

Committee of the Whole Meeting Agenda

Consolidated as of November 6, 2017.

Monday, November 6, 2017 – 1:00 p.m.
Council Chambers, Guelph City Hall, 1 Carden Street

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

Please note that an electronic version of this agenda is available on guelph.ca/agendas.

Changes to the original agenda have been highlighted.

Call to Order – Mayor

Disclosure of Pecuniary Interest and General Nature Thereof

Authority to move into Closed Meeting

That the Council of the City of Guelph now hold a meeting that is closed to the public, pursuant to The Municipal Act, to consider:

- C-COW-CS-2017.1 Fall 2017 Public Appointments to Various Advisory Boards and Committees**
Section 239 (2) (b) personal matters about an identifiable individual, including municipal or local board employees.
- C-COW-PS-2017.2 Speedvale Avenue Bridge Underpass Risks and Liabilities**
Section 239 (2) (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose.
- C-COW-CS-2017.2 Guelph Transit / Amalgamated Transit Union (ATU) Negotiation Update**
Section 239 (2) (d) labour relations or employee negotiations. – **Item Withdrawn from the Agenda**

Closed Meeting

Open Meeting - 2:00 p.m.

Mayor in the Chair

Closed Meeting Summary

Disclosure of Pecuniary Interest and General Nature Thereof

Presentation

- a) Who We Are, What We Do and Organizational Highlights
Dorothe Fair, Guelph Wellington Seniors Association
-

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.

COW-CS-2017.18 Shared Cost Allocation Basis – Wellington-Dufferin-Guelph Public Health

Recommendation:

That staff be directed to update the agreement among the County of Wellington, County of Dufferin and City of Guelph to reflect the continued use of the population numbers as produced by the Statistics Canada Census and to update the version of the Statistics Canada Census used in this calculation in the budget year following the year in which new information is released, as well as other administrative matters.

COW-CS-2017.19 Changes to the Vacant Unit Tax Rebate Program

Recommendation:

1. That the vacant unit tax rebate program be eliminated effective January 1, 2018.
2. That a reduction of \$470,000 be shown in the 2018 operating budget.

Items for Discussion – Corporate 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.

COW-CS-2017.20 Fall 2017 Public Appointments to Various Advisory Boards and Committees

Recommendation:

1. That _____ be reappointed to the Accessibility Advisory Committee for a term ending November, 2018.

2. That _____, _____ and _____ be appointed to the Accessibility Advisory Committee for a term ending November, 2018.
3. That _____ be appointed to the Committee of Adjustment for a term ending November, 2018.
4. That _____ be reappointed to the Downtown Advisory Committee for a term ending November, 2018.
5. That _____ be appointed to the Downtown Advisory Committee for a term ending November, 2018.
6. That _____ be reappointed to the Environmental Advisory Committee for a term ending November, 2018.
7. That _____ be reappointed to the Guelph Museums Advisory Committee for a term ending November, 2018.
8. That _____ be appointed to Heritage Guelph for a term ending November, 2018.
9. That _____ be appointed to the Public Art Advisory Committee for a term ending November, 2018.
10. That _____ be appointed to the River Systems Advisory Committee for a term ending November, 2018.
11. That staff be directed to conduct further recruitment to fill the remaining two vacancies on the River Systems Advisory Committee.
12. That _____ and _____ be reappointed to the Tourism Advisory Committee for a term ending November, 2018.
13. That staff be directed to conduct further recruitment to fill the remaining vacancy on the Tourism Advisory Committee.
14. That _____, _____, _____ and _____ be reappointed to the Transit Advisory Committee for a term ending November, 2018.
15. That _____ be appointed to the Transit Advisory Committee for a term ending November, 2018.
16. That _____ be reappointed to the Waste Resource Innovation Centre Public Liaison Committee for a term ending November, 2018.
17. That staff be directed to conduct further recruitment to fill the remaining vacancy on the Waste Resource Innovation Centre Public Liaison Committee.

18. That _____ be appointed to the Water Conservation and Efficiency Public Liaison Advisory Committee for a term ending November, 2018.

Service Area Chair and Staff Announcements

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.

COW-PS-2017.13 Street Tree Ownership and Maintenance

Recommendation:

That the current street tree ownership and maintenance practices provided by Parks Operations and Forestry, as described in ATT-1 of the report titled Street Tree Ownership and Maintenance, dated November 6, 2017, be approved.

COW-PS-2017.14 Bicycle Skills Facility

Recommendation:

1. That staff be directed to engage the community, and plan and design a bicycle skills facility that will be owned and operated by the City of Guelph.
2. That Council endorse the staff recommendation that the Eastview Community Park be the location for the bicycle skills facility.
3. That Staff be directed to revise the Eastview Community Park Master Plan to accommodate a bicycle skills facility.

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.

COW-PS-2017.16 Paramedic Service Master Plan

Presentation:

Stephen Dewar, General Manager, Guelph Wellington Paramedic Services

Recommendation:

That Public Services Report # PS-17-28 "Paramedic Service Master Plan" be received.

COW-PS-2017.15 Speedvale Avenue Bridge Underpass

(Referred from the October 2, 2017 Committee of the Whole meeting.)

Delegations:

Hugh Whiteley
Cyndy McLean
Dorothe Fair, Guelph Wellington Seniors Association
Barbara Mann
Nellie Jagt, Guelph Wellington Seniors Association
Joanne McDermott
Bill Mungall, Guelph Hiking Trail Club
Martin Collier
Suzanne Gates
Mike Darmon, Guelph Coalition for Active Transportation
Hilary Appleton
Stan Kozak

Correspondence:

Petition with 201 signatures
Annika Ferwerda
Lindi Giefert
Morris Martini
Wilfred Ferwerda
Mark Wojcicki
Ian Digby
Gertie Riemer
Alain Carriere
Rick McDonald
Cindy Ridi
John Buttars
Bill Whitehead
Cynthia Sprig
Shannon Brown
Alex Ball
David McAuley
Jeremy Grant
Lisa Mactaggart
Hugh Whiteley
Aileen Campbell
Anissa McAlpine
Yvette Tendick, Mike Darmon, Bill Mungall and Dorothe Fair
Jordan Richard
Martin Collier
Roger Suffling, Bicycle Advocacy Committee Chair, Kitchener Easy Rider Cycle Club
Rita Sethi, Wellington-Dufferin-Guelph Public Health
Patrick Stiles

Please note that additional options regarding the Speedvale Avenue Bridge Underpass will be provided in a separate staff memo as part of the consolidated November 6, 2017 Committee of the Whole agenda. (staff memo)

The original recommendations from the October report were as follows:

Recommendation:

1. That staff be directed not to proceed with the detailed design and construction of the Speedvale Avenue Bridge Underpass.
2. That staff be directed to continue to explore an alternative to the Speedvale Avenue Bridge Underpass in the Guelph Trail Master Plan Update.
3. That the \$50,000 approved in the 2017 Capital Budget for detailed design be reallocated to account PK0002 Guelph Trails.

COW-PS-2017.17 Subsidy Strategy

This item was extracted from the October 27, 2017 weekly information package by Councillor MacKinnon.

Service Area Chair and Staff Announcements

Consent Agenda – Audit

Chair – Councillor Billings

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.

COW-AUD-2017.10 Internal Audit Work Plan 2018-2020

Recommendation:

That the report CAO-A-1708, "Internal Audit Work Plan 2018-2020" dated November 6, 2017 be approved.

COW-AUD-2017.11 Status of Outstanding Management Action Plans

Recommendation:

That the report CAO-A-1709, "Status of Outstanding Management Action Plans" dated November 6, 2017 be received.

COW-AUD-2017.12 Single Source Purchase Audit Report

Recommendation:

That the report CAO-A-1710, "Single Source Purchase Audit Report" dated November 6, 2017 be received.

Items for Discussion – Audit

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.

COW-AUD-2017.13 2017 External Audit Plan

Presentation:

Matthew Betik, KPMG

Recommendation:

That the staff report titled '2017 External Audit Plan' and numbered CS-2017-34 be received for information.

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.

Adjournment

INTERNAL MEMO



DATE November 6, 2017
TO **City Council**
SUBJECT **Speedvale Underpass – supplemental information**

Following the October Committee of the Whole meeting, staff were directed to return to the November meeting and provide Council with further information in order to assist with decision making. Staff had been unable to recommend proceeding with the Underpass due to existing Council approved policies, and so staff are now providing Council with new options for consideration.

Should Council be willing to provide new direction to staff and direct the investigation of an alternative trail design that has no minimum design criteria, then this will enable us to pursue alternative solutions. Staff would therefore recommend that Council consider Option A below.

Attached, please find a chart outlining a high level summary of each of the three options available to Council, and the potential risks / considerations for each option. The recommended motions for each of the options are as follows:

Option A – Investigate alternative trail design options under Speedvale Avenue that comply with the Official Plan and Zoning By-law

1. That staff be directed to report back to Council in 2018 on alternative trail design options within the identified study area on the west side of the river. Alternative trail design options will have no minimum design criteria and will comply with the Official Plan, Zoning By-law and provincial legislation.
2. That staff consider future capital budget requirements for a possible alternative trail under Speedvale Avenue as part of the 2019 Capital budget process.

Option B – Original staff recommendation; not proceed with Speedvale underpass as currently proposed, and pursue an alternate location

1. That staff be directed not to proceed with the detailed design and construction of the Speedvale Avenue Bridge Underpass.
2. That staff be directed to continue to explore an alternative to the Speedvale Avenue Bridge Underpass in the Guelph Trail Master Plan Update.
3. That the \$50,000 approved in the 2017 Capital Budget for detailed design be reallocated to account PK0002 Guelph Trails.

Option C – Proceed to detail design with full width trail under Speedvale as outlined in the Scoped Environmental Impact Study dated May 12, 2017

1. That staff bring forward a report for Council's consideration no later than Q1 2018 outlining the steps required to obtain the necessary Official Plan and Zoning amendments
2. That staff be directed to proceed to detailed design of the Speedvale underpass utilizing the \$50,000 previously set aside in the 2017 Capital Budget
3. That the River Systems Advisory Committee, Accessibility Advisory Committee and Grand River Conservation Authority be consulted during the detailed design process.
4. That staff bring forward the capital budget required to construct the trail as part of the 2019 Capital budget process.

Staff from the following departments assisted with compiling the information in the attached chart, and will be available at Committee of the Whole to answer any additional questions:

- Parks and Recreation
- Engineering
- Corporate Facilities Maintenance
- Planning and Building Services
- Legal and Realty Services

Colleen Clack

Deputy CAO

Public Services

T 519-822-1260 ext. 2588

E colleen.clack@guelph.ca

Scott Stewart

Deputy CAO

Infrastructure, Design and Enterprise Services

T 519-822-1260 ext. 3445

E scott.stewart@guelph.ca

Speedvale Underpass – Options for Consideration

Option	Implications
<p>Option A Investigate alternative trail design options under Speedvale Avenue that comply with the Official Plan and Zoning By-law</p>	<p><u>Official Plan</u></p> <ul style="list-style-type: none"> • Any proposed trail will meet the policies of Official Plan <p><u>Zoning</u></p> <ul style="list-style-type: none"> • Any proposed trail will comply with Zoning <p><u>Accessibility</u></p> <ul style="list-style-type: none"> • Accessibility impacts of providing trail options with no minimum design criteria that meet Official Plan and Zoning requirements will be reported to Council • Provincially legislated requirement for accessibility will be followed <p><u>Environmental</u></p> <ul style="list-style-type: none"> • Trail alternatives will be proposed that align with environmental policy <p><u>Active Transportation Network/Guelph Trails Master Plan</u></p> <ul style="list-style-type: none"> • Trail will not be compliant with ATN requirements • A critical or essential trail connection will not be provided under the definition of the ATN • A trail will be provided under Speedvale Avenue on the west side of the river • Trans Canada Trail is connected, possibly not with an accessible connection • Trail use will be defined as secondary or tertiary in the Guelph Trail Master Plan • Trail user safety issues resulting from trail design or maintenance restrictions will need to be identified and presented to Council • Maintenance issues and costs as a result of limited or no maintenance access will be presented to Council <p><u>Cost Estimate</u></p> <ul style="list-style-type: none"> • Unknown

<p>Option B Original staff recommendation: not proceed with Speedvale Underpass as currently proposed and pursue an alternate location</p>	<p><u>Official Plan</u></p> <ul style="list-style-type: none"> • Would conform with OP policies <p><u>Zoning</u></p> <ul style="list-style-type: none"> • Would conform with Zoning regulations <p><u>Accessibility</u></p> <ul style="list-style-type: none"> • All, regardless of mobility, continue to use signaled crossing over Speedvale Avenue <p><u>Environmental</u></p> <ul style="list-style-type: none"> • Avoids negative impacts to the City's Natural Heritage System <p><u>Active Transportation Network/Guelph Trails Master Plan</u></p> <ul style="list-style-type: none"> • No trail connection completed as outlined in Active Transportation Network • Trans Canada Trail not connected • Alternatives will be explored as part of the ongoing GTMP • Alternative locations for proposed trail will include the east side of the river <p><u>Cost Estimate</u></p> <ul style="list-style-type: none"> • TBD, depending on alternate location options
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Option C

Proceed to detail design with full width trail under Speedvale as outlined in the Scoped Environmental Impact Study dated May 12, 2017

Official Plan

- Amendment required. Amendments must be consistent with the PPS 2014 and conform to the Growth Plan 2017
- Any proposed amendments may also be subject to third party appeal to the OMB
- Changes to policy framework would need to be explored for:
 1. Natural Heritage System policies as they relate to active, passive and recreation trails as permitted uses.
 2. One zone flood plain policies as it relates to recreation structure definition and permission of buildings and structures in the floodway
- Process, timing and cost of pursuing amendment would have to be scoped and reported back to Council

Zoning

- Amendment required
- Changes to the regulations regarding the one zone flood plain would need to be examined as it relates to permission of structures in the one zone floodplain
- Classification of recreation structures and uses will need to be clarified.
- Amendment required. Review possible alternatives with GRCA and Province (could still be prohibited by policy). Process, timing and cost of pursuing amendment would have to be scoped and reported back to Council

Accessibility

- None

Environmental

- EIS updated to demonstrate no negative impacts on the NHS, including impacts associated with:
 - Altering or influencing the geomorphic condition of the Speed River
 - Altering the significant wetland
 - Construction, alteration and long term disturbance impacts to the Significant Woodland, Valleyland, and Wetland

Active Transportation Network/Guelph Trails Master Plan

- Completes ATN and Trans Canada Trail connection
- Further design, layout or issues will be addressed in detail design

Cost Estimate

- \$50,000 for detailed design work
- Potential construction cost for underpass between \$1.7M and \$3.3M, pending detail design

Correspondence received regarding the Speedvale Avenue Bridge Underpass

Dear Clerk's Office...this is my second letter on this topic.

I would like to stress again--as a cyclist who bikes to work every day and uses the Guelph trails for fitness, recreation and fun--please give the citizens of Guelph an underpass trail at Speedvale Ave.

Here are my main reasons:

1. **safety**...grade separation is safer for pedestrians and cyclists than a surface crossing
2. **traffic flow**...an underpass will provide better traffic flow for motorists
3. **encourage use of our trails**...an underpass keeps the trail continuity and flow for cyclists and pedestrians by eliminating a major barrier at Speedvale Ave which encourages use
4. **economies of scale**...let's get the underpass done now to save money while the bridge work is happening--it will cost a lot more to do it later

The main reason for rejecting an underpass seems to be the liability attached to building a walkway in a flood plain. True, there is a small risk. We take a risk every time we cross the road. (I was hit by a car while riding in a bike lane last month.) Life is full of risks. We manage risk. We have policies, procedures and buy insurance. Surely this will be one of the most minor risks carried by the City--and a much lower risk than forcing its citizens to cross a busy multi-lane road.

On a another note, assuming Council listens to its citizens and approves an underpass, please don't put wood chips down as the surface like what was done on the trail along the east side of the river from the Monkey Bridge to Woodlawn. This is a great trail to work out my quads, but is almost impassible by most cyclists and folks using strollers, etc. This underpass will be a critical link in the trail system--with no alternate trial routes--so it's important to build a proper trail.

Thank you for this opportunity to give my input.

Best Regards,

-Wilfred Ferwerda

Hello,

It is my understanding that Council has deferred the Speedvale underpass decision to the Nov 6 Committee of the whole, so that more information can be obtained in order to make a more informed decision. This is good and strategic news. With that, and as an active resident of ward 2, I wanted to re-express my continued

support of a paved underpass as part of the upcoming Speedvale Avenue bridge construction.

Thank you,

Mark Wojcicki

Dear Mayor, Council Members and City Clerk,

The Speedvale Bridge Underpass discussion is coming to Committee of the Whole on Nov 2nd. I believe a paved underpass would bring significant benefits to improve public safety and access to the path for users of all types. I encourage Council and Staff to find a way for this proposal to move forward.

I cannot attend the meeting in person but have attached my previous correspondence to Council below. Thank you for your consideration.

Sincerely,

Ian Digby

Dear Sir or Madam.

Before a final decision is made, I would just like to express my wish to see an underpass built/included in whatever new bridge may be created on Speedvale Ave. near Riverside Park. The future of transit in many urban centres is forward-looking, to include more and more pedestrian and bicycle traffic. Studies show that when people are offered safer, more efficient modes of travelling around a city that don't require a motor, they embrace it. Think of how exciting that would be, if we could find healthier, safer and more efficient ways of criss-crossing Guelph without the use of polluting modes of transportation.

Just one annual event, like the Canada Day fireworks at Riverside Park, would benefit greatly where spectators could easily reach the park by going under the bridge. I have tried many times to cross the street there on bike or foot and crashed my bike tires into the curb to get out of the way of the endless stream of cars and trucks. Even crossing at the lights has its hazards since drivers are often either distracted or in too big a hurry to look carefully before they turn.

We recently sold our only car in an effort to try to embrace a healthier lifestyle for the good of the environment as well as ourselves. Guelph has always been an innovative city, willing to take chances on new ideas, especially green ones. Let's keep working on that!

Thank you for your consideration,

Gertie Riemer

Dear Mayor, Council members and City Clerk:

I understand that the City is considering not proceeding with consideration of a Speedvale Avenue bridge underpass. I'm disappointed to hear this and would like to suggest the City reconsiders this matter.

I live a couple of blocks away from the Speedvale Avenue bridge. I use the trail that crosses Speedvale at this location regularly – by bike and on foot – and I feel the trail would be much improved in terms of safety and convenience if the underpass were built. I drive across the bridge every day and regularly see people walking, jogging, skateboarding or cycling across this busy road at the bridge rather than cross at the light in front of the fire station, some distance away. Even walking along the sidewalk to reach the crosswalk is a hazard: a couple of years ago my (then 9-year-old) son was walking his bike in front of me, on the bridge sidewalk, heading for the crosswalk after we had arrived at Speedvale from the trail. He moved to the outside of the sidewalk to allow someone to pass and, due to the limited space on the sidewalk, his foot slipped on the edge of the sidewalk and he nearly fell off the edge of the sidewalk (there is an 18-inch drop from the sidewalk to the street at this point), onto the street right in front of the cars that were passing by at fairly high speed.

I find the reasoning behind the City Staff recommendation not to proceed with the underpass, i.e., concerns about risks during flooding events, unconvincing. There are many such underpasses and walkways below bridges throughout Ontario, where city staff simply block access when water levels rise and obstruct access (typically during the spring). A few examples in Ottawa come to mind (e.g., along the Rideau River). In any case, even if flooding does pose a potential risk to users of the proposed underpass, it would only be so a few days of the year, whereas the risks of crossing a busy street like Speedvale are currently being taken by many people every day of the year. The benefits to the citizens of Guelph resulting from the proposed underpass surely outweigh by a long shot the potential risks of using the underpass when it is flooded, particularly since this latter risk can be mitigated using temporary signage restricting access to the path during flood events.

I urge City Council to reconsider the approach to the proposed underpass, and to recommend that this project should in fact proceed. Thank you for considering my opinion on this matter.

Respectfully,

Alain Carriere

As the discussion continues with respect to the Speedvale bridge underpass trail, I wish to underscore my support for this project. To build the new bridge without the trail underpass would be a mistake that we would have to live with for too many years. The pedestrian crossing light that is there now was the best option at the time of its installation but, it is becoming more dangerous with each passing year.

Staff have expressed concerns over possible flooding of the trail – and indeed, this could happen at certain times. However, that is not a valid reason to not build the underpass. Sections of the trail between Woodlawn Road and Victoria Road flood occasionally as well. Install signage warning that the underpass is subject to flooding and when it does flood, install barricades. I've seen this in other municipalities.

Let's continue to encourage active transportation in Guelph by doing what we can to make it safe and enjoyable. In this case, it will also reduce driver frustration and improve traffic flow.

Please approve the Speedvale bridge underpass trail.

Rick McDonald

I cannot be at the meeting on Nov 6th, but would have been. I have following the arguments around the lane issue on Speedvale and it was decided to not put bike lanes and reduce the lanes to single lines, many of which I agreed with, mainly the Fire Station. However, I am a biker myself and ride to work downtown daily and have to cross Speedvale.

Because there is so much traffic, I have to use the light in front of the fire hall at Riverview and Speedvale, and I have learned to be cautious before crossing as almost every time, there is a vehicle trying to run the light both yellow and red. I am anxious that there will be an accident and this light is an annoyance for vehicles, as they could have had a light at Speedvale and Woolwich, or Speedvale and Delhi. This is a traffic light a block away.

We need to support and continue the vision from the former leadership in that Guelph needs to move towards a sustainable community, being a beacon for those around us. Building an infrastructure that supports other means of transportation, including the healthy choice of bicycling is a big part of this. I realize that this could just be the beginning of other such construction in similar situations, however, just like "roundabouts", it is a different way of thinking that we need to move towards.

Cindy Ridi

To the Guelph City Council:

As one who has used his bicycle as a major method of transportation around the City of Guelph for the last four decades I can affirm that Speedvale Ave is a dangerous street both to cycle on and to cross. I know that it would be very helpful to have an underpass for the walking and bike trail at the river, similar to the underpass under the Hanlon Expressway south of Kortright. It too is associated with a stream of water so flooding is an issue there as well. When I am using the trail I always find it awkward getting across Speedvale Ave.

Thank for considering in a favourable light the construction of such an underpass.

Yours sincerely,

John Buttars

Hi, I am a cycling commuter who takes the Trail to work every day. This trail is great, so proud to be able to exercise and get to work and I see more and more people using it. I am a dad with little cyclists learning the ropes and a resident who lives very close to the Speedvale bridge and I wanted to pass along some of the reasons why I think the underpass should be prioritized:

- Safe crossing for kids, people going to and from the park, (plus big crowd events such as ribfest, fireworks). Will strengthen Riverside as an attractive destination.
- Speedvale intersection is one of the worst for traffic accidents let's keep pedestrians and cyclists to a minimum there. Drivers might appreciate less crossing by the fire station lights as well.
- This infrastructure is as important to me and many others as roads are for cars. The more walkable the city is, the better. Public support for this will only grow as years go by! It's part of the Trans Canada Trail. I know it's expensive and a pain due to the flooding issue but the costs will not go down so might as well make it a priority. Surely there is a less popular budget item that can be sacrificed and put on hold and you have to build the bridge anyway. At the very least, maybe there's a bridge design that will accommodate an underpass in the future.

Thanks for your time! Really hope you will support this.

Bill Whitehead

hi..

This is just a brief note to say how I am so happy that the Speedvale Underpass is still being considered. As a biker, and a walker, and a frequent pusher-of-baby-stroller, I look forward to the day when I can continue my walk along the river, without having to deal with unsafe fast-moving traffic.

I welcome this trail and applaud the city for re-thinking their decision of late.

As a part of a great trail system admired by others who visit our city, and one that we can be proud of, as people who enjoy life in Guelph, this underpass will be a step in the right direction to make our city accessible by foot and bike. Ottawa's well-known trails connect various areas of its city so effectively, that it encourages people to get from one end to the other by bike or foot. Guelph's can be the same with connections such as this underpass.

Thank you, in advance!!

Cynthia Spring

Hello - I'm writing to express my support for the pedestrian underpass for Speedvale. I'm a resident of that area and a bike/walking commuter. The sidewalk is not wide enough for two people to walk down, and with the trail crossing not lining up with the pedestrian lights it's a free-for-all with people crossing at the bridge. Someone is going to get killed at that spot, the cars are way to close to the sidewalk.

Thanks,

Shannon Brown

Hello there,

As an active bicycle commuter in Guelph, and as a driver within the city, I am a supporter of the Speedvale underpass as I believe it will improve the safety and efficiency of travel for both motor vehicle drivers, and for active commuters.

Thank you for your concern in this matter.

Kind regards,

- Alex Ball

As a frequent user (several times per week) of the Speed River trail crossing Speedvale with my dog I fully endorse the need for an underpass to provide safe and convenient connection of the downtown trail system and Riverside Park. This trail is heavily used by elderly, commuters, joggers and children and I have seen many near misses with congestion and fast car traffic along Speedvale. Construction of the new bridge will encourage more car and truck traffic and make it even more hazardous to those crossing the road. This is a great opportunity for Council to support active transportation and safe trail use by a growing population in the area north of Speedvale and Guelph Lake beyond.

David McAuley

Jeremy Grant

Nov 1, 2017

sent via email

City of Guelph
1 Carden Street
Guelph, Ontario Canada
N1H 3A1

Attention: City Clerk

Hello;

I am a resident of Ward 3 and often use the paved trail system adjacent to the railway line along the Speed River to access Riverside Park, usually as part of a long walk or cycle to the north end of the City.

I have to say without ANY HESITATION the current crossing from the trail on the south side of Speedvale to the north side is TERRIBLE, DANGEROUS AND MUST BE IMPROVED.

When I first heard about the underpass project I was very pleased and thought it would be a tremendous improvement to the overall system. If I read correctly, City staff are now hesitating about this because the route is within the floodplain. That is RIDICULOUS. There are many parts of the trail system either within or beside the river and floodplain and surely people aren't going to walk or cycle under a bridge during a flood!

I encourage the City to proceed with this project as soon as possible. This is a key link within the system and I know first hand as an active user that the current crossing is untenable and MUST BE IMPROVED.

Sincerely;

A handwritten signature in black ink, appearing to read 'J. Grant', with a large loop at the end.

Jeremy Grant

c.c. Mayor Guthrie
Councillor Allt

November 1, 2017

RE: Speedvale Avenue Pedestrian Underpass / Bridge reconstruction

Dear Mayor Guthrie and members of Guelph City Council

Early in my career I worked for a consulting company doing bicycle transportation master planning for five years. I actually participated in a cycling component of the Transportation Master Plan that the City of Guelph commissioned in the early 90's. In October, I attended the World Design Summit in Montreal. I heard a number of talks about cycling infrastructure in different countries. In the 70's no one cycled in Copenhagen. Now many people do year-round. It was surprising how little the difference is between what we were proposing in the 90's to what Denmark has been doing successfully since the 70's.

The key strategies that I have heard over and over again can be summarized as: make it comfortable, continuous and convenient.

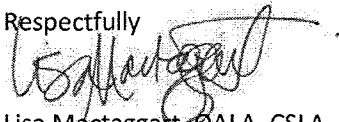
We have to make networks comfortable so that old and young people feel safe. The problem with only designing for cars is that we are actually only designing for people old and young enough to have a drivers' license and wealthy enough to have access to a vehicle. Cycling infrastructure includes a greater number of people. If children are safely able to cycle, everyone can. Pathways that accommodate both cyclists and pedestrians broaden the user group to most of the population. Spending on infrastructure that serves the most number of people should be the highest priority.

Continuity is self explanatory. Our pathways must be continuous and connect to where we want to go. The roads in this area are not putting people first. Sidewalks are only the minimum width. The number and speed of cars and trucks is very high. The river itself is a barrier. We need to be able to move freely along it. Having to leave the safe, enjoyable pathway system to go up to the roadway edge and along the sidewalk to a signalized crossing is not continuous or convenient.

You get these three elements right and people start to use the facilities in great numbers.

Reconstructing a bridge without provision for an underpass is short sighted and not city building for all Guelphites.

Respectfully



Lisa Mactaggart, OALA, CSLA, BLA

Speedvale Avenue Bridge Underpass

A presentation to Guelph City Council

November 6 2017

by

Hugh Whiteley

226 Exhibition Street Guelph ON N1H 4R5

STEPS NEEDED FOR SUCCESSFUL PROBLEM SOLVING

- CLEAR PROBLEM STATEMENT DEFINING PURPOSE OF PROJECT
- GATHER INFORMATION ON ALL FACTORS REQUIRING ATTENTION
- PREPARE LIST OF ALTERNATIVE SOLUTIONS AND AN EVALUATION PROTOCOL
- SELECT BEST AVAILABLE SOLUTION AND IMPLEMENT

Schedule C Class Environmental Assessment

- Required by Environmental Assessment Act for all municipal projects
- Protocol for Class EA's based on best practices for problem solving.
- Requirements for transparency, community engagement, holistic approach to choice of preferred alternative, builds community buy-in.
- Recently completed EA for Norwich Street bridge is an excellent example of the efficacy of a properly-conducted EA.

Guelph's River System Management Plan

Abiding Principles

- The citizens of Guelph are committed to achieving excellence in riverland management and will carry the torch into the next century.
- Rivers and their valleys are undeniably public physical and visual access to them must be maximized.
- The City's commitment to acquire and consolidate public land along the rivers is clearly set out in the Official Plan and in the Recreation and Parks Master Plan.

Recommended Next Steps

- Renew the direction to staff to develop a proposal for an extension of the Royal Recreational Trail along the west side of the Speed River from Speedvale up to Riverside Park to serve as a segment of the Trans Canada Trail including an underpass at Speedvale Avenue.
- Direct staff to conduct the development of the design of the proposed trail as a Schedule C Class Environmental Assessment.

Advantages of proceeding by Class EA

- No preconceptions on design requirements for trail, range of purposes served by the trail, level of winter maintenance.
- Full range of locations, types of trail will be considered.
- Provides opportunity to correct errors and remove bias in information collected to date on the trail options.

River System Management Plan Principles applicable in EA Process

- Expansion of riverside trails is a continuing City priority.
- Location and design of trail conditional on no significant increase in risk and no significant adverse environmental impact.
- Options that involve acquisition of riverside land are preferred as this furthers the commitment to consolidate public ownership of riverlands.

Connection to Speedvale Avenue EA

- Design selected for the Speedvale Bridge should provide for future west bank underpass for Royal Recreational/Trans Canada Trail.

Subject: Underpass

I wish to add my name to the list of people (walkers and cyclists) who favour an pedestrian underpass on Speedvale. Let's get this approved while we have the chance when the bridge is being rebuilt. Sure you can walk up to the traffic light, but not everyone does and I'd hate to see some kid dashing across, as they do, and finish up under a speeding car, (and there are plenty of those.)

Aileen Campbell

Dear Councilors,

I wish to thank you for your commitment to this project. I am very grateful for your direction that staff further detail the obstacles faced by this project and propose more suitable alternatives.

Unfortunately, upon reading the most recent memo prepared by staff with three options for moving forward on this project, I do not feel that I understand clearly what is being proposed in each option, nor the limitations and risks involved in each option. I trust that Staff will present a more fulsome idea of what is entailed by each option at this afternoon's meeting. Councilors, I leave the job of thoughtful discussion and decision making in your capable hands.

I write to you today to ensure that the decision you make today takes into consideration the needs of all users. My great concern is that Option A, which looks favourable in the interest of time, cost, and avoids the possibility of an OMB appeal, may result in a mulch surface trail. A mulch trail is not suitable for two of the main user groups who stand to benefit from a Speedvale bridge underpass: Cyclists, and those using mobility devices.

What is more, I fear that there may be citywide incompatibility between natural heritage policy and trail policy. As the City presses forward with trail creation, I predict that further trail and essential active transpiration infrastructure projects will be challenged by the same natural heritage policies. I leave it in your hands to determine if this is the appropriate time to investigate and rectify this issue- or if in the interest of time, a work around policy patch would be better suited to moving this project forward.

I implore you to investigate more fully what staff is proposing today, to invest the resources necessary to get this project right, and decide upon a course of action that can be completed in a reasonable timeframe. The reconstruction of the Speedvale Bridge is a once in a generation project. I thank you for your thoughtful leadership in this matter.

With all due respect,

Anissa McAlpine

Dear Mayor and Councillors,

After reviewing the COW agenda staff report, here is what the Guelph Hiking Club, GCAT, the Guelph Wellington Senior's Association and 2Rivers Festival group are recommending as a motion for the Speedvale underpass. **We are recommending Option A with significant amendments.**

Background: Our groups met and studied at Option A and C in the staff report. While there are many good points, we determined that option A, while recommended, has limitations.

Option A limitations:

- secondary trails do not normally get paved. This trail needs to be paved for seniors and motorized scooters because of its grade and the consequences of erosion.
- the "new" trail will only be a secondary or tertiary trail meaning it most likely will NOT be maintained in winter. This is unacceptable considering its location to the Evergreen Seniors Centre. It should be shoveled but not salted.
- staff may be considering using the existing side trail off the TCT and connecting it to the underpass near the bottom of the hill. If so the trail may not be an accessible connection. It is possible that only the new trail sections will meet accessibility standards.

We propose these necessary amendments:

1. That staff be granted flexibility to balance policy, design standards, and objectives for the Speedvale Trail Underpass ;
2. That appropriate staff actively engage in open discussions through to the end of Q1 with the Guelph-Wellington Regional Trails Coordinating Committee to examine potential alternatives in order to jointly advocate a recommendation and alternative options to Council of a design concept of a west side underpass trail that:
 - meets FADM accessibility standards
 - is hard surfaced to serve the widest range of users and to be capable of winter maintenance
 - examines cost implications of each alternative
 - minimizes environmental damage
 - identifies and minimizes the need for future City policy changes

3. And that, on the basis of a Council-approved design concept at the end of Q1, that the project proceed to detail design, in appropriate consultation with the GRCA.

We hope that these additional recommendations help meet the needs of all users, along with community engagement with the Guelph Wellington Regional Trails committee. We look forward to the discussion this Monday November 6.

Feel free to contact us if you have any questions, suggestions or concerns.

Sincerely,
Yvette Tendick (President, GCAT)
Mike Darmon (GCAT)
Bill Mungall (Guelph Hiking Club)
Dorothe Fair (President, Guelph Wellington Senior's Association)

Dear Mayor and Council,

I would like to once again express my support for the Speedvale Avenue Bridge Underpass project, and hope that it moves forward in a timely manner, with a design that accommodates all potential users. I have already written a longer letter which is on the record from the previous COW meeting, so I will keep this comment brief.

I have read some of the comments that have already been submitted on this item, prior to submitting my own. I don't know what else I could say that would emphasize how much the community wants this underpass, and how much it would benefit from it. What I can say is that for every written correspondence that you have in front of you, I've heard from just as many who have not written who share the same thoughts. These are my colleagues, friends, and acquaintances.

It is clear that this project has nearly unanimous support from the community, and the list of benefits is long. The downsides seem limited or even non-existent. It seems that in this case, well-intentioned policies and environmental sensitivity are getting in the way of a project that is clearly in the overall public interest and helps the city meet some overarching objectives regarding sustainable transportation and public safety. I urge Council to exercise their right to do the right thing for the citizens that they serve, regardless of the policy implications, and move this project forward.

Thank you,

Jordan Richard, Guelph

Dear Mayor Guthrie and Council:

Please read and consider this letter as I probably cannot make a deputation in person at the COW meeting on November 6.

Although staff has provided you with 3 options for the Speedvale underpass, I request that you support their original recommendation (Option B) unless wording of Option A can include two more words: **"Investigate alternative design options on or under Speedvale Avenue that comply with the Official Plan and Zoning By-law"**. In doing so, staff can further analyze the on-road "safe zone" concept I proposed to Council on October 2 and, even better, revisit the Speedvale "road diet" option presented by staff during the 2014-15 EA but unfortunately rejected by Council.

Road Diet

As you recall, I supported a 6-12 month road diet pilot project as did Speedvale residents and 150 people who signed an [on-line petition](#) between July 16-20, 2015 for the following reasons:

- improve quality of life (especially for Speedvale residents);
- promote equality of all road users of all ages (drivers, pedestrians, cyclists) by restriping road with 1 car lane and 1 bike lane in each direction, with middle turning lane running the length of the street;
- increase safety of all modes due to slower speeds, less weaving/passing and easier property entering/exiting;
- decrease overall traffic and potentially divert truck traffic;
- keep existing right of way and homeowners' property intact (despite loss of millions already spent on property purchases to date)
- prevent an increase in the City's road operations budget (e.g. snow plowing);
- produce real travel and safety data to see if road diet design could work by end of 2018;
- set a precedent for Speedvale Avenue west of Woolwich saving millions more while making that part of the street safer for all modes.

According to engineer Andrew Janes, Speedvale road construction will not commence until 2020 (due to private property negotiations and underground utility planning). As a result, there is plenty of time to test the road diet and gather real data in order to make a final decision on this superior design. If made permanent, the much safer 3-lane cross-section would eliminate the need for any of the other project options (i.e. underpass, safe zone, Emma-Earl Bridge), meet several city policies that are currently not being followed (cycling, heritage/trees, access) and save up to \$10 million that can be re-allocated to other sustainable transportation projects throughout the city. Council and staff can learn much from [Toronto's Bloor Street road diet pilot \(2.4 km\)](#) and [Burlington's New Street pilot \(2 km\)](#) -- both of which could be made permanent by the end of 2017.

Safe Zone

If council again rejects a road diet pilot for fear of a slightly slower drive for car drivers, then a "safe zone" pilot must be considered as an option ([see graphic here](#)). When Speedvale is widened, it will induce more traffic at higher speeds. Yet pedestrians and cyclists (as a legal vehicle recognized under the Highway Traffic Act) will still use the length of the road, especially in the area where the Trans-Canada Trail meets it. In terms of design:

- The safe zone would be similar to a school safety zone with speed limit of 40 km/hr maximum – or preferably 30 km if the province allows it.
- A large crosswalk zone would be created that extends from west side of bridge/river to Marlborough Road (220 meters).
- The existing crosswalk and signalization in front of the fire station would be moved to west side of bridge. Traffic lights would be added at Marlborough.
- The zone would be painted a bright colour to warn drivers they are entering the safe zone -- and preferably "raised".
- East and west approaches should also include signage, rumble strips and [3D crosswalk designs](#).

In terms of benefits, this design...:

- solves staff's concerns about river habitat/flood zone destruction, access and potential lawsuits.
- allows for safe east-west travel along Speedvale at all times. Pedestrians, runners, cyclists and those in wheelchairs would be able to move across the street from north to south when traffic signals are activated.
- provides motor vehicles with safer ingress/egress from side streets and private driveways. Large fire trucks will have a far easier time moving in and out of the station on the north side of Speedvale.
- renders the Earl-Emma Bridge proposal redundant.
- saves between \$2.5 and \$6 million in infrastructure costs, staff time, potential lawsuits. The money saved should be used to install a similar "barrier free" design at other trail/road conflict locations throughout the city (e.g. Eramosa, MacDonnell).

Options and Voting

If council and staff are truly committed to safety for all road users, environmental protection and fiscal responsibility, you'll vote for Option B or change the wording in Option A as follows:

1. **Option B – Original staff recommendation; not proceed with Speedvale underpass as currently proposed, and pursue an alternate location.**
2. **Option A (reworded) - Investigate alternative design options on or under Speedvale Avenue that comply with the Official Plan and Zoning By-law.**

By supporting one of these options, staff can include an analysis of a Speedvale road diet and safe zone when they report back to Council in early 2018.

Thanks and please contact me if you have any questions.

Sincerely,
Martin

Martin Collier

City Clerk
City of Guelph
1 Carden St,
Guelph, ON N1H 3A1

Nov 3, 2017

Re: Speedvale Avenue Bridge Reconstruction Project

Dear Guelph City Council members,

The Kitchener Easy Riders Cycle Club would like to commend the City of Guelph for considering a cycling and pedestrian underpass under Speedvale Avenue. However, we are sorely disappointed by the staff recommendation not to proceed.

Our club consists of 240 members, all of whom are 55 years of age or more who like to cycle together. Our mission is to provide safe cycling opportunities for fun, fitness and fellowship. We have weekly rides in our local communities, and venture more widely once each month.

As a group, we cycle every spring in Guelph and we always use the current Speedvale crossing. It is hazardous and sorely needs an upgrade !!! We favour a solution that separates trail traffic from road traffic at this location, is safe and does not impede traffic on Speedvale: An underpass. The underpass proposal is a strategic addition to the active transport system in Guelph.

We come to Guelph to cycle in large part because we are attracted by the active transport system there. We spend freely on meals etc. when we are in town. A functional active transport system is an engine for economic activity.

We thank you for the opportunity to comment on this important project.

Sincerely,



Roger Suffling,
Bicycle Advocacy Committee Chair of
Kitchener Easy Rider Cycle Club

cc. Active Guelph; Mayor Cam Guthrie



November 2, 2017

Attn: City of Guelph Committee of the Whole

RE: Speedvale Bridge Underpass Trail

On behalf of Wellington-Dufferin-Guelph Public Health, I encourage Guelph City Council to support infrastructure that leads to more opportunities for safe, active transportation and physical activity for residents, such as the Speedvale Avenue bridge underpass trail. The underpass trail would connect the Trans Canada Trail in this area. The current design requires users of the trail to cross the road at Speedvale Avenue to continue on the trail.

This underpass trail aligns with the mandate of Public Health, in particular the built environment work, focused on physical activity, active transportation and injury prevention. The implementation and maintenance of the underpass trail will ensure that local residents walking, cycling or wheeling on the trails in this area of the City will be safe from on-road traffic. Trail connectivity and perceived safety have been acknowledged as important predictors of pedestrian and cyclist appeal.¹ Community-based examples and best practices demonstrate the numerous benefits that result from trails designed to be safe and comfortable for users.¹

A well-connected, safe trail system can increase a community's walking and cycling behaviours, both for leisure and active travel use. A continuous trail system experiences more consistent use by residents. Trail location and design that mitigates risk of injury and interference with on-road vehicular traffic can help residents feel more confident and safe using trails. Thus, residents living near safe continuous trails tend to find it easier to walk or cycle for physical activity or for active transportation to local destinations, such as parks, school, or local stores, as opposed to driving their vehicle.

Based on best practice¹, the proposed trail under the Speedvale Avenue bridge would encourage more residents to use the trail, thereby, reaping the health benefits of walking, cycling or rolling on the Trans Canada Trail in Guelph. The implementation of the Speedvale Avenue bridge underpass trail would make the safer and healthier choice, the easier choice.

Sincerely,

Rita Sethi, RN, MPA

Chief Nursing Office and Director of Community Health and Wellness
Wellington-Dufferin-Guelph Public Health

1. Hike Ontario. Best practices for increasing trail usage by hikers and walkers. 2007. [cited 2017 Nov 2] Available from: <https://www.ontariotrails.on.ca/assets/files/pdf/member-archives/reports/HO-BestPractices-Web.pdf>

As an avid user of the downtown Trail all the way up to Guelph lake and as a resident of the speedvale and Woolwich area I am in huge favor of an underpass to make it safer for pedestrians, cyclists and runners to cross speedvale.

I am not at all concerned about the potential for a few days of flooding. I take many trails in Guelph throughout the year that are flooded and I don't mind at all.

As for trees coming down... A lot of them are dead and can be replaced with nicer trees bordering the path. Thinking long term there really is no other option than creating an underpath for the safety of everyone and the sanity of drivers.

Thank you,

Patrick Stiles

Information Report

Service Area Public Services

Date Friday, October 27, 2017

Subject **Subsidy Strategy**

Report Number PS-17-33

Executive Summary

Purpose of Report

To report back to Council on the income threshold used by the City as eligibility criteria to access the City's subsidy programs.

To simplify the way subsidy programs are delivered by the City of Guelph to create a single application to access all City subsidy programs including the Affordable Bus Pass (ABP), Animal Licensing Subsidy, and the Fee Assistance in Recreation (FAIR).

Key Findings

While changing the income eligibility from Low Income Cut-Off (LICO) to Low Income Measure (LIM) would allow access to more affordable City services for an estimated additional 2,100 residents, the cost of this change is considered too great to implement at this time.

Other changes to the subsidy program and related policies will ensure easier access for Guelph residents, while creating efficiencies in program administration. These changes are intended to create greater clarity and efficiency from both the resident and staff perspectives, and to better leverage City resources to improve the wellbeing of residents in financial need.

Changes to be implemented in early 2018 include:

- A single application to be approved for all subsidy programs
- Stronger privacy for residents disclosing their economic situation
- Improved access through accommodations for support workers
- Broader range and clarity of documentation accepted
- More user-friendly by attaching subsidy to the person not the program

Overall, changes to subsidy programs will make the programs more respectful of the applicant's economic situation and will grant more choice on how and when to access City subsidies.

Financial Implications

Changes to the FAIR policy will have an estimated additional financial impact of no more than \$30,000 through a one-year pilot. The anticipated increase in cost to the City will be covered within the existing FAIR holding account.

Report

The purpose of the Subsidy Strategy is to:

- Improve the wellbeing of residents, and Guelph as a whole, by ensuring that all residents have access to important City services regardless of their ability to pay.
- Ensure that information gathered is accurate, and held in confidence to protect the privacy of participants and the integrity of the programs.
- Allow residents in financial need the ability to gain access to all City subsidies through a single application or point of entry to:
 - Minimize the need for financial reporting on behalf of the resident
 - Ensure the dignity of the individual access services
 - Improve accessibility of subsidy programs
 - Improve efficiency of administration of subsidy programs
- Ensure that eligibility thresholds are reflective of the needs of residents for affordable services.

Background

The City of Guelph has offered subsidy programs to residents for over a decade with the FAIR program dating back to 2006. The permanent Affordable Bus Pass (ABP) program began in 2013 to provide affordable transportation to ensure that residents have access to other basic needs in the community from working to accessing programs to building social connections with others across the City. In 2016, an Animal Licensing Subsidy began to provide financial support to residents to license their animals using the same criteria as the ABP.

As multiple subsidies exist in the City to provide financial support to residents with low income, the Subsidy Strategy was developed to ensure that current and future subsidies are administered consistently to create efficiencies for City staff, ease of access for residents, and to respect the dignity of participants in City subsidy programs by reducing the number of times personal and income information is shared.

Current subsidies that the Subsidy Strategy applies to:

1. Affordable Bus Pass
2. Animal Licensing Subsidy
3. Fee Assistance in Recreation

In the development of the Subsidy Strategy, Community Investment staff considered:

- the Income Threshold used to determine eligibility for subsidy programs, and
- changes to subsidy policies and process to ensure easy and efficient access.

Review of Income Eligibility

Overall, two considerations were reviewed in regards to income eligibility:

- 1) The type of income threshold used Low Income Cut-Off (LICO) or Low Income Measure (LIM)
- 2) Income calculations done Before-Tax or After-Tax

1. Income LICO & LIM

Currently, the LICO is used by the City of Guelph to determine eligibility for financial subsidies. According to the Maytree Foundation (2017), LICO is “an income threshold below which a family will devote a much larger share of its income than the average family on the necessities of food, shelter, and clothing.”

Using the LICO threshold, there is a gap for people who are not eligible for City subsidies, but would benefit from the program. This includes primarily the working poor – residents who are working but struggling to support themselves and their families.

For example, using LICO, an individual working full-time at minimum wage would not be eligible for City subsidies. Neither would a single parent of two children earning \$18.50 per hour.

LIM is “an income threshold substantially below what is typical in society” (Maytree 2017), and is determined by taking 50% of the median household income of Canadians.

The difference in thresholds is ultimately about the amount of income of a family. Below is a table of income threshold differences for different family sizes:

Table 1 Income Thresholds Differences

Family size	2015 LICO After Tax	2015 LIM After Tax
1 person	\$17,240	\$22,352
2 persons	\$20,982	\$31,611
3 persons	\$26,128	\$38,715
4 persons	\$32,596	\$44,704
5 persons	\$37,118	\$49,981
6 persons	\$41,165	\$54,751
7 or more persons	\$45,211	\$59,138

In the City of Guelph, the proportion of people living below LICO is 9.5%, and the proportion of people living below LIM is 11.2%. According to estimates based on

the latest available Statistics Canada data (LICO from 2011, LIM from 2014), a change of income threshold from LICO to LIM would mean that approximately an additional 2,100 Guelph residents would meet the eligibility requirements for City subsidies, therefore ensuring greater affordability of, and access to, important City services.

In considering both LICO and LIM income thresholds, staff identified benefits of both measures:

Table 2 Benefits Comparison for LICO and LIM

Benefits of LICO	Benefits of LIM	Benefits Comparison
Allows access to affordable transportation for those most in financial need while maintaining affordability for taxpayers.	Allows access to affordable transportation for more people living in poverty in the city.	LIM includes more people in poverty at a greater cost to city.
Can be adapted for family sizes up to seven people.	Can be adapted to any family size. Recognizes economies of scale (the larger the family, the more efficient use of resources).	LIM offers more options for thresholds with large families.
Income thresholds updated annually in June.	Income thresholds updated annually in September.	No significant difference between LICO and LIM.
Recognizes cost of living differences between rural and larger urban centres.	Recognizes people living significantly below the usual income in Canada regardless of cost of living.	LICO measures cost of living with considerations for regional differences.
Most widely used measure of poverty across Canada.	Being used increasingly in Canada, by Ontario Poverty Reduction Strategy, by local groups and agencies, and most widely used measure in Europe.	LIM is the measure that agencies and countries are trending towards.
Used by most municipalities.	Some municipalities are using LIM and some are considering switching.	LICO is the measure most used by municipalities.
Data available through census every five years.	Data available through Census every five years and Tax Filer every year. Tax Filer data is not voluntary and is considered more reliable.	Data on LIM is more reliable and frequent.

Overall, LIM would make City services affordable to more people and specifically, the working poor. This is particularly important in a city like Guelph with a growing immigrant population and manufacturing sector which provides valuable work for thousands of Guelph residents, but in some cases does not provide an income high enough to move them out of poverty. However, using LIM as the income threshold would cost the City over \$100,000 based on estimates.

Based on this analysis, LICO is the measure used by most municipalities; it highlights those living in most severe poverty, and is more affordable to the City. In considering the benefits and cost of implementing this change, staff did not change the income thresholds for City subsidies to LIM at this time.

2. Before-Tax or After-Tax

Statistics Canada recognizes that “After-Tax” data is better used to understand the amount of disposable income in the household, and is seen generally as a slightly better measure to “draw conclusions about overall [family] economic wellbeing” (Statistics Canada 2017).

Moving from Before-Tax to After-Tax is not likely to impact the number of people that are eligible to access the program, but may impact a few people who are close to the threshold. However, moving to After-Tax would limit the type of documentation that applicants provide to demonstrate eligibility for the program, and could risk making the subsidy programs more cumbersome to access.

Based on the limited impact and the potential accessibility risks of moving to After-Tax measures, staff will continue to use the Before-Tax measure.

Other considerations

As part of the subsidy strategy review, a number of considerations were explored in consultation with stakeholders and other City departments. Below is a brief overview of those considerations and potential impacts on the City.

Minimum Wage Increase

Minimum wage increase should drop the percentage of people that will be in need of subsidized services, leading to a decrease starting in 2018 and a greater decrease in 2019. For example, a single individual working four days a week at current minimum wage would have an annual salary of \$16,598 and fall below the LICO threshold. At the new minimum wage of \$14 per hour, their salary would climb to \$20,384 and they would no longer be eligible. However, these changes will likely not impact access to City subsidy programs until 2019 based on financial documentation required to apply for subsidies.

Alignment with Children’s Foundation Free to Play Program

Staff will explore opportunities for alignment with the Children’s Foundation of Guelph and Wellington Free to Play program to determine if documents accepted as proof of income for subsidy programs can be accepted by the Children’s Foundation

and vice versa. Staff will consider resident privacy and issues of accountability with the aim of simplifying and streamlining access to City subsidies.

Monthly line ups for subsidy access

In consultation, we heard that monthly line-ups at Service Guelph were a challenge for residents attempting to renew their subsidy application and pick up their affordable bus passes. Some stakeholders indicated that the need to come to a City facility and wait in line was a barrier for some customers and had a negative impact on their sense of dignity. While not addressed directly in this review, staff recognize that this issue is of concern. Some of these challenges may be alleviated through the exploration of new bus passes and payment options being reviewed by Transit. Staff will also explore the option of moving subsidy applications fully online.

Policy Changes

Existing subsidy policies including the FAIR and ABP were reviewed as part of the subsidy strategy development for further efficiency and ease of access.

Other changes to the subsidy program and related policies will ensure easier access for Guelph residents, while creating efficiencies in administration. These changes are intended to create greater clarity and efficiency from both the resident and staff perspectives, and to better leverage City resources to improve the wellbeing of residents in financial need.

Changes include:

- A single application to be approved for all subsidy programs
- Stronger privacy measures for resident disclosing their economic situation
- Improved accessibility through accommodations for support workers
- Broader range and clarity of documentation accepted
- More user-friendly process by attaching subsidy to the person not the program

Revised Fee Assistance in Recreation and Affordable Bus Pass policies have been attached for further information.

Overall, changes to subsidy programs will make the programs more respectful of resident's economic situation and will grant more choice to residents on how and when to use City subsidies.

Implementation

Transitioning to the subsidy strategy and changes to City subsidy programs are planned for implementation by January 1, 2018. Implementation will involve the development of new Standard Operating Procedures across departments, new promotional materials, and strong and timely communication with current subsidy customers to ensure a seamless transition.

Results of the one-year (pilot) FAIR program changes will be reviewed with consideration for making the changes permanent starting in 2019.

Financial Implications

Income Thresholds

Using current trends in sales, we anticipate that moving the eligibility from LICO to LIM would have the overall impact on the City of Guelph of potential loss of revenue of \$105,300 annually to Transit, as more people opt for the more Affordable Bus Pass, and \$3,900 annually related to FAIR for a total of \$109,200. Because of the cost burden to the City and tax-payers, the City will not be changing the income threshold at this time. Therefore the financial implications for income eligibility will not change.

Financial Implication of Policy Changes

Changes to the FAIR policy will have an estimated additional financial impact of no more than \$30,000 through a one-year pilot. The anticipated increase in cost to the City will be covered within the existing FAIR holding account.

Consultations

- County of Wellington
- Poverty Task Force
- Wyndham House
- Welcome In Drop in Centre
- Public Health
- Municipalities – Barrie, Brampton, Calgary, Edmonton, Chatham-Kent, Kingston, Kitchener, Region of Peel, Toronto
- Guelph Transit
- Recreation

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

Attachments

ATT-1 Fee Assistance in Recreation Policy
ATT-2 Affordable Bus Pass Policy

Departmental Approval

Karen Newland, Manager, Finance Client Services

Report Author

Alex Goss, Manager, Community Investment



Approved By

Danna Evans
General Manager, Culture, Tourism
and Community Investment
519-822-1260 ext. 2621
danna.evans@guelph.ca



Recommended By

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

POLICY	Fee Assistance in Recreation (FAIR) Pilot Program
CATEGORY	Departmental
AUTHORITY	Public Services
RELATED POLICIES	
APPROVED BY	Deputy Chief Administrative Officer, Public Services
EFFECTIVE DATE	
REVISION DATE	

POLICY STATEMENT

The City of Guelph provides residents and visitors with access to recreational, social and fitness opportunities through its recreation centres and programs. The City of Guelph also recognizes that residents living in a low income household have specific financial challenges that can reduce their access to recreation programming and activities. The Fee Assistance in Recreation (FAIR) Program is designed to minimize these barriers by offering eligible adults and seniors the option of purchasing recreation and fitness passes, programs, memberships and activities at more affordable rates.

The City of Guelph maintains an agreement with the Children’s Foundation of Guelph and Wellington County to provide financial support for children’s recreation programs and activities through the Free to Play program. FAIR provides a similar opportunity to adults and seniors interested in participating in City of Guelph recreation programs and activities.

PURPOSE

Overall Program Outcome Goals

The FAIR policy better enables adults and seniors residing within the City of Guelph who are living in a low income household to access recreation programs, passes, memberships and activities at a more affordable, discounted rate. The outcomes of the FAIR Program are:

- Enabling more residents who are living in a low income household, to purchase recreation and fitness passes and memberships and participate in recreation programs and activities
- Making a positive impact on the lives of residents living in a low income household, for whom recreation and fitness activities are far too often not an option when faced with a limited income and budget to cover basic needs such as food, clothing, transportation, child care and shelter
- Improving program participant’s perceptions of overall wellbeing, and improving wellbeing through increased opportunities to participate in their communities in ways such as; accessing educational, fitness, recreational, sporting and cultural opportunities; and maintaining connections to family friends, and the community.

Operational Program Goals

The program policy and procedures will:

- Provide a clear understanding of the program rules
- Ensure that the program is administered in a way that is citizen-centered, inclusive and respectful
- Effectively meet the overall program outcome goals
- Be consistent, transparent and equitable to all recreation participants
- Support access to recreation for eligible residents.

DEFINITIONS

“Access”

The program is easily available to eligible residents. Barriers are addressed as they are identified.

“City”

The Corporation of the City of Guelph.

“Citizen centered”

Staff considers and incorporates residents’ needs and concerns when designing and delivering the program. This process ensures that the program caters to the specific needs of program participants.

“Dependant”

A person living in the same household who relies on another member of the household for financial support. Generally this includes; a biological or adopted child or grandchild, a parent or grandparent

“Family income”

The combined annual income earned by a household before-tax.

“Household”

One or more persons who live in the same dwelling and are related to each other by blood, marriage, common-law or adoption.

“Low income”

A combined household annual income that is lower than the Statistics Canada Low Income Cut-Off (LICO). Staff will update the Low Income Cut-Off on an annual basis as it is made available to the public, usually during the month of June each year.

“Program Participant”

An eligible resident who has applied to and been accepted onto the FAIR Program.

“Recreation Program”

All classes, courses, passes, memberships and activities available to adults and seniors and offered by either the City of Guelph Recreation Services Division or the Guelph Wellington Seniors Association.

“Resident”

All persons who reside (live) within Guelph City limits.

“Transparent”

Stakeholders and residents can clearly see how and why decisions are made.

ROLES AND RESPONSIBILITIES

Community Investment staff is responsible for:

- The ongoing development and improvement of the FAIR program, policy and supporting procedures
- The design and delivery of appropriate administrative practices associated with the
 - FAIR application and approval processes
 - The development and training of staff involved in administration, customer service and pass sales
 - Development and reporting of Key Performance Indicators (KPIs) for the program
 - Development of appropriate communications materials to support the program application, outreach and communication
 - Maintaining relationships with relevant support agencies to ensure potentially eligible residents are aware of and can easily access the program
 - Reconciliation and monitoring of budget, accounts and program donations
 - Organizing activities to raise support and funding for the program

Recreation staff is responsible for:

- Providing input into the development and improvement of the FAIR Program including policy and supporting procedures
- Processing sales of FAIR subsidized programs, memberships, passes and activities at City locations
- Providing support to fund raising activities

ServiceGuelph staff is responsible for:

- Providing input into the development and improvement of the FAIR Program including policy and supporting procedures
- Processing sales of FAIR subsidized programs, memberships, passes and activities at City locations

1. THE FAIR PROGRAM

The FAIR Program enables eligible Guelph residents living in a low income household to access City of Guelph Recreation Programs at a discounted rate. The program supports improved access to public recreation for those experiencing financial barriers. Community Investment will administer the program, with the support of Recreation Services.

2. GENERAL INFORMATION

- Eligible FAIR applicants will receive a discount up to 80% off the cost of City of Guelph Recreation Programs up to an annual maximum of \$250 per calendar year per person
- FAIR approval does not allow individuals to pre-register or register in advance
- FAIR approval does not guarantee program availability
- FAIR approval is only valid for the approved program and session
- Must have FAIR application completed and approved prior to program registration, refunds will not be issued for funding requests received following a registration or purchase
- Incomplete or inadequate documentation of the inability to prove address documentation will disqualify funding request

3. EXCLUSIONS

- Facility Rentals
- Neighbourhood Group and Association Programs
- FAIR funding is not available for programs or activities offered by organizations other than the City of Guelph and the Guelph Wellington Seniors Association
- FAIR approval only applies to the registration fee. It does not include manuals or other items required for the course.

4. ELIGIBILITY

To access the program, applicants must satisfy the following eligibility criteria:

- Be a resident of the City of Guelph
- Be eighteen years of age and older
- Have an annual combined family income at or below the Statistics Canada before-tax Low Income Cut-Off (LICO) table for their family size. The LICO table is updated every year and can be found in Appendix A.
- Have not exceeded the maximum allowable funding amount for the current calendar year.

5. WAITLISTS

Requests are granted on a first come first served basis. Once all available funds for the current year have been used, a waitlist will be created. The waitlist will also be based on a first come first served basis.

Approved applicants are allowed until the end of the pilot program on December 31st, 2018 to redeem their FAIR funding, or until all available funds for the current year have been used. Any funding that has not been redeemed by the end of the pilot program on December 31st, 2018 will no longer be available for use by the applicant.

If funds become available and a program is still admitting new participants, applicants on the waitlist will be contacted by Community Investment staff.

6. DOCUMENTATION REQUIRED

Applicants must submit the required documentation along with their completed application form to verify their income.

Current photocopies of the following documentation are acceptable for **single adults** applying to the program:

- **Canada Revenue Agency** Personal Income Tax **Notice of Assessment** including address portion. This is not a copy of the personal income tax return. Note: If an applicant cannot submit a copy of their Notice of Assessment, they are encouraged to contact Canada Revenue Agency to request a copy of their "Form C", OR;
- **Canada Revenue Agency** Canada Child Benefit notice (CCB) including address portion. OR;
- **Canada Revenue Agency** Ontario Trillium Benefit notice (OTB) including address portion. OR;
- **Canada Revenue Agency** GST/HST Credit notice including address portion. OR;
- **Ontario Works** Statement of Deposit including address portion, OR;
- **Ontario Works** confirmation of eligibility letter provided by Ontario Works caseworker, OR;
- **Ontario Disability Support Program** Statement of Deposit including address portion, OR;
- **Ontario Disability Support Program** confirmation of eligibility letter provided by Ontario Disability Support Program caseworker.

Current photocopies of the following documentation are acceptable for **families** applying to the program:

- **Canada Revenue Agency** Canada Child Benefit notice (CCB) including address portion. OR;
- **Canada Revenue Agency** Ontario Trillium Benefit notice (OTB) including address portion. OR;
- **Canada Revenue Agency** GST/HST Credit notice including address portion. OR;
- **Ontario Works** confirmation of eligibility letter provided by Ontario Works caseworker, OR;
- **Ontario Disability Support Program** confirmation of eligibility letter provided by Ontario Disability Support Program caseworker.

All applicants must be residents of the City of Guelph. If the applicant cannot provide acceptable documentation which includes a Guelph address, additional documentation will be required to support an application.

The following forms of documentation are acceptable as proof of residency within the City of Guelph:

- Lease or rental agreement, OR;
- Utility or phone bill, OR;
- Driver's License or Ontario Photo Card.

Recent immigrants to Canada that do not have the required documentation to support their application can submit a formal Statutory Declaration of Income from Guelph-Wellington Immigrant Services.

7. TERMS AND CONDITIONS

When an eligible resident becomes a program participant, they must abide by the following Fee Assistance in Recreation conditions of use.

- Purchased passes, memberships, programs and activities are only for use by the registered program participant to whom the pass has been issued. Passes cannot be sold, transferred, traded, given away or shared with anyone else.
- Lost or stolen passes can be replaced for an administration fee consistent with the fee for all lost or stolen passes issued by Recreation Services.

Responsibility for informing the City of Guelph of changes to financial, residency or other circumstances pertaining to the Fee Assistance in Recreation (FAIR) application and eligibility is the responsibility of the program participant. The program participant must notify the City of changes within thirty (30) days of the change taking effect. If the program participant fails to inform the City of these changes, the City reserves the right to terminate eligibility for the program.

The City reserves the right to terminate the eligibility of a participant if they are found in breach of the policy.

8. ACCESSIBILITY

The City of Guelph adheres to the Accessibility for Ontarians with Disabilities Act (AODA), and plans its programs, such as the Fee Assistance in Recreation program, with accessibility in mind.

To provide feedback related to accessibility, to learn more about accessible City services, to request program information in an accessible format, or for more information about the AODA, contact the Accessibility Services Coordinator at 519-822-1260 extension: 2670

9. POLICY REVIEW

Public Services staff will review the Fee Assistance in Recreation Policy on an annual basis, or more often should the need arise.

10. PROGRAM MONITORING AND REPORTING

Summary annual program results will be reported in Service Area annual reports.

11. COLLECTION AND USE OF PERSONAL INFORMATION

Personal information is being collected and will be used to qualify applicants for City of Guelph subsidy programs. This information will be shared with City staff who require it for their work as part of providing and evaluating City of Guelph subsidy programs. As appropriate, limited personal information (excluding medical or financial information) may be shared with collaborating agencies, including but not limited to: Ontario Works and Community Living (a complete list of collaborating agencies is provided under Schedule "A" to the Fee Assistance in Recreation Program Policy).

Personal information is collected under the authority of the Municipal Act, 2001, and in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). For questions regarding the Affordable Bus Pass Program, or to obtain a complete list of collaborating agencies, please contact Community Investment by phone at (519) 837-5618 or by email at community@guelph.ca.

For questions regarding the collection, use, and disclosure of personal information please contact the City of Guelph's Information and Access Coordinator by phone at (519) 822-1260 ext. 2349 or by email at privacy@guelph.ca.

POLICY	Affordable Bus Pass Program
CATEGORY	Departmental
AUTHORITY	Public Services
RELATED POLICIES	
APPROVED BY	Deputy Chief Administrative Officer, Public Services
EFFECTIVE DATE	
REVISION DATE	

POLICY STATEMENT

The City of Guelph provides residents and visitors with public transit services to access economic, social and cultural opportunities. The City of Guelph also recognizes that residents living in a low income household have specific financial challenges that can reduce their access to public transit. The Affordable Bus Pass Program is designed to minimize these barriers by offering eligible program participants the option of purchasing monthly passes at discounted rates.

PURPOSE

Overall Program Outcome Goals

The Affordable Bus Pass policy better enables Guelph residents who are living in a low income household to access transit through the purchase of monthly passes at a more affordable, discounted rate. The outcomes of the Affordable Bus Pass Program are:

- Enabling more residents who are living in a low income household, to purchase monthly transit passes and use transit services
- Making a positive impact on the budget of residents living in a low income household by enabling them to spend less on transportation costs and allocate more of their budget to basic needs such as food, clothing, child care and shelter
- Improving program participant's perceptions of overall wellbeing, and improving wellbeing through increased opportunities to participate in and contribute to their communities in ways such as; accessing educational, recreational, sporting and cultural opportunities; accessing medical care; reliable transportation so getting to work is not a barrier; and maintaining connections to family and friends.

Operational Program Goals

The program policy and procedures will:

- Provide a clear understanding of the program rules
- Ensure that the program is administered in a way that is citizen-centered, inclusive and respectful
- Effectively meet the overall program outcome goals
- Be consistent, transparent and equitable to all transit users
- Support access to Transit for eligible residents

DEFINITIONS

“Access”

The program is easily available to eligible residents. Barriers are addressed as they are identified.

“City”

The Corporation of the City of Guelph.

“Citizen centered”

Staff considers and incorporates residents’ needs and concerns when designing and delivering the program. This process ensures that the program caters to the specific needs of program participants.

“Dependant”

A person living in the same household who relies on another member of the household for financial support. Generally this includes; a biological or adopted child or grandchild, a parent or grandparent

“Discounted Rate”

A price that is lower than usual price a customer can expect to pay to purchase a monthly pass.

“Family income”

The combined annual income earned by a household before-tax.

“Household”

One or more persons who live in the same dwelling and are related to each other by blood, marriage, common-law or adoption.

“Low income”

A combined household annual income that is lower than the Statistics Canada Low Income Cut-Off (LICO). Staff will update the Low Income Cut-Off on an annual basis as it is made available to the public, usually during the month of June each year.

“Monthly Pass”

An accepted Guelph Transit fare media that provides the purchaser with unlimited trips on Guelph Transit. Each pass is valid for one calendar month.

“Program Participant”

An eligible resident who has applied to and been accepted onto the Affordable Bus Pass Program.

“Resident”

All persons who reside (live) within Guelph City limits.

“Transparent”

Stakeholders and residents can clearly see how and why decisions are made.

ROLES AND RESPONSIBILITIES

Community Investment staff are responsible for:

- The ongoing development and improvement of the Affordable Bus Pass program, policy and supporting procedures
- The design and delivery of appropriate administrative practices associated with the
 - Affordable Bus Pass application and approval processes
 - The development and training of staff involved in administration, customer service and pass sales
 - Development and reporting of Key Performance Indicators (KPIs) for the program
 - Development of appropriate communications materials to support the program application, outreach and communication
 - Maintaining relationships with relevant support agencies to ensure potentially eligible residents are aware of and can easily access the program

Guelph Transit staff is responsible for:

- Providing input into the development and improvement of the Affordable Bus Pass Program including policy and supporting procedures
- Processing pass sales at Guelph Transit sales locations
- Maintaining the operational pass inventory, distributing passes to sales locations and reconciling at month's end

ServiceGuelph and Recreation staff is responsible for:

- Providing input into the development and improvement of the Affordable Bus Pass Program including policy and supporting procedures
- Processing pass Affordable Bus sales at City locations

1. THE AFFORDABLE BUS PASS PROGRAM

The Affordable Bus Pass Program enables eligible Guelph residents living in a low income household to purchase monthly bus passes at a discounted rate. The program supports improved access to public transit for those experiencing financial barriers. Community Investment will administer the program, with the support of Guelph Transit.

2. FARE

Guelph City Council will approve the fare discount of the monthly ABP annually, in accordance with the City's Users Fees and Charges By-law (2012)-19330 and subject to all Transit subsidization rates.

3. ELIGIBILITY

To access the program, applicants must satisfy the following eligibility criteria:

- Be a resident of the City of Guelph
- Have an annual combined family income at or below the Statistics Canada before-tax Low Income Cut-Off (LICO) table for their family size. The LIM table is updated every year and can be found in Appendix A.

Exclusions

University of Guelph students are not eligible to apply for the program. University of Guelph students have access to the 'UPass' program which is an affordable City Transit pass option specifically designed for students who are enrolled and paying tuition at the University of Guelph in a Full Time, Part Time or Graduate Program.

4. DOCUMENTATION REQUIRED

Applicants must submit the required documentation along with their completed application form to verify their income.

Current photocopies of **one of the following** forms of government documentation are acceptable for **single adults** applying to the program:

- **Canada Revenue Agency** Personal Income Tax **Notice of Assessment** including address portion. This is not a copy of the personal income tax return. Note: If an applicant cannot submit a copy of their Notice of Assessment, they are encouraged to contact Canada Revenue Agency to request a copy of their "Form C", OR;
- **Canada Revenue Agency** Canada Child Benefit notice (CCB) including address portion. OR;
- **Canada Revenue Agency** Ontario Trillium Benefit notice (OTB) including address portion. OR;
- **Canada Revenue Agency** GST/HST Credit notice including address portion. OR;
- **Ontario Works** Statement of Deposit including address portion, OR;
- **Ontario Works** confirmation of eligibility letter provided by Ontario Works caseworker, OR;
- **Ontario Disability Support Program** Statement of Deposit including address portion, OR;

- **Ontario Disability Support Program** confirmation of eligibility letter provided by Ontario Disability Support Program caseworker.

Current photocopies of **one of the following** forms of government documentation are acceptable for **families** applying to the program:

- **Canada Revenue Agency** Canada Child Benefit notice (CCB) including address portion. OR;
- **Canada Revenue Agency** Ontario Trillium Benefit notice (OTB) including address portion. OR;
- **Canada Revenue Agency** GST/HST Credit notice including address portion. OR;
- **Ontario Works** confirmation of eligibility letter provided by Ontario Works caseworker, OR;
- **Ontario Disability Support Program** confirmation of eligibility letter provided by Ontario Disability Support Program caseworker.

All applicants must be residents of the City of Guelph. If the applicant cannot provide acceptable documentation which includes a Guelph address, additional documentation will be required to support an application.

The following forms of documentation are acceptable as proof of residency within the City of Guelph:

- Lease or rental agreement, OR;
- Utility or phone bill, OR;
- Driver's License or Ontario Photo Card.

Recent immigrants to Canada that do not have the required documentation to support their application can submit a formal Statutory Declaration of Income from Guelph-Wellington Immigrant Services.

5. TERMS AND CONDITIONS

Eligibility for the program is for twelve (12) months from the date of approval for the program. Applicants must re-apply to the program annually. The final pass that may be purchased by the program participant is stated in the Notice of Decision letter. Program participants are required to re-apply to the program prior to the end of their approval period to avoid a disruption in service.

Responsibility for informing the City of Guelph of changes to financial, residency or other circumstances pertaining to the Affordable Bus Pass (ABP) application and eligibility is the responsibility of the program participant. The program participant must notify the City of changes within thirty (30) days of the change taking effect.

If the program participant fails to inform the City of these changes, the City reserves the right to terminate eligibility for the program.

When an eligible resident becomes a program participant, they must abide by the following Affordable Bus Pass conditions of use.

- Purchased passes are only for use by the registered program participant to whom the pass has been issued. Passes cannot be sold, transferred, traded, given away or shared with anyone else.
- The City of Guelph will not replace lost or stolen passes.
- The pass can be used on all City of Guelph Transit vehicles, including Guelph Mobility. Passes may be used on non-City vehicles that are scheduled by Guelph Mobility through their scheduling office.

The City reserves the right to terminate the eligibility of a participant if they are found in breach of the policy.

6. THIRD PARTY PICK-UPS

Program participants can authorize a third party to purchase an affordable bus pass on their behalf up to four times per calendar year. The following process must be followed each time a third party pick up is required.

Process and Documentation

The authorized third party must present the following documentation at a sales location, to purchase a pass on behalf of the program participant:

- An Affordable Bus Pass Third Party Authorization Form completed by the authorizing program participant (i.e. affordable bus pass holder); and
- A clear photocopy of the program participant's government-issued photo identification; and
- The third party's valid government-issued photo identification

7. DESIGNATED SUPPORT WORKERS

During the application process, program participants can designate a Personal Support Worker (PSW) or caseworker from a human and social services support agency to purchase an affordable bus pass on their behalf. The following process must be followed each time a third party pick up is required.

Process and Documentation

The designated support worker must present the following documentation at a sales location, to purchase a pass on behalf of the program participant:

- The third party's valid government-issued photo identification , or agency-issued photo identification

The City reserves the right to terminate the authorization of the designated support worker to purchase passes on behalf of the program participant if they are found in breach of the policy.

8. ACCESSIBILITY

The City of Guelph adheres to the Accessibility for Ontarians with Disabilities Act (AODA), and plans its programs, such as the Affordable Bus Pass program, with accessibility in mind.

To provide feedback related to accessibility, to learn more about accessible City services, to request program information in an accessible format, or for more information about the AODA, contact the Accessibility Services Coordinator at 519-822-1260 extension: 2670

9. POLICY REVIEW

Public Services staff will review the Affordable Bus Pass Policy on an annual basis, or more often should the need arise.

10. PROGRAM MONITORING AND REPORTING

Summary annual program results will be reported in Service Area annual reports.

11. COLLECTION AND USE OF PERSONAL INFORMATION

Personal information is being collected and will be used to qualify applicants for City of Guelph subsidy programs. This information will be shared with City staff who require it for their work as part of providing and evaluating City of Guelph subsidy programs. As appropriate, limited personal information (excluding medical or financial information) may be shared with collaborating agencies, including but not limited to: Ontario Works and Community Living (a complete list of collaborating agencies is provided under Schedule "A" to the Affordable Bus Pass Program Policy).

Personal information is collected under the authority of the Municipal Act, 2001, and in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). For questions regarding the Affordable Bus Pass Program, or to obtain a complete list of collaborating agencies, please contact

Community Investment by phone at (519) 837-5618 or by email at community@guelph.ca.

For questions regarding the collection, use, and disclosure of personal information please contact the City of Guelph's Information and Access Coordinator by phone at (519) 822-1260 ext. 2349 or by email at privacy@guelph.ca.