

INFORMATION ITEMS

Week Ending October 27, 2017

REPORTS

1. Subsidy Strategy
2. Tourism Advisory Committee Annual Report
3. Outstanding Motions of Infrastructure, Development and Enterprise Services as of July 2017
4. Tier 1 Projects Q3 2017 Status Update
5. Business Service Review Q3 2017 Progress Update
6. CEI Update Interim Report

INTERGOVERNMENTAL CONSULTATIONS

1. Budget Talks
2. Ontario Offset Credits Regulation Under the Climate Change Mitigation and Low-carbon Economy Act, 2016

CORRESPONDENCE

1. Township of Drummond/North Elmsley Resolution re: Changes to On-call Provisions by Bill 148

BOARDS & COMMITTEES

1. None

ITEMS AVAILABLE IN THE CLERK'S OFFICE

1. None

Information Report

Service Area Public Services

Date Friday, October 27, 2017

Subject **Subsidy Strategy**

Report Number PS-17-33

Executive Summary

Purpose of Report

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

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

Key Findings

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

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

Changes to be implemented in early 2018 include:

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

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

Financial Implications

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

Report

The purpose of the Subsidy Strategy is to:

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

Background

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

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

Current subsidies that the Subsidy Strategy applies to:

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

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

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

Review of Income Eligibility

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

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

1. Income LICO & LIM

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

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

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

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

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

Table 1 Income Thresholds Differences

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

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

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

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

Table 2 Benefits Comparison for LICO and LIM

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

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

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

2. Before-Tax or After-Tax

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

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

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

Other considerations

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

Minimum Wage Increase

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

Alignment with Children's Foundation Free to Play Program

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

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

Monthly line ups for subsidy access

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

Policy Changes

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

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

Changes include:

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

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

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

Implementation

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

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

Financial Implications

Income Thresholds

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

Financial Implication of Policy Changes

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

Consultations

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

Corporate Administrative Plan

Overarching Goals

Service Excellence
Financial Stability

Service Area Operational Work Plans

Our Services - Municipal services that make lives better
Our People- Building a great community together

Attachments

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

Departmental Approval

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

POLICY STATEMENT

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

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

PURPOSE

Overall Program Outcome Goals

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

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

Operational Program Goals

The program policy and procedures will:

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

DEFINITIONS

“Access”

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

“City”

The Corporation of the City of Guelph.

“Citizen centered”

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

“Dependant”

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

“Family income”

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

“Household”

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

“Low income”

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

“Program Participant”

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

“Recreation Program”

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

“Resident”

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

“Transparent”

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

ROLES AND RESPONSIBILITIES

Community Investment staff is responsible for:

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

Recreation staff is responsible for:

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

ServiceGuelph staff is responsible for:

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

1. THE FAIR PROGRAM

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

2. GENERAL INFORMATION

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

3. EXCLUSIONS

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

4. ELIGIBILITY

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

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

5. WAITLISTS

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

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

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

6. DOCUMENTATION REQUIRED

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

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

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

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

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

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

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

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

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

7. TERMS AND CONDITIONS

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

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

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

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

8. ACCESSIBILITY

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

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

9. POLICY REVIEW

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

10. PROGRAM MONITORING AND REPORTING

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

11. COLLECTION AND USE OF PERSONAL INFORMATION

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

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

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

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

POLICY STATEMENT

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

PURPOSE

Overall Program Outcome Goals

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

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

Operational Program Goals

The program policy and procedures will:

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

DEFINITIONS

“Access”

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

“City”

The Corporation of the City of Guelph.

“Citizen centered”

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

“Dependant”

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

“Discounted Rate”

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

“Family income”

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

“Household”

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

“Low income”

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

“Monthly Pass”

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

“Program Participant”

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

“Resident”

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

“Transparent”

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

ROLES AND RESPONSIBILITIES

Community Investment staff are responsible for:

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

Guelph Transit staff is responsible for:

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

ServiceGuelph and Recreation staff is responsible for:

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

1. THE AFFORDABLE BUS PASS PROGRAM

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

2. FARE

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

3. ELIGIBILITY

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

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

Exclusions

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

4. DOCUMENTATION REQUIRED

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

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

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

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

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

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

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

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

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

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

5. TERMS AND CONDITIONS

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

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

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

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

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

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

6. THIRD PARTY PICK-UPS

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

Process and Documentation

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

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

7. DESIGNATED SUPPORT WORKERS

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

Process and Documentation

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

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

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

8. ACCESSIBILITY

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

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

9. POLICY REVIEW

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

10. PROGRAM MONITORING AND REPORTING

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

11. COLLECTION AND USE OF PERSONAL INFORMATION

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

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

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

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

Information Report



Service Area Public Services

Date Friday, October 27, 2017

Subject **Tourism Advisory Committee Annual Report**

Report Number PS-17-34

Executive Summary

Purpose of Report

To submit to Council the 2017 Tourism Advisory Committee Annual Report.

Key Findings

The Tourism Advisory Committee advised staff on matters related to tourism destination development in three priority areas: communications, tourism branding, and stakeholder engagement.

Financial Implications

None

Report

City Council established the Tourism Advisory Committee in 2015 to provide strategic input and advice on the implementation of the 2014 Tourism Operational Review and matters affecting the tourism industry.

The Committee's report advising on the recommendations of the 2014 Tourism Operational Review was completed in 2016. It ranked three priority areas for tourism service delivery and implementation: communications, tourism branding and stakeholder engagement.

In 2017, the ten-member Committee met four times. During that period the Committee advised staff on various projects:

Communications

Committee members assessed options for improving visitor information services delivery in existing public facilities and at special events attracting out of town visitors. This resulted in the development of the new 'Tourism to Go' stations and ongoing research into the use of digital interactive displays and mobile applications.

Tourism branding

The committee evaluated best practices from comparable destinations to assist staff in establishing process and context for the development of the Guelph tourism brand. This work supports the ongoing implementation of DestinationGUELPH community tourism strategy.

Stakeholder satisfaction and engagement

The committee focused on opportunities and activities that would increase the engagement of stakeholders in Guelph's tourism industry. Examples include:

1. Development of a monthly industry e-newsletter, Network News, circulated to over 200 tourism network members;
2. Creation of a working group between Tourism and University of Guelph to support sport tourism hosting;
3. Committee representation at industry events such as Music City presented by the Guelph Chamber of Commerce in May;
4. Participation in tourism industry discussions with regional, provincial and federal representatives. Committee members attended the Tourism Roundtable hosted by MP Lloyd Longfield, with special guest Honourable Bardish Chagger, Leader of the Government in the House of Commons and Minister of Small Business and Tourism held at the Guelph Civic Museum in June.

In 2018, the Committee's work will continue in the three priority areas, with an emphasis on the development of Guelph's destination identity.

Financial Implications

N/A

Consultations

Tourism Advisory Committee Chair

Corporate Administrative Plan

Overarching Goals

Service Excellence
Innovation

Service Area Operational Work Plans

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

Attachments

N/A

Departmental Approval

N/A

Report Author

Stacey Dunnigan, Manager, Culture and Tourism



Approved By

Danna Evans
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Recommended By

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Information Report



Service Area Infrastructure, Development and Enterprise Services

Date Friday, October 27, 2017

Subject **Outstanding Motions of Infrastructure, Development and Enterprise Services as of July 2017**

Report Number IDE-2017-120

Executive Summary

Purpose of Report

To advise Council of the status of all outstanding resolutions for Infrastructure, Development and Enterprise Services, and to advise if there are any outstanding resolutions that may no longer be of community and Council interest.

Key Findings

Staff are continuing to plan work required to address outstanding motions previously passed by the Committee/Council. In some cases, motions previously passed may no longer be of community interest or have the same level of priority, based upon more recent events or circumstances.

Financial Implications

N/A

Report

For some time, with input from the City Clerk's Office, a record of outstanding motions has been maintained. The Executive Team has directed staff to provide a biannual update of all outstanding motions. The biannual report may include recommendations, where appropriate, to eliminate from the list any outstanding motions. This current report is the eighth biannual report and covers the period ending July, 2017 (see Attachment 1).

Financial Implications

N/A

Consultations

Dolores Black, Council Committee Coordinator
City Clerk's Office

Corporate Administrative Plan

Overarching Goals

Service Excellence

Service Area Operational Work Plans

Our Services - Municipal services that make lives better

Attachments

ATT-1 Infrastructure, Development and Enterprise - Council/Committee
Outstanding Motions

Departmental Approval

Peter Cartwright, General Manager, Business Development and Enterprise;
Kealy Dedman, General Manager/City Engineer, Engineering and Capital
Infrastructure Services;
Peter Busatto, General Manager, Environmental Services;
Todd Salter, General Manager, Planning, Urban Design and Building Services;
Mario Petricevic, General Manager, Facilities Management

A handwritten signature in blue ink, appearing to read 'Scott Stewart', is written over a horizontal line.

Recommended By

Scott Stewart, C.E.T.
Deputy CAO
Infrastructure, Development and Enterprise
519.822.1260, ext. 3445
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Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
Business Development and Enterprise:				
July 17, 2017 Special Council	<ol style="list-style-type: none"> 1. That the Baker District redevelopment, as described in Report IDE 17-71, become the Corporation's priority program of work to further implement the Downtown Secondary Plan; and 2. That staff be directed to implement a Request for Proposal (RFP) process for the Baker District redevelopment, as described in Report IDE 17-71, and report back to Council on the results by no later than the end of Q1 2018; and 3. That staff be directed to develop the associated work plan, funding strategy and business term options for the Baker District redevelopment through the Request for Proposal (RFP) process, as described in Report IDE 17-71, and report back to Council by the end of Q1 2018; and 4. That staff be directed to apply the priority setting criteria and weighting, as described in Report IDE 17-71, to further assess the prioritization of the balance of the programs of work to implement the Downtown Guelph Secondary Plan, and to report back on the status of this work by the end of Q1 2018; and 5. That staff include a requirement for space allocation for a main library within the Baker Street RFP. 	Peter Cartwright Ian Panabaker	Yes	<p>Resolutions 2 and 3 are currently "in progress", which are to be managed by Business Development and Enterprise.</p> <p>The redevelopment of the Baker District is to be structured as a Tier 1 Complex Capital Project,</p> <p>A "Steering Committee" comprised of Business Development and Enterprise (sponsor), Finance and Planning has been established to oversee the RFP process.</p> <p>A project team comprised of Business Development and Enterprise, Planning, Finance, Legal, Engineering, Procurement and Communications has also been established to provided subject matter input into the RFP process.</p> <p>The consulting firms Collins Barrow and Urban Strategies have been retained to assist with the development and implementation of the RFP.</p> <p>Resolution 4 is being partially framed through the 2018 budget process, and will finalized with Council as described in the resolution.</p>
July 17, 2017 Special Council	<ol style="list-style-type: none"> 1. That the amended request for proposal for the design and construction of the Wilson Street Parkade, pedestrian bridge and Wilson Street final works from Gordon Street to Carden Street, as recommended by Staff and described in Report IDE-17-80 "Parking Master Plan Implementation: Award of the Wilson Street Parkade Design-Build Contract #17-050", be awarded for a total 	Peter Cartwright Ian Panabaker Kealy Dedman		<p>Resolution 1 has been acted on, and a contract for the Wilson Street Parkade Design-Build project has been executed.</p> <p>The contractor is currently</p>

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	<p>of \$20,404,532.00 exclusive of HST, and that the Mayor and the Clerk be authorized to execute the contract.</p> <p>2. That the required total budget increase of \$8,535,000 be approved and funded from debt and reserves funds in accordance with the staff recommendations in Report IDE-17-80 "Parking Master Plan Implementation: Award of the Wilson Street Parkade Design-Build Contract #17-050".</p> <p>3. That staff report back to Council with an update to the Parking Master Plan that incorporates the changes in strategy, technology, timing and revenue projections since Council endorsement of the plan.</p>		Yes	<p>preparing preliminary site plan and building plans for City review.</p> <p>Resolution 3 is currently "in progress" and being jointly addressed by Business Development and Enterprise, Engineering and Finance.</p>
June 26, 2017 Council	<p>1. That City staff be directed to commence proceedings to initiate the process for expansion of the Downtown Guelph Business Association (DGBA) pursuant to section 210 of the Municipal Act, 2001, SO 2001, c 25 (the "Act") based on the request of the DGBA to expand their business improvement area (BIA), attached hereto.</p> <p>2. That staff be directed to report back to Council with the results of the circulation required for the expansion of the Downtown Guelph Business Association.</p>	Peter Cartwright Ian Panabaker Stephen O'Brien	Yes	<p>Resolution 1 – Has been acted upon by City Staff.</p> <p>Resolution 3 – Clerks brought the results back to Council September 25, 2017. A by-law is being brought back to change the BIA Area October 11, 2017.</p>
Dec 19 2016	<p>Marketing Strategy for a Civic Tech Hub/Cluster</p> <p>1. That staff be directed to report back by Q2 2017 on a coordinated strategy (including Intergovernmental & Economic Development departments) for a specific marketing strategy to strengthen Guelph's Position as a Civic tech Hub/Cluster along the Innovative corridor.</p>	Barbara Swartzentruber Peter Cartwright Barb Maly	Yes	<p>Resolution 1 - This initiative is "in progress". Intergovernmental Affairs is the lead, with Business Development and Enterprise providing support.</p>
July 18, 2016 Council	<p>1. That Guelph City Council receive report IDE-BDE-1615 – 'Community Energy Initiative – City of Guelph Downtown and HCBP District Energy Business Case'.</p> <p>2. That Guelph City Council directs staff to support Guelph Municipal Holdings Inc., in efforts to operate the Galt Downtown and HCBP District Energy Nodes "as-is", while further efficiencies are explored with GMHI.</p> <p>3. That Guelph City Council directs staff to include in the Community Energy Initiative Update, which is to be presented for Council's consideration by no later than the end of Q1 2017, a City wide district energy business development strategy.</p>	Peter Cartwright Mario Petricevic	Yes	<p>Resolution 1 - Council report IDE-BDE-1615 – 'Community Energy Initiative – City of Guelph Downtown and HCBP District Energy Business Case' was received by Council.</p> <p>Resolution 2 - ENVIDA is currently continuing to operate the two DE nodes "as-is". Business Development and Enterprise has assisted ENVIDA with its efforts to explore further efficiencies, the results of which have been reported to Council.</p>

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
				<p>Resolution 3 - As per the IDE re-organization that was conducted in early 2017, Facilities Management is the lead department responsible for the CEI Update, which is currently in progress.</p> <p>The CEI Task Force has been created and has met. Funding applications to support CEI Update efforts have been confirmed by the Province and Federal governments.</p> <p>An interim report was provided on July 7, 2017, with a second update being prepared for October 27, 2017. The final report will be provided by the end of Q2 in 2018.</p>
April 25, 2016 Council	<ol style="list-style-type: none"> 1. That Council receive Report IDE-BDE-1604 entitled "Community Energy Initiative Update – Proposed Scope" for information. 2. THAT Council direct staff to provide a stand-alone, detailed formal report on the progress of the Community Energy Initiative (CEI) from inception in April 2007 to date that is consistent with format of previous and current (as described in this report IDE-BDE-1604) CEI reports. 3. That Council approve the establishment of a Community Energy Initiative update process that includes the following key principles as described in report IDE-BDE- 1604: <ul style="list-style-type: none"> ▪ Establishing a community-based advisory committee which will provide guidance, oversight and reporting to the community and to Council; ▪ A reference to the most recent Community Energy Initiative activity, status and gap analysis report; ▪ Improved community engagement with a strong interaction with local stakeholders; ▪ Clarity on roles of Local Government, Local Government Agencies, and local stakeholders; ▪ Improved understanding of the local, regional and global transforming energy market; 	Peter Cartwright	Yes, in consolidation with other CEI related matters	Resolutions 1 through 3 have been completed.

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	<ul style="list-style-type: none"> ▪ Reconfirmation of policy, program and regulation framework; ▪ Partnering with external third party advocacy and support groups such as, but not limited to Ontario Sustainable Energy Association and QUEST (Quality Urban Energy Systems of Tomorrow); ▪ Initiating rigorous analysis, reporting and oversight in support of developing acceptable baseline and targets and communicating measurable results; ▪ Update performance metrics which measure annual local performance, and measures such performance against benchmark communities; ▪ That key deliverables include rigorous business cases with net present value calculations and fully disclosed assumptions for projects. <p>4. That staff report back to Council with the results of the CEI update process described at key milestones as described in this report with a final report on the overall CEI process to be delivered no later than Q1 2017.</p> <p>5. That Council delegate authority to staff to make funding applications, subject to the joint approval of the Deputy CAO of Infrastructure, Development and Enterprise Services and the Deputy CAP of Corporate Service, to the Ontario Ministry of Energy's Municipal Energy Plan Program, and the Federation of Canadian Municipalities' Green Municipal Funds for supporting funds and other resources in support of the CEI Update process.</p>	Mario Petricevic	Yes	<p>Resolution 4 - A revised work plan has been developed to reflect current funding approvals. In summary Facilities Management and the CEI Task Force intend to provide the following information to Council:</p> <p>End of Q2 2018: Final Report will be presented to Committee.</p> <p>Regular Information Reports will also be provided to Council throughout 2017 and 2018.</p>
Nov.25/15 Special Council	<p>1. That the presentation on the Downtown Secondary Plan - Baker Street Redevelopment, be received.</p> <p>2. That staff be directed to develop a Downtown Implementation Strategy Framework for Council.</p> <p>3. That staff be directed to develop an Investment /Market Sounding package for exploring and scoping the private sector's interest regarding the redevelopment of Baker Street and where feasible other downtown projects.</p> <p>4. That staff be directed to report back to Council quarterly on the status of the Downtown Implementation Strategy Framework and the Baker Street Investment/Market Sounding.</p> <p>5. That staff be directed to work with library staff throughout these processes.</p>	Peter Cartwright Ian Panabaker	Yes	<p>Resolution 1 – N/A</p> <p>Resolution 2 – The process to develop the framework was workshopped with Council on February 16th, 2017. At its Special Council meeting of July 17th Council provided further directions which replace Resolutions 3 and 4.</p> <p>Resolution 5 - The library staff continues to be involved with both of these initiatives.</p>
Nov 23/15 Council	<p>Downtown Parking Master Plan</p> <p>1. That Council receive report #IDE-BDE-1510, titled "Downtown Parking Master Plan".</p>	Peter Cartwright Kealy Dedman		Resolution 1 – N/A

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	<p>2. That staff be directed to implement Scenario #3 as described in report #IDE-BDE-1510.</p> <p>3. That staff be directed to work with the Downtown Advisory Committee to develop metrics which will be used to measure and determine the effect and implementation of enhanced on-street parking management and customer service strategy within the downtown.</p> <p>4. That staff be directed to implement a targeted community engagement process for the purpose of creating a periphery parking management system.</p> <p>5. That staff be directed to provide annual progress reports regarding the implementation of the Parking Master Plan.</p> <p>6. That staff be directed to explore and report back by Q2 2016 on current and alternative opportunities to maximize economies of scale/staging of downtown enterprise projects, beginning with the Wilson Street parkade and including analysis of available procurement methods that might advance innovative ways in delivering a quality designed and built structure(s).</p>		Yes	<p>Resolution 2 – In progress</p> <p>Resolutions 3 & 4 – Delayed to the need to select a consultant with expertise within this area. Consultant has been hired and the initiative is currently in progress</p> <p>Resolution 5 – Regular reports have been and will continue to be provided to Council</p> <p>Resolution 6 – Staff have presented the results of a downtown real estate development request for information, which has resulted in the Baker District being identified as the priority program of work. Staff are currently implementing a RFP to identify a preferred private developer/investor for this project.</p>
July 28/14	<p>C-2014.39 Report of the CAFE– Hanlon Creek Business Park – Phase 3 Development Options</p> <p>1. That consideration of the Hanlon Creek Business Park Phase 3 development options be deferred until the General Manager of Economic Development reports back on the option of a 5 year extension to draft plan approval.</p>	Peter Cartwright	Yes	<p>Resolution 1 – The results of the revised business case have been presented to Council, which has provide direction to initiate a process to identify potential private sector interest in the development of HCBP Phase 3. The results of this initiative are to be presented to Council in Q1 2018.</p>
May 12, 2014	<p>That the General Manager of Economic Development be directed to explore with the Province of Ontario the creation of an updated Memorandum of Understanding to address an implementation strategy framework regarding the development of a Research and Development cluster and the redevelopment of the former Guelph Correctional Facility for the purposes described in Report 14–24.</p> <p>That the General Manager of Economic Development report back to Guelph City Council by no later than August 25, 2014</p>	Peter Cartwright	Yes	<p>Report IDE-BDE-1622 – ‘Guelph Innovation District Implementation Update’ was presented to Council at its December 19th, 2016 meeting. Council approved the following resolution: <i>‘That Guelph City Council directs staff to implement Option 4 –</i></p>

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	on the status of an updated Memorandum of Understanding.			<p><i>Respond to the Expression of Interest (City/Provincial Collaboration) as described in Report IDE-BDE-1622 – Guelph Innovation District – Implementation Update.'</i></p> <p>Outreach to Provincial contacts, as described within the staff report have continued throughout 2017, with the results to be presented to Council in late Q4/2017.</p>
April 28, 2014 Special Resolution	<p>Moved by Councillor Findlay Seconded by Councillor Piper Whereas public urination continues to detract from the presentation of our downtown; and Whereas Council has approved the use of pissiors conditional on a permanent public washroom facility being available; and Whereas there are no permanent public washrooms in place or currently planned for that would service late night downtown activity;</p> <ol style="list-style-type: none"> 1. That this resolution be forwarded to the Corporate Administration, Finance & Enterprise Committee for consideration. 2. Therefore be it resolved that the Downtown Renewal Office be charged with collaborating with downtown stakeholders to determine the most effective and timely manner to create a public washroom to serve downtown activity during all hours for the consideration of City Council. 3. That the Downtown Renewal Office present its recommendation by the end of Q3. 	Ian Panabaker	Yes	BDE has been tasked by the Executive Team to develop a Downtown Implementation Strategy, which in part will address downtown operational matters. It is staff's intention to address these resolutions within this comprehensive framework and report back to Council through this process, which includes a Council Workshop in February 2017 and a final report and recommendations in Q1 – 2018.
Oct. 28/13 Council	<ol style="list-style-type: none"> 1. That Downtown Renewal Report FIN-DR-13-03, "Downtown Entertainment District: Safe Semester Update", dated October 15, 2013, be received. 2. That the financial directions recommended in report FIN-DR-13-03 related to the continued financial support for the Safe Semester Project and to end further study of a Bar Stool Tax, October 15, 2013, be approved. 3. That a summary of full annual costs associated with late night downtown bars (policing and clean-up), be referred back to the Corporate Administration, Finance & Enterprise Committee. 4. That a request be made to the Guelph Police Services Board 	Ian Panabaker		Resolutions 3 & 4 – BDE has been tasked by the Executive Team to develop a Downtown Implementation Strategy, which includes identifying downtown operational matters. It is staff's intention to address these resolutions within this comprehensive framework and report back to Council through this process, which commenced with a Council Workshop in

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	to provide the information.			February 2017 and will cumulate with a final report and recommendations to Council in Q1 – 2018.
Dec 5 2013 Council Meeting	<p>Main Motion 13</p> <p>Whereas the Capital Renewal Reserve Fund is to be used for the exclusive purpose of financing capital assets identified in the City's strategic priorities and in accordance with the limitations set out in its policy;</p> <p>And whereas it may be utilized to leverage funding from other sources (such as grants or partnerships), to loan funds for a project which might otherwise require outside debt, or to provide bridge financing for an emergency infrastructure project; Be it resolved</p> <ol style="list-style-type: none"> 1. That an allocation of \$250,000 from the Capital Renewal Reserve Fund will be approved in principle to support the development of the IMICO site subject to the intention and conditions of the policy. 2. That the transfer of this allocation from the Capital Renewal Reserve Fund to a capital project will only be approved upon the acceptance of a business case including but not limited to the leveraging of funding from other sources. 3. That staff pursue applications under the eligible Brownfield components of the federal FCM Green Municipal Fund as potential matching funds for IMICO (200 Beverley) and other strategic property development needs. 4. That Finance and Enterprise staff conduct a comprehensive review of the City's strategic real estate needs and report back in Q2 2014 with a policy framework supporting the creation and administration of a Strategic Real Estate Reserve. 	<p>Peter Cartwright (Resolutions 1 & 3)</p> <p>CFO (Resolutions 2 & 4)</p> <p>CFO (Resolutions 2 & 4)</p>	Yes	<p>As provided in Report IDE-BDE-1621 – '200 Beverly Street – IMICO – Memorandum of Understanding' was presented to Council, which approved the following resolutions: a) <i>'That Guelph City Council authorizes the Mayor to sign the Memorandum of Understanding'</i>; and b) <i>'That Guelph City Council authorizes the General Manager of Business Development and Enterprise to manage those matters relating to the City of Guelph's participation in the Memorandum of Understanding'</i></p> <ol style="list-style-type: none"> 1. Complete. 2. Complete. 3. In collaboration with the private party (ARQi) that is noted within the IMICO MOU, work has commenced to advance site planning matters, which will inform future applications to FCM. 4. Outstanding.
Engineering and Capital Infrastructure Services:				
July 24, 2017 Council	That staff evaluate and report back regarding the potential of woonerfs as a planning tool for future road constructions / re-constructions in the City.	Kealy Dedman Todd Salter	Yes	Information report to Council expected in Q2 2018.
July 24, 2017 Council	<ol style="list-style-type: none"> 1. That the Guelph Active Transportation Network Design Guidelines and Feasibility Study dated June 2017, prepared by WSP and Paradigm Transportation Solutions Limited, be approved. 2. That staff be directed to bring forward the prioritized programs of work identified in the Guelph Active Transportation Network 	Kealy Dedman Jennifer Juste		<ol style="list-style-type: none"> 1. Completed 2. In progress: work has been identified in the 2018 Capital Budget forecast under Active Transportation

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	<p>Design Guidelines and Feasibility Study dated June 2017, estimated to be of a total value of \$12,268,000 for Council consideration through the 2018-2027 Capital Budget process.</p> <p>3. That staff study the movement of the Water / Gordon pedestrian light to the north side of the river to connect the trails identified in the Active Transportation Network study and for possible incorporation into future capital costs.</p> <p>4. That staff be directed to include a connection in the ATN under the Hanlon Expressway and update Council on costing during the 2018 capital budget.</p> <p>5. That the re-establishment of a Trails Advisory Committee be sent to PS staff for an information report to Council in Q1 2018.</p> <p>6. That the operating budget to provide year-round maintenance of the proposed active transportation network be increased as new trails are constructed to a total additional amount of approximately \$271,000 per year once fully implemented and that this be referred to the operating budget for further deliberation.</p>	<p>Heather Flaherty/Luke Jefferson</p>		<p>3. In progress: staff will bring forward information in Q1 2018 with recommended actions and next steps.</p> <p>4. Complete. For Council consideration and approval, the Active Transportation – Program of Work in the 2018 Capital budget includes funding for completing feasibility work to establish a trail connection under the Hanlon Creek bridge.</p> <p>5. In progress: An Information report will be presented to Council in Q1 of 2018 in coordination with an update report on the Guelph Trail Master Plan. Note that a recommendation speaking to the Trails advisory committee or the GTMP itself will be provided upon project completion in Q1 2019.</p> <p>6. Complete: As projects and funding for the implementation of new Active Transportation trails are approved by Council as part of the annual capital budget, the associated operating budget will also be identified for approval. This information has been captured in the 2018 budget</p>

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
Dec.7, 2016 Council (Budget)	<ol style="list-style-type: none"> 1. That \$700,000 for downtown parking metres be removed from the 2017 Capital Budget. 2. That staff report back on the timing of implementation once performance metrics have been put in place and measured. 	Kealy Dedman	Yes	<p>Resolution 1 - As per Council's direction, the \$700k has been removed from the 2017 Capital Budget.</p> <p>Resolution 2 – Report to Council with recommendations from Parking Metrics study planned for Q1 2018.</p>
Council Sept.26, 2016	<ol style="list-style-type: none"> 1. That Downey Road remain classified as an arterial roadway. 2. That the preferred Downey Road traffic calming conceptual design as described in the report "Downey Road Transportation Improvement Study," dated September 6, 2016, be approved, in principle, and that staff report back on alternative types of traffic controls at Downey Road and Niska intersection. 3. That funds be allocated for a phased approach for design and construction options in the 2017 budget and forecast allowing staff to proceed to a detailed design and construction. 	Kealy Dedman Allister McIlveen	Yes	<p>Funding for the detailed design was approved in 2017 budget. Staff will begin work in Q2 and report back to Council in Q1 2018</p> <p>Phase 1 (horizontal deflection and bike lanes) construction to be completed in 2017.</p>
Dec.3/15 Special Council	<ol style="list-style-type: none"> 1. That staff be directed to refer the Heritage Guelph recommendation to designate the Niska Road/Hanlon Creek Conservation precinct as a cultural heritage landscape to the IDE Committee for consideration of bringing forward a notice of intent to designate. 2. That staff be directed to preserve the superstructure of the current Bailey Bridge and work with heritage Guelph and the Township of Puslinch to bring forward a recommendation for relocation/recycling of the bridge to a new location. 	Kealy Dedman Todd Salter		<ol style="list-style-type: none"> 1. Prior to detailed design, staff will complete a Heritage Impact Assessment. This HIA will be prepared for the Niska Road Corridor based on the recommended alternative and/or requirements of the MOECC subsequent to review of the Part II requests as well as the previously submitted Cultural Heritage Evaluation Report and Cultural Heritage Landscape addendum. Completed. 2. This will be addressed through the detailed design (currently underway)
July 28, 2014	<ol style="list-style-type: none"> 1. That staff be provided the authority to declare a temporary on-street parking ban effective 2014. 2. That overnight on-street parking on Guelph Transit bus routes be restricted during the period of the winter overnight on-street parking restriction effective 2014. 3. That the following be referred to the 2015 budget process for consideration: That the duration of the winter overnight on-street parking 	Kealy Dedman Allister McIlveen		<ol style="list-style-type: none"> 1. In place. 2. Only street that was affected is Goodwin Drive and permissive overnight parking signs have been removed and bylaw amended. 3. By-law has been amended and it was discussed at 2015

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
				2017.
June 13, 2016 Council Planning	<ol style="list-style-type: none"> 1. That Report 16-46 regarding 42 Carden Street, dated June 13, 2016 be received. 2. That the Environmental Study Grant application made by 10 Carden and applying to 42 Carden Street be approved. 3. That staff be directed to consider the issue of timing of work and City approvals for the environmental study grant programs through the Brownfield Redevelopment CIP review scheduled for 2017. <input type="checkbox"/> 	Melissa Aldunate	No	<ol style="list-style-type: none"> 1. Complete 2. Complete 3. To be incorporated in CIP review
April 11, 2016 Council Planning	<ol style="list-style-type: none"> 1. That the application from Astrid J. Clos Planning Consultants on behalf of Terra View Custom Homes Ltd. for approval of a proposed Draft Plan of Residential Subdivision consisting of 342 residential units, consisting of 117 single detached dwellings, 4 semi-detached dwellings, 68 cluster townhouse units, and 153 apartment units, an open space block, two stormwater management blocks, a walkway/servicing block, a walkway block and a park block, as shown on Attachment 5, applying to property municipally known 132 Harts Lane West and legally described as Part of Lot 4, Concession 7 (formerly Township of Puslinch), City of Guelph, be approved for a five (5) year period in accordance with Schedule 1 attached hereto. 2. That the application by Astrid J. Clos Planning Consultants on behalf of Terra View Custom Homes Ltd. for approval of an Official Plan Amendment to add an exemption clause to Section 7.2.32 of the Official Plan to allow the apartment block (Block 121) to have a net density to not exceed 152 units per hectare, be approved, in accordance with Schedule 1 attached hereto. 3. That the Development Agreement outlining the owner's commitment to satisfy the City that the Neighbourhood Club use applying exclusively to Lot 58 within Draft Plan of Subdivision 23T14502 will be operated and maintained in a manner that meet the intent of the zoning by-law between The Corporation of the City of Guelph and Terra View Custom Homes Ltd. be executed by the Mayor and Clerk. 4. That the application by Astrid J. Clos Planning Consultants on behalf of Terra View Custom Homes Ltd. for approval of an Zoning By-law Amendment from the UR (Urban Reserve) Zone to the R.1D-? (Specialized Single Detached Residential) Zone, R.1C-? (Specialized Single Detached Residential) Zone, R.1C-28 (Specialized Single Detached Residential) Zone, R.2-? (Specialized SemiDetached/Duplex Residential) Zone, R.2-3 (Specialized Semi-Detached/Duplex Residential) Zone, R.3A-? (Cluster Townhouse) Zone, R.4B-? (Specialized Apartment) Zone, P.1 (Conservation 	Chris DeVriendt		<ol style="list-style-type: none"> 1. Completed 2. Completed 3. Completed 4. Completed

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	<p>Land) Zone, P.2 (Neighbourhood Park) Zone, and WL (Wetland) Zone to implement a residential Draft Plan of Subdivision comprising 342 residential units, be approved, in accordance with Schedule 1 attached hereto.</p> <p>5. That Council direct staff to prepare a report to Council describing the proponent's Conservation Plan for the Hart farmhouse and with recommendations regarding Council's intention to designate the Hart farmhouse under Part IV of the Ontario Heritage Act.</p> <p>6. That in accordance with Section 34(17) of the Planning Act, City Council has determined that no further public notice is required related to the minor modifications to the proposed Zoning By-law Amendment affecting 132 Harts Lane West.</p>	Stephen Robinson	Yes	<p>5. Report to Committee of the Whole scheduled for November 2016 re: notice of intention to designate the Hart farmhouse. Delayed at developer's request.</p> <p>6. Completed</p>
February 8, 2016 Council Planning	That parking and traffic surrounding 139 Morris Street be followed up one year after the development is completed.	(Engineering) Terry Gayman	No	Pending. Construction of the development has not commenced.
Sept.14, 2015	<p>OMB Hearing – 171 Kortright Road West Zoning By-Law Amendment (File: ZC1413) – Ward 5</p> <p>1. That the issue of loss of sites suitable for "faith-based institutions" be referred to the Infrastructure, Development & Enterprise Committee to examine needs, supply or any further recommendations and report back with the scoping for the process.</p>	(Planning) Melissa Aldunate	Yes	Report to Committee of the Whole in Q4 2017 re: scoping.
September 30, 2013	<p>1. Whereas a great deal has been learned from the failed conservation of the Wilson Farmhouse.</p> <p>2. That the matter of appropriate funding for the maintenance and conservation of heritage resources in City ownership be referred to the 2014 capital budget process.</p> <p>3. That the matter of the appropriate commemoration of heritage sites throughout the City be referred to Heritage Guelph for review and a recommendation to come back to PBEE.</p> <p>4. That Council seek the advice of Heritage Guelph, in consultation with the Senior Heritage Planner or delegate, research best practices in Ontario for municipal heritage marker/plaque programs as part of its review.</p>	<p>2. CSS (Corporate Bldg. Maintenance) - Mario Petricevic</p> <p>3. & 4. (Planning) – Stephen Robinson</p>	3 and 4. Yes	<p>2. Completed. Responded to by Corporate Building Maintenance during 2014 Operating Budget process.</p> <p>3 & 4. To be addressed through the Cultural Heritage Action Plan which commenced in Q4 2016 with Council endorsement of the project charter.</p>
April 8, 2013	1. That staff be directed to report back to the Planning & Building, Engineering and Environment Committee on the most appropriate mechanism to determine the integrity and potential retention of any barns that remain on the City of Guelph Heritage Register.	(Planning) Stephen Robinson	Yes	To be addressed through the Cultural Heritage Action Plan which commenced in Q4 2016 with Council endorsement of the project charter.

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
September 24, 2012 Council	<ol style="list-style-type: none"> 1. THAT the Planning, Building, Engineering and Environment report 12-58, regarding the Heritage Planning: Annual Activity Report and Four Year Work Plan Update, dated September 17, 2012, be received; 2. AND THAT Heritage Guelph be requested to report to Council on financial mechanisms utilized in other communities best practices to support the maintenance and restoration of heritage properties; 3. AND THAT staff be directed to conduct an orientation session for Council in consultation with Heritage Guelph. 	(Planning) Stephen Robinson	Yes	<ol style="list-style-type: none"> 2. To be addressed through the Cultural Heritage Action Plan which commenced in Q4 2016 with Council endorsement of the project charter. 3. Complete. Resolution passed at Council Sept.26, 2016 that the motion previously passed by Council be eliminated from staff work plans and from the outstanding motion list.
Facilities Management:				
July 24, 2017 Council	<ol style="list-style-type: none"> 1. That the LED Street Light Project (the "Project") proposal regarding the retrofitting of the City's street lighting asset with Light Emitting Diode (LED) technology and Adaptive Controls be approved. 2. That the Project costs estimated at \$8 million be funded via internal borrowing from the Wastewater Capital Reserve Fund (#153). 3. That staff be directed to negotiate an agreement with Guelph Hydro Electric Systems Inc. to define their role in this project based on the recommendations contained in the report, with the terms and conditions satisfactory to the General Manager of Facilities Management, the Treasurer and the City Solicitor. 4. That staff be directed to report back to Council when project savings are identified, and recommend how those savings might be allocated between debt repayment and the operating budget. 5. That staff be directed to ensure that the LED street lighting project requires the fixture seal of approval from the International Dark Sky Association. 	Mario Petricevic Alex Chapman	Yes	The actual savings that the project produces will be known when the retrofit phase is complete. This is currently expected in Q3 or Q4 of 2018.
July 24, 2017 Council	That staff be directed to bring forward for Council's consideration during the 2018 budget deliberations an expansion package to cover the costs to conduct a by-law review related to light pollution.	Mario Petricevic Alex Chapman		This initiative has been transferred to By-law.
June 26/17 Council	<ol style="list-style-type: none"> 1. That in alignment with the CEP mandate, city staff be directed, in coordination with the newly formed Climate Change Office and Community Energy Initiative Taskforce, to explore pathways for transitioning the corporation to net zero, or similar, low carbon designation. 2. That staff examine the current fleet procurement policy and explore pathways to electrify the corporation's transportation fleet. 	Mario Petricevic Alex Chapman	Yes	Resolutions 1-3 - Staff to report back to Council in Q1 of 2018.

Infrastructure, Development and Enterprise
Council/Committee Outstanding Motions
ATTACHMENT 1

Date	Resolution	Contact	Report REQ'D? (Yes/No)	Status
	<p>3. That staff report back on potential opportunities and next steps in Q1 of 2018.</p>			
<p>May 24, 2016 Council</p>	<ol style="list-style-type: none"> 1. That Council receive the report IDE-BDE-1606 for information; and; 2. That Council direct staff to continue the development of GEERS with consideration to further identifying participants, an analysis of the costs and revenue related to administration, transaction costs and budget implications; and 3. That staff consider a full range of technologies in the implementation of GEERS; and 4. That staff consider increasing the number of participants in order to meet the goal of having the program substantially delivered by a third party or a consortium of community partners; and 5. That staff consider a staged implementation instead of a pilot that is performance based with measurable targets for moving forward through the stages possibly using pre and post energy audits; and 6. That funding of GEERS be considered through the 2017 budget process; and 7. That staff consider connections with provincial and federal emerging policies; and 8. That staff report back regarding how electric vehicle charging infrastructure might be facilitated through GEERS in residential homes; and 9. That staff report back to the Infrastructure, Development & Enterprise Committee no later than October 2016. 10. That staff be directed to include a revenue neutral option for the GEERS implementation when reporting back to the Infrastructure, Development & Enterprise Committee. 	<p>Mario Petricevic</p>	<p>Yes</p>	<p>Resolutions 1-10 - Staff to report back to Council in Q2 of 2018.</p>
<p>March 21/16 Council</p>	<ol style="list-style-type: none"> 1. That the report dated March 3, 2016, regarding outstanding motions of the Corporate Services Committee be received. 2. That the items marked completed be removed. 3. That the item: December 5/13 (Council) That Finance & Enterprise staff conduct a comprehensive review of the City's strategic real estate needs and report back in Q2 2014 with a policy framework supporting the creation and administration of a Strategic Real Estate Reserve. be referred to Deputy CAO, Infrastructure, Development & Enterprise Services to report to Infrastructure, Development & Enterprise Committee. 	<p>Mario Petricevic Peter Cartwright</p>	<p>Yes</p>	<p>An interdepartmental team led by IDE have been addressing this matter through the course of 2016 and 2017. Staff will report back to Council on its findings and recommendations by no later than the end of Q4 - 2017.</p>

Information Report



Service Area	Infrastructure, Development and Enterprise Services
Date	Friday, October 27, 2017
Subject	Tier 1 Projects Q3 2017 Status Update
Report Number	IDE-2017-124

Executive Summary

Purpose of Report

To provide quarterly status update of Tier 1 Projects to Council. These reports are posted on their respective project pages on Guelph.ca.

Key Findings

The City currently has three active Tier 1 projects:

- Victoria Road Recreation Centre Renovation;
- Wilson Street Reconstruction and Parkade; and
- Guelph Police Service Headquarters Renovation.

Status dashboards for these Tier 1 projects as of September 30, 2017 are attached. A brief update of each project is provided within this report.

Four new projects have been identified as Tier 1 projects. These projects are in the initiation and planning stage:

- South End Community Centre Design Development;
- Baker District Redevelopment;
- Guelph Main Branch Library; and
- Wyndham Street North / St. George's Square Reconstruction.

The latter three Tier 1 projects fall under the umbrella of the Downtown Implementation Strategy.

Updates for these new projects will be provided as they move into development.

Financial Implications

This report has no financial implications.

Report

This report is to provide quarterly status updates of Tier 1 projects to Council.

Current Tier 1 Projects:

Currently active Tier 1 projects:

- 1) Victoria Road Recreation Centre (VRRRC) Renovation Project;
- 2) Wilson Street Reconstruction and Parkade Project; and
- 3) Guelph Police Service (GPS) Headquarters (HQ) Renovation Project.

Highlights for each of these projects are summarized below. Full updates can be seen in the attached status dashboards.

1) VRRRC Renovation Project

The facility re-opened in June and community programs have started. Minor building deficiencies are being addressed. The project was delivered on time and within budget to the agreed-upon scope. A final report will be provided in Q1 2018.

2) Wilson Street Reconstruction and Parkade Project

Wilson Street's Phase 2 construction started in August as per a request from the Downtown Guelph Business Association. A grand re-opening ceremony is being planned for the end of October.

Wilson Parkade's enhanced project scope and additional budget is now approved. The project charter has been updated and finalized, a signed contract is now in place, and detailed design work has started. The project is expected to be complete in Q3 2019.

3) GPS HQ Renovation Project

The project is progressing well, within budget, on schedule, and within scope. The project is expected to be complete in spring 2019. More information is available at guelph.ca/gpsreno.

New Tier 1 Projects in planning stage:

Four new Tier 1 projects were identified through the 2017 project review.

The four new Tier 1 projects are:

- 1) South End Community Centre Design Development;
- 2) Baker District Redevelopment;
- 3) Guelph Main Branch Library; and
- 4) Wyndham Street North / St. George's Square Reconstruction.

The latter three Tier 1 projects fall under the umbrella of the Downtown Implementation Strategy.

1) South End Community Centre Design Development

Staff has established the Tier 1 governance structure and project charter. A Request for Proposals for the design work was issued in September. Staff expects to award the design work in early November, after which design work will begin.

2) Baker District Redevelopment

Staff has established the project’s Tier 1 governance structure. Staff is also preparing a Request for Proposals (RFP) for a qualified developer and expects to present RFP results to Council in July 2018.

3) Guelph Main Branch Library

Staff has established the governance structure for this project with the City managing capital undertakings on behalf of the Guelph Public Library (GPL). The project will be managed as per the Tier 1 project management framework once Council approves GPL’s business case (expected in February 2018). This project will be co-managed with the Baker District Redevelopment project.

4) Wyndham Street North / St. George’s Square Reconstruction

Staff is currently developing the Tier 1 governance structure and project charter.

These Tier 1 projects are in the planning stage. Updates for these new projects will be provided as they move into development.

Financial Implications

This report has no financial implications.

Consultations

Staff from the following divisions were consulted for this report: Corporate Communications, Engineering & Capital Infrastructure Services, Facilities Management, Parks and Recreation, Business Development and Enterprise, and Finance.

Corporate Administrative Plan

Overarching Goals

- Service Excellence
- Financial Stability

Service Area Operational Work Plans

Our Resources - A solid foundation for a growing city

Attachments

- ATT-1 Tier 1 Project Portfolio Dashboards – Q3-2017
- ATT-2 Victoria Road Recreation Centre Renovation Project – Q3-2017
- ATT-3 Wilson Street Reconstruction and Parkade Project – Q3-2017
- ATT-4 Guelph Police Service Headquarters Renovation Project – Q3-2017

Report Author

Brigitte Roth, Program Coordinator
Project and Program Management
Corporate Project Management Office

A handwritten signature in blue ink, appearing to read "Scott Stewart", is written over a horizontal line.

Approved and Recommended By

Scott Stewart, C.E.T.
Deputy CAO
Infrastructure, Development and Enterprise
519-822-1260, ext. 3445
scott.stewart@guelph.ca

Q3 end of September 2017

Basic Project Information

PROJECT	EXECUTIVE SPONSOR	PROJECT MANAGER	APPROVED BUDGET	FUNDING SOURCES	TARGET COMPLETION
Victoria Road Recreation Centre Renovation	Scott Stewart, Deputy CAO, IDE	Jeet Joginder, Manager, Complex Capital Projects, Facilities Management	\$15,100,000	3% Parkland Dedication Reserve, 11% Recreation Facility Development Charges, 86% Tax funded debt	Spring 2017
Wilson Street Reconstruction and Parkade		Andrew Janes, Project Engineer Supervisor Jeet Joginder, Manager, Complex Capital Projects, Facilities Management	\$24,875,000	Street 22% Tax, 62% Non-Tax, 16% Federal Gas Tax Bridge 100% Tax Parkade 50% Parking DC, 50% Tax Funded debt	Original—end of 2017 New—Q3 2019
Guelph Police Service Headquarters Renovation		Jeet Joginder, Manager, Complex Capital Projects, Facilities Management	\$34,111,000	45% Development Charges, 55% Tax	Spring 2019

Dashboard

Project	Current			Progress
	Scope	Schedule	Budget	
Victoria Road Recreation Centre Renovation	Within scope	Open to the public	Within budget	
Wilson Street Reconstruction	Within scope	On schedule	Within budget	
Parkade	Within scope	On schedule	Within budget	
Guelph Police Service Headquarters Renovation	Within scope	On schedule	Within budget	

Q3 End of September 2017

Victoria Road Recreation Centre Renovation



Executive Sponsor	Scott Stewart, Deputy Chief Administrative Officer, Infrastructure, Development and Enterprise Services
Project Manager	Jeet Joginder, Manager, Complex Capital Projects, Facilities Management
Approved Budget	\$15,100,000
Funding Sources	3% Parkland Dedication Reserve, 11% Recreation Facility Development Charges, 86% Tax funded debt
Project Deliverables and Scope	A renovation and expansion that will move the facility from an aging and outdated recreation centre to an updated, more inclusive and accessible community centre. The modernized facility will meet all building code and legislated requirements and improve the experience of City patrons and employees through improved accessibility, security, customer service, and new programming. For additional details, visit guelph.ca/vrrcrenovations .
Target Completion	Spring 2017

Project Status



Within scope



Open to the public
Facility re-opened and community programs started



Within budget
99% of total (approved) budget spent to date

Final project close-out report to come in Q1, 2018.

Q3 End of September 2017

Wilson Street Reconstruction and Parkade



Executive Sponsor Scott Stewart, Deputy Chief Administrative Officer, Infrastructure, Development and Enterprise Services

Project Manager **Street:** Andrew Janes, Project Engineer Supervisor, Engineering and Capital Infrastructure Services

Parkade: Jeet Joginder, Manager, Complex Capital Projects, Facilities Management

Approved Budget \$24,875,000

Funding Sources **Street:** 22% Tax, 62% Non-Tax, 16% Federal Gas Tax

Bridge: 100% Tax

Parkade: 50% Parking DC, 50% Tax Funded debt

Project Deliverables and Scope A new parking structure with 496 parking spaces, replacement of the Norfolk Pedestrian Bridge and reconstruction of Northumberland Street between Wilson and Norfolk streets, and reconstruction of Wilson Street between Gordon and Macdonell streets. For additional details, visit guelph.ca and search [Wilson street reconstruction and parkade](#).

Target Completion Q3 2019

Street Project Status



Within scope



On schedule*

Parkade Project Status



Within scope**



Design started**



Within budget

6.4% of total (approved) budget spent to date

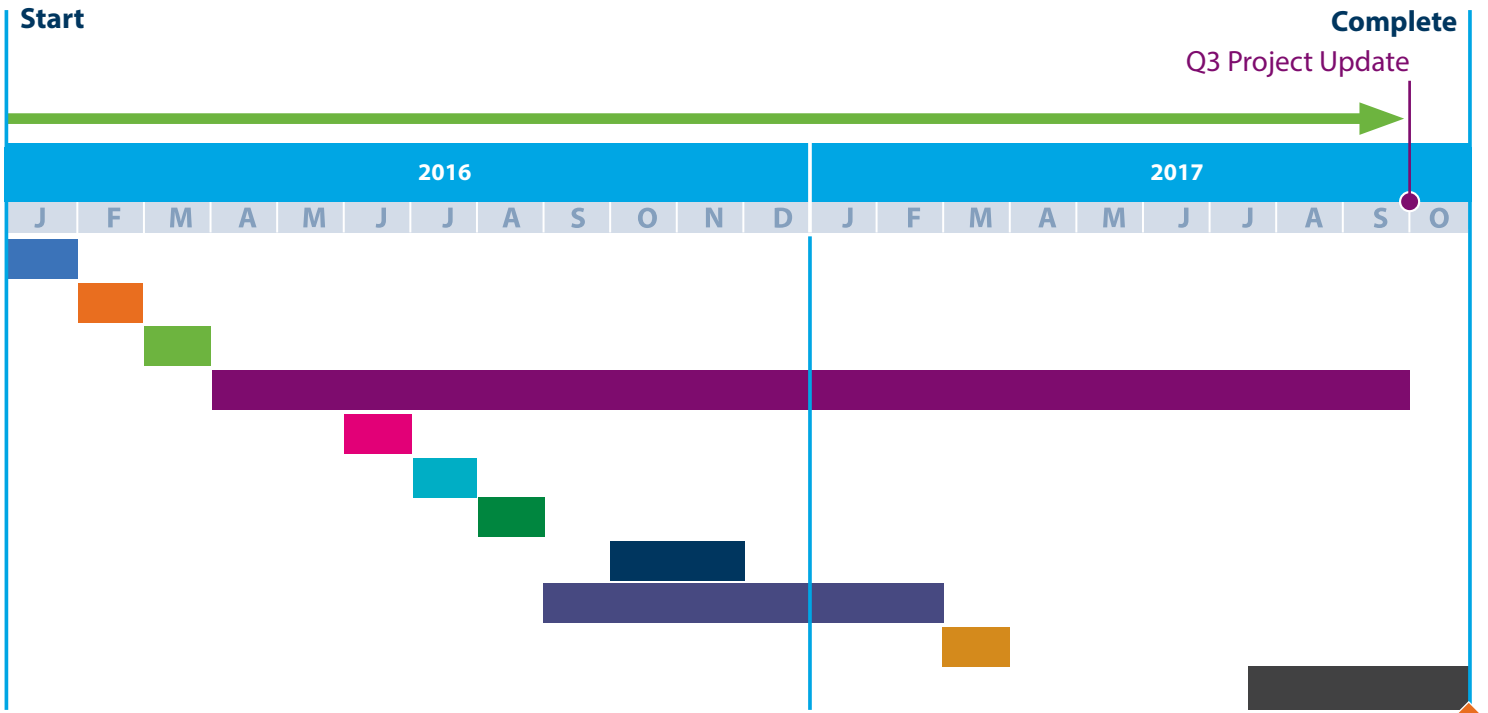
***Street:** Stage 2 construction on track to complete at end of October 2017.

****Parkade:** Design development work started.

Q3 End of September 2017

Wilson Street Reconstruction (Stage 1 and 2)

Progress to date

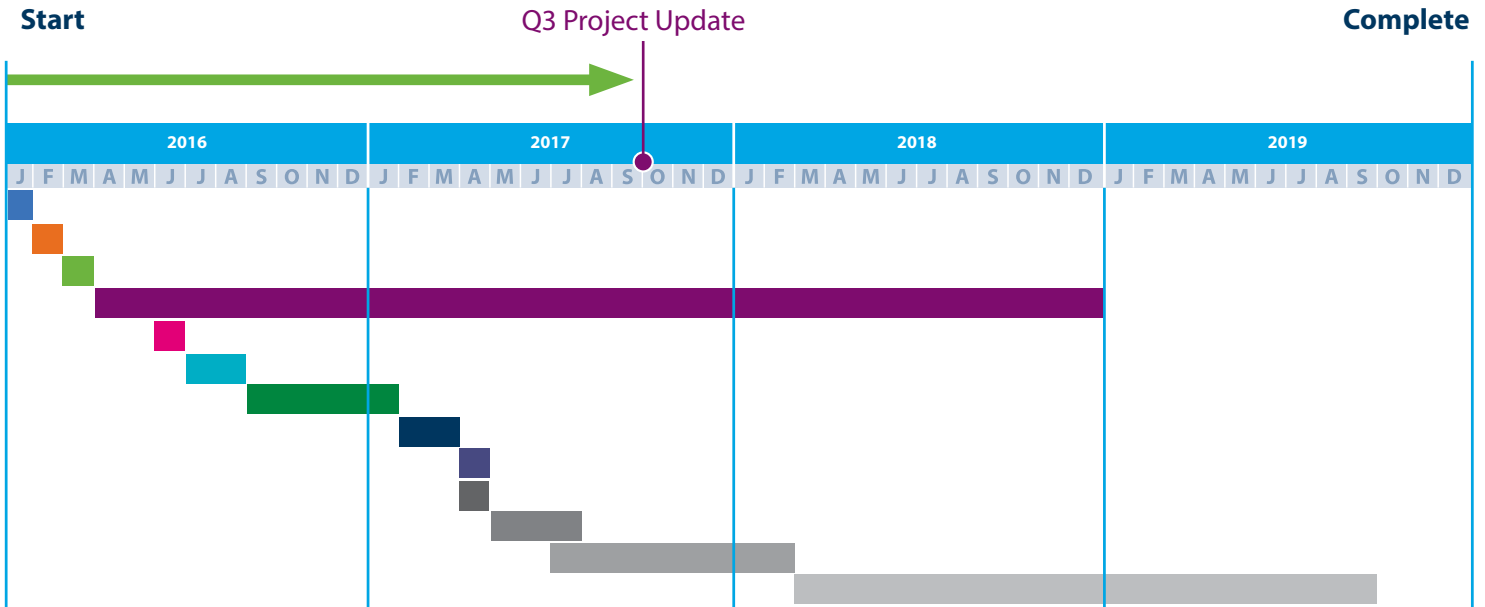


- Project start-up (staff)
- Hire Wilson Street design consultant
- Project scoping and engagement development
- Public engagement
- Council receipt of project scope and RFP approach
- Tender Wilson Street construction (Stage 1)
- Award Wilson Street construction (Stage 1)
- Wilson Street construction (Stage 1)
- Final EA Decisions for Wilson Street surface design
- Tender Wilson Street construction (Stage 2)
- Wilson Street construction (Stage 2)
- ◆ Wilson Street construction (Stage 2) complete

Q3 End of September 2017

Wilson Parkade Construction (Stage 3 street and bridge reconstruction)

Progress to date



- Project start-up (staff)
- Hire design-build (d-b) contract consultant
- Project scoping and engagement development
- Public engagement
- Council receipt of project scope and RFP approach
- Tender Wilson Parkade d-b RFP
- Analysis of RFP results and preparation to reissue new RFP
- Re-issue and close Wilson Parkade d-b RFP
- Evaluation and recommendation
- Contract award
- Design of Wilson Parkade and Norfolk Bridge
- Site plan approval and building permits
- Construction of Wilson Parkade and Norfolk Bridge



Q3 End of September 2017

Guelph Police Service Headquarters Renovation



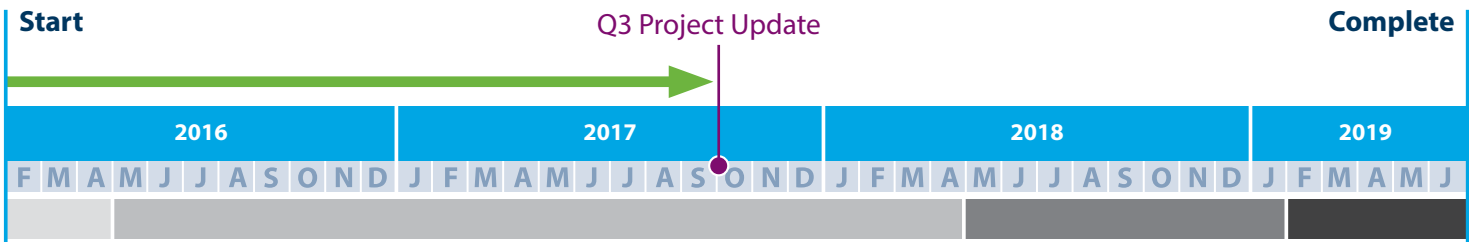
Executive Sponsor	Scott Stewart, Deputy Chief Administrative Officer, Infrastructure, Development and Enterprise Services
Project Manager	Jeet Joginder, Manager, Complex Capital Projects, Facilities Management
Approved Budget	\$34,111,000
Funding Sources	45% Development Charges, 55% Tax
Project Deliverables and Scope	<p>GPS headquarters is undergoing an expansion and renovation to meet the needs of our community's police services today and 25 years from now. This work will bring the facility up to today's health and safety standards, provide the appropriate space—long-term—for police operations and personnel, and replace the building's aging equipment.</p> <p>The renovation includes gutting and rebuilding the inside of the existing building and the expansion includes the construction of two new wings—on the east and west sides of the existing building. Additional details available at guelph.ca/gpsreno.</p>
Target Completion	Spring 2019

Project Status

 <p>Within scope</p>	 <p>On schedule* 52% of construction work complete</p>	 <p>Within budget 49% of total (approved) budget spent to date</p>
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*The project is on schedule to be complete by Spring 2019. For more information, visit guelph.ca/gpsreno.

Progress to date



- Construction preparation
- Phase 1 (east and west wing renovations)
- Phase 2 renovation
- Post construction work

Information Report



Service Area Infrastructure, Development and Enterprise Services

Date Friday, October 27, 2017

Subject **Business Service Review Q3 2017 Progress Update**

Report Number IDE-2017-125

Executive Summary

Purpose of Report

To provide quarterly progress update of the active business service reviews.

Key Findings

- The City has completed the Information Technology Service Desk (2499) business service review.
- The City is currently conducting business service reviews of Solid Waste Resources and Boulevard Maintenance.
- These reviews are pilots for the Business Service Review Framework
- The quarterly reports providing high-level status, as of the end of Q3 2017, are attached.
- A brief status explanation for each of the reviews is provided within this report.
- The next pilot review (Transit) is tentatively scheduled to begin once ATU negotiations are complete. Planned completion is expected 12 months from the start of the review.

Financial Implications

No expenses were incurred to complete the Information Technology Service Desk (2499) Review.

Third party support is being utilized to support the Solid Waste Resources review, expenditures to date of approximately \$105,000.

Community engagement and communications requirements are being reviewed for the Boulevard Maintenance review. Costs associated with these activities may range up to \$10,000. These costs will be funded from the Corporate Project Management Office 2017 approved operating budget.

Report

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

1) Review Completed

Information Technology Service Desk (2499)

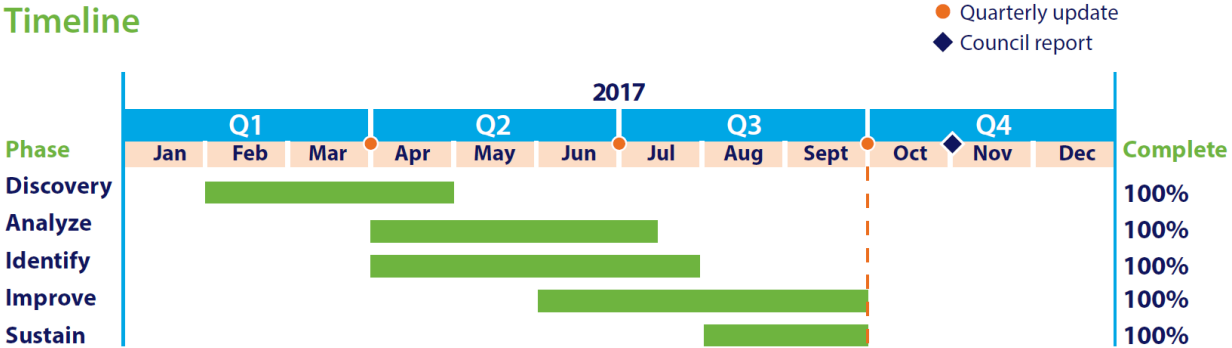
Review scope:

The specific Service Desk services that were reviewed completed are listed in the attachment. For more details of what was in and out of scope for this review, refer to the Q1-2017 report (report 17-63).

Current status:

All phases of this review are complete and report, IDE-17-110 IT Service Desk (2499) Business Service Review Final Report, will be submitted to Council in early November 2017.

Review timeline:



2) Reviews Underway

Solid Waste Resources (SWR) Review

Review scope:

The specific SWR services that are being reviewed are listed in the attachment. For more details of what is in and out of scope for this review, refer to the Q1-2017 report (report 17-63).

Current status:

This review is currently in the identification stage. The review team and Dillon Consulting—an impartial, technical expert—have looked at the current services, analyzed how the current service is performing, and identified what factors impact the service. Industry research, process mapping and engagement with both

employees and the community and benchmarking with comparative municipalities have been completed and the data collected has been analyzed.

Initial findings indicate that five of six solid waste services are in-line with comparator municipalities as reported to Council on September 18, 2017 in IDE-17-107 "Solid Waste Resources Business Service Review Interim Report"

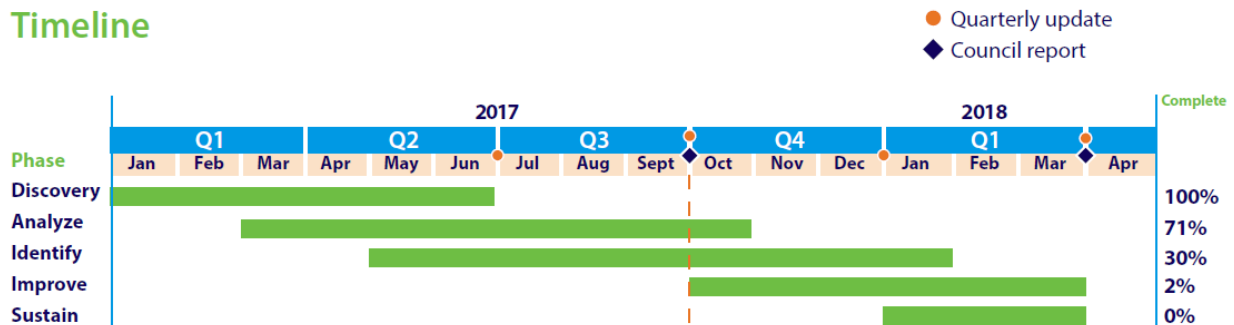
Next steps to complete the service reviews are listed below, including additional information, data collection and analysis requested by Council on September 18:

- Review enhancement to leaf and yard waste collection service;
- Review enhancement to multi-residential collection services;
- Recommend options to improve Material Recovery Facility performance;
- Provide update on Extended Producer Responsibility legislation changes
 - Including information on implementation proposal (and potential impacts) to be submitted to the Ministry, by Stewardship Ontario, in February 2018;
- Complete review of Public Drop Off;
- Review Hours of operation and shift structure;
- Complete contract analysis;
- Complete environmental and social measurement;
- Complete commodity stream and market trend impact analysis; and
- Complete additional financial analysis

Taking all factors into consideration, the timeline has been revised as below:

Review timeline:

Timeline



Boulevard Maintenance

Review scope:

The Boulevard Maintenance business service review includes analysis of turf Maintenance, which is the grass cutting and horticulture of areas in the right of way, which were designed for turf. This includes;

- Boulevard - The area between the sidewalk and the curb that the City maintains (turf and horticulture)
- Cul-de-sac -The circular green space at a dead end street.
- Centre Median -The area in the right-of-way between the curbs.

The following boulevard maintenance services are not included in the scope of this review:

- Forestry - tree planting and maintenance
- Planning and development -development planning
- Guardrails, signage or furniture - installation or maintenance of hardware
- Utilities -installation or maintenance of hydro, gas or other utilities
- By law Enforcement -enforcement of property standards
- Concrete Medians -medians that were never designed with and do not contain turf

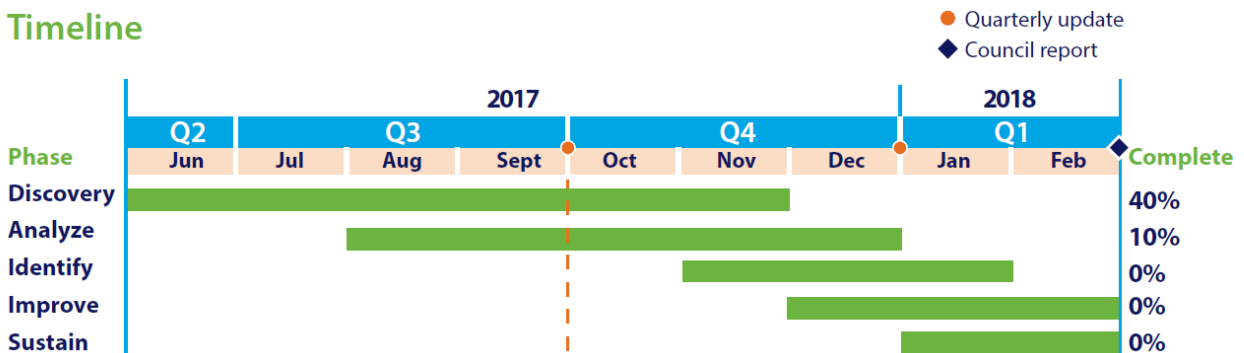
Current status:

This review is currently in the discovery and analysis stages with the status below;

- boundaries of the review defined
- scope and objectives defined
- current state or "As-Is" state of the processes/services underway
- collection and analysis of data including customer and stakeholder input, benchmarking, performance data and capacity analysis underway

Review timeline:

Timeline



Upcoming Reviews

The next pilot review (Transit) is tentatively scheduled to begin once ATU negotiations are complete. The start timing may need to be adjusted, depending on the outcomes of the current service reviews and the 2018 budget process and work plan. Planned completion is expected 12 months from the start of the review.

Work plan for 2018, and beyond, business service reviews will be developed through the service inventory and prioritization activity currently underway in conjunction with Corporate Asset Management’s Levels of Service project. The base line service inventory and planned business service reviews for 2018 will be reported in December 2017.

Financial Implications

No expenses were incurred to complete the Information Technology Service Desk (2499) Review.

Third party support is being utilized to support the Solid Waste Resources review, expenditures to date of approximately \$105,000.

Community engagement and communications requirements are being reviewed for the Boulevard Maintenance Review. Costs associated with these activities may range up to \$10,000. These costs will be funded from the Corporate Project Management Office 2017 approved operating budget.

Consultations

Staff from the following divisions were consulted for this report: Corporate Communications & Customer Service, Solid Waste Resources, Information Technology, Parks and Recreation.

Corporate Administrative Plan

Overarching Goals

Service Excellence

Service Area Operational Work Plans

Our Services - Municipal services that make lives better

Attachments

- ATT-1 Information Technology Service Desk (2499) Business Service Review Quarterly Update – Q3 2017
- ATT-2 Solid Waste Resources Business Service Review Quarterly Update Report – Q3 2017
- ATT-3 Boulevard Maintenance Business Service Review Quarterly Update – Q3 2017

Report Author

Katherine Gray, Program Manager
Business Process Management
Corporate Project Management Office



Approved and Recommended By

Scott Stewart, C.E.T.
Deputy CAO
Infrastructure, Development and Enterprise
519.822.1260, ext. 3445
scott.stewart@guelph.ca

Business Service Review quarterly update Q3

October 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	Analyze and identify

Purpose

To enhance stability, sustainability, efficiency and continuous improvement.

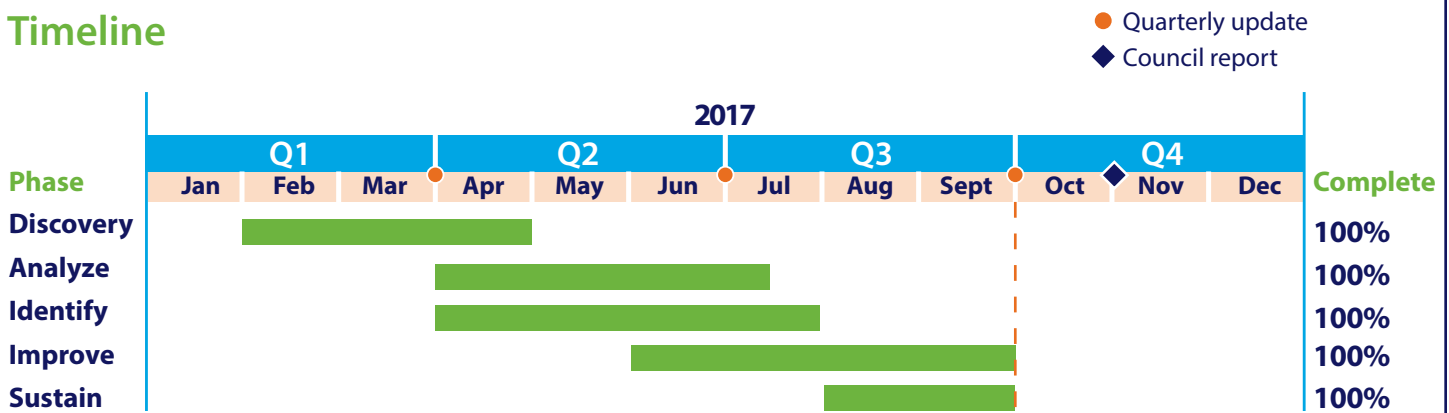
Scope

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

100%
of review
complete

Milestones

Discovery phase complete	Analyze phase complete	Identification phase complete	Reporting complete

Business Service Review quarterly update

Q3

Oct 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	Peter Busatto, General Manager, Environmental Services
Current phase	Analyze and identify

Purpose

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

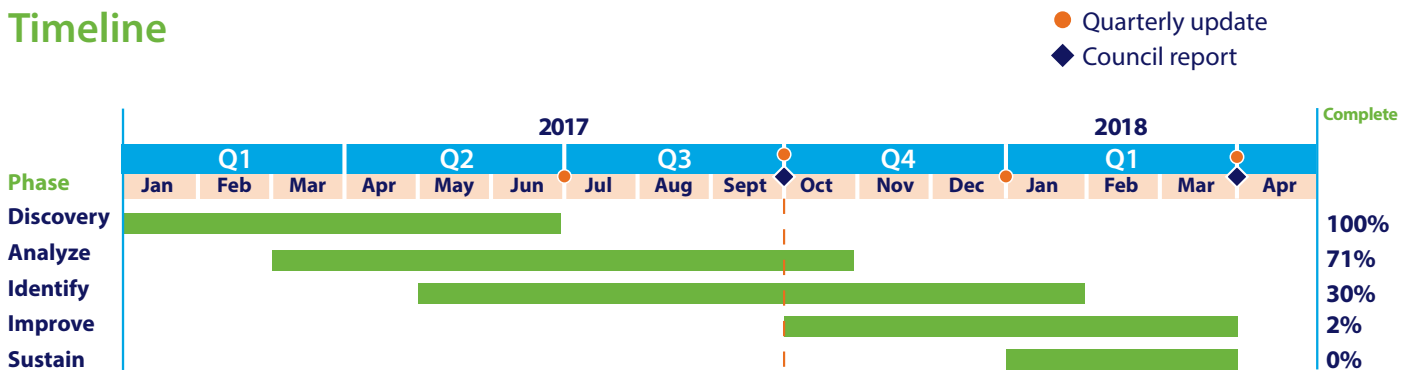
Scope

- 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


70%

of review complete


Milestones



Discovery phase
complete




Analysis phase
underway



Communication Plan
ongoing



Identify phase
underway



Engagement Plan
complete

Business Service Review quarterly update

Q3

October 2017

Boulevard Maintenance



Review sponsor	Colleen Clack, Deputy CAO, Public Services
Review lead	Katherine Gray, Program Manager, Business Process Management
Review champions	Heather Flaherty, General Manager, Parks and Recreation Martin Neumann, Manager, Parks Operations and Forestry
Current phase	Discovery and analyze

Purpose

To provide clarity on service levels as well as service processes, roles, and responsibilities for boulevard maintenance. To conduct a full review of boulevard maintenance services and processes related to turf maintenance (grass cutting and horticulture) that will inform options and opportunities for improvement to ensure the most effective and efficient service provision, including analysis of alternative service delivery methods.

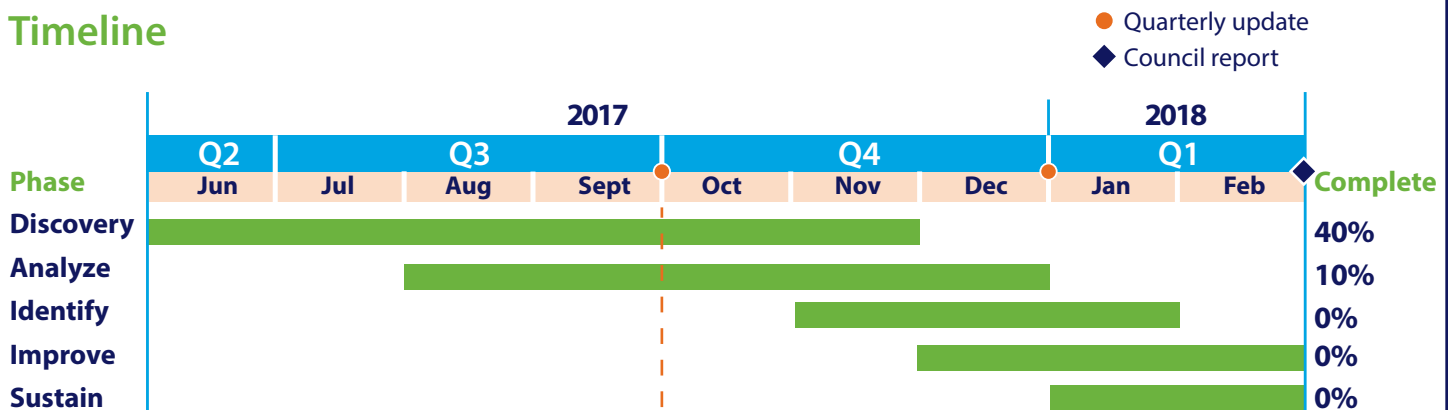
Scope

Turf maintenance: Grass cutting and horticulture in areas where turf was intended to be installed from design stage.

Deliverables

- Process maps for all processes in the service
- Defined levels of service
- Analysis complete and documented
- Assessment of service delivery methods
- Recommendation report

Timeline



Status

25%

of review complete

Milestones

Discovery phase
underway

Analyze
underway

Community Engagement
planning

Information Report



Service Area Infrastructure, Development and Enterprise Services

Date Friday, October 27, 2017

Subject **CEI Update Interim Report**

Report Number IDE-2017-127

Executive Summary

Purpose of Report

To provide a status report on the update to the Community Energy Initiative.

Key Findings

The update is progressing on track for delivery in Q2 2018.

Financial Implications

External funding opportunities are expected to minimize the requirement to use Corporate operating budget monies to cover expenses associated with the update.

Report

Background

For a brief history of the Community Energy Initiative (CEI) Update, please refer to Information Report IDE 17-97, pages 22-26 (http://guelph.ca/wp-content/uploads/info_items_070717.pdf#page=22). Note that the CEI Update Task Force renamed itself Our Energy Guelph, so the latter term will be used in this report. The work of the two sub-teams, Community Engagement and Analytics, continued during the months since the last report was issued.

Completed work – Analytics subcommittee

The Analytics Subcommittee began with a review of the original Community Energy Plan (CEP) to determine metrics to include in the update. It also examined how to build on those metrics to provide more detail to guide CEI programs. This yielded the following:

1. The update will deliver actual natural gas consumption data rather than (as was done in the 2007 CEP) estimates based on modeling.
2. The update will deliver both electricity and natural gas consumption data with geospatial distribution (energy mapping).

3. The update will provide metrics tied to actual building characteristics (square footage, age of building, location) for residential properties.
4. The update will supply data on private vehicles and their usage, possibly including geospatial distribution.

Item 4 has triggered discussions with the Ministry of Environment and Climate Change, the Ministry of Transportation, and several other municipalities that have, are developing, or are updating community energy plans. It is hoped that this will lead to the capability to deliver standardized transportation data on a regular schedule (e.g. annually) at low or no cost.

A Request for Proposals was issued in March for consulting services to support the analytics portion of the update. The subcommittee has performed some preliminary data gathering and is now ready to select a consultant and issue a contract.

Completed work – Community Engagement subcommittee

Community engagement efforts continued during July, August, and September. Social media engagement continued throughout this period with the assistance of TrafficSoda, a social media consultancy. The results of these efforts are summarized in Attachment 1. At the same time, Our Energy Guelph appeared at the following events and locations:

- Local Food Festival
- Rotary Club Canada Day Celebration
- Guelph Farmers' Market
- Guelph Public Library
- YMCA/YWCA of Guelph
- West End Community Centre
- Canadian Solar
- Danby
- Dublin Street United Church

The latter three events were "Lunch 'n' Learn" format, while the others were tradeshow-style exhibits. These events were staffed chiefly by the following Our Energy Guelph volunteers, who graciously donated their time and talents:

Kirby Calvert
Jing Chen
Shreya Ghose
Rebecca Jahns
Abhilash Kantanamneni
Brandon Raco
John "JP" Thompson

In addition to providing information about Our Energy Guelph, the history of the CEI, and key issues and opportunities related to energy in our community, these efforts solicited tangible feedback from the community via a survey. Online interactions drove completion of an online survey; in-person interactions aimed at

Do you think it is important for Guelph to continue to have energy targets that are leading provincially, nationally and internationally? (n = 406)

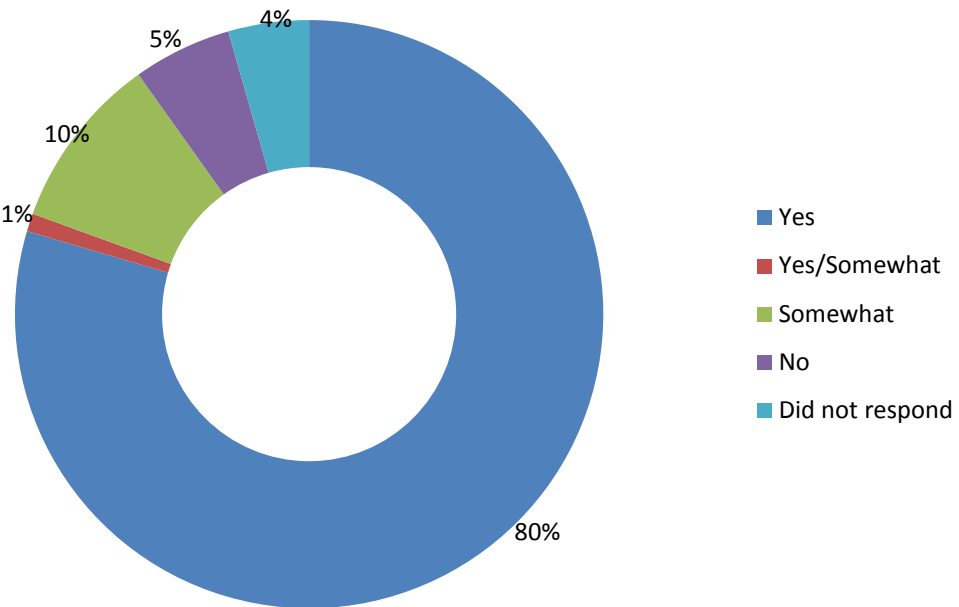


Figure 2 - Responses to survey question on whether Guelph's energy targets should lead

The word cloud below is composed from the reasons respondents hold their opinion.



Figure 3 - Word cloud from survey responses relating to whether/why Guelph's targets should lead provincially, federally, and internationally

Given the Corporation's decision to transition from leading the CEI to supporting it, a key component of the CEI update will be to define what that transition means in practice. More specifically, the role of the City and its relationship to Our Energy Guelph must be defined. An initial stakeholder session involving City staff was held in June to begin this task. A working document is now in development that examines eleven aspects of the CEI, and for each aspect articulates what is happening, what is missing, what is not working, and what is working. This will lead into stakeholder consultations to define what activities Our Energy Guelph should start, stop, and continue.

To be completed

The Analytics Subcommittee will oversee the consulting engagement described above. The resulting content will be integrated into the update deliverable. This will provide a new energy baseline, but more importantly it will provide a basis and methodology for updating the baseline. Ideally this will be completed on an annual basis, making it successively easier to monitor progress and to identify which CEI programs are having a measureable impact.

The Community Engagement Subcommittee will oversee stakeholder engagement. Stakeholders are defined as those organizations and individuals that are able to deliver agendas and programs that can contribute to meeting CEI goals (e.g. energy efficiency retrofits, net zero urban planning). This process will involve examining the revised targets, identifying agendas and programs that will contribute to reaching those targets, and prioritizing the ones that deliver the greatest energy and GHG reductions with the best economic return.

The CEI Update deliverable will consist of two components:

1. A brief summary document suitable for hardcopy distribution
2. Detailed plan content presented on the web

Issues

Our Energy Guelph community engagement efforts have revealed some brand confusion, whereby members of the public perceive OEG as being related to, or the same as, other completely separate initiatives taking place at the same time. This has made engagement efforts more complicated. For example, some community members wished to comment on the Province of Ontario Fair Hydro Plan, due to confusion regarding the roles of the Province of Ontario compared to the municipality.

Financial Implications

External funding opportunities are expected to minimize the requirement to use Corporate operating budget monies to cover expenses associated with the update.

Consultations

The CEI update is being done in consultation with the community via Our Energy Guelph. Internal consultations within the Corporation are also being done on an ongoing basis via the Energy, Water and Climate Change (EWaCC) working group.

Corporate Administrative Plan

Overarching Goals

Service Excellence
Financial Stability
Innovation

Service Area Operational Work Plans

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

Attachments

ATT-1 TrafficSoda online engagement results
ATT-2 Survey instrument

Departmental Approval

Mario Petricevic
General Manager, Facilities Management

Report Author

Alex Chapman
Manager, Climate Change Office



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Recommended By

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Infrastructure, Development and Enterprise
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scott.stewart@guelph.ca



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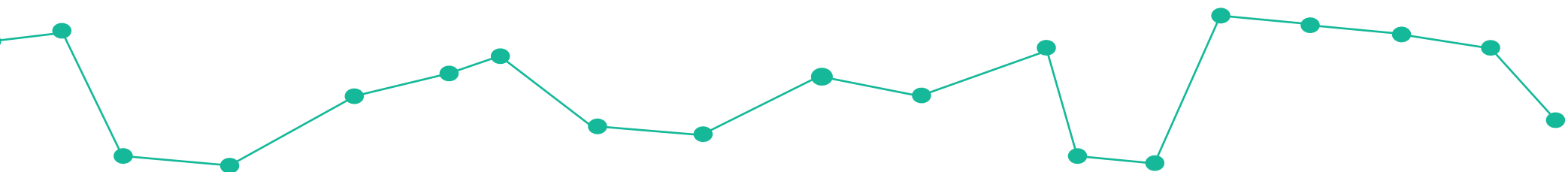
CASE STUDY



Executive Summary

Our Energy Guelph (OEG) is a governmental organization that came to TrafficSoda with the goal to raise awareness in the local community for their energy initiative, both online and offline.

Through growth hacking techniques in PR, Social Media and Social Advertising we grew their digital presences from nothing, building a dynamic online conversation in the City of Guelph.

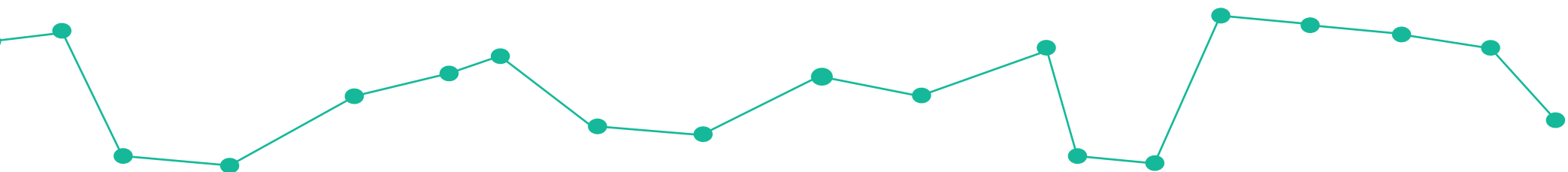


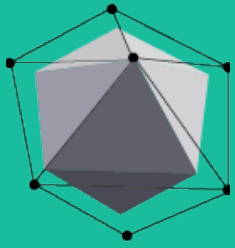


Challenges

OEG had no social channels, little public awareness and were hosting an offline event on a small budget.

OEG operates in a niche industry, yet aims to engage the entire community, so our collective goal was to reach as many people as possible with branding and messaging that encouraged energy as an issue that all sectors of the city should care about.



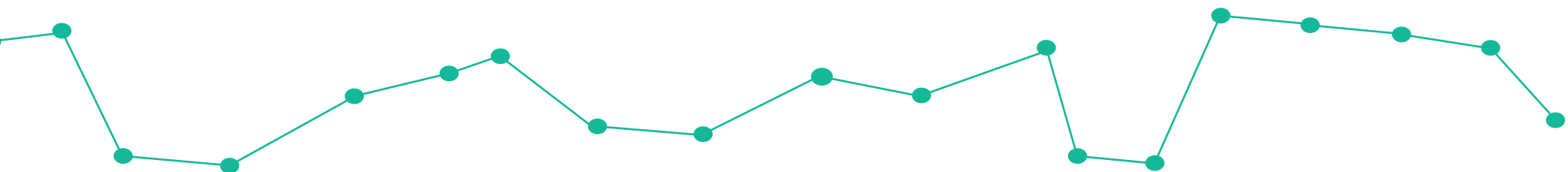


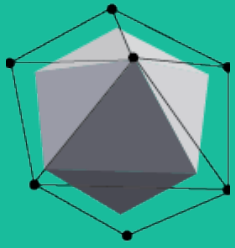
Tactics



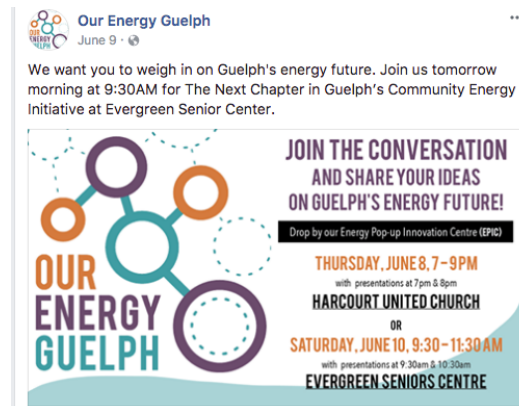
The first stage of our strategy revolved around getting the social channels, (Facebook, Twitter and Instagram) off the ground with an engaged following. Using the branding provided by OEG, we created informative, beautiful and educational feeds that discussed energy in general, and the local events OEG were participating in.

We used social advertising on Facebook to promote the OEG page, as well as boosting original content targeted at the city of Guelph to encourage more engagement, awareness and participation.



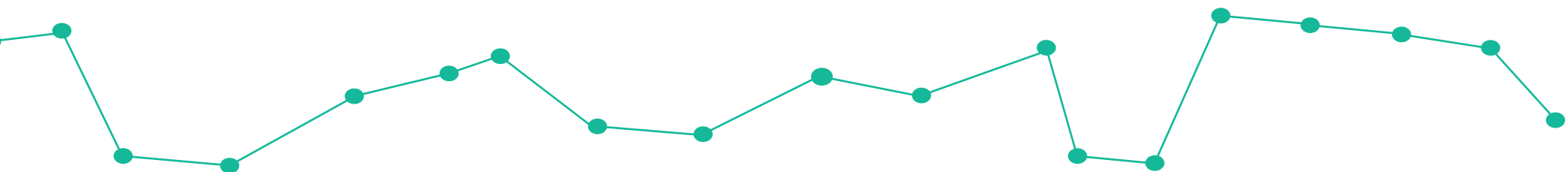


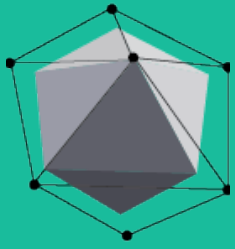
Tactics



Once we developed an engaged following, we narrowed our efforts to increasing awareness and attendance of the offline OEG event. We created an event on Facebook, and promoted it across the channel, posting and updating copy weekly to ensure continued interest and pressure to attend.

To engage the larger community, we used PR to engage local political influencers to promote the event, co-ordinated press coverage and send e-mail blasts to local business and community members. At the event, we live-tweeted and took video footage to share on feeds later to engage those who were not able to attend.



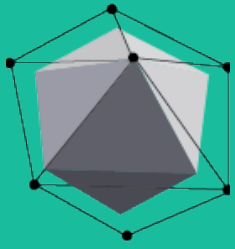


Tactics



After the event, OEG were seeking community feedback so we created an online survey which was hosted on a specific landing page on the OEG website, that we drove traffic to with social ads on Facebook. We continued to post consistently on the social channels about the survey as well as sharing post-event video coverage to keep the community engaged and conversation going.



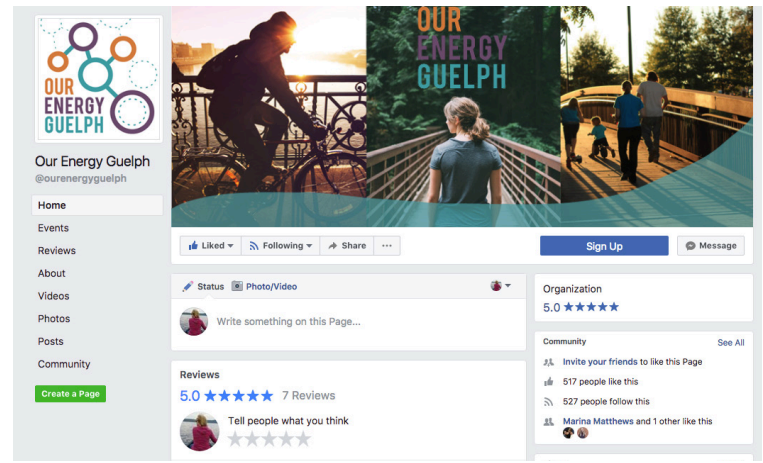


Channels



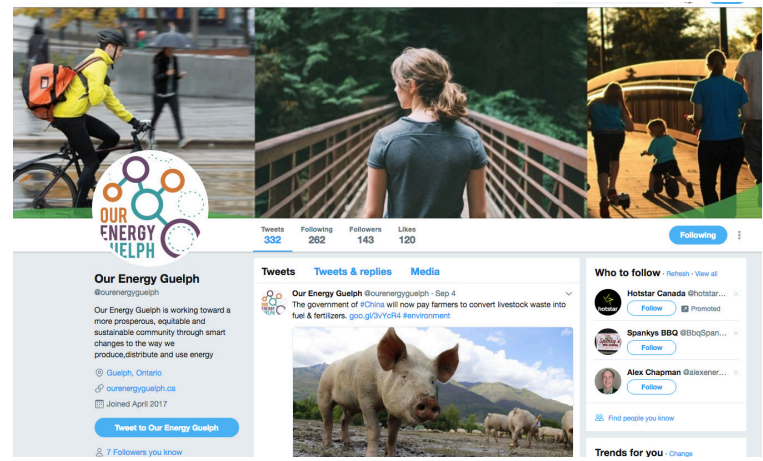
Facebook:

<https://www.facebook.com/ourenergyguelph/>



Twitter:

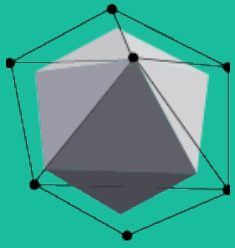
<https://twitter.com/ourenergyguelph?lang=en-ca>



Instagram:

<https://www.instagram.com/ourenergyguelph/>





KPIs

Facebook Page:

0 to 500

Followers in 2 months



Engagement
Rate:

2.3%

Number of People
in City of Guelph:

131,800

Ad Reach:

90,303

people



Click Through
Rate:

1.44%

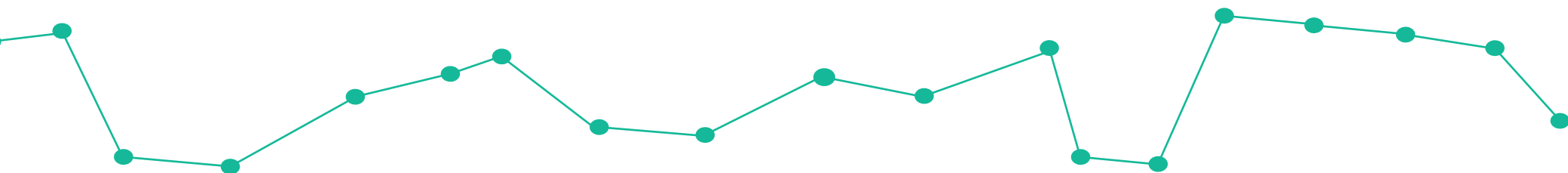
Ad Impressions:

245,566

Impressions

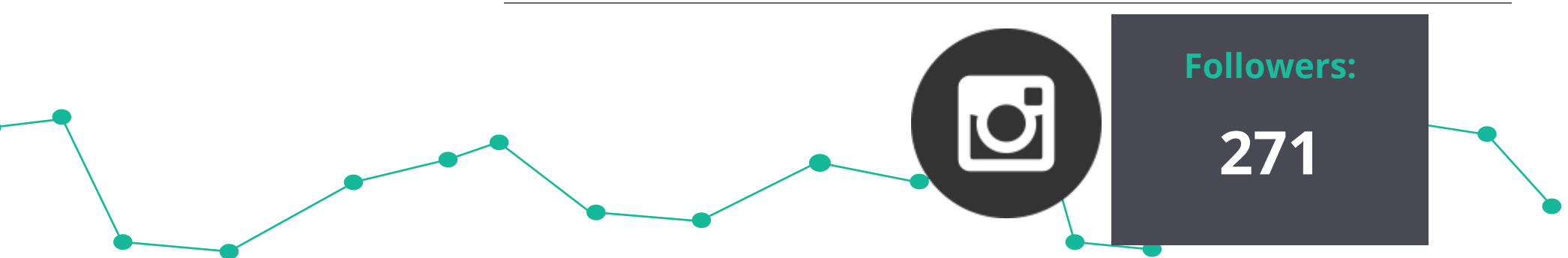
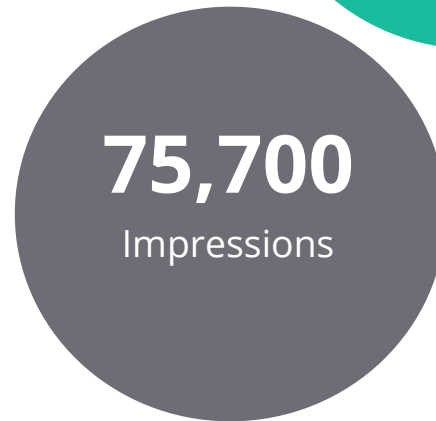
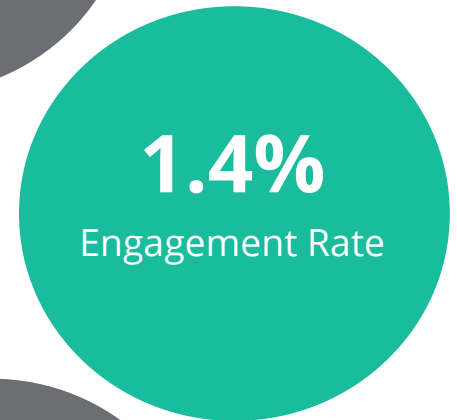
Survey
Conversion Rate:

12.93%





More KPIs



Followers:

271



Testimonial

For more information contact:

TRAFFICSODA

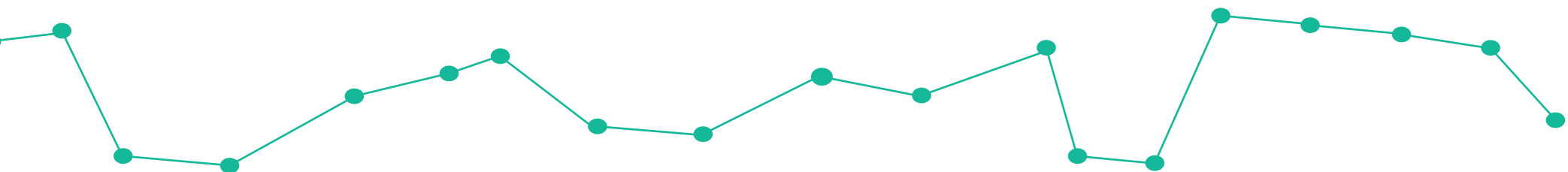


123 Woolwich Street,
Unit 217, Guelph, ON, N1H 3V1
www.trafficsoda.com
T. 888-708-2201

“

We hired Traffic Soda to lead our community engagement efforts on social media, with the goal to raise awareness of changes in the energy sector and drive people to complete an online survey to help us set targets in Guelph’s community energy plan. The team at Traffic Soda was dedicated, responsive, effective, and a pleasure to work with. Their breadth of services and skills proved to be an asset to the Our Energy Guelph team.”

Kirby Calvert, **Taskforce Co-chair**





Our Energy Guelph Community Vision Survey

In 2017-18 Our Energy Guelph is updating the City of Guelph Community Energy Initiative (CEI).

Our Energy Guelph is a collaboration of business, community, government and academic partners with a shared interest in community energy planning and the desire to explore initiatives with community members and community organizations that could lead to positive changes in Guelph’s economy, environment and health. Bringing community members and organizations into the review and update process early and on a continual basis is key to the success of community energy planning.

As part of Phase 1, Our Energy Guelph is asking for community members’ feedback on Guelph’s energy future, and how you think we can get there. Your feedback will be used by Our Energy Guelph to identify possibilities for updated long range (30 year) community energy goals and targets.

In phase 2, fall 2017, Our Energy Guelph will bring draft long-range targets and ideas for possible activities back to the community and community organizations for comments and input.

Please take a moment to complete this brief survey.

1. We want to know who is here talking to us about Guelph’s energy future. Please tell us who you are by checking all that apply.

- I am a community member
- I represent an agency or group
- I am a business owner
- I represent a government organization
- I own a business in the energy sector
- Other _____

2. Please tell us what brought you to this event by checking all that apply.

- I am interested in knowing more about community energy planning
- I want to participate in making choices for Guelph’s energy future
- I participated in the development of Guelph’s first Community Energy Plan in 2007, and want to be involved in this update
- I am concerned that new energy initiatives will be too costly for Guelph
- I am concerned that the Community Energy Initiative update will not protect the environment enough
- I own/work for an organization that is concerned about energy costs
- I own/ work for an organization and want to attract employees to a forward thinking community
- I own/ work for an organization that wants to be a part of a healthy prosperous community
- I want to understand what energy planning might mean for my community
- Other: _____

Please turn the page over to continue the survey.



Our Energy Guelph Community Vision Survey

3. What does Guelph’s ideal energy future look like to you? What are the elements and features that exist in this future?

4. What do you think needs to happen over the next 30 years to realise Guelph’s ideal energy future?

5. Do you think it is important for Guelph to continue to have energy targets that are leading provincially, nationally and internationally?

- Yes
- No
- Somewhat

6. Please tell us why you have answered this way.

**Our Energy Guelph wants your input on Guelph’s energy future.
Thank you for completing this survey!**

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Budget Talks	Ministry of Finance	November 3, 2017	<p>The Government of Ontario has committed up to \$5 million to fund up to 5 ideas that help solve problems.</p> <p>Members of Council have the opportunity to share with their constituents the Province's request for policy ideas to include in their 2018 Budget.</p> <p>Proposals would involve implementing a new fund, a pilot study, event, or digital service that could help solve one of 5 focus areas:</p> <ul style="list-style-type: none"> • help parents find childcare information in their community • encourage and promote healthy living • help reduce social isolation for seniors • help support and grow small businesses in Ontario • help students succeed. <p>The idea would need to be implemented or at least significant progress by spring 2019.</p> <p>The public will vote on the ideas they would most like to see implemented.</p>	Submit on-line via Google , Twitter or Facebook portal	<p>More city specific budget requests will be considered in the future.</p> <p>This is a unique opportunity for the public to provide their input to the 2018 budget.</p> <p>People with lived experience of a problem have valuable insights into that problem's effect and how it might be addressed. These broad ideas could potentially have a positive impact for the Guelph community.</p>	Intergovernmental Relations	https://talks.ontario.ca/

Provincial/Federal Consultation Alert							
Title	Ministry	Consultation Deadline	Summary	Proposed Form of Input	Rationale	Lead	Link to Ministry Website
Ontario Offset Credits regulation under the Climate Change Mitigation and Low-carbon Economy Act, 2016	Ontario Ministry of the Environment and Climate Change (MOECC)	November 18, 2017	<p>MOECC is seeking input on the proposed Ontario Offset Credits regulation and incorporated protocol. The protocol to be incorporated is a revised draft of the Landfill Gas protocol.</p> <p>The purpose of the proposed Ontario Offset Credits regulation and incorporated protocol is to create the regulatory provisions applicable to the offsets component of the cap and trade program. Offset Credits are a compliance instrument contemplated under the current Cap and Trade Program regulation.</p>	<p>Staff comments will be submitted on the online Environmental Registry (EBR) and provided to Council via the Information Package following the consultation deadline.</p> <p>If interested, both Council and the community can submit comments directly to the Environmental Registry.</p>	<p>Staff response on the proposed legislation and related protocols is to clarify and identify issues with the wording and intent of the documents.</p> <p>Guelph wants to ensure that the proposed legislation does not preclude the City from the financial benefit of being included in the Cap and Trade program and not excluded from the current voluntary market. Additionally, the start date poses a significant challenge to the generation of LFG capture and control offsets in Ontario and also may compromise the viability of activity within the voluntary market for these offsets.</p>	Environmental Services	https://www.ebr.gov.on.ca/ERS-WEB-External/displaynoticecontent.do?noticeId=MTMzNTQz&statuId=MjAzMDc1&language=en

Please be advised the Council of the Corporation of The Township of Drummond/North Elmsley passed the following resolution at its Council meeting of October 24, 2017:

MOVED BY: Steve Fournier
SECONDED BY: George Sachs

RESOLUTION NO: 2017-125
DATE: October 24, 2107

WHEREAS changes proposed to on-call provisions in the Employment Standards Act by Bill 148 will result in exorbitant tax increases to maintain fire prevention services and on-call system for snow plowing and road maintenance in a rural municipality; and

WHEREAS many Ontario municipalities will be unable to afford these services if this change is enacted; and

WHEREAS the Association of Municipalities of Ontario has submitted a position paper to the Ontario government specifically requesting the exemption of all municipal employees who are required to be on call to provide statutorily mandated public safety services;

NOW THEREFORE BE IT RESOLVED THAT The Township of Drummond/North Elmsley requests that all municipal employees be specifically exempted from the on-call changes proposed by Bill 148; and

FURTHERMORE THAT the Township of Drummond/North Elmsley request that the government of Ontario conduct a full economic impact study of Bill 148 to study the effect of the Bill on businesses and municipalities across Ontario; and

FURTHERMORE THAT this resolution be circulated to Premier Kathleen Wynne, Minister of Labour Kevin Daniel Flynn, the Association of Municipalities of Ontario and all Ontario municipalities.

Thank you.

Cathy Ryder, CMO
Deputy Clerk / HR
Township of Drummond/North Elmsley
310 Port Elmsley Road, RR#5
Perth, Ontario K7H 3C7
Phone: [613\) 267-6500 Ext 251](tel:6132676500); Fax [613\) 267-2083](tel:6132672083)

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