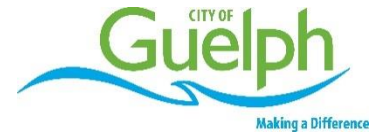


Information Items



Week Ending October 18, 2019

Reports

1. Update on Transit Business Service Review
2. Guelph Sports Hall of Fame Committee Annual Report

Intergovernmental Consultations

1. Proposed Provincial Policy Statement (PPS) Changes
2. Proposed Changes to the Aggregate Resources Act
3. Review of Dedicated Gas Tax Funds for Public Transportation Program
4. Proposal to make the current exemption under the Highway Traffic Act for hand-held two-way radios for commercial drivers and amateur radio Operators Permanent
5. Building Code Services Transformation

Correspondence

1. Wellington-Dufferin-Guelph Board of Health - Highlights October 2019

Boards and Committees

1. [Guelph Police Services Board – Minutes September 19, 2019](#)

Items Available in the Clerk's Office

1. None

Information Report



Service Area Public Services
Date Friday, October 18, 2019
Subject **Update on Recommendations from 2019 Guelph Transit Business Service Review**
Report Number PS-2019-25

Executive Summary

Purpose of Report

To provide an update to Council on the status of the 12 recommendations from the [Guelph Transit Business Service Review Final Report](#) of January 29, 2019.

Key Findings

There were 12 recommendations made as part of the 2019 Guelph Transit Business Service Review. Eight recommendations have reached major milestones to achieve the goals of the service review, and the remaining four recommendations are part of ongoing internal processes.

Financial Implications

The service review recommendations resulted in a 2019 approved budget increase of \$498,626, the majority of which was for staffing resources. Further stabilization of the workforce in 2020, which is a continuation of service review recommendation number 12, has an estimated cost of \$269,853, which is for three additional transit operators. This amount will be included as a consideration during the 2020 operating budget deliberations.

In addition to the workforce stabilization, there are financial implications associated with most of the recommendations, including the renewal of the CoFare contract, on-going route optimization that aims to increase revenue to cost ratios, and savings realized from the discontinuation of the morning shuttle service. The 2020 and future operating budgets will provide for all these changes and improvements as Guelph Transit continues to implement the service review recommendations.

Report

Details

There were 12 recommendations made as part of the 2019 Guelph Transit Business Service Review. The key impacts of these recommendations were intended to be as follows: improved conventional service reliability; increased service levels and

efficiencies on the Community Bus; greater accuracy of data leading to improved controls in performance management and reporting processes; an increase in safe and defensive driving, customer service, and safe work practices; increased capacity for mobility and on-demand customers; increased revenue potential, reduced costs and consistent service standards to aid in the decision-making process.

As of July 2019, the status of each of the recommendations with the approved 2019 budget impacts are as follows:

1. Set a funding and fare pricing policy based on a revenue-to-cost performance range.
 - This is part of an ongoing process of setting fare pricing. The net revenue to cost ratio is currently at 42 per cent, which is within the appropriate range of 40 to 45 per cent in order to maintain the current fare pricing policy.
2. Expand and rebrand the Community Bus service.
 - Consultation on the outcome of our public engagement sessions for the Community Bus Route was conducted in May 2019. A staff recommendation report will be submitted to Council in November 2019.
 - The 2019 budget impact is \$7,000 for advertising related to community engagement.
3. Conduct an operational route review looking at both holistic system changes as well as individual route modification.
 - The contract position of Route Review Specialist was posted for internal and external applicants in June 2019. Interviews were conducted and a successful candidate has been selected for the position.
 - The Review and Planning Program (RAPP) was initiated in April 2019 to perform monthly route reviews alongside the Route Review with a focus on investing in the highest value routes for Guelph Transit customers.
 - The budget impact is \$200,000 for the Route Review Specialist 24 month contract position, funded from reserves, commencing October 2019 to October 2021, which is delayed from the original approved Council timing.
4. Develop a Guelph Transit strategic plan within the context of the Transportation Master Plan, to provide direction for conventional, mobility, and specialized transit service to 2040.
 - This recommendation is ongoing and subject to development of the Transportation Master Plan (in progress).

- The General Manager of Transit is a member of the internal Transportation Master Plan Steering Committee to ensure alignment of strategies.
5. Discontinue morning shuttle service (pilot project) to Guelph Central Station.
 - The shuttle service was discontinued in spring 2019, which has a budgeted annual cost savings of \$12,000.
 6. Review and renew the CoFare contract.
 - The CoFare contract has been received and is under review. Staff are in the process of executing an updated agreement that will achieve a budgeted annual cost savings of \$5,000.
 7. Develop an operator recertification program to support service reliability, safety, and consistency.
 - This recommendation is an ongoing process. A recertification module that meets the needs of Guelph Transit is being developed for transit operators and supervisory staff.
 - The 2019 budget impact for training costs is \$17,600.
 8. Implement staffing adjustments to increase capacity for return to work, wellness, recruitment, and retention challenges, and to support the efficient and effective management and administration of core business.
 - Positions of Manager of Transit Business Services and a fulltime on-site Human Resources Advisor for Transit were hired in 2019. These resources will provide the capacity required to meet these service review deliverables.
 - The 2019 budget impact is \$115,000 for the Human Resource Advisor position; however there is no budget impact for the Business Services Manager due to savings from internal realignment.
 9. Improve reporting methods related to vehicle maintenance.
 - This initiative is part of the Corporate Asset Management Program to replace the Oracle Work and Asset Management (WAM) System and the Fleet Management Information System (FMIS).
 - Completion anticipated in two to three years.
 10. Implement the new fare box program with the capability for reusable tap and go passes (smart cards).
 - The tender to implement the new fare boxes was awarded to Payment in Motion in May 2019.
 - The position of Project Manager for the electronic fare management system was hired in June 2019 and will provide the capacity necessary to successfully implement the fare box system.

- This project has grant funding from the Public Transit Infrastructure fund (PTIF) provided through federal infrastructure funding, whereby the Government of Canada is cost matching recipient contributions up to 50 per cent of total eligible project costs. The PTIF – Phase One deadline is March 31, 2020.
11. Develop a pilot program to test the service gains (improved scheduling and increased capacity) from Intelligent On-Demand Transit software with the Mobility Service, and assess feasibility for low density and low utilization applications.
 - A contract has been awarded as a pilot project with RideCo to implement an on-demand Mobility Service.
 12. Stabilize the workforce levels to ensure sustainable provision of current level of service and reduction of overtime, through a base staffing increase of 19 drivers, to be phased in over six years.
 - Council approved an increase in staffing complement of three Transit Operators through the 2019 operating budget at a cost of \$260,000.
 - Vacancies continue to be a challenge for Guelph Transit, and a focus on recruitment and retention has been successful through the first half of 2019.

Financial Implications

The service review recommendations resulted in a 2019 budget increase of \$498,626, of which \$100,000 was one-time funding and \$398,626 was a base increase, the majority for staffing resources. Further stabilization of the workforce in 2020, a continuation of service review recommendation number 12, has an estimated cost of \$269,853, which is for three additional transit operators. This amount will be included as a consideration during the 2020 operating budget deliberations.

Further financial implications of the service review implementation include:

- A focus on revenue to cost ratio metrics to monitor the success of the Guelph Transit service will provide Council with confidence in their oversight responsibilities.
- Ongoing route optimization through the Route Review process which will improve revenue to cost ratios over time.
- Increased revenue opportunity from the renewal of the CoFare contract.
- Increased revenue and data tracking opportunities with the new Farebox program being implemented through 2020. The capital cost of this project is funded with a grant from the Provincial Transit Infrastructure Fund and will provide the much needed modernization investment for the Transit financial system.
- Leveraging technology to deliver an innovative on-demand Mobility Service option could lead to improved customer satisfaction and higher revenue to cost ratios for that division.

- Increased revenue and customer satisfaction from the Community Bus review.
- An investment in Guelph Transit staff will increase productivity, lead to increased employee satisfaction, and reduce employee turnover costs, which will all have a positive impact on future budgets.

The 2020 and future operating budgets will provide for all these changes and improvements as Guelph Transit continues to implement the service review recommendations.

Consultations

Finance

Corporate Administrative Plan

Overarching Goals

Service Excellence

Service Area Operational Work Plans

Our Services - Municipal services that make lives better

Attachments

None

Departmental Approval

Tara Baker, General Manager of Finance, City Treasurer

Raquel Gurr, Corporate Analyst

Report Author

Andrea Mikkila, Supervisor, Scheduling and Service Planning

Courtney McDonald, Manager, Transit Business Services



Approved By

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General Manager

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Recommended By

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Deputy Chief Administrative Officer

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Information Report



Service Area Public Services
Date Friday, October 18, 2019
Subject **Guelph Sports Hall of Fame Committee Annual Report**
Report Number PS-2019-26

Executive Summary

Purpose of Report

To provide Council with an annual report from the Guelph Sports Hall of Fame Board of Directors Advisory Committee.

Key Findings

The Guelph Sports Hall of Fame Board of Directors was established in 1993 and consists of six members at large and three Kiwanis Club members. The primary goal of this advisory committee is to ensure that Hall of Fame Inductees and local High School Ambassadors are recognized at the annual Kiwanis Sports Celebrity Dinner, which was hosted on May 15, 2019.

Financial Implications

There are no financial implications.

Report

Details

The Guelph Sports Hall of Fame Committee determines and recognizes new Sports Hall of Fame Inductees and local High School Ambassadors at the Kiwanis Sports Celebrity Dinner held in May of each year. Hall of Fame inductees are presented with a unique framed artist rendering and biography; larger versions of these framed renderings are placed on public display at the Sleeman Centre in an area designated for the Guelph Sports Hall of Fame. Nominations for the Guelph Sports Hall of Fame are provided by the community via an application/nomination process and a designated Selection Committee determines inductees.

The Hall of Fame Committee Objectives are:

To recognize and honour achievements of Guelph individuals and teams who have made a major contribution to the development and advancement of sports in Guelph.

To permanently record and give public prominence to the achievement of such individuals and teams in a public display centre.

This year's inductees were:

Athlete – Casey Cooper

Athlete – Charlie Barnes

Builder – Albert Tschirhart

Official – Wayne Marshall

Team – 1975 Guelph Ingrams Fastball Team

2019 High School Ambassadors:

Our Lady of Lourdes Catholic School

Sydney Benninger

Emily Case

Phil Mathia

Kevin Martinez

Israel-Rain Roberts

St. James Catholic School

Dawson Bard

Alex Garbuio

Aaron Nowakowski

Bishop Macdonell Catholic School

Julia Burns

Ryan Gill

Brendan Gill

John F. Ross High School

Ashton Dalbello

Emily Fritzley

Charolotte Vanderkamp

In addition, at the 2019 Sports Celebrity Dinner, the following Special Olympians were recognized:

Jennifer Allen

Eva Bell

Sheldon Riley

Nathan Riley

Mackenzie de Jonge

The Board of Directors also reviews their Rules and Regulations on an annual basis. In this regard they have approved and instituted a change in the number of categories in the Guelph Sports Hall of Fame. This change will reduce the number of categories for nomination into the Guelph Sports Hall of Fame from five to three categories, those being: 1) Athlete, 2) Builder and 3) Team. The former categories of Official and Veteran Athlete have been removed, and existing nominations that remain on file in these categories will be now considered for nomination into the Athlete and Builder categories.

Financial Implications

None.

Consultations

None.

Corporate Administrative Plan

Overarching Goals

Innovation

Service Area Operational Work Plans

Our People - Building a great community together

Attachments

None.

Departmental Approval

Heather Flaherty, General Manager, Parks and Recreation

Report Author

Lynne Briggs, Manager of Recreation Services



Approved By

Heather Flaherty

General Manager, Parks and
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Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
ERO#019-0279 Proposed Provincial Policy Statement (PPS) Changes	Ministry of Municipal Affairs and Housing	October 21, 2019	<p>The Province is proposing changes to the PPS to support Ontario's Housing Supply Action Plan and recent changes to the land use planning system including Bill 108, More Homes, More Choice Act, 2019 and A Place to Grow: Growth Plan for the Greater Golden Horseshoe.</p> <p>Proposed changes include:</p> <ol style="list-style-type: none"> 1) Increasing Housing Supply and Mix including increasing the planning horizon from 20 to 25 years, increasing housing land supply from 10 to 12 years, and adding flexibility to the settlement area boundary expansion process. 2) Protecting the Environment and Public Safety including enhancing direction to prepare for the impacts of a changing climate, and enhancing stormwater management policies. 3) Reducing Barriers and Costs including requiring municipalities to fast-track development applications for certain proposals (e.g. housing), and refocusing energy policies to support a broad range of energy types and opportunities. 4) Supporting Rural, Northern and Indigenous Communities including enhanced municipal engagement with Indigenous communities on land use planning. 5) Supporting Certainty and Economic Growth including encouraging municipalities to assess locally-identified 	Written comments submitted through ERO. Council will be requested to endorse a proposed response at the October 16 Planning Meeting prior to submitting comments through the ERO.	The PPS is the consolidated statement of the provincial government's policies on land use planning that guides municipal decision making. Under the Planning Act municipal decisions on land use planning matters "shall be consistent with" the PPS. An endorsed Council response ensures that Council members are informed of the proposed changes and have an opportunity to contribute to the City's response.	Planning and Building Services	https://ero.ontario.ca/notice/019-0279

			employment areas when undertaking an official plan update, and providing municipalities with greater control over employment area conversions.				
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Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Proposed changes to the Aggregate Resources Act	Ministry of Natural Resources and Forestry	November 4, 2019.	<p>The Ministry of Natural Resources and Forestry is proceeding with changes to the way aggregates are managed in Ontario and would like to invite municipal input on the changes.</p> <p>The aggregate proposal that aims to cut red tape, create jobs, and promote economic growth within Ontario's aggregate industry.</p>	Written comments submitted to the Ministry of Natural Resources and Forestry	Guelph has an interest in the management of local aggregate resources and their impact on the community. Changes to the Act could impact a variety of current municipal practices and interests.	Planning Engineering & Environmental Services	https://ero.ontario.ca/notice/019-0556

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Review of dedicated Gas Tax Funds for Public Transportation Program	Ministry of Transportation	November 4, 2019.	<p>In Budget 2019, the government of Ontario committed to consulting with municipalities on a review of the Dedicated Gas Tax Funds for Public Transportation Program ("Gas Tax Program").</p> <p>Over the summer, the Ministry of Transportation consulted with municipal transit agencies through meetings with the Ontario Public Transit Association. The Ministry is now seeking to engage all municipalities.</p>	Survey to be completed and returned to the Ministry of Transportation	Changes to the program could impact current municipal funding.	Finance	Document provided directly to the municipality

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Proposal to make the current exemption under the Highway Traffic Act for hand-held two-way radios for commercial drivers and amateur radio operators permanent	Ministry of Transportation	November 4, 2019.	<p>The Ministry of Transportation (MTO) recognizes the importance of creating an effective regulatory environment that accommodates the use of new and innovative vehicle technologies which promote economic growth and prosperity in Ontario.</p> <p>In December 2017, the Minister of Transportation extended Ontario Regulation 366/09 (Display Screens and Hand-Held Devices) under the Highway Traffic Act (HTA) for a three-year period until January 1st, 2021. This exemption currently allows the following to hold or use a two-way radio:</p> <ul style="list-style-type: none"> o Certain public function employees (eg., bus drivers); o Commercial drivers; o Amateur radio operators (eg., an Industry Canada-licensed operator which could include a commercial driver). 	Written comments submitted to the Ministry of Transportation	Operations (fleet) to review the MTO proposal and provide comments. Historically, staff has been supportive of the proposed exemption.	Operations Department (Fleet)	Link to Ontario's Regulatory Registry

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Building Code Services Transformation	Ministry of Municipal Affairs and Housing	November 25, 2019.	<p>The provincial government has heard from stakeholders about the need for better, modern, and timely services to support the building sector's ability to understand and apply building code requirements. To do this, the ministry is proposing to establish a new administrative authority to deliver a suite of enhanced and new user-driven services. Modernized service delivery will ensure that the sector has the supports it needs to continue growing Ontario's economy, while protecting public health and safety.</p> <p>Feedback will help inform enhancements to current building code services and the development of new services, which would:</p> <ul style="list-style-type: none"> • strengthen public safety • streamline customer service and approval processes • deliver sector-driven services • provide timely and modern tools and products • promote consistency across the province • enhance integrity in the system 	Written comments submitted to the Ministry of Municipal Affairs and Housing	<p>The City of Guelph, Building Services has concerns related to public safety, conflict of interest and staffing impacts with regards to the proposed certified professionals.</p> <p>Building Services is supportive of the assistance proposed to recruit experienced building code professionals and the consistent application of code requirements across the Province as well as requiring coordinating professionals.</p> <p>The proposals will be reviewed in more detail and written comments provided.</p>	Planning & Building Services	https://ero.ontario.ca/notice/019-0422

WDG Board of Health

Highlights

Board of Health Members

George Bridge

*Chair,
Councillor, County of Wellington
Mayor, Town of Minto*

Allan Alls,

Councillor, County of Wellington

Christine Billings

Councillor, City of Guelph

Guy Gardhouse

*Councillor, County of Dufferin
Mayor, Township of East Garafraxa*

Rodrigo Goller,

Councillor, City of Guelph

June Hofland

Councillor, City of Guelph

Nancy MacDonald,

Vice-Chair, County of Wellington

Ralph Manktelow

County of Dufferin

Dr. Nicola Mercer

*Ex-Officio Member
Medical Officer of Health & CEO,
WDG Public Health*

Lambert Otten

County of Wellington

Chris White

*Secretary-Treasurer,
Councillor, County of Wellington
Mayor, Township of Guelph-Eramosa*

Wellington-Dufferin-Guelph Public Health is governed by a Board of Health consisting of local municipal councillors, mayors and community members and is mandated to support the well-being of individuals and communities.

Dr. Nicola Mercer, Medical Officer of Health, updated the Board on:

The flu is here: Locally, there have been two confirmed cases of the flu in children. Public Health is distributing the flu vaccine to physicians and long-term care homes. Pharmacies will receive vaccine from the Ministry of Health in November. Currently those most at risk should get the flu shot. This includes children under 5, adults 65 and older, pregnant women and those with chronic (or immune suppressing) medical conditions. Adults 65 and older can get a high-dose flu shot from their doctor or from Public Health. High-dose vaccine is not available at pharmacies and pharmacists can not vaccinate anyone under 5 years of age. Public Health will be running high-risk clinics in October and general public clinics in November. For more information:

www.wdgppublichealth.ca/flu

Vaping is not a harmless habit: In the U.S., medical officials are investigating recent cases of pulmonary illness associated with vaping products; currently there are reports of over 800 cases and more than 13 deaths. While there are no known deaths in Canada, the Middlesex-London Health Unit has reported one case of severe pulmonary illness linked to vaping in a teenager and Quebec has declared its first case of severe pulmonary illness linked to vaping in a patient in their 50s. There is limited evidence vaping helps smokers quit. There is evidence that vaping is increasing smoking rates in children. Once youth begin vaping, they get addicted to nicotine. With youth oriented flavours, it appears the industry is targeting youth to purchase an addictive product.

www.wdgppublichealth.ca/vaping-facts

Seniors Dental Care: WDG Public Health will provide dental care for residents who are 65 years of age and older who qualify because of low income and a lack of access to insurance benefits. This dental care program will help reduce unnecessary trips to the hospital, prevent chronic disease and increase quality of life for our seniors. Public Health will have a staged roll out to ensure organizational capacity is developed to meet the demand in our area. Our facilities will be renovated to accommodate the expansion of dental services. Currently, WDG Public Health provides free dental care for children age 17 and under from qualifying families (through the Healthy Smiles Ontario program).