name of the vehicle for hire driver.



21. Every vehicle for hire shall make available to the public on its platform, and by any other means of its choice, the following information:

- (a) the insurance coverage required to be maintained by the vehicle for hire and by the vehicle for hire drivers;
- (b) the transportation services offered by vehicle for hire drivers;
- (c) the applicable screening process for vehicle for hire drivers and vehicle for hire vehicles;
- (d) that vehicle for hire drivers can only provide transportation services that are prearranged using the platform of the vehicle for hire and cannot accept street hails or pick up fares at taxi stands; and
- (e) that vehicle for hire drivers cannot accept cash payment for transportation services.

#### Identification

22. Every vehicle for hire shall issue to every affiliated vehicle for hire driver a current and up-to-date identification card in written or electronic form providing the following information:

- (a) the first and last name and photograph of the vehicle for hire driver;
- (b) the make, model and licence plate number of the vehicle for hire vehicle used by the vehicle for hire driver affiliated with the vehicle for hire; and
- (c) the name and contact information of the vehicle for hire with which the vehicle for hire driver is affiliated.

23. Every vehicle for hire shall issue to every affiliated vehicle for hire driver a vehicle for hire identifier, to be located in the front bottom drivers side of the windshield on the vehicle for hire vehicle which can be clearly visible from the exterior at all times while offering or providing transportation services.

#### Data Collection Records

24. Every vehicle for hire shall create and maintain records of the following information:

- (a) the total number of transportation services provided by the vehicle for hire, annually;
- (b) the total number of vehicle for hire drivers providing a transportation service, annually;
- (c) the total number of vehicle for hire vehicles providing a transportation service, annually;
- (d) the vehicle for hire driver and vehicle for hire vehicle information corresponding with each requested transportation service, including:
  - (i) the full name of the vehicle for hire driver;
  - (ii) the licence plate number of the vehicle for hire vehicle;
  - (iii) the date, time and duration of the transportation service;

- (iv) the location where the passenger was picked up and dropped off; and
- (v) the hours and minutes spent by the vehicle for hire vehicle transporting the passenger(s), including time spent enroute to pick up the passenger(s).

- 25. All information under subsection 24 is required to be kept by the vehicle for hire for 2 years from the current date created.
- 26. Every vehicle for hire shall make the records in subsection 24 available electronically to the Issuer of Licenses within 2 business days following a demand in writing by the Issuer of Licenses.

#### Access to Software or Platform

- 27. A vehicle for hire shall be required, if requested by the Issuer of Licenses, to create anonymous passenger and driver accounts to be used by Municipal Officers for inspection purposes to ensure compliance with this Schedule.

#### Insurance

- 28. Every vehicle for hire under this By-law shall, for each vehicle for which a license is sought file with the Issuer of Licenses, a policy of insurance issued by a company authorized to issue indemnity insurance policies in the Province of Ontario.

(a) Such policy shall insure the applicant in the amount of at least three-million dollars (\$3,000,000.00) and the policy shall include Public Liability and Property Damage exclusive of costs and interest, against liability for damages resulting from injury to or death of one or more persons and Property Damage in any one accident that includes:

- (i) contingent employers liability; personal injury, owners and contractors protective coverage;
- (ii) broad form property damage; occurrence property damage; and
- (iii) employees as additional insured, and cross liability and severability of interest provision.

(b) such Commercial General Liability policy shall be in the name of the vehicle for hire and the City of Guelph shall be named as an additional insured;

(c) the vehicle for hire shall also obtain Non-Owned Automobile Insurance with limits of not less than Three Million Dollars (\$3,000,000.00) per occurrence; and

(d) the insurance required under subsections (a) and (c) shall contain an endorsement to provide the City of Guelph no less than 30 days prior written notice, from the insurer, of any cancellation.

- 29. It is a condition of a vehicle for hire licence that the vehicle for hire comply with subsection 28 at all times.

(b) The vehicle for hire licence shall be suspended if the vehicle for hire fails to comply with subsection 28 until such time as the VEHICLE FOR HIRE satisfies the Issuer of Licenses that there is full compliance.

(c) The vehicle for hire shall provide the Issuer of Licenses with such information as the Issuer of Licenses shall require to demonstrate that subsection 28 is being complied with.

#### Requirements related to vehicle for hire Driver

30. Every vehicle for hire shall keep an up-to-date list of every affiliated vehicle for hire driver and vehicle for hire vehicle in a readily accessible format that includes:

(a) the full name and address of every vehicle for hire driver; and

(b) the make, model and licence plate of every vehicle for hire vehicle.

31. Every vehicle for hire shall ensure that an affiliated vehicle for hire driver meets the following requirements prior to commencing as a vehicle for hire driver and at all times when providing transportation services:

(a) is at least 18 years of age;

(b) has a valid G licence;

(c) has been advised and consents to the personal information being submitted to the Issuer of Licenses for the purpose of auditing compliance with this Schedule.

32. Every 12 months the vehicle for hire shall receive a criminal record check, no older than 90 days, and a driving record abstract, no older than 30 days, for each driver.

(a) The vehicle for hire shall review the criminal record check and the driving record abstract

(b) The vehicle for hire shall ensure that the vehicle for hire driver does not have any outstanding criminal charges pending before the courts and,

(c) acting as a reasonable vehicle for hire, determine if the driver is suitable for providing transportation services.

33. Every vehicle for hire shall keep copies of the documents and information required under sections 30, 31 and 32 for 2 years after the vehicle for hire driver ceases to be affiliated with the vehicle for hire.

34. Every vehicle for hire shall make available to the Issuer of Licenses the records or information required in sections 30, 31 and 32 within 2 business days following a written demand by the Issuer of Licenses.

35. Every vehicle for hire shall ensure that every vehicle for hire driver obtains and maintains, at all times during the provision of transportation services, Automobile Liability Insurance for owned or leased vehicle for hire vehicles, with limits of not less than Three Million Dollars (\$3,000,000.00) inclusive per occurrence for bodily injury, death, and damage to property. The Automobile Liability

Insurance shall include the NPCF 6TN Permission to Carry Paying Passengers for a Transportation Network endorsement or an equivalent endorsement acceptable to the Issuer of Licenses.

(a) The insurance coverage required under subsection 35 shall include a provision whereby the City of Guelph will be provided with no less than 15 days prior notice of any cancellation or variation to the policy.

(b) Every vehicle for hire shall obtain proof of insurance from every vehicle for hire driver evidencing compliance with the requirements of subsections 35 and

(c) prior to affiliation with the vehicle for hire driver, and on an annual basis thereafter and shall keep such records for a period of 2 years after the vehicle for hire driver ceases to be affiliated with the vehicle for hire and produce it to the Issuer of Licenses on demand.

36. It is a condition of a vehicle for hire licence to ensure the denial of a vehicle for hire driver's access to the vehicle for hire platform immediately upon being notified by the Issuer of Licenses that the driver has acted in a manner that is adverse to the public interest, public safety or upon discovering that a driver is not insured under section 35 and to continue to do so for so long as required by the Issuer of Licenses.

(a) The vehicle for hire shall provide the Issuer of Licenses with such information as he or she shall require to demonstrate that subsection 33(1) is being complied with.

#### Requirements related to vehicle for hire vehicle

37. Every vehicle for hire shall ensure that a vehicle for hire vehicle meets the following requirements at all times when providing a transportation service:

(a) the vehicle for hire vehicle has a valid and current Ontario Ministry of Transportation Safety Standards Certificate, prior to commencement of use as a vehicle for hire vehicle, and then annually thereafter; and

(b) the vehicle for hire vehicle is no more than 10 years old, excluding the manufactured year.

(c) Every vehicle for hire shall obtain and maintain the records required under subsection 35 for a period of 2 years after the vehicle for hire vehicle is no longer used to provide the transportation service.

(d) Every vehicle for hire shall make available to the Issuer of Licenses the records required to be kept under subsection 35 within 2 business days following a demand in writing from the Issuer of Licenses.

38. The issuer of licenses shall ensure that all funds collected for accessibility under this schedule shall make monthly reports to the Accessibility Advisory Committee for funds to be used as a grant program for those needing accessibility modifications to their vehicles including taxis.

### Current & Proposed Schedule of Fees for Taxis and Vehicles for Hire

#### Inspection

<b>Business</b>	<b>Current Fee for Application for Inspection – 2017</b>	<b>Proposed Fee – 2018</b>
Taxi Licences – Owner	N/A	N/A
Taxi Licences – Driver	N/A	N/A
Vehicle for Hire		
Class A 100+ vehicles	N/A	N/A
Class B 25-99 vehicles	N/A	N/A
Class C 1-24 vehicles	N/A	N/A
Limousines	N/A	N/A

#### Application

<b>Business</b>	<b>Current Fee for Business Licence Application – 2017</b>	<b>Proposed Fee – 2018</b>
Taxi Licences – Owner	\$250	\$250 per non-accessible vehicle, \$150 for each additional non-accessible vehicle operated under the same licence. No fee for accessible vehicles.
Taxi Licences – Driver	\$100	\$100
Vehicle for Hire		
Class A 100+ vehicles	N/A	\$7,253.00 + \$0.11 per trip
Class B 25-99 vehicles	N/A	\$2,469.00 + \$0.11 per trip
Class C 1-24 vehicles	N/A	\$807.00 + \$0.11 per trip
Guelph Access Payment		\$0.07 per trip
Limousines – Owner	\$250	\$250
Limousine – Driver	\$100	\$100

## Renewal

Business	Current Renewal Fee – 2017	Proposed Fee – 2018
Taxi Licences – Owner	\$150	\$150 (\$40 fee for replacement of a Taxi Decal)
Taxi Licences – Driver	\$75	\$75 (\$40 fee for replacement of a photo licence)
Vehicle for Hire Class A 100+ vehicles	N/A	\$7,253.00 + \$0.11 per trip
Class B 25-99 vehicles	N/A	\$2,469.00 + \$0.11 per trip
Class C 1-24 vehicles	N/A	\$807.00 + \$0.11 per trip
Guelph Access Payment		\$0.07 per trip
Limousine – Owner	\$150	\$150 per vehicle
Limousine – Driver	\$75	\$75 (\$40 fee for replacement of a photo licence)

Being new SCHEDULE "16"  
to City of Guelph By-law Number (2009)-18855

TAXICABS, AND ACCESSIBLE TAXICABS

The provisions of this Schedule shall apply in respect of Taxicabs, and Accessible Taxicabs.

DEFINITIONS

1. For the purpose of this By-law, the following terms shall have the meanings indicated:

- a. ACCESSIBLE TAXICAB - shall mean a class of taxicab which is constructed or modified to permit the loading, transporting and unloading of persons in a wheelchair or similar device used to assist persons with disabilities;
- b. COMPENSATION - means any rate, remuneration, reimbursement or reward of any kind paid, payable, promised, received or demanded, directly or indirectly;
- c. DISABILITY - means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- d. DRIVER- means any person who drives any class of taxicab under this By-law including accessible taxicab;
- e. OWNER- means any person who owns a regular taxicab, or accessible taxicab, and shall include any person who has possession or control of a regular taxicab, accessible taxicab or limousine under an installment-purchase/hire purchase agreement or pursuant to a lease agreement;
- f. REGULAR TAXICAB - means a taxicab that is neither an accessible taxicab nor a limousine;
- g. SPARE TAXICAB - means an additional regular taxicab that the owner of a regular taxicab owns which meets the criteria of this By-law but cannot be placed on the road until the other regular taxicab is removed. This is also applicable to accessible taxi cabs.
- h. TAXICAB - means any motor vehicle having at the time of manufacture, a normal seating capacity for nine (9) passengers or fewer, used for hire to the public for the conveyance of persons either wholly within the City of Guelph or from any point in Guelph to any point outside of Guelph, but does not include a special transportation vehicle licensed under a By-law of the City of Guelph or the Ontario Highway Transport Board, a bus, an ambulance, a funeral hearse, or a taxicab

conveying passengers from any point within Guelph to an airport situated outside of Guelph and bearing a valid and subsisting plate or permit issued under the

i. TAXI LICENSE DECAL- means decals which are provided by the City and renewed on an annual basis to show a vehicle is licensed.

j. USED FOR HIRE - means the conveyance of persons for a fee or other compensation.

#### DUTIES OF THE ISSUER OF LICENSES

2. The Issuer or Licenses shall have supervision over all persons and vehicles licensed under this By-law, together with equipment used by them, and shall do the following:
  - a. report to the Appeals Committee in respect of the performance of their duties when so requested by the Appeals Committee;
  - b. make all necessary inquiries concerning an application for a license as required, to ensure compliance with the law and with this By-law in order to protect the public. The Issuer or Licenses shall be responsible for the issuance, suspension and revocation of all taxi cab licenses and photo identification as outlined in this By-law and shall submit to the Appeals Committee, for its information, a list of all taxi owner/Driver licenses issued or denied by the Issuer or Licenses, pursuant to the criteria reflected in Appendix "C" herein;
  - c. collect payment of the required license fee upon the application for the issuance of the license or upon the renewal of a license and should the license not be issued to a new applicant, the fee will not be returned;
  - d. upon an appeal being filed with the Appeals Committee by an applicant who had been refused a license or by a former driver or Owner who had their license revoked or suspended, the Issuer or Licenses shall submit a report with documentation supporting the decision and the appeal process will be guided by paragraph 32 through 36 of the Business Licence By-Law;
  - e. keep records of all licenses issued by the Issuer or Licenses, which shall contain the name and address of each licensee, the number of vehicles of each licensee, the license fee paid, the date of each license and such further information as Council may direct;
  - f. provide to each licensed regular taxicab and accessible taxicab Owner, a tariff card setting forth the rates specified in Appendix "A" and a taxi license decal for each licensed vehicle.
  - g. provide to each licensed Driver a photo license;
  - h. ascertain by inspection and by inquiry from time to time whether license holders continue to comply with the law and with this Bylaw.



3. License for Owners: No person being the Owner of a taxicab, shall use or operate or permit to be used or operated, any taxicab without a current taxicab license issued by the Issuer of Licenses for that vehicle.
4. License for Drivers: No person shall operate any taxicab without possessing a valid Class "G" Ontario driver's license or equivalent and the appropriate class of taxicab driver's license issued by the Issuer of Licenses.
5. Approved Accessible Taxicab: Every Owner of an accessible taxicab shall provide a certificate of proof that the vehicle to be used as an accessible taxicab complies with the appropriate Ontario Regulations pursuant to the Highway Traffic Act and amendments thereto and with the Canadian Standards Association standard D409-M84, and all other pertinent federal and provincial regulations as may be established and in force from time to time.
6. Approved Accessible Taxicab Driver: No person shall drive, or act as a driver of, any accessible taxicab without first having completed a Wheelchair Securement and Occupant Restraint System Training Program with respect to the handling, safety restraint, transportation, care and safety of passengers with disabilities, written proof of which shall be provided prior to the issuance of any accessible taxicab driver license.
7. Use of Number Plates on Proper Vehicle: No Owner shall use, or permit the use of, any number plate upon any vehicle other than Ontario plates issued by the Ministry of Transportation and the taxi license decal issued by the Issuer of Licenses for such vehicle.
8. Transfer of Number Plates with Approval: No Owner shall transfer, or permit the transfer of, any taxicab-number decal from one taxicab to another without the prior written approval of the Issuer of Licenses .
9. Regular Taxicab License May Operate Accessible Taxicab: An Owner of a regular taxicab license may operate either a regular taxicab or an accessible taxicab provided they comply with the provisions of this By-law.
10. Limit on Regular Taxicab Plates: The number of license decals issued to Owners of regular taxicabs as of May 1, 2018 is one hundred (100) However, on June 1<sup>st</sup> of each year, the Issuer of Licenses may permit the issuance of an additional two (2) decals provided there is a request for these additional decals. Should there be no such request, these decals will accumulate and only two decals may be issued in the subsequent twelve-month period.
11. Application: First-Day-First Priority: The application for these two regular taxicab decals will be accepted on a "daily" basis commencing on May 1st of each year. Should there be more than two requests for the new decals, on any one day and Section (12) below does not apply, there will be a random draw.
12. Accessible Taxicab Owners Priority: The Owner of an accessible taxicab which has been on the road for the previous twelve months will, receive priority for one new regular taxicab decal. Should this

Owner of an accessible taxicab apply for a regular taxicab license on the same day as other non-accessible taxicab applicants, he or she will receive priority. Should there be more than two such requests from qualified accessible taxicab Owners, these priority applicants will participate in a random draw among themselves.

13. No Limits on Accessible Plates: There shall be no limit to the number of accessible taxicab license decals that may be issued.
14. Requirements: All Taxi Drivers and Taxi Owners must comply with the license requirements outlined in Appendix "C".

#### EQUIPMENT AND ITS USE

15. Load to be Carried: No person licensed under this By-law shall carry, or permit to be carried in any taxicab, a greater number of occupants or persons than the manufacturer's rating of seating capacity, inclusive of Driver, and every taxicab shall not be less than a four-door sedan model or a four-door van. One door on a 4 door van may include the tailgate.
16. Seating Capacity: No person licensed under this By-law shall carry or permit to be carried in any accessible taxicab, a greater number of occupants or persons than that recommended by the Ministry of Transportation, inclusive of the Driver.
17. Inspection of Vehicle: Before a license is issued under this By-law in respect of any vehicle, the applicant shall provide to the Issuer of Licenses a valid Safety Standard Certificate certifying that such vehicle is in a safe condition to be operated on a highway as defined in the Highway Traffic Act, R.S.O., 1990, c.H.8. This provision is not applicable to a new motor vehicle purchased from a dealer and which is a first time registration.
18. Leased Vehicles: Any vehicle licensed under this By-law which is leased shall be leased for a minimum duration of one (1) year. No license issued under this By-law in respect of a leased vehicle is transferable without the written permission of the Issuer of Licenses.
19. Age of Taxicab and Accessible Taxicab: No license shall be renewed under this By-law in respect of a regular taxicab or accessible taxicab which at the time of renewal is more than ten (10) years old from the date of manufacture.
20. Camera Systems: Any taxicab licensed under this By-law which is equipped with a camera system, shall provide notice of same to the public. Said notice shall be clearly visible from both outside the vehicle and within the interior of the vehicle.

#### TAXIMETER

21. Taximeter Required: Every Owner shall have affixed to every regular taxicab and accessible taxicab licensed under this By-law, a taximeter which shall register distance travelled, record trips and units, and compute fares to be paid for distance and hourly rates.

22. Taximeter Conditions: Each taximeter shall be:
- a. submitted when requested by the Issuer of Licenses for testing, inspection and sealing;
  - b. illuminated between dusk and dawn;
  - c. attached to the vehicle in a location and manner approved by the Issuer of Licenses so as to be in plain view of the passengers therein;
  - d. adjusted in accordance with the tariff prescribed in Appendix "A" as amended;
  - e. tested by any ways and means prescribed by the Issuer of Licenses; the acceptable level of accuracy within which a taximeter must register shall be five (5) metres more or less per measured kilometre at a tire pressure recommended by the tire manufacturer;
  - f. used only when the seal thereon is intact and shall not be used longer than twelve (12) months without retesting and resealing;
  - g. kept in good working order at all times and shall not be used when defective in any way.
23. Taximeter Tested, Sealed: No person shall operate, or allow to be operated, a taxicab equipped with a taximeter unless and until the taximeter has been tested and sealed by the Issuer of Licenses.
24. Resealed & Retested: No person shall operate, or allow to be operated, a taxicab equipped with a taximeter when such taximeter has been changed, repaired, altered, tampered with, adjusted, or transferred to another taxicab unless and until such taximeter has been subsequently retested and resealed by the Issuer of Licenses.
25. Exception to Tariff: Except where a Driver of a licensed taxicab equipped with a taximeter transports a person from any point in Guelph to any point outside Guelph pursuant to a written contract, the Driver must comply with the By-law tariffs as reflected in Appendix "A" as amended.
26. Script Program: Only Drivers of accessible taxicabs may accept script coupons or script cards from passengers with disabilities which have been issued by the City.
27. Taxi Roof Sign: Every Owner shall secure to every regular taxicab on the roof, an electric sign, as approved by the Issuer of Licenses
28. Taxi Identification Number: Every Owner of every taxicab, regular taxicab, accessible taxicab and/or limousine shall permanently affix, to the right lower trunk corner of the vehicle, the number of such vehicle in text that is high colour contrasted with its background and with the appearance of solid characters in a size no less than 3 inches by 1.5 inches.

#### TAXI LICENSE DECALS

29. Change of Vehicle: Every Owner who sells or disposes of a taxicab shall, within six (6) days of such sale or disposal, give notice in writing thereof to the Issuer of Licenses, and may on application to the Issuer of Licenses be authorized to transfer the taxi license decal to another vehicle to replace the vehicle sold or disposed of. If such authorization is not given, the taxi license decal and corresponding license shall be forthwith returned to the Issuer of Licenses.
30. Taxi License Decal and Position of Same: Every Owner of a regular taxicab or accessible taxicab licensed under this By-law, shall at the time of issuance of the license, receive a taxi license decal for the current year, and the Owner shall display such taxi license decal inside the vehicle on the windshield at the bottom on the Driver's side.
31. Surrender of Plates: Every taxicab license decal provided by the City shall be returned to the Issuer of Licenses upon request.

#### ACCESSIBLE TAXICAB LICENSE

32. All licenses issued under this By-law for accessible taxicabs shall include the word "accessible" and shall not be used, or be permitted to be used, for any purpose other than in compliance with the provisions of this By-law in respect of accessible taxicabs.

#### GENERAL PROVISIONS

33. Owner to Notify Re: Drivers: Every taxicab Owner shall notify the Issuer of Licenses in writing of the termination of any taxicab driver within seven (7) days of the date of such termination.
34. No Smoking in Taxicabs: No Owner or Driver of a taxicab shall smoke or permit smoking in their taxicab in accordance with section 9 of the Smoke Free Ontario Act S.O. 1994, Chapter 10,
35. Hours of Work: No taxicab Driver shall drive a taxicab licensed under this By-law for more than fourteen (14) hours within any consecutive twenty-four (24) hour period.
36. Owner Responsible: No Taxi Company shall permit any Driver to drive a taxicab licensed under this By-law for more than fourteen (14) hours within any consecutive twenty-four (24) hour period.
37. Photo License to be Carried: Every taxicab driver licensed under this Bylaw shall carry on their person their current Photo License provided by the Issuer of Licenses and, while driving any licensed taxicab, shall produce such photo license and permit any police officer or passenger to view such license upon request.
38. Conduct of Taxi Owner and Driver: Every Owner and every Driver of any taxicab shall offer exclusive priority to requests made by or on behalf of, a person with a disability requesting accessible taxicab service, at any time of the day or night and at any place within the City, and shall not refuse a request of fare accompanied by a service animal.
39. Change of Address: Every taxicab Owner or taxicab company (when Owners have shares), shall keep a current list of every taxicab driver's home address at the employer's office.

40. Solicitation: No taxicab Owner or Driver shall solicit any person to use any taxicab, and any person wishing to use or engage such taxicab shall be left to choose without interference or interruption.
41. To Accept First Person Right to Refuse Fare: Every taxicab Owner and Driver shall serve the first person requiring taxicab service within the geographical boundaries of the City. However, such Owner or Driver shall not be compelled to accept a request from any person who failed to pay the Owner or Driver their fare from a previous service unless such amount has been paid.
42. Lost Articles Delivered to Police: Every taxicab Owner and Driver who finds any property lost or left within a taxicab shall forthwith deliver to the Police Department all such property with all information regarding its recovery.
43. Replacement of Photo License or Taxi License Decal: A Photo License or Taxicab License Decal issued pursuant to this By-Law which is defaced, lost or destroyed, may be replaced by the Issuer of Licenses upon a account of the reason for defacing, loss or destruction being provided and upon payment of the required replacement fee.
44. Direct Route: Every taxicab driver shall drive by the most direct route to any destination, unless otherwise directed by the passenger.
45. Record Kept and Information to-Issuer of Licences: Every taxicab Owner shall keep a record in the Owner's office or within the vehicle of the date, time, origin, and destination of each trip, the name of the Driver and the number of the vehicle in respect of every fare, and shall retain such record for two (2) years in a electronic format and shall provide such record to the Issuer of Licenses upon request, together with any other information respecting the fare in the Owner's possession.
46. Premises and Services: Every Owner of a regular or accessible taxicab or the taxicab company (when Owners have shares) shall satisfy the Issuer of Licenses that such Owner or taxicab company is the Owner or lessee of premises within the geographical limits of the City for the operation of a taxicab business. The premises shall have rest-room facilities for the convenience of the customers and employees, and shall employ a staff of licensed drivers sufficient in number to enable service in transporting passengers at all times of the day and night. The premises shall be fully accessible to persons with disabilities, including persons in wheelchairs.
47. Taxi Rates: Except for the circumstances outlined in paragraph 27 herein the rates or fares to be charged by the Owner or Driver of a regular taxicab or an accessible taxicab, operating either wholly within the geographical limits of the City or from any point within the geographical limits of the City to any point outside of the geographical limits of the City, shall be pursuant to Appendix "A" herein and no higher amount than that contained in the said appendix shall be charged or payable.
48. Tariff cards: Every Owner shall ensure that the appropriate Tariff card setting forth the rates specified in Appendix "A" herein, provided by the Issuer of Licenses, is displayed within every taxicab in such a manner that it is clearly visible to any passenger therein.

49. Rate to be Charged: When operating on a meter basis, the rate of fare charged shall be no higher than as shown by the taximeter as authorized by Appendix "A".
50. Operation of Taxi Meter: When a passenger enters or requires the services of the Driver to assist in entering the taxicab, the meter shall immediately be activated by the Driver and shall remain activated throughout the trip and at the conclusion of the trip, the taxi driver shall upon being paid, deactivate the meter.
51. No Additional Charges Permitted: No Owner or Driver of any vehicle regulated under this By-law shall be entitled to demand any fare or charge from any person other than those permitted under this By-law.
52. Refusing to Pay Authorized Rates: No person hiring any taxicab regulated under this By-law shall refuse, upon demand, to pay the fare or charge authorized under this By-law.
53. When Charges Not to be Made: No taxicab Owner or Driver shall make any charge under this By-law for time lost for defects or inefficiency of any vehicle licensed hereunder or the incompetency of the Driver thereof or for the time consumed by the arrival of the vehicle licensed hereunder in response to a call in advance of the time such vehicle has been requested by the person calling same.
54. Fare in Relation: A Driver may carry in the vehicle two or more "unrelated fares" from a common starting point to two or more destinations subject to the following regulations:
  - a. each stop to discharge a passenger shall be deemed to be the end of one trip and the commencement of a new trip;
  - b. at the end of such trip, the meter shall be cleared and started again at the commencement of each such trip.
55. Fare in Relation to Passengers: When carrying a fare that requires accompaniment or assistance of another person, both persons shall be considered as a single fare.
56. Shared Fare - Equal Portions: A Driver of a regular taxicab or accessible taxicab, when carrying two or more unrelated fares, who are in agreement to share the service of the taxicab from point of origin to the same point of destination, shall ensure that each fare shares an equal portion of the metered amount showing on the meter upon arrival at the point of destination unless they agree otherwise.
57. Not to Pick Up Other Fares After Engagement: No Driver of a taxicab or accessible taxicab shall pick up en route any additional passenger after such taxicab has departed with one or more passengers from any starting point, unless the person who originally engages the taxicab desires same.

#### VEHICLE INSURANCE

58. Vehicle Insurance: Every person who applies for a taxicab-Owner's license under this By-law shall, for each vehicle for which a license is sought and before such license is issued or renewed, file with the Issuer of Licenses, a policy of insurance issued by a company authorized to issue indemnity insurance policies in the Province of Ontario. Such policy shall insure the applicant in the amount of at least three-million dollars (\$3,000,000.00) and the policy shall include Public Liability and Property Damage exclusive of costs and interest, against liability for damages resulting from injury to or death of one or more persons and Property Damage in any one accident.

59. Renewal of Insurance:

i. Insurance policies referred to in this Section, and any renewals thereof shall be kept in force by the respective Owner during such period where a license is issued to him or her and upon failure to do so, the Issuer of Licenses may, upon notice to said Owner, cancel such taxicab license.

#### ISSUING OF LICENSE

60. Issuer of Licenses Not Obligated to Grant License: The Issuer of Licenses shall not be obliged under any circumstances, including, but not limited to, failure of a Driver or an Owner to comply with the requirements outlined in Appendix "C", to grant or renew a license issued under this By-law to any applicant, Driver or Owner.

61. Issuer of Licenses May Suspend License: The Issuer of Licenses may, at any time for just cause, suspend the license issued to any person under this By-law. The former licensee shall be informed that they may appeal this decision to the Appeals Committee. The Appeals Committee after hearing the appeal may either continue such suspension for such period of time as it shall determine, or may reinstate such license or, if the circumstances warrant such action, may revoke the said license.

62. License Not Renewable After Two Years: A license issued pursuant to this By-law which is not renewed for twenty-four (24) months, shall not thereafter be renewed and the previous license holder shall be required to submit a new application.

63. Expiration Date of License: Every license issued pursuant to this By-law shall be in force for a period of not more than one year, and in each case shall expire in each year on the 30th day of April, unless sooner revoked or suspended.

64. Every 12 months the taxi owner shall receive a criminal record check, no older than 90 days, and a driving record abstract, no older than 30 days, for each driver.

(a) The taxi owner shall review the criminal record check and the driving record abstract

(b) The taxi owner shall ensure that the taxi driver does not have any outstanding criminal charges pending before the courts and,

(c) acting as a reasonable owner, determine if the driver is suitable for providing transportation services.

#### DISCREPANCIES, AMBIGUITIES OR CONTRADICTIONS

65. In the event of any discrepancies, ambiguities or contradictions between the provisions of this Schedule 16 and the Business Licence By-Law, the provisions of Business Licence Bylaw shall take precedence and shall be of full force and effect.

#### APPENDIX "A"

To By-law (2017)-20149 being new Appendix "A"  
to Schedule 16- Taxicabs, Accessible Taxicabs  
of City of Guelph By-law Number (2009)-18855,

#### REGULAR AND ACCESSIBLE TAXICABS

##### BY DISTANCE

For the pickup: \$3.00

For each additional one twenty-fourth of a kilometer or part thereof: \$0.10

##### HOURLY RATES:

Every 11 seconds: \$0.125

Being equivalent to an hourly rate of: \$32.00

#### APPENDIX "B"

To By-law (2017)-20149 being new Appendix "B"  
to Schedule 16 - Taxicabs, Accessible Taxicabs  
of City of Guelph By-law Number (2009)-18855,

Appendix "B" To be revoked



## APPENDIX "C"

To By-law (2017)-20149 being new Appendix "C"  
to Schedule 16 - Taxicabs, Accessible Taxicabs and Limousines,  
of City of Guelph By-law Number (2009)-18855,

### TAXICAB DRIVER'S LICENSE REQUIREMENTS

An applicant who wishes to obtain a taxicab driver's license must meet the following requirements:

1. Complete an application for a taxicab driver's license.
2. Have a current, valid and non-probationary driver's license issued by the Ministry of Transportation of Ontario.
3. Undergo a criminal records check.
4. Provide a Ministry of Transportation of Ontario driver's record.
5. Provide a letter of employment from a taxicab Owner/company.
6. Pay the fees prescribed by this By-law.
7. Not have any outstanding criminal charges pending before the courts.
8. Comply with all the requirements of the By-law.
9. Provide a certificate of completion of a wheelchair occupant restraint system training program for an accessible taxicab driver's license.

An Applicant may be denied a taxicab driver's license under this By-law because they:

1. Have in the past breached the provisions of this By-law as a licensee under this By-law.
2. Have been convicted or found guilty under the Criminal Code of Canada, the Highway Traffic Act or under the Controlled Drugs and Substances Act for offences that suggest a concern for public safety and have not received a pardon.
3. Have a record of driving offences that suggest a risk to the public.
4. Have a medical history which may affect the safe operation of a taxicab thereby compromising public safety.
5. Have not been honest in filling out the application form.

Should an applicant not be recommended for a taxicab driver's license, they will be advised that they may appeal the decision of the Issuer of Licenses to the Appeals Committee.

# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Public Services
Date	Tuesday, April 3, 2018
Subject	<b>Transit Business Service Review Overview</b>
Report Number	PS-2018-10

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## Recommendation

1. That Public Services Report PS-2018-10 'Transit Business Service Review Overview' dated April 3, 2018 be received.

## Executive Summary

### Purpose of Report

To provide Council with an overview of the scope and timeline for the Transit Services business service review.

### Key Findings

This business service review will be conducted utilizing the Council approved business service review framework. It will examine the relevance, effectiveness and efficiency of Transit Services. A third party consultant with industry experience will be engaged to conduct benchmarking and best practice research, as well as alternative service delivery assessments. Engagement and communications plans have been developed providing protocols and tactics for communication and engagement with staff, the public, and Council. The Transit business service review is currently in the planning and discovery phases, and is scheduled to be completed with a final report to Council in January 2019.

### Financial Implications

Third party technical support will be utilized for this business service review, costing approximately \$100,000. Community engagement and communications requirements are being reviewed. Costs associated with these activities may range from \$5,000 to \$10,000. These costs will be funded from the Business Process Management 2018 approved budget.

## Report

Guelph Transit is a public facing service that provides transportation services to an average of seven million boardings annually. This service has been chosen to

undergo a business service review in 2018, as one of the pilot reviews identified in the Business Service Review Framework Implementation Report<sup>1</sup>.

This business service review will be conducted utilizing the Council approved business service review framework<sup>2</sup> and will examine the relevance, effectiveness and efficiency of Transit services to ensure resources are allocated to achieve the best outcomes for the city and to support long-term sustainability.

The review will examine the processes involved in providing this service to identify improvements for effective and efficient delivery of the service as well as reviewing alternative service delivery methods.

The scope of the review or the specific elements of Transit services being reviewed include:

- Operations (the provision of the service)
  - Conventional services;
  - Mobility services; and
  - Specialty services (i.e. community bus and charters)
- Administration processes
  - Planning and scheduling;
  - Customer service;
  - Fare review process; and
  - Route review process

The following elements of Transit service are not included in the scope of this review.

- Route review;
- Fare and Fee rate review;
- Fleet maintenance and repair operations; and
- Proposal development of specific third party service providers such as Go and Metrolinx.

Those items out of scope will be identified for inputs and impacts to the service, but the underlying service will not be included in the scope of the review.

Alternative service delivery assessment will be done for services within the scope of this review. These include:

- Rationalization of service (Should the City of Guelph provide the service)
- In-house provision of service (City of Guelph staff provide the service)
- Outsourcing (City owns the service and contracts it out to an external organization)
- Partnership (City partners with an external organization)

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<sup>1</sup> CS-2016-82 Business Service Review Framework Implementation Report (November 2016)

<sup>2</sup> CS-2016-61 Business Service Review Framework (October 2016)

A third party consultant with industry experience will be engaged, through the City's Request for Proposals (RFP) process<sup>3</sup>, to conduct benchmarking and best practice research, as well as alternative service delivery assessments.

Engagement and communications plans have been developed for the Transit business service review, in accordance with the Business Service Review Framework. These engagement plans include surveys, a public open house and stakeholder meetings to be held between September and November 2018.

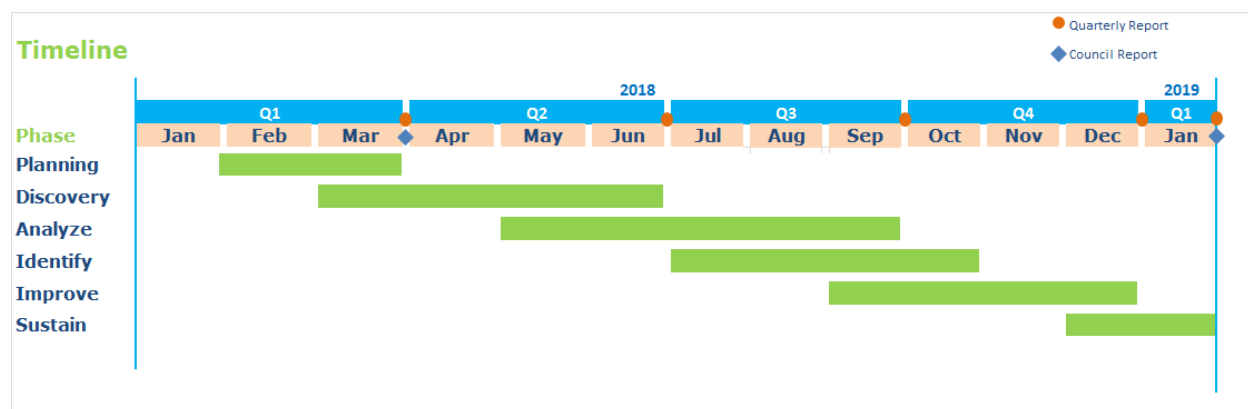
The communication plan provides protocols and tactics for communication with staff, the public and Council. This includes both internal and external communications such as (but not limited to):

- Quarterly update reports;
- Staff information updates;
- Ads in City News sections of local media, as necessary; and
- Staff meetings.

Engagement is used as a generic, inclusive term to describe the broad range of interactions between all people (internal and external to the organization) involved (impacted by or impacting the review) in the Transit review. An engagement plan (refer to Attachment 1: Transit Services Business Service Review Engagement Plan Overview) has been developed as part of the Transit review, with the following goals:

- Understand Transit service processes;
- Understand the customer service experience;
- Understand the customer needs and desires; and
- Identify areas of potential improvement and excellence

The Transit business service review is currently in the planning and discovery phases and is scheduled to be completed, with a final report to Council in January 2019, as illustrated in the timeline below.



<sup>3</sup> Purchasing Bylaw (2014)-19771

## Financial Implications

Third party technical support will be utilized for this business service review, costing approximately \$100,000. Community engagement and communications requirements are being reviewed. Costs associated with these activities may range from \$5,000 to \$10,000. These costs will be funded from the Business Process Management 2018 approved budget.

## Consultations

N/A

## Corporate Administrative Plan

### Overarching Goals

Service Excellence

### Service Area Operational Work Plans

Our Services - Municipal services that make lives better

## Attachments

ATT-1          Transit Business Service Review Engagement Plan Overview

## Departmental Approval

Robin Gerus, Interim General Manager Guelph Transit  
Transit Business Service Review Steering Committee members

## Report Author

Katherine Gray



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### Approved and Recommended By

Colleen Clack

Deputy CAO

Public Service

519-822-1260 x 2588

[colleen.clack@guelph.ca](mailto:colleen.clack@guelph.ca)

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# Community Paramedicine

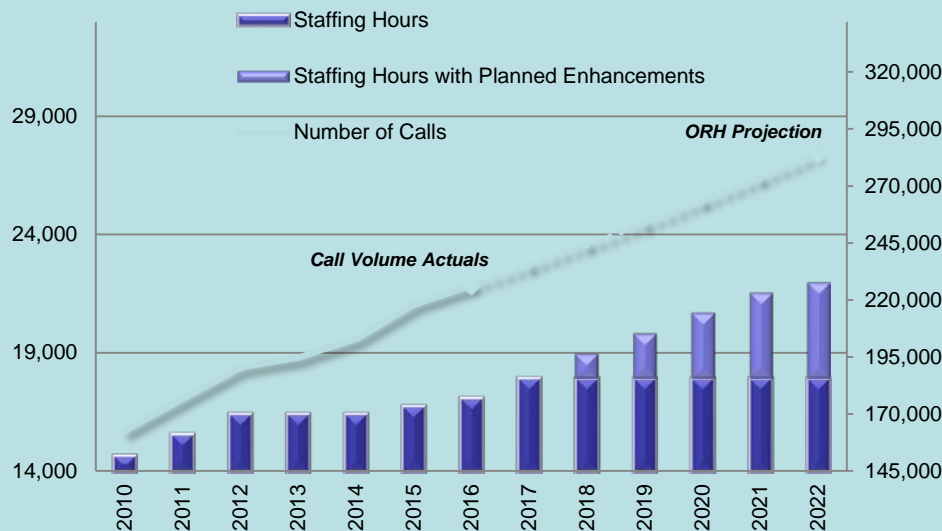
## Program Summary and Introduction to the Supportive Recovery Room

Committee of the Whole 2018



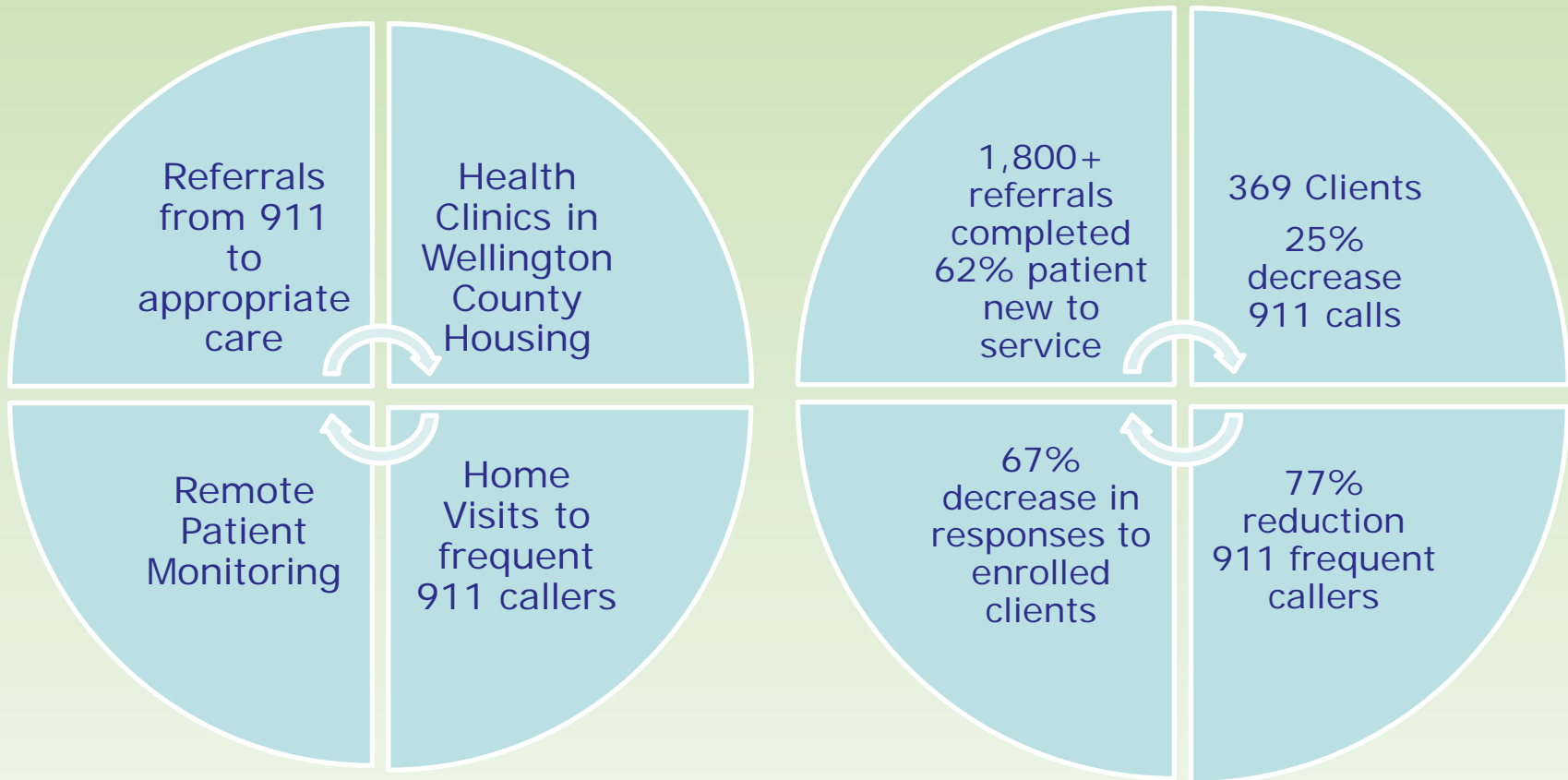
## Guelph Wellington Paramedic Service

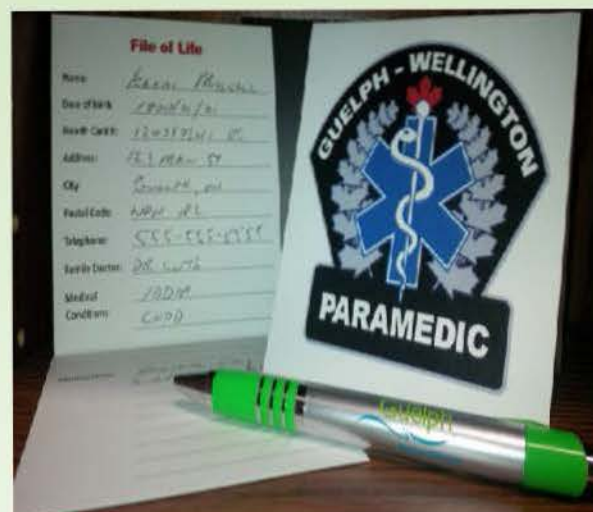
As emergency call volumes in Guelph and Wellington continue to increase, Community Paramedicine Programs are created to support call mitigation practices





## Current programs are showing success in decreasing 911 call demand

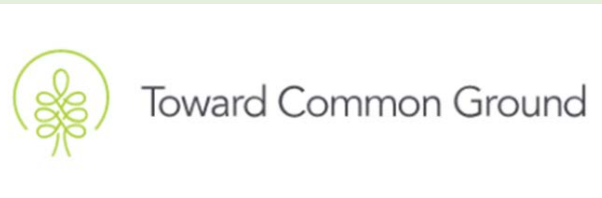




# Supportive Recovery Room

Pilot Project: January 8, 2018 - March 31, 2018

A collaborative partnership funded by the  
WWLHIN



## What is the Supportive Recovery Room

Two beds in the Guelph community that are open to vulnerable individuals with substance use at 18 Norwich Street, Guelph

Clients are referred via the Specialize Outreach Support staff, Police IMPACT team, Drop In Centres, Guelph General Emergency Department, Guelph Community Health Centre

24 hour monitoring by Community Paramedics who assess client's eligibility and monitor their vital signs during their rest (come down) period (maximum 72 hours)

A safe, inclusive environment where people may contemplate change. Resourced to assist those in contemplation.



## SRR Data to date (March 5, 2018)

- 59 Clients
- 69% bed occupancy
- Clients are often homeless, destitute, and have addiction concerns
- Methamphetamine is most common substance used prior, though typically mixed with alcohol, opioids, marijuana
- Several clients have left the SRR after significant rest, food, and counselling to enter rehabilitate supports immediately at discharge
- Not a safe substance use site



# Thank you

## Guelph Wellington Community Paramedic Program

Leanne Swantko, Deputy Chief

[leanne.swantko@guelph.ca](mailto:leanne.swantko@guelph.ca)

519-822-1260 ext. 2105



@gwparamedic



# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Public Services
Date	Tuesday, April 3, 2018
Subject	<b>Community Paramedics Projects and Sustainability</b>
Report Number	PS-2018-07

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## Recommendation

1. That Public Services Report PS-2018-07 'Community Paramedics Projects and Sustainability' dated April 3, 2018 be received.

## Executive Summary

### Purpose of Report

To share with Council the current program and future state of the Community Paramedic Program within the City of Guelph and Wellington County, and introduce the pilot project – Supported Recovery Room.

### Key Findings

Founded on practices to mitigate the use of emergency services through the use of more applicable services, Guelph Wellington Community Paramedicine has had tremendous success in our community in reducing frequent 911 callers, connecting vulnerable populations to needed resources, and improving patient outcomes. Paramedics have a unique skill set to utilize in call mitigation strategies.

### Financial Implications

Funding for Community Paramedic Programs flows through the Ministry of Health and Long Term Care (MOHLTC) and the Waterloo Wellington Local Health Integration Network (WWLHIN). It is recognized that the City of Guelph contributes work in kind to maintain administrative needs of the program.

## Report

The Guelph Wellington Community Paramedic Program commenced in 2014 with pilot funding from the Province. The program commencement was timely as the service had been asked by City of Guelph Council to seek strategies to reduce 911 calls. Guelph Wellington Paramedic Service (GWPS) created a Community Paramedic Program that consisted of four practices which align with the MOHLTC

Pillars of Community Paramedicine. Those pillars are referrals, health clinics, telehome care, and home visits.

All programs that GWPS implemented were developed in collaboration with community partners, with an awareness to address the overuse of emergency services while avoiding redundant activities within the solutions. Guelph Wellington Community Paramedic Program has demonstrated tremendous success through statistical data, engagement with users, and being awarded the 2015 Service Awards for Geriatric Excellence through St. Peters Hospital.

In summary here are the current programs attached to GWPS:

### **Referral Process**

Once engaged in a 911 call, the Paramedics often recognize vulnerabilities in patients such as lack of food, poor social support, hoarding conditions, etc. Through the referral process, the Paramedic now shares information with the WWLHIN to ensure that the patient receives the support they require to live safely. Paramedics feel satisfied that patients are receiving appropriate care by the appropriate agency and patients become more capable of living independently without relying on emergency services.

Over 1,800 referrals have been made to date. Of these 1,800 referrals, over 62% have resulted in the patient receiving new or enhanced services. The additional support allows for a healthier outcome for the patient with more independence and less use of the emergency systems for their needs. A great example to demonstrate the program's design is the patient that has repeated falls and has used 911 multiple times for assistance. Once referred, hopefully prior to a catastrophic event, patients have been supported with raised seats and handrails thus reducing falls and the use of our services.

### **Community Health Awareness Program by Emergency Medical Service (CHAP-EMS)**

CHAP-EMS is composed of clinics at two predetermined locations, for four hours, one day a week. Researchers from McMaster University in partnership with Guelph Wellington Paramedic Service (GWPS) work together to host clinics in buildings identified by Wellington Social Housing with focus on the prevention of chronic conditions, predominately high blood pressure, diabetes mellitus, cardiovascular disease risk, and the risk of falls, in older adults living in subsidized housing.

Older adults are more at risk of developing cardiovascular disease, diabetes and experiencing falls which can lead to 911 emergency calls resulting in systematic expense of 911 and Emergency Department systems. Selected buildings typically have a high 911 call volume. 911 and emergency responses to the selected buildings typically have a 25% reduction after the clinics are implemented in the buildings. Clinics rotate every eight months and typically GWPS hosts clinics in both the County and City.



## **Community Paramedic Remote Patient Monitoring**

Community Paramedics install a modem in a client's home along with a Bluetooth blood pressure cuff, a weigh scale, a glucometer, and an oxygen saturation monitor. These devices report on the client's biometric data on a daily basis remotely to the Community Paramedic working in an office area.

People that suffer from congestive heart failure (CHF), diabetes (DM) and/or chronic obstructive pulmonary disease (COPD) are considered for the program. Via technology, the Community Paramedic recognizes exacerbations and trends to improve patient's health awareness and decrease dependency on emergency services and ultimately hospital admissions. Equipment is provided free through Future Health Services and all Continuous Quality Improvement is provided through Queens University. Each client can enroll for a six month period free of costs.

Through responding to client's alerts, the Community Paramedic coaches and assists the client typically over the telephone. Ultimately, the client learns their symptoms in relation to their biometric data and is better able to manage their disease. Clients diagnosed with chronic breathing difficulties often have anxiety surrounding their illness and our Community Paramedics have been able to ease the client's anxiety, provide support to medication needs and changes, and decrease the affinity for this population to utilize 911.

This program is in seven other municipalities, and Guelph Wellington Community Paramedics have seen a 67% reduction in use of emergency services of enrolled clients reported through Queens University.

## **Home Visits**

There are several occasions when a Home Visit is conducted:

1. Paramedic Referrals occur whenever the patient gives consent. However, if refused, the referral is transferred to the Community Paramedicine Coordinators who will visit the patient's residence to address the concern. This step greatly improves the patient's understanding of what a referral is and improves the consent margin from 88% to 98%.
2. The patient is a shared client with another agency/community partner. The Community Paramedic is asked to visit the patient to assist with an agency gaining access to a client and provide a medical assessment.
3. Clients that are considered as frequent 911 users and have not linked with community supports. Community Paramedics analyse 911 data trends and raise awareness of patients that maybe considered "frequent", if it is determined that another agency would be better to suit the needs of the patient. The Community Paramedic visits them to facilitate hand off and encourage less use of the emergency system to meet their needs.

Home visits have reduced the "frequent" type caller by 70%. When the Community Paramedic program commenced home visits, one client was identified as calling over 125 times. After our service visit and a successful referral, the client only called three times the following year.

## **Supported Recovery Room (SRR)**

SRR was developed based on a need identified by the community. This pilot program is a low intrusive intervention where clients can have a safe place to sleep and/or recover from substance use and mental health issues. Substance use and mental health issues are often compounded by lack of sleep. Sleep deprivation or disrupted sleeping patterns can contribute to the onset of psychosis. With this in mind, the intention of the program is to also provide clients an opportunity to regain their health in a respectful and supportive environment.

Patients are referred to the SRR through the local hospital, police, shelters, Guelph Community Health Centre and other community partners that have social supports. The program was funded through a one time, short term (three month) pilot from the WWLHIN.

Community Paramedics staff the SRR 24/7 and ensure the client is medically stable. The Paramedic completes an intake process to ensure the client is eligible to stay; the client must be over 16, medically stable, has a noted substance use, and is ready to rest. In the event of an adverse medical emergency, the Community Paramedic can stabilize the patient utilizing their medical intervention skills while 911 is initiated. Guelph Wellington is the only municipality to utilize Community Paramedics in this capacity, and has been contacted by other municipalities for information on replicating the project.

This innovative project is assisting the most vulnerable individuals in our community; low income, no housing, indigenous, persons with addictions are some of the populations our clients have identified with. The most common substance individuals are “coming down” from is methamphetamine although alcohol, opioids, marijuana, and heroin, or a mix of various substances have also been identified. While the client rests under medical supervision, Specialized Outreach Workers assist the client in getting support and to move the individual towards contemplative thought. As of report writing, the SRR has seen over 60 clients and has had an occupancy rate of 69%.

Through the SRR, there has been success with moving patients from an overcrowded emergency department into the clinic for a more appropriate level of care. Amazingly, there have been a few individuals entering rehabilitation programs immediately upon discharging from the clinic. Our community partners have been lobbying for bridge funding to maintain the clinic.

## **Financial Implications**

The Community Paramedic program has been funded with consecutive one time grants. Bridge funding was provided by the Guelph Family Health Team in 2015 as the MOHLTC deliberated Community Paramedic pilot results.

In 2017, funding was transferred to the WWLHIN, as the WWLHIN wants to ensure the success of our program is spread equally within their geographical boundaries. We have been advised that we must create a sustainability plan as the WWLHIN will

not fund our current programming in its entirety. Guelph Wellington Paramedic Service is developing contingency plans which include suspending several current programs after our one time grants of \$250,000 ends in March 2018.

The WWLHIN board is to decide on March 28, 2018 if any funding will continue; results are unknown at the time of this report being written.

## **Corporate Administrative Plan**

### **Overarching Goals**

Service Excellence  
Innovation

### **Service Area Operational Work Plans**

Our Services - Municipal services that make lives better  
Our People- Building a great community together  
Our Resources - A solid foundation for a growing city

## **Attachments**

N/A

## **Departmental Approval**

N/A

## **Report Author**

Leanne Swantko



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### **Approved By**

Stephen Dewar  
General Manager  
Guelph Wellington Paramedic Service  
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stephen.dewar@guelph.ca



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### **Recommended By**

Colleen Clack  
Deputy CAO  
Public Services  
519-822-1260 ext. 2588  
colleen.clack@guelph.ca

# Staff Report



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To **Committee of the Whole**

Service Area Public Services

Date Tuesday, April 3, 2018

Subject **Guelph/Eramosa Fire Contract**

Report Number PS-2018-08

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## Recommendation

1. That staff be directed to proceed with negotiating a new agreement with Guelph/Eramosa for the provision of Fire Services and report back to Council prior to execution of the agreement

## Executive Summary

### Purpose of Report

To provide background and context for the provision of fire services to Guelph/Eramosa Township.

### Key Findings

A historical relationship exists for the provision of Fire Suppression Services within portions of Guelph/Eramosa Township. Staff recommend proceeding with negotiating a new updated contract, and will seek to secure an increase in revenue generated for the provision of Suppression, Administration, and Fire Prevention Services. Dispatching Services should be separated out and harmonized with other Dispatch Service contracts to provide consistent cost services.

### Financial Implications

Staff will renegotiate the contract with the Township, and will report back to Council for approval, in time for inclusion in the 2019 operating budget. It is the intention of staff that there will be increased revenue from the new contract to better reflect the cost to the City of Guelph for providing the service.

## Report

### Historical context

A contract for the provision of Fire Services between the City of Guelph and Guelph/Eramosa Township has taken many forms since 1966. In 1966, the first contract was negotiated in which the City of Guelph provided suppression services

for Guelph Township. In that first contract, no staffing or equipment levels were specified.

In 1968, that contract was updated with costs reflected upwards. In 1969, the first major change to the contract language acknowledged that Guelph Township pay a portion of the Guelph Fire Department (GFD) operating and capital costs, with an embedded cost sharing formula. In 1978, a new agreement was entered into, and for the first time the resources to be utilized were specified for calls – a pumper and three firefighters, with a tanker and two firefighters if a structure fire, and fire prevention services were included. In 1984, the costs were again revised, and the cost sharing formula was updated.

In 1992, the response for calls remained unchanged; a retainer amount was identified and was considerably higher than previously paid, costs for extraordinary expenses were identified, Ministry of Transportation Ontario (MTO) reimbursements were to go to the City of Guelph, an acknowledgement of Consumer Price Index (CPI) impact on the yearly costs was factored in, and resources were updated to a pumper and four firefighters plus a tanker and two firefighters when required.

### Present State

The current contract with Guelph/Eramosa Township has been in effect since January 26, 2009. Following the amalgamation of Guelph Township and Eramosa Township, the agreement with the City of Guelph provides for the provision of Fire Services to what was the original Guelph Township. Fire Services to the balance of Guelph/Eramosa Township is provided by Guelph Eramosa Fire Department out of a single station in Rockwood.

That contract has eliminated the per call costs found in previous contracts with Guelph Township in favour of a lump sum amount per year, with a 3% automatic increase provision. That lump sum amount has GFD providing the fire suppression services and fire prevention services for the former Guelph Township, administrative support (including the Chief for Guelph/Eramosa Fire Department), and dispatch services for all of Guelph/Eramosa Township.

The City of Guelph, absent the historic ties to the former Guelph Township, has no requirement to provide fire suppression services for the Guelph/Eramosa Township. Each municipality is directed under Section 2 of the Fire Prevention and Protection Act (1997) to provide prevention and education, and provide such other fire services as it deems necessary. The provision of a Fire Department can be a responsibility shared by more than one municipality, and Article 2(5) indicates Fire Departments may contract outside their municipal jurisdiction, and municipalities may contract another department for fire services.

### Short Term – 2017 and 2018

A letter of understanding has been signed between the DCAO Public Services for the City of Guelph and CAO of Guelph/Eramosa Township. That agreement splits out

the costs of Fire Dispatch services from the Administration and Suppression contract, and establishes the base cost of providing basic call answer dispatch services for the Township for the full population of the Township based on the 2016 Canada Census to provide a per capita cost for this service. It also establishes, for the second half of the year, the costs of providing full Fire Dispatch services per capita including call answer, page out, Computer Aided Dispatch (CAD) records, monitoring of radio traffic, and updating and assisting personnel with information as required. Pursuant to this letter of understanding, the cost of providing full dispatch services has been reflected for six months from July to December 2017, and the costs of administration and suppression services have been increased by 10% for 2017, and will be increased by a further 10% in 2018.

Based on the 2017 expenditures (not including internal charges), 2017 call volume, 2016 census for population for Guelph, and population numbers for Guelph Township provided by the Guelph Eramosa CAO, the following is the analysis of our current statistics related to provision of fire services.

<b>Total number of fire calls</b>	<b>8,363</b>	<b>100.0%</b>
Guelph/Eramosa Township	152	1.8%
City of Guelph	8,211	98.2%
<b>Total population being served</b>	<b>136,611</b>	<b>100.0%</b>
Guelph/Eramosa Township	4,817	3.5%
City of Guelph	131,794	96.5%
<b>Total cost to provide Fire Service</b>	<b>\$ 24,650,696</b>	<b>100.0%</b>
Amount recouped from Guelph/Eramosa Township	\$ 216,379	0.9%
Remainder covered by City of Guelph	\$ 24,434,317	99.1%
<b>Per Capita cost</b>	<b>\$ 180.44</b>	
Guelph/Eramosa Township	\$ 44.92	
City of Guelph	\$ 185.40	

#### Future state

If the City of Guelph continues with the current contract, the new contract should reflect some of the historical provisions, such as contribution towards the capital expenses of items that are maintained for Guelph/Eramosa Township responses, pay per call for services above the retainer amount, continued provision of fire prevention, investigation and education services, and GFD reclaiming any of the MTO contract amounts for services provided on provincial highways.

There should also be an allowance for an in-year increase to the charges to the Township, should significant growth (commercial/industrial/residential) occur as under the current state, the Township can add new development and thereby require the City of Guelph to provide increased coverage, with no increase in revenue.

Staff are also doing a review of agreements that exist with similar sized municipalities who provide fire services to neighbouring townships in order to compare our charges to that being levied elsewhere.

## **Financial Implications**

It is expected that following contract negotiations, there will be an increased revenue stream from Guelph/Eramosa Township the provision of fire services that will be incorporated into the 2019 operating budget.

## **Consultations**

Staff will work closely with the CAO of Guelph/Eramosa Township as negotiations begin to set out the terms of a new agreement.

## **Corporate Administrative Plan**

### **Overarching Goals**

Financial Stability

### **Service Area Operational Work Plans**

Our Services - Municipal services that make lives better

## **Attachments**

N/A

## **Departmental Approval**

N/A

## **Report Author**

Dave Elloway



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### **Approved and Recommended By**

Colleen Clack

Deputy CAO

Public Services

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# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Corporate Services
Date	Tuesday, April 3, 2018
Subject	<b>Corporate Records Retention By-law Amendment</b>
Report Number	CS-2018-38

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## Recommendation

That the amended Corporate Records Retention By-law outlined in ATT-2 to report CS-2018-38, dated April 3, 2018, be approved.

## Executive Summary

### Purpose of Report

To provide Council with information related to the amendment of the Corporate Records Retention By-law.

### Key Findings

Pursuant to Sections 254 (1) and 255 (1), (2) and (3) of the Municipal Act, an amendment to the Corporate Records Retention By-law is necessary in order to ensure that the City is complying with current legislated retention requirements.

### Financial Implications

There are no financial implications.

## Report

The Municipal Act requires that all municipalities establish retention periods during which the records of the municipality, and its local boards, must be retained and preserved. Section 255 (2) of said Act only allows for the destruction of original municipal records in accordance with established retention periods and if a retention period has expired.

The City of Guelph last amended its Corporate Records Retention By-law in 2014 with By-law (2014)-19770. Subsequently, there have been numerous changes and updates to legislation, so the current By-law no longer reflects up-to-date legislated retention requirements. Therefore, an amendment to the current By-law is necessary. This is a routine update in order to ensure and sustain regulatory compliance.



The amended Corporate Records Retention By-law has been updated to provide:

- clarified responsibilities for the City Clerk relating to archival records;
- updated retention periods to reflect both current legislated retention requirements and corporate business needs;
- new records categories;
- updated records category descriptions; and
- a change from a Citation Table column to a Citation Group column in order to simplify how applicable legislation is referenced.

The establishment of a standardized and clear process for the destruction of City records helps to ensure accountability and transparency. In order to allow the routine destruction of business records to be carried out, the attached amended Corporate Records Retention By-law, as set out in ATT-2, is recommended for approval and adoption in accordance with the Municipal Act, Section 255 (1), (2) and (3).

## **Financial Implications**

No immediate funding is required to support the amendments proposed in this report.

## **Consultations**

Staff from each department were consulted and invited to provide feedback in order to ensure that the amended Corporate Records Retention By-law would meet the business needs of all Service Areas. Departmental consultations were carried out with the help of the Records and Information Management (RIM) Liaison Group. Established in 2017, the RIM Liaison Group is comprised of representatives from each department who coordinate recordkeeping and champion RIM initiatives in their respective areas.

The RIM Liaison for each department was provided with a tailored list of retention categories corresponding to records created, used and/or kept in their area. Liaisons were asked to review and gather feedback on retention categories and periods which impacted their areas. Through this process, the Corporate Records Retention By-law amendment was communicated to staff in all Service Areas, feedback was gathered, and current business practices were integrated into the amended Corporate Records Retention By-law.

Once adopted, the amended Corporate Records Retention By-law will be made available to all City staff on the City's intranet. In addition, RIM training sessions are offered corporately twice a year.

# Corporate Administrative Plan

## Overarching Goals

Service Excellence  
Financial Stability

## Service Area Operational Work Plans

Our Services - Municipal services that make lives better  
Our People- Building a great community together  
Our Resources - A solid foundation for a growing city

## Attachments

ATT-1          Municipal Act, 2001, Sections 254 (1), 255 (1), 255 (2) and 255 (3)  
ATT-2          A by-law of the Corporation of the City of Guelph which establishes a  
                    schedule of retention periods for City business records and to repeal  
                    By-law Numbers (1995)-14868, (2006)-18145, (2008)-18543, and  
                    (2014)-19770

## Departmental Approval

None.

## Report Author

Kim Sommerville  
Information and Access Coordinator



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### Approved By

Stephen O'Brien  
City Clerk  
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### Recommended By

Trevor Lee  
Deputy CAO, Corporate Services  
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**Municipal Act, 2001, S.O. 2001, c. 25**

**Retention of records**

**254** (1) A municipality shall retain and preserve the records of the municipality and its local boards in a secure and accessible manner and, if a local board is a local board of more than one municipality, the affected municipalities are jointly responsible for complying with this subsection. 2001, c. 25, s. 254 (1).

**Retention periods**

**255** (1) Except as otherwise provided, a record of a municipality or local board may only be destroyed in accordance with this section. 2001, c. 25, s. 255 (1).

**Destruction of records**

(2) Despite section 254, a record of a municipality or a local board may be destroyed if a retention period for the record has been established under this section and,

(a) the retention period has expired; or

(b) the record is a copy of the original record. 2001, c. 25, s. 255 (2); 2006, c. 32, Sched. A, s. 109 (1).

**Retention periods**

(3) A municipality may establish retention periods during which the records of the municipality and local boards of the municipality must be retained and preserved in accordance with section 254. 2001, c. 25, s. 255 (3); 2017, c. 10, Sched. 1, s. 29 (1).

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

### **By-law Number (2018)-XXX**

A by-law which establishes a schedule of retention periods for City business records and to repeal By-law Numbers (1995)-14868, (2006)-18145, (2008)-18543, and (2014)-19770.

**WHEREAS** Section 255(3) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, provides that the municipality may establish retention periods during which the records of the municipality must be retained, preserved and destroyed in accordance with Section 254 thereof; and

The Council of the Corporation of the City of Guelph deems it desirable to establish retention periods for the business records of the municipality by enactment of this by-law; and

All records generated and received by staff and elected officials of the municipality in connection with City business are the express property of the Corporation of the City of Guelph;

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

### **PART 1 DEFINITIONS**

1. In this by-law:
  - 1.1 "Active records" are records that are referred to and used on a regular basis and are generally stored in a department, division or service area.
  - 1.2 "Active retention" is the period of time that a record is considered active with a higher frequency of use, stored nearby and is readily accessible to the users.
  - 1.3 "Archival records" are records of enduring significance that have historical and business value for the City of Guelph and individuals engaging in historical research.
  - 1.4 "Archival review" means the period of time during which it is determined whether a record has potential long-term archival value.
  - 1.5 "Archival value" is the evidential and informational value of records, which is determined during an archival review to justify the long-term preservation of records in order to retain corporate memory and/or for future historical research.
  - 1.6 "Authenticity" is the extent to which a business record can be proven to be what it purports to be.
  - 1.7 "Business records" are any records that are created by City staff, or by a third party directly paid by and working on behalf of the City, in order to document the decision making, administration or operational activities of the City. This includes documents in any form, including physical paper files, digital files in any machine readable format, emails, instant messages, video, etc.

- 1.8 "Business recordkeeping" is the creation, management and retention of meaningful, accurate, trustworthy, accessible and durable evidence of government activities and decisions, to create a reliable record of government and promote efficiency, effectiveness and accountability.
- 1.9 "City" means the Corporation of the City of Guelph.
- 1.10 "Clerk" means the City Clerk for the Corporation of the City of Guelph.
- 1.11 "Code" indicates the reference number for each records series, based on the corporate records classification system (TOMRMS – The Ontario Municipal Records Management System).
- 1.12 "Computer system" is a device or a group of interconnected or related devices, one or more of which:
- a) contains computer programs or other data; and
  - b) pursuant to computer programs, performs logic and control, and may perform any other function.
- 1.13 "Copy" means a record that is a duplicate of an original.
- 1.14 "Current" means the year in which the record was prepared.
- 1.15 "Data" indicates representations of information or of concepts, in any form, that are recorded or stored on any medium in or by a computer system or other similar device and that can be read or perceived by a person or a computer system or other similar device, including a display of that data.
- 1.16 "Destruction hold" means a hold placed on the destruction of any records required for legal, audit, freedom of information or investigation purposes. A formal hold notice is not necessarily required and staff are responsible for ensuring that any planned destruction is halted for related records as soon as they learn that any of the above processes are underway. A hold is not lifted until staff are notified that any of the above processes are completed and closed.
- 1.17 "Dispose" means to destroy a record or remove it from the official record keeping system. For digital records this involves deleting files and ensuring that any backups, such as those in the desktop 'recycle bin', have been deleted as well. For paper documents, this involves recycling, shredding or securely disposing of papers.
- 1.18 "Drafts" are a preliminary form or version of a document before it becomes a formal finalized record.
- 1.19 "File" means a collection of related records.
- 1.20 "Final record" means the record identified as being complete with no further changes planned. The last version of a document that is identified as finished, rather than just another version or draft.
- 1.21 "Inactive retention" is a period of time during which records retain their inactive status, are referred to infrequently and are kept in a location outside the general office area.
- 1.22 "Integrity" is the extent to which a business record is demonstrably complete and unaltered.
- 1.23 "Legal holds" are notices from the Legal, Realty and Risk Services that another service area or department's record(s) may be required for upcoming litigation. This notice suspends the normal retention requirements and halts the destruction of any of the records listed in the notice until subsequent notice is given that litigation is complete.

- 1.24 "Original records" are final business records that are designated as the official record.
- 1.25 "Orphan data" is data that:
- a) is not machine readable by any of the City of Guelph's computer systems in place during the disposal year because the data exists with no identifiable computer application that can retrieve the data; or
  - b) is machine readable but does not have sufficient content, context or structure to render it understandable by an experienced City of Guelph employee who is knowledgeable about the business function or functions to which the data relates.
- 1.26 "Permanent" means that records shall be preserved for the life of the Corporation and never destroyed or removed from the official record keeping system.
- 1.27 "Record" means any unit of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes correspondence, memoranda, plans, maps, drawings, graphic works, photographs, film, microfilm, sound recordings, videotapes, machine readable records, and any other documentary material, regardless of physical form or characteristics, made or received in the course of the conduct of City business.
- 1.28 "Records series" or "Retention categories" are groups of records that relate to a particular function or operation, that are filed together and need to be retained for the same period of time.
- 1.29 "Reference materials" are any documents not created by a City employee and not created by a third party working on behalf of the City. These documents are often used for research and as an additional source of information. Common examples of reference material would include journal articles, newspaper articles or reports from outside organizations that are referred to by City staff. Reference materials are not required to be retained as part of the City's records retention schedule and are not the responsibility of the City to manage. These documents can be kept and used for as long or as short a time as an employee needs for their work.
- 1.30 "Reliability" is the extent to which the contents of a record can be trusted as a full and accurate representation of the transactions, activities or facts to which they attest and can be depended upon in the course of subsequent transactions or activities.
- 1.31 "Responsible department" means the department that creates the record(s) and/or is responsible for retaining/maintaining the original record(s).
- 1.32 "Retention periods" are the period of time during which a specific records series must be kept before records in that records series may be disposed of. The full retention period is made up of the total active and inactive time periods listed for a record.
- 1.33 "Superseded" means a record only needs to be retained until it is replaced with more current information.
- 1.34 "Transitory records" are records of temporary usefulness in any format that have no ongoing value beyond an immediate and minor transaction or the preparation of a subsequent record. They are of such short-term value that they are not required to meet legal obligations, or to evaluate or provide evidence of decision-making, administrative or operational activities. For example, staff working notes, outlook meeting invitations, etc. These documents can be kept and used for as long or as short a time as an employee needs for their work.
- 1.35 "Versions" are preliminary forms or drafts of a document before it becomes a formal finalized record.

- 1.36 "Vital Records" are records that are essential to the continuation or resumption of City business in the event of a disaster. They allow the organization to continue to fulfill its obligations to the taxpayers, employees, other levels of government, and outside interested parties.

## **PART 2 RETENTION SCHEDULE**

- 2.1 Retention schedules are timetables that indicate how long a record has business value, how long they should be retained and when their final disposition must be carried out.
- 2.2 In determining the retention periods for business records, the City Clerk or designate shall consider the following factors in consultation with City employees as needed:
- a) the operational nature and business needs of staff, including the period of time during which City staff use the records to carry out their work;
  - b) the legal requirements set out for the records, including the length of retention necessary to comply with federal, provincial and municipal laws and regulations;
  - c) the fiscal nature of the records, including the length of time they are needed for audit and tax purposes;
  - d) the vital corporate nature of the records, including their value to ensure the continuation of City business in the event of a disaster; and
  - e) the historical and archival value of the records; to be determined by the City Clerk or designate based on the value to future research and preservation of the history of the Corporation of the City of Guelph.
- 2.3 The records retention schedule attached hereto as Schedule "A" is only applicable to final business records, as defined above. Subject to any destruction holds related to litigation, investigation, audit or freedom of information requests, the following records may be destroyed at the discretion of the policies and processes of a department:
- a) copies of the final business record. However, any alteration of or added information to a copy constitutes a new original business record and should be retained according to the related retention period;
  - b) drafts no longer needed once the final business record has been created and saved;
  - c) transitory records, as defined above; and
  - d) reference materials, as defined above.

## **PART 3 RESPONSIBILITIES**

- 3.1 The City Clerk or designate shall:
- a) develop and administer policies and processes for the City's Records and Information Management Program;
  - b) ensure that final business records are retained and disposed of in accordance with Schedule "A" attached hereto;
  - c) establish safeguards to protect archival records and information to preserve corporate memory;
  - d) ensure that destruction forms are completed, approved and preserved permanently; and
  - e) amend Schedule "A" as required to ensure that retention periods meet up-to-date legislated requirements, as well as business needs, and obtain approval of any amendments to this by-law from Council.
- 3.2 Staff and Elected Officials shall:
- a) comply with the retention periods as specified in Schedule "A" attached hereto;

- b) ensure the destruction process is followed, including completing the destruction form and receiving the appropriate approvals prior to destruction;
- c) ensure that business records in their custody or control are protected from inadvertent destruction or damage; and
- d) ensure that transitory records and reference materials in their custody or control are destroyed when they are no longer needed.

Records created or accumulated by elected officials in a political capacity and outside of Council business are not corporate records and are not subject to the retention periods attached hereto in Schedule "A".

## **PART 4 DISPOSAL OF RECORDS**

- 4.1 Retention periods for records shall be as set out in Schedule "A" attached hereto and forming part of this by-law.
- 4.2 As part of the regular process for the disposal of records and prior to any destruction of records pursuant to this by-law, destruction shall be authorized in writing through the records destruction form by the appropriate department manager. The form must include a listing of record types and dates of records to be destroyed. The records may only be destroyed upon the approval of the records destruction form by the City Clerk or designate.
- 4.3 When records have been destroyed pursuant to this by-law, written confirmation of the destruction shall be retained by the City Clerk's Office.
- 4.4 The City Clerk or designate has the authority to destroy any records outside of their retention period due to natural occurrences, such as flooding or mould infiltration, whereby such records have become inaccessible, illegible or unsafe to handle.
- 4.5 Prior to the destruction of orphan data, a destruction form must be completed and include, to the extent that the information is available, the:
  - a) title of the file(s);
  - b) the department responsible for the creation and use of the orphan data; and
  - c) where possible, the contents or the function that the information being destroyed relates to.

The written approval of the department manager and the approval of the City Clerk or designate are required prior to the destruction of any orphan data.

- 4.6 Where appropriate and taking into consideration the principles governing the disposition of business records, the City Clerk or designate may extend a retention period if required. Written notice for an extension must be provided to the City Clerk or designate by a department manager and shall include a business case as to why the records are required beyond their scheduled disposition date.

## **PART 5 PRINCIPLES GOVERNING THE DESTRUCTION OF FINAL BUSINESS RECORDS**

- 5.1 The following principles govern the destruction of final business records:
  - a) records can be destroyed when there are no further business needs or legislated requirements to retain business records;
  - b) business records should be retained and disposed of according to consistent retention periods across all service areas and departments;
  - c) business records disposed of at the end of their retention period and any drafts, copies or transitory records disposed of on a regular basis, shall be destroyed in a way that preserves the privacy and confidentiality of any information they contain;
  - d) business records in the custody or control of the City shall not be destroyed unless such records are older than the retention period set out



- in Schedule "A" and a destruction form has been approved by the City Clerk's Office;
- e) drafts and copies of business records may be destroyed at any time if the final records are being retained in accordance with retention periods established in Schedule "A"; and
  - f) the destruction of final business records shall be documented, approved and tracked to ensure accountability and transparency.

**PART 6**  
**REPEAL OF PREVIOUS RETENTION BY-LAWS**

6.1 The following By-laws, as amended, are repealed: (1995)-14868, (2006)-18145, (2008)-18543, and (2014)-19770.

**PASSED this \_\_ day of \_\_\_\_\_, 2018**

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**CAM GUTHRIE – MAYOR**

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**STEPHEN O'BRIEN – CITY CLERK**

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Administration					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
A00	<b>Administration – General</b>  Administrative records which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
A01	<b>Associations and Organizations</b>  Records regarding organizations and associations (e.g. AMCTO, CUTA, etc.) to which staff members belong or with which they communicate in the course of their duties. Includes correspondence, minutes, agendas, notices and reports.  <b>Whenever possible, these records should be filed according to subject, not the originator or recipient of the report and/or correspondence.</b>  Excludes: <ul style="list-style-type: none"><li>Membership Fees – see Accounts Payable, F01</li></ul>	Originating	1**		
A02	<b>Staff Committees and Meetings</b>  Records regarding the activities of staff committees and meetings. Includes notices of meetings, agendas, minutes, etc. May also include copies of staff activity reports.  Excludes: <ul style="list-style-type: none"><li>Council Agendas – see C03</li><li>Council Minutes – see C04</li><li>Committee and Board Agendas – C05</li><li>Committee and Board Minutes – C06</li></ul>	Originating	4**	Executive Team meeting records are kept for 8 years.  Fire Department meeting records are kept for 6 years.	g076
A03	<b>Computer Systems and Architecture Information</b>  Records relating to the design of computer systems and/or software, including needs assessments, business cases, project charters, process flowchart documentation, impact analysis, user and system requirements, specifications, testing plans and results, user sign-offs, project management meeting minutes/documentation, system development documentation, software design records and software inspection notes. Also includes records of system installations/conversions and product evaluations. May also include requests for significant modification, fixes and upgrades.  Excludes: <ul style="list-style-type: none"><li>Reports – file by subject</li><li>Acquisitions – see Quotations and Tenders, F18</li></ul>	Originating	S+6		g033
A04	<b>Conferences and Seminars</b>  Includes invitations, approvals, agendas, notes on proceedings, and other records regarding conferences, conventions, seminars and special functions attended by staff or sponsored by the City.  Excludes:	Originating	1**	Only those sponsored by the City are subject to archival review.	

Legend: P = Permanent; S = Superseded; E = Event; \*\* = Subject to Archival Selection

All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Administration					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	<ul style="list-style-type: none"><li>Speeches and presentations – see M08</li><li>Travel and accommodation arrangements – see A13</li><li>Employee and Council expenses – see F09</li><li>Ceremonies and events – see M02</li><li>Invoices – see Accounts Payable, F01</li><li>Rental agreements – see Contracts and Agreements – Simple, L14</li></ul>				
A05	<b>Consultants</b>  Includes correspondence, proposals, resumes and other documents regarding the selection, appointment and monitoring of consultants. May also include similar records regarding legal solicitors and engineering firms.  Excludes: <ul style="list-style-type: none"><li>Reports – file by subject</li><li>Quotations and Tenders – see F18</li><li>Invoices – see Accounts Payable, F01</li></ul>	Originating	2**		
A06	<b>Inventory Control</b>  Includes inventory statements and reports, and all other records regarding the control of supplies, fuel and small equipment stock levels.  Excludes: <ul style="list-style-type: none"><li>Assets – see F06</li></ul>	Originating	6		g003 g032 g122
A07	<b>Office Equipment and Furniture</b>  Includes records regarding the design and maintenance of owned and leased office equipment and furniture. Includes chairs, desks, tables, photocopiers, printers, microfiche readers, etc.  Excludes: <ul style="list-style-type: none"><li>Computer Hardware and Software – see Computer/Information Systems, A03</li><li>Service Agreements – see Contracts and Agreements – Simple, L14</li><li>Assets – see F06</li></ul>	Originating	E	E = disposal of item	
A08	<b>Office Services</b>  Includes records regarding rates and services provided by courier, mail and postage firms. Also includes records regarding the inter-office mail system, internal printing, and management of forms and templates.	Originating	1		
A09	<b>Policies and Procedures</b>  Includes policy and procedure manuals, guidelines and directives.	Originating	p**		g033 g010 g062 g076 g122 g124 g125

Legend: P = Permanent; S = Superseded; E = Event; \*\* = Subject to Archival Selection

All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Administration					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
A10	<b>Records Management</b>  Includes information regarding the management of corporate records, regardless of medium. Specific records include file listings, feasibility studies and records centre operations.  Excludes: <ul style="list-style-type: none"><li>Records Retention By-law – see By-laws, C01</li><li>Policies and Procedures – see A09</li><li>Records Disposition – see A11</li></ul>	City Clerk's Office	S		g067
A11	<b>Records Disposition</b>  Includes records regarding the disposition of municipal records. Includes the disposal method used and forms authorizing and describing the destruction of records.	City Clerk's Office	P		g067
A12	<b>Telecommunications Systems</b>  Includes records regarding all types of telecommunications systems. Includes telephone systems, facsimile machines, base and mobile stations, towers, antennae, police and fire communications systems and 911 emergency systems.  Excludes: <ul style="list-style-type: none"><li>Licenses – see Licensing, P09</li><li>Assets – see F06</li><li>Long distance call records – see Accounts Payable, F01</li><li>Agreements – see Contracts and Agreements - Under By-law, L04 or Contracts and Agreements - Simple, L14</li></ul>	Originating	S		
A13	<b>Travel and Accommodation</b>  Includes records regarding travel and accommodation arrangements, such as itineraries, maps, authorizations, reservations, vehicle rentals, and catalogues and brochures concerning hotels, convention sites and restaurants.  Excludes: <ul style="list-style-type: none"><li>Employee and Council expenses – see F09</li></ul>	Originating	1		
A14	<b>Uniforms and Clothing</b>  Includes records regarding uniforms and special clothing used by municipal staff members, such as firefighters' clothing and safety clothing used by utilities operators.	Originating	S**		
A15	<b>Vendors and Suppliers</b>  Includes records regarding vendors and suppliers of goods and services as well as information about these goods and services, such as catalogues, price lists, correspondence, and bidders information	Originating	2		

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All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Administration					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	sheets.  Excludes: <ul style="list-style-type: none"><li>Purchase Orders and Requisitions – see F17</li><li>Office Equipment (owned and leased) – see A07</li><li>Fleet Management – see V01</li></ul>				
A16	<b>Intergovernmental Relations</b>  Includes correspondence and other records of a general nature regarding the relationship between the City and all other levels of government, such as telephone numbers, contact names, etc. May include correspondence to and from Boards and Commissions.  <b>Whenever possible, these records should be filed according to subject, not the originator or recipient of the report and/or correspondence.</b>  Excludes: <ul style="list-style-type: none"><li>Legislation – see Federal Legislation, L10 or Provincial Legislation, L11</li></ul>	Originating	5**		
A17	<b>Access to Information</b>  Includes documents regarding the City's responsibilities under the Municipal Freedom of Information and Protection of Privacy Act and records regarding the handling of requests under the Act. Also includes documents regarding the handling of requests under the Routine Disclosure Program.  Excludes: <ul style="list-style-type: none"><li>Copies of the Act – see Provincial Legislation, L11</li><li>Complaints and Inquiries – see M04</li></ul>	City Clerk's Office	E+3	E = end of the calendar year in which the file is closed	g067 g071
A18	<b>Security</b>  Includes reports, requests, logs and other records regarding the security of offices/facilities and properties, such as security passes and control of keys.  Excludes: <ul style="list-style-type: none"><li>Vandalism Reports – see Incident Reports, P05</li><li>Computer Security – see Computer/Information Systems, A03</li></ul>	Originating	5		
A19	<b>Facilities Construction and Renovations</b>  Records regarding the planning and construction of municipal facilities, such as fire stations, pools and office buildings. Includes site meetings, consultant's reports and cost reports. Also includes architectural and engineering drawings.	Facilities Management  Originating	E+3**	E = facility closed  As built's are kept until superseded.	g015 g059 g073
A20	<b>Building and Property Maintenance</b>	Facilities Management	5	Setup tests and manuals are kept for	g059 g074

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Administration					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Records regarding the maintenance of the City's buildings and properties, such as bus terminals, garages, libraries and office buildings. Includes exterior maintenance to buildings, landscaping, grounds keeping and grass cutting. Also includes interior design of buildings, including floor layouts and office cleaning.  Excludes: <ul style="list-style-type: none"><li>• Parks Management – see R04</li><li>• Recreational Facilities – see R05</li></ul>	Originating		E+1 year.  E = equipment removed	g100 g101
A21	<b>Facilities Bookings</b>  Includes copies of permits and bookings issued for the rental of recreational and administrative facilities for specific activities.	Originating	1		
A22	<b>Accessibility of Services</b>  Includes records relating to the accessibility of City buildings, services and information to people with disabilities.	Originating	5		g010
A23	<b>Information Systems Production Activity and Control</b>  Includes records relating to computer system operations and backup tapes. Includes activity logs, help desk tickets, change control sheets, change orders, file access control reports, system changes and mainframe access forms.	IT Services  Originating	2		g033
A24	<b>Access Control and Passwords</b>  Includes records related to the management of and access to programs. Includes individual access, password management, etc.	Originating	S		
A25	<b>Audit Reports</b>  Includes final audit reports regarding audits overseen or performed by Internal Audit. Also includes records regarding internal and external audits of operational processes and practices.  Excludes: <ul style="list-style-type: none"><li>• Financial Audits (Statutory Audits) – see F03</li></ul>	Internal Audit  Originating	6	Working papers are kept for 1 year.  DWQMS internal and external audits are kept for 10 years.	
A26	<b>Statistics and Tracking</b>  Includes records related to tracking department or program performance metrics, KPIs and statistics.  Excludes: <ul style="list-style-type: none"><li>• Statistics relating to Fire and Rescue Incidents - see P24</li></ul>	Originating	E+5**	E = end of the program or when a measure is no longer used	
A27	<b>Project Administration/Management</b>  Includes documents related to project planning and development, such as project charters, business cases, status reports, staff comments and	Originating	E+5	E = completion or close of the project  Project	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Administration					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	background documentation.  <b>Whenever possible, all records relating to project development, implementation, decision making and approvals should be filed according to subject.</b>			administration records related to Capital projects are retained for E+25	
A28	<b>Performance Management/Quality Assurance</b>  Includes records regarding the performance of the City as a whole and quality assurance programs, such as the Ontario Municipal Benchmarking Initiative (OMBI), National Quality Institute (NQI) Benchmarking, Balanced Score Cards, Municipal Performance Measurement Programs. Key performance indicators, etc. would also be included. Types of records included would be reports, statistical analyses, program documentation, correspondence, awards for outstanding organizational achievements, work plans, etc.  Excludes: <ul style="list-style-type: none"><li>Employee performance appraisal – see Employee Records, H03</li><li>Council Goals and Objectives – see C08</li></ul>	Project Management Office  Originating	S**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Council and By-laws					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
C00	<b>Council, Boards and By-laws – General</b>  Includes records regarding Council, Boards and by-laws which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
C01	<b>By-laws</b>  Includes final versions of the City's by-laws and amendments and attachments that are legally part of the by-laws.  Excludes: <ul style="list-style-type: none"><li>Background information – file by subject</li></ul>	City Clerk's Office	P**		g118 g119
C02	<b>By-laws – Other Municipalities</b>  Category not used.			Reference – discard when no longer useful.	
C03	<b>Council Agendas</b>  Includes notices of meetings and agendas of Council meetings as well as working notes used in agenda preparation.	City Clerk's Office	P**		
C04	<b>Council Minutes</b>  Includes minutes of the proceedings of Council meetings as well as attachments to the minutes.  Excludes: <ul style="list-style-type: none"><li>Committee and Board Agendas – see C05</li><li>Committee and Board Minutes – see C06</li><li>Reports to Council – see C11</li></ul>	City Clerk's Office	P**	Working notes are kept for 6 years.	g091 g118 g119 g131
C05	<b>Committee and Board Agendas</b>  Includes notices of meetings and agendas for City Committees and Boards as well as working notes used in agenda preparation.	City Clerk's Office	P**		
C06	<b>Committee and Board Minutes</b>  Includes minutes of City Committees and Boards as well as copies of Local Board Minutes that members of Council belong to.	City Clerk's Office	P**		g091 g118 g119 g131
C07	<b>Elections</b>  Includes returned notices, lists of officials, voters' lists, nominations, election results, preliminary voters lists, oaths taken by Council Members and information on ward boundaries. Also includes advertising.	City Clerk's Office	E+4  E+120 days	Campaign finance records and any other election records that need to be retained until the next election are kept for E+4 years. E = day action took effect or voting day  Ballots and any other election-related materials deemed not needed until the next election are kept for E+120 days. E = Voting	g069 g070

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Primary Heading: Council and By-laws					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
				day or resolution of recount	
C08	<b>Goals and Objectives</b>  Includes records concerning strategic planning, goals and objectives, and mission statements, such as the municipal sustainability plan.	Originating	p**		
C09	<b>Motions and Resolutions</b>  Includes final signed versions of resolutions and motions of Council.	City Clerk's Office	p**		g091 g118 g119 g131
C10	<b>Motions and Resolutions – Other Municipalities</b>  Category not used.			Reference – discard when no longer useful.	
C11	<b>Reports to Council</b>  Includes all reports to Council. Filed by subject.	City Clerk's Office	p**		g118 g119
C12	<b>Appointments to Boards and Committees</b>  Includes records regarding appointments by Council of staff and council members, such as applications, appointment justifications and decisions, and other appointment related documents.  Excludes: <ul style="list-style-type: none"> <li>Committee and Board Agendas – see C05</li> <li>Committee and Board Minutes – see C06</li> </ul>	City Clerk's Office	E+4	E = end of term of Council  Unsuccessful applicant records are retained for 1 year.	g119
C13	<b>Accountability, Transparency and Governance</b>  Includes records relating to Council Code of Conduct complaints and related investigations, Integrity Officer appointments and reports (including Integrity Commissioner reports, Ombudsman investigations and reports), closed meeting investigations and initiatives, etc.	City Clerk's Office	2		g059

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Development and Planning					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
D00	<b>Development and Planning – General</b>  Includes records regarding development and planning which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
D01	<b>Demographic Studies</b>  Includes records regarding trends in population growth, census reports, and density studies. Also includes records regarding the type, level and rate of growth of employment, unemployment statistics, composition of the workforce, etc.  Excludes: <ul style="list-style-type: none"><li>• Vital Statistics – see L12</li></ul>	Originating	10**		
D02	<b>Economic Development</b>  Includes records regarding the growth of the economy. Includes studies, statistics, projections, submitted proposals, etc.  Excludes: <ul style="list-style-type: none"><li>• Demographic Studies – see D01</li><li>• Residential Development – see D04</li><li>• Tourism Development – see D06</li><li>• Industrial/Commercial Development – see D21</li></ul>	Originating	10**		
D03	<b>Environment Planning</b>  Includes records regarding general types of environmental studies with a long range planning emphasis, such as storm drainage and flood control planning, parks and open spaces planning, and waste management planning.  Excludes: <ul style="list-style-type: none"><li>• Air Quality Monitoring – see E05</li><li>• Water Monitoring – see E14</li><li>• Waste Management – see E07</li></ul>	Originating	E+10**	E = expired or later of: date of offence or day evidence of offence first came to attention of person appointed under s. 5.	g008 g036 g044 g089 g144 g146 g147
D04	<b>Residential Development</b>  Includes records regarding the availability of housing. Includes general assessments of the need for affordable housing, occupancy rates, housing cost statistics, etc.	Originating	10**		
D05	<b>Natural Resources</b>  Includes records regarding the management and preservation of forests, records regarding the characteristics of various minerals as well as mineral deposits and other natural resources information.	Originating	5**		g044 g082
D06	<b>Tourism Development</b>  Includes records regarding the tourism industry and efforts made to promote and encourage tourism, such as the use of the municipality as a convention site or special event.	Originating	10**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Development and Planning					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
D07	<b>Condominium Plans</b>  Includes records regarding the approval of plans of condominiums. Includes drawings, technical reports, correspondence, written comments, working notes, background information and applications.	Planning Services	P	Applications are kept for 7 years after final decision.	g015
D08	<b>Official Plans</b>  Includes the official plan and amendments to the official plan. Also includes secondary plans and amendments containing detailed objectives and policies concerning the planning, development, and redevelopment of specific planning districts.	Planning Services	P**		g090
D09	<b>Official Plan Amendment Applications</b>  Includes applications to amend the official plan or secondary plans, staff reports, notices, resolutions and decisions.	Planning Services	E+5	E = final decision	g090
D10	<b>Severances</b>  Includes records regarding the granting of severances to parcels of land including application for severance.  Excludes: <ul style="list-style-type: none"><li>Committee of Adjustment agreements – see Contracts and Agreements – Under By-law, L04</li></ul>	Committee of Adjustment  Originating	E+6	E = land titles registration	g133
D11	<b>Site Plan Control</b>  Includes records regarding the provision of services to individual land sites. Includes water, sewage, utility approvals, comments and correspondence. Also includes correspondence regarding parking areas, drainage and driveways. Also includes records regarding the approval of site plan drawings.  Excludes: <ul style="list-style-type: none"><li>Private Site Servicing – see E12</li><li>Site Plan Agreements – see Contracts and Agreements, L04</li></ul>	Planning Services	P	Applications are kept for 7 years after final decision.  Applications that are submitted, but not given a final decision are kept for E+1 year.  E = date the file is closed	
D12	<b>Subdivision Plans</b>  Includes records regarding the approval of plans of subdivision (both residential and commercial). Includes drawings, technical reports, correspondence, written comments, working notes and background information. Also includes clearance letters, draft approved plans and "red line" revisions, applications, registered plans, and changes to approved plans.  Excludes: <ul style="list-style-type: none"><li>Subdivision Agreements – see Contracts and Agreements, L04</li></ul>	Planning Services  Originating	P	Applications are kept for 7 years after final decision.	
D13	<b>Variances</b>	Committee of	P		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Development and Planning					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	<p>Includes records regarding the granting of variances including variance applications.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>• Zoning – see D14</li><li>• Budget Variances – see Budgets and Estimates, F05</li></ul>	Adjustment			
D14	<p><b>Zoning</b></p> <p>Includes records and standards regarding the designation of zones for land use planning purposes and zoning applications for other municipalities.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>• Zoning By-laws – see C01</li><li>• Variances – see D13</li></ul>	Originating	P		
D15	<p><b>Easements</b></p> <p>Includes all records regarding Rights of Way and Easements concerning municipal ownership of private lands in order to maintain public service, such as water and sewer lines that cross private property.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>• Original Agreements – see Contracts and Agreements, L04</li></ul>	<p>Planning Services</p> <p>Originating</p>	E+6**	E = termination of right	g133
D16	<p><b>Encroachments</b></p> <p>Includes all records regarding private properties encroaching on municipal lands, including encroachment permits. Also includes surveys and any other related documentation.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>• Original Agreements – See Contracts and Agreements, L04</li><li>• Original Encroachment By-laws – see C01</li></ul>	<p>Realty Services</p> <p>Originating</p>	E+6**	E = termination of right	
D17	<p><b>Annexation/Amalgamation</b></p> <p>Includes all records pertaining to the annexing and amalgamating of land adjacent to municipal lands to accommodate growth. Also includes amalgamation of municipalities. May include studies on county restructuring.</p>	<p>City Clerk's Office</p> <p>Planning Services</p>	p**		
D18	<p><b>Community Improvement Projects</b></p> <p>Includes records, studies, statistics and any required background information on community development programs. Examples include Ontario Neighbourhood Improvement Programs, Community Area Improvement Programs, BIA, BIC, PRID, etc. May also include records on housing rehabilitation programs, i.e. RRAP, CMHC.</p> <p>Excludes:</p>	Originating	E+6**	E = completion of the project	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Development and Planning					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	<ul style="list-style-type: none"><li>Economic Development – see D02</li></ul>				
D19	<b>Municipal Addressing</b>  Includes records regarding requests for and assignment of new subdivision and other street names and numbers. May include correspondence, reports, drawings, and copies of related by-laws.	Planning Services  Originating	S+10**		
D20	<b>Registered Plans and Reference Plans</b>  Includes Registered Plans and Deposited Reference Plans as received from the Registry Office. Also includes property survey plans. May include correspondence.  Excludes: <ul style="list-style-type: none"><li>Site plans – see Site Plan Control, D11</li></ul>	Realty Services  Originating	P		
D21	<b>Industrial/Commercial Development</b>  Includes records regarding promotion and development of industry and commerce. Records may include studies, statistics, projections, development tracking files, etc.  Excludes: <ul style="list-style-type: none"><li>Agricultural Development – see D23</li></ul>	Planning Services	10**		g044
D22	<b>Digital Mapping</b>  Includes all records used to produce maps and updates in a digital format.	Planning Services  Originating	S	Excludes the actual data residing on these systems.	
D23	<b>Agricultural Development</b>  Includes all records regarding development of agricultural growth.	Originating	10**		
D24	<b>Background Reports for Official Plan</b>  Includes reports pertaining to amendments and changes to the Official Plan.	Planning Services	E+5	E = final decision	
D25	<b>Property Searches</b>  Includes presales property information searches and compliance and release requests with respect to registered agreements.	Building Services Realty Services	S+E	E = new presale on file (2 most recent retained)  Compliance and release requests are kept for 15 years.	
D26	<b>Deeming Process</b>  Includes records regarding applications and background material for Deeming By-law applications, including Council decisions, by-laws, correspondence, etc. A Deeming By-law designates any plan of subdivision, or part thereof, that has been registered for eight years or more, which shall be deemed not to be a registered plan of subdivision for the purposes of the Planning Act. A Deeming By-law application is applied for in order to allow for two or more neighbouring lots on a registered plan	Planning Services	E+2	E = final decision	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Development and Planning					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	of subdivision to be deemed not part of a registered plan. Only applicable to parcels of land contained within a plan of subdivision that has been registered for at least 8 years.				
D27	<b>Development Charges Study</b>  Includes records related to the development of and the final Development Charges Study as required under the Development Charges Act. Includes advertising, public meeting notices, responses, stakeholder lists, public meeting information, background information and supporting documentation, consulting reports, notices regarding adoption of the Development Charges By-law, and other records related to requirements for the development of the Development Charges By-law.	Financial Services	10**		g128
D28	<b>Part Lot Control</b>  Includes records regarding applications and background material for Part Lot Control exemptions, Council decisions, by-law, correspondence, etc. A Part Lot Control application is applied for in order to allow the conveyance of a portion of a lot without requiring approval of a land division committee (typically used to separately convey semi-detached and townhouse units). Only applicable to parcels of land contained within a registered plan of subdivision.	Planning Services	E+5	E = final decision	g090

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Environmental Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
E00	<b>Environmental Services</b>  Includes records regarding environmental services which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
E01	<b>Sanitary Sewers</b>  Includes records regarding the design, construction and maintenance of sanitary sewers.  Excludes: <ul style="list-style-type: none"><li>Waste Management – see E07</li><li>Storm Sewers – see E02</li><li>Treatment Plants – see E03</li><li>MOECC Approvals – see E21</li></ul>	Engineering Services	E+5	E = project or maintenance finished  Specifications are kept permanently.	g038 g073
E02	<b>Storm Sewers</b>  Includes records regarding the design, construction and maintenance of storm sewers.	Engineering Services	E+5	E = project or maintenance finished  Specifications are kept permanently.	g038 g073
E03	<b>Treatment Plants</b>  Includes records regarding the operation of sewage treatment and pumping stations and lagoons. Includes Wastewater Treatment Facility/collection and equipment design, construction and maintenance records (work orders). Work orders will include compliance work orders, equipment work orders (WSPM), and general work orders (callouts and site-specific collection-related work (i.e. sewer rodding, lateral inspections, etc.))  May include records pertaining to Wastewater Treatment Facility and/or Collection upgrades design, construction and commissioning.  Excludes: <ul style="list-style-type: none"><li>Private Site Servicing – see E12</li></ul>	Originating	5	Specifications are kept permanently.  Plans are kept for E+2 years.  E = cease to apply	g015 g038 g073 g082
E04	<b>Trees</b>  Includes records of tree removal, planting, trimming, pruning and preservation.	Originating	5		
E05	<b>Environmental Assessments and Air Quality Monitoring</b>  Includes environmental monitoring and inspection reports of industrial, commercial and residential properties. Also includes records regarding the routine monitoring of air quality and responses to interference with quality or quantity.  Excludes: <ul style="list-style-type: none"><li>Water Quality – see Water Sampling, E14</li><li>By-law Enforcement – see P01</li><li>Complaints and Inquiries – see M04</li></ul>	Engineering Services  Originating	20**		g008 g076 g089
E06	<b>Utilities</b>	Originating	5**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Environmental Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	<p>Includes maps and location drawings provided to the municipality from utility companies, such as telephone lines, gas mains, power lines, water mains etc.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Site Plans – see Site Plan control, D11</li></ul>				
E07	<p><b>Waste Management</b></p> <p>Includes records regarding the collection and disposal of waste. Includes landfill site records, recycling, energy from waste, source separation, collection services and composting.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Sanitary Sewers – see E01</li><li>Environment Planning – see D03</li><li>Private Site Servicing – see E12</li></ul>	Solid Waste Resources	E+10**	<p>E = cease to apply</p> <p>Annual landfill operation report and Hazardous waste sites records are kept for E+2 years. E = depot ceases to operate</p> <p>*** If National Guidelines apply, records are kept permanently.</p>	<p>g002*** g008 g009 g036 g037 g038 g039 g040 g041 g042 g089 g112 g117 g121 g138</p>
E08	<p><b>Water Works (Drinking Water Treatment and Distribution)</b></p> <p>Includes records regarding the design, construction and maintenance of water mains, tanks, pipelines, hydrants and related facilities and equipment. Includes water meter registration numbers. Also includes water treatment facility/distribution and equipment design, construction and maintenance records (work orders). Work orders will include compliance work orders, equipment work orders (WSPM), and general work orders (callouts and site-specific distribution-related work (i.e. water meters, curb stops, etc.))</p> <p>May include records pertaining to Water Treatment Facility and/or Distribution upgrades design, construction and commissioning.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Water Pumping Stations – see Treatment Plants, E03</li></ul>	Originating	15	Specifications are kept permanently.	<p>g008 g073 g089 g082 g108 g111 g116</p>
E09	<p><b>Drains</b></p> <p>Includes records regarding the design, construction and maintenance of drains. Also includes engineering reports, petitions, assessments, general specifications and correspondence. May include convenience copies of tenders, by-laws and grants.</p>	Engineering Services	E+ 5**	<p>E = submission of the written report required by clause (c) or for such longer period as the Director notifies the licensee in writing.</p> <p>Specifications are kept permanently.</p>	<p>g073 g082</p>
E10	<p><b>Pits and Quarries</b></p> <p>Includes records regarding the design, construction</p>	Engineering Services	5**	Specifications are kept for the life of the pit or quarry.	<p>g073 g082</p>

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Environmental Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	and maintenance of all pits and quarries. Includes engineer’s reports, assessments, general specifications and correspondence.  Excludes: <ul style="list-style-type: none"><li>License/permits – see Licensing P09</li></ul>				
E11	<b>Nutrient Management</b>  Includes records regarding the control of storing/spreading/using waste materials, such as liquid manure and sewage biosolids on land, near waterways, runoff, etc. Includes documentation relating to the storage and distribution of nutrient material, non-agricultural source material (NASM) plans and sampling results.	Originating	5** or expiry of plan + 2 years		g129
E12	<b>Private Site Servicing</b>  Includes records regarding the design, construction and maintenance of sanitary sewers and septic systems. Also includes records regarding private site services; e.g. switching from septic to Municipal water.	Engineering Services	5**	Specifications are kept permanently.	g073 g082
E13	<b>Water Monitoring</b>  Category not used – integrated with Water Monitoring and Sampling, E14.				
E14	<b>Water Monitoring and Sampling</b>  Includes records regarding the routine monitoring of water quality, water quantity, annual reports, and chemical samples collected quarterly (trihalomethanes, nitrate and nitrites) as well as responses to interference with quality or quantity. Also includes monitoring and control of creeks and floods, weeds, noise, erosion, top soil and storm water. Includes H/C records of Ministry of the Environment and Climate Change (MOECC) DW and WW Compliance Inspection Reports, data request items, inspection responses and related documents.  Also includes operation logbooks, operational checks, weekly and monthly microbiological sampling and testing, chain of custodies, report of analysis – adverse samples, notices to Ministry – Spills Action Centre and local Health Unit.  Includes H/C records Water and Wastewater routine sampling results, CoC and laboratory related communications or documentation (LSN, Scope of Accreditation and Procedures/ Requirements). Includes H/C records of Upset Condition and Spill Reports for Wastewater Treatment and/or Collection systems to MOECC and local Health Unit.  Also includes regulated chemical samples collected	Water Services  Wastewater Services  Originating	E+15	E = created, approved or plan no longer in force.  All water quality results are kept permanently (chains of custody records are kept for the normal retention period).	g008 g016 g082 g089 g108 g110 g111 g115

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All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Environmental Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	and tested annually and engineer evaluation reports. Lead sampling documents include all Community Lead Sampling Program specific documents and guidance.  Excludes: <ul style="list-style-type: none"><li>Air Quality Monitoring – see E05</li><li>By-law Enforcement – see P01</li><li>Complaints and Inquiries – see M04</li></ul>				
E15	<b>Chemical Sampling of Water</b>  Category not used – integrated with Water Monitoring and Sampling, E14.				
E16	<b>Backflow Prevention and Cross Connection Control</b>  Includes records relating to backflow prevention and cross connection control program. Records will include: cross connection surveys, test reports and test results, inspection reports, lists of approved and installed backflow prevention devices/ assemblies, compliance tracking and notifications, plumbing drawings/schematics, correspondence, forms, copies of work orders, job reports, copies of invoices, fees structures and any other type of media related directly to backflow prevention and cross connection control.	Engineering Services  Building Services	15		g008 g082 g089 g108 g110 g111
E17	<b>Energy Management</b>  Includes all records relating to the municipality’s Energy Management Program. Includes published annual energy plans, copies of utility invoices and consumption profiles, commodity procurement strategies, energy related feasibility studies, audit reports and retro-fit project files and reports and records pertaining to the benchmarking of energy cost and consumption and green house gas emissions. Also includes management of energy consumption and conservation at municipal buildings and facilities.	Facilities Management  Originating	E+7	E = end of reporting period to which relates	g040 g044
E18	<b>Natural Heritage</b>  Includes records regarding greenlands, municipal forests and forestry, including tree by-law preparation and enforcement records. Also includes records relating to the management and preservation of parks, harbours and beaches.	Originating	E+3	E = end of the designated year	g044 g057 g072 g080 g081
E19	<b>Renewable Energy</b>  Includes data, applications, standards, monitoring and reports/studies regarding renewable energy facilities powered and renewed by natural processes (e.g., wind, water, biomass, biogas, biofuel, solar energy, geothermal energy, tidal forces and such other energy sources as may be prescribed by senior governments) and their environmental and public health impacts.	Facilities Management  Originating	E+15	E = created, approved or facility no longer in force	g044

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Environmental Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
E20	<p><b>Source Water Protection</b></p> <p>Includes Risk Management Official and Inspector appointment certificates and the Risk Management Official’s Annual Report, fee schedules for risk management applications, plans, issuing of notices or the acceptance of an assessment. Also includes modelling analysis, vulnerability assessments, source protection area assessment reports and comments, technical studies and Significant Drinking Water Threat (SDWT) verification surveys. Includes risk assessments and risk management plans.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Prohibition Notices and Orders – see P20</li><li>Contracts and Agreements – see L14</li></ul>	Engineering Services	E+15	E = created, approved or plan no longer in force	g016
E21	<p><b>Ministry of the Environment and Climate Change (MOECC) Environmental Compliance Approvals</b></p> <p>Includes Environmental Compliances issued by MOECC to the municipality for municipal drinking water systems, municipal and private sewage works and waste disposal sites, air quality, noise, stormwater management, storm sewers, culverts, etc. Also includes Environmental Activity and Sector Registry, Permit to Take Water and Drinking Water Works Permit documentation as well as Schedule C Approvals and MOECC Inspection Reports.</p>	Engineering Services Originating	E+2	E = ceases to apply	g038 g059 g132

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Finance and Accounting					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
F00	<b>Finance and Accounting – General</b>  Includes records regarding finance and accounting which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1	Do not use to file accounting records required for tax purposes.	
F01	<b>Accounts Payable</b>  Includes records documenting funds payable by the municipality, such as paid invoices, receipts, copies of cheques issued to pay accounts, rebates, levies payable, reports, telephone bills and membership fees.  Excludes: <ul style="list-style-type: none"><li>Cancelled Cheques – see Cheques, F07</li><li>Employee and Council Expenses – see F09</li></ul>	Financial Services	E+7	E = end of the fiscal year  For welfare and child care payments E = provincial government year end	g005 g006 g007 g018 g032 g034 g051 g055 g062 g086 g095 g096 g127
F02	<b>Accounts Receivable</b>  Includes records documenting funds owing to the municipality, such as invoices, billing listings, requests from mortgage companies and recoveries reports. Also includes correspondence related to tax collection and supporting documentation.  Excludes: <ul style="list-style-type: none"><li>Write-offs – see F23</li><li>Tax Assessments, Rolls and Tax Arrears – see F22</li></ul>	Financial Services	E+7	E = end of the fiscal year  For welfare and child care payments E = provincial government year end	g006 g007 g018 g032 g034 g055 g062 g127
F03	<b>Financial Audits</b>  Includes records regarding internal and external financial audits of accounts.  Excludes: <ul style="list-style-type: none"><li>Internal or Operational Audits – see Audit Reports, A25</li><li>Audited Financial Statements – see Financial Statements, F10</li></ul>	Financial Services  Originating	6		g069
F04	<b>Banking</b>  Includes records regarding banking transactions and relationships with banks. Includes bank reconciliations and deposit records.  Excludes: <ul style="list-style-type: none"><li>Banking Statements – see F07</li></ul>	Financial Services	6		g007 g062
F05	<b>Budgets and Estimates</b>  Includes departmental and corporate budgets, both capital and operating. Includes all working notes, calculations and background documentation. Also includes Budget Variances.	Financial Services	6**		
F06	<b>Assets</b>	Asset	E+6**	E = disposal of asset	g006

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Finance and Accounting					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	<p>Includes records regarding current and fixed assets. Includes inventories as well as records of initial expenditure, depreciation, amortization and disposal.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Land Acquisition and Sale – see L07</li></ul>	Management		Inventories are kept for E+10 years.	g007 g095
F07	<p><b>Cheques</b></p> <p>Includes all cancelled cheques issued. Also includes cheque requisitions, cheque listings, supporting documents used to authorize issuance of cheques, N.S.F. cheques and bank statements.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Banking – see F04</li></ul>	Financial Services	6		g006 g007 g032 g034 g086 g127
F08	<p><b>Debentures and Bonds</b></p> <p>Includes records regarding debentures and bonds issued. Includes information regarding the initial issuance of the debenture or bond as well as all records of payments made to investors.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Debenture Registers – see Subsidiary Ledgers, Registers and Journals, F14</li></ul>	Financial Services	E+6	E = debentures surrendered for exchange/cancellation	g007 g034
F09	<p><b>Employee and Council Expenses</b></p> <p>Includes travel and meeting expense statements and all receipts submitted by employees or Council and Committee members to substantiate their claims. May include credit card information; i.e. account numbers and statements, etc. May also include employee time sheets combined with travel and expense statements.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Attendance – see H01</li><li>Travel and Accommodation – see A13</li></ul>	Financial Services	E+7	E = end of the fiscal year	g006 g007
F10	<p><b>Financial Statements</b></p> <p>Includes the Balance Sheet, Income Statement and Statement of Source and Application of Funds. Also includes audited financial statements.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>All working notes, calculations and background documentation – see Working Papers, F26</li></ul>	Financial Services	P**		g069
F11	<p><b>Grants and Loans</b></p> <p>Includes records regarding revenue generated in the form of grants-in-lieu, provincial and federal grants, loans and subsidies. Also includes submissions, acknowledgements, and reports for programs, such as the Road and Farm Tax Rebate, Waste</p>	Financial Services	E+6	E = repayment of loan	g006 g007 g127

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Finance and Accounting					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Management Improvement Program, etc.				
F12	<b>Investments</b>  Includes records regarding the municipality's investments, term deposits, and promissory notes.	Financial Services	E+6	E = closure of account	g006
F13	<b>Journal Vouchers</b>  Includes completed journal voucher forms, input forms, and all background documentation used to substantiate journal entries.	Financial Services	E+6	E = end of the fiscal year	g006 g007 g032 g034 g055 g127
F14	<b>Subsidiary Ledgers, Registers, and Journals</b>  Includes all subsidiary ledgers, registers, and journals, such as Payment and Receipt Journals and Debenture Registers.  Excludes: <ul style="list-style-type: none"><li>Payroll Registers – see F27</li><li>Documents and vouchers used to support entries – file by subject</li></ul>	Financial Services	E+7**	E = end of the fiscal year	g001 g005 g006 g007 g032 g034 g055 g086 g127
F15	<b>General Ledgers and Journals</b>  Includes all records in the Books of Original Entry.	Financial Services	P		g001 g006 g007 g032 g034 g055 g127 g131
F16	<b>Payroll</b>  Includes all records of payments of salary, wages and deductions to employees. Includes time sheets, pay lists, Manulife and La Capitale reconciliations, T4 Slips and Statistics Canada reports. Also includes honoraria and fees to Council.  Excludes: <ul style="list-style-type: none"><li>Payroll Registers – see F27</li></ul>	Human Resources  Originating	E+6	E = end of the fiscal year	g001 g005 g007 g019 g032 g034 g102 g127
F17	<b>Purchase Orders and Requisitions</b>  Includes purchase orders and requisitions, blanket orders, and all background documentation authorizing the procurement of goods and services.  Excludes: <ul style="list-style-type: none"><li>Quotations and Tenders – see F18</li></ul>	Financial Services	E+6	E = end of the fiscal year	g006 g007 g032 g127
F18	<b>Quotations and Tenders</b>  Includes records regarding quotations and tenders obtained from suppliers of goods and services. Includes Requests for Proposals, Invitations to Tender, Proposals, Tender Submissions, Pre-qualifications, and all documentation regarding the selection process.	Financial Services  Originating	6**	Unsuccessful bids are retained for at least 3 years from contract award.	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Finance and Accounting					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Excludes: <ul style="list-style-type: none"><li>Successful quotations and tenders – see Contracts and Agreements, L04</li></ul>				
F19	<b>Receipts</b>  Includes receipts issued for payment of items such as licenses, rentals and taxes.	Financial Services  Originating	6		g006 g007 g032 g127
F20	<b>Reserve Funds</b>  Includes records documenting obligatory and/or discretionary reserve funds, such as reserves for working funds, contingencies, future capital projects, and information systems, etc.	Financial Services	6		g069
F21	<b>Revenues</b>  Includes records regarding the generation of revenues other than taxes such as development charges.  Excludes: <ul style="list-style-type: none"><li>Accounts Receivable – see F02</li><li>Tax Rolls – see F22</li></ul>	Financial Services	6	Records related to mortgages must be kept for 10 years.	g026 g032 g095 g127
F22	<b>Tax Rolls and Records</b>  Includes taxation records of long-term importance, such as assessment rolls, tax sale records, tax sale deeds, property tax registrations, tax arrears register cards and Tax Collector's rolls.  Excludes: <ul style="list-style-type: none"><li>Accounts Receivable – see F02</li><li>Mortgage Companies – see F02</li><li>Correspondence related to tax issues that are not of a long-term importance – see F02</li></ul>	Financial Services	P		g007 g014 g058 g068 g113
F23	<b>Write Offs</b>  Includes accounts receivable that have been written off as uncollectible. Also includes records of bankruptcies.  Excludes: <ul style="list-style-type: none"><li>Accounts Receivable – see F02</li></ul>	Financial Services  Originating	6	Court Services write-offs are kept for 37 years.	g006 g007 g027
F24	<b>Trust Funds</b>  Includes records regarding funds established by the municipality for money held in trust, such as bequests, Homes for the Aged Residents and Ontario Home Renewal Program.	Originating	E+7	E = end of the fiscal year or last day of residence	g047 g051 g062 g097
F25	<b>Security Deposit</b>  Includes development deposits, letters of credit, proof of insurance when required, and records of monies held as security (i.e. bonds).	Financial Services	E+6	E = closure of account	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Finance and Accounting					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
F26	<b>Working Papers</b>  Includes all working notes, calculations and background documentation used to calculate financial statements such as the Monthly Trial Balance.  Excludes: <ul style="list-style-type: none"><li>Financial Statements – see F10</li></ul>	Financial Services	E+1	E = after completion of audit	
F27	<b>Payroll Registers</b>  Includes all annual payroll registers.  Excludes: <ul style="list-style-type: none"><li>Any other subsidiary ledger, register or journal – see F14</li><li>Documents and vouchers used to support entries – file by subject</li></ul>	Human Resources	75		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Human Resources					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
H00	<b>Human Resources – General</b>  Includes records regarding human resources which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
H01	<b>Attendance and Scheduling</b>  Includes records regarding employee attendance, shift scheduling, vacation schedules, hours of work, excess hours, on-call schedules, etc.  Excludes: <ul style="list-style-type: none"><li>Individual Time Sheets – see Payroll, F16</li></ul>	Human Resources  Originating	E+3**	E = record created	g035
H02	<b>Benefits</b>  Includes brochures, rates, quotes, correspondence and explanatory documents regarding benefits offered to employees, such as group insurance, dental plans, Canada Savings Bonds, and general information on EHT.  Excludes: <ul style="list-style-type: none"><li>Payroll – see F16</li></ul>	Human Resources	S		
H03	<b>Employee Records</b>  Includes records regarding the employment history of municipal employees. Includes initial resumes and applications, performance evaluations, training reports, correspondence with the employee and employee assistance. Includes full-time, part-time, student employees and volunteers.  Excludes: <ul style="list-style-type: none"><li>Grievances – see H14</li><li>Harassment – see H15</li><li>Health and Safety Training – see H04</li></ul>	Human Resources  Originating	E+6	E = date the employee is no longer employed by the City or the employee’s 18 <sup>th</sup> birthday, whichever occurs later  Drinking water system training records are kept for E+5 years.  Firefighter employment terms are kept for E+25 years.	g002 g010 g035 g065 g082 g103 g107
H04	<b>Health and Safety</b>  Includes records regarding the occupational health and safety of staff. Includes accident reports, Workplace Safety and Insurance Board reports, information on health and safety programs for staff, and records related to mandatory health and safety training.  Excludes: <ul style="list-style-type: none"><li>Accidents of the Public – see Incident/Accident Reports, P05</li><li>Lost-time reports and claims – see Claims, H13</li></ul>	Human Resources	E+10	E = date the employee is no longer employed by the City  For confined space entry training: the two most recent records are kept.  Accident reports for construction projects are retained with project records for 1 year after project completion.	g045 g059 g076 g077 g078 g104 g125 g137 g148
H05	<b>Human Resource Planning</b>	Human Resources	1**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Human Resources					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Includes records of succession planning, executive placement, retirement programs, staff turnover rates, annual hire/promotion targets, recruitment freezes, employment equity, performance management and related records.  Excludes: <ul style="list-style-type: none"><li>Employee Records – see H03</li></ul>				
H06	<b>Job Descriptions</b>  Includes job descriptions and specifications as well as background information used in their preparation or amendment.	Human Resources  Originating	S**		
H07	<b>Labour Relations</b>  Includes records regarding the relationship between labour and management. Includes collective bargaining, correspondence with unions and negotiations.  Excludes: <ul style="list-style-type: none"><li>Collective Agreements – see Contracts and Agreements, L04</li></ul>	Human Resources	E+10**	E = expiry of contract period	g013
H08	<b>Organization</b>  Includes records regarding reporting relationships, reorganization, organizational analysis, etc. Includes organizational charts.  Excludes: <ul style="list-style-type: none"><li>Job Descriptions – see H06</li></ul>	Human Resources  Originating	S**		
H09	<b>Salary Planning</b>  Includes records regarding the planning and scheduling of salaries, such as job evaluations, job classification systems, salary surveys and schedules. Also includes any reference material retained regarding issues related to pay equity.  Excludes: <ul style="list-style-type: none"><li>Employee Records – see H03</li></ul>	Human Resources	5		
H10	<b>Pension Records</b>  Includes records detailing obligations to individuals under OMERS. Includes pension information of retired personnel, including registration and records.  Excludes: <ul style="list-style-type: none"><li>Deductions for pensions – see Payroll, F16</li><li>General information on pension plans – see Benefits, H02</li><li>Payments made to OMERS – see Accounts Payable, F01</li></ul>	Human Resources	E+50	E = date the employee is no longer employed by the City	g001 g088
H11	<b>Recruitment</b>	Human Resources	1**	Fire Department multi-year recruitments are	g071

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Human Resources					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	<p>Includes records regarding the recruitment of staff. Includes job postings, copies of advertisements, records regarding competitions and unsuccessful applications.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Successful applications – see Employee Records, H03</li></ul>			kept for 2 years.	
H12	<p><b>Training and Development</b></p> <p>Includes records regarding courses offered to employees and information on career and professional development programs. Also includes orientation materials.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Employee Records – see H03</li><li>Health and Safety Training – see H04</li></ul>	<p>Human Resources</p> <p>Originating</p>	E+3**	<p>E = date when that particular course ceases to be offered</p> <p>Only courses developed and presented by the City are subject to archival selection.</p>	g043
H13	<p><b>Claims</b></p> <p>Includes records regarding claims to WSIB or insurance carriers for lost-time incidents, accidents, STD or LTD.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Non lost-time incidents or accidents – See Health and Safety, H04</li><li>Self-insured STD – See H04</li></ul>	Human Resources	E+10	<p>E = date the employee is no longer employed by the City</p> <p>Records related to exposure to airborne Acrylonitrile, benzene, lead, mercury, silica, vinyl chloride, arsenic, ethylene oxide or asbestos must be kept the longer of</p> <p>(a) 40 years from the time such records were first made with respect to the worker; or</p> <p>(b) 20 years from the time the last of such records were made with respect to the worker.</p>	g076 g078 g104 g125
H14	<p><b>Grievances</b></p> <p>Includes records dealing with grievance complaints filed against the municipality, such as the initial complaint, investigation, reports and final resolution.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>Harassment and Violence – see H15</li></ul>	Human Resources	E+10	E = resolution of the claim	g013 g059
H15	<p><b>Harassment, Violence and Code of Conduct</b></p> <p>Includes records dealing with harassment, violence or code of conduct complaints by or against employees of the municipality. It includes documents such as the initial complaint, investigation, reports and final resolution.</p>	Human Resources	E+3	<p>E = resolution of the complaint</p> <p>Sexual harassment investigations are kept for E+7 years.</p>	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Human Resources					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Excludes: <ul style="list-style-type: none"><li>Grievances – see H14</li></ul>				
H16	<b>Criminal Background Checks</b>  Category not used. Due to personal information, criminal background check results should be verified but not collected and retained.				
H17	<b>Employee Medical Records – Hazardous Materials</b>  Includes records of exposure to asbestos and other hazardous materials.	Human Resources	E+40 or 20 years after last record of exposure	E = date the employee is no longer employed by the City  Medical records related to firefighters and positions of moderate to high risk of exposure to environmental hazards on the job must be retained for 100 years in accordance with presumptive legislation requirements.	g079 g103 g114
H18	<b>Employee Medical Records</b>  Includes doctor’s notes, correspondence and health reports related to an employee’s medical situation.	Human Resources	E+10	E = date the employee is no longer employed by the City or when the STD/LTD claims are resolved  Medical records related to firefighters and positions of moderate to high risk of exposure to environmental hazards on the job must be retained for 100 years in accordance with presumptive legislation requirements.	g076 g078 g104 g114
H19	<b>Disability Management</b>  Includes all records related to occupational and non-occupational injuries and illnesses. Also includes accommodation records related to permanent impairment under the Human Rights Code resulting in permanent accommodation.	Human Resources	E+5	E = day issued or earlier as may be specified by Commission	g010 g054 g078

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Human Resources					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
H20	<b>Confined Spaces</b>  Includes records relating to the assessment of confined spaces and written plans and procedures for the control of hazards in confined spaces.	Human Resources  Originating	E+1	Longer of: E = document created or E = period necessary to ensure 2 most recent records retained	g075
H21	<b>Joint Health and Safety Committee Records</b>  Includes records of the City’s Joint Health and Safety Committee, such as agendas, minutes, records of inspection, etc. Also includes records relating to Ministry of Labour visits and orders.	Human Resources  Originating	E+7	E = end of the calendar year	
H22	<b>Employee Oaths/Sworn Statements</b>  Includes any signed oaths or sworn statements that are made by an employee as part of their role or position.	Originating	E+1	E = date the employee is no longer employed by the City	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Justice					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
J00	<b>Justice – General</b>  Includes Court and POA (Provincial Offences Act) records which cannot be classified elsewhere. Use only if no other heading is available.	Originating	4		g021
J01	<b>Certificates of Offence – Part 1</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J02	<b>Information – Part 3</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J03	<b>Control Lists</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J04	<b>Court Dockets</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J05	<b>Transcripts and Records of Court Proceedings</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J06	<b>Enforcements and Suspensions</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J07	<b>Appeals and Transfers</b>  Category not used.			Refer to Court Services provincial retention timelines.	
J08	<b>Statistics</b>  Category not used – see Statistics and Tracking, A26.				g021
J09	<b>Disclosure</b>  Includes information requested by individuals in preparation for court cases.	Court Services Originating	6		g021
J10	<b>Certificates of Conviction – Part 2</b>  Includes Court and POA records including Part 2 – Certificates of Conviction.	Court Services	6		g021

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All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Legal Affairs					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
L00	<b>Legal Affairs – General</b>  Includes records regarding legal affairs which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
L01	<b>Appeals and Hearings</b>  Includes all transcripts and related documentation regarding appeals, hearings, and legal proceedings. Includes final judgments. Also includes zoning appeals, official plan appeals, and Committee of Adjustment appeals. Also includes orders issued by regulatory bodies and boards.  Excludes: <ul style="list-style-type: none"><li>• Litigation – see Claims Against the Municipality, L02 or Claims By the Municipality, L03</li><li>• Harassment and Violence – see H15</li><li>• Access to Information appeals – see A17</li></ul>	Legal Services  Committee of Adjustment	P		g068 g090
L02	<b>Claims Against the Municipality</b>  Includes all litigation made by other parties against the municipality.  Excludes: <ul style="list-style-type: none"><li>• Appeals and Hearings – see L01</li></ul>	Legal Services  Risk Services	E+15	E = resolution of the claim and all appeals	
L03	<b>Claims By the Municipality</b>  Includes all litigation made against other parties by the municipality.  Excludes: <ul style="list-style-type: none"><li>• Appeals and Hearings – see L01</li></ul>	Legal Services	E+15	E = resolution of the claim and all appeals	g086
L04	<b>Contracts and Agreements – Under By-law</b>  Includes all agreements entered into by the municipality which require a by-law for approval. Includes construction contracts, collective agreements, site plan agreements, Committee of Adjustment agreements and subdivision agreements. Also includes agreements regarding easements, encroachments, area ways and laneways.  Excludes: <ul style="list-style-type: none"><li>• Office Equipment Maintenance Agreements – see Contracts and Agreements – Simple, L14</li><li>• Contracts regarding Land – see Land Acquisition and Sale, L07</li><li>• Insurance Policies – see L06</li></ul>	City Clerk's Office  Originating	E+15**	E = date the contract or agreement is fulfilled or terminated	g060
L05	<b>Insurance Appraisals</b>  Includes appraisals of municipal property for insurance purposes.	Procurement	E+15	E = after a new appraisal has been done	g060
L06	<b>Insurance Policies</b>	Procurement	E+15	E= expiry of the policy	g060

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Legal Affairs					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Includes municipal insurance policy documents, such as vehicle, liability, theft, and fire insurance.  Excludes: <ul style="list-style-type: none"><li>Employee Group Insurance – see Benefits, H02</li><li>Third Party Contracts – see Contracts and Agreements, L04</li></ul>				
L07	<b>Land Acquisition and Sale</b>  Includes records regarding real estate transactions and conveyance of land, such as lot sales, alley closings and allowances, road widenings, whether through voluntary transactions or expropriation. Includes deeds/transfers and expropriation plans, purchase letters and appraisals.	Realty Services	E+15**	E = property disposition or acquisition  Renewable energy project agreement terms may not be more than 50 years.	g058 g095 g145
L08	<b>Opinions and Briefs</b>  Includes copies of opinions and briefs prepared by the municipality's legal counsel on specific issues and by-laws.	Legal Services  Originating	S**		
L09	<b>Precedents</b>  Category not used.			Reference – discard when no longer useful.	
L10	<b>Federal Legislation</b>  Category not used.			Reference – discard when no longer useful.	
L11	<b>Provincial Legislation</b>  Category not used.			Reference – discard when no longer useful.	
L12	<b>Vital Statistics</b>  Includes registers of births, deaths and marriages.  Excludes: <ul style="list-style-type: none"><li>Population Statistics – see Demographic Studies, D01</li></ul>	City Clerk's Office	P	Marriage licence applications are kept for 2 years.	g066
L13	<b>Prosecutions – Part 3</b>  Includes records regarding prosecutions to enforce by-laws and federal and provincial legislation.  Excludes: <ul style="list-style-type: none"><li>By-law Enforcement – see P01</li><li>Appeals and Hearings – see L01</li><li>Part 1 and 2 Prosecutions– see L15</li></ul>	Court Services	E+7	E = delivery of judgement/closing of file	
L14	<b>Contracts and Agreements – Simple</b>  Includes contracts and agreements which do not require by-law approval, such as equipment rental and service contracts and vehicle lease and purchase agreements. Also includes consents required under the Canadian Anti Spam Legislation (CASL).	Originating	E+2**	E = expiry of the contract  River Run Centre and Sleeman Centre license agreements are kept for 6 years.  Long-term care service	g050 g059 g062

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Legal Affairs					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Excludes: <ul style="list-style-type: none"><li>Agreements listed under L04</li></ul>			provider agreements are kept for E+7.	
L15	<b>Prosecutions – Part 1 and 2</b>  Includes records regarding prosecutions to enforce parking infractions, notices and tickets/fines.  Excludes: <ul style="list-style-type: none"><li>By-law Enforcement – see P01</li><li>Appeals and Hearings – see L01</li><li>Part 3 Prosecutions – see L13</li></ul>	Court Services	E+ 6 months	E = delivery of judgement/ closing of file	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Media and Public Records					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
M00	<b>Media and Public Relations – General</b>  Includes records regarding media and public relations which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
M01	<b>Advertising</b>  Includes records regarding public advertising in magazines, newspapers, radio, television, and transit.  Excludes: <ul style="list-style-type: none"><li>• News Releases – see M06</li><li>• Recruitment – see H11</li><li>• Elections – see C07</li></ul>	Originating	3**		
M02	<b>Ceremonies and Events</b>  Includes records regarding participation in special events, openings, and anniversaries, such as Remembrance Day and Winter Carnival. Also includes records regarding the setup and running of special events.  Excludes: <ul style="list-style-type: none"><li>• Permit to hold event – see Permits, Other, P11</li></ul>	Originating	5**		
M03	<b>Charitable Campaigns, Fund Raising and Donations</b>  Includes records regarding the raising of funds and donations for municipality run programs or for other charitable organizations. This would include the United Way, Cancer Fund, community interest groups, etc.  Excludes: <ul style="list-style-type: none"><li>• Receipts – see F19</li></ul>	Originating	3**		
M04	<b>Complaints, Commendations and Inquiries</b>  Includes records regarding commendations, requests for information, and very general types of inquiries and general complaints. Also includes concerns about services offered by the municipality, inquiries about council proceedings and congratulatory letters. May also include compliance letters issued in response to a lawyer’s request.  Excludes: <ul style="list-style-type: none"><li>• Access to Information – see A17</li><li>• Specific Complaints – see appropriate subject</li></ul>	Originating	1**		
M05	<b>News Clippings</b>  Category not used.			Reference – discard when no longer useful.	
M06	<b>News Releases</b>  Includes background notes and final versions of	Corporate Communications	3**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Media and Public Records					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	news releases issued. Includes messages for inclusion in special event programs.				
M07	<b>Publications</b>  Includes typed manuscripts, artwork, printed copies and related records regarding the publication of tourism information, trade shows, current events, industrial directories, business directories, and maps. May include annual reports of a non-financial nature as well as copies of social networking sites (website, FaceBook, etc.) published by the municipality.	Originating	S**	S+3 if publication is subject to copyright or trademark.	g134 g135
M08	<b>Speeches and Presentations</b>  Includes background notes and final versions of speeches, presentations and news conferences given by elected and non-elected officials.  Excludes: <ul style="list-style-type: none"><li>Media coverage of speeches/presentations – see News Clippings – M05</li><li>News Releases – see M06</li></ul>	Originating	3**		
M09	<b>Visual Identity and Insignia</b>  Includes records regarding the standards which apply to graphic designs in the interest of establishing a Visual Identity Program. Includes logo and letterhead design, signage, flags, vehicle identification, etc. Also includes records regarding corporation insignia and seals of office.	Originating	S+5**		
M10	<b>Website and Social Media Content</b>  Includes snapshots of website content and copies of web pages created by the municipality for general public use. Also includes information on social media sites, such as Facebook and Twitter.	Originating	S		g033
M11	<b>Community Outreach and Engagement</b>  Includes material related to community outreach initiatives and engagement efforts carried out by City departments. For example, the Healthy Landscapes program, fire safety or water conservation initiatives.	Originating	E+5	E = completion of the project or initiative for which engagement was initiated	
M12	<b>Staff Media and Public Liability and Indemnity Forms</b>  Includes permission, liability and indemnity forms signed by the public when participating in City events, such as facility tours or entrance on private property. Also includes staff media waivers, such as photo publication forms.  Excludes: <ul style="list-style-type: none"><li>Recreational and Wellness Liability Waivers – see R07</li></ul>	Originating	3		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Media and Public Records					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
M13	<b>Communication Plans and Strategies</b>  Includes communication plans and strategies employed by City departments and staff.	Corporate Communications	5		
M14	<b>Public Relations and Public Awareness Campaigns</b>  Includes outgoing letters of support, congratulations, greetings, honourable achievement awards, welcome letters, etc. Also includes issues regarding internal/external communications. Includes programs designed for public awareness.	Corporate Communications  Originating	5**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Protection and Enforcement Services					
Class Code	Records Category	Responsible Department	Retention Period	Remarks	Citation Group
P00	<b>Protection and Enforcement Services – General</b>  Includes records regarding protection and enforcement services which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
P01	<b>By-law Enforcement</b>  Includes records of municipal efforts to enforce by-laws, such as parking tickets, orders to comply, inspection reports, field reports, stop work orders, officer’s notes, correspondence, exhibits, photographs, etc.  Excludes: <ul style="list-style-type: none"><li>• Health Inspections – see P07</li><li>• Investigations – see P08</li><li>• Environmental Monitoring – Industrial/ Commercial – see E05</li><li>• Prosecutions – see L13</li><li>• Animal Control Enforcement – see P14</li><li>• Lottery License Enforcement – see P09</li></ul>	By-law Compliance, Security and Licensing  Originating	10**		g008 g009
P02	<b>Daily Occurrence Logs</b>  Includes daily occurrences logs maintained by the Chief Building Official. Also includes logs maintained of daily occurrences such as By-law dispatches and fire assistance calls.	Originating	5**	Fire records are kept for 10 years.  EMS records are kept for 6 years.	g015
P03	<b>Emergency Planning</b>  Includes records regarding the planning and rehearsal of emergency measures. May also include records of previous disasters including reports, press clippings, etc.	Emergency Services  Originating	S**	E+5 if Canadian Environmental Protection Act applies  E = expiry of plan	g144
P04	<b>Hazardous Materials</b>  Includes information and reports on chemicals and substances that pose fire hazards. Also includes records dealing with toxic substances control, transportation and effects.  Excludes: <ul style="list-style-type: none"><li>• Staff Safety Training – see H04</li><li>• Personal exposure – see H17</li><li>• Manifests – see E07</li></ul>	Originating	S+5	7 years or tank removal + 7 years if Canadian Environmental Protection Act applies	g038 g076 g140 g141 g142 g143 g149
P05	<b>Incident/Accident Reports</b>  Includes vandalism and security incident reports and reports of accidents that occur at recreational facilities and other municipal properties.  Excludes: <ul style="list-style-type: none"><li>• Security – see A18</li><li>• Accidents of Municipal Staff – see H04</li><li>• Vehicle Accidents – see L02 or L03</li><li>• Emergency Services Accident Reports – see P18</li></ul>	Originating	E+3	E = date the incident or accident occurred (ensure 2 most recent reports are kept)	g078

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Protection and Enforcement Services					
Class Code	Records Category	Responsible Department	Retention Period	Remarks	Citation Group
	<ul style="list-style-type: none"><li>• Patient Medical Records – see P23</li><li>• Fire and Rescue Incident Reports – see P24</li></ul>				
P06	<b>Building and Structural Inspections</b>  Includes inspection reports, such as building, plumbing, fire prevention, and other structural inspections. Also includes inspections of marijuana grow operations after appropriate notification from a police force.  Excludes: <ul style="list-style-type: none"><li>• By-law Enforcement – see P01</li><li>• Fire Prevention and Inspection – see P21</li></ul>	Building Services	E+10	E = resolution of the issue	g015 g045 g046 g073
P07	<b>Health and Safety Inspections</b>  Includes health inspection reports conducted or performed by Health and Safety Committee on private, public and commercial properties and Fire Marshal’s or Public Health Inspections.	Originating	E+5	E = date of inspection	g073 g074
P08	<b>Investigations</b>  Includes records of investigations pertaining to law enforcement, traffic accidents, ambulance and fire fighting activities.  Excludes: <ul style="list-style-type: none"><li>• Bylaw Enforcement – see P01</li><li>• Harassment and Violence – see H15</li></ul>	Originating	10**		g011
P09	<b>Licensing</b>  Includes records regarding licenses administered by or required by the municipality, or required by the province, such as licensing for dog kennels, dogs, liquor, businesses and quarries, etc.  Excludes: <ul style="list-style-type: none"><li>• Marriage Licences – see Vital Statistics, L12</li><li>• Lottery Licenses – see P20</li></ul>	By-law Compliance, Security and Licensing	E+6	E = expiry of the license	g017
P10	<b>Building Permits</b>  Includes permits issued to builders, contractors and residents giving them permission to build or renovate. Also includes associated forms, drawings for permits and reports from professional bodies and approval from other authorities.  Excludes: <ul style="list-style-type: none"><li>• All other permits – see P11</li></ul>	Building Services	P		g015 g090
P11	<b>Permits, Other</b>  Includes applications and copies of permits issued by other government bodies within the municipality as well as permits issued giving permission to hold special events, transport oversize loads, erect signs, park on the street, etc.	Originating	E+2	E = expiry of the permit	g017

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City of Guelph Records Retention Schedule

Primary Heading: Protection and Enforcement Services					
Class Code	Records Category	Responsible Department	Retention Period	Remarks	Citation Group
	Excludes: <ul style="list-style-type: none"><li>• Building Permits – see P10</li><li>• Encroachment Permits – see D16</li><li>• Burial Permits – see S09</li></ul>				
P12	<b>Warrants</b>  Category not used – Guelph Police Services is governed by a separate Board.				
P13	<b>Criminal Records</b>  Category not used – Guelph Police Services is governed by a separate Board.				
P14	<b>Animal Control</b>  Includes records regarding the control of household pets, strays, livestock and wildlife and livestock evaluation reports.  Excludes: <ul style="list-style-type: none"><li>• Dog Licenses – see P09</li></ul>	Originating	E+2	E = date animal was last in the pound	g012 g092
P15	<b>Community Protection Programs</b>  Includes records regarding community protection and crime prevention, such as Community Policy, Victim Services Neighbourhood Watch and Block Parents. Records include correspondence and brochures.	Originating	S+2**		
P16	<b>Emergency Services</b>  Includes records regarding land ambulance, fire and rescue services.	Emergency Services	S+10		
P17	<b>Emergency Services Incident and Impact Reports</b>  Records associated with emergency medical services incident reporting.	Emergency Services	E+10	Event = date the incident or accident occurred	g011
P18	<b>Emergency Services Accident Reports</b>  Records associated with emergency medical services accident reporting.	Emergency Services	E+10	Event = date the incident or accident occurred	g011
P19	<b>EMS Accident Statistics</b>  Category not used – see Statistics and Tracking, A26.				
P20	<b>Lottery Licensing</b>  Includes lottery license files, lottery organization documents and any lottery reports.  Excludes: <ul style="list-style-type: none"><li>• Marriage Licences – see Vital Statistics L12</li><li>• Business Licenses – see P09</li></ul>	By-law Compliance, Security and Licensing	E+6	E = expiry of the license	
P21	<b>Fire Prevention and Inspection</b>	Emergency	E+10	E = date of inspection	

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Protection and Enforcement Services					
Class Code	Records Category	Responsible Department	Retention Period	Remarks	Citation Group
	<p>Includes documents related to fire prevention and inspection created by Fire Services, such as property owner permission for inspections to be conducted, reports and any related recommendations.</p> <p>Excludes:</p> <ul style="list-style-type: none"><li>• By-law Enforcement – see P01</li><li>• Building and Structural Inspections – P06</li></ul>	Services			
P22	<p><b>Emergency Access Routes</b></p> <p>Includes documents relating to Fire Services and EMS access routes in the City.</p>	Emergency Services	S+5		
P23	<p><b>Patient Medical Records</b></p> <p>Includes patient medical records documenting emergency services care.</p>	Emergency Services	E+10	E = discharge of the patient	
P24	<p><b>Fire and Rescue Incidents</b></p> <p>Includes material relating to fire incidents, such as occurrence reports.</p>	Emergency Services	10		
P25	<p><b>Prohibition Notices and Orders</b></p> <p>Includes prohibition orders, notices and correspondence related to prohibition under regulations such as Source Drinking Water Protection. May also contain building code applications denied because of prohibition.</p>	Source Water Risk Management	15		g015 g016

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Recreation and Culture					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
R00	<b>Recreation and Culture – General</b>  Includes records regarding recreation and cultural services which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
R01	<b>Heritage Preservation</b>  Includes records regarding heritage and historical development, including designations of buildings, districts, and cemeteries as well as archaeological digs and studies.  Excludes: <ul style="list-style-type: none"><li>• Original By-laws – see By-laws, C01</li></ul>	Planning Services	E**	E = removal of designation for heritage properties  General and background records related to heritage planning and development are kept for 10 years.	g080
R02	<b>Library Services</b>  Category not used – Guelph Public Library governed by a separate Board.				
R03	<b>Museum and Archival Services</b>  Includes registers of holdings, museum programming, activity reports, historical society holdings, archival operations, conservation information and related records.  Excludes: <ul style="list-style-type: none"><li>• Record Centre Operations – see A10</li></ul>	Originating	P**		
R04	<b>Parks Management</b>  Includes correspondence, descriptions, reports and other records dealing with the management, design, setup, landscaping and maintenance of specific municipal parks. Includes maps and plans. Also includes information dealing with maintenance of playground equipment.  Excludes: <ul style="list-style-type: none"><li>• Building and Property Maintenance – see A20</li></ul>	Parks and Recreation  Originating	10**	Playground equipment maintenance records are retained permanently.  Final park design, planning and development decisions, drawings and specifications are retained permanently.	
R05	<b>Recreational Facilities</b>  Includes correspondence, descriptions, reports and other records dealing with the management, operation and design of specific municipal recreational facilities, such as arenas, rinks, pools, and fitness centres. Includes floor plans, architectural and engineering drawings. More specific information is filed by subject.  Excludes: <ul style="list-style-type: none"><li>• Facilities Construction – see A19</li><li>• Building and Property Maintenance – see A20</li></ul>	Parks and Recreation	5	Architectural and engineering drawings As Built = until superseded	g049 g073
R06	<b>Recreational and Cultural Programming</b>	Originating	2**		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Recreation and Culture					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Includes correspondence, applications, registrations and general information regarding the development and delivery of recreational and cultural programs to the community, such as youth, sport and fitness, adult education, crafts and other programs.				
R07	<b>Recreational and Wellness Patron Records</b>  Includes any medical information or liability waivers or forms signed by patrons of any recreation or wellness program offered by the City. Also includes signed release forms relating to tours of City facilities, such as Solid Waste Resources, Water Services and Wastewater Services.  Excludes: <ul style="list-style-type: none"><li>Staff Media and Public Liability and Indemnity Forms – see M12</li></ul>	Originating	3		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Social and Health Care Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
S00	<b>Social and Health Care Services – General</b>  Includes records regarding social and health care services provided to individual residents which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
S01	<b>Children's Day Nursery Services</b>  Includes general program information regarding childcare programs, such as municipal and private day care and day nursery services. Also includes general resource information used in counselling children and parents involved in these programs as well as records regarding drinking water testing and fire drills.  Excludes: <ul style="list-style-type: none"><li>Medical Records – see S06</li></ul>	Originating	E+2	Fire drill records are kept 2 years.  Inspection reports are kept for 2 years.  Water testing and reporting records are kept for 6 years.	g105 g109 g115 g123 g124
S02	<b>Elderly Assistance</b>  Includes general program information regarding programs intended to improve the quality of life for senior citizens, such as home care, housing and transit subsidies. Includes any homes for the aged as well as general resource information used in counselling seniors considering moving to homes for the aged. May include Indigent Elderly Patient reports. Also includes Meals on Wheels program.  Excludes: <ul style="list-style-type: none"><li>Long-term Care Facility Residents – see S03</li></ul>	Originating	7	Fire drill records are kept for 2 years.  Menu records are kept for 1 year.	g062 g063 g064 g098 g106
S03	<b>Long Term Care Facility Resident Records</b>  Category not used.				
S04	<b>Social Assistance Programs</b>  Includes general program information regarding social assistance programs available to residents. Also includes general resource information used in counselling recipients of social assistance and information pertaining to Employment Support Programs and Community Support Services. Also includes records regarding subsidized housing.  Excludes: <ul style="list-style-type: none"><li>Ontario Works Case Records – see S05</li><li>Social Assistance Program Applications and Parton Files – see S11</li><li>PAL and LAC Program Applications and Patron Files – see S12</li></ul>	Originating	10		g052 g053 g083 g097
S05	<b>Ontario Works Case Records</b>  Category not used.				
S06	<b>Medical Case Records</b>				

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Social and Health Care Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Category not used.				
S07	<b>Children's Services</b>  Includes general program information regarding programs benefiting children with disabilities, abused children and other children’s programs. Also includes general resource information used in counselling children and parents involved in these programs. May include CAS (Children’s Aid Society) records as well.  Excludes: <ul style="list-style-type: none"><li>• Medical records – see S06</li><li>• Day care programs – see S01</li></ul>	Originating	3	Records relating to children with disabilities are kept for at least 3 years after discharge.	g126
S08	<b>Public Health</b>  Includes records regarding Public Health programs, such as health and safety education, school health programs, family planning and disease control including immunization.	Originating	5		
S09	<b>Cemetery Records</b>  Category not used.				
S10	<b>Day Care Nursery Records</b>  Category not used.				
S11	<b>Social Assistance Program Applications and Patron Files</b>  Includes applications and records containing personal information related to a patron’s qualification for or use of a social assistance program. For example, applications and patron files related to the Mobility Service Program, Annual Transit and Parking Pass for Veterans and the Affordable Buss Pass Program.  Excludes: <ul style="list-style-type: none"><li>• General Social Assistance Program information – see S04</li><li>• Affordable Bus Pass, PAL and LAC Program Applications and Patron Files – see S12</li></ul>	Originating	E+2	E = date of last use or cancellation of enrolment in the program	
S12	<b>Affordable Bus Pass, FAIR, PAL and LAC Program Applications and Patron Files</b>  Includes applications and records containing personal information relating to a patron’s application and qualification for the Affordable Bus Pass, PAL and LAC social assistance programs.  Excludes: <ul style="list-style-type: none"><li>• General Social Assistance Program information – see S04</li><li>• Social Assistance Program Applications and Parton Files – see S11</li></ul>	Community Investment	2		

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Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Transportation					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
T00	<b>Transportation – General</b>  Includes records regarding transportation which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
T01	<b>Illumination</b>  Includes records and studies regarding the installation and repair of equipment used to illuminate roads, such as street lights, pedestrian crossover lights, etc. Also includes records on power consumption.	Facilities Management  Public Works	E+6	E = removal of the equipment  Specifications are kept permanently.	
T02	<b>Parking</b>  Includes records and studies regarding municipal parking issues, such as accessible parking, lot and garage operations, fire routes and employee parking.	Originating	E+6	E = closure of lot or space	
T03	<b>Public Transit</b>  Includes records regarding public transit systems. Includes schedules, routes, maps and similar information. Also includes project records regarding the construction of bus shelters and similar facilities, route administration and planning, fare policies, intergovernmental transit coordination and access for people with disabilities.	Transit	E+1**	E = closure of route/shelter/stop	g094
T04	<b>Road and Sidewalk Construction</b>  Includes records and studies regarding construction projects on roads and sidewalks. Includes the construction of new roads and major improvements to existing roads and sidewalks, such as resurfacing, widening, bridges, etc.  Excludes: <ul style="list-style-type: none"><li>• Design and Planning – see T05</li><li>• Routine maintenance and minor improvements to road systems – see Road Maintenance, T06</li></ul>	Public Works	E+5**	E = project finished  Specifications are kept permanently.	g073
T05	<b>Road Design and Planning</b>  Includes estimates, studies and other records regarding the design and planning of specific road construction projects. Also includes design of curbs and sidewalks, cycle ways, footpaths, walkways, etc.	Originating	E+5**	E = project finished  Specifications are kept permanently.	g073
T06	<b>Road and Sidewalk Maintenance</b>  Includes records and studies regarding the inspection and maintenance of roads and sidewalks. Includes the installation of culverts, minor repairs to the road surfaces, curbs and sidewalks, cycle-ways, footpaths, walkways, etc. Also includes grading, ploughing and sanding of roads, and snow removal and cleaning.	Public Works	E+5	E = project finished  Specifications are kept permanently.  Road salt usage records are kept for 7 years if Canadian Environmental Protection Act applies.	g073 g139

Legend:    **P** = Permanent; **S** = Superseded; **E** = Event; **\*\*** = Subject to Archival Selection

All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Social and Health Care Services					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
T07	<b>Signs and Signals</b>  Includes records and studies regarding the manufacture and installation of signs and signals.  Excludes: <ul style="list-style-type: none"><li>Visual Identity Program – see M09</li></ul>	Public Works	E+1	E = removal of sign/signal	g073
T08	<b>Traffic</b>  Includes records and studies regarding the flow of traffic on roads. Includes intersection drawings, pedestrian crossovers, crossing guards, traffic counts, accident statistics and related records. Also includes temporary road closures for special events.  Excludes: <ul style="list-style-type: none"><li>Non-temporary road closures – see T09</li></ul>	Originating	E+3**	E = project finished  Temporary road closure records are kept for 2 years.	
T09	<b>Roads and Lanes Closures</b>  Includes records regarding roads and lanes closed on a permanent or regular basis. Records include reports, appraisals, correspondence and district court applications. Also includes records related to requests to open road and street allowances.  Excludes: <ul style="list-style-type: none"><li>Temporary road closures – see Traffic, T08</li><li>Land Sales – see Land Acquisition and Sale, L07</li><li>Road Closing By-laws – see By-laws, C01</li></ul>	Public Works	E+1**	E = project finished	
T10	<b>Field Survey/Road Survey Books</b>  Includes engineering field survey notes as well as books.	Originating	E+1	E = project finished	
T11	<b>Bridges</b>  Includes estimates, studies and other records regarding projects specifically for bridge construction, also includes bridge repairs and maintenance.	Originating	E+5	E = project finished  Specifications are kept permanently.	g073

Legend: P = Permanent; S = Superseded; E = Event; \*\* = Subject to Archival Selection

All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Vehicles and Equipment					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
V00	<b>Vehicles and Equipment – General</b>  Includes records regarding vehicles and equipment which cannot be classified elsewhere. Use only if no other heading is available.	Originating	1		
V01	<b>Fleet Management</b>  Includes records of all vehicles currently leased or owned, operated and maintained by the municipality. This includes vehicle history files and vehicle maintenance, registration and disposal.  Excludes: <ul style="list-style-type: none"><li>Insurance Policies – see L06</li><li>Accident Claims – see L02, L03</li><li>Leases/Contracts – see L14</li><li>Daily Reports/Logs – see V05</li></ul>	Originating	E+ 2	E = termination of lease or de-servicing of vehicle	g050 g094 g130
V02	<b>Mobile Equipment</b>  Includes records regarding mobile equipment used in conjunction with vehicles. Also includes maintenance and history files on equipment such as generators, pumps, snow blowers, sanders, etc.	Originating	E+1	E = disposal of equipment	g074
V03	<b>Transportable Equipment</b>  Includes records regarding transportable equipment used by the municipality. Also includes maintenance and history files on equipment such as lawnmowers, hoses, weed-eaters, drills, and rescue equipment.	Originating	E+1	E = disposal of equipment	g074
V04	<b>Protective Equipment</b>  Includes records regarding protective equipment used by the municipality. Also includes maintenance and history files on equipment such as breathing apparatus, breathing tanks, down alarms, etc.  Excludes: <ul style="list-style-type: none"><li>Uniforms and Clothing – see A14</li></ul>	Originating	E+1	E = disposal of equipment	g074
V05	<b>Fleet Daily Inspection Reports/Logs</b>  Includes records regarding daily inspection reports or logs for all current fleet vehicles.  Excludes: <ul style="list-style-type: none"><li>Vehicle history or maintenance – see V01</li></ul>	Originating	E+1	E = 1 year from the last date completed in the log	
V06	<b>Ancillary Equipment</b>  Records regarding fixed equipment which is non-vehicle and non-office in nature. Includes equipment such as appliances, water heaters, garbage compactors, furniture (non-office), industrial shredders, etc. Includes correspondence, equipment user and procedural manuals, warranty, maintenance and history records. Also includes setup tests and manuals.	Originating	E+1**	E = disposal of equipment  Setup tests are kept until superseded.  Small water system equipment records are	g116

Legend:    **P** = Permanent; **S** = Superseded; **E** = Event; **\*\*** = Subject to Archival Selection

All numbers in retention columns refer to years unless otherwise specified

Schedule A  
City of Guelph Records Retention Schedule

Primary Heading: Vehicles and Equipment					
Class Code	Retention Category	Responsible Department	Retention Period	Remarks	Citation Group
	Excludes: <ul style="list-style-type: none"><li>Office Equipment and Furniture – see A07</li></ul>			kept for a minimum of 5 years.	

Legend:    **P** = Permanent; **S** = Superseded; **E** = Event; **\*\*** = Subject to Archival Selection

All numbers in retention columns refer to years unless otherwise specified



# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Corporate Services
Date	Tuesday, April 3, 2018
Subject	<b>2018 Property Tax Policy Report</b>
Report Number	CS-2018-11

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## Recommendation

1. That the 2018 City of Guelph Property Tax Policies set out in ATT-1 to the 2018 Property Tax Policy Report number CS-2018-11 dated April 3, 2018, be approved.
2. That the tax policies be incorporated into tax ratio, tax rate, and capping parameter by-laws.
3. That the maximum allowed capping parameters be used for 2018, allowing the City of Guelph to exit the capping program in the shortest timeframe available.

## Executive Summary

### Purpose of Report

To recommend that the 2018 Property Tax Policy, included as ATT-1, be approved and incorporated into tax rates and required by-laws for the April 23, 2018 Council meeting. This provides sufficient time to prepare the final tax bills to meet the legislative mailing date for the June 29, 2018 installment.

### Key Findings

Municipal Councils are required to make a number of tax policy decisions and pass the related by-laws annually.

In 2017, Council provided direction for setting tax ratios for the 2017-2020 assessment cycle. Tax rates have been calculated based on this direction. The attached tax policy and calculated rates are an administrative consolidation of all applicable previous Council decisions.

Council must also adopt the capping parameters to be used for the multi-residential, commercial and industrial property classes as mandated by the Province.

As in previous years, the overall principle for tax policy is to promote and adopt positions that shorten the timeframe to achieve full Current Value Assessment

(CVA) taxation and thus simplify the tax system. In 2016, new options were introduced to allow municipalities greater flexibility in moving to CVA taxation sooner. Utilizing all of the capping options to their maximum will provide the City with the necessary tools to move capped classes closer to CVA taxation. As such, properties in the same tax class with the same CVA will pay the same tax. Fair tax policies and a balanced tax ratio form an integral part of the City's strategic goals.

Staff is therefore recommending Council utilize all options under the capping program to maximize the transparency of property tax in the business sectors and ensure CVA taxation on all properties as soon as possible.

### **Financial Implications**

There are no financial implications related directly with the tax policy. Tax ratios and subsequent rates only allocate the set budget over the different tax classes.

There are no financial implications related to capping options as the capping impact is revenue neutral within the broad tax class itself.

## **Report**

Municipal Councils are required to make a number of tax policy decisions annually. The Municipal Act sets out the parameters to be followed by municipalities when setting property tax policies. These parameters include establishing tax ratios and discounts; use of graduated taxation and optional classes; capping options on multi-residential, commercial and industrial properties; and various tax mitigation measures. Annual tax policy decisions determine how the property tax levy, approved in the annual budget, will be distributed across the various classes of properties.

On December 5, 2017 Council approved the 2018 budget of \$232,965,140 and a 0.5% Dedicated Infrastructure Levy (DIL) of \$1,164,826 to be raised from taxation and payment in lieu. To fund the DIL to a total of 1.0% the remaining 0.5% is made up of a transfer from reserves.

The attached 2018 Property Tax Policy (ATT-1) provides details of the tax policy to be approved by City Council with the appropriate background, and is broken down into the following sections:

- Staff recommendation by policy area;
- Overview/description of the policy; and
- Policy considerations: factors such as economic impact, equity/fairness and administrative impact.

The following summarizes the 2018 tax policy to be approved in this report:

- Establishing 2018 discounts and tax rates based on previously approved tax ratios with the following exception:
  - The industrial subclass discount be set at 30% to match the commercial subclass discount;
- No changes to the new multi-residential property class;
- Continuing the low-income seniors and low-income disabled tax relief program;

- Continuing the current charitable tax rebate program;
- Setting the 2018 capping parameters, utilizing all options to bring all taxation to CVA tax as soon as possible; and
- No recommendations for graduated commercial/industrial tax rates or additional optional property classes or municipal tax reduction.

The by-laws for approval of the 2018 tax policies and tax rates are set for the April 23, 2018 Council meeting to allow sufficient time to prepare and mail the final property tax bills within the legislative timeframe for the June 29, 2018 instalment.

### **Tax Ratios and Subclass Discounts**

On April 24, 2017, Council adopted the recommendations in report CS-2017-02, titled Tax Ratios 2017-2020 Assessment Cycle, which provided direction for setting tax ratios for the reassessment cycle 2017 through 2020. This direction was that all ratios remain at their start ratio, except for the multi-residential ratio, which would remain revenue neutral on an annual basis.

Excess land and vacant land subclasses apply to the commercial and industrial classes. Currently, properties assessed in a commercial subclass are discounted at 30% of the full commercial tax rate and properties assessed in an industrial subclass are discounted at 35% of the full industrial tax rate. These discounts mirrored the vacant unit tax rebate program which Council endorsed eliminating as of January 1, 2018. The amendments to the Municipal Act in Bill 70, which allowed the City to eliminate the vacant unit tax rebate, also provide flexibility in setting subclass discounts. Report CS-2017-66, titled Changes to the Vacant Unit Tax Rebate Program and Vacant and Excess Land Property Tax Subclass Discounts, advised Council that staff would be exploring options for reducing subclass discounts as part of the annual Property Tax Policy in 2018. For 2018, staff is recommending the industrial subclass discount be reduced to 30% to match the commercial subclass discount. This is the lowest discount currently allowed by the Municipal Act without a specific regulation being enacted by the Province for the City. Reducing the industrial subclass to 30% will result in a tax shift reducing the overall residential taxes levied by approximately \$58,000.

The impact of these policy decisions on the average residential taxpayer with an assessment of \$351,081 is as follows:

	\$ Change
City of Guelph Portion	
Reassessment and Budget Impact	\$94.43
Ratio Change due to Multi-residential	\$6.71
Subclass Discount Change	(\$1.31)
Total Change In City Portion	\$99.83

The average residential taxpayer with a property assessed at \$351,081 will be levied \$3,515.21 in city taxes. They would see an overall increase in property taxes

of \$99.83 or 2.92% over 2017. This increase is the combined effect of the approved direction for tax ratios, the 2018 approved budget levy, the change to subclass discounts and the reassessment phase-in.

As outlined in report CS-2017-66, municipalities are now able to propose changes to their subclass discounts up to and including eliminating them altogether. Looking toward 2019 and onward, staff will report back to Council later this year or in early 2019 with options on phasing out the commercial and industrial subclasses after consulting affected stakeholders, analyzing tax shift impacts and researching the direction of comparable municipalities.

### **Mandatory Capping Parameters**

Province-wide there is a mandatory capping program introduced in 1998 to mitigate assessment related property tax changes on multi-residential, commercial and industrial properties. This program required that Council limit the assessment-related tax increases by a mandatory cap of up to 10% of the previous year's CVA taxes. CVA tax is transparent, equitable and easier to explain to business owners.

The overall principle for the tax policy is to promote and adopt positions that shorten the timeframe to achieve full CVA taxation and thus simplify the tax system. In 2016 the Province introduced new options to allow municipalities greater flexibility in moving to CVA taxation sooner. Fair tax policies and a balanced tax ratio form an integral part of the City's strategic goals.

By implementing all available options in 2018, the commercial class will have no properties impacted by capping in 2018 and will be able to exit capping immediately in 2019. The multi-residential and industrial property classes have already exited capping and all properties in these classes are taxed at CVA taxation.

Council must pass a by-law indicating the parameters they wish to implement for each taxation year. The by-law will follow an Information Report for Council in May, 2018.

### **Financial Implications**

There are no financial implications related directly with the tax policy. Tax ratios and subsequent rates only allocate the set budget over the different tax classes.

There are no financial implications related to capping options as the capping impact is revenue neutral within the broad tax class itself.

### **Consultations**

Once adopted by by-law, tax rates will be posted on the City's website.

# Corporate Administrative Plan

## Overarching Goals

Financial Stability

## Service Area Operational Work Plans

Our Resources - A solid foundation for a growing city

## Attachments

ATT-1          2018 Property Tax Policy

## Departmental Approval

James Krauter

Deputy Treasurer / Manager of Taxation and Revenue

## Report Author

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# **CORPORATION OF THE CITY OF GUELPH**

## **2018 PROPERTY TAX POLICY**

**Prepared by  
Corporate Services  
Finance  
Taxation and Revenue**

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## INTRODUCTION

The Municipal Act sets out the parameters to be followed by municipalities when setting property tax policies. These parameters include: Establishing tax ratios and discounts; graduated taxation and optional classes; capping options on multi-residential, commercial and industrial properties; levy restrictions which prevents municipalities from passing on levy increases to capped classes which have tax ratios in excess of provincial averages.

Annual tax policy decisions establish the level of taxation for the various property classes. This policy provides an overview of the tax policy decisions by Guelph City Council for the 2018 taxation year.

Each policy area is broken down into the following sections:

- Staff recommendation
- Overview/description of the policy
- Analysis and/or additional background information
- Policy considerations: In order to provide a basis for evaluating each policy decision, staff has considered factors such as economic impact, equity/fairness, and administrative impact.

In accordance with Section 308(4) of the Municipal Act, 2001 tax ratios must be established each year. A by-law must be passed in the year to establish the municipality's tax ratios for that year.



**2018 CITY OF GUELPH PROPERTY TAX POLICIES  
SUMMARY OF RECOMMENDATIONS**

<b>POLICY</b>	<b>STAFF RECOMMENDATION</b>
<b>Tax Class Discounts and Tax Rates</b>	<p>THAT the 2018 City tax rates corresponding to tax ratios, and sub class discounts be approved as set out in Appendix 1; and</p> <p>THAT staff be directed to prepare the necessary tax ratio and tax rating by-laws; and</p> <p>THAT a tax rate related to the Dedicated Infrastructure Levy be calculated for the required amount and identified separately on the City tax bills.</p>
<b>Optional Property Classes</b>	That the City of Guelph adopt no new optional property tax classes in 2018.
<b>Mandatory Capping &amp; Clawback</b>	<p>THAT the following parameters be established for the purposes of calculating the 2018 capping and clawback rates in accordance with the revisions to Municipal Act:</p> <ol style="list-style-type: none"> <li>1. Cap limit of 10% of 2017 annualized taxes or limit tax increase to 10% of 2017 Current Value Assessment (CVA) taxes, whichever is greater;</li> <li>2. Move capped/clawbacked properties to CVA tax if the capped taxes/clawback taxes are within a maximum of \$500 of CVA taxes without creating a shortfall;</li> <li>3. Exclude properties previously at CVA tax;</li> <li>4. Exclude properties that cross CVA tax in the year;</li> <li>5. Set a tax level of 100% of CVA tax for New Construction &amp; New to Class business properties (multi-residential, commercial &amp; industrial); and</li> <li>6. Opt into any program to exit or phase-out of the capping program.</li> <li>7. Excluded reassessment increases.</li> </ol> <p>THAT staff be directed to prepare the necessary capping and clawback by-laws.</p>
<b>Tax relief for low-income seniors and persons with disabilities</b>	THAT the tax relief program for low-income seniors and low-income persons with disabilities be continued as adopted by By-law (2015)-19988. Refer to Appendix 2.
<b>Tax relief for charities and other similar organizations</b>	THAT the current tax relief program for charities be continued for the 2018 taxation year in accordance with By-law (2002)-16851 and (2003)-17152. Refer to Appendix 3.

## TAX RATIOS, CLASS DISCOUNTS AND TAX RATES

### STAFF RECOMMENDATION:

**THAT** the 2018 City tax rates corresponding to tax ratios and sub class discounts be approved as set out in Appendix 1; and

**THAT** staff be directed to prepare the necessary tax ratio and tax rating by-laws; and

**THAT** a tax rate related to the Dedicated Infrastructure Levy be calculated for the required amount and identified separately on the City tax bills.

### OVERVIEW / DESCRIPTION

- Legislative reference: Municipal Act 2001, Section 308
- Most significant tax policy decision is that of tax ratios
- Tax ratios show how the tax rate for a property class compares with the residential rate. If a property class has a ratio of 2, then it is taxed at twice the rate of the residential class
- Municipalities can set different tax ratios for different classes of property
- Transition ratios were calculated initially in 1998 by the Province and reflected the level of taxation by class at that time
- Tax ratios must be approved annually by City Council. The issue is whether the tax ratios for each class should be changed
- Changing ratios shifts the relative burden of property taxes between property classes
- The City's ability to adjust tax ratios and redistribute the tax burden between property classes is limited by the "ranges of fairness" established by the Province (see Appendix 1 attached) which help protect property classes that are taxed at higher rates
- If the ratio for a property class is outside the "range of fairness", a municipality can either maintain the existing ratio or move towards the "range of fairness" but may not move further from the fairness range unless revenue neutral ratios are adopted
- If a tax ratio is above the Provincial threshold average, a levy increase cannot be passed on to that class. However, since 2004 the Province has allowed municipalities to pass along up to 50% of a levy increase to those restricted classes (classes which have ratios in excess of the threshold)
- The City of Guelph ratios are currently below the provincial threshold and therefore are not levy restricted
- Setting the industrial and commercial and subclass discounts both to 30%
- The Municipal Act also sets out the provisions for taxing farmland pending development which are as follows:
  1. On registration of the plan of subdivision, property assessment changes from being based on farm use to zoned use and a tax rate of between 25% and 75% of the relevant rate will apply. Guelph is currently at the maximum of 75%
  2. When a building permit is issued the tax rate may change from 25% to 100% of the rate that would apply to the property's zoned use. Guelph currently charges the maximum of 100%.

## **POLICY CONSIDERATIONS**

### **Economic impact:**

- Any adjustment to the tax ratios involves shifting the tax burden to the other property classes. A tax ratio change would result in a shift of taxation onto the residential class and increase the municipal taxes paid by the residential taxpayer.
- The range of fairness and levy restriction rules are a clear indication that the Province wishes to see taxes on commercial, industrial and multi-residential properties reduced and that portion shifted onto residential properties. The fact that the low end of the fairness ranges for commercial/industrial classes is below the residential tax ratio indicates the former government felt the property taxes for businesses should be less than property taxes for residential properties.
- Decreasing the commercial or industrial subclass discounts will result in tax shift where the discounted subclasses face an increased tax burden while all other classes see a decreased tax burden.
- The farmland awaiting development properties are taxed at the maximum allowable rate with discounts of 25% for subclass 1 and 0% for subclass 2

### **Equity/fairness:**

- Higher tax ratios could be perceived as discriminatory by multi-residential, commercial and industrial property owners who may feel that they are overtaxed relative to residential properties
- The disparity between the commercial and industrial tax ratios is difficult to justify
- Non-residential and multi-residential properties have historically been taxed at higher rates in most municipalities across the province
- Multi-residential properties are assessed on a different basis than residential properties and most often will attract a lesser amount of assessment per unit
- Non-residential properties pay property taxes using pre-tax income which is not the case for residential property owners and therefore supports the concept of differential tax rates
- With the elimination of the vacant unit tax rebate which mirrored the current commercial and industrial subclass discounts, properties in discounted subclasses now benefit from a reduction in taxes not available to any other tax class. This reduction in taxes is funded by all other tax classes.

### **Infrastructure levy communicated on the city tax bill:**

- Tax bill content prescribed by Ontario Regulation 75/01
- The design of the City's tax system allows for only four separate columns to be reported on the City's tax bill. Three of the four columns are required by Ontario Regulation 75/01. The fourth column is optional.
- With the addition of the Dedicated Infrastructure Levy in 2017, Council and staff deems it prudent to report this levy separately to property owners on the City tax bill. In 2018 a separate tax rate related to the Dedicated Infrastructure Levy will show on the tax bill . This direction was confirmed through Council resolution on February 26, 2018:
  1. That the City continues the practice of identifying the Dedicated Infrastructure Levy separately on the 2018 City tax bill.
  2. That the insert included with the 2018 City tax bill illustrate detailed information regarding the Dedicated Infrastructure Levy and total capital contributions from the operating budget.

**Administrative impact:** None

## OPTIONAL PROPERTY CLASSES / NEW MULTI-RESIDENTIAL CLASS

### STAFF RECOMMENDATION:

**THAT** the City of Guelph adopt no new optional property tax classes in 2018.

### OVERVIEW / DESCRIPTION

- Legislative reference: Municipal Act 2001 Section 308 and O.Reg 282/98
- Council may, by by-law, establish new property classes for shopping centers, office buildings, parking lots, and large industrial properties.

#### Details:

1. Shopping centers: rentable area of a shopping Centre (at least three units) that exceeds 25,000 square feet – the first 25,000 square feet remains in the commercial class;
2. Office buildings: rental area of an office building that exceeds 25,000 square feet – the first 25,000 square feet remains in the commercial class;
3. Parking Lots: entire assessment of such properties is included in this class;
4. Large industrial properties: buildings in excess of 125,000 square feet –

### POLICY CONSIDERATIONS

#### Economic impact:

- Establishing separate classes of commercial and industrial property will result in some properties subsidizing others, as the tax rates for these classes would be different from the main class. For example, establishing a separate class for shopping centers would result in a different tax rate for shopping centers than for all other commercial properties.
- The new multi-residential tax class is no longer an optional tax class. All Municipalities will have the new multi-residential tax class for 2018.

#### Equity/fairness:

- Use of separate classes could be seen as discriminatory and moving away from fairness, and contrary to the basic premise of reassessment

#### Administrative impact:

- Adopting an optional class requires a by-law to be prepared and notification to the Municipal Property Assessment Corporation
- Minimal staff time and costs

entire assessment is included in this class;

## MANDATORY CAPPING/OPTIONS

### STAFF RECOMMENDATION:

**THAT** the following parameters be established for the purposes of calculating the 2018 capping and clawback rates in accordance with the revision to the Municipal Act:

1. Cap limit of 10% of 2017 annualized taxes or limit tax increase to 10% of 2017 CVA taxes, whichever is greater
2. Move capped/clawbacked properties to CVA tax if the capped taxes/clawback taxes are within a maximum of \$500 of CVA taxes without creating a shortfall
3. Exclude properties previously at CVA tax
4. Exclude properties that cross CVA tax in the year
5. Set a tax level of 100% of CVA tax for new construction & new to class business properties (multi-residential, commercial & industrial)
6. Opt in to any program to exit or phase-out of the capping program.
7. Exclude reassessment increases.

**THAT** staff be directed to prepare the necessary by-law.

## OVERVIEW / DESCRIPTION

- Legislative reference: Municipal Act 2001 Part IX
- Council must limit the assessment related tax increases on multi-residential, commercial and industrial properties
- Council must decide how to finance the funding shortfall from limiting tax increases, or cap, which can be done by capping decreases as well as, by using general revenues or reserves, or a combination of the two.
- Shortfalls cannot be shared with the school boards
- The Province provided increased flexibility for municipalities commencing in 2016, with the following options available:
  - Increasing the cap to 10%, or selecting 10% of CVA tax whichever is higher
  - If an increasing/decreasing property is within \$500 of CVA taxation, then it may be billed the full amount
  - Allowing an exit or phase-out of the capping program.
  - Excluding reassessment increases
  - Exclude properties previously at CVA tax or exclude properties that cross CVA tax. If significant reassessment increases occur on a property this option will eliminate the capping protection amount which would otherwise be subsidized by all properties within that class experiencing a reassessment decrease (clawback)
  - New construction is taxed at 100% of CVA tax

2018 CAPPING PARAMETERS	MULTI-RES	COMMERCIAL	INDUSTRIAL
ANNUALIZED TAX LIMIT	N/A	10.00%	N/A
PRIOR YEAR CVA TAX LIMIT	N/A	10.00%	N/A
CVA TAX THRESHOLD – INCREASERS	N/A	500	N/A
CVA TAX THRESHOLD – DECREASERS	N/A	500	N/A
EXCLUDE PROPERTIES PREVIOUSLY AT CVA TAX	N/A	Yes	N/A
EXCLUDE REASSESSMENT INCREASE	N/A	Yes	N/A
EXCLUDE PROPERTIES THAT GO FROM CAPPED TO CLAWED BACK	N/A	Yes	N/A
EXCLUDE PROPERTIES THAT GO FROM CLAWED BACK TO CAPPED	N/A	Yes	N/A
EXIT CAPPING INDEFINATELY	Already exited	Not eligible	Already exited
CAPPING PHASE-OUT	N/A	Year 3 of 4	N/A

## POLICY CONSIDERATIONS

### Economic impact:

- Shortfalls cannot be shared with school boards; therefore it is 100% of the responsibility of the Municipality
- Capping options enable the City to move capped classes closer to CVA taxation more quickly resulting in greater stability and predictability in property taxation
- Having properties at or close to their CVA taxes can reduce the tax capping impacts resulting from reassessment
- The best method to avoid capping shortfalls requires the use of the highest allowable percentage for capped tax increases

### Equity/fairness:

- Adopting these capping options is perceived to be fair and equitable to taxpayers because properties in the same class with the same CVA should pay the same tax.

**Administrative Impact:**

- Considerable staff time, software provided provincially through OPTA



## **TAX RELIEF FOR LOW-INCOME SENIORS AND LOW-INCOME DISABLED PERSONS**

### **STAFF RECOMMENDATION :**

**THAT** the tax relief program for low-income seniors and low-income persons with disabilities be continued as adopted by By-law (2015)-19988. Refer to Appendix 2.

### **OVERVIEW / DESCRIPTION**

- Legislative reference: Municipal Act 2001 Section 319
- Upper-tier and single-tier municipalities must provide a program of tax relief for the purposes of “relieving financial hardship” caused by tax increases related to reassessment
- Relief can be in the form of a deferral or cancellation of tax increases
- The tax increase to be deferred or cancelled is calculated as the difference between the current year’s taxes levied and the previous year’s taxes levied on a property (subject to provincial regulation)
- The by-law also applies to tax increases for education purposes
- The amount deferred or cancelled is withheld from amounts levied for school board purposes
- A tax certificate must show any deferrals and the priority lien status of real property taxes in accordance with Section 349 of the Municipal Act
- The intent of this policy is to provide a mechanism to assist those least able to pay a significant increase in taxes
- The program was updated after review in 2015

### **POLICY CONSIDERATIONS**

#### **Economic impact:**

- Taxes are deferred and recovered when the property is sold or the eligible applicant ceases to be eligible
- Interest may not be charged on deferred taxes
- Each year the potential deferral must be paid for by other taxpayers. This results in a levy increase to fund the shortfall

#### **Equity/fairness:**

- Cancellation of taxes does result in some minor taxpayer subsidization, and effectively reduces the Province’s obligation under the Property Tax Credit program

#### **Administrative impact:**

- Additional staff time to administer the rebates

## **CURRENT TAX RELIEF FOR LOW-INCOME SENIORS AND LOW-INCOME DISABLED PERSONS**

### **GENERAL PARAMETERS**

- Tax relief is in the form of a deferral of taxes
- The amount eligible for deferral is the total increase given that the increase is greater than or equal to \$200 annually. No tax relief applies if the amount of the tax increase is less than \$200.
- Eligibility is as set out below

### **ELIGIBILITY CRITERIA (for receipt of property tax relief):**

#### **A) LOW-INCOME SENIORS**

- Means a person who on December 31<sup>st</sup> of the year of application has attained the age of 65 years and is in receipt of benefits under Guaranteed Income supplement (GIS) program or has attained the age of 65 years and is in receipt of benefits under the Guaranteed Annual Income System (GAINS) program for Ontario senior citizens.

#### **B) LOW-INCOME DISABLED PERSONS**

- Means a person who is in receipt of benefits under the Ontario Disability Support Program (ODSP) or in receipt of benefits under the Guaranteed Annual Income System (GAINS) for the Disabled and be eligible to claim a disability amount as defined under the Income Tax Act.

### **OTHER PROVISIONS**

- To qualify for tax assistance, applicants must have been owners of real property within the City for a period of one (or more) year(s) preceding the application.
- Tax assistance is only allowed on one principal residence of the qualified individual or the qualifying spouse.
- Application for tax deferral must be made annually to the City to establish eligibility or continued eligibility. Applications must include documentation in support thereof to establish that the applicant is an eligible person and that the property for which the application is made, is eligible property. Applications must be submitted to the City on or before the last day of December in the year for which the application applies, on a form prescribed by the City for this purpose.
- Tax relief applies to current taxes only, and is only deferred after payment in full is received for any current or past-year amounts payable.
- Applicant is responsible to refund any overpayment of a tax rebate granted if property assessment is reduced by the Assessment Review Board or Municipal Property Assessment Corporation
- For properties that are jointly held or co-owned by persons other than spouses, both or all co-owners must qualify under applicable eligibility criteria in order to receive tax relief.
- Tax relief begins in the month in which the low income senior attains the age of 65 or in which the low income disabled person becomes disabled.

## **TAX REBATES FOR CHARITIES**

### **STAFF RECOMMENDATION :**

**THAT** the current tax relief program for charities be continued for the 2018 taxation year in accordance with By-law (2002)-16851 and By-law (2003)-17152. Refer to Appendix 3.

### **OVERVIEW / DESCRIPTION**

- Legislative reference: Municipal Act 2001 Section 361
- The original intent of the program was to address certain tax impacts relating to the elimination of the Business Occupancy Tax (BOT) – registered charities that previously did not pay the BOT on leased commercial/industrial properties were put in a position of paying a higher (blended) rate on such properties
- All municipalities must have a rebate program in place
- An eligible charity is a registered charity as defined in subsection 248(1) of the Income Tax Act (Canada) that has a registration number issued by the Canada Customs and Revenue Agency
- A property is eligible if it is in one of the commercial or industrial property classes within the meaning of subsection 308(1) of the Municipal Act

#### **Program requirements include:**

- The amount of rebate must be at least 40% of tax paid
- One half of the rebate must be paid within 60 days of receipt of the application and the balance paid within 120 days of receipt of the application
- Applications for a rebate must be made between January 1<sup>st</sup> of the taxation year and the last day of February of the following taxation year
- The program must permit the eligible charity to make application based on an estimate of the taxes payable
- The program must provide for final adjustments to be made after the taxes have been set

#### **Program options include:**

- Other similar organizations may also be provided with rebates
- Rebates may be provided to properties in classes other than the commercial and industrial classes
- The rebate % can vary for different charities or other similar organizations and can be up to 100% of taxes paid
- Cost of the rebate is shared between the City and school boards
- The organization receiving the rebate shall also be provided with a written statement showing the proportion of costs shared by the school boards
- Any overpayment of rebated amount is to be refunded by the Charity if property assessment is reduced by the Assessment Review Board (ARB) or Municipal Property Assessment Corporation (MPAC)

## **POLICY CONSIDERATIONS**

### **Economic impact:**

- This by-law provides relief for organizations which were previously exempt from paying the Business Occupancy Tax - results in similar tax treatment before and after reform

### **Equity/fairness:**

- The cost of rebates is built into the City budget

### **Administrative impact:**

- Results in some additional staff time to administer the rebates

## **CURRENT TAX RELIEF PROVISIONS FOR REGISTERED CHARITIES**

The City's by-law includes all mandated provisions as well as the following optional provisions:

- Rebates set at 40% of taxes paid for Registered Charitable organizations, such as but not limited to, Family & Children's Services, Canadian Mental Health Association, Second Chance, St. John's Ambulance, Salvation Army, etc.
- Rebate set at 100% for those properties that are used and occupied as a memorial home, clubhouse or athletic grounds by those organizations whose persons served in the armed forces of Her Majesty or Her Majesty's allies in any war (i.e.- Legion, Army & Navy)
- In 2017 the City processed approximately 44 applications for a total dollar amount of \$215,897.58 of which the City's share was \$127,992.90.

## Appendix 1

### 2018 CITY OF GUELPH - TAX RATIOS, DISCOUNTS AND RATES

PROPERTY CLASS	2018 TAX RATIOS	2018 TAX RATE REDUCTION	2018 GENERAL LEVY TAX RATES	2018 DIL RATES	2018 TOTAL TAX RATES
Residential	1.0000		0.996273%	0.004981%	1.001254%
Residential - Farmland 1	1.0000	25%	0.747205%	0.003736%	0.750941%
Residential - Farmland 4	1.0000		0.996273%	0.004981%	1.001254%
New Multi-residential	1.0000		0.996273%	0.004981%	1.001254%
Multi-residential	1.8733		1.866358%	0.009331%	1.875689%
Multi-residential - Farmland 1	1.0000	25%	0.747205%	0.003736%	0.750941%
Multi-residential - Farmland 4	1.9287		1.866358%	0.009331%	1.875689%
Commercial	1.8400		1.833142%	0.009165%	1.842307%
Commercial - Farmland 1	1.0000	25%	0.747205%	0.003736%	0.750941%
Commercial - Farmland 4	1.8400		1.833142%	0.009165%	1.842307%
Commercial - Excess Land	1.8400	30%	1.283200%	0.006416%	1.289616%
Commercial - Vacant Land	1.8400	30%	1.283200%	0.006416%	1.289616%
Commercial - New Construction Full	1.8400		1.833142%	0.009165%	1.842307%
Commercial - New Construction - Excess	1.8400	30%	1.283200%	0.006416%	1.289616%
Industrial	2.2048		2.196583%	0.010982%	2.207565%
Industrial - Farmland 1	1.0000	25%	0.747205%	0.003736%	0.750941%
Industrial - Farmland 4	2.2048		2.196583%	0.010982%	2.207565%
Industrial - Excess Land	2.2048	30%	1.537608%	0.007687%	1.545295%
Industrial - Vacant Land	2.2048	30%	1.537608%	0.007687%	1.545295%
Industrial - New Construction Full	2.2048		2.196583%	0.010982%	2.207565%
Industrial - New Construction Excess	2.2048	30%	1.537608%	0.007687%	1.545295%
Pipelines	1.9175		1.910353%	0.009551%	1.919904%
Farmlands	0.2500		0.249068%	0.001245%	0.250313%
Managed Forests	0.2500		0.249068%	0.001245%	0.250313%
BIA					
Occupied	0.00356367				
Vacant	0.00249457				

## Appendix 2

### THE CORPORATION OF THE CITY OF GUELPH

#### By-law Number (2015) – 19988

A by-law to provide for deferrals of tax increases on property in the residential property class for low-income seniors and low-income persons with disabilities and to repeal By-law Number (2005)-17727.

WHEREAS the Council of the Corporation of the City of Guelph, pursuant to Section 319 of the *Municipal Act, 2001, S.O.2001, c.25*, as amended, shall pass a by-law providing for deferrals or cancellation of, or other relief in respect of, all or part of a tax increase on property in the residential property class for low-income seniors and low-income persons with disabilities;

AND WHEREAS By-law Number (2005)-17727 was passed May 2<sup>nd</sup>, 2005 being a by-law to provide for deferrals of tax increases on property in the residential property class for low-income seniors and low-income persons with disabilities;

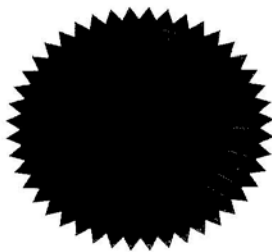
AND WHEREAS Council deems it necessary and expedient to pass the subject by-law to provide for deferrals of tax increases on property in the residential property class for low-income seniors and low-income persons with disabilities and to repeal By-law Number (2005)-17727;

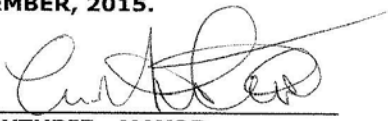
#### **NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE CITY OF GUELPH ENACTS AS FOLLOWS:**

1. In this by-law:
  - a) "*Eligible amount*" means the total tax increase related to assessment increase over the previous year which is equal to or greater than \$200 annually.
  - b) "*Eligible person*" means a low-income person with disabilities or a low-income senior or the spouse of such eligible person.
  - c) "*Low-income person with disabilities*" means a person who is in receipt of benefits under the *Ontario Disability Support Program (ODSP)* or in receipt of benefits under the *Guaranteed Annual Income System (GAINS)* for the Disabled and be eligible to claim a disability amount as defined under the *Income Tax Act*.
  - d) "*Low-income senior*" means a person who on December 31<sup>st</sup> of the year of application has attained the age of 65 years and is in receipt of benefits under the *Guaranteed Income Supplement (GIS)* program or has attained the age of 65 years and is in receipt of benefits under the *Guaranteed Annual Income System (GAINS)* program for Ontario Senior Citizens.
2. Tax Relief granted pursuant to this by-law shall be in the form of a deferral of the annual eligible amount provided that:
  - a) Either the owner or spouse of the owner has been assessed as the owner of, and has occupied the property for a period of one or more years preceding the date of application.

- b) For properties which are jointly held or co-owned by a person other than spouses, all co-owners must qualify under applicable eligibility criteria in order to receive tax relief.
- c) Both the owner and the owners spouse must be an Eligible Person.
3. Deferred amounts shall continue until the property is sold or until the eligible applicant ceases to be eligible, at which time the total deferred amounts become a debt payable to the Corporation of the City of Guelph.
  4. Tax relief amounts provided pursuant to this by-law are not transferable to the estates of deceased owners.
  5. The amount of tax relief granted pursuant to this by-law shall represent a lien against the property. The cost to register the lien may also be deferred under this program.
  6. Tax relief is only allowed on one principal residence of the qualified individual or the qualifying spouse.
  7. Application for tax relief must be made annually to the City to establish eligibility or continued eligibility. Applications must include documentation in support thereof to establish that the applicant is an eligible person and that the property with respect which the application is made is eligible property. Applications must be submitted to the City on or before the last day December in the year for which the application applies, on a form prescribed by the City for this purpose.
  8. Tax relief applies to current taxes only and are only deferred after payment in full is received for any current or past year amounts payable.
  9. That By-law Number (2005)-17727 is hereby repealed.
  10. This by-law shall come into force and take place immediately.

**PASSED this TWENTY-THIRD day of NOVEMBER, 2015.**



  
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**CAM GUTHRIE - MAYOR**

  
\_\_\_\_\_  
**STEPHEN O'BRIEN - CITY CLERK**

## Appendix 3

### THE CORPORATION OF THE CITY OF GUELPH

By-law Number (2002) - 16851

A By-law to provide for relief from taxes for charitable organizations and to repeal by-law number (1998)-15834.

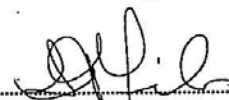
WHEREAS Section 442.1 of the *Municipal Act* as amended provides that every municipality shall have a tax rebate program for eligible charities for the purpose of giving them relief from taxes on eligible property they occupy;

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

1. In this by-law, eligible charity means a registered charity as defined in subsection 248(1) of the *Income Tax Act (Canada)* that has a registered number issued by the Canada Customs and Revenue Agency.
2. A property is eligible if it is in one of the commercial classes or industrial classes, within the meaning of subsection 363(20) of the *Municipal Act* as amended.
3. A property is eligible if it is actually used and occupied as a memorial home, clubhouse or athletic grounds by those organizations whose persons served in the armed forces of *Her Majesty* or *Her Majesty's* allies in any war.
4. The rebate shall be 40% of the taxes payable by the eligible charity on the eligible property it occupies for those properties in one of the commercial or industrial classes.
5. The rebate shall be 100% of the taxes payable by those organizations whose persons served in the armed forces on the eligible property it occupies.
6. An eligible charity shall make application to the municipality each year for which a rebate of taxes is requested, such application to be made on the prescribed form after January 1 of the year and no later than the last day of February of the following year.
7. This By-law shall come into force and take effect immediately.
8. By-law Number (1998) -15834 is hereby repealed.

PASSED this 6<sup>th</sup> day of May, 2002.

  
KAREN PARBRIDGE-MAYOR

  
LOIS A GILES-CITY CLERK





THE CORPORATION OF THE CITY OF GUELPH

By-law Number (2003) - 17152

A By-law to amend By-Law Number (2002)-16851 being a by-law to provide for relief from taxes for charitable organizations.

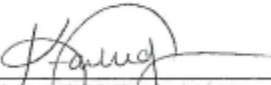
WHEREAS By-Law Number (2002)-16851 provides for relief from taxes for charitable organizations and;


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

1. That paragraph one of By-law(2002)-16851 be amended by deleting the words "Section 442.1" and inserting the words "Section 361" pursuant to the *Municipal Act, 2001, S.O. 2001, c.25*, as amended;
2. That Section 2 of By-law(2002)-16851 be amended by deleting the words "subsection 363(20)" and inserting the words "subsection 308(1)" pursuant to the *Municipal Act, 2001, S.O. 2001, c.25*, as amended.

PASSED this SECOND day of JUNE, 2003.



  
KAREN FARBRIDGE - MAYOR

  
LOIS A. GILES - CITY CLERK

# Staff Report



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To	<b>Committee of the Whole</b>
Service Area	Corporate Services
Date	Tuesday, April 3, 2018
Subject	<b>2019 Budget Schedule and Process Changes</b>
Report Number	CS-2018-12

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## Recommendation

1. That the draft 2019 budget schedule and process changes as outlined in report CS-2018-12, titled 2019 Budget Schedule and Process Changes and dated April 3, 2018, be approved.
2. That staff be directed to investigate multi-year budgeting and report back to Council in July 2018 with a recommended policy to support implementing a four-year budgeting process beginning in 2020.

## Executive Summary

### Purpose of Report

To provide the results of the 2018 budget survey and debrief feedback in preparation for the 2019 budget process, and provide information related to the 2019 budget timelines. This is also an initial report to provide information on multi-year budgeting for the 2020-2023 (four-year) budget.

### Key Findings

Promptly after the 2018 budget was approved, Council and staff were requested to complete an online survey to provide feedback on the 2018 budget process.

#### Council Survey Results

Only five of the 13 Council members responded to the survey; with not all respondents answering every question.

#### Opportunities and Improvements – Actionable Items

The survey provided insight into areas where the budget process could be improved and the following actions are being initiated by staff:

- 1) The Capital Budget will not be presented and approved at the same time as the Non-tax Supported Operating Budget.

2) The budget message board is a good tool but requires more instructions and parameters.

3) The 2019 Budget Calendar provides for the following:

a) A budget information session in January 2019.

b) Four budget presentations:

- Non-tax Supported Operating Budget;
- Capital Budget;
- Tax Supported Operating Budget; and
- Local Boards and Shared Services Budget.

c) Three public delegation opportunities:

- Delegations for the Non-tax Supported Operating Budget will be heard the same night as the presentation;
- Delegations for the Capital Budget will be heard on the same night as the presentation; and
- Delegations for the Tax Supported Operating Budget, and Local Boards and Shared Services Budget will share a delegation night separate from the presentation nights.

d) Three separate approval nights:

- Non-tax Supported Operating Budget;
- Capital Budget; and
- Tax Supported Operating and Local Boards and Shared Services budgets.

## **Financial Implications**

There are no financial implications resulting from this report. Overall a strategic and efficient budget process results in efficient use of staff and Council resources.

## **Report**

Following the approval of the 2018 budget, three surveys were made available to gather feedback on the 2018 budget process. There was one survey for members of Council to complete and there were two staff surveys; one for the operating budgets and one for the capital budget. The responses to the Council survey are attached (ATT-1 2018 Council Budget Debrief Survey).

Staff have reviewed the responses to the survey and compiled all the information into broad themes. Staff initiated improvements based on the feedback received

and planned for the 2019 budget process. Only those items affecting Council will be discussed in this report. For purposes of summarizing the results, this report will discuss opportunities for improvement planned for the 2019 budget cycle.

## **Opportunities for Improvement – Actionable Items**

In preparation for the 2019 budget, some changes are already underway and some improvements will build on what was started in the 2018 budget process.

### Budget timelines and deadlines

- Staff will consider timing a budget information night closer to the first budget presentation night.
- Staff will explore a four-year budget process for the fiscal years 2020-2023 to take advantage of efficiencies allowable under the Municipal Act to approve multi-year budgets as opposed to annual budgets.

### Capital Budget

- Present to Council a balanced funded 10 year Capital Budget and forecast;
- Further refinements will be done to the Programs of Work to fully align them with asset management reporting;
- Presenting the Capital Budget and receiving Capital Budget delegations on a stand-alone budget night; and
- Revise Capital Budget funding guidelines to reflect a more evidence-based, sustainable funding level.

### Communications

- Continue to standardize and simplify Council budget documentation;
- Improve internal processes to ensure Accessibility for Ontarians with Disabilities Act (AODA) compliant budget documents are available on the City website in a more efficient manner; and
- Improve budget message board instructions and parameters for Council and staff.

### Budget Process Overall

- Continue to provide clarity on how the Operating Budget, Dedicated Infrastructure Levy and Capital Budget are linked together;
- Implement a new module of the budget software system to incorporate budget requests directly in the budget software system and eliminate duplication and manual effort through the use of Excel spreadsheets.

## **2019 Draft Budget Calendar**

Table 1 below provides estimated timing for the 2019 City budget. An updated 2019 Budget Calendar will be provided once the City Clerk's Office has finalized the 2019 Council schedule. The current proposed meetings may shift later or earlier in the year but the start times and meeting titles will stay the same.

Other than the public delegations scheduled for 6:00 p.m., all other budget meetings are scheduled for 2:00 p.m. start times which is consistent with the prior year budget process.

Table 1. Draft Budget Calendar

<b>January 2019</b>	<b>Start Time</b>
Budget Information Session	6:00 p.m.
Presentation and Delegations for Non-tax Supported Operating Budget	6:00 p.m.
Presentation and Delegations for Capital Budget	6:00 p.m.
<b>February 2019</b>	
Council Deliberations & Approval of Non-tax Supported Operating Budget	2:00 p.m.
Council Deliberations & Approval of Capital Budget	2:00 p.m.
Presentation of Tax Supported Operating Budget	2:00 p.m.
Presentation of Local Boards and Shared Services Budgets	2:00 p.m.
Public Delegations – Tax Supported Operating Budget, and Local Boards and Shared Services Budgets	6:00 p.m.
Public Delegations carryover – if required	6:00 p.m.
<b>March 2019</b>	
Council Deliberations & Approvals of Tax Supported Operating Budget	2:00 p.m.
Council Deliberations & Approvals carryover – if required	2:00 p.m.

## **Multi-Year Budgeting**

Under legislation in Ontario, municipalities can approve multi-year budgets. The Municipal Act requires that if a multi-year budget is passed by Council, that it be reaffirmed in each year. A multi-year budget cycle is typically three or four years and is viewed as a better way for municipal governments to plan and allocate resources. The benefits of multi-year budgeting include:

- Align long-term goals and objectives with long-term funding plans;
  - May assist in increasing the City of Guelph's credit rating
- Greater certainty is provided to taxpayers/residents about the future direction of taxes and the timing of Council initiatives;
- Fully integrated and transparent linkage of the operating impacts from capital projects;
- Improved accountability and transparency over spending plan changes;
- Prioritization of routine projects alongside high profile projects;
- Cost effective as future approved funding can allow multi-year contracts; and
- Significant administrative efficiencies which results in greater value-added work in non-budget years.

It is important that a multi-year budget have parameters and flexibility for addressing material changes, should they arise, between budget cycles. Annually, Council will reaffirm the budget and approve any changes that are required due to a dynamic environment through an annual update process. This process is reflected in the chart below.

ELECTION YEAR				ELECTION YEAR	
2018	2019	2020	2021	2022	2023
Approved 1-year budget (Dec 2017)	Approved 1-year budget (Jan 2019)	Approved 4-year budget (2020-2023)	Confirm annual budget (Dec 2020)	Confirm annual budget (Dec 2021)	Confirm annual budget (Jan 2023)

Another key administrative and governance benefit of this four-year budget cycle is that it defers the approval of a new budget in the first months of a new Council term. There are typically a number of corporate strategic planning initiatives occurring in these first months of a new Council as well as learning and education sessions. It is good and practical governance to have Council deliberate on a four-year budget after having nine months' experience rather than it being the first decision of a new Council. It also enables the strategic and community planning process to inform Council's budget deliberations.

Many large municipalities have started to make the shift to multi-year budgeting because of the associated benefits. The City of Waterloo first implemented a multi-year budget for the 2008-2010 (three-year) cycle and the City of London for 2016-2019 (four-year). Other municipalities outside of Ontario also approve multi-year budgets including the City of Calgary, City of Edmonton, and City of Winnipeg.

The earliest opportunity to move to multi-year budgeting given the 2018 election and the planning involved for this change would be the 2020 budget. In preparing to transition to a four-year budget, staff will need to prepare or update budget policies and procedures to facilitate a successful implementation. For example, the City will need an assessment growth policy and a multi-year budget policy as well as a procedure outlining the mechanics of the process to ensure transparency and accountability.

Given that a significant amount of time will be invested into developing the policies and procedures for a multi-year budget, staff are seeking Council direction to further investigate and develop a multi-year budget plan and budget policies to be brought back for approval in July 2018. Staff are also investigating engagement opportunities with Waterloo and London so that any questions and concerns can be heard and addressed.

## Financial Implications

There are no financial implications resulting from this report. Overall a strategic and efficient budget process results in efficient use of staff and Council resources.

## Consultations

Corporate Communications were involved in the development of the Council and staff survey.

Information garnered from these responses was considered in the development of this report and will also be considered in planning for the 2019 budget process.

## Corporate Administrative Plan

### Overarching Goals

Financial Stability  
Innovation

### Service Area Operational Work Plans

Our Services - Municipal services that make lives better  
Our Resources - A solid foundation for a growing city

## Attachments

ATT-1          2018 Council Budget Debrief Survey

## Departmental Approval

Not required.

## Report Author

Karen Newland



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### Approved By

Tara Baker, CPA, CA  
GM Finance & City Treasurer  
519-822-1260 Ext. 2084  
tara.baker@guelph.ca

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### Recommended By

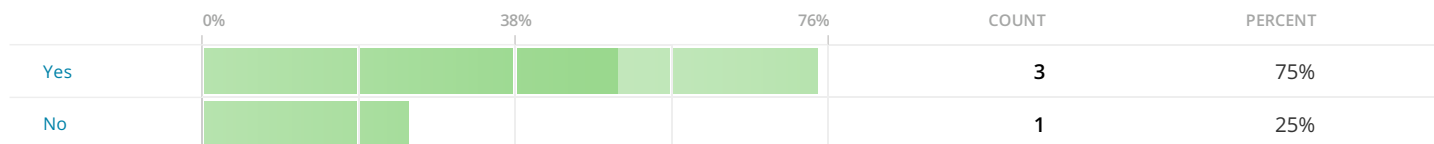
Trevor Lee  
Deputy CAO, Corporate Services  
519-822-1260 Ext. 2281  
trevor.lee@guelph.ca

## Survey Results

**Question 01** Did you go into the budget process with a maximum tax percentage increase in mind?

Answers  
**4**  
80%

Skips  
**1**  
20%

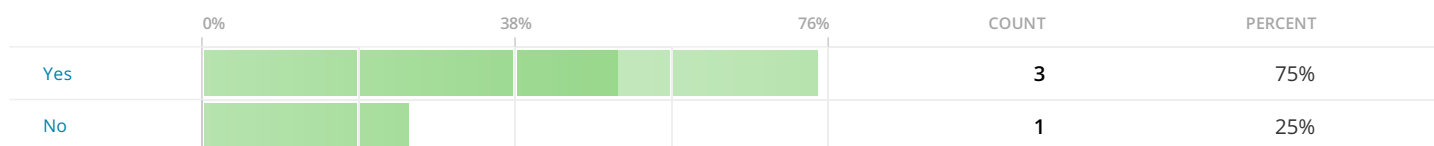


PAGE 2

**Question 02** Would you be willing to share your proposed maximum percentage increase with administration before the recommended budget is drafted?

Answers  
**4**  
80%

Skips  
**1**  
20%

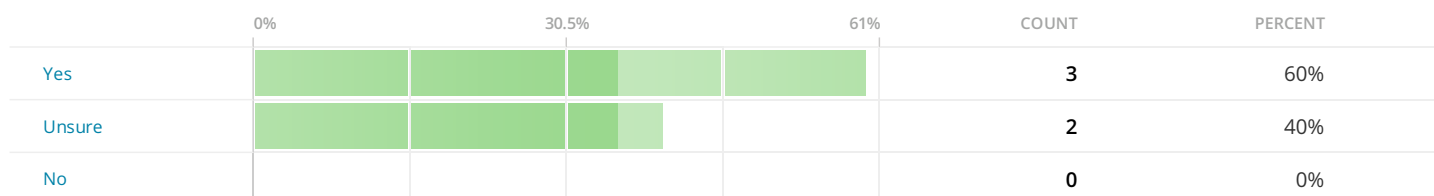


PAGE 3

**Question 03** 2018 was the third year the City used the build-a-budget model. Would you like to see the City continue to use this model in 2019?

Answers  
**5**  
100%

Skips  
**0**  
0%

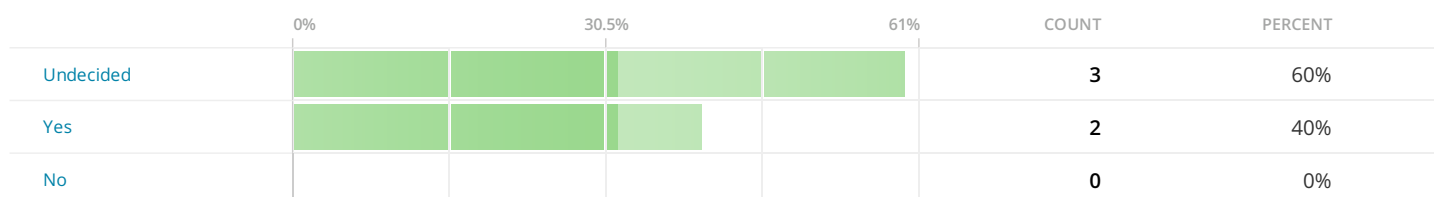


PAGE 4

**Question 04** Did the Council Budget Information Session in September provide you the background information that you needed prior to receiving any budget documents?

Answers  
**5**  
100%

Skips  
**0**  
0%



**Question 05** How could this session be improved?

Answers  
**3**  
60%

Skips  
**2**  
40%



189,930,834

I answer underderid to this question as I don't remember the information session in September and how that was presented.

Tuesday, Dec 19th  
10:21AM

189,456,402

Honestly I'm not certain it can be. Prebudget meetings rely upon the intent of council to assess future need# in a critical fashion. If it's just lip service we give, the meeting is time wasted.

Monday, Dec 11th  
1:38PM

189,103,052

OK

Wednesday, Dec 6th  
4:10PM

Question

06

Do you agree or disagree with the following two statements.

Answers

5

100%

Skips

0

0%

	AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	DISAGREE	
I feel that I was given adequate time to review the City's budget prior to each presentation.	4	0	1	0	0	
I feel that I was given adequate time to review the City's budget prior to Council deliberations and approval on November 2 and December 5.	5	0	0	0	0	

Question

07

Capital Budget approval occurred earlier in the budget process than in the past.  
Are you comfortable with staffs explanation and reasoning for having you approve the capital budget before the tax-supported operating budget?

Answers

5

100%

Skips

0

0%

	0%	20.5%	41%	COUNT	PERCENT
Undecided				2	40%
No				2	40%
Yes				1	20%

Question

08

How did you utilize the budget message board to ask staff questions (check one):

Answers

5

100%

Skips

0

0%

	0%	40.5%	81%	COUNT	PERCENT
I used the message board throughout the budget process.				4	80%
I used the message board between a presentation and approvals.				1	20%
I used the message board prior to a budget presentation.				0	0%
I did not use the board but emailed or met with staff to ask my questions.				0	0%
I did not use the board nor did I ask staff any questions.				0	0%

Question

09

Did changing the start time of budget meetings to 2 p.m. help you in deliberating and approving the budgets?

Answers

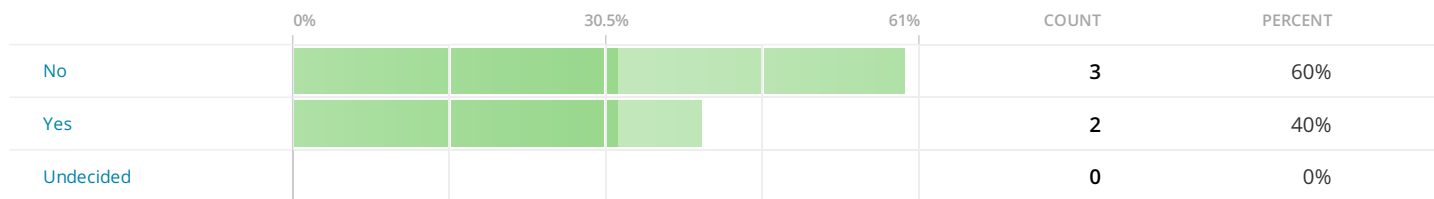
5

100%

Skips

0

0%



PAGE 5

Question

10

Did you feel that the capital budget information provided in your budget binder was sufficient to support your decision making process?

Answers

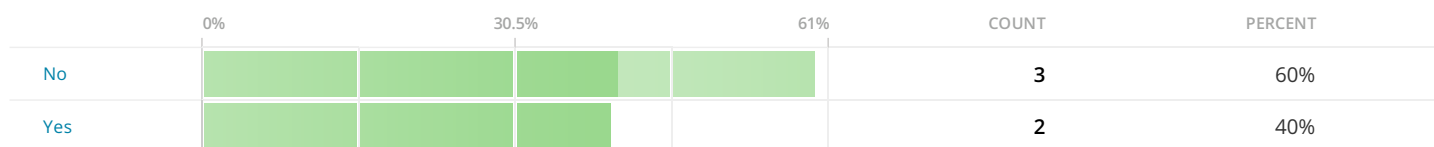
5

100%

Skips

0

0%



Question

11

What additional capital budget information would you like to receive to support your decision making process?

Answers

5

100%

Skips

0

0%

189,930,834

I think moving forward my concerns will be addressed as we will be presented the long term forecasts with capital items.

Tuesday, Dec 19th  
10:21AM

189,456,402

Future anticipated trends could be identified ie yorklands expenses will affect future spending and both capital and operating needs. Yet these trends in increased spending are not part of our cobsidreations.

Monday, Dec 11th  
1:38PM

189,103,052

OK

Wednesday, Dec 6th  
4:10PM

189,094,911

More detail would be nice. High-level purchased goods or purchased services doesn't enable me to see the detail I would like.

Wednesday, Dec 6th  
2:38PM

189,074,348

I would have liked to also see a spreadsheet breakdown of all the proposed undertakings for the following year. Similar to past years. Under the various departments. The budget presentation this year forced us to continually flip back and forth between sections to zero in on detailed project descriptions.

Wednesday, Dec 6th  
11:36AM

Question

12

Did you feel that the information provided in the capital budget presentation was sufficient to support your decision making process?

Answers

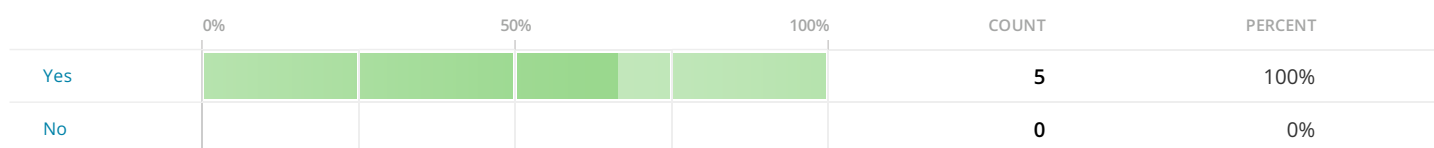
5

100%

Skips

0

0%



Question

13

What additional information would you like to receive in the presentation to support your decision making process?

Answers

4

80%

Skips

1

20%

189,930,834 As I mentioned seeing the long term financial commitments will be more informative.

Tuesday, Dec 19th  
10:21AM

189,456,402 See 11, cautions re expansions long and medium term should be part of assessing current needs.

Monday, Dec 11th  
1:38PM

189,103,052 None

Wednesday, Dec 6th  
4:10PM

189,094,911 The Infrastructre levy should be discussed along with the capital budget.

Wednesday, Dec 6th  
2:38PM

Question

14

Do you feel that the supplementary information received relating to the Dedicated Infrastructure Levy through the Council Education Session, the Staff Report and the subsequent message board question and answers has provided sufficient clarity on this topic?

Answers

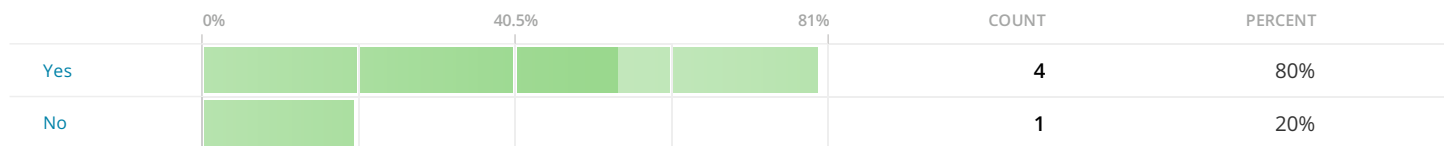
5

100%

Skips

0

0%



PAGE 6

Question

15

How can staff better provide clarity or address the Dedicated Infrastructure Levy going forward?

Answers

1

20%

Skips

4

80%

189,456,402 Identify how taking from rate stabilization affects future build a budget. We can't continue with what we did this year.

Monday, Dec 11th  
1:38PM

PAGE 7

Question

16

Were there any capital budget documents received in your budget binder that you feel did not assist with review and approval of the budget?

Answers

3

60%

Skips

2

40%

189,456,402 Not really.

Monday, Dec 11th  
1:38PM

189,103,052 No - Maybe more detail then we really needed?

Wednesday, Dec 6th  
4:10PM

189,094,911 No. An explanation of the sustainable funding (the bath tub) might have made some councillors understand it better.

Wednesday, Dec 6th  
2:38PM

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Question

17

Did you feel that operating budget materials provided in your budget binder were sufficient to support your decision making process?

Answers

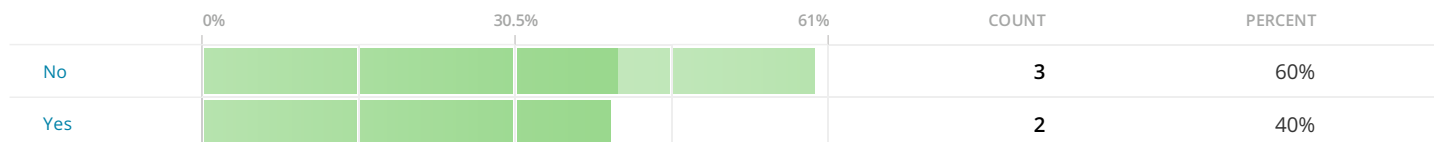
5

100%

Skips

0

0%



Question

18

What additional operating budget information would you like to receive to support your decision making process?

Answers

5

100%

Skips

0

0%

189,930,834	I thought the information was sufficient.	Tuesday, Dec 19th 10:21AM
189,456,402	More analysis of trends re Transit public works I. Growing City.	Monday, Dec 11th 1:38PM
189,103,052	None	Wednesday, Dec 6th 4:10PM
189,094,911	My apologies, but perhaps my comments earlier about purchased goods and purchased services would be best to request more detail here within the operating budget.	Wednesday, Dec 6th 2:38PM
189,074,348	There was a last minute request on delegation night (request for 100K) that I was completely caught off guard on. In the subsequent weeks I was informed staff were well aware this was coming forward as well as a number of other councillors (who were working on how best to position th request with the advocacy group). I felt like there was a breakdown in courteous communication on this file.	Wednesday, Dec 6th 11:36AM

Question

19

Was there any operating budget information that you received which did not assist you with review and approval of the budget?

Answers

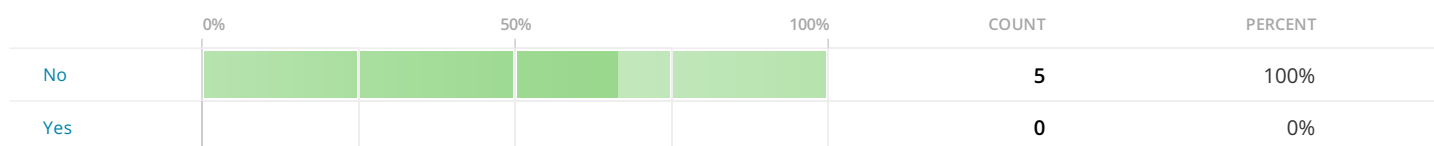
5

100%

Skips

0

0%



Question

20

Did you feel that the information provided in the operating budget presentations was sufficient to support your decision making process?

Answers

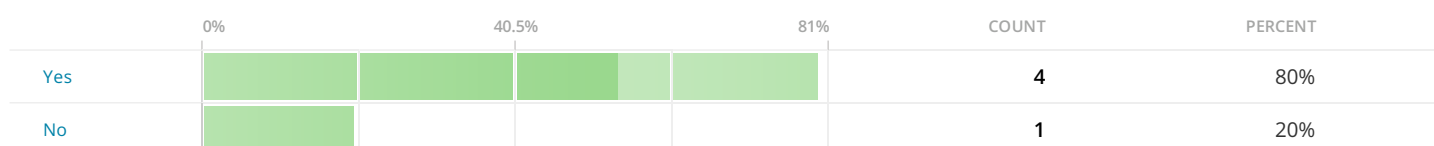
5

100%

Skips

0

0%



Question

21

What additional information would you like to receive in the staff presentations to support your decision making process?

Answers

5

100%

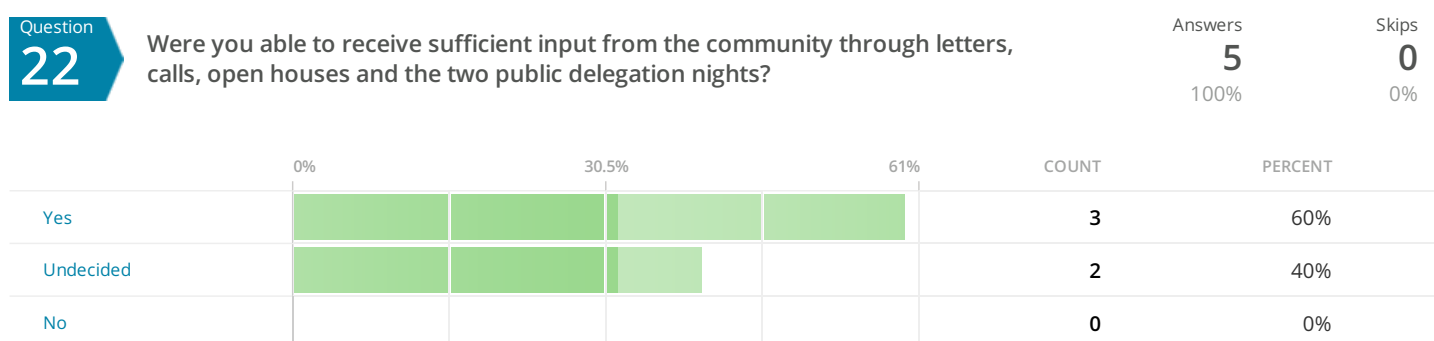
Skips

0

0%

189,930,834	When the mandate of say in this case is .5% it is curious that departments then have to add items into expansions. I always wonder the long term implications of say cutting training? I think this is a conversation for me to have with staff not necessarily appropriate for the survey.	Tuesday, Dec 19th 10:21AM
189,456,402	Much of what was discussed cannot really be put in a binder but staff exclamations of what was necessary ie WSIB, paramedics human resources extremely helpful.	Monday, Dec 11th 1:38PM
189,103,052	OK	Wednesday, Dec 6th 4:10PM
189,094,911	Although i understand not knowing the dollar amount impact to residents until the MPAC rolls are finalized in the new year, i still think it would be relevant to show somewhat of an impact on what the final budget increase would be.	Wednesday, Dec 6th 2:38PM
189,074,348	The message board is an essential tool for council to ask their questions and get answers leading up to budget night. The operating budget presentation had an abundance of information but the time required to worked thorough the budget binders meant more resources were needed to answer questions. As mentioned, the budget board was good for this and should continue.	Wednesday, Dec 6th 11:36AM

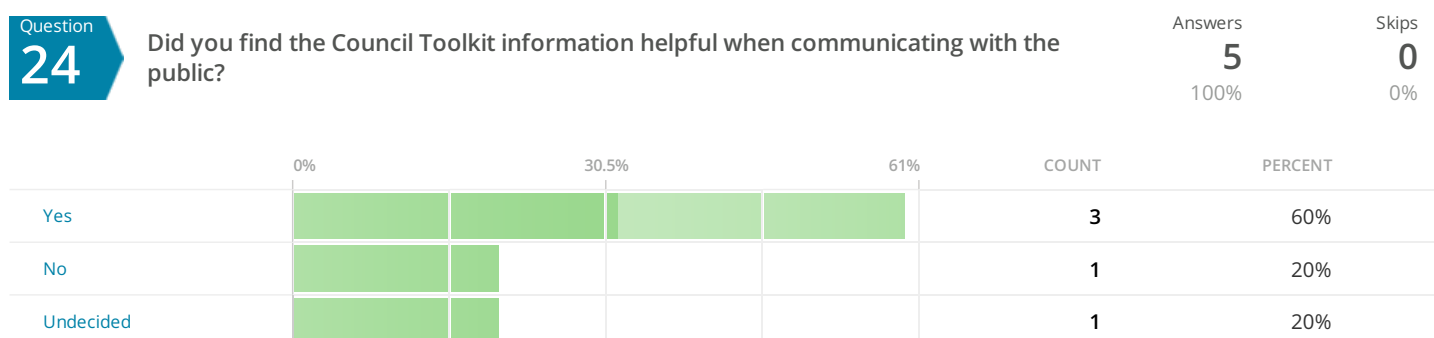
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**Question 23** Please share any recommendations or new ideas you have for how the public input could be better sought or integrated in the process.

Answers: 3 (60%) Skips: 2 (40%)

189,930,834	I do not think that the simulator (from previous budgets) and or the public message board were very popular. I need to think about this and perhaps we could have a discussion about this during the information sessions with staff.	Tuesday, Dec 19th 10:21AM
189,456,402	Please have a bulletin board dedicated solely to Council and staff questions dialogue and answers. Please consider having a public bulletin board that is independent from that. I found it disconcerting to have questions answered by the public as rhetoric often confused fat with the pinion	Monday, Dec 11th 1:38PM
189,103,052	Not having a daily newspaper is an issue!	Wednesday, Dec 6th 4:10PM



Question

25

What other information would you like to see as part of the Toolkit going forward?

Answers

4

80%

Skips

1

20%

189,930,834

I did not use the toolkit except the video was rolling in the background during our ward meetings. Even our ward meetings were poorly attended. The handouts were well done but I still have the original pile I printed off.

Tuesday, Dec 19th  
10:21AM

189,456,402

I found the public really isn't interested in much of what staff feels is important. The public is interested in services and improving the quality of the city. Anything tactical is missed and even interestingly percentage increase is not really considered that important. I can count on two hands the number of people with whom I talked about the budget

Monday, Dec 11th  
1:38PM

189,103,052

OK

Wednesday, Dec 6th  
4:10PM

189,074,348

I would like to continue focussing on refining the accuracy of the infrastructure gap. It is a very hard sell to the public in terms of validity. We are still mentioning theoretical life expectancy of assets. Limited data on condition assessments, and the assumption that 100% replacement costs need to be set aside for all of our assets (without consideration of other findings sources) These are tough sells to the public.

Wednesday, Dec 6th  
11:36AM

Question

26

Did the feedback you received from the public inform your decision making process?

Answers

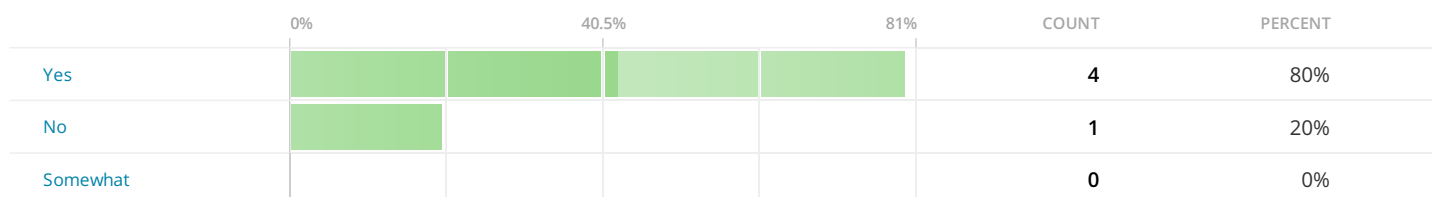
5

100%

Skips

0

0%



PAGE 10

Question

27

Please use the following space to provide any additional feedback on the 2018 budget process.

Answers

4

80%

Skips

1

20%

189,930,834

Yes the dedicated infrastructure levy needs to be voted on before the budget recommendation. A dedicated infrastructure levy needs to be consistent and committed for a specific number of years if we want to make a dent in our gap just my little rant!!!! This does need to be revisited by staff and management.

Tuesday, Dec 19th  
10:21AM

189,456,402

Thanks the staff for the job you performed. You attempted to guide as well. As always, the approved budget is at the will of council Regardless whether we are prepared to except your professional advice. Wishing you all a merry Christmas.

Monday, Dec 11th  
1:38PM

189,103,052

Key question for debrief is the "build a budget" concept. Building is fine but decision points and their relationships need discussion..

Wednesday, Dec 6th  
4:10PM

189,094,911

I think Councillor Bell made a good point of discussing the levy along with the capital. Perhaps that is something to consider.

Wednesday, Dec 6th  
2:38PM

Question

28

Please note that you are not required to provide your name; however, doing so would enable staff to follow-up where they feel additional information/context is required, and to ensure all members of Council have had the opportunity to provide input.

Answers

4

80%

Skips

1

20%

# NOTICE OF MOTION



## **Title of Motion: Transit Route 3**

**Moved by: June Hofland**

### **SUMMARY:**

Transit service changes effective January 7, 2018 changed route 3 from 30 minute service to 40 minute service have impaired Transit Customers significantly leading to delays that affect work, appointments at medical facilities and ability to attend school in a punctual manner.

Route #3 should be considered an essential service relied upon by many of Guelph's most vulnerable residents including seniors living in County Housing at St. Joseph's Health Centre Apartments, those who attend St. Joseph's for physical therapy and rehabilitation, those living in Independent Living Centres and their workers, those attending to doctors' offices located on Westmount Rd, requiring dental and denture work, making appointments with hearing specialists in the Westmount medical building to name a few of the services that are now more difficult for people to access.

Conversations with students at Our Lady of Lourdes High School and Guelph CVI also reveal that students are significantly affected by this schedule change.

### **RECOMMENDATIONS:**

1. That Guelph Transit reinstate weekday half hour service on the St. Joseph's #3 bus route at the earliest possible date.