

INFORMATION ITEMS

Week Ending May 26, 2017

REPORTS

1. Business Service Review Q1-2017 Progress Update

INTERGOVERNMENTAL CONSULTATIONS

1. Identifying a Province-wide Cycling Network
2. Building Ontario's First Food Security Strategy
3. Proposed Amendment to the 5-year Time Limited Exemption for Two-Way Radios under Ontario's Distracted Driving Law
4. Proposed New Excess Soil Reuse Regulation and Amendments to Existing Regulations

CORRESPONDENCE

1. Municipality of East Farris Resolution re: Removing the Tax-Exempt Portion of Remuneration Paid to Local Officials
2. Municipality of Calvin Resolution re: Hydro Reductions
3. Upper Grand District School Board re: West Guelph French Immersion Boundary Review

BOARDS & COMMITTEES

1. None

ITEMS AVAILABLE IN THE CLERK'S OFFICE

1. Application for Liquor License:
- Lucky Belly Restaurant, 763 Woolwich Street

Information Report



Service Area	Infrastructure, Development and Enterprise Services
Date	Friday, May 26, 2017
Subject	Business Service Review Q1 2017 Progress Update
Report Number	IDE 17-63

Executive Summary

Purpose of Report

To provide quarterly progress update of the active Business Service Reviews.

Key Findings

- The City is currently conducting business service reviews of Solid Waste Resources and Information Technology Service Desk (2499);
- These reviews are pilots for the Business Service Review Framework;
- The quarterly report providing high-level status, as of the end of Q1 2017, is attached;
- A brief status explanation for the review is provided within this report;
- Upcoming reviews include Boulevard Maintenance (estimating to start in June 2017 and Transit Services (estimating to start in late September 2017).

Financial Implications

Third party support will be utilized for the assessment of alternative service delivery options in the Solid Waste Resources review, costing approximately \$150,000.

Community engagement and communications requirements are being reviewed. Costs associated with these activities may range from \$10,000 to \$20,000. These costs will be funded from the Solid Waste Resources' and Project Management Office 2017 approved operating budgets.

There are no financial implications to complete the Information Technology Service Desk (2499) Review.

Report

The Business Service Review framework was approved in October 2016 (CS-2016-61-Business/Service Review Framework) and in November 2016 (CS-2016-82-Business/Service Review Framework Implementation report) pilot services were identified for review.

A pilot is designed to test methodologies, processes and logistics while gathering information. Pilots help define the best methods and tools and help identify resource and timing needs. Pilots allow staff to spot issues and risks so mitigating activities can be defined for future reviews. Pilots also provide lessons learned to determine what should be repeated as well as what did not work well and needs to be refined, altered to correct.

The pilot business service reviews will examine the relevance, effectiveness and efficiency of the services to ensure resources are allocated to achieve the best outcomes for the City and to support long-term sustainability.

This report is to provide quarterly status update of the active business service reviews to Council.

Solid Waste Resources (SWR) Review

Review Scope:

The specific SWR services that are being reviewed include:

- Waste collection — curbside collection, which includes residential, multi-residential, business and commercial collection, yard waste as well as the Public Waste Drop-off;
- Waste processing — organic waste processing, Guelph's overall recycling process, operations at the material recovery facility, closed landfill operation, transfer station operation and household hazardous waste processing;
- Material output — sale of waste materials, disposal of waste to landfill and reuse of waste materials;
- Administration and customer service — customer contact and issue resolution, public education, contract management and compliance.

The following SWR services are not be part of this review:

- Geographic waste collections routes;
- Financial management, including variance reporting, the budgeting process, user fees, financial reserves and development charge funding;
- Enforcement levels as it relates to related bylaws and diversion targets;
- Asset management including fleet and facility infrastructure;
- The Solid Waste Management Master Plan.

Current Status:

This review is currently in the discovery stage. Activities completed and underway include:

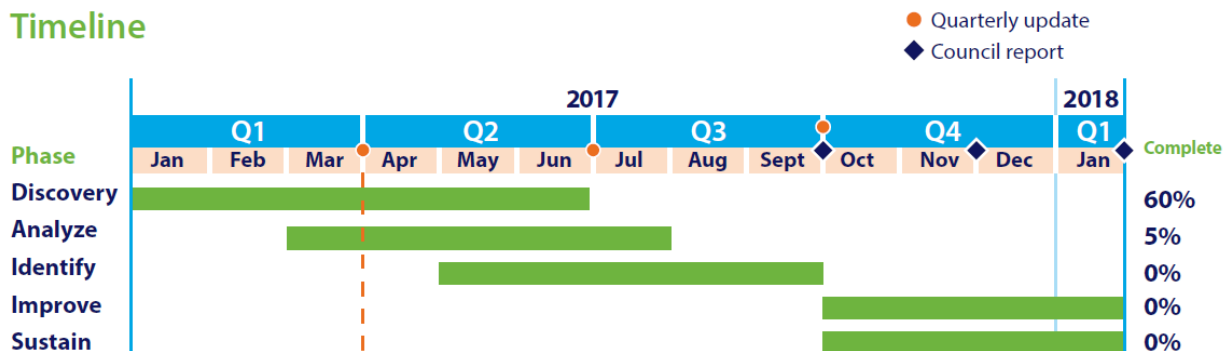
- Boundaries of the review set;
- Scope and objectives defined;
- Current state or “as-is” state of the processes/services documented;
- Communication plan developed and being implemented;
- Collection of data for analysis underway;
- Stakeholders and customers identified and their requirements being defined.

The City of Guelph will work in partnership with Dillon consulting — an impartial, technical expert — to conduct the alternative service delivery assessment portion of the SWR business service review. This will add objective third-party credibility to the review results. Dillon Consulting has a thorough understanding of Guelph’s waste services and experience conducting alternative service delivery assessments for other municipalities.

The review will examine two service delivery options for each waste service currently offered:

- In-house - City of Guelph staff provide the service;
- Out-sourcing - the City owns the service and contracts it out to an external organization.

Review timeline:



Information Technology Service Desk (2499)

Review Scope:

The 2499 review looks at the process from intake of request to closure of service ticket.

The following are not part of the 2499 review:

- New system/technology, as new service ticket system is being implemented;
- Staff performance or development plans.

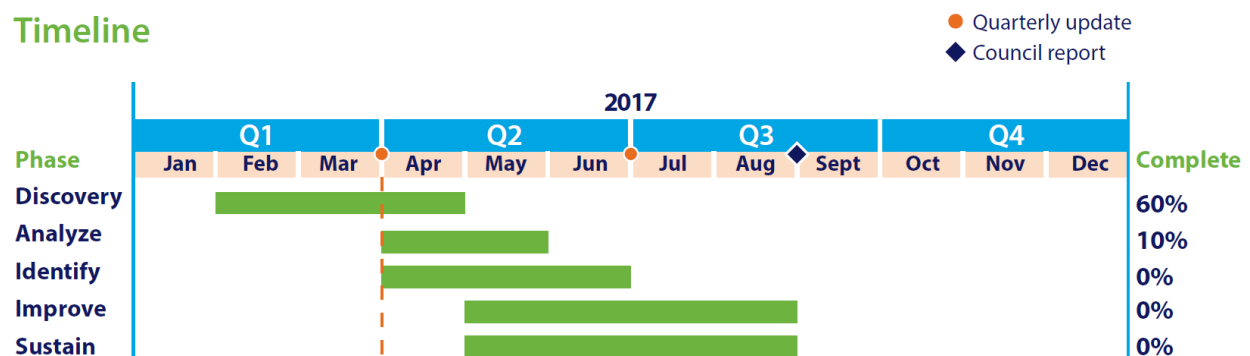
Current Status:

This review is currently in the discovery and analysis stages, which includes:

- Boundaries of the review set;
- Scope and objectives defined;
- Current state or “As-Is” state of the processes/services documented;
- Collection and analysis of data including customer and stakeholder input, benchmarking, performance data and capacity analysis underway.

Review Timeline:

Timeline



Upcoming Reviews

The next review to be undertaken is Boulevard Maintenance, which will commence in late June 2017. The Transit Services review will commence late September 2017.

Upcoming Review Timeline	2016		2017				2018			
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Boulevard Maintenance										
Transit Services										

Other business service reviews will be identified through the service inventory and prioritization activity currently underway in conjunction with Corporate Asset Management.

Financial Implications

Third party support will be utilized for the assessment of alternative service delivery options in the Solid Waste Resources review, costing approximately \$150,000.

Community engagement and communications requirements are being reviewed. Costs associated with these activities may range from \$10,000 to \$20,000. These costs will be funded from the Solid Waste Resources' and Project Management Office 2017 approved operating budgets.

There are no financial implications to complete the Information Technology Service Desk (2499).

Corporate Administrative Plan

Overarching Goals

Service Excellence

Service Area Operational Work Plans

Our Services - Municipal services that make lives better

Attachments


- ATT-1 Solid Waste Resources Business Service Review Quarterly Update Report – Q1 2017
- ATT-2 Information Technology Service Desk (2499) Business Service Review Quarterly Update – Q1 2017

Departmental Approval

Cam Walsh, Solid Waste Resources
Peter Busatto, Environmental Services
Adam Fischer, Information Technology
Patricia Halajski, Corporate Communications
Solid Waste Resources Business Service Review Steering Committee

Report Author

Katherine Gray
Program Manager, Business Process Management



Approved By

Tomoko King
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Recommended By

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Business Service Review quarterly update

Q1

April 2017

Solid Waste Resources



Review sponsor	Scott Stewart, Deputy Chief Administrative Officer, Infrastructure, Development and Enterprise Services
Review lead	Katherine Gray, Program Manager, Business Process Management
Review champion	Cam Walsh, Plant Manager, Solid Waste Resources
Current phase	Discovery

Purpose

To review Solid Waste Resource services and processes to inform options for the most effective and efficient service provision.

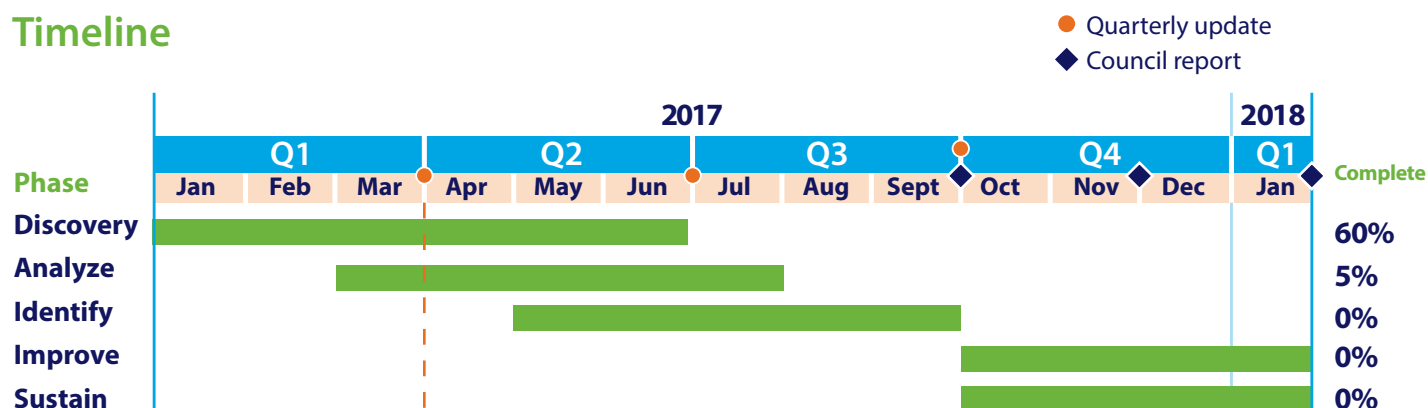
Scope

- Collections
- Material processing
- Material output
- Administration and customer service

Deliverables

- Process maps for all processes in the service
- Cost and social impact analysis around service delivery options
- Final report which provides recommendations for improvement
- Proposed implementation plan for recommendations

Timeline



Status

28%
of review
complete

Milestones



Discovery phase
underway



Data collection
underway



Communication Plan
developed

Business Service Review quarterly update

Q1

April 2017

Information Technology Service desk (2499)



Review sponsor	Blair Labelle, General Manager, Information Technology
Review lead	Katherine Gray, Program Manager, Business Process Management
Review champion	Adam Fischer, Manager, Service Desk
Current phase	Discovery and analyze

Purpose

To enhance stability, sustainability, efficiency and continuous improvement.

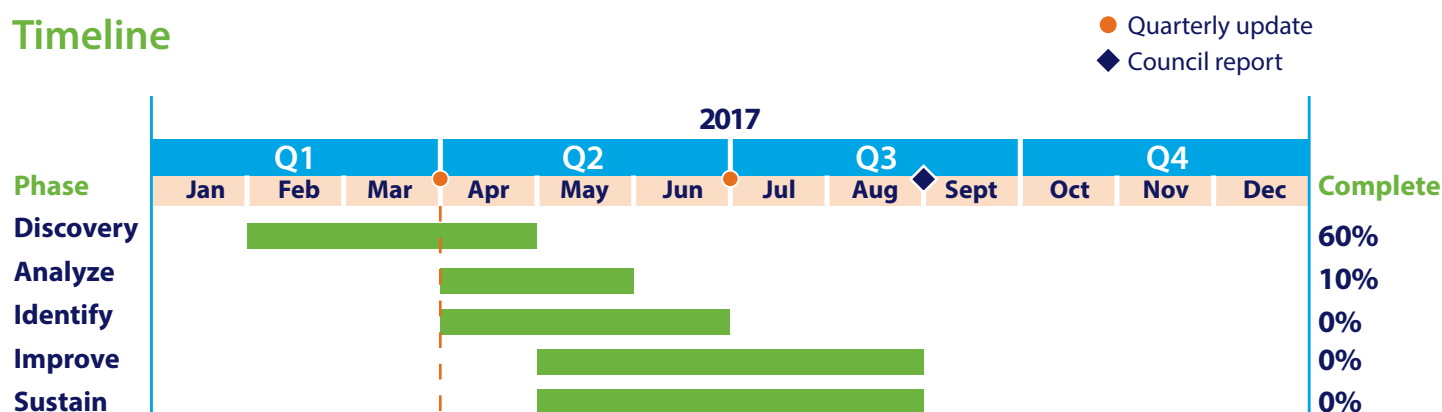
Scope

Process from intake of request to closure of service ticket.

Deliverables

- Process maps for all processes in the service
- Prioritization process for service requests
- Options for service levels
- Recommendation report

Timeline



Status

30%
of review
complete

Milestones



**Discovery
phase**
underway



**Data
collection**
underway



**Communication
Plan**
under development

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Identifying a Province-wide Cycling Network	MTO	Extended from original deadline of May 12, 2017 to May 26, 2017	Ontario's draft province-wide cycling network is a long-term aspirational plan to connect municipal cycling routes and places of interest, promote recreational cycling and cycling tourism in Ontario, and help prioritize future cycling investments in provincial highways.	Letter submitted via Environmental Registry (013-0190)	Staff can provide comments to the ministry that do not conflict with existing or previously approved council positioning.	Engineering Services	http://www.ebr.gov.on.ca/ERS-WEB-External/displaynoticecontent.do?noticeId=MTMyMjUx&statusId=MjAwNzYz&language=en

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Building Ontario's First Food Security Strategy	Minister responsible for the Poverty Reduction Strategy	May 31 st , 2017	<p>The province has determined the need for a Food Security Strategy given the struggles of many Ontarians to manage the competing demands of putting food on the table and keeping a roof overhead and/or the reality of an intergenerational cycle of poverty.</p> <p>The aim of creating Ontario's first Food Security Strategy is to ensure every Ontarian has sufficient access to affordable and nutritious food.</p> <p>As the Province embarks on the strategy, the connection between prosperity and food security will be considered, recognizing the diversity of our province and the role that food plays across cultures and communities throughout Ontario.</p> <p>The Strategy must address physical and economic access to sufficient, safe, nutritious and culturally appropriate food, including in remote and Indigenous communities and for Indigenous peoples across the province. It must also address the needs of the one in four Ontarians who were born outside of Canada and may face other barriers.</p>	<p>A response directly from the City is not recommended in this case. However, a local group, hosted by the Poverty Task Force, will be submitting a response to the Provincial consultation. Staff participate on the local group. The community response will be shared with Council via correspondence following the submission to the Province.</p>	<p>While food insecurity has a number of local implications for the wellbeing of Guelph residents and the municipality, the Poverty Task Force and Seed Community Food Hub are currently focused on the issue of food insecurity, and together with their key stakeholders offer broad expertise in local issues related to food insecurity.</p>	Community Investment	https://www.ontario.ca/page/building-ontarios-first-food-security-strategy

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Proposed amendment to the 5-year time limited exemption for two-way radios under Ontario's Distracted Driving Law.	Ontario Ministry of Transportation (MTO)	June 15, 2017	<p>On January 1, 2018, specific time-limited exemptions for the holding and use of two-way radios outlined in Ontario Reg. 366/09 are set to expire thereby prohibiting their use for all road users.</p> <p>MTO is requesting feedback from stakeholders on three proposed options:</p> <ol style="list-style-type: none">1) Extend the exemption for hand-held use of two-way radios for an additional seven years.2) Make the exemption permanent.3) Allow the exemption to expire (making hand-held use of devices illegal and requiring all currently exempted drivers to use hands-free alternatives only).	Staff comments will be submitted by the on-line email form on the Ontario's Regulatory Review site and provided to Council via the Information Package following the consultation deadline.	Certain public function employees (i.e. public transit, Public Works) are permitted to use two way radios to provide service and obtain assistance. The prohibition of two-way radios may require the City to consider an alternative form of communication technology.	Operations(Fleet)	Ontario's Regulatory Review

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Proposed New Excess Soil Reuse Regulation and Amendments to Existing Regulations	Ministry of the Environment and Climate Change (MOECC)	June 23, 2017	<p>An EBR notice has been posted (013-0299) proposing a new regulation and key complementary regulatory amendments related to the management of excess soil including proposed amendments to the Records of Site Condition Regulation (O. Reg. 153/04). Amendments to the latter will make excess soil management on brownfield properties consistent with and complementary to the proposed excess soil management requirements.</p> <p>The proposals will have the following goals: to protect human health and the environment from inappropriate relocation of excess soil; and enhance opportunities for the beneficial reuse of excess soil and reduce greenhouse gas emissions associated with the movement of excess soil.</p>	Staff comment will be submitted via the online Environmental Registry (EBR) and provided to Council via the Information Package following the consultation deadline.	<p>Several hundred tonnes of excess soils are being generated and brought to the City every year as a result of infrastructure projects, development projects (subdivision projects), environmental projects etc. As such, it would be in the best interests of the City to provide comments and/or concerns to the MOECC regarding the best use/reuse of the excess soils and to promote efficiency in the (re)development of brownfields located throughout the City.</p> <p>The City recently was awarded a "2016 Brownie Award" for its "Guideline for the Development of Contaminated or Potentially Contaminated Sites". The City is known for its flexible and practical approach to the development of Contaminated or Potentially Contaminated Sites.</p> <p>The City's environmental engineering service area was consulted several times by MOECC staff when they were formulating the amendments to O. Reg. 153/04.</p> <p>The City's new snow disposal facility will also function as a temporary excess soil storage area, and street sweeping storage among other uses.</p>	Engineering Services	https://www.ebr.gov.on.ca/ERS-WEB-External/displaynoticecontent.do?noticeId=MTMyMzMw&statusId=MjAwOTA2&language=en

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Email: municipality@eastferris.ca

REGULAR COUNCIL MEETING

HELD

May 23rd, 2017

No. 2017-174

Moved by Councillor Champagne

Seconded by Councillor Rochefort

THAT Council for the Municipality of East Ferris supports the letter from Cheryl Gallant, Member of Parliament regarding the Trudeau Liberals removing the tax-exempt portion of remuneration paid to local officials from their 2017 Federal Deficit Budget;

AND FURTHER that copies of this resolution be forwarded to Premier of Ontario, Kathleen Wynne, Local MP, Anthony Rota and Ontario municipalities.

Carried Mayor Vrebosch

CERTIFIED to be a true copy of
Resolution No. 2017-174 passed by the
Council of the Municipality of East Ferris
on the 23rd, day of May, 2017.

A handwritten signature in black ink, appearing to read "Monica L. Hawkins".

Monica L. Hawkins, AMCT
Clerk

CORPORATION OF THE MUNICIPALITY OF CALVIN
Resolution

DATE: May 23, 2017

NO. 2017-090

MOVED BY Greg Acheson

SECONDED BY Anna Edwards

WHEREAS the Council of the Corporation of the Municipality of Calvin hereby supports the Township of North Frontenac Municipal Council Resolution #222-17 dated May 1, 2017 which reads;

WHEREAS Council passed Resolution #180-17 approving Councillor Hermer's Notice of Motion be brought forward at the April 28, 2017 Council Meeting regarding Hydro Rates including the 25% reduction not being applicable to seasonal residents, delivery charges, etc.;

AND WHEREAS the government has reduced Hydro One consumers' delivery charges by 17% with an additional 8% HST to Ontario Residents;

AND WHEREAS due to unreasonable requirements for reduction most seasonal residents do not qualify for the reduction;

AND WHEREAS all consumers residing within a native reserve are exempt from the delivery charges;

NOW THEREFORE BE IT resolved that the Municipality of Calvin supports the Township of North Frontenac to respectfully request that in the name of fairness and equality, these charges be removed from all Hydro One customers billing;

AND THAT a copy of this resolution be provided to the Premier of Ontario, the Minister of Energy; all Municipalities within the Province.

CARRIED Wayne B.

DIVISION VOTE

Certified true copy

<u>NAME OF MEMBER OF COUNCIL</u>	<u>YEAS</u>	<u>NAYS</u>
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_____	_____	_____
_____	_____	_____
_____	_____	_____
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Sydney Krass
Clerk Treasurer
Municipality of Calvin



May 24, 2017

PLN: 17-43

File Code: R02

Sent by: mail & email

To Whom It May Concern:

Re: West Guelph French Immersion (FI) Boundary Review

As part of the Board's Annual French Review process, Staff confirmed that a new West Guelph FI program will be accommodated at Gateway Drive PS (JK-3 FI) and Willow Road PS (Grades 4-8 FI). At the May 23, 2017 Board meeting, trustees approved the initiation of the West Guelph French Immersion (FI) Boundary Review process to confirm the boundary for this new FI program.

In the Initial Boundary Review Report presented to trustees, there were three (3) possible accommodation options presented. A fourth option was presented to Trustees by staff in response to questions about the proposed new West Guelph FI program.

Options 1-4 recommend the same West Guelph JK-8 FI boundary for Gateway Dr PS/Willow Rd PS. The boundary generally includes the area west of the Hanlon Expressway to the Guelph Woolwich Townline, south of Speedvale/Highway 7 and north of the Speed River. This area is currently assigned to Paisley Rd PS for JK-3 FI and John McCrae PS for Grades 4-8 FI.

Staff has recommended Option 3 in the Initial Boundary Review Report. Option 3 proposes starting the FI program with JK/SK at Gateway Dr PS in 2018/19. Each year following, the program would grow by a grade resulting in the full implementation of the new JK-8 FI program in West Guelph by 2026/27. Option 3 also considers modifying the FI grades currently offered at Paisley Rd PS and the JK FI caps at both Paisley Rd PS and John McCrae PS.

Public input is being sought throughout the review process. A **Public Information Session** is scheduled for **June 21, 2017, from 7-9 pm in the gymnasium at Gateway Dr PS**. At this meeting there will be a staff presentation of the Initial Boundary Review Report including staff's recommended option and an opportunity for parents/guardians to ask questions and provide feedback.

You can view a copy of the report, which includes maps of the recommended option, online at www.ugdsb.on.ca/wgbr. The review's webpage is an excellent way to keep up-to-date with the process of the boundary review.

Upper Grand District School Board

• Mark Bailey; Chair
• Marty Fairbairn; Vice-Chair

• Linda Busuttill
• Susan Moziar

• Kathryn Cooper
• Bruce Shieck

• Barbara Lustgarten Evoy
• Lynn Topping

• Martha MacNeil
• Barbara White

Should you wish to provide input into this process, you can direct your comments to the Board's Planning Department.

Sincerely,

Upper Grand District School Board

A handwritten signature in blue ink, appearing to be 'J. Passy', is written over a light blue rectangular background.

Jennifer Passy, BES, MCIP, RPP
Manager of Planning