

INFORMATION ITEMS

Week Ending January 9, 2015

REPORTS

1. Snow Angels Program - Update
2. EMS Communications
3. Community Paramedicine
4. Guelph Transit Delivery of Mobility Services from February 2015 to December 2018
5. Temporary On-Street Parking Ban – Overnight Year Round Permissive Parking – 2014/15

CORRESPONDENCE

1. None

BOARDS & COMMITTEES

1. [Committee of Adjustment Minutes – November 20, 2014](#)

ITEMS AVAILABLE IN THE CLERK'S OFFICE

1. Application for Liquor Licence - The Burger's Priest, 435 Stone Rd.
2. Heritage Guelph – resignation of Laura Waldie

INFORMATION REPORT



TO Council

SERVICE AREA Public Services

DATE January 8, 2015

SUBJECT Snow Angels Program - Update

REPORT NUMBER PS-15-01

EXECUTIVE SUMMARY

SUMMARY OF REPORT

To provide Council an update on the results of the Snow Angel Program over the previous three year term and to confirm that the City has renewed its agreement with the Volunteer Centre of Guelph/Wellington.

KEY FINDINGS

The Snow Angel Program continues to support the overall winter control program for the City. There were 117 registered residents for service this past winter, representing an increase of 39% over the 2012/13 winter season.

The Corporation of the City of Guelph and the Volunteer Centre of Guelph/Wellington for the Snow Angels program signed an agreement for an additional 3 years beginning August 1st 2014 and ending July 31st, 2017. The agreement contains no changes of significance other than routine updates to contact information and agreement term dates. Provision for funding, on a pro-rated basis will remain at the previous level of \$54,360 per annum for a term of 3 years.

FINANCIAL IMPLICATIONS

The annual Program cost for the 2014 to 2017 term is \$54,360 per annum and is funded through the Public Works Department's operating budget. This represents no increased funding over the previous funding model.

BACKGROUND

The Snow Angels Program (*the Program*) commenced during the 2008-2009 winter season as a pilot program to evaluate the effectiveness of providing a volunteer-based **snow windrow*** removal service to address the needs of those residents physically incapable of removing windrows and/or without the financial means to hire someone to undertake the task.

INFORMATION REPORT



* "A windrow is a row of accumulated snow that rolls off the curb-end of the snow plow's blade as it passes by an opening in the street curb. (i.e. driveway, intersection). The removal of this windrow, which is often very dense snow, poses a major challenge for those residents unable to perform physical work."

The program was subsequently implemented through execution of a formal agreement with the Volunteer Centre of Guelph/Wellington (the *Volunteer Centre*) in 2011 that continued for 3 years, expiring on July 31st, 2014.

REPORT

The City of Guelph has recently experienced a significant increase in weather related events affecting winter control operations, which in turn directly impacted residential owners. The 2013/14 winter season, relative to recent winter seasons, has identified significant maintenance challenges and program response limitations. In keeping with these winter challenges, the Program continues to provide support to the overall winter control program of the City. There were 117 registered residents for service this past winter, representing an increase of 39% over the 2012/13 winter season. This information, including related program data, is contained in the attached Program Evaluation Summary submitted by the Volunteer Centre (See ATT-1).

The Program continues to demonstrate growth from season to season, and though it has not yet achieved the proposed service number limit of 250 participants, it is expected to achieve or exceed this number within the term of the renewed agreement, based on the current growth rate of over 33% per year. Given current climatological and demographic projections, interest and demand in the Program is forecasted to sustain this growth rate.

The Corporation of the City of Guelph and the Volunteer Centre of Guelph/Wellington (managers of the Program), signed an agreement for an additional 3 years beginning August 1st 2014 and ending July 31st, 2017. The agreement contains no changes of significance other than routine updates to contact information and agreement term dates. Provision for funding, on a pro-rated basis, will remain at the previous level of \$54,360 per annum for a term of 3 years.

In conclusion, staff continue to support the principles of the Program and as a result have entered into an agreement with the Volunteer Centre to provide services until the conclusion of the 2016/17 winter season. Staff will report back to Council on the Program's relative effectiveness and provide a recommendation regarding the viability of continuance, prior to expiration of the agreement in 2017.

INFORMATION REPORT

FINANCIAL IMPLICATIONS

The annual Program cost for the 2014 to 2017 term is \$54,360 and is funded through the Public Works Department's operating budget. This represents no increased funding over the previous funding model.

CORPORATE STRATEGIC PLAN

- 2.2 Deliver better public service
- 2.3 Provide accountability, transparency and engagement
- 3.3 Strengthen citizen and stakeholder engagement and communications

DEPARTMENTAL CONSULTATION

Legal Services
Community and Social Services

COMMUNICATIONS

The Program has been communicated to the public through print media, radio media, social media and the City's website. Furthermore, reception staff at the Public Works Department continue to guide residents to the Volunteer Centre for registration when applicable.

ATTACHMENTS

ATT 1 – Snow Angels Program Evaluation Summary

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Evaluation Summary Winter Season 2013 - 2014 May, 2014

Successes

- 117 residents registered for service which represents an increase of 39% over the 2012/13 winter season.
- 61 active volunteers (screened, trained and matched to resident) which represents an increase of 17% over the 2012/13 winter season.
- 40% of volunteers returned to provide service from the previous years.
- 53% of volunteers provide service for two or more residents on an ongoing basis. All residents would receive service in the event of a significant snow event.
- 61 people volunteered 732 hours (includes orientation and training plus shovel time).
- Nine official significant snowfalls occurred during 2013/14 winter season.
- Promotion activities spanned the broad range of our community, including: City of Guelph Transit Bus Ads by Street Seen, Intrigue Media (Professional/Family, Medical, Women and Student Networks), Student Volunteer Connections/University of Guelph, local high schools and Evergreen Seniors Community Centre, neighbourhood groups, libraries, community centres, food banks/shelves, pharmacies, Guelph Tribune's City News, Guelph Community Guide Fall/Winter 2013/14 and Social Media (Facebook, Twitter).
- 55% (22/40) of residents responding to the survey indicated that having the windrow cleared made it **very much** easier to leave their home and/or receive visitors more often this winter.
- 90% (19/21) of volunteers responding to the survey reported shoveling beyond the required amount (more than the windrow).

Challenges

- Only 62% of people submitting volunteer applications successfully completed the intake process.
- 38% of new resident referrals occurred within 48 hours following a "significant snowfall" and requested service on an immediate basis.
- Volunteers report many instances of arriving to shovel at their assigned resident(s) to discover the snow had already been cleared by a well-intentioned neighbour or visiting relative.
- Residents often thought snow shoveling had been completed by a neighbour because the volunteer neglected to leave a post card to advise of their service.

Unanticipated Outcomes of the Program

- Manager of Special Supports, Community and Emergency Service Department from the City of Hamilton, initiated contact in order to consult with program staff to gain insight into program delivery and lessons learned.
- Presented 'Build your Community, Build your Resume' in partnership with Career Education Council to grade 10 Career and Civics students at Centre Wellington and Erin District High Schools.
- Partnered with Friday Friends Homeschooling Cooperative to coordinate raking of leaves for four residents registered with the Snow Angels Program as part of the Random Act of Kindness Day, November 1, 2013.
- Increased media coverage (articles in Guelph Mercury and Guelph Tribune as well as a brief interview on CJOY and Magic 106.1 FM) resulted in increased community awareness about the Snow Angels Program and successfully achieved desired results of new referrals from both residents and volunteers.
- Volunteering with the Snow Angels Program provides an opportunity for families to contribute to community while enjoying an outdoor activity together.

Displays and Presentations

- "Your Future... Your Choice" a career, education and community resource fair hosted by the Upper Grand District School Board.
- Cooperative Career Fair coordinated by Centennial Collegiate Vocational Institute.
- Evergreen Seniors Community Centre's Annual Retire in Style, Victoria Park Seniors Centre in Centre Wellington, Cooperators 2014 Volunteer Fair.

Impact Stories

- Residents continue to share the added value to their lives as a direct result of the Snow Angels Program;
 - *"Had to go to physio after big storm got stuck in driveway on way out. Was frantic on way home. How do I get in my driveway? Upon arriving, my driveway was clear – I felt like I won the lottery! Thank you Snow Angels!"*
- Residents report they would not have been able to get out;
 - *"without it, I wouldn't be able to get out."*
- In some cases, residents would no longer have been able to stay in their home without the support, emphasizing the importance of ongoing independence, peace of mind, accessibility and connection within the community;
 - *"without the help of our Snow Angel it would be difficult for us to stay in our home."*
 - *"A great feeling not to have to worry about how I could manage myself to remove the snow."*

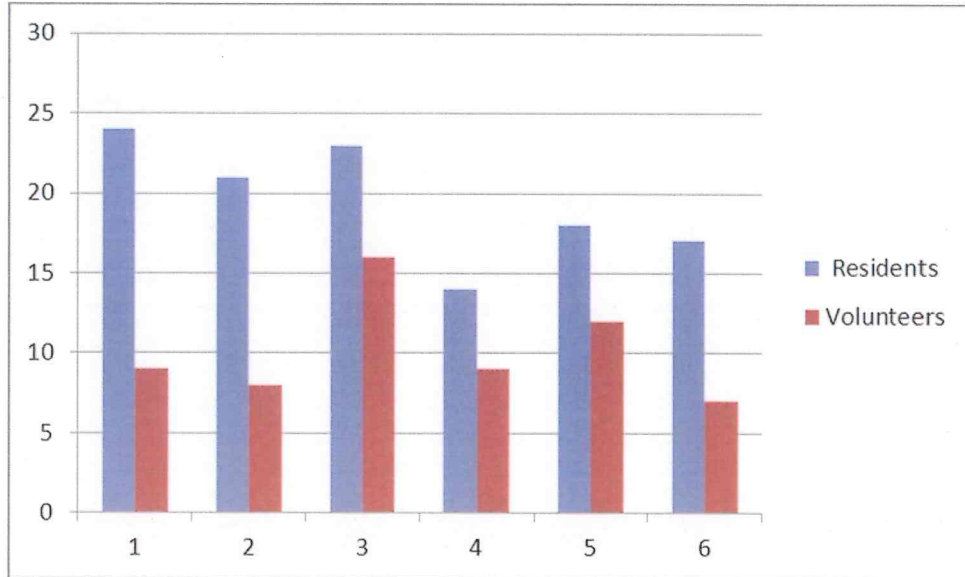
Conclusion

- The program experienced a number of successes throughout the 2013/14 season and was especially embraced by the community during the more severe winter weather. This support directly contributed to the program's overall success and highlights the importance of continuation of service for residents in need.

Composition and Distribution

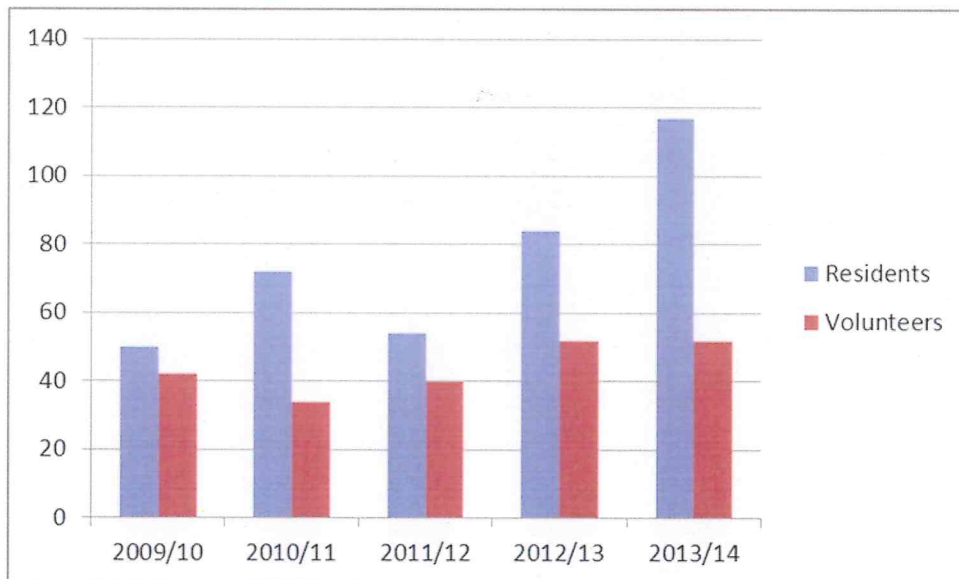
- Composition of Volunteers; approximately 63% community members, 16% family groups, 21% students (university and high school).

Resident and Volunteer Distribution by Ward:

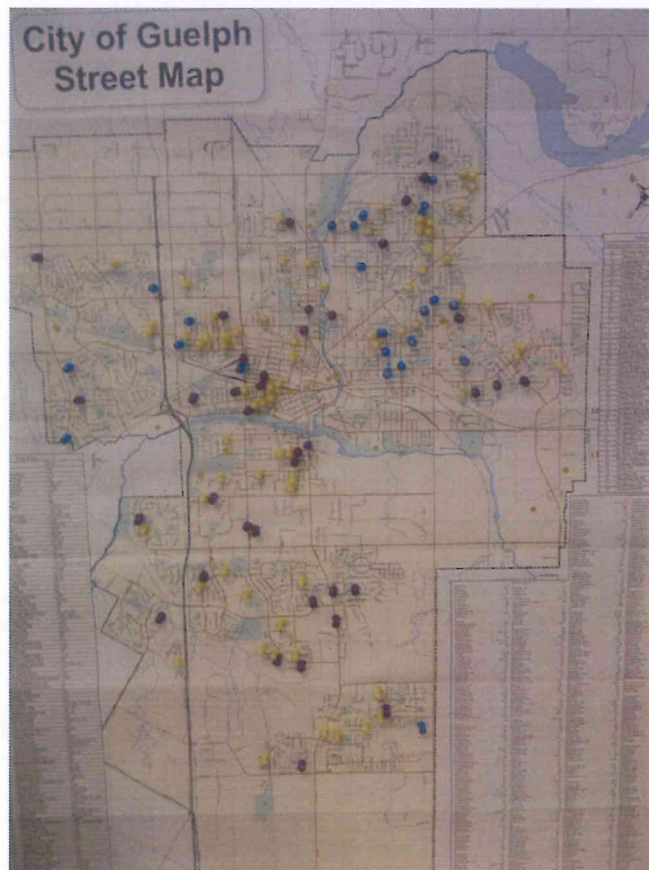


Note: Volunteers are matched to residents who live in a neighbourhood or community area of their preference.

Five Year Summary of Program



Snow Angels Program Residents and Volunteers



Yellow - resident matched with a volunteer
Blue - resident
Purple - volunteer

Resident Survey Results

The survey was sent to the 117 Guelph residents who were registered for service during the 2013/14 season. Of the 117 surveys distributed, 40 (34%) were completed and returned by April 30, 2014.

How did you learn about the Snow Angels Program?

- | | | |
|---|--|--|
| <input type="checkbox"/> Newspaper (10/40; 25%) | <input type="checkbox"/> Radio (4/40; 10%) | <input type="checkbox"/> Bus Ad |
| <input type="checkbox"/> Word of Mouth (18/40; 45%) | <input type="checkbox"/> Flyers/Posters | <input type="checkbox"/> Video Advertising |
| <input type="checkbox"/> Don't recall | <input type="checkbox"/> Other _____ | |

Did you find the Snow Angel communications materials effective in describing the program? i.e. handout, poster, website

- | | | | | |
|---------------|----------|-----------------------|----------|-----------------------|
| 1 | 2 | 3 (10/40; 25%) | 4 | 5 (12/40; 45%) |
| Not Effective | | Effective | | Clearly Effective |
- Skipped Question (10/40; 25%)

Was the Snow Angels Program and eligibility criteria clearly explained and easily understood?

- | | | | | |
|-----------------------|----------|----------------------|----------------------|-----------------------|
| 1 | 2 | 3 (5/40; 13%) | 4 (6/40; 15%) | 5 (26/40; 65%) |
| Not easily Understood | | Somewhat Understood | | Clearly Understood |

Was the role and expectations of the volunteer clearly understood?

- | | | | | |
|-----------------------|----------|---------------------|----------------------|-----------------------|
| 1 | 2 | 3 (3/40; 8%) | 4 (4/40; 10%) | 5 (24/40; 60%) |
| Not easily Understood | | Somewhat Understood | | Clearly Understood |

Was your windrow (the accumulation of snow left at the end of the driveway after the plow goes by) cleared within 24 hours following a significant snowfall?

- Always (20/40; 50%) Sometimes (15/40; 38%) Never (5/40; 13%)

Did the volunteer shovel beyond the minimum requirement? Check all that apply

- Shoveled the windrow within 24 hours of a significant snowfall (17/40; 43%)
 Shoveled more than the windrow (28/40; 70%)
 Shoveled more frequently than within 24 hours of a significant snowfall (9/40; 23%)

If you had a question or encountered a problem related to the Snow Angels Program, would you know whom to contact?

Yes (25/40; 63%)

No (11/40; 28%)

Did clearing the windrow make it easier to leave your home and/or receive visitors more often this winter?

1 (5/40; 13%)

2

3

4 (7/40; 18%)

5 (22/40; 55%)

Not

Somewhat

Very

At All

Much

Did the Snow Angels Program make you feel more connected to neighbours and community?

1

2

3 (6/40; 15%)

4 (6/40; 15%)

5 (17/40; 43%)

Not

Somewhat

Very

At All

Much

Do you have any stories about your experience with the Snow Angels Program you would like to share?

- Since my husband passed way 4 years ago the Snow Angels have been a blessing. This winter the Angels did not come at all. I checked to make sure I was on the list and I was.
- Such a wonderful sight to see my Angel arrive. A great feeling not to have to worry about how I could manage myself to remove the snow.
- I am so happy that there is this program. The Snow Angels work is really hard & they do a great job.
- I was very pleased
- This program is appreciated.
- We were happy to see our windrow cleared before we had to go to our doctor. Thank you.
- I never saw a volunteer once even though I received a call from the coordinator saying she had a volunteer in my area.
- Yes he was very effective did more than he was to do. He really helped us out.
- Surprised that my Snow Angel was a young woman! As good as any man!
- Neighbour with snow blower and snow plow deliberately blocked our driveway and boulevard the Snow Angel managed to clear windrow regardless of any difficulty.
- Had to go to physio after big storm got stuck in driveway on way out. Was frantic on way home. How do I get in my driveway? Upon arriving, my driveway was clear – I felt like I won the lottery! Thank you Snow Angels!
- They never contacted us or to our knowledge cleared the windrow.

Do you have any feedback or comments about the Snow Angels Program that you feel would be important to add

- We don't get much help when needed most.
- This is a wonderful program! Thank you.

- I think your program is fantastic and I hope to have the support back next winter. It was tough without your help.
- It was an unusual winter – so it's difficult to assess it.
- Program was good but we were never sure if & when they were coming so we would often try & do it ourselves. Would be good if there was a way of communicating.
- A great program helping keep seniors in their homes. Thank you so much to all the volunteers involved in the program.
- Everybody is so nice when talking with them on the phone. Thanks again.
- Should be extended to any seniors with a donation – trust in snow clearer is important.
- Communications poor.
- If there is heavy snowfall would be appreciated that entry passage to home may also be cleared
- Angel might have cleared snow a few times, neighbour helped & I did it a few times myself.
- Emily was a wonderful contact. Thanks.
- He did a very good job – and it made us feel very good about the program.
- This organization I suppose to help the elderly & disabled in the winter. The entire season I felt trapped & forgotten because no one seemed to care.
- Sometimes after it plowed the road the bottom did not get done.
- Neighbour told me he did a good job. I was away.
- Truly a life saver for the seniors! Thank you so much!
- He did a terrific job. We never saw him so I had no opportunity to thank him. He was so appreciated.
- It would have been nice to have met & confirmed needs.
- It's wonderful to know that there are still some people in this world willing to help someone in need, without putting a price \$ in front of it.
- In future they should contact us when they intend to come.
- Where do you find such dedicated volunteers? Without the help of our Snow Angel it would be difficult for us to stay in our home.
- Thank you for this great service – during this terrible winter.
- Great program? Your help was certainly appreciated.



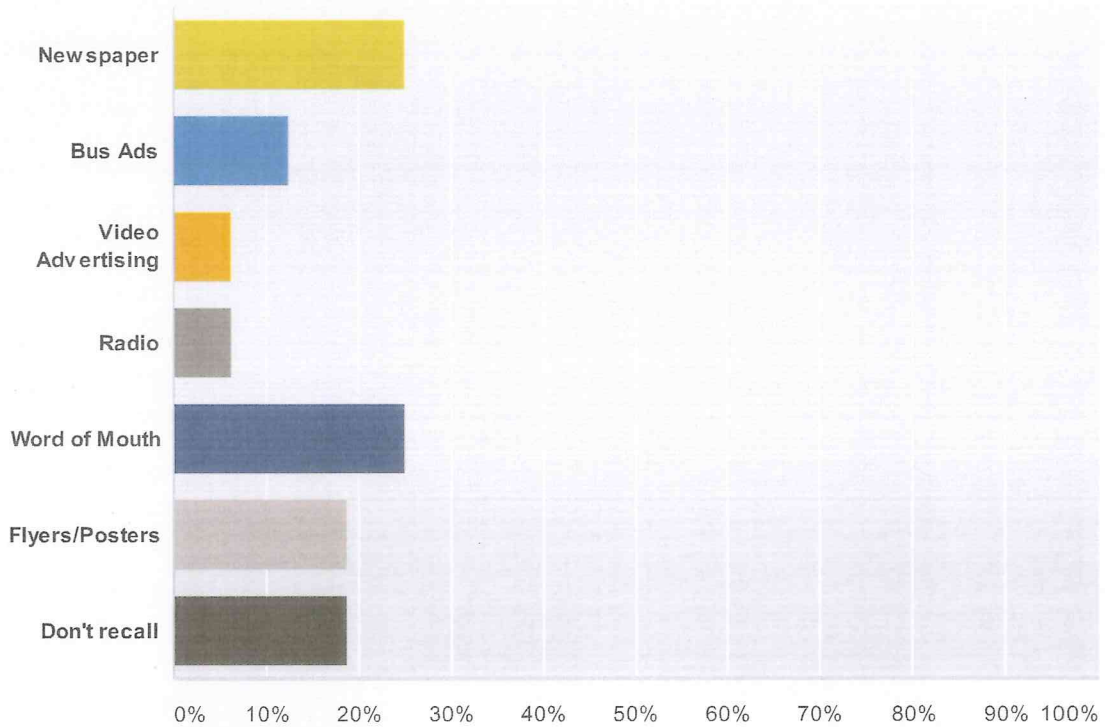
Snow Angels Volunteer Survey 2014

The Volunteer Survey was sent to 61 individuals matched with a Guelph resident during the 2013/14 winter season. Sixty volunteers received invitations to participate in an online survey via Survey Monkey and one volunteer received the same survey via mail. Of the 61 volunteers who received the survey, 21 (34%) were completed. The condensed results are attached. Response rates vary per question based on the actual number of answers provided.

46 cork street east, unit 1, guelph, ontario n1h 2w8
tel • 519 • 822 • 0912 toll free • 1 • 866 • 693 • 3318 fax • 519 • 822 • 1389
e-mail • info@volunteerguelphwellington.on.ca
web • www.volunteerguelphwellington.on.ca

Q1 How did you learn about the Snow Angels Program?

Answered: 16 Skipped: 5

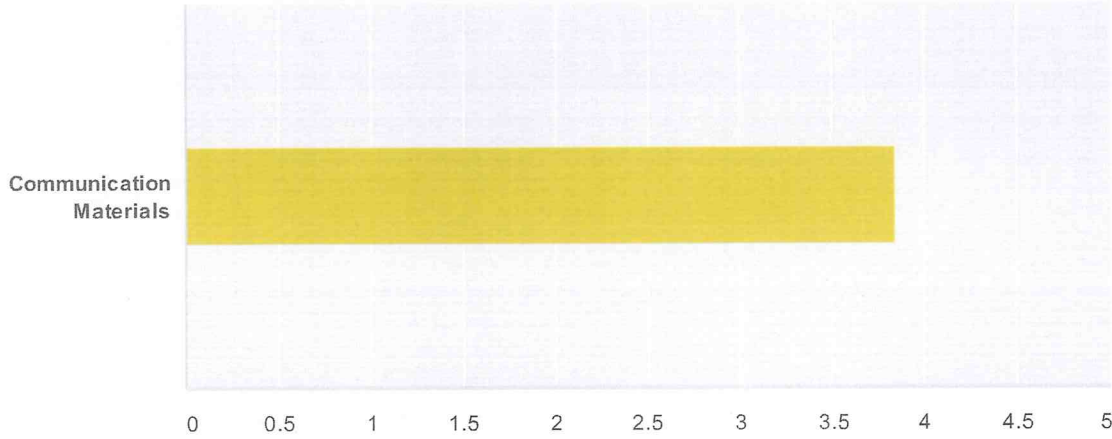


Answer Choices	Responses	
Newspaper	25.00%	4
Bus Ads	12.50%	2
Video Advertising	6.25%	1
Radio	6.25%	1
Word of Mouth	25.00%	4
Flyers/Posters	18.75%	3
Don't recall	18.75%	3
Total Respondents: 16		

#	Other (please specify)	Date
1	Evergreen Seniors Centre	4/20/2014 10:29 PM
2	City of Guelph Website	4/7/2014 8:28 PM
3	Subscribed Volunteer Email	4/7/2014 3:59 PM
4	Internet	4/7/2014 2:27 PM
5	volunteer centre opportunities email	4/7/2014 2:22 PM

Q2 Did you find the Snow Angels Program's communication materials effective in describing the program? e.g. handout, poster, website

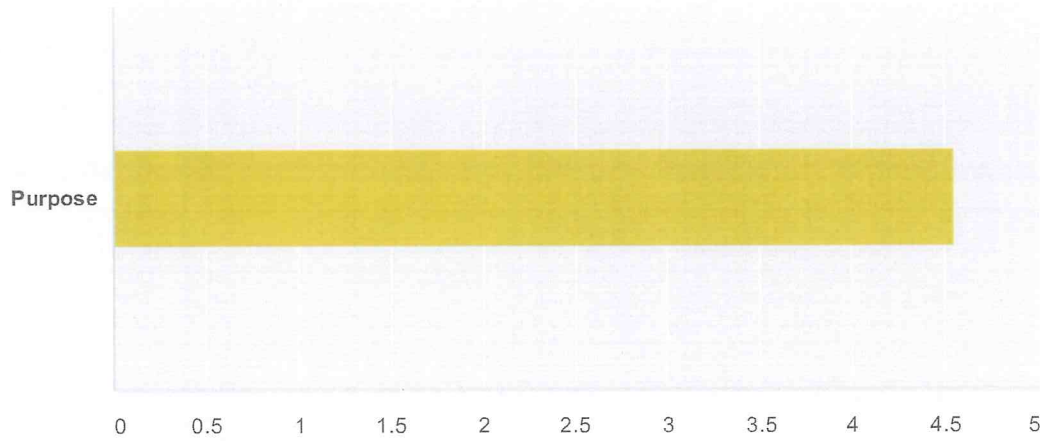
Answered: 19 Skipped: 2



	1. Not Effective	2.	3. Effective	4.	5. Clearly Effective	Total	Average Rating
Communication Materials	0.00% 0	0.00% 0	31.58% 6	52.63% 10	15.79% 3	19	3.84

Q3 Was the purpose of the Snow Angels Program clearly explained?

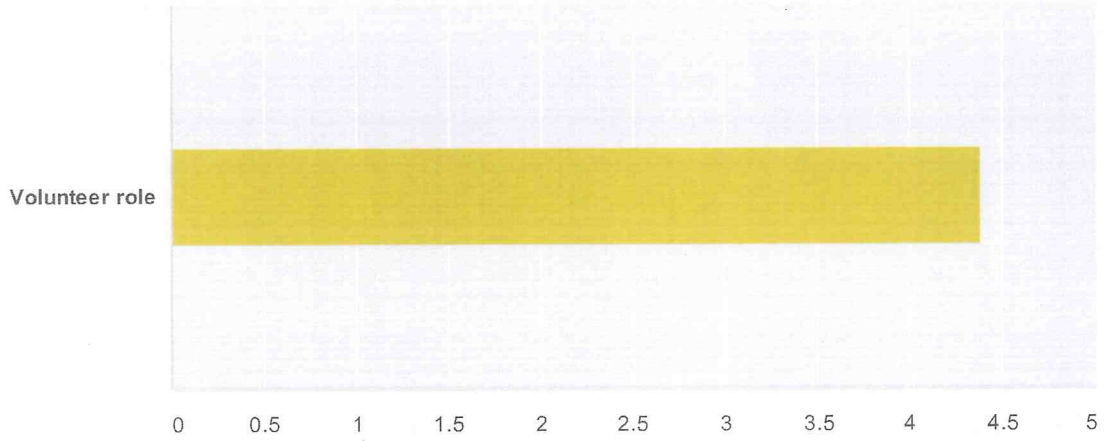
Answered: 20 Skipped: 1



	1. Not clearly explained	2.	3. Somewhat clear	4.	5. Clearly explained	Total	Average Rating
Purpose	0.00% 0	0.00% 0	10.00% 2	25.00% 5	65.00% 13	20	4.55

Q4 Was the role of the Snow Angels Volunteer and expectations of the position clearly explained?

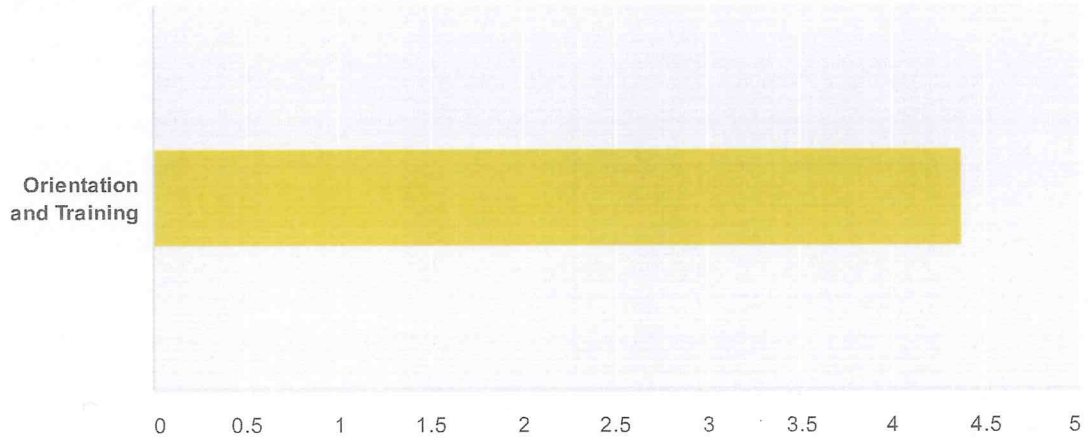
Answered: 21 Skipped: 0



	1. Not clearly explained	2.	3. Adequately explained	4.	5. Clearly explained	Total	Average Rating
Volunteer role	0.00% 0	4.76% 1	9.52% 2	28.57% 6	57.14% 12	21	4.38

Q5 Did the orientation and training session adequately prepare you for the duties of a Snow Angels volunteer?

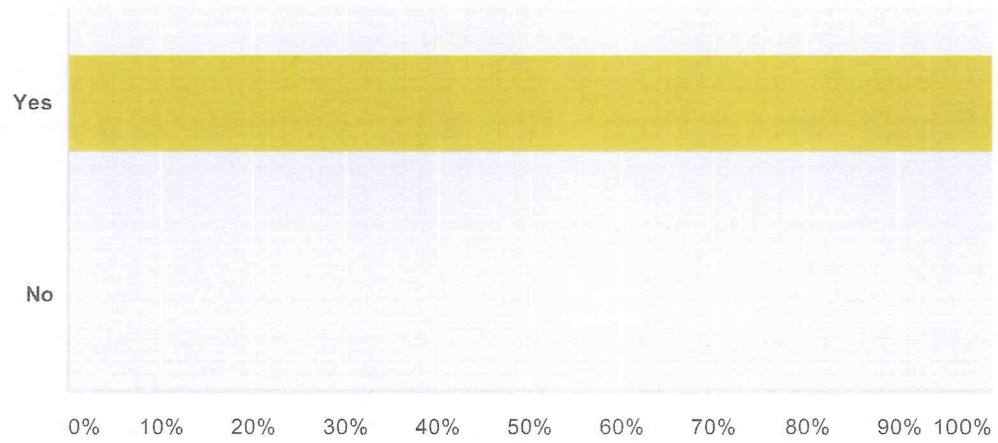
Answered: 19 Skipped: 2



	1. Not adequately prepared	2.	3. Adequately prepared	4.	5. Very well prepared	Total	Average Rating
Orientation and Training	5.26% 1	0.00% 0	0.00% 0	42.11% 8	52.63% 10	19	4.37

Q6 If you had a question or encountered a problem related to the Snow Angels Program, would you know who to contact?

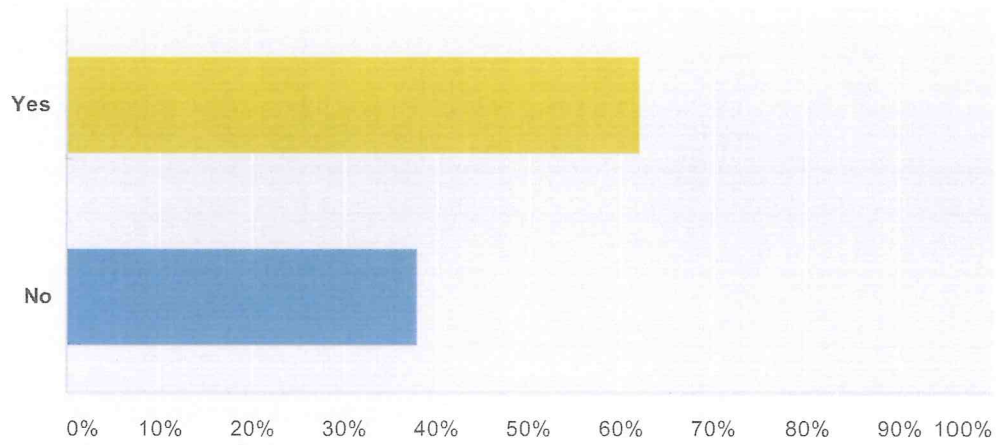
Answered: 21 Skipped: 0



Answer Choices	Responses	
Yes	100.00%	21
No	0.00%	0
Total		21

Q7 Were you able to shovel every time there was a significant snow fall?

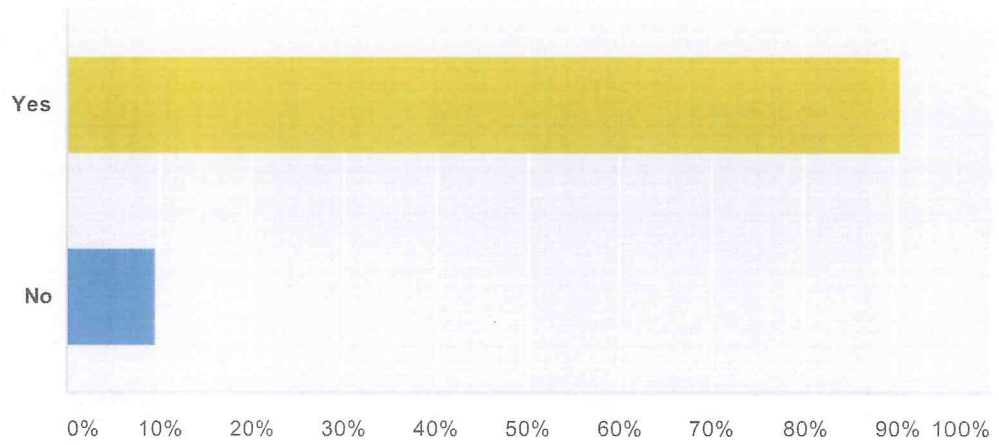
Answered: 21 Skipped: 0



Answer Choices	Responses	
Yes	61.90%	13
No	38.10%	8
Total		21

Q8 Did you shovel beyond the minimum requirement?

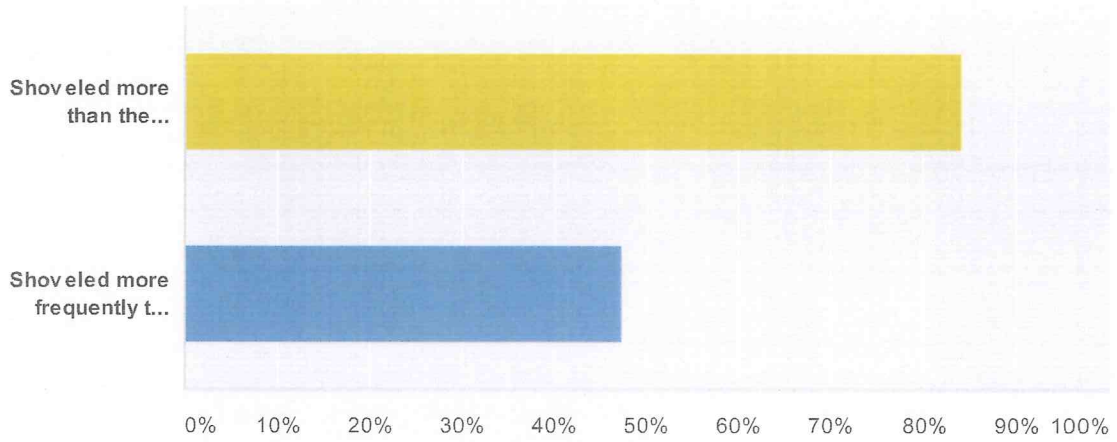
Answered: 21 Skipped: 0



Answer Choices	Responses	
Yes	90.48%	19
No	9.52%	2
Total		21

Q9 If you answered yes to question #8, please check all that apply.

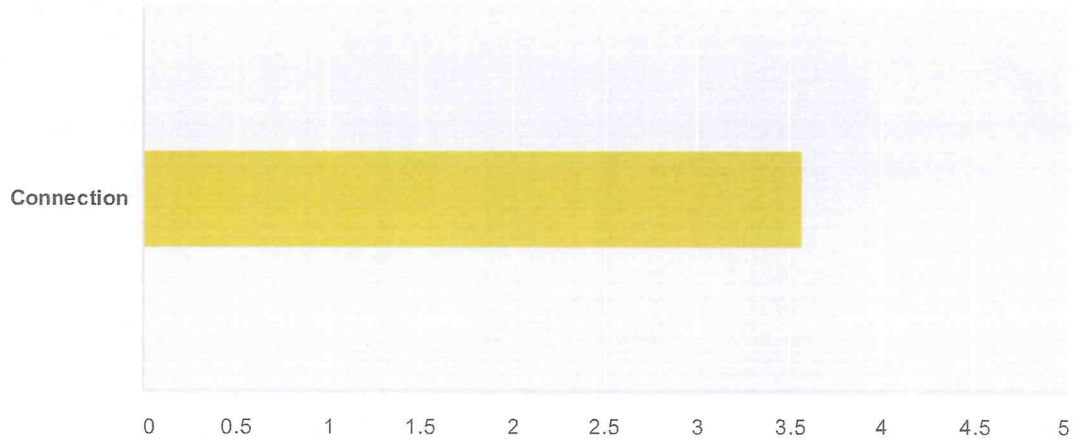
Answered: 19 Skipped: 2



Answer Choices	Responses	
Shoveled more than the window	84.21%	16
Shoveled more frequently than within 24 hours of a significant snow fall	47.37%	9
Total Respondents: 19		

Q10 To what extent has the Snow Angels Program increased your sense of connection to the community?

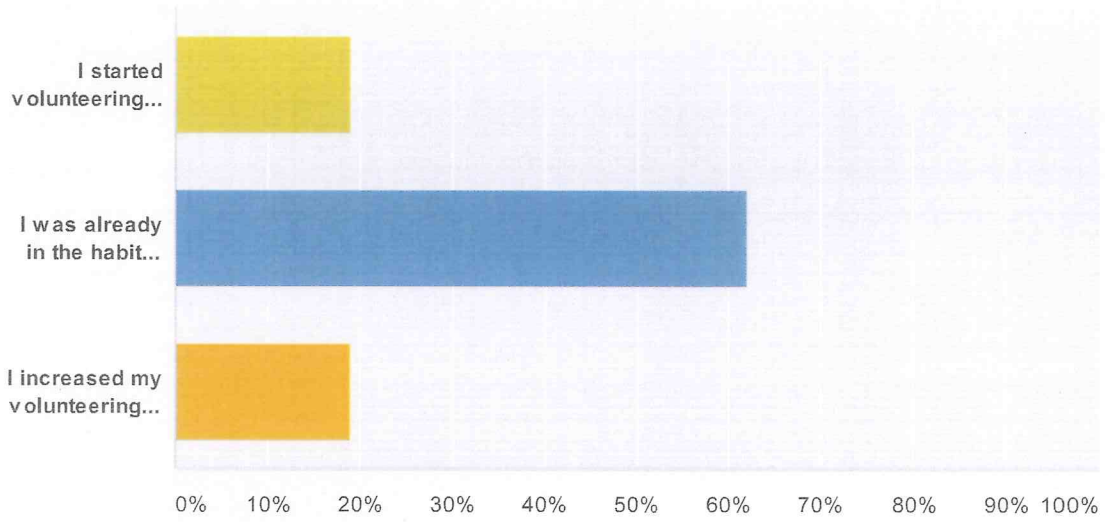
Answered: 21 Skipped: 0



	1. Not at all	2.	3. Somewhat	4.	5. Very much	Total	Average Rating
Connection	4.76% 1	0.00% 0	42.86% 9	38.10% 8	14.29% 3	21	3.57

Q11 Please check the statement that applies to you.

Answered: 21 Skipped: 0



Answer Choices	Responses
I started volunteering for the first time as a result of exposure to the Snow Angels Program	19.05% 4
I was already in the habit of volunteering when I registered for the Snow Angels Program	61.90% 13
I increased my volunteering within the community as a result of my involvement with the Snow Angels Program	19.05% 4
Total	21

Snow Angels Volunteer Survey 2013/14

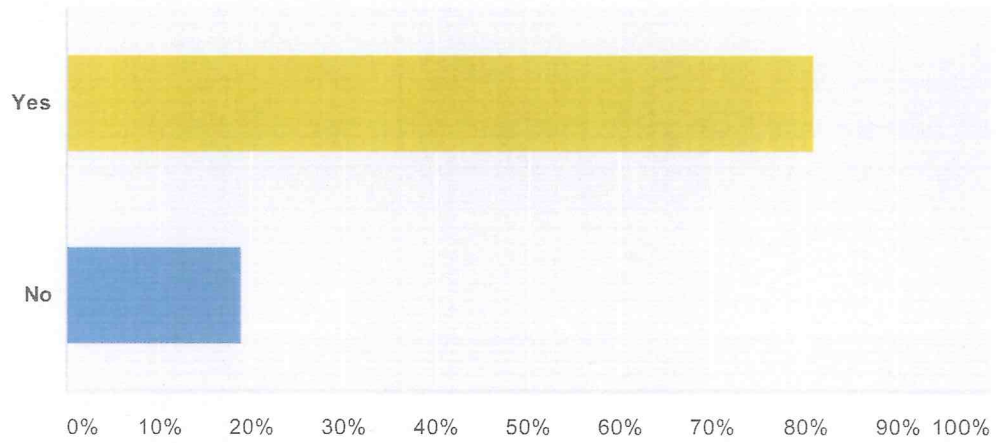
Q12 Do you have any feedback or comments about the Snow Angels Program that you would like to share?

Answered: 6 Skipped: 0

#	Responses	Date
1	Maybe let patrons know that due to different work shifts, volunteers may not be able to shovel until later at night after work.	4/18/2014 4:25 PM
2	Although it may be problematic, you might consider asking clients for their email addresses and then advise them of when they might expect the Snow Angel volunteers	4/15/2014 7:27 PM
3	It is a great program which our whole family participates in	4/15/2014 2:24 PM
4	I was wondering if there is a big waiting list. If so, would it make sense for me to not do the rest of the driveway and sidewalk, and only do the windrow so I can do more than one property?	4/7/2014 2:23 PM
5	Sometimes the person's neighbours had already cleared the snow ... not sure how best to address that, but something to think about. Would be nice to not have to go out if it's already been done. Not a big deal overall. Also, I hadn't heard anything about the Orientation Program ... though maybe not necessary.	4/7/2014 2:22 PM
6	The survey itself is a little confusing, I apologize for not answering every question. I didn't understand the target audience for the first two questions.	4/7/2014 2:20 PM

Q13 Would you be open to us contacting you as follow-up to your feedback/comments?

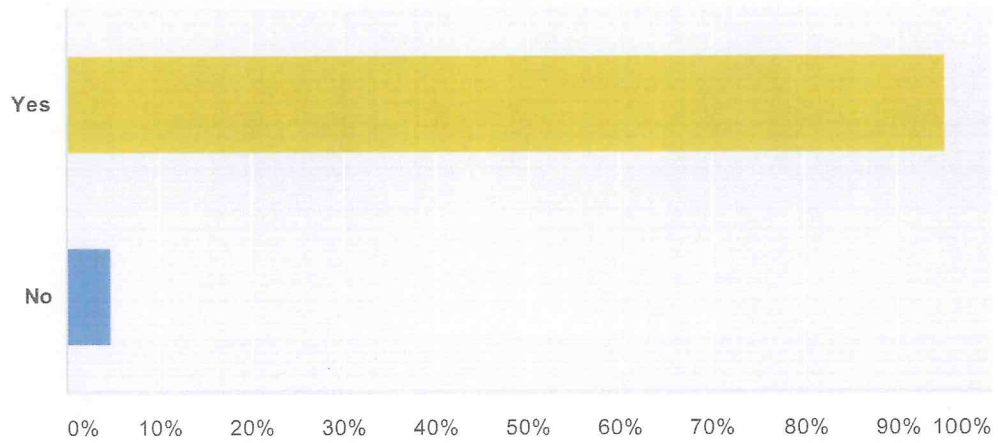
Answered: 21 Skipped: 0



Answer Choices	Responses	
Yes	80.95%	17
No	19.05%	4
Total		21

Q14 We anticipate the Snow Angels Program will continue. Do you wish to be renewed as a volunteer for next winter?

Answered: 21 Skipped: 0



Answer Choices	Responses	
Yes	95.24%	20
No	4.76%	1
Total		21

INFORMATION REPORT



TO City Council

SERVICE AREA Public Services

DATE January 8, 2015

SUBJECT EMS Communications

REPORT NUMBER PS-15-05

EXECUTIVE SUMMARY

SUMMARY OF REPORT

To provide information on our recent delegation to County of Wellington lower tier Councils regarding Land Ambulance activities and our common interest in providing Paramedic services within those communities.

KEY FINDINGS

1. Information regarding land ambulance strategic activities is of great interest to populations within Provincial, City, County, Town and Townships governance structures.
2. The Guelph Wellington Paramedic service has strong relationships with local fire services across the County of Wellington through tiered response agreements.
3. Improving communications and transparency around the provision of land ambulance service was well received.
4. Additional feedback was received from our community partners relative to service provision.

FINANCIAL IMPLICATIONS

No implications with this report.

BACKGROUND

The Province of Ontario has designated the responsibility for the provision of land ambulance service to the City of Guelph for the coverage area comprised of the County of Wellington the City of Guelph.

In the spring of 2014, staff brought forward a report to the Operations Transit and Emergency Services Committee and to the County's Social Service Committee outlining a communication strategy and relationship model regarding land ambulance. The report identified that staff would ultimately delegate this info to seven individual township Councils across the County of Wellington.

INFORMATION REPORT



The purpose was to receive information about paramedic ambulance service and to allow input into strategic activities and service objectives. This was intended to increase the transparency and accountability of the service across the governance areas. At the same time the 2015 Council approved Response Time Performance Plan (RTPP) was presented as additional information. RTPP information included data on the overall response times for Guelph-Wellington ambulances deployed across the Coverage area.

REPORT

All delegations occurred between May and September of 2014, including Erin, Guelph Eramosa, Minto, Mapleton, Puslinch, Centre Wellington and Wellington North.

The County of Wellington Councils generally expressed appreciation and approval of the services received from Guelph Wellington Paramedic Services. There were some consistent questions and requests from the Councils.

- Specific data was requested on ambulance response times specific to their township.
- Information was requested on the frequency of ambulances not being available in their area as a result of ambulances being called of the coverage area.
- There was a concern about ambulances being taken out of Townships for routine maintenance work. The concern involves not just a lack of ambulance coverage but also the missed economic benefit to local businesses in the Townships.

Next Steps

The feedback received will be reviewed and considered for inclusion into future presentations and annual reports. Staff will request and schedule the next round of delegations for 2015.

CORPORATE STRATEGIC PLAN

This initiative supports the following Strategic Directions:

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

INFORMATION REPORT



DEPARTMENTAL CONSULTATION

Consultation and feedback related to the delegations to County of Wellington Councils was sought from:

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

COMMUNICATIONS

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

Following the Social Services Committee presentation a copy will be provided to all Towns and Townships within the County of Wellington.

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

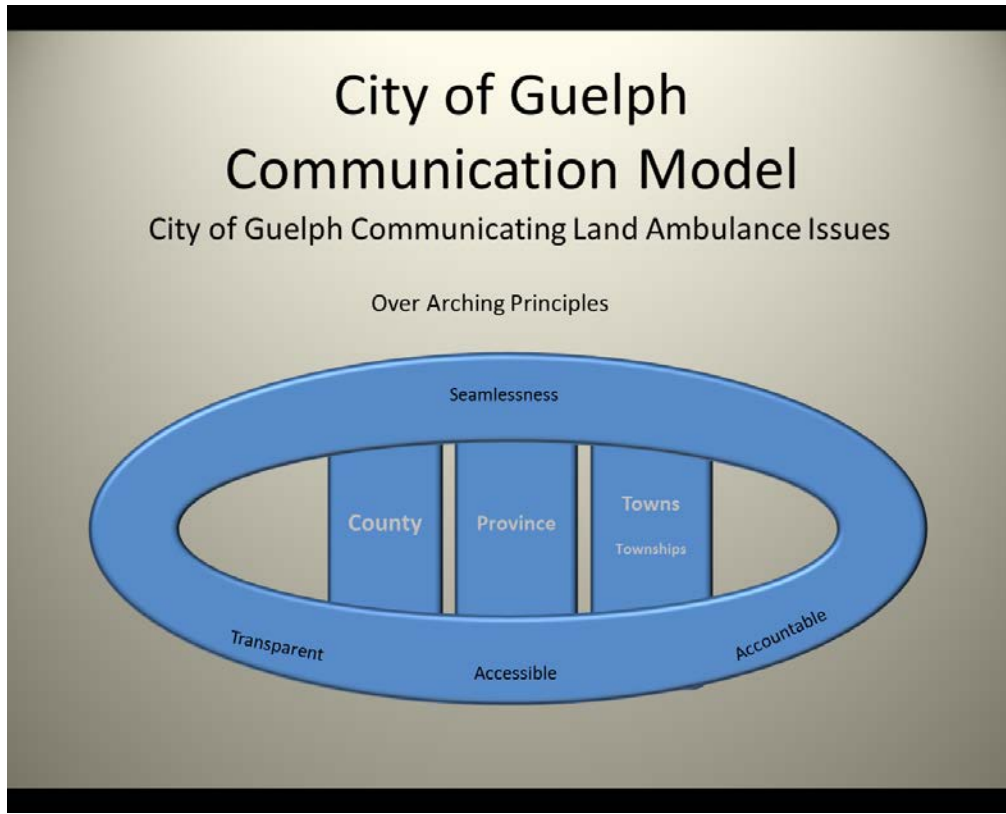
ATTACHMENTS

- Communications Model Presentation
- Response Time Performance Plan 2015 Presentation

Report Author: Stephen Dewar
EMS Chief – Guelph Wellington Emergency Medical Service

Recommended By
Shawn Armstrong
General Manager & Fire Chief
Emergency Services
519-822-1260 ext 2125
shawn.armstrong@guelph.ca

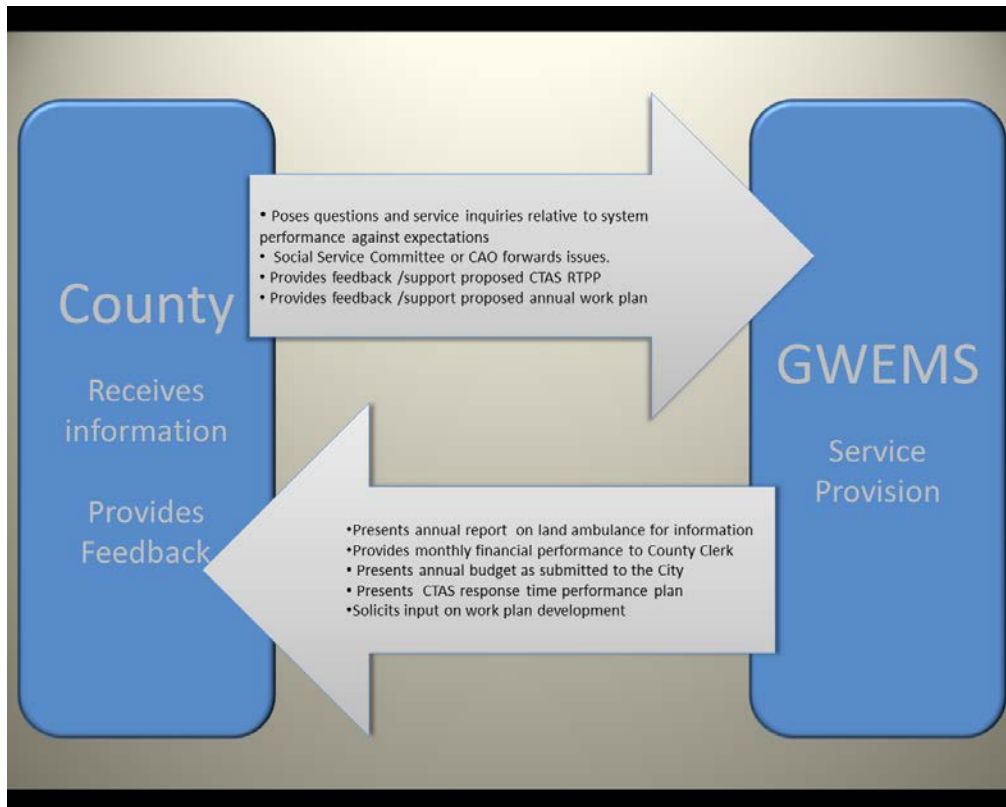
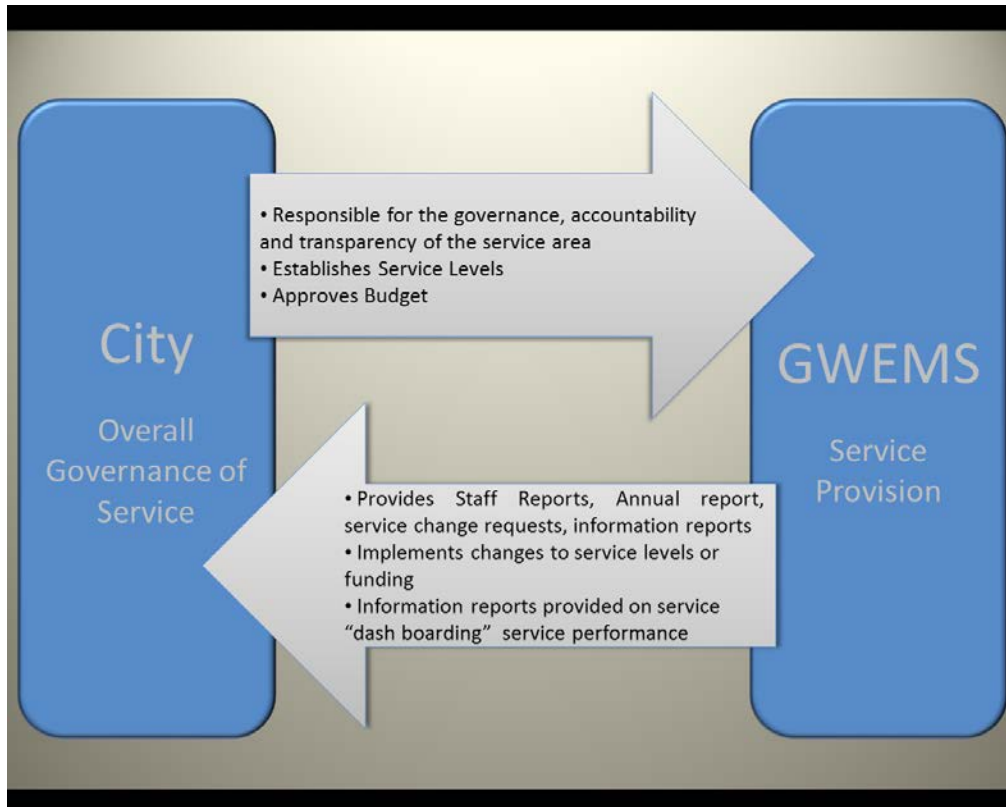
Approved By
Derrick Thomson
Deputy CAO
Public Services
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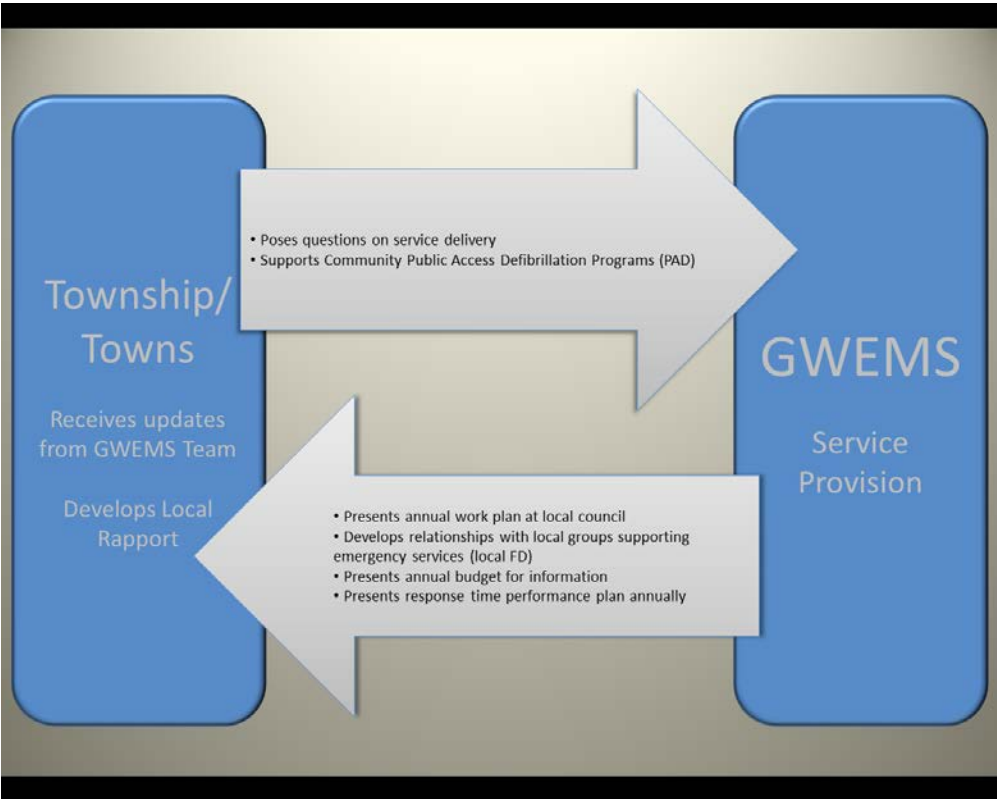
Service Relations

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

INFORMATION REPORT



INFORMATION REPORT

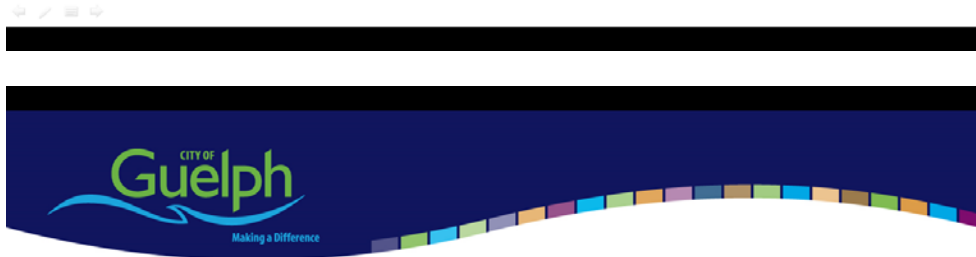




Response Time Performance Plan

2015-RTPP

1



2013 Approved RTPP and EMS Compliance

CTAS Category	Response Time Target	Compliance Rate as approved by Council (Oct, 2012)	Compliance Rate
CTAS Level 1	8 minutes (set by MOHLTC)	65%	66.67%
CTAS Level 2	10 minutes	75%	74.38%
CTAS Level 3	15 minutes	90%	90.49%
CTAS Level 4	15 minutes	90%	89.17%
CTAS Level 5	20 minutes	90%	95.81%
Sudden Cardiac Arrest	6 minutes (set by MOHLTC)	65%	Estimated 59%

2



RTPP – City / County Compliance

CTAS	City	County	Target
CTAS 1	76.58 %	48.86 %	65 %
CTAS 2	90.82 %	62.21 %	75 %
CTAS 3	94.03 %	83.29 %	90 %
CTAS 4	93.49 %	81.68 %	90 %
CTAS 5	97.84 %	93.47 %	95 %
SCA	49.46 %	44.18 %	65 %

3



RTPP - 2015

- Staff Propose
 - Review existing deployment of staffed ambulance hours.
 - Re-define Tiered Response Agreements to better leverage assistance should ambulance be delayed..
 - Seek additional resources to the budget process for consideration.

4



In Conclusion

- Land Ambulance is a complex operation
 - Provincially dispatched.
 - Often outside of our normal coverage area.
 - Often requires that the closest ambulance responds to the area where the call originate.
 - How the service is delivered is not clearly understood by all stakeholders.

5



Future Steps

- Meeting with OTES in June to discuss the RTPP
- Extend a special invitation to SSC members

6

INFORMATION REPORT



TO City Council

SERVICE AREA Public Services

DATE January 8, 2015

SUBJECT Community Paramedicine

REPORT NUMBER PS-15-09

EXECUTIVE SUMMARY

SUMMARY OF REPORT

On October 14, 2014 Dr. Hoskins, Minister of Health, announced funding specific to the development of Community Paramedicine for emergency medical services across Ontario. Through an extensive application process, the City of Guelph in collaboration with Guelph Healthlink was successful in acquiring funding of \$220,000. This report outlines the key activities of the developing programs and anticipated results.

KEY FINDINGS

The City is responsible for quarterly reporting to the Ministry of Health on project progress

FINANCIAL IMPLICATIONS

This program is funded until July 2015 through the Ministry of Health and Long Term Care grant. Budget expansion request will be forwarded next year based on analytics.

BACKGROUND

Community paramedicine is not defined in Ontario as each community is unique in the needs and role a community paramedic can provide. In 2013 a report was developed with our community partners, Canadian Mental Health (CMH), Community Care Access Centres (CCAC), and Guelph Health Links to identify the gaps in local services and the benefits a community paramedic program would bring to the City of Guelph and Wellington County.

Thirty (30) paramedic services across the Province were awarded funding, each program is unique. Guelph Wellington Emergency Medical Services (GWEMS) has two main areas of focus and development, The Paramedic Referral form and participating in the Community Health Assessment Program (CHAP-EMS) study through McMaster University.

INFORMATION REPORT



These programs have been designed to reduce the number of repeat EMS calls, reduce the number of emergency department (ED) visits and hospital re-admissions for conditions that could be best managed elsewhere.

REPORT

The Community Paramedicine project is governed by steering committee at the Guelph Health Links to ensure stakeholder satisfaction and assist with risk identification.

Two key initiatives will be evaluated within the scope of the project:

1. The community paramedic project will include the implementation of a Paramedic referral model for all Guelph-Wellington paramedics. Patients engaged during an emergency response that are determined to be at risk, will be evaluated via a simple screening tool. The tool will generate a referral to the Waterloo Wellington Community Care Access Centre (WW CCAC), for assessment & assistance in connecting with appropriate health/social services. To date all 150 paramedics within the service have received training for use of the paramedic referral form. Full implementation will occurred on November 24, 2014.
2. The Community Health Assessment Program (CHAP-EMS) will place community paramedics within a specific setting (e.g. seniors building, high EMS use) for eight (8) hours a week. The paramedic will provide health education and support in a prevention role. Their involvement will identify patients at risk of falls, diabetic or cardiovascular disease complications. Patients can be referred to an appropriate provider before a medical emergency requiring emergency medical service (EMS) or hospitalization. GW EMS participation in the study is to mirror facilities in other Municipalities. Demonstrated efficiencies at other pilot sites include 15% reduction in diabetes risk, 15% reduction in emergency department visits.

The GW EMS is anticipating a 25% decrease in calls for emergency medical responses to the facilities that participate in the study. Other benefits will include paramedic and resident interaction on health concerns, increase in compliance to medications and referrals to health programs for residences.

The project has several community engagement activities within scope such as developing partnerships with the Guelph Police Service, Wellington OPP, CMH Here 24/7 crisis response, Guelph Drop In Centre.

INFORMATION REPORT



Outcome measures identified include a 5% reduction from baseline of lower priority EMS transports, 5% reduction in repeat callers for EMS resulting in system efficiencies. These metrics will become a part of a final report to Council and the Ministry of Health and Long Term Care forecasted for September 15th, 2015.

Reporting timelines to MOHLTC

Name of Report	Due Date
Status reports by Quarter	1 st report due on October 30, 2014 2 nd report due on January 30, 2015 3 rd report due on April 30, 2015 4 th report due on July 31, 2015
Final Program report	September 30, 2015

CORPORATE STRATEGIC PLAN

- 2.2 Deliver Public Service better
- 3.1 Ensure a well-designed, safe, inclusive, appealing and sustainable City
- 3.3 Strengthen citizen and stakeholder engagement and communications

DEPARTMENTAL CONSULTATION

CAO Office, Corporate Finance

COMMUNICATIONS

Press release was issued by Corporate Communications on receipt of the funding.

ATTACHMENTS

MOHLTC Quarterly Report- October 30 2014

Report Author: Leanne Swantko, EMS Deputy Chief, Emergency Services



Recommended By
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General Manager & Fire Chief
Emergency Services
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Approved By
Derrick Thomson
Deputy CAO
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COMMUNITY PARAMEDICINE MONTHLY STATUS REPORT

Project Name: Guelph-Wellington Community Paramedicine Project: Paramedic Referral & CHAP-EMS	
Project Leads: Leanne Swantko, Program Manager, Guelph Wellington EMS Laurie Hodgkinson, Project Manager, Waterloo Wellington CCAC	Date: October 29 2014
Brief Community Paramedicine Activity Description <i>Describe the main goals/objectives, benefits, partners & stakeholders of the project in a few brief sentences. Use plain and clear language. This way, anyone reading this status report will always be reminded of the project's purpose.</i>	
<p>This project will implement two Community Paramedicine programs in Guelph-Wellington to improve access to home care and support services for high risk seniors and other vulnerable populations.</p> <ol style="list-style-type: none"> 1. Guelph-Wellington paramedics will be trained and equipped to use the Paramedic Referral model to send an electronic referral to the Waterloo Wellington CCAC (WW CCAC) on behalf of patients that are assessed as at risk and in need of health care, social and community supports. 2. The Community Health Assessment Program (CHAP-EMS) will place community paramedics within specific community settings e.g. seniors building, to provide health education and support to residents. Their involvement will identify patients at risk of falls, diabetic or cardiovascular disease complications. Through this program patients can be referred to an appropriate provider before a medical emergency requiring emergency medical service (EMS) or hospitalization takes place. <p>These programs have been designed to reduce the number of repeat EMS calls, reduce the number of emergency department (ED) visits and to prevent hospital re-admissions for conditions that could be best managed elsewhere.</p> <p>Seamless communications between partners will complete the circle of care and help ensure continued positive client outcomes.</p>	

Brief Community Paramedicine Activity Description

Reporting Period (months covered by this report)	August – October 2014		
Overall Project Status	GREEN		
<i>List the milestones, deliverables and key activities that are critical to the successful completion of the project that were scheduled for completion during this reporting period. Indicate status, add rows as necessary.</i>			
Status Legend: Green: Everything progressing as planned Yellow: Some challenges/issues identified Red: Major problems or threats exist			
Key Milestones & Activities	Timing	Status	Comments
Recruit Core Project Team	Sep 2014 completed	●	<ul style="list-style-type: none"> Project Manager EMS Program Manager EMS Implementation Coordinators Data Analyst

Prepare/Initiation Phase	Oct 2014 completed	●	<ul style="list-style-type: none"> Project Charter Backgrounder Document Project Kick Off Meeting Roles & Responsibility Communication Plan implemented Key Performance Metric & Tracking mechanisms defined Formation of strategic partnerships
Diagnosis/Planning Phase	Oct 2014 completed	●	<ul style="list-style-type: none"> Current state business process maps Collection of Baseline Data Project Kick Off Meeting
Design Phase	Oct 2014 completed	●	<ul style="list-style-type: none"> New Process Design & testing for Paramedic Referral Phase 1 Outcome Letter created to inform Primary Care of Paramedic referral & feedback to referring paramedic. Metrics developed Training and Education Plan
Training of Paramedics on Paramedic Referral model	Oct 2014 completed	●	<ul style="list-style-type: none"> 145 community paramedics trained on the paramedic referral tool
Implementation Planning Implementation Dates: Paramedic Referral Phase 1- Nov 24 2014 Paramedic Referral (Phase 2)- Spring 2015 Pilot (under consideration)- Jan 2015 CHAP EMS – Jan 2015	Oct – Dec/14 in progress	●	<p>*Phase 1 of Paramedic Referral: system generated referrals from EMS faxed to WW CCAC.</p> <p>**Phase 2 of Paramedic Referral: full system to system integration between EMS & CCAC. Contact made with the Patient Record Member vendor and OACCAC to express interest in piloting the fully electronic, system to system Paramedic Referral functionality with the CCAC.</p>
CCAC Education Paramedic Referral Phase 1	Nov 10- 21 2014 in progress	●	<ul style="list-style-type: none"> 8-10 education sessions are scheduled for CCAC impacted Care Coordinators and Team Assistants. Job Aids and informal education for all CCAC Patient Services staff.

Project Issues/Risks/Barriers & Mitigation Strategies

<i>List any and need to be addressed to ensure progress on the project. List the associated impact and consequences for not responding to these risks as well as any actions or mitigation strategies & steps that are being taken to mitigate.</i>		
Issues/Risks/Barriers	Impact/Consequences	Actions/Mitigation Strategies
Recognizing the volume of referrals will be higher during the initial implementation period.	Potential of a "bottle neck" of referrals waiting for assessment, multiple referrals for the same patient	<ul style="list-style-type: none"> Build in evaluation processes at designated intervals within the project and reassess process. Ensure continuous quality improvement measures.
Patients that are assessed but there is no resource capacity e.g. waitlists for Mental Health services, how will these patients be managed?	Patients waiting for appropriate service(s).	<ul style="list-style-type: none"> Collaboration with partners to plan for this risk and develop a plan to best serve these patients. Include a transition plan process.

Phase 2 System Integration requires a signed DSA/NSA agreement between the City of Guelph & the OACCAC	The OACCAC will not enable the EMS Referral functionality for WWCCAC without these signed agreements	<ul style="list-style-type: none"> Start the approval process early to ensure sufficient time to have the necessary agreements signed.
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Tracking & Monitoring Key Performance Metrics

Please identify how the project is impacting the following outcomes

Key Outcomes	Quantitative Performance Metrics Tracked	Qualitative Measures Tracked
Reduced Emergency Department visits		Gathering Baseline Data
Reduced 911 calls for issues that can be managed in the community		Gathering Baseline Data
Trends in hospital re- admissions		Gathering Baseline Data
Patient Satisfaction		Gathering Baseline Data
Improved health outcomes		Gathering Baseline Data
Improved access to home care and community supports		Gathering Baseline Data
Cost savings/cost containment		Gathering Baseline Data



OCT 29 2014

INFORMATION REPORT



TO City Council

SERVICE AREA Public Services

DATE January 8, 2015

SUBJECT Guelph Transit Delivery of Mobility Services from February 2015 TO December 2018

REPORT NUMBER PS-15-06

EXECUTIVE SUMMARY

SUMMARY OF REPORT

Under By-law Number (2014)-19771 to provide the procurement of goods and services by the Corporation of The City of Guelph, it was required that a new Request for Tender be submitted on behalf of Guelph Transit Mobility Services.

KEY FINDINGS

- The current agreement between the City of Guelph and Red Top Taxi has been in force since June 14, 2005 and has never been subject to review or renewal
- Submitting a Request for Tender for the Supply and Delivery of Mobility Vehicle Services could result in a higher level of customer service and allow Guelph Transit to maintain its current number of trips within the proposed 2015 Operating Budget.

FINANCIAL IMPLICATIONS

- The new agreement between BTS Network Inc. and the City of Guelph will result in Guelph Transit Mobility Services maintaining its current number of trips within the proposed 2015 Operating Budget.

BACKGROUND

On June 14, 2005, the City of Guelph entered into an agreement with Red Top Taxi to provide additional transportation services to Mobility Services on a contracted basis. Guelph Transit provides mobility service to 1494 of eligible residents, accounting for 49,569 total trips in 2014; 20,762 which were provided by Red Top Taxi.

INFORMATION REPORT



From 2006-2014 approximately half of the mobility trips were carried on Guelph Mobility vehicles and half were outsourced to third party, Red Top Taxi.

This agreement has been in force since the original date of signing, and has never been subject to review or renewal.

Under By-law Number (2014)-19771 to provide the procurement of goods and services by the Corporation of The City of Guelph, it was required that a new Request for Tender be submitted on behalf of Guelph Transit Mobility Services.

REPORT

Under By-law to provide the procurement of goods and services by the Corporation of The City of Guelph, Number (2014)-19771, it was required that a new Request for Tender be submitted. With the assistance of Risk Management and Procurement Services, a tender for the Supply and Delivery of Mobility Vehicle Services was posted for bidding.

Guelph Transit received three submissions in response to this tender. Below are the projected 2015 costs for each submission. The projected annual costs are based on the 2014 number of trips provided by the third party mobility company.

<u>Third Party Mobility Provider</u>	<u>Projected Annual Costs (including HST)</u>
Guelph Taxi	\$147,007.35
BTS Network Inc.	\$149,499.00
Voyageur	\$157,804.50

The three bids were reviewed with purchasing and Transit staff, along with an interview of the potential bidders. It was determined that Guelph Taxi, although the lowest bidder, only had one accessible mobility vehicle in their fleet; thereby making them unable to provide the level of service required to fulfill the needs of Guelph Transit. After careful consideration to the cost and the ability to perform the services on behalf of Guelph Transit, BTS Network Inc. was chosen as the successful proponent.

The proposed 2015 Mobility Services budget for contracted services is \$178,000. The budget for contracted services includes the taxi scrip program at \$28,000 and third party mobility transportation at \$150,000 for a total of \$178,000. By awarding this tender to BTS Network Inc. it allows the City of Guelph to provide Mobility services within the 2015 Operating budget.

The first term of the agreement will commence February 2, 2015 and end December 31, 2015. Additional one year terms may be approved at the mutual agreement between the City of Guelph and BTS Network Inc. The additional terms are as follows:

- January 1, 2016 to December 31, 2016
- January 1, 2017 to December 31, 2017
- January 1, 2018 to December 31, 2018

INFORMATION REPORT



December 31, 2018 is when the contract shall be fully completed and ended, with no additional terms.

Approval of an additional year will depend on the satisfaction of performance by BTS Network Inc. with the City of Guelph. The rate increase, if any, for any new term will be based on the Consumers Price Index, for the Guelph Region (or nearest area) as published by Statistics Canada. It will be BTS Network Inc.'s responsibility to advise the Purchasing Department within 60 days of the renewal of the next term with any price increases. No notification will be deemed that there will be no increase for the next term of the contract.

The new agreement between BTS Network Inc. and the City of Guelph will result in Guelph Transit Mobility Services maintaining its current number of trips within the proposed 2015 Operating Budget. BTS Network Inc. has 46 years of experience, providing mobility transportation and has demonstrated excellent customer service in other municipalities.

CORPORATE STRATEGIC PLAN

- 2.1 Build and adaptive environment for government innovation to ensure fiscal and service sustainability.
- 2.2 Deliver public services better.
- 3.2 Be economically viable, resilient, diverse and attractive for business.

DEPARTMENTAL CONSULTATION

Corporate Communications
Guelph Transit
Risk Management and Procurement Services
Community and Social Services

COMMUNICATIONS

Communicating to passengers, the change in service provider will be accomplished in a joint venture with Corporate Communications, and will include;

- Information posters in the mobility buses.
- Newspaper Advertisement
- Guelph Transit's webpage.
- Updated voice message in Mobility Services' phone system.
- Dispatcher to provide information when booking trips.

INFORMATION REPORT



ATTACHMENTS

ATT-1 **SUPPLY AND DELIVERY OF
MOBILITY VEHICLE SERVICES AS AND
WHEN REQUIRED FOR 2015 TO 2018**
Reference Number: 14-200

Report Author: John Alves – Supervisor, Mobility Services

Approved By
Phil Meagher
General Manager, Guelph Transit
519-822-1260 extension 3321
phil.meagher@guelph.ca

Recommended By
Derrick Thomson
Deputy CAO, Public Services
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derrick.thomson@guelph.ca



THE CORPORATION OF THE CITY OF GUELPH

TENDER DOCUMENT

**SUPPLY AND DELIVERY OF
MOBILITY VEHICLE SERVICES AS AND
WHEN REQUIRED**

Reference Number: 14-200

Closes: Thursday December 4th, 2014

CONTRACT DOCUMENT

<u>DESCRIPTION</u>	<u>Number of Pages</u>
Cover page	1
Contract document list	2
Communications	3
Instructions to Bidders	4-8
General Conditions	9-11
Contractual Requirements	11-14
Specification	15-19
Submission Label	20
Form of Tender	FT1-FT4

COMMUNICATIONS

Questions related to the specifications or the intent of the proposed work and requirements are to be directed to:

John Alves

Supervisor Mobility Services
Phone: (519) 822-1260 ext. 2461
Email: john.alves@guelph.ca

And you must copy

Chris Rendell CPPO, CMM III, CPPB
Purchasing Agent
Tel: 519-822-1260 ext. 2561
chris.rendell@guelph.ca

All other questions related to this Tender or for clarification of completing the Form of Tender are to be directed to:

Chris Rendell CPPO, CMM III, CPPB
Purchasing Agent
City of Guelph
1 Carden St
Guelph, ON N1H 3A1
Tel: 519-822-1260 ext. 2561
chris.rendell@guelph.ca

THE CORPORATION OF THE CITY OF GUELPH

SUPPLY AND DELIVERY OF MOBILITY VEHICLE SERVICES AS AND WHEN REQUIRED

Reference Number: 14-095

GENERAL

These terms, conditions and specifications are intended to govern the provision of mobility vehicle services for designated approved clients living within the geographical boundaries of the City of Guelph as and when required for the years 2014 to 2018.

RECEIPT OF SUBMISSIONS

Sealed tenders, for the above, will be received ONLY at the ServiceGuelph desk at Guelph City Hall, 1 Carden Street, Guelph, Ontario, Canada, N1H 3A1, and, **BEFORE TWO THIRTY (2:30) p.m., local time Thursday October 30th, 2014.**

The City will not accept a response to this tender by any telegraphic facsimile machine or e-mail. Tenders shall be submitted on the Form of Tender provided and must be properly signed with an original signature in ink where indicated.

All Tenders shall be submitted with the Submission Label completed in full and affixed to the submission envelope.

DEFINITIONS

The terms proponent, bidder, and contractor, are synonymous. The terms successful proponent, successful bidder, and successful contractor, are also intended to be synonymous and are intended to refer to the proponent whose Tender has resulted in its being awarded a binding contract with the City.

Owner: Refers to the City of Guelph

City: Refers to the City of Guelph

Total Acquisition Cost: shall mean the most cost efficient and effective manner and shall be the sum of all costs, including purchase price, all taxes, warranty, life cycle cost, operating and disposal costs, incurred for determining the lowest acceptable bid meeting

the specifications.

PURCHASING BY-LAW

The Purchasing By-law for The City of Guelph can be found on the City's website. All bidders are required to read the By-law and by signing the Form of Tender you have indicated that you have read and understood this By-law.

<http://guelph.ca/wp-content/uploads/PurchasingBylaw.pdf>

CONFLICT OF INTEREST

An employee of The City shall not have a direct or indirect interest in a company or own a company, which sells goods or services to the City.

TIME OPEN FOR ACCEPTANCE

This Tender is irrevocable and is to continue open for acceptance by the City for a period of ninety (90) calendar days after the date and time set for submission of Tender. The City may at any time within the above ninety (90) calendar day period accept this Tender whether or not any other Tender has previously been accepted.

WITHDRAWAL

The City reserves the right to withdraw, at its discretion, this Tender at any time and shall not be liable for any expense, cost, loss or damage incurred or suffered by any bidder as a result of such withdrawal.

REJECTION OF TENDER

The City reserves the right to reject any, or any part of, or all tenders and also reserves the right to award a contract to other than the bidder submitting the lowest total acquisition cost.

Tenders which are incomplete, conditional, illegible, and obscure or qualified in any way, or that contain additions not called for, erasures, alterations or irregularities of any kind, may be rejected.

The City will not consider tenders unless properly made out on the Form of Tender furnished by the City, and unless accompanied by the prescribed Bid Bond, or Certified Cheque, or Agreement to Bond, if requested.

Tenders presented to Service Guelph, first floor at Guelph City Hall, 1 Carden Street, Guelph, Ontario, Canada, N1H 3A1 that are received after the designated closing time on the due date will not be considered regardless of the circumstances which resulted in the late arrival to Service Guelph, and regardless of the postal cancellation date that may be imprinted on them.

IN CASE OF DISPUTE

In case of dispute as to whether or not an item or service Tendered or delivered meets specifications, the decision of the City shall be final and binding on both parties.

OMISSIONS AND DISCREPANCIES

Should a bidder find discrepancies in, or omissions from the quotation documents, or should he/she be in doubt as to meaning, he/she shall clarify them with the Owner's Representatives (as applicable) who may send an addendum to all bidders. The City will not be responsible for any verbal instructions.

QUANTITIES

Any quantities used within this tender document are estimates only and are for the sole purpose of indicating to the bidders the general magnitude of the work. All quantity figures are not guaranteed. The City reserves the right to increase or decrease the quantities at the prices bid.

PRICING

Prices shall be quoted only on the attached Form of Tender. The prices will include all cost related to the work to be performed (i.e. vehicle, equipment, fuel, labour, material etc.)

The City will be offering a "ceiling cap" on the per kilometre rate for each trip. Bidders may quote alternate lower prices for each trip. Prices shall be quoted on the attached Form of Tender. HST will be extra. Any prices that exceed the "ceiling cap" will be rejected by the City.

The City will not accept bids containing changes, erasures, overwriting, whiteouts, cross outs, or strikeouts, which are not initialled by the bidder, or alteration of the original document.

AWARD

The City will review all tenders and will be the sole judge of the merit of each tender submitted and the City reserves the right to award based on the bidder's proof of ability. The City reserves the right to select any or all parts of the tender to the best overall advantage to the City, the City reserves the right to award subject to availability/approval of City budgetary funding and the City reserves the right to award this tender to multiple bidders based on availability and mobility service needs.

PAYMENT

The Contractor shall submit an invoice to the City on a monthly basis for the work done in the previous month. The Contractor shall not be entitled to any interest because of delay in its approval by the City

CANCELLATION OF CONTRACT

This contract may be terminated by mutual agreement of both parties at any time provided that a 60-day written notice is given. Due to any changes in any legislation either federal, provincial or municipal with regards to this contract the City shall be entitled to terminate this agreement sooner upon giving the maximum notice allowable, by any or all changes in legislation, to the Contractor. Where feasible a written notice will be given.

VARIATION OF TENDER PRICES

No variation in the unit prices or total price bid will be permitted after a sealed bid has been submitted to the authorized representative, except in the instance of variation due solely to an increase or decrease in the rate of exigible taxes, beyond the control of the Bidder, occurring after the time and date of submission of their bid. An increase or a decrease in the rate of exigible taxes, under these circumstances, shall alter the price of the bid, but only to the extent of the tax increase or decrease.

In the event that a tax increase does occur after the submission of bid, the Bidder must prove to the satisfaction of the City that they will not benefit in any way by reason of the increase.

TERMINATION

If the successful bidder refuses or fails to comply with any of the terms and conditions of this agreement or with any proper order or request of the City and such refusal or failure continues for 24 hours after receipt by the successful bidder of notice in writing from the City setting out the particulars of such refusal or failure, the City shall have the right, at its sole option, to terminate this agreement forthwith by notice in writing to the successful bidder at the address given by him in the bidding documents and thereupon the rights of the successful bidder shall immediately cease, determine and be at an end, and all monies payable and owing to the City shall immediately become due and payable and the City shall not be liable for payment to the successful bidder of any monies whatsoever by reason of such termination. Where the Agreement is terminated in accordance with the foregoing, the City, without limiting the generality of the foregoing shall be deemed free to enter into an agreement with any other person or persons.

TERM OF AGREEMENT

The first term of the agreement(s) will end December 31, 2014. An additional term may be approved at the mutual option of the City, and the successful bidder for one (1) additional year term to December 31, 2015. This process will apply for January 1, 2016 to December 31, 2016, for January 1, 2017 to December 31, 2017 and January 1, 2018 to December 31, 2018 when the contract shall be fully completed and ended.

Approval of an additional year above will depend on the satisfaction of performance by the successful bidder with the City and the rate increase, if any, for any new year being satisfactory to the City as compared with the Consumers Price Index, for the Guelph Region (or nearest area) as published by Statistics Canada (<http://www40.statcan.gc.ca/l01/cst01/econ45a-eng.htm>), 2014 for 2015 and 2015 for 2016 and 2016 for 2017 and 2017 for 2018. It will be the successful bidder(s) responsibility to advise the **Purchasing Department** with 60 days of the renewal of the next term with any price increases if any. No notification will be deemed that there will be no increase for the next term of the contract.

VENDOR-PERFORMANCE

The City reserves the right to remove from the City's Bidders' List (disqualify), for an indeterminate period (minimum two (2) years), the name of any company for breach of the terms and conditions of this contract or for unsatisfactory performance of the Contract. This disqualification will apply to the company as the bidder and or sub-trade on future quotations, tenders or requests for proposal issued by the City. The City also reserves the right to publish the names of all disqualified companies in any future quotation, tender or requests for proposal

GENERAL CONDITIONS

COMPLY WITH LAWS

The successful bidder shall comply with all applicable statutes, laws, by-laws, regulations, ordinances, notices and orders whether Federal, Provincial, Municipal or otherwise, at any time in effect during the currency of this contract, and all rules and requirements of the Police and Fire departments, or other governmental authorities, and procure all C.S.A. approvals, if required. The successful bidder shall obtain and pay for all necessary permits and licenses, and shall not do or suffer to be done anything in violation of any such laws, ordinances, rules or requirements. If the attention of the successful bidder is called to any such violation on the part of the successful bidder, or of any person employed or engaged by the successful bidder, the successful bidder shall immediately desist from and correct such violation.

OCCUPATIONAL HEALTH AND SAFETY

The bidder warrants that the service/items supplied to the City conform in all respects to the standards set forth by Federal and Provincial agencies and failure to comply with this condition will be considered a breach of contract.

The Occupational Health and Safety Act, and Regulations there under, as may be amended from time to time, shall govern the operation of these projects. Responsibility for compliance with the Act and Regulations rests exclusively with the contractor and may be subject to the scrutiny of The City authorities. Regulations are available from the Ministry of Labour offices.

WAIVER

No condoning, excusing or overlooking by the City of any default, breach or non-observance by the bidder at any time or times in respect of any provision herein contained shall operate as a waiver of the City's right hereunder in respect of any continuing or subsequent default, breach of non-observance or so as to defeat or affect in any way the rights of the City herein in respect of any such continuing or subsequent default or breach, and no waiver shall be inferred from or implied by anything done or omitted by the City save only by express waiver in writing. And the doing of anything by the City required by this agreement to be done by the bidder shall not relieve the bidder of his continuing obligation to do that thing.

NON-ASSIGNMENT

Neither this contract nor any work to be performed under this contract or any part thereof may be assigned by the contractor without the prior written consent of the City. Such written consent however shall not under any circumstances relieve the contractor of its liabilities and obligations under this contract and shall be within the sole and unfettered discretion of the City.

VERBAL INSTRUCTION OR SUGGESTION

The City will assume no responsibility for verbal instruction or suggestion. All official correspondence in regard to the specifications must be directed to and will be issued by the City in the form of an Addendum.

IN CASE OF BANKRUPTCY

Subject to the provisions of the Bankruptcy and Insolvency Act or any successor legislation or any other applicable legislation, where, during the term of the contract, the successful bidder makes an assignment for the benefit of its creditors, or becomes bankrupt or insolvent, or undergoes reorganization, or makes a proposal to its creditors, or otherwise becomes financially unable to perform this contract, the City may, at its option, declare the contract immediately terminated. Where the City declares the contract immediately terminated, the City shall be entitled to enter into a contract with another party without the consent of the successful bidder. The said declaration of immediate termination of the contract by the City and the City's entering into a contract with another vendor shall in no way prejudice any rights or remedies that the City may have at law against the successful bidder.

STAFF EMPLOYMENT CONDITIONS

All staff employed by the successful bidder must be of good appearance, clean and identifiable as a member of the staff of the successful bidder, and at all times must maintain good conduct with employees of the City, its representatives and the public.

QUALITY AND VALUE

The successful bidder shall provide a good standard of service and value to the City who shall be the sole judge of the adequacy of such service and value, with power to order such changes as the City, in its discretion, may deem desirable.

RELATIONSHIP OF CITY AND CONTRACTOR

The contractor clearly understands and agrees that they, or anyone employed by the contractor are not covered by the City. The contractor shall be responsible for and shall pay dues and assessments payable under the Unemployment Insurance Act or any other Provincial or Federal Act that is applicable to his employees or business.

W.H.M.I.S.

The successful bidder will be required to submit Material Safety Data Sheets or Information Sheets on all W.H.M.I.S. regulated or "controlled substance" materials to be used.

These material Safety Data Sheets being used at the work site, must be on site and available, for compliance with the W.H.M.I.S. legislation (Occupational Health & Safety Act) and as revised.

ACCESSIBILITY

The City is committed to the accessibility principles of preventing and removing barriers in accessing goods and services for people with disabilities and is bound by the regulations under the *Accessibility for Ontarians with Disabilities Act, 2005* as may be amended from time to time. Regulations enacted under the Act apply to every designated public sector organization and, on their behalf, other third parties that provide goods, services and facilities to the members of the public and the organization's employees. The proponent, and all sub-contractors hired by the proponent in the completion of its work, will meet compliance with all applicable regulations under the *Accessibility for Ontarians with Disabilities Act, 2005* as may be amended from time to time. The City of Guelph Facility Accessibility Design Standard meets or exceeds the Accessibility for Ontarians with Disabilities Act, 2005 Design of Public Spaces. As a result the Facility Accessibility Design Standard shall be the guiding document for accessible built environments owned, operated or leased by the City of Guelph. It is the proponent's responsibility to ensure they are fully aware of, and as a third party provider for a designated public sector organization, meet all requirements under the Act.

<http://guelph.ca/living/accessibility/>

CONTRACTUAL REQUIREMENTS

INDEMNITY

The successful bidder shall indemnify and save harmless the City, its officials, officers, employees and agents against and from all actions, causes of action, interest, claims, demands, costs, damages, expenses including defence costs or loss which the City may bear, suffer, incur, become liable for or be put to by reason of any damage to property or injury or death to persons by reason of, arising out of or in consequence of breach, violation of non-performance by the successful bidder of any provision of this agreement, or by reason of or arising out of the use of the premises or in connection with the work covered by this contract, or by reason of or arising out of any act, neglect or default or omission by the successful bidder or of any of its agents or employees or any other person or persons, in, on, or about the premises.

And the successful bidder covenants that the indemnity herein contained shall extend to all claims, loss, costs and damages by reason of or arising out of improper or faulty erection or construction of the structures erected or installed in connection with this contract by the successful bidder, its servants or agents, whether or not these have been approved by the City, its servants or agents. The rights to indemnity contained in this paragraph shall survive any termination of this agreement, anything in this agreement to the contrary notwithstanding.

INSURANCE

Without restricting the generality of the section on Indemnification, the Successful Proponent shall obtain, maintain, pay for and provide evidence of insurance coverage, taken out with insurance companies licensed to transact business in the Province of Ontario and not otherwise excluded by the City of Guelph's Procurement and Risk Manager.

COMMERCIAL GENERAL LIABILITY INSURANCE

Commercial General Liability insurance shall include as an Additional Insured, the City of Guelph, with limits of not less than **FIVE MILLION (\$5,000,000.00)** inclusive per occurrence for bodily and personal injury, death and damage to property including loss of use hereof. The form of this insurance shall in all respects be satisfactory to the City of Guelph's Procurement and Risk Manager and shall be maintained continuously from either the commencement of the services or the issuance of a purchase order, whichever is sooner. The policies shall be endorsed to provide the City of Guelph with not less than **30 days** written notice in advance of any cancellation, change or amendment restricting coverage.

The bidder shall also maintain such Fire & Theft Insurance, including dishonesty of any

employees or agents hired by the bidder, as will provide adequate coverage for the loss by burglary, fire or theft of any stock or equipment of the bidder's upon City premises.

AUTOMOBILE LIABILITY INSURANCE

Automobile Liability Insurance in respect of licensed vehicles shall have limits of not less than **FIVE MILLION (\$5,000,000.00)** inclusive per occurrence for bodily injury, death and damage to property, in the following forms endorsed to provide the City of Guelph with not less than **30 days** written notice in advance of any cancellation, change or amendment restricting coverage:

- Standard non-owned automobile policy including standard contractual liability endorsement; and
- Standard owner's form automobile policy providing third party liability and accident benefits insurance and covering licensed vehicles owned for operated by or on behalf of the Successful Proponent.

WORKPLACE SAFETY & INSURANCE BOARD CERTIFICATE

The successful bidder shall be required to provide a certificate of good standing from the Workplace Safety and Insurance Board prior to commencing work under the Agreement. If the successful respondent is unable to submit this certificate because it is claiming an independent operator status, with no insurable workers, the successful respondent must submit a written confirmation from the Workplace Safety and Insurance Board of its status as an independent operator for the contract. The contractor will be responsible for providing the City with updated certificates.

LEGISLATIVE REQUIREMENTS

The contractor shall conform to and enforce strict compliance with the Occupational Health and Safety Act (OHS) including the contractor's obligations as an "Employer" under section 25 and 26 thereof and with all regulations under the OHS including, without restricting the generality of the previously stated.

1. Regulation 860 RSO 1990 (Workplace Hazardous Material Information System (WHMIS))
2. Regulation 851/91 Industrial Establishments
3. Highway Traffic Act

Workplace safety meetings and initial, on-going operator training shall include discussion and demonstration of:

- The importance of preventative maintenance
- Safe operation of motorized and hydraulic equipment
- Basic mechanical workings related to the vehicles
- Importance of vehicle checks (such as circle checks) and other documentation which ensures safe functioning of vehicles

- Manufacturer's operation manuals and safety guidelines, which includes updates.

A Health and Safety Protocol is included in the attached Appendix B.

COMPLIANCE

The contractor is cautioned that lack of compliance to the OHSA, City Policy, EPA and the accepted industrial standards may cause the performance of the work to be suspended or the contract to be cancelled and the forfeiture of the performance bond.

LICENSES, PERMITS, LOCATES AND APPROVALS

The successful bidder shall, at his own expense, be responsible for obtaining, maintaining and keeping available for inspection and copying all Provincial, Municipal and any other licenses, building and other permits, approvals or testing, necessary to permit them, their employees or company to carry out the requirements of this agreement.

SCOPE OF WORK

Service Delivery

- (1) Clients will contact the Guelph Mobility department between the hours of 8:00 am and 9:15 pm from Monday to Friday (statutory holidays excluded) in order to schedule transportation service.
- (2) Guelph Mobility staff will contact the Successful Bidder via telephone, fax, or email to schedule transportation services for Clients. Information to be provided to the Successful Bidder by Guelph Mobility includes:
 - (a) Name of Client and registration number.
 - (b) Pick-up date and time
 - (c) Pick-up location: address and telephone number
 - (d) Destination address
 - (e) Return (if required)

OR

When it is confirmed that the client will require on-going appointments Guelph Mobility staff will provide the Successful bidder with a monthly listing of approved clients and approved addresses for pickup and delivery.

OR

Setup accounts for specific transportation requirements, as required.

- (3) The Successful Bidder will pick up the client at the predetermined location and time.
- (4) The Successful bidder will assist the client to safely and securely enter and alight from the vehicle.
- (5) The Successful bidder agrees that under no circumstances will the driver leave a Customer unattended, ensuring that after alighting from the vehicle at the destination the Customer, if required, is assisted to the Customer's residence or the Customer's guardian or other places designated by the City of Guelph and will escort the Customer to the street level door. The drivers shall ensure that the Customer is received by the caregiver or a person previously designated by the caregiver and known to the driver as such a person previously designated. In addition and notwithstanding the foregoing, no child or a Customer known to require supervision shall be left unattended.
- (6) The successful bidder agrees that the vehicles provided must have the capability to carry the scheduled number of Customers for the trip.

- (7) The successful bidder agrees to transport any companion, at the current published fare, or assistant of the eligible person up to the capacity of the vehicle and/or to transport a guide dog or an assistance dog which accompanies the eligible person. Assistants travel without charge.
- (8) The successful bidder shall provide vehicles that have operating heating and air conditioning systems and that the interior temperature of the vehicle while transporting passengers for the City of Guelph shall be maintained at a comfortable temperature.
- (9) Shall not refuse service to an eligible Customer without prior notification to the City of Guelph, such notification to include an explanation and the reasons or causes which could result in such a refusal.
- (10) The successful bidder must provide service seven (7) days a week 365 days a year (including all statutory holidays)

The successful bidder must include wait time charges in their price per KM submitted on the form of tender.

HISTORICAL DATA (2013)

Kilometers Travelled by 3rd party service.	77,255
Trips/Passenger.	24,165
*Historical data does not guarantee future performance.	

DRIVER SPECIFIC RESPONSIBILITIES

- (1) The successful bidders agrees to only engage the services of competent drivers for the program as follows:
 - a. All drivers will be made aware of the added requirements which this Program will entail and that it will ensure that all drivers realize that the customers they will be carrying may require assistance;
 - b. All drivers shall be polite, courteous, well-groomed and considerate of the customer and their special requirements. Any driver who fails to meet these requirements or, in the estimation of the City is not appropriate for the program shall not be dispatched or employed in the program;
 - c. The successful bidder will attempt to use the same drivers regularly to afford some continuity for the customers;

- d. The drivers shall assist customer to safely and securely enter and alight from the vehicle and between the vehicle and the entrance to each origin and destination;
 - e. Drivers shall carefully transport in the vehicle any mobility aids used by the customer and make the aid available for normal use at the end of the trip;
 - f. Drivers must ensure that customers have their seatbelts securely fastened. Drivers shall refuse to transport any customer who refuses to use the seat belt unless notified otherwise by the City. Drivers shall refuse to transport any child under the weight of eight (80) pounds and less than 8 years of age that does not have a C.S.A. certified child's seat; newborns/infants under 20 pounds must be secured in rear facing car seats and toddlers 20-40lbs must be secured in forward facing/tethered car seats and that children between 40-80 pounds be secured in a booster seat;
 - g. All drivers who transport customers for the City in accessible vehicles shall become fully versed and familiar with the use and care of the tie-down system in place in the accessible vehicles and must be able to demonstrate to the satisfaction of the City that they are proficient in the use of the tie-down system.
 - h. All drivers will conform to and comply with all regulations set by the City and any other governmental authority having jurisdiction.
 - i. All drivers, upon arrival at the client's pick-up location, will wait three (3) minutes after the scheduled pick up time prior to notifying of a "no-show".
- (2)** Drivers may be required to make more than one (1) scheduled stop along their assigned route.
 - (3)** Drivers will collect the currently published fare per passenger/trip, as well as the passenger's registration number.
 - (4)** Trip information shall form part of the invoice and shall include the following passenger/trip information:
 - (a) Name of Client and registration number.
 - (b) Pick-up date and time.
 - (c) Pick-up location.
 - (d) Destination address.
 - (e) Return (if required).
 - (5)** All distances shall be based on Google® maps, and shall be the most direct routing.

DESTINATIONS

The successful bidder must be able to provide transportation service within the geographical boundaries of the City of Guelph.

INABILITY TO PROVIDE SERVICE

If the successful bidder determines that they are unable to supply the tendered service as required by this tender, notification must be given to Guelph Transit by Fax (519-822-1322), within twelve (12) hours of the scheduled pickup time indicating that they are unable to supply as requested and indicate the reason. The City will then be at liberty to cancel the original order and reissue to another bidder. Repeated inability to supply the Tendered items will be documented and may be considered breach of contract.

AVAILABILITY AND ACCESSIBILITY OF FLEET

- (1) Vehicles and drivers must comply with all applicable Federal, Provincial and Municipal legislation and By-laws, safety standards, and policies including the Highway Traffic Act, and in addition, the vehicles must have all necessary safety checks required by law.
- (2) All vehicles shall be equipped with seat belts for each Customer transported and all vehicles to be used as accessible vehicles must have properly maintained, Ministry of Transportation of Ontario approved, tie-down systems.
- (3) All vehicles shall be equipped with a properly functioning two-way radio and the drivers shall maintain a listening radio contact with central dispatch at all times during a trip.
- (4) Agrees that they are responsible for the implementation of the services as set out in this Agreement.
- (5) Proof of valid police check upon request by the City of Guelph.
- (6) Provide proof of training when requested by the City of Guelph.

BILLING

- (1) When the successful bidder invoices Guelph Transit, they must provide a list of all trips. Each trip includes date, time of pick, pick up location, drop off location, customer name, mobility number, method of payment (ticket, cash, pass).
- (2) The successful bidder shall only provide those services identified on the Form of Tender.

- (3) Trip information shall form part of the invoice and shall include the following passenger/trip information:
- (f) Name of Client and registration number.
 - (g) Pick-up date and time.
 - (h) Pick-up location.
 - (i) Destination address.
Return (if required).
- (4) All distances shall be based on Google[®] maps, and shall be the most direct routing.

PAYMENT

- (1) The successful bidder shall submit a monthly invoice to Guelph Transit for services provided.
- (2) Each monthly invoice shall have the following information:
- All TaxiScrips attached for the month separated by client
 - Each TaxiScrip shall include:
 - The date and time of the mobility service, vehicle number and driver's initials
 - Total kilometers driven.
 - Origin/destination
 - Capture charges by client
 - Separate out the HST
 - Note gross and net amount payable (apply early pay discount where applicable)

MEETINGS

- (1) Company agrees to meet at minimum quarterly with Guelph Transit to discuss issues/concerns
- (2) A representative of the successful bidder will be required to attend these meetings.

CONFIDENTIALITY

- (1) The successful bidder must ensure client confidentiality at all time and must have the capacity/ability to protect confidential information.
- (2) The successful bidder must ensure compliance with all applicable protection of privacy legislations. (MFIPPA)

DIGNITY AND RESPECT

- (1) The successful bidder shall exhibit compassion, empathy and respect to all clients.
- (2) The successful bidder shall be accessible to ethnically and culturally diverse clients.

Submission Label:

Please complete the additional information (Vendor Name, Contact name, and Phone number) and then attach this label on the outside of YOUR bid submission envelope(s) to clearly identify the submission and the vendor information.

**CONTRACT NUMBER:
14-200**

TENDER NAME:

**SUPPLY AND DELIVERY OF
MOBILITY VEHICLE SERVICES AS AND
WHEN REQUIRED**

CLOSES:

THURSDAY December 4th, 2014 BEFORE 2:30:00 P.M.

VENDOR NAME: _____

CONTACT _____

PHONE _____

Must be delivered to:
City Hall, Central Service Counter, 1 Carden Street

INFORMATION REPORT



TO Council

SERVICE AREA Public Services

DATE January 8, 2015

SUBJECT Temporary On-street Parking Ban – Overnight Year Round Permissive Parking – 2014/15

REPORT NUMBER PS-15-08

EXECUTIVE SUMMARY

SUMMARY OF REPORT

To provide Council an update on the City-wide temporary on-street parking ban implementation as it pertains to streets that have overnight year round permissive parking.

KEY FINDINGS

After Council approved the implementation of a temporary on-street parking ban across the entire city, there were concerns raised on how the parking ban would be implemented in areas of the city where there is limited driveway parking availability for some residences.

After informal discussions with the concerned neighbourhood groups that are part of the overnight year round permissive parking list, it was recommended that the status quo for the 2014/15 winter season be maintained until a broader public consultation could be conducted.

Further public engagement will be pursued in 2015 with a view to providing a program implementation plan that is sustainable in the long term.

FINANCIAL IMPLICATIONS

There is no impact on the 2014/15 winter control budget as the status quo for snow clearance and removal for streets on the permissive parking list was included.

BACKGROUND

In July 2014 Council approved the implementation of a temporary on-street parking ban in order that street maintenance could be efficiently attained when required.

INFORMATION REPORT



The most likely event where this ban would occur is after a significant snowfall, or when snow removal operations are required to ensure safe passage of vehicles.

The reference for this temporary on-street parking ban is the staff report [Overnight On-Street Parking Review OTES071430](#) which was presented to the Operations, Transit & Emergency Services Committee on July 8th, 2014.

REPORT

This report provides an update on the concerns raised by the public who reside on streets listed in the City's overnight year round permissive parking zone regarding the implementation of a temporary on-street parking ban.

OVERNIGHT YEAR ROUND PERMISSIVE PARKING

After Council approved the implementation of a temporary on-street parking ban city-wide, there were concerns raised on how the parking ban would be implemented in areas of the city where there is limited driveway parking availability for some residences. Staff is aware of these limitations and policy was previously created to allow for overnight year round permissive parking on certain streets (please see map at ATT 1). Staff engaged concerned neighbourhood groups in the Fall of 2014 regarding the need for Public Works staff to implement a temporary on-street parking ban to clear and remove snow.

After meeting with the concerned neighbourhood groups, that are part of the overnight year round permissive parking list, it was decided to maintain the status quo for the 2014/15 winter season. In other words, the practice of providing a minimum of 48 hrs notice on a street by street basis for those residences on the overnight year round permissive parking list will be maintained for this winter.

Further public engagement will be pursued in 2015 with a view to providing a process that is sustainable in the long term.

FINANCIAL IMPLICATIONS

There is no impact on the 2014/15 winter control budget as the status quo for snow clearance and removal for streets on the permissive parking list was included.

CORPORATE STRATEGIC PLAN

- 2.2 Deliver better public service
- 2.3 Provide accountability, transparency and engagement
- 3.3 Strengthen citizen and stakeholder engagement and communications

DEPARTMENTAL CONSULTATION

There were no other Departments consulted as this issue is a Public Works Department responsibility.

INFORMATION REPORT

COMMUNICATIONS

Information contained in this report will be provided directly to the concerned neighbourhood groups. A more detailed community engagement plan will follow by the end of Q3 2015, with a view to providing a more sustainable implementation process.

ATTACHMENTS

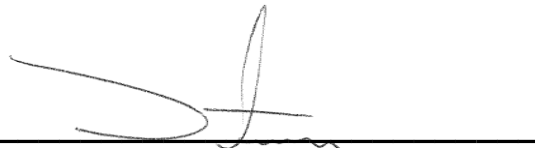
ATT 1 – Overnight Year Round Permissive Parking

Author: Nello Violin, Manager of Roads & Right of Ways



Recommended By

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Approved By

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Attachment 1

Guelph streets with year-round permissive overnight parking

