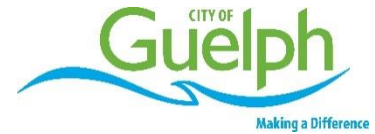


Information Items



Week Ending November 8, 2019

Reports

1. Public Art Advisory Committee Annual Report
2. Tourism Advisory Committee Annual Report
3. 2019 Citizen Satisfaction Survey Results

Intergovernmental Consultations

1. Bill 132, Better for People, Smarter for Business Act, 2019 – Proposals on the Environmental Registry
2. Building Code Services Transformation

Correspondence

1. City of Guelph Response to Intergovernmental Consultation RE: Gas Tax Program Review 2019
2. City of Guelph Response to Intergovernmental Consultation RE: Proposed Amendments to the Aggregate Resources Act
3. City of Guelph Response to Intergovernmental Consultation RE: Display Screens and Hand-Held Devices - Exemption Review Reg. 366.19
4. Township of Stirling-Rawdon RE: Municipal Liability and Insurance Costs

Boards and Committees

1. Heritage Guelph Committee (HG) Meeting Minutes - July 8, 2019
2. Heritage Guelph Committee (HG) Meeting Minutes - September 9, 2019

Items Available in the Clerk's Office

1. None

Information Report



| | |
|---------------|--|
| Service Area | Public Services |
| Date | Friday, November 8, 2019 |
| Subject | Public Art Advisory Committee Annual Report |
| Report Number | PS-2019-28 |

Executive Summary

Purpose of Report

To submit to Council the 2019 Public Art Advisory Committee Annual Report.

Key Findings

The Public Art Advisory Committee advised staff on matters related to public art in three key areas: submission review, scope development, and collection donations.

Financial Implications

None

Report

Details

City Council established the Public Art Advisory Committee to provide advice on the implementation of the Public Art Policy; review proposed scope and terms of reference for public art projects; ensure application of established procedures and guidelines for selection processes; provide advice and recommendations to staff on proposed gifts, donations and bequests to the City; advise on the development and implementation of maintenance for the art collection; and on accessioning and de-accessioning of works associated with the Public Art Policy.

In 2019, the seven-member Committee met four times. The various projects included:

Submission review

Committee members reviewed and scored submissions to the 2019 Artist in Residence program and awarded the project to Mallory Tolcher. Tolcher's project, called Guelph Moves Me, promoted physical fitness on Guelph's trails through a five week outdoor art exhibition.

Committee members reviewed 202 submissions to phase one of the Main Street Mural project. This project is funded from the Ontario Main Street Revitalization initiative for the development of "murals or public art at various locations, specifically for the purpose of animating public spaces that support downtown tourism destinations." Four finalists were selected for phase one and the murals were unveiled as part of the Market Parkade grand opening celebration in October, 2019.

Phase two of the project is targeted for completion by end of March 2020. The committee will advise staff on scope for the call for artists and review submissions.

Collection donations

The committee members reviewed the donation proposal from KIAM Studio of the piece Ward 1 and recommended its acceptance into the City's official public collection. The donated piece hangs on the second floor of City Hall in Public Services Area.

The committee also accepted Guelph Carousel, a donation from Balnar Management Ltd. This piece is a five-panel mural by Marlene Jofriet and is installed in the pavilion in Market Square.

Financial Implications

None

Consultations

Public Art Advisory Committee Chair

Strategic Plan Alignment

This work aligns with the strategic priority Powering Our Future, by providing opportunities for artists to develop their creative practice through public art programs. It also supports Building Our Future, by investing in public art to support beautification of public spaces and maintaining vibrant communities through inclusion of public art.

Attachment

None

Departmental Approval

None

Report Author

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Information Report



| | |
|---------------|---|
| Service Area | Public Services |
| Date | Friday, November 8, 2019 |
| Subject | Tourism Advisory Committee Annual Report |
| Report Number | PS-2019-29 |

Executive Summary

Purpose of Report

To submit to Council the 2019 Tourism Advisory Committee Annual Report.

Key Findings

The Tourism Advisory Committee advised staff on matters related to tourism destination development in two priority areas: the Destination Guelph Strategic Co-Investment Project and the Municipal Accommodation Tax.

Financial Implications

None

Report

Details

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.

In 2019, the ten-member Committee met six times. The Committee advised staff on various projects including the Destination Guelph Strategic Co-Investment Project and the Municipal Accommodation Tax legislation.

Destination Guelph Strategic Co-investment project

Committee members reviewed twenty submissions to the 2019 Destination Guelph Strategic Co-Investment project. Developed from the 2018 project, the objective of the fund was to encourage Guelph businesses, organizations and tourism stakeholders to collaborate on projects that align with the priorities and results of the DestinationGUELPH community tourism strategy.

The project was facilitated by Tourism Services staff and the funds were distributed by Regional Tourism Organization 4. The project was open to Guelph businesses, organizations, and individuals to support opportunities under three streams: destination animation, destination hygiene (or infrastructure), and destination storytelling. Funding was awarded to seven applicants who supported creating new or enhanced visitor experiences in Guelph.

Municipal accommodation tax

The committee advised staff on the scope of the request for information (RFI) for public or private sector organizations or individuals interested in developing a not-for-profit entity. The committee endorsed looking for requests from organizations who have the organizational capacity, or the desire to include, tourism promotion and development in its mandate. The committee members supported the entity's mandate to focus on attracting more overnight visitors to Guelph, using potential revenues from a municipal accommodation tax.

This work supports the ongoing investigation of the municipal accommodation tax in Guelph, including engagement of key tourism stakeholders and identifying purposes for which the entity will operate and use the potential revenue to support tourism growth.

Financial Implications

None

Consultations

Tourism Advisory Committee Chair

Strategic Plan Alignment

The work closely relates to the City's Strategic Plan and the Strategic Priority of Powering our Future in 2019. The strategy directs the City of Guelph to "contribute to a sustainable, creative and smart local economy that is connected to regional and global markets and supports shared prosperity for everyone". The tourism sector in Guelph has potential and is poised to align to the strategic plan with support and investment.

Attachments

None

Departmental Approval

None

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Information Report



| | |
|---------------|---|
| Service Area | Office of the Chief Administrative Officer |
| Date | Friday, November 8, 2019 |
| Subject | 2019 Citizen Satisfaction Survey Results |
| Report Number | CAO-2019-20 |

Executive Summary

Purpose of Report

To present the results of the 2019 Citizen Satisfaction Survey and to highlight opportunities to use findings to inform strategic planning and improve the citizen experience.

Key Findings

The 2019 Citizen Satisfaction Survey is the second survey of its kind to be recently conducted by the City of Guelph to better understand citizen needs and expectations with respect to delivery of services and the citizen experience. Ipsos, which was also commissioned to conduct the 2017 survey, conducted a total of 600 interviews between August 28 and September 17, 2019.

Overall, findings are positive and show statistical consistency with 2017 results with some key differences in top of mind issues. Citizens are more likely to mention infrastructure investments (road reconstruction and maintenance), affordability issues and environmental concerns in the 2019 survey which is consistent with national trends. Citizens continue to rate the quality of life in Guelph as high and remain highly satisfied with delivery of services. The 2019 Citizen Satisfaction Survey also shows that respondents found Guelph to be a welcoming and environmentally responsible community that they are proud to belong to.

Where opportunities for improvement were identified additional program data will be used to correlate the feedback to determine if there are gaps in service delivery or gaps in resident perception.

Overall, residents responded that they believe they are getting good value for their tax dollars and exhibit a slight preference for increasing taxes to support City services as opposed to increasing user fees or decreasing service levels.

The 2019 Citizen Satisfaction Survey and its findings align with and support both current and future budget and strategic planning. The City of Guelph will continue to implement the survey on a bi-annual basis going forward.

Financial Implications

There are no direct financial implications associated with this report.

Report

Background

Research into citizen satisfaction is an effective way for the City of Guelph to understand how citizens experience City services and if services are meeting needs and expectations. This type of information, when used alongside other data sources, functions as an important tool to inform work and budget planning as well as to ensure the City is on track to meet the goals of its strategic plan.

The City of Guelph's previous Citizen Satisfaction Survey was conducted in 2017 and was the result of the Citizen First staff roundtable recommendation to address the inconsistency in the City's approach to satisfaction data collection at a corporate level. The research consulting firm Ipsos was commissioned at that time to design and implement this survey and its results were shared with Council in report CAO-S-1702. As per the City's intention to carry out this piece of research every 2 years, the second Citizen Satisfaction Survey was conducted in 2019 by Ipsos. A project team from the office of the CAO and representatives from all service areas supported the development of the 2019 survey.

Purpose and methodology

Citizen satisfaction is a reflection of citizen perception and, when analyzed alongside supporting pieces of research and data, positions the City to confidently make informed decisions to support service development and improvement. This approach can also help the City understand the context around lower reported satisfaction rates with certain services.

The survey was conducted between August 28 and September 17, 2019 by telephone (cell phone and landline), and the sample was drawn using random digit dialing among City of Guelph residents. In total, 600 interviews were completed yielding statistically robust findings that were weighted by age and gender according to latest census data to reflect the population of the City of Guelph.

The results, where possible, were compared against the 2017 scores as well as against comparative municipal norms. The primary objectives of the survey were to gather the following information from the residents of Guelph:

- Perception of the community's quality of life
- Satisfaction with the current level of City of Guelph programs and services
- Prioritization of issues that the City should address to improve municipal services
- Perceptions and expectations of municipal customer service delivery, communication, and engagement
- Views toward property taxes, investment, and overall decision-making and priority-setting within the City

An important note for the reader: The margin of error in this survey is 4%; therefore, when comparing 2017 and 2019 trends, only rates that are different by a margin of more than +/- 4% are statistically significant.

Supplemental online survey

The telephone survey was accompanied by an adjunct online survey to provide an opportunity for those residents who were not selected for the telephone survey to

participate. The questionnaire was based on the Ipsos survey and was completed by 96 individuals. While this approach offers additional opportunities for citizen participation and engagement, it cannot be directly compared to the primary survey as the sample size and respondent characteristics are not representative of the general population and suffer from self-selection bias.

Compared with statistically robust random sample surveys, the self-selected method typically reports lower satisfaction rates. The results of the online survey are therefore typical and consistent with this expectation, finding slightly lower levels of satisfaction than were reported in the statistically-valid survey.

2019 Citizen Satisfaction Survey results

Overall, according to the Ipsos telephone survey results (as can be seen in ATT-1), findings across topic areas are very positive and show statistical consistency with 2017 results with some key differences in top of mind issues. Top of mind issues for our citizens include infrastructure and road maintenance, affordable housing, transportation and environmental concerns, while garbage collection, taxes and growth appeared as least important.

Guelph residents continue to respond positively with respect to quality of life in Guelph and sense of pride and belonging.

- An overwhelming 95 per cent of surveyed residents rate quality of life in Guelph as good or very good, with 51 per cent rating as very good which is nine points higher than the National Norm.
- Looking at changes in quality of life over the past two years, half (52 per cent) believe quality of life has remained the same, with the other half equally divided between improving (22 per cent) and declining (23 per cent), matching the National Norm.
- Overwhelming majorities continue to agree that Guelph is a welcoming community (94 per cent), that they are proud to be a part of this city (93 per cent), that they have a strong sense of belonging (86 per cent), and that Guelph is an environmentally responsible city (88 per cent).
- Smaller majorities agree that Guelph is a city ready for the future (59 per cent), and that it is a great place to own a business (56 per cent).

An overwhelming majority (89 per cent) of Guelph residents who responded to this survey continue to express overall satisfaction with the level of the delivery of services by the City which is on par with the National Norm (91 per cent).

According to an Ipsos analysis of other Ontario municipal surveys in the past five years, Guelph is on par with other municipalities in areas of garbage collection, water services, sewers/waste water as well as parking and transportation. While Guelph scores slightly lower than other municipalities in the area of snow clearing on both roads and sidewalks, citizens from the surveyed municipalities, including ours, are generally more satisfied with clearing of snow on major roads compared to local roads.

When consulting with City departments on what they wanted to learn from citizens through this year's Citizen Satisfaction Survey, transportation stood out as a key theme including transit as well as other modes of transportation.

- Two-thirds (67 per cent) of respondents believe it is easy to get around Guelph.
- Respondents who expressed higher levels of satisfaction with overall service delivery and public transportation specifically were more likely to state that it is “very easy” to get around the city.
- Large majorities of respondents feel safe using all forms of transportation tested for in the survey. Residents feel the safest walking (93 per cent) or driving (93 per cent) and least safe biking (67 per cent).

Similarly, while fewer people have interacted with the City in 2019 (contact rates now matching the National Norm) compared to 2017, of those who have contacted the City in the past 12 months, a large majority (85 per cent) are satisfied with the overall quality of service received. Many were either satisfied or very satisfied with staff being courteous (91 per cent), staff being knowledgeable (90 per cent), staff treating citizens fairly (89 per cent) and ease of reaching staff (84 per cent). These numbers are all statistically similar to 2017 rates and National Norm averages.

Citizens surveyed report that the guelph.ca corporate website (49 per cent) is the most common source of information they use to learn about the City, followed by word of mouth (35 per cent) and guelphtoday.com (32 per cent).

- Gen Xers (35 to 54 years of age) and Boomers (over 55 years old) are more likely than Millennials (18 to 34 years of age) to get information from the Guelph Mercury Tribune, while Gen Xers are more likely than both their younger and older counterparts to use the corporate website.
- Social media (including the City’s accounts) were most popular amongst Millennials and Gen Xers, while word of mouth was most popular with Millennials.

Half (52 per cent) of Guelph citizens surveyed continue to agree that they can influence municipal decisions affecting Guelph with Millennials (61 per cent) being more likely to agree compared to Baby Boomers (59 per cent) and Gen Xers (56 per cent).

Eight in ten (81 per cent) residents continue to believe that they receive good value for their tax dollars matching the National Norm (82 per cent). When residents were asked about preference to pay for City services, 35 per cent were more inclined to increase taxes (whether to enhance and expand services or to modernize and maintain) as opposed to increasing program user fees (26 per cent) and cutting services (19 per cent).

In light of the proposed provincial funding changes, two-thirds (65 per cent) of those surveyed were aware of the proposed provincial funding changes impacting municipalities, with Millennials being much less likely to be aware (20 per cent) compared to Gen Xers (36 per cent) and Baby Boomers (47 per cent).

Overall, similar to the 2017 research, the 2019 Citizen Satisfaction Survey presents very positive results and indicate that the City continues to provide very good experiences for its citizens, either matching or exceeding National Norms.

How will we use these findings?

Satisfaction research such as the 2019 Citizen Satisfaction Survey is an important way for the City to understand how citizens experience services, interaction with the City and overall perception of the City.

The City of Guelph will use the findings of this survey in the following ways:

- Informing strategic planning initiatives to support the development of the strategic priority action plans coming forward in 2020.
- Informing budget planning by identifying gaps, maximizing efficiencies in aligning resources and investment decisions for medium- and long-term initiatives.
- Providing data to the Continuous Improvement Office as it identifies its future work program.
- Being transparent by publicly sharing key performance indicator data on citizen experience and service delivery.
- Supporting the “Working together for our future” strategic priority by collecting, sharing and using data to directly improve service delivery and citizen experience and inform budget and strategic planning.
- Use other program data to correlate and analyze program-specific findings to further understand resident perceptions versus known operational service levels.

Over time, the Citizen Satisfaction Survey will be refined to more precisely measure the impact of the strategic plan priorities and support improved decision making with respect to resource and budget allocation. Further to that, staff will be adjusting the timing of the survey in future years from Q3 to Q2, to better align with budget, work planning and public reporting cycles. The next Citizen Satisfaction Survey will take place in Q2, 2021 and to some degree will serve as a mid-point check in on our progress of the **Guelph. Future Ready** strategic plan. Similarly, the Q2, 2023 Citizen Satisfaction Survey will align with the end of the current strategic plan, supporting evaluation of that plan, and informing subsequent development of the next plan (2024-2028).

It is important to recognize that the Citizen Satisfaction Survey also collects data on topics that are beyond the sole responsibility of Guelph’s municipal government. As reflected in the survey findings, some of the most important issues facing Guelph today—such as affordable housing, poverty and increasing support for businesses—require a concerted community-wide response and are not the sole purview of one organization or level of government. The Community Plan program of work for the coming year includes working with partners and community to identify areas where we can better align our efforts to achieve improvement. Guelph is well positioned to achieve progress in these areas.

As the survey results show, Guelph’s very high rating for quality of life is the result of a collective effort by many. Building on pride in Guelph and a perception of being welcoming, environmentally responsible, among other attributes, requires ongoing and aligned effort from multiple community stakeholders. Currently a small majority (59 per cent) of residents believe Guelph as a community “is a city ready for the future” as stated in the survey. Aligning the strategic plan to the longer

term vision of the community will support Guelph and the organization on their journey to become “future ready”.

Under the direction of Corporate Communications, a plan is in place to share the results of the Citizen Satisfaction Survey with the community, stakeholders and City staff. Results are available on guelph.ca.

Financial Implications

There are no direct financial implications associated with this report.

Consultations

The following stakeholders were engaged with during the development and design of the 2019 Citizen Satisfaction Survey:

- Strategy, Innovation and Intergovernmental Services
- Corporate Communications and Customer Service
- Community Engagement
- Finance
- Human Resources
- Engineering and Transportation Services
- Service Guelph
- Corporate Asset Management & Project Management
- Culture, Tourism and Community Investment

Strategic Plan Alignment

Priority: Working together for our future

Strategic Directions: Improve how the City communicates with residents and delivers services; develop a long-term financial and resource strategy that is achievable and affordable.

While findings from the 2019 Citizen Satisfaction Survey function as key inputs to the development of all five strategic priority action plans, this survey directly supports the “Working together for our future” strategic priority as it strengthens the City’s position as an engaging, transparent and responsible body of government. By collecting information directly relating to citizen experience, communication with the City and delivery of services, the City of Guelph can effectively work on improving these aspects work as an effective, responsible and trusted local government. Similarly, the findings of the Citizen Satisfaction Survey directly inform budget and strategic planning, ensuring the City is on track to develop strategies that are both relevant and achievable.

Attachments

Attachment-1: 2019 Citizen Satisfaction Survey Report

Departmental Approval

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2019 CITIZEN SATISFACTION SURVEY

City of Guelph

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Background and Objectives

- The City of Guelph commissioned public opinion research to better understand citizen needs and expectations in order to effectively prioritize and implement improvements with respect to delivery of services and the citizen experience.
- The primary objectives of the survey are to gather the following information from the residents of Guelph:
 - Perception of the community's quality of life
 - Satisfaction with the current level of the City of Guelph programs and services
 - Prioritization of issues that the City should address to improve municipal services
 - Views toward property taxes, investment, and overall decision-making and priority-setting within the City
 - Perceptions and expectations of municipal customer service delivery, communication, and engagement
- The insights gained through the survey will enhance corporate strategic planning, improve program/service design and delivery, and enhance citizen experience. The survey measures and tracks findings from a previous survey conducted in 2017 where applicable.

Methodology

- This survey was conducted by mobile and landline telephone using a sample that was drawn using random digit dialing (RDD) among adult City of Guelph residents.
- A total of n=600 interviews were completed among residents 18 years of age and older, including n=306 interviews conducted via landline and n=294 interviews conducted via by cellphone.
- The overall survey results have been weighted by age and gender according to the latest census data to reflect the population of the City of Guelph.
- A sample of 600 interviews produces results which can be considered accurate within ± 4.0 percentage points, 19 times out of 20. The margin of error will be larger for subgroups. The sample size asked each of the questions is noted after the question wording at the bottom of the graph (denoted by n=).
- This survey was conducted between August 28 and September 17, 2019.

Reporting conventions

- Throughout the report totals may not add to 100% due to rounding or because the question is a multi-select question, where respondents were permitted to choose more than one response.
- Where available tracking data has been included from a 2011 and a 2017 City of Guelph survey.
- Data for Q5 (satisfaction towards specific services provided by the City) has been re-based to exclude those who indicated 'don't know'.
- Significant differences across sub-groups are noted where they exist.
 - Colour-coding has been used to indicate whether a number is significantly higher than other numbers (denoted in green) or significantly lower than other numbers (denoted in red). In the following example, the number for those who are age 55 and older is significantly higher than that for those who are age 18 to 34 and, in contrast, the number for those age 18 to 34 is significantly lower than that for those age 55 and older.
(**55%** 55+ years 55% 35-54 years **44%** 18-34 years).
 - When numbers are compared in tables, a similar colour-coding scheme is used: a number that is significantly higher than other numbers is denoted by a green cell, while a number that is significantly lower than other numbers is denoted by a red cell. For example, in the table below, the numbers for Wards 5 and 6 are significantly higher than those for Wards 1 and 3 and, in contrast, the numbers for Wards 1 and 3 are significantly lower than those for Wards 5 and 6.

| | Overall Satisfaction With Service Delivery - % Very Safe | | |
|---------|--|--------------------|-------------------------------|
| | Very satisfied | Somewhat satisfied | Not very/not at all satisfied |
| Walking | 78% | 52% | 36% |
| Driving | 67% | 56% | 28% |

Normative comparisons

Normative Comparisons

Comparisons have been made between the results of the 2019 City of Guelph Satisfaction Survey to Ipsos' database of municipal normative data where possible.

This normative database is comprised of survey findings for select questions from other municipal governments from across the country.

EXECUTIVE SUMMARY

Executive summary

Overall, the 2019 citizen satisfaction survey continues to find very positive assessments of life in Guelph, however there have been some notable shifts over the course of the past two years.

- Residents continue to perceive the quality of life in Guelph as being highly positive (95%) and the proportion who say it is “very good” remains significantly higher than the National Norm (51% vs. 42%). However, among those who perceive a change in quality of life over the past few years, negative perceptions have increased and are now on par with positive perceptions (23% declined vs. 22% improved).
- Overwhelming majorities of residents continue to agree that Guelph is a welcoming community (94%), they are proud to say they are from Guelph (93%), and that they have a strong sense of belonging to Guelph (86%). A similar majority also perceive Guelph as an environmentally responsible City (88%). Fewer residents believe that Guelph is a city ready for the future (59%) and is a great place to do business (56%).
- Residents remain satisfied with the delivery of all services by the City (89%), Satisfaction with service delivery is on par with the National Norm (89% vs. 91%).

Executive summary (continued)

The survey finds that contact with the City has declined over the past two years and is now on par with the National Norm. Those who had contact with City staff or have accessed City programs or services continue to be satisfied with their experience.

- Fewer residents report having contact with City staff or employees or have used a program or service over the course of the past two years (52%, down from 67% in 2017). Contact with City Staff is now on par in the City of Guelph with the National Norm (51%).
- Among those who had contact with City staff or employees, more than eight in ten (85%) are satisfied with the overall quality of service they received. Residents are most satisfied with being treated fairly (76%, very satisfied), followed by the courteousness of staff (75%), knowledge of staff (69%), and being able to complete their transaction and getting what they needed (62%).
- Among those residents who accessed programs/services an overwhelming majority (89%) are satisfied with overall quality of the program or service. About nine in ten are satisfied with other aspects, including about six in ten who are very satisfied with getting what they needed, accessibility of the program/service, and the amount of time it took to get the program/service.

Residents believe that they are receiving good value for their tax dollars and have a slight preference for increasing taxes over increasing user fees and cutting services.

- Eight in ten (80%) residents continue to believe they are getting good value for their tax dollar and those who think they are getting “very good” value outweigh those who think they are getting “very poor” value by a margin of four-to-one (24% vs. 6%).
- When informed that municipal property taxes are the primary way to pay for services provided by the City of Guelph and asked which of five funding options they would most prefer the City to pursue, opinions are mixed. Residents are slightly more likely to express a preference for increasing taxes (35% - divided between those who want to increase taxes to enhance or expand services and those who want increased taxes to modernize and maintain services) over increasing user fees for programs used by residents (26%) and cutting services (19% - divided between those who want to cut services to maintain current tax level and those who want cuts to reduce taxes).
- A majority (65%) of residents are aware of the Ontario government’s decision to reduce funding provided to municipalities like the City of Guelph for programs and services offered to residents, however only one-third are very aware.

Executive summary (continued)

Residents believe it is easy to get around the City of Guelph, walking and driving are seen as the safest ways of travelling around the City.

- A majority (67%) of residents say it is easy to travel around the City, including three in ten (28%) who say it is very easy.
- When asked about four modes of transportation, large majorities feel safe using all forms of transportation tested in the survey, but feel safest walking or driving (58% and 56%, respectively say it is very safe). Half (49%) feel safe on public transit, while residents feel the least safe riding a bicycle (28%).

A slim majority of residents believe they can influence municipal decisions.

- A half (52%) of residents think they can influence municipal decisions, but four in ten (39%) disagree with this view, and those who “strongly disagree” outweigh those who “strongly agree” by a margin of two-to one (19% vs. 11%). Since 2017, fewer residents disagree with this view (down 8 points) and more offer no opinion (6%, up 5 points).

TOP-OF-MIND ISSUES

Most important issue facing Guelph today

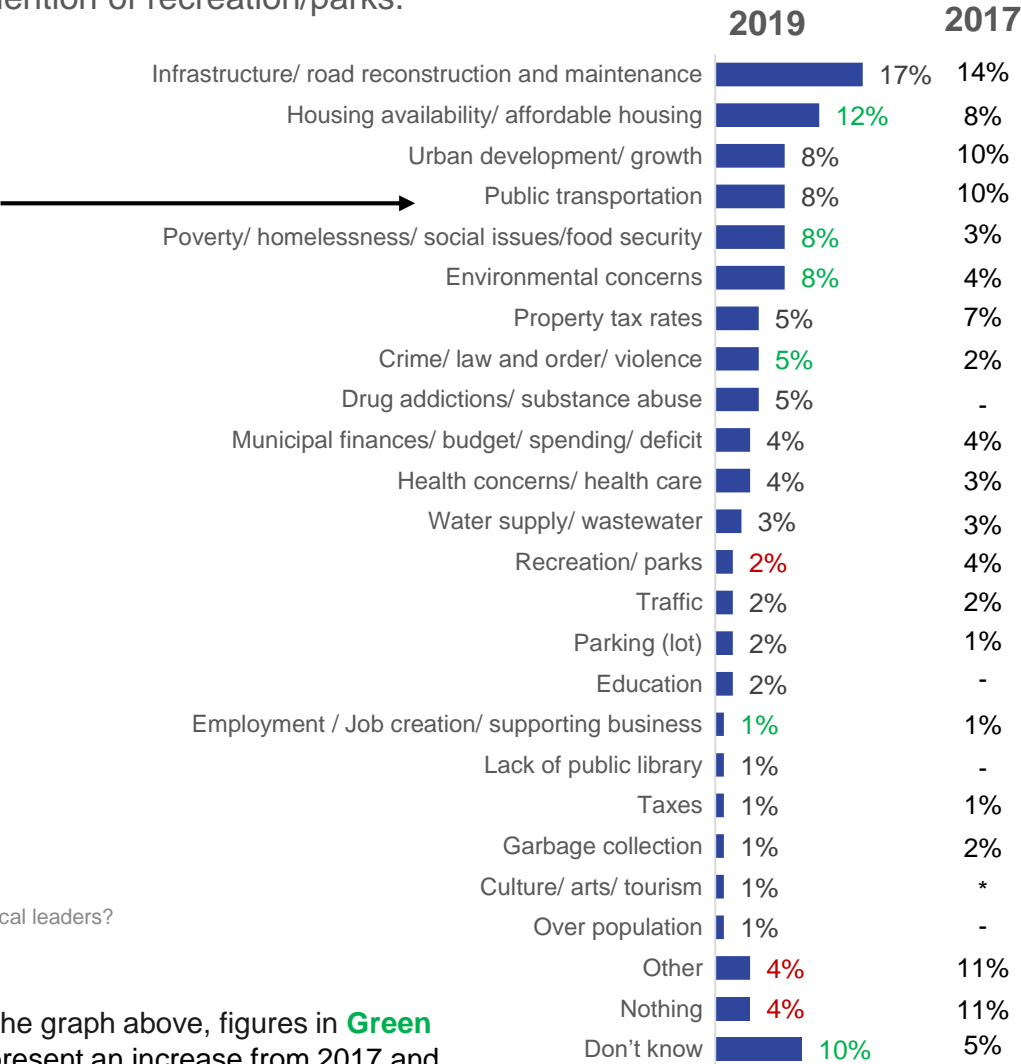
City of Guelph residents mention a number of issues as the most important issue facing the City today, with the most mentioning infrastructure/road reconstruction and maintenance, housing availability/affordable housing, urban development/growth, public transportation, poverty/homelessness/social issues/food security, and environmental concerns. Since 2017, there have been increases in mention of housing availability, poverty/homelessness, environmental concerns, and crime/law and order/violence, and a decline in mention of recreation/parks.

There are some differences in most important issue based on age.



14%

Millennials vs. 6% Gen Xers
and 5% Boomers



Q1T In your view, what is the most important issue facing Guelph today – the one that should receive priority attention from local leaders?
Base: All Respondents 2019 (n=600); 2017 (n=600)

Figures and cells in Green are significantly higher than those in Red

In the graph above, figures in Green represent an increase from 2017 and figures in Red represent a decline



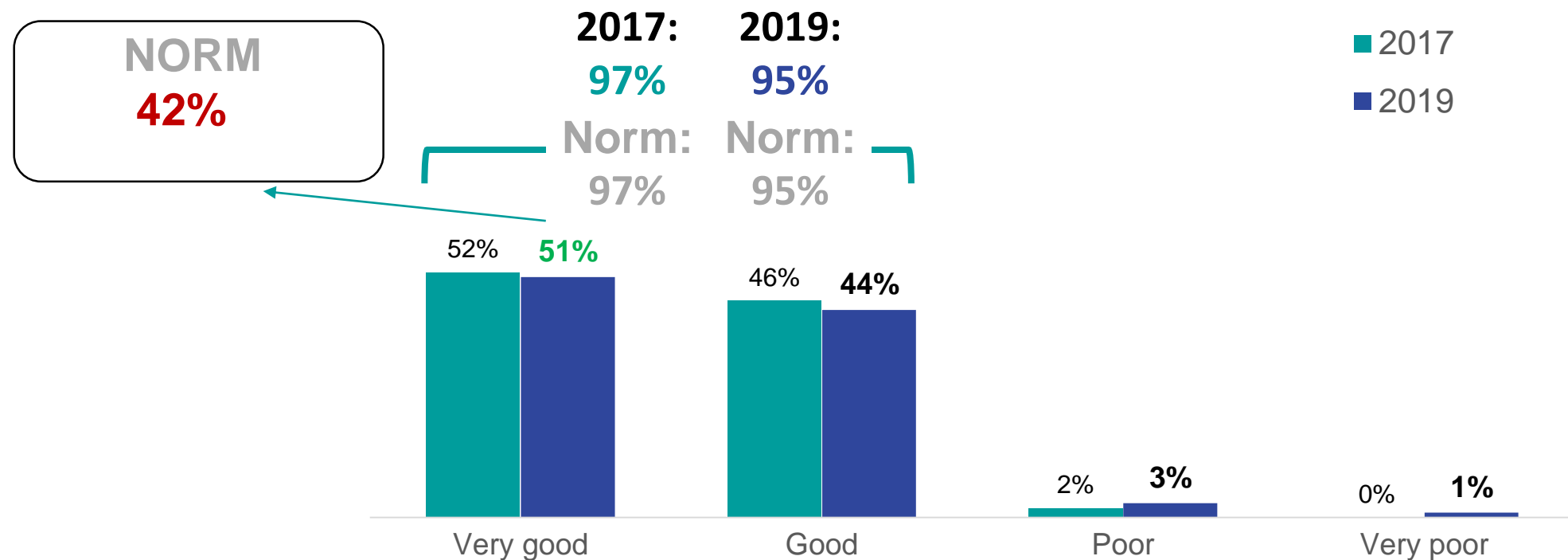
QUALITY OF LIFE

Overall quality of life in the City of Guelph

City of Guelph residents continue to almost unanimously rate the overall quality of life in the City as good or very good, including a half (51%) of residents who rate the quality of life as “very good.”

The perceived overall quality of life in the City of Guelph is on par with the National Norm, but the proportion who say it is “very good” is nine points higher than the National Norm (51% vs. 42%).

Quality of life ratings are similar across demographic groups subgroups.



Q2. How would you rate the overall quality of life in the City of Guelph Today? Would you say it is
Base: All Respondents 2019 (n=600); 2017 (n=600)

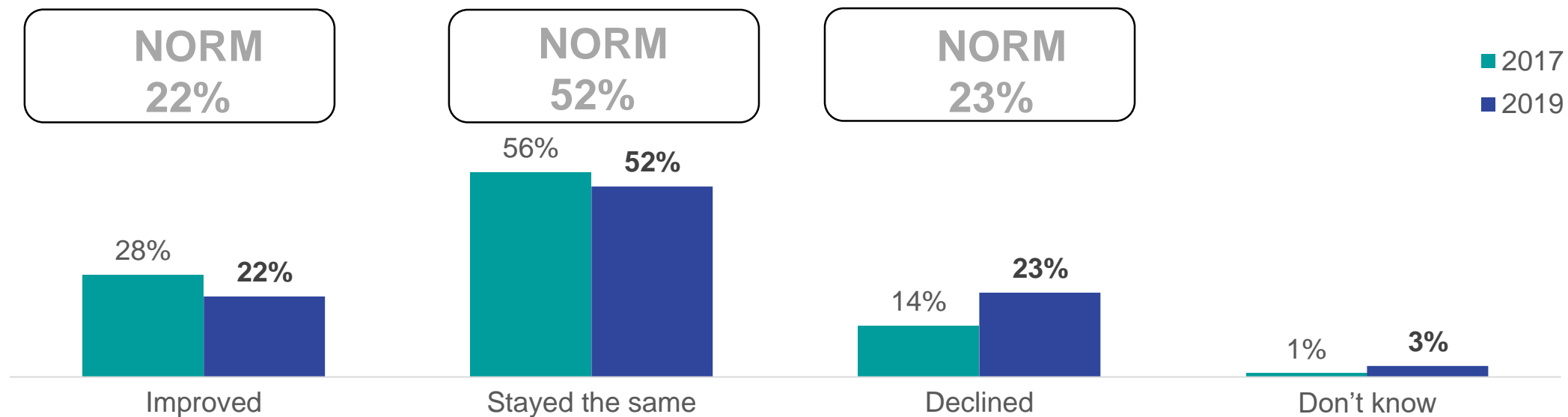
Quality of life in the City over the past few years

Half (52%) of residents indicate that the quality of life in Guelph has stayed the same over the past few years. Among those who perceive a change, similar proportions think quality of life has improved or has declined (22% vs. 23%).

Following a six-point increase between 2011 and 2017 in the proportion of residents who indicate that the quality of life has improved, this figure has declined back to the figure recorded in 2011. Since 2017, there has been a nine-point increase in the proportion of residents who think it has declined.

Perceptions of an improved quality of life are on par with the National Norm at 22%, and perceptions of a decline in quality of life is also on par with the National Norm at 23%.

Perceptions of the change in quality of life over the past few years are similar across all subgroups.



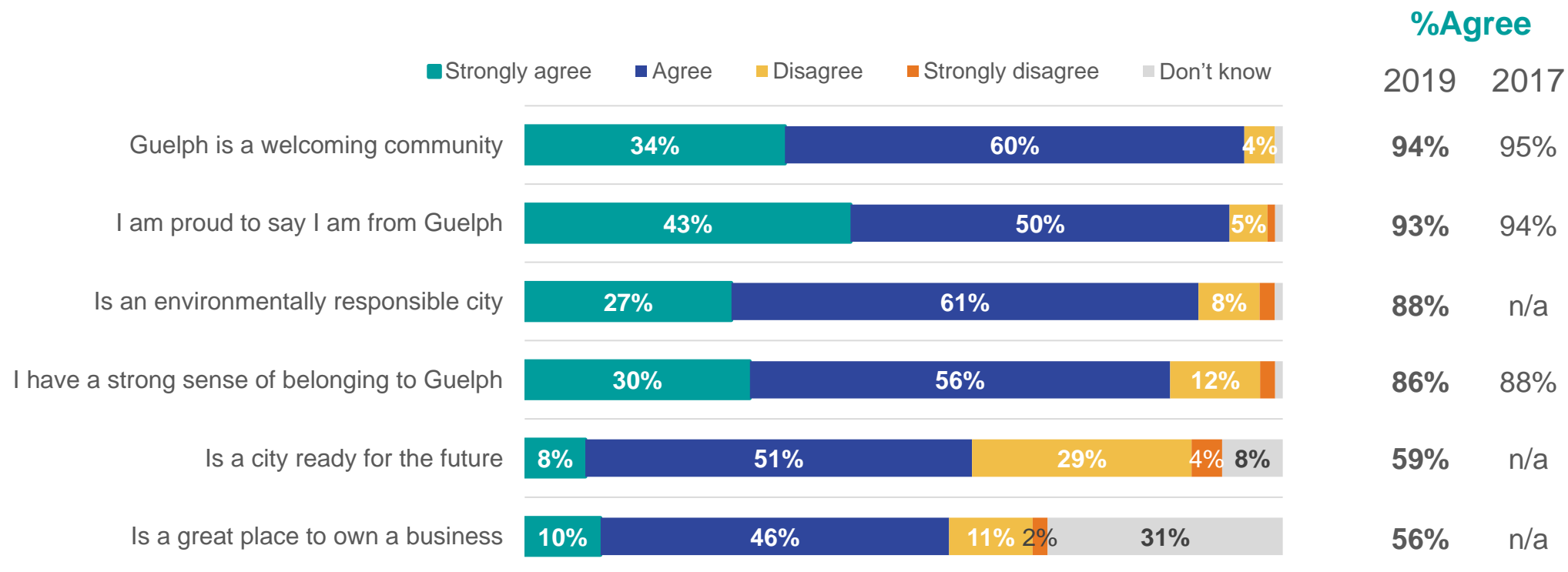
3T. Over the past few years, would you say the quality of life in the City of Guelph has...
Base: All Respondents 2019 (n=600); 2017 (n=600)

Perceptions of Guelph

Residents continue to have very positive perceptions of Guelph as a community.

Overwhelming majorities continue to agree that Guelph is a welcoming community (94%), that they are proud to say they are from Guelph (93%), and that they have a strong sense of belonging (86%). An overwhelming majority also agree that Guelph is an environmentally responsible city (88%). Smaller majorities also agree that Guelph is a city ready for the future (59%), and is a great place to own a business (56%).

There is very little variation in perceptions of Guelph across demographic and regional subgroups.



Q3A. Please rate the extent to which you agree or disagree with the following statements
Base: All Respondents 2019 (n=600); 2017 (n=600)

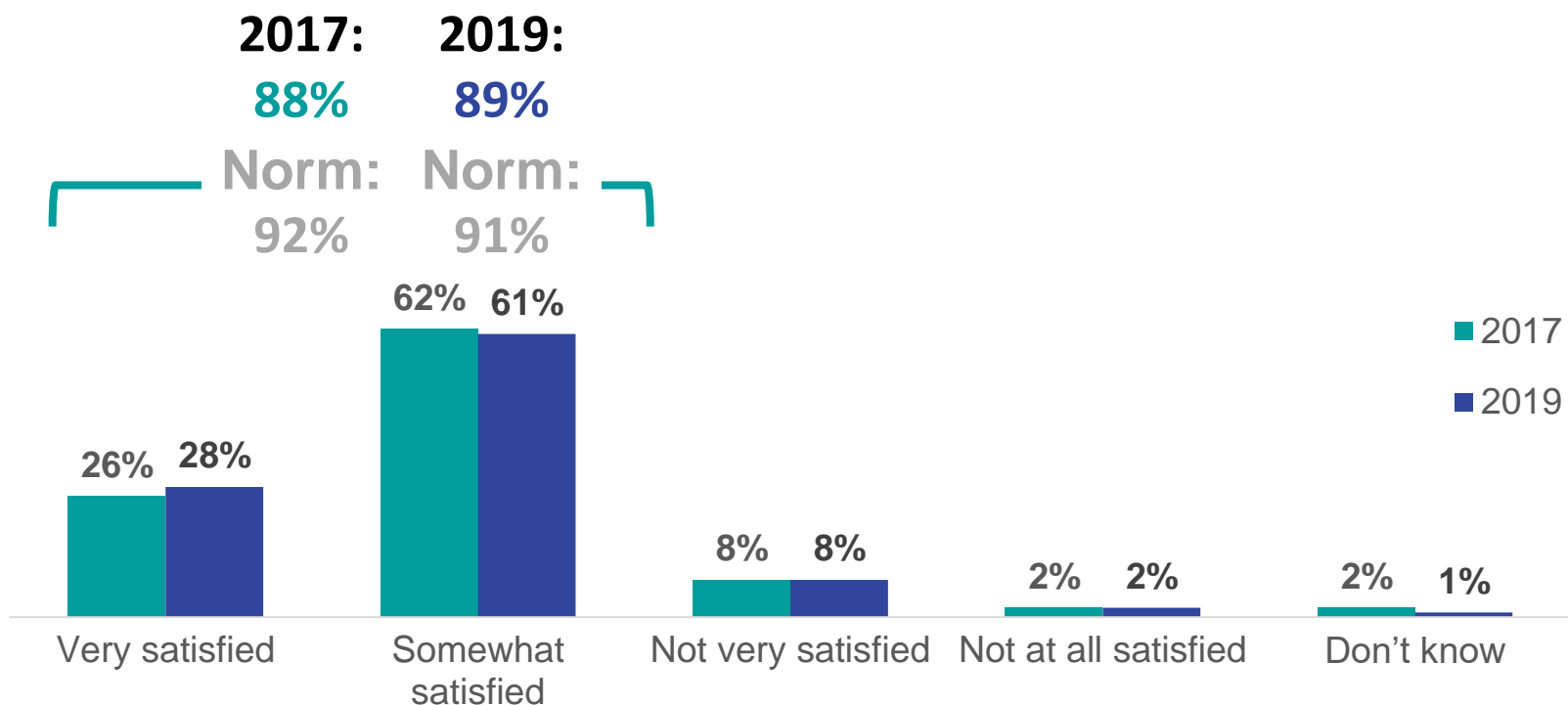
CITY SERVICE ASSESSMENT

Overall satisfaction with delivery of City services

An overwhelming majority (89%) of Guelph residents continue to express overall satisfaction with the delivery of services provided by the City of Guelph, most are “somewhat satisfied.”

Overall satisfaction is on par with the National Norm (89% vs. 91%), and so is the proportion who are “very satisfied” (28% vs. 31%).

Overall satisfaction does not vary significantly across all demographic and regional subgroups.

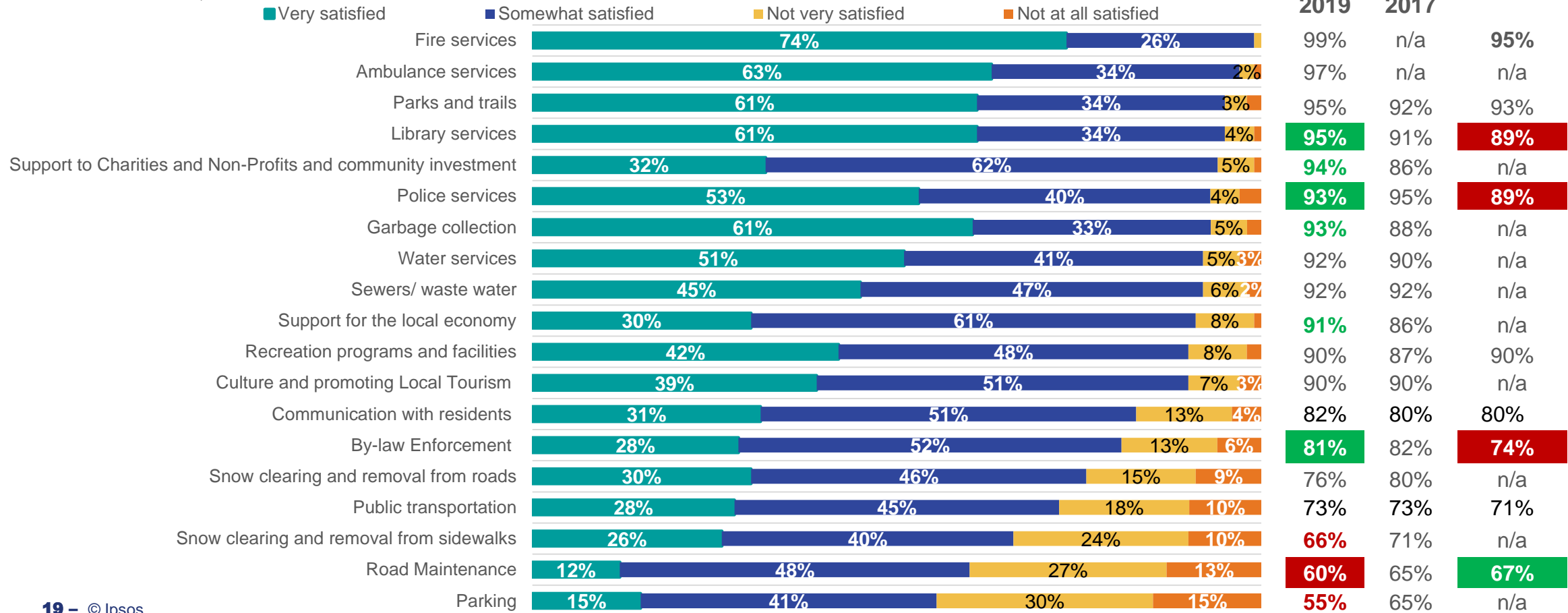


Q4. Overall, how satisfied are you with the delivery of all services provided by the City of Guelph?
Base: All Respondents 2019 (n=600); 2017 (n=600)

Satisfaction with services

Majorities of residents are satisfied with all 19 City of Guelph services tested in the survey. The proportion who are “very satisfied” is highest for fire services (74%), followed by ambulance services (63%), parks and trails (61%), library services (61%), garbage collection (61%) and lowest for road maintenance (12%). Since 2017, satisfaction has increased for library services, support to charities, garbage collection and support for the local economy, however satisfaction has declined for snow clearing and removal from sidewalks, road maintenance, and parking.

The City of Guelph rates significantly higher than the National Norm on the services library services, police services and by-law enforcement, but lower on road maintenance.



Q5. Now please rate how satisfied you are with the services provided by the City of Guelph. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with...? Base: Rebased to exclude dk/na . Base size Varies for each statement. The figures for 2017 have also been rebased to exclude dk/na.

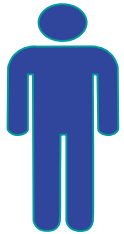
Values <3% not labelled

• Cells in **Green** are significantly higher than those in **Red**

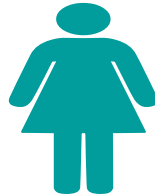


‘very satisfied’ with services

Public transportation –
28% Very Satisfied



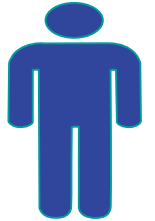
33% of men
compared to **22%**
of women



Police services –
53% Very Satisfied



58% of women
compared to **48%**
of men



Road maintenance –
12% Very Satisfied

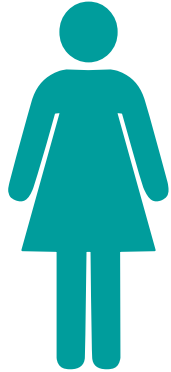


17% of Boomers, vs. **7%**
Gen X'ers and 13% of
Millennials.

Q5. Now please rate how satisfied you are with the services provided by the City of Guelph. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with...? Base: All Respondents (n=600)

'very satisfied' with services

Library services – 61% Very Satisfied



70% of women
compared to **52%** men



Recreation programs and facilities – 42% Very Satisfied



48% of Boomers, vs. 42% Gen
X'ers and **35%** of Millennials.



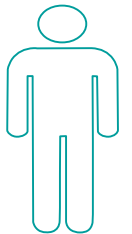
48% of women
compared to **36%** men



Culture and promoting local tourism – 39% Very Satisfied



46% of women
compared to **32%** men



Q5. Now please rate how satisfied you are with the services provided by the City of Guelph. Would you say you are very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied with...? Base: All Respondents (n=600)

GAP ANALYSIS

Gap analysis

The Gap analysis that follows shows the difference between how important various City services are to residents and how satisfied they are with the services. Importance scores are plotted horizontally across the bottom of the chart (along the X-axis). Satisfaction scores are plotted vertically (along the Y-axis). Importance scores are derived from correlation analysis with overall City service satisfaction and satisfaction scores represent overall stated satisfaction (very & somewhat) with each of the individual City services.

Typically, it is most advantageous to focus on improving services that are of high importance to residents but where satisfaction is relatively low. However, in some instances it is also strategic to focus on lower importance items if the City can see potential to make a big difference.

On the graph, four areas are identified:

Primary Areas for Improvement – services that are considered very important, but with lower satisfaction scores. The focus here is on improving these services to increase satisfaction. This is slated as the primary area for improvement because the correlation analysis identifies that these services are the strongest drivers of satisfaction. If the City can increase satisfaction in these areas, this will have the largest impact on overall perceptions of City services.

Secondary Areas for Improvement – services that are relatively less important, with the lowest satisfaction scores. This should be the secondary area of focus to improve the satisfaction scores.

Primary Areas for Maintenance – services of relatively high importance and high satisfaction scores. The focus here is on maintaining the current level of service and satisfaction.

Secondary Areas for Maintenance – services with lower importance but high satisfaction scores. The focus here should be to maintain satisfaction levels.

Understanding the gap analysis

Primary areas for improvement are:

| | | | |
|--|---|--|--|
| <ul style="list-style-type: none">• Snow clearing/removal from sidewalks | <ul style="list-style-type: none">• Public transportation | <ul style="list-style-type: none">• Snow clearing/removal from roads | <ul style="list-style-type: none">• Road maintenance |
|--|---|--|--|

Snow clearing/removal from sidewalks and roads, public transportation, and road maintenance idents should be the primary areas for improvement for the City of Guelph. These services have relatively higher derived importance scores and are some of the strongest drivers of satisfaction with the City’s overall level of service.

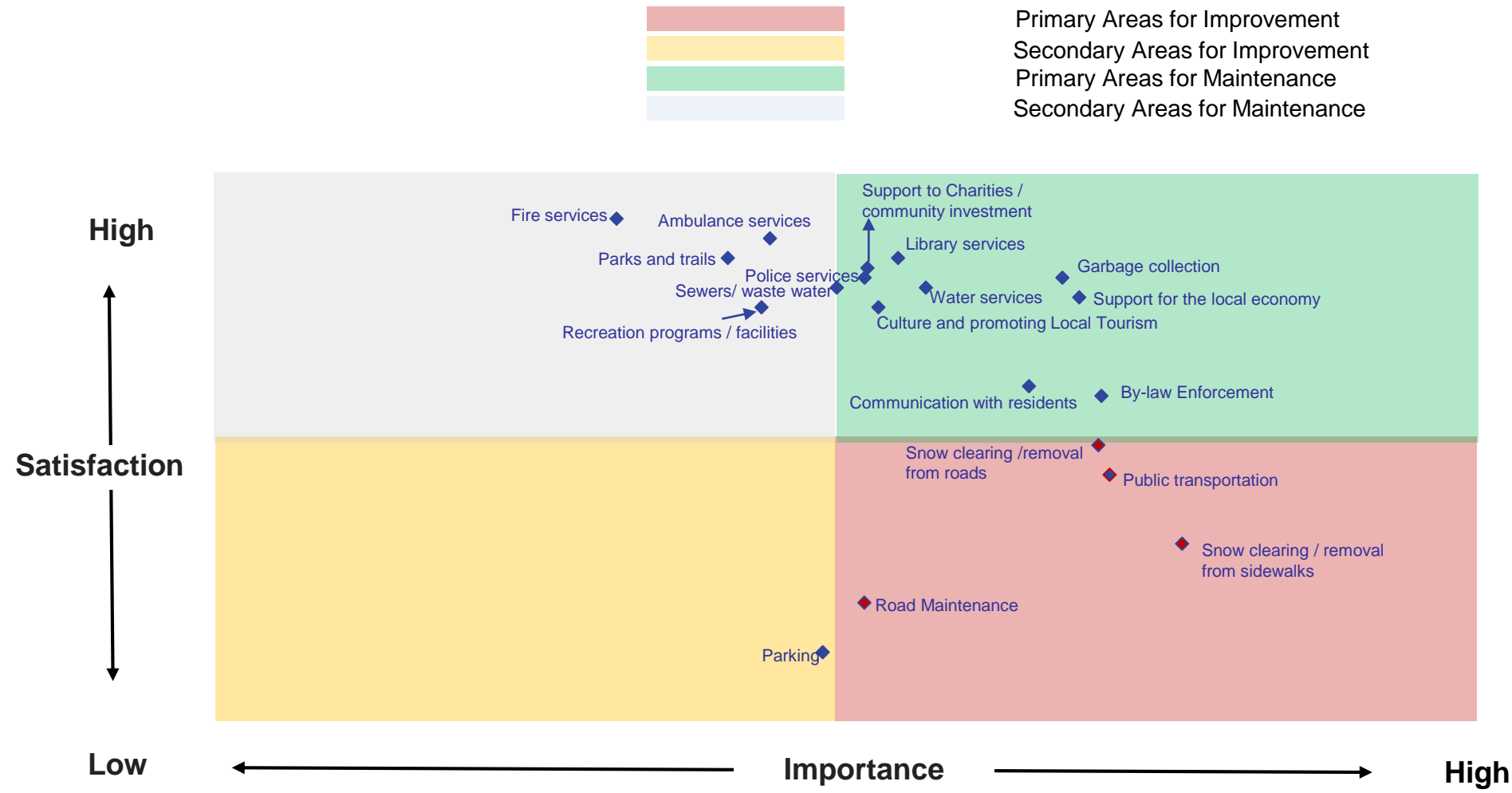
Secondary areas for improvement are:

| |
|---|
| <ul style="list-style-type: none">• Parking |
|---|

An additional area of service that falls within the secondary areas for improvement that should be an area of focus is parking.

It should be noted that although an area receives a large majority score on satisfaction (e.g., Snow clearing and removal from roads receives a 76% satisfaction score), it can still be seen as an area of improvement. The reason for this is that although its satisfaction score is high, it scores lower in relation to most other areas and is a strong driver of overall satisfaction (e.g., Snow clearing and removing from roads is one of the top drivers of overall satisfaction – farther on the right in the pink quadrant on the grid chart on p.25). Hence, if this area is not monitored and satisfaction falls notably, it could have a negative impact on overall satisfaction and, in contrast, if more action is taken in this area, and satisfaction goes up notably, it could have a positive impact on overall satisfaction.

Gap analysis



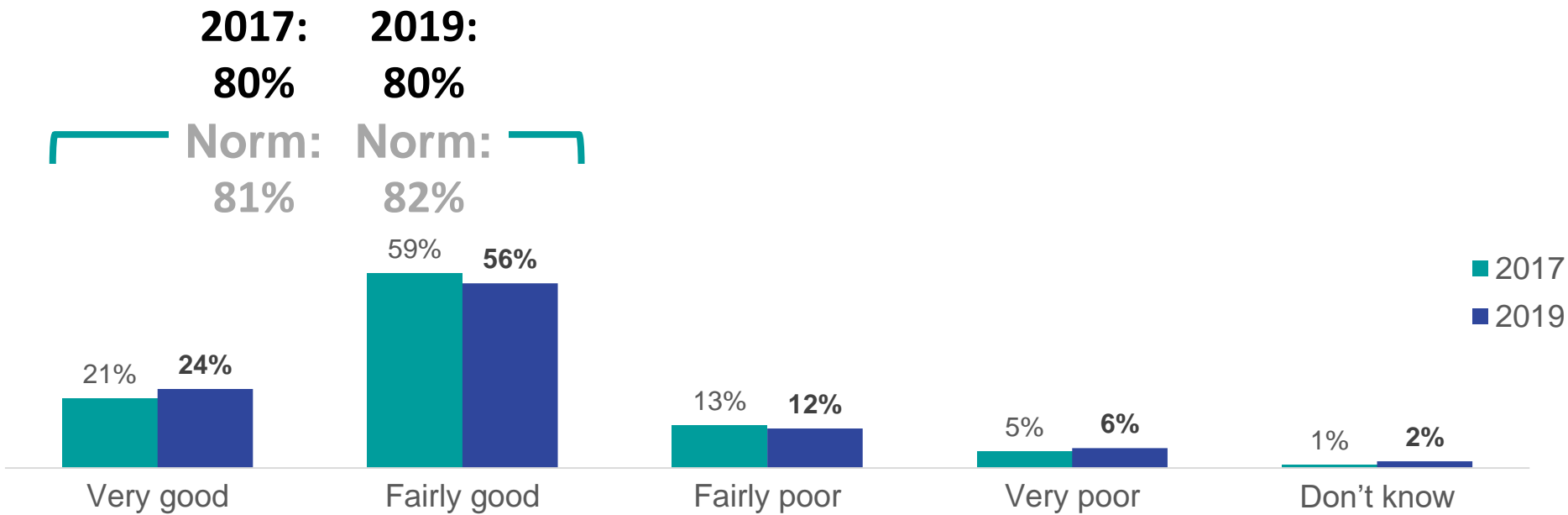
TAXES AND SERVICES

Value for tax dollars

Eight in ten (80%) residents continue to believe that they receive good value for their tax dollars. Moreover, the proportion who think they get “very good” value is four times greater than the number who think it is “very poor” (24% vs. 6%).

The perceived value for tax dollars for Guelph residents continues to be on par with the National Norm, including the proportion who say it is “very good” (21% vs. 24%, respectively).

Large majorities of residents across all demographic and regional subgroups think they receive good value for their tax dollars.

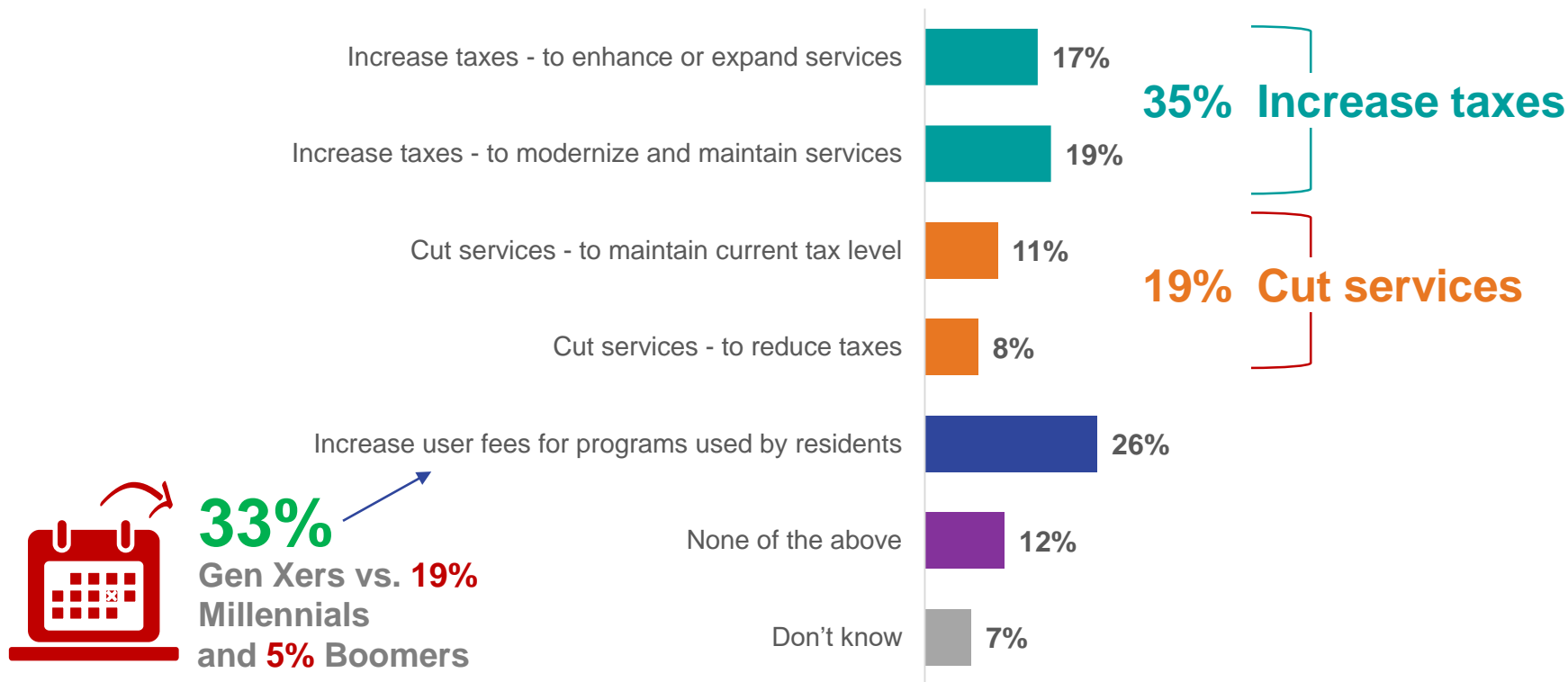


Q6. Thinking about all the programs and services you receive from the City of Guelph, would you say that overall you get a good value or poor value for your tax dollars? (Is that very or fairly good/poor value?) Base: All Respondents 2019 (n=600); 2017 (n=600)

Options for the City to pursue to pay for services

When residents are told that municipal property taxes are the primary way to pay for services provided by the City, and asked which of five options they would like the City to pursue, residents are more likely to prefer increasing taxes (35% - divided between those who want to increase taxes to enhance or expand services and those who want increased taxes to modernize and maintain services) over increasing user fees for programs used by residents (26%) and cutting services (19% - divided between those who want to cut services to maintain current tax level and those who want cuts to reduce taxes).

The preferred option for the City to pursue to pay for services varies by age.

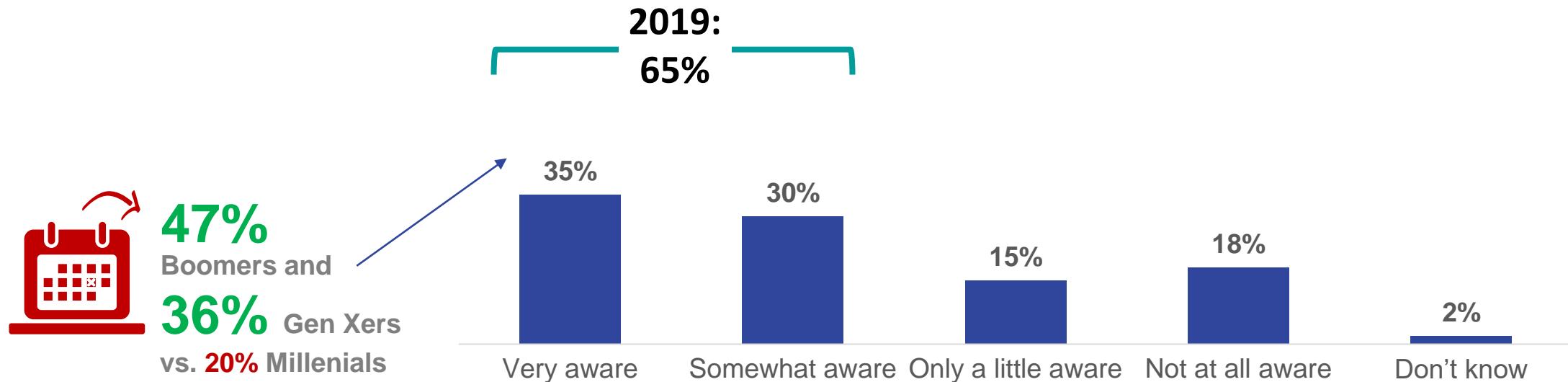


Q7. Municipal property taxes are the primary way to pay for services provided by the City of Guelph. That being the case, which of the following five options would you most like the City of Guelph to pursue? Base: All Respondents 2019 (n=600);

Awareness of Ontario government's decision to reduce funding to municipalities

Two-thirds (65%) of Guelph residents say they are aware of the recent Ontario Government's decision to reduce funding provided to municipalities like the City of Guelph for programs and services offered to residents such as public health, policing, library services, child care, tourism, and flood management to reduce the provincial government's budget deficit.

Strong awareness of the Ontario's decision to reduce funding to municipalities differs significantly by age.



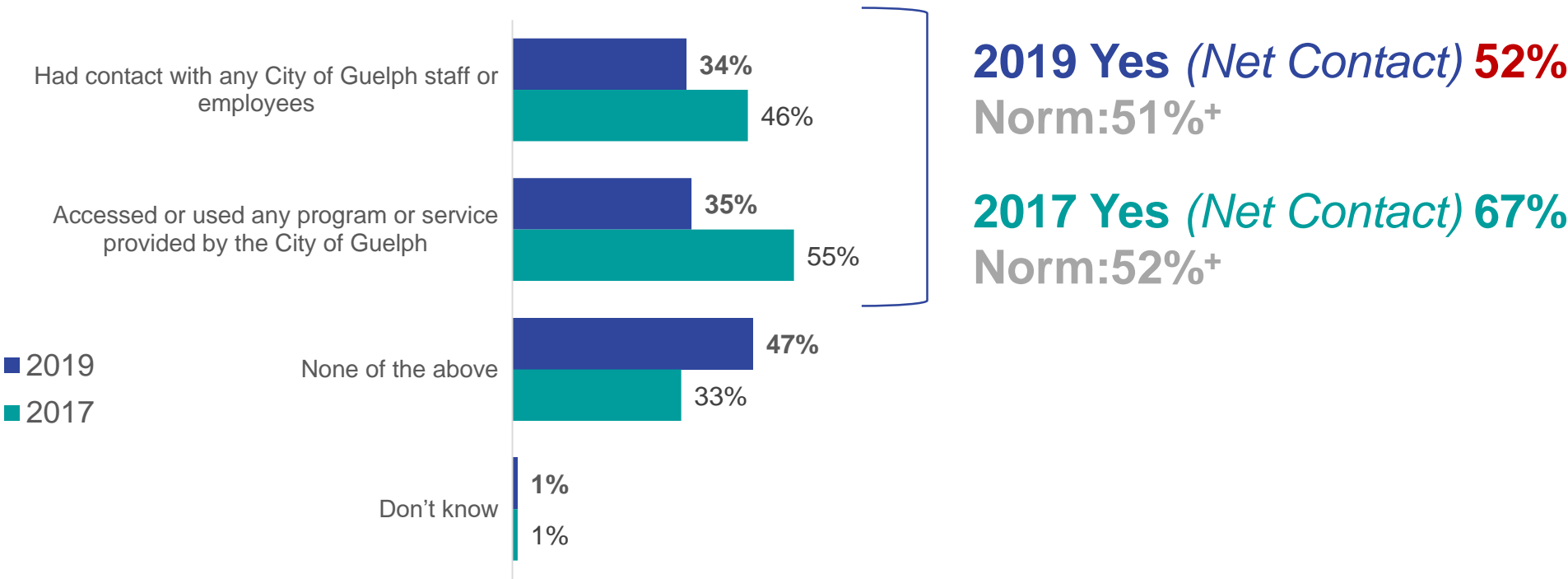
Q18. How aware are you about the recent Ontario Government's decision to reduce funding provided to municipalities like the City of Guelph for programs and services offered to residents such as public health, policing, library services, child care, tourism, and flood management in order to reduce the provincial government's budget deficit? Are you...?
Base: All Respondents 2019 (n=600)

INTERACTION WITH THE CITY

Contact with the City in the past 12 months

Half of residents have had contact with the City in the past 12 months, including about one-third (35%) who have accessed or used a program or service provided by the City of Guelph and a similar proportion (34%) who have had contact with City of Guelph staff or employees.

City of Guelph residents are now on par with the National Norm to have contacted their municipality.



Q8. In the past 12 months, have you...? Base: All Respondents 2019 (n=600); 2017 (n=600)

- Figures in **Green** are significantly higher than those in **Red**

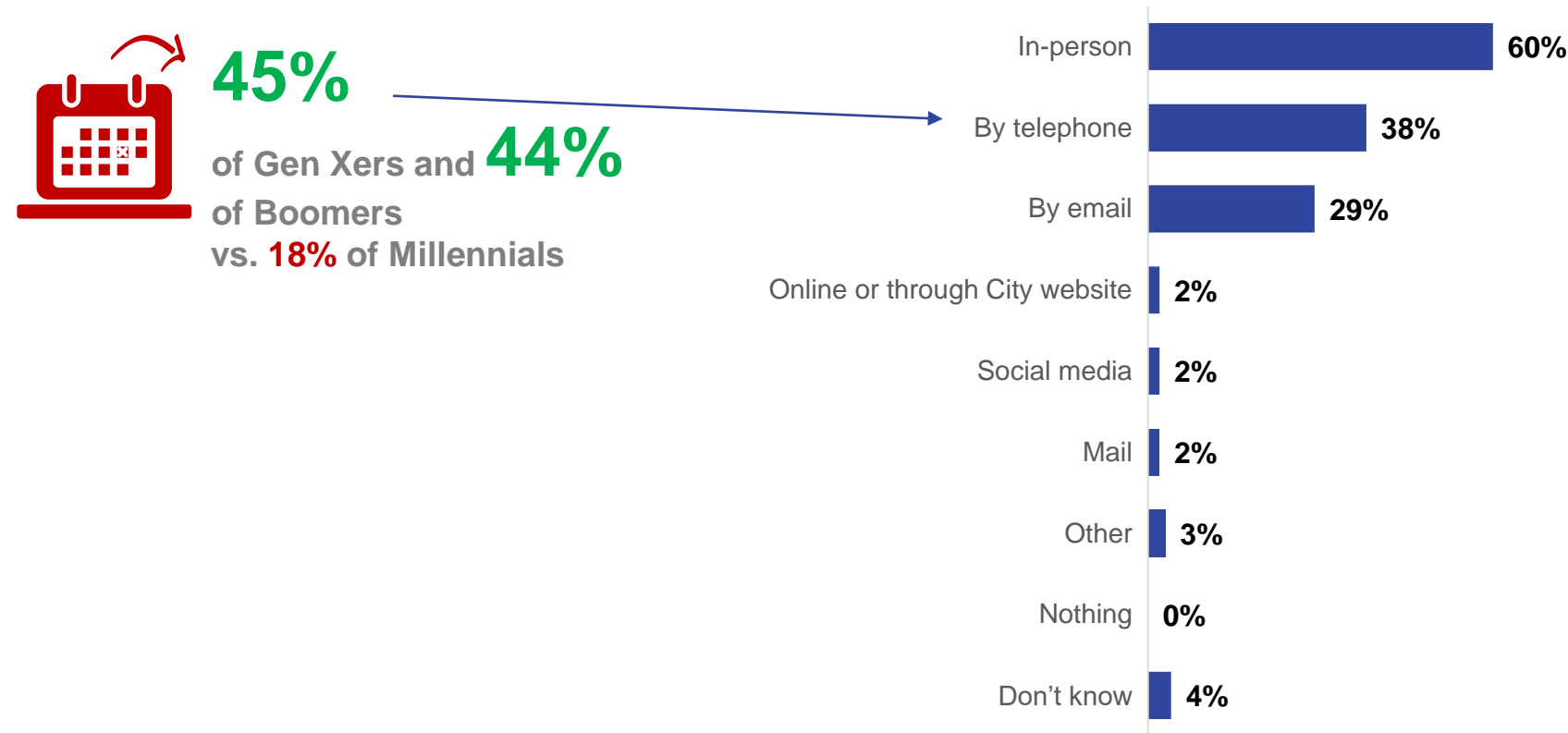
+ Caution should be used in comparisons with the National Norm as the question was worded differently: In the last 12 months, have you personally contacted or dealt with the [[INSERT MUNICIPALITY]] or one of its employees?



Mode of contact with City in past 12 months

Among residents who had contact with the City in the past 12 months, the most common mode of contact was in-person. Sizeable proportions continue to contact the city via telephone or e-mail.

Gen Xers and Boomers are more likely than Millennials to have contacted the city via telephone.



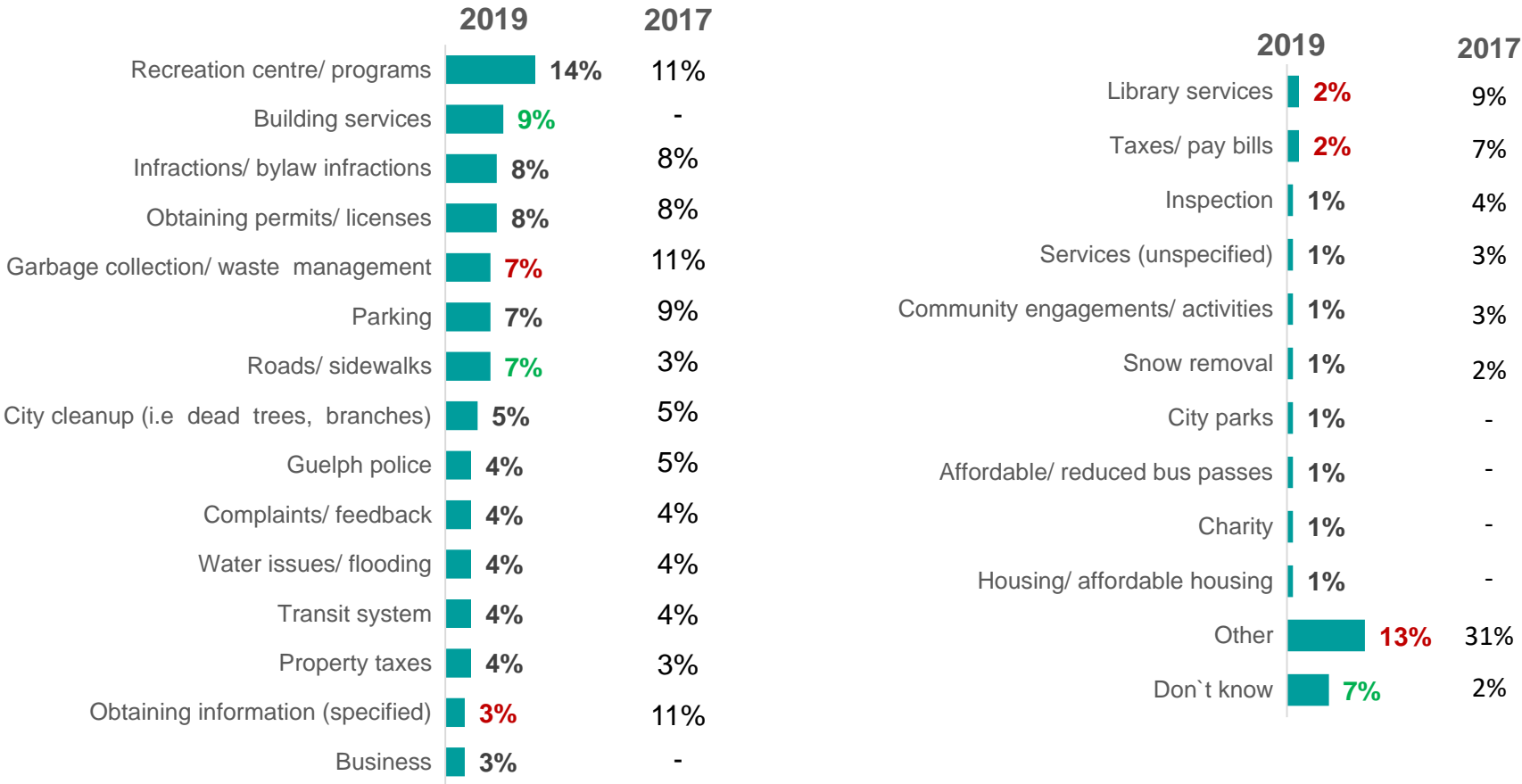
Q9. In the past 12 months, how have you had contact with the City of Guelph? Base: Had Contact with Guelph in past 12 months 2019 (n=311); 2017 (n=395)

- Figures in **Green** are significantly higher than those in **Red**
- In the graph above, figures in **Green** represent an increase from 2017 and figures in **Red** represent a decline

Reasons for contacting the City

Residents who had contact with City of Guelph staff or employees in the past 12 months mention a variety of reasons for contact. The most common reasons for contacting staff are about recreation centre or programs, building services, infractions or bylaw infractions, obtaining permits or licenses, garbage collection or waste management, parking, and roads and sidewalks. In 2019, fewer mention garbage collection, obtaining information, library services, or taxes or paying bills, while more mention roads or sidewalks.

There is very little significant difference across demographic and regional groups in their reasons for contacting the City.

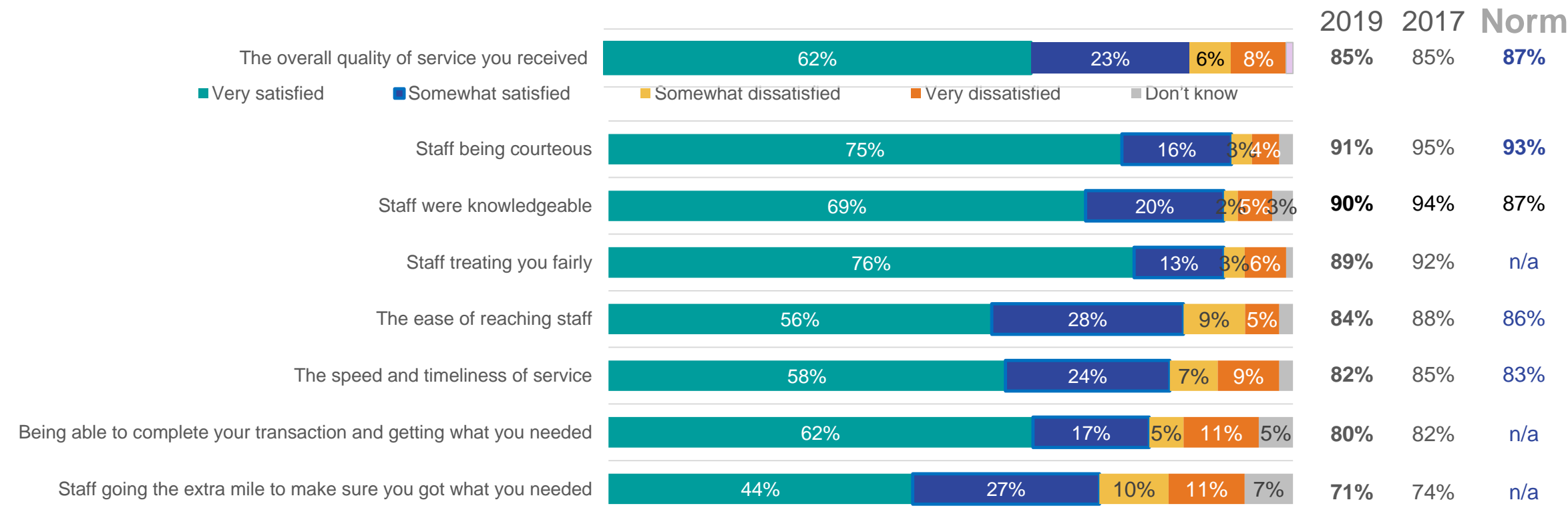


Satisfaction with contact with City staff

A large majority of those who had contact with City of Guelph staff or employees in the past 12 months, are satisfied with the overall quality of the service they received. Large majorities are also satisfied with specific aspects of staff and service tested in the survey.

Assessments regarding staff are generally on par with the National Norm.

Women are significantly more likely than men to be very satisfied with staff going the extra mile (52% vs.35%), and Gen Xers are significantly more likely than Millennials to be very satisfied with staff going the extra mile (52% vs. 30%).

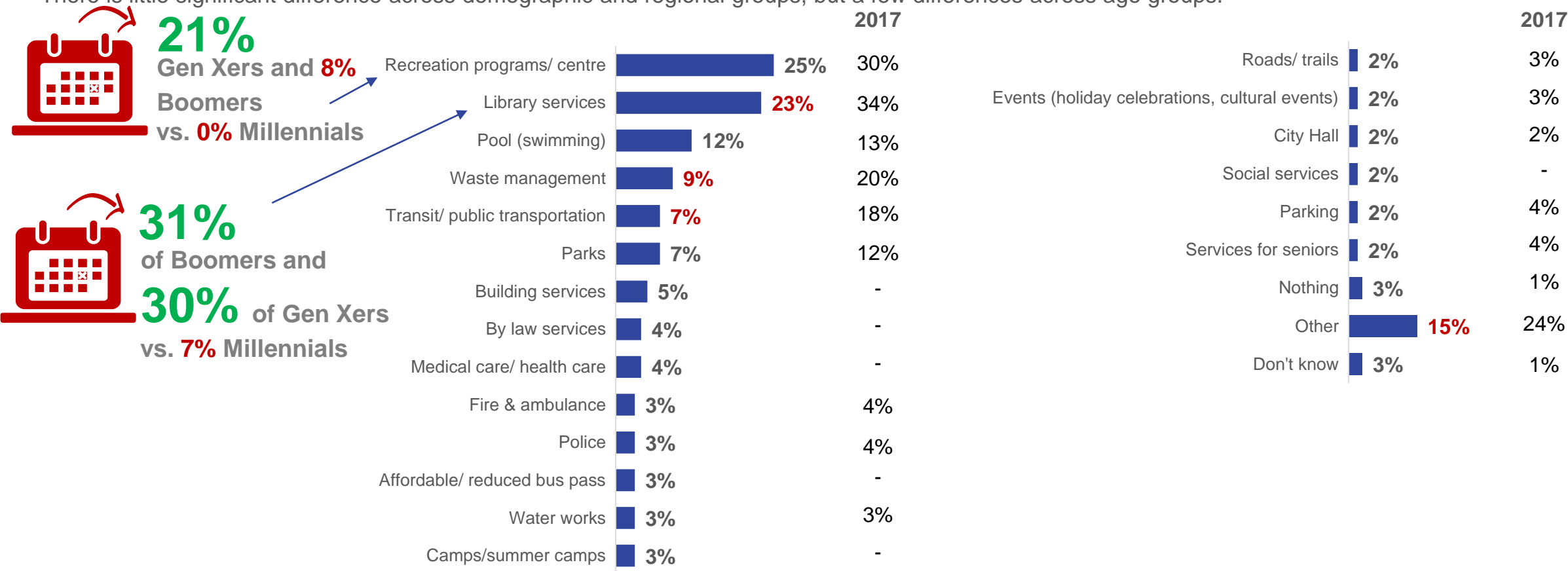


Q11. Thinking about your most recent contact with a City of Guelph Staff or employee in the past 12 months, how satisfied were you with...?
Base: Had contact with City Of Guelph staff or employees 2019 (n=196); 2017 (n=280)

Programs accessed in the past 12 months

When residents who in the past 12 months accessed or used a program or service provided by the City are asked which program or service they accessed, they mentioned a wide range of programs or services. The most commonly accessed programs or services are recreation programs/centre or library services. Since 2017, residents are less inclined to have accessed library services, waste management, and transit/public transportation.

There is little significant difference across demographic and regional groups, but a few differences across age groups.



Q12. Which City of Guelph program or services have you accessed in the past 12 months?
Base: Accessed or used program or service provided by the City Of Guelph in the past 12 months 2019 (n=211); (n=318)

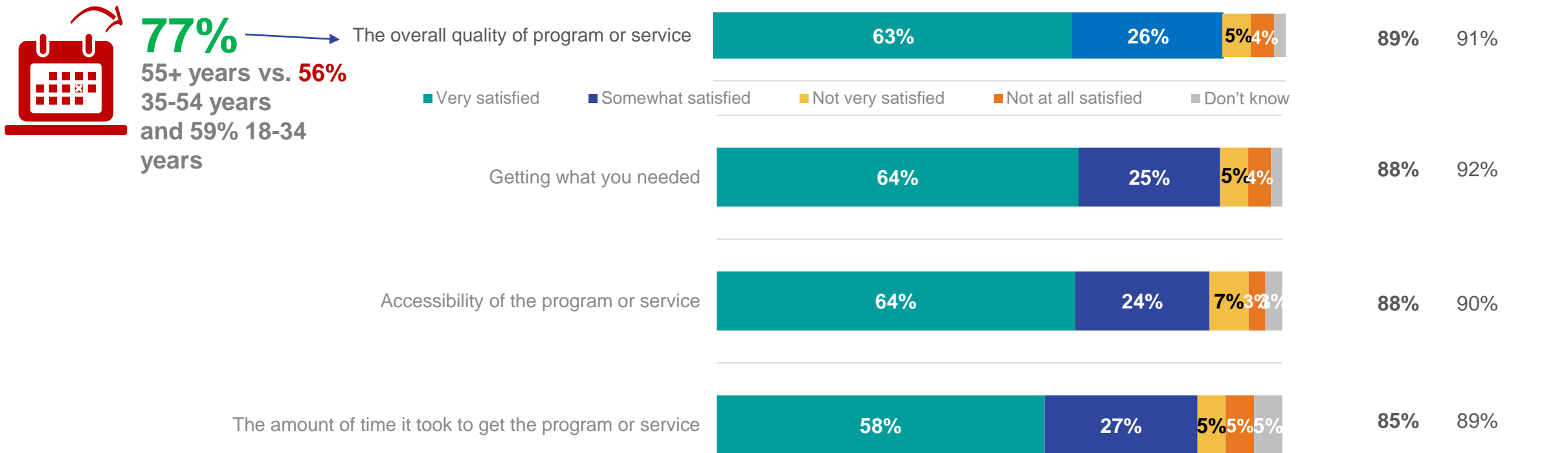
- Figures in **Green** are significantly higher than those in **Red**
- In the graph above, the figures in **Green** represent an increase from 2017 and figures in **Red** represent a decline



Satisfaction with most recent program or service accessed

As in 2017, an overwhelming majority of those who accessed or used a City of Guelph program or service in the past 12 months, are satisfied with the overall quality of the program or service. Large majorities are also satisfied with specific aspects of the program or service tested in the survey.

Boomers are significantly more likely than Gen Xers to be very satisfied with the overall quality of the program or service they accessed in the past 12 months.

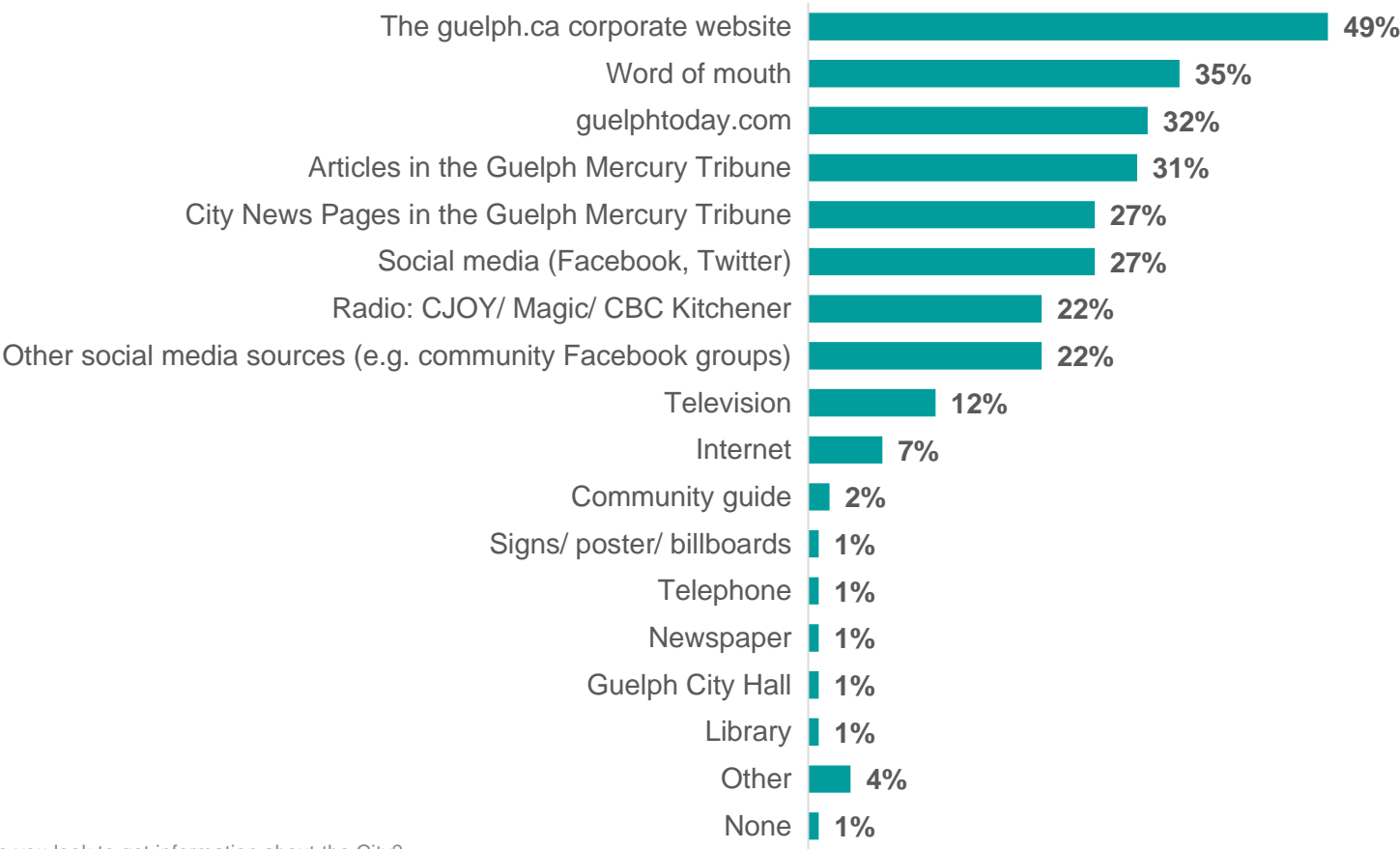


Q13. Thinking of the most recent program or services you accessed or used in the past 12 months, how satisfied were you with...?
Base: Accessed or used program or service provided by the City Of Guelph in the past 12 months 2019 (n=211); 2017 (n=318)

COMMUNICATION

Sources of information about the City

The guelph.ca corporate website, followed by word of mouth, guelphtoday.com, articles in the Guelph Mercury Tribune, the City News Pages in the Guelph Mercury Tribune, or social media (Facebook, Twitter) are the most common sources of information about the City of Guelph.



Q16. Where do you look to get information about the City?
Base: All Respondents 2019 (n=600)

Sources of information about the City

Gen Xers and Boomers are more likely than Millennials to get information about the City from articles in the Guelph Mercury Tribune or the City News Pages in the Guelph Mercury Tribune. Gen Xers are more likely than their younger and older counterparts to get this information from the guelph.ca corporate website. Millennials and Gen Xers are more likely than Boomers to get this information from City social media accounts and other social media sources. Millennials are more likely than Boomers to get this information via word of mouth.

| Sources of Information About the City | Age | | |
|--|-------------|----------|---------|
| | Millennials | Gen Xers | Boomers |
| The guelph.ca corporate website | 44% | 60% | 42% |
| Word of mouth | 43% | 33% | 29% |
| guelphtoday.com | 28% | 36% | 31% |
| Articles in the Guelph Mercury Tribune | 18% | 31% | 43% |
| City News Pages in the Guelph Mercury Tribune | 14% | 26% | 40% |
| City social media accounts (Facebook, Twitter | 45% | 27% | 12% |
| Radio: CJOY/Magic/CBC Kitchener | 26% | 21% | 20% |
| Other social media sources (e.g., community Facebook groups) | 35% | 21% | 10% |

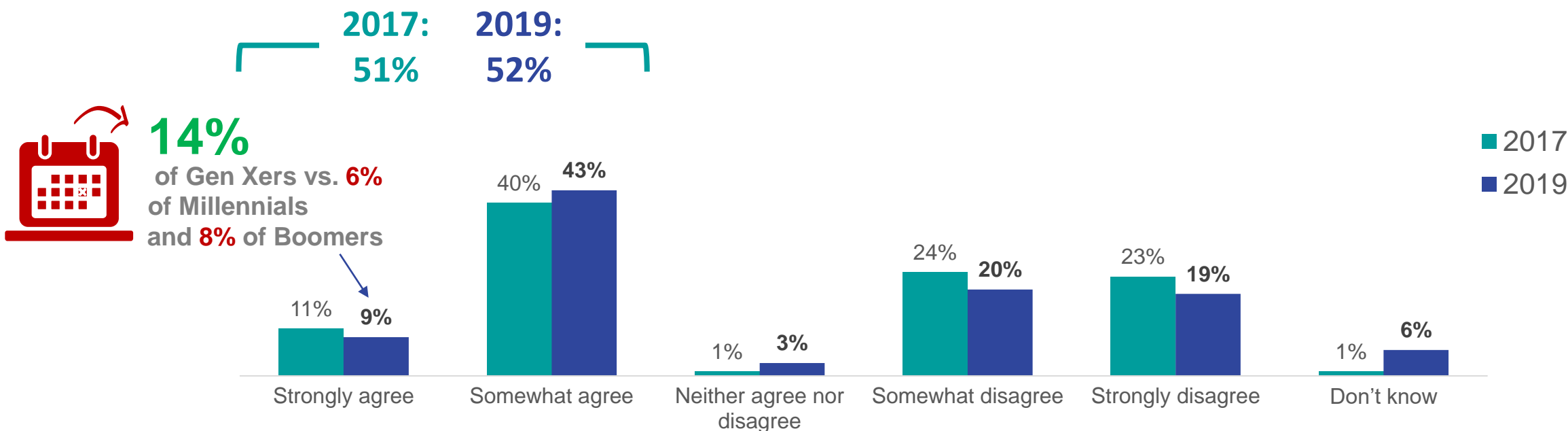
Q16. Where do you look to get information about the City?
Base: All Respondents 2019 (n=600)

CITIZEN ENGAGEMENT

Belief that one can influence municipal decisions

Half (52%) of Guelph residents continue to agree that they can influence municipal decisions affecting Guelph. Fewer now say they disagree with this view (39%, down 8 points), while more do not have an opinion (6%, up 5 points).

Gen Xers are significantly more likely than Millennials and Boomers to strongly agree that they can influence municipal decisions affecting Guelph.



Q17. Would you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that you can influence municipal decisions affecting Guelph?
Base: All Respondents 2019 (n=600); 2017 (n=600)

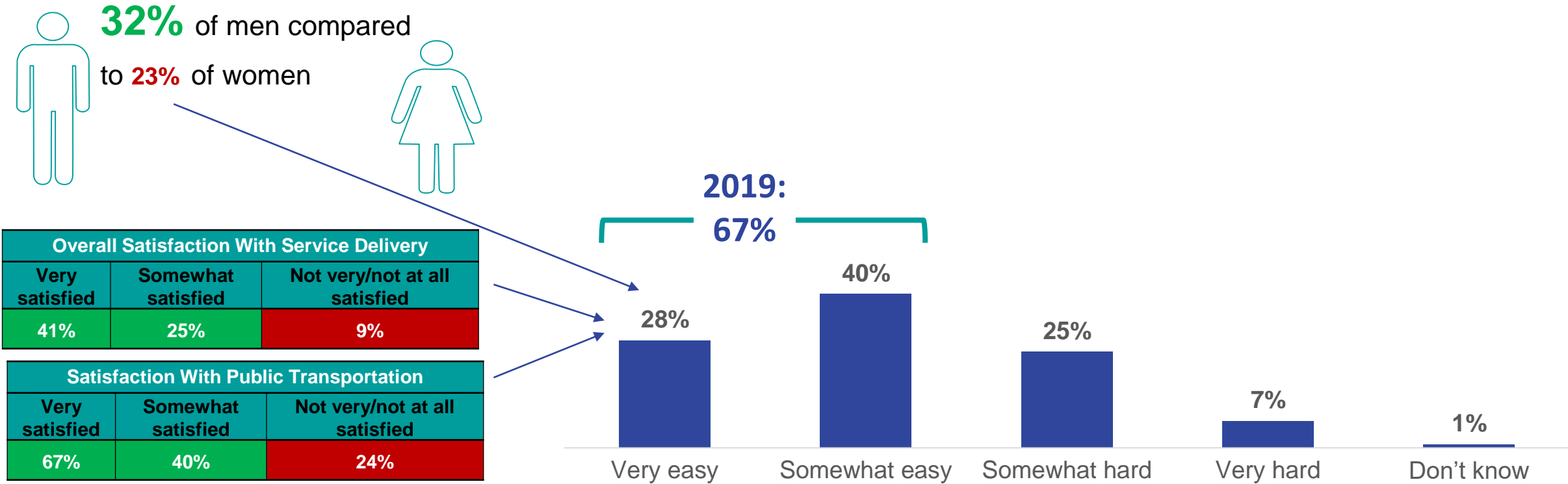
TRANSPORTATION

Ease of getting around the City

Two-thirds (67%) of Guelph residents say it is easy to travel in the City, with more saying it is only “somewhat easy.”

Men are more likely than women to say it is “very easy” to travel around the city.

Perceptions of getting around the City as being “very easy” are significantly higher among those who express higher levels of satisfaction with overall service delivery and with public transportation specifically.

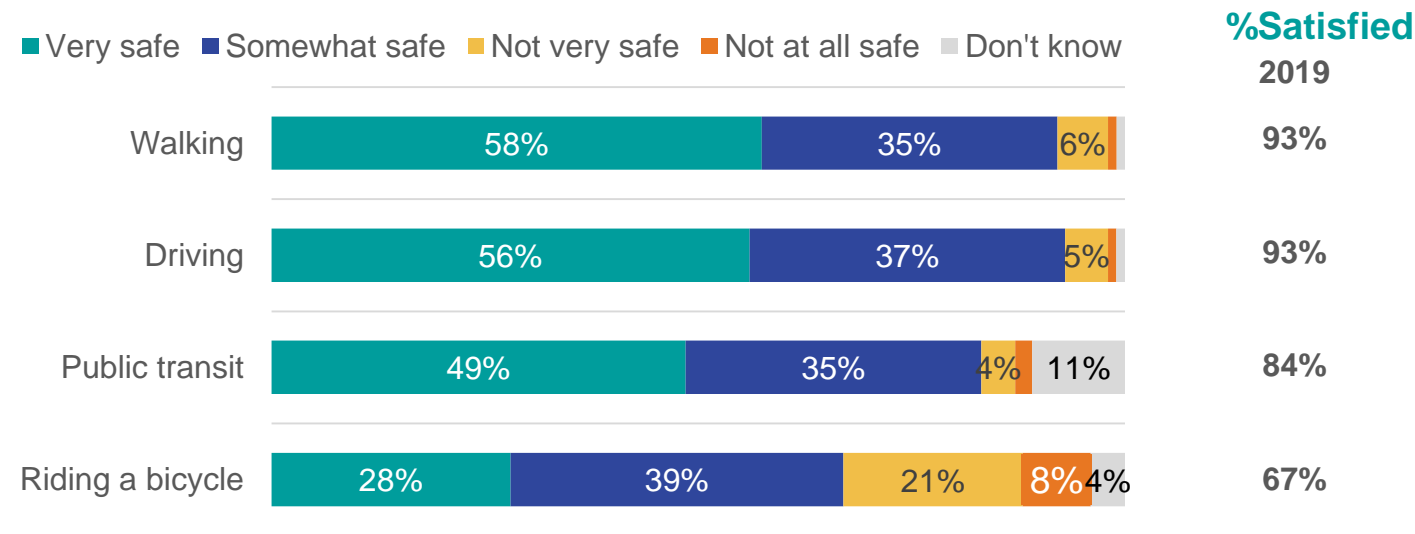


Q6A. Thinking about how you move around the city, how easy do you feel it is to travel in Guelph?
Base: All Respondents 2019 (n=600)

• Figures in **Green** are significantly higher than those in **Red**

Safety of getting around the City*

When asked about the safety of getting around the City using various modes of transportation, large majorities feel safe using all forms of transportation tested in the survey. However, residents feel the safest walking or driving, with about six in ten who feel very safe. Half feel very safe on public transit. Residents feel the least safe riding a bicycle, with three in ten who say they feel very safe on this mode of transportation.



Q7a. How safe do you feel getting around Guelph in the following ways? How about [insert item]...? Would you say...?
Base: All Respondents 2019 (n=600)

**The numbers on this chart have been re-based to exclude those who say not applicable to them*

Safety of getting around the City*

In general, residents who express higher levels of satisfaction with overall service delivery and with public transportation specifically are significantly more likely to say they feel very safe when using these modes of transportation.

| | Overall Satisfaction With Service Delivery - % Very Safe | | |
|------------------|--|--------------------|-------------------------------|
| | Very satisfied | Somewhat satisfied | Not very/not at all satisfied |
| Walking | 78% | 52% | 36% |
| Driving | 67% | 56% | 28% |
| Public transit | 72% | 44% | 12% |
| Riding a bicycle | 39% | 24% | 20% |

| | Satisfaction With Public Transportation - % Very Safe | | |
|------------------|---|--------------------|-------------------------------|
| | Very satisfied | Somewhat satisfied | Not very/not at all satisfied |
| Walking | 75% | 60% | 42% |
| Driving | 79% | 53% | 40% |
| Public transit | 79% | 52% | 29% |
| Riding a bicycle | 47% | 26% | 20% |

Q7a. How safe do you feel getting around Guelph in the following ways? How about [insert item]...? Would you say...?
 Base: All Respondents 2019 (n=600)

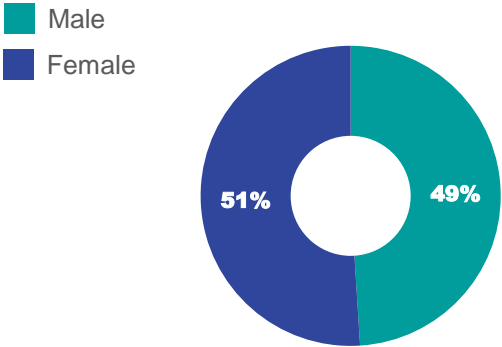
**The numbers on this chart have been re-based to exclude those who say not applicable to them*

- Cells in **Green** are significantly higher than those in **Red**

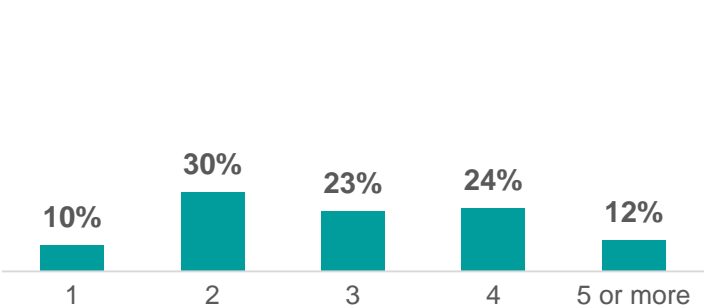
DEMOGRAPHICS

Demographics

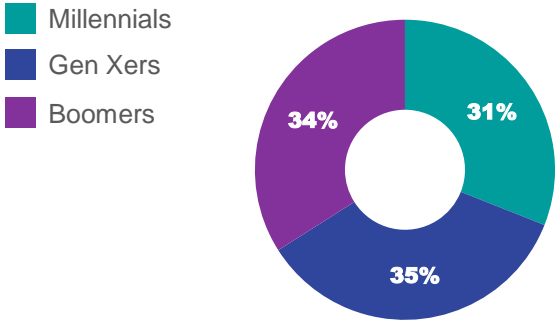
Gender



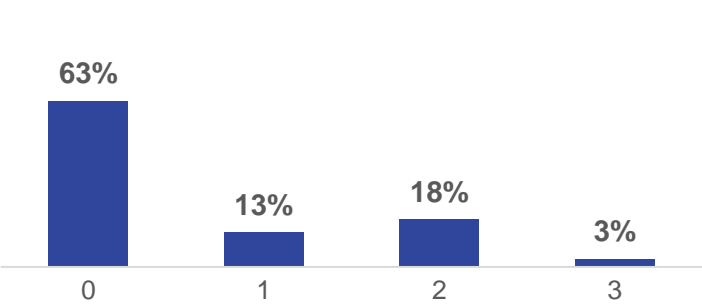
Household Number



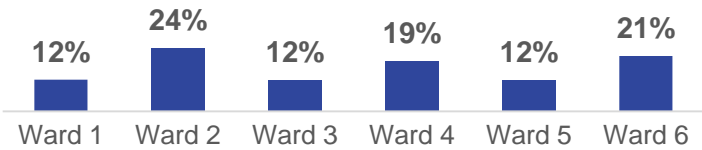
Age



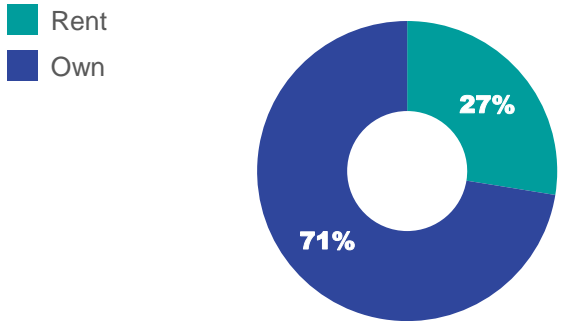
Number of Children



Region

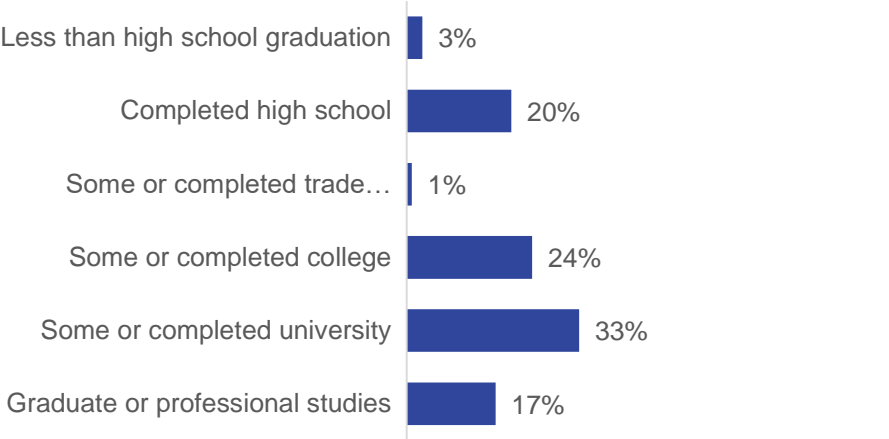


Home Ownership

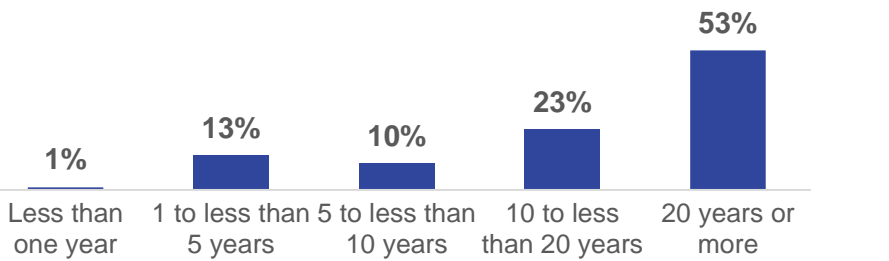


Demographics

Education

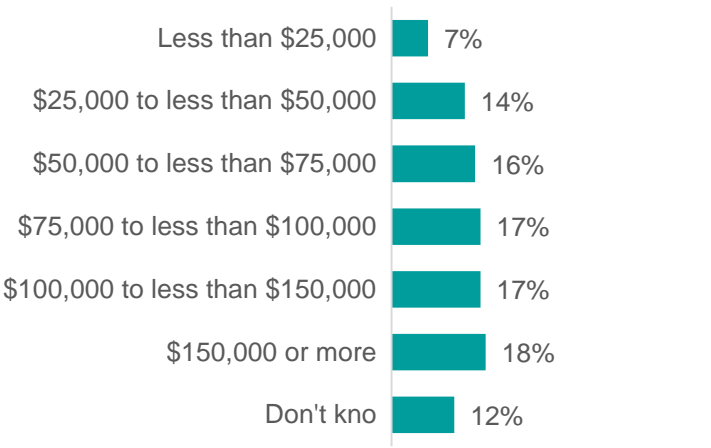


Tenure in Guelph



Demographics

Income



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| Provincial/Federal Consultation Alert | | | | | | | |
|---|---|-----------------------|---|--|---|------------------------|---|
| Title | Ministry | Consultation Deadline | Summary | Proposed Form of Input | Rationale | Lead | Link to Ministry Website |
| Bill 132, Better for People, Smarter for Business Act, 2019 – Proposals on the Environmental Registry | Ministry of Economic Development, Job Creation and Trade; Ministry of Environment, Conservation and Parks; and Ministry of Natural Resources and Forestry | November 27th | <p>The provincial government is seeking public input on Bill 132 via the Environmental Registry. The posting contains links to numerous related regulatory proposals also linked to Bill 132 that focus on:</p> <ul style="list-style-type: none">- <i>Mining Act</i> related Closure Plan Amendments- Amendments to the <i>Pesticides Act</i>- Changing the Mandate of the Resource Productivity and Recovery Authority- Holding Polluters Accountable by Expanding the use of Administrative Monetary Penalties for Environmental Contraventions- Repealing Section 172 of the <i>Environmental Protection Act</i>- Transfer of Motor Vehicle Provisions from the <i>Environmental Protection Act</i> to the <i>Highway Traffic Act</i>- Waterpower Exemption from Permits to Take Water- Amendments to Three Statutes administered by the MNRF to support Bill 132 and a proposal for a new regulation under the <i>Lakes and Rivers Improvement Act</i>. | <p>That the City of Guelph make a formal submission to the overarching regulatory posting on Bill 132 cc'ing the Ministry contacts for the underlying consultation processes. The City will focus on key proposals of interest to the municipality, including:</p> <ul style="list-style-type: none">- the mandate of RPRA- Administrative monetary penalties and the relaunch of the Ontario Community Environment Fund program- the repeal of Section 172 of the <i>Environmental Protection Act</i>; and- Waterpower Exemption from Permits to Take Water. | Environment Services will review these regulatory proposals and provide comments to advance the City of Guelph's interests. | Environmental Services | https://ero.ontario.ca/notice/019-0774 |

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

Ministry of Transportation

Policy and Planning Division
Transit Policy and Programs Group
Executive Director's Office

30th Floor, Ste. 3000
777 Bay Street
Toronto, Ontario M7A 2J8
Tel: (416) 585-7347
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Ministère des Transports

Division des politiques et de la planification
Groupe des politiques et des programmes
relatifs aux transports en commun
Bureau du directeur général

30^e étage bureau 3000
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Téléc. : (416) 585-7343



Re: Gas Tax Program Review – Municipal Feedback

Overview

Ontario's Dedicated Gas Tax Funds for Public Transportation Program has not been reviewed since its inception in 2004. The province is seeking to review the program to ensure it continues to apply tax dollars effectively and meet the needs of municipalities and transit riders.

The Ministry is consulting with municipalities to review program parameters and identify opportunities for improvement. Feedback received will inform any recommended changes to the program.

Please send your responses and any questions to the Ministry of Transportation at MTO-PGT@ontario.ca. We ask that you provide your completed surveys by **November 4, 2019**.

Stakeholder Information:

What municipality are you submitting your feedback on behalf of? Please specify your role/responsibility within this municipality.

| | |
|-----------------------|--|
| Municipality: | |
| Role/Position: | |

Section A – For Municipalities Not Receiving Gas Tax Funds

1. General Transportation Challenges

a. If your municipality has a transit system, what has prevented you from joining the Gas Tax Program?

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|--|

b. If you do not have a transit system, what are the barriers (financial and non-financial) your municipality faces in launching a transit system?

c. What would be the benefits of launching a transit system or community transportation services in your municipality?

d. What funding sources have you considered for launching your transit system? (e.g., Community Transportation Grants, Federal Gas Tax program, etc.)

e. How could the Gas Tax program be improved to help to offer improved transit service in your municipality?

Section B – For Municipalities Receiving Gas Tax Funds

1. General Feedback

a. From the perspective of your municipality, what are the main benefits and/or limitations of the Gas Tax program?

b. Are there opportunities to reduce burdensome reporting/administrative requirements?

c. What other program changes would make the Gas Tax a better program for supporting transit services in your municipality?

d. For municipalities that have launched transit systems since the Gas Tax Program was introduced in 2004, what are the challenges you faced in implementing a new transit system? How could the Gas Tax Program be adjusted to make it easier to launch a transit system?

2. 75% Municipal Own-Spending Cap

a. If the funding cap has been applied to your annual allocation, how has the cap impacted your investments in transit initiatives?

b. For municipalities that could access greater Gas Tax funding by increasing municipal transit spending (thereby raising their Gas Tax funding ceiling): what barriers, challenges, or realities have prevented this?

3. Ridership/Population Allocation Formula

a. What opportunities exist to increase ridership in your system?

b. Does the 70% ridership/30% population allocation formula address the transit needs in your community? Please explain why/why not.

c. Are there other criteria that should be reflected in the allocation formula?

4. Baseline Spending Requirement

a. Would you support removing the baseline requirement? Why or why not?

b. If the baseline requirement were removed, how would your transit investments change as a result?

c. How would you use the additional flexibility to grow transit in your municipality?

d. If not removed, can the baseline requirement be altered to better support your municipality?

5. Regional/Local Allocation Model

a) Is the program meeting the needs of your regional and local transit agencies? If not, how could this be improved?

b) How should the needs of regional and local transit agencies be balanced in the allocation formula or program requirements? What changes could achieve this?

6. Other

a) Are there any additional comments or concerns you have about the Gas Tax program?

November 4, 2019

Sent by email to: aggregates@ontario.ca

Andrew MacDonald
Natural Resources Conservation Policy Branch
300 Water Street
Peterborough, ON
K9J 8M5
Canada

Dear Mr. MacDonald:

RE: Proposed Amendments to the Aggregate Resources Act – Environmental Registry Notice #019-0556

The City of Guelph has a keen interest in the efforts of the Province of Ontario and the Ontario Ministry of Natural Resources and Forestry (MNR) to amend the Aggregate Resources Act (ARA). We are in receipt of the Environmental Registry of Ontario Notice 019-0556 – Proposed amendments to the Aggregate Resources Act. The City notes that the Notice, while posted on September 20, 2019, was only recently updated with the proposed changes to the ARA on October 28, 2019. With the closing of the consultation on November 4, there is insufficient time to thoroughly review and consult internal City staff to provide fulsome comments on the proposed amendments. The comments provided below should be considered preliminary and are not the full extent of comments the City would provide if the Province had provided sufficient time for a thorough review. To that end, the City will provide more detailed comments on specific aspects of the proposed amendments, once the Province provides the specific details related to the regulatory proposals.

The City's interests are primarily with respect to protection of the environment and, in particular strengthening protection of water resources and preventing impacts to the City's water supply and Natural Heritage Systems (i.e., rivers, streams and wetlands) associated with aggregate operations.

Herein, the City of Guelph provides its comments on the following aspects of the Notice:

September 20, 2019 ERO Notice #019-0556 - Standards for Aggregate Extraction:

The following are the relevant details of the ERO Notice of concern to the City of Guelph with respect to Standards for Aggregate Extraction:

- Strengthen protection of water resources by creating a more robust application process for existing operators that want to expand to extract aggregate within the water table, allowing for increased public engagement on applications that may impact water resources. This would allow municipalities and others to officially object to an application and provide the opportunity to have their concerns heard by the Local Planning Appeal Tribunal.

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Mr. Andrew MacDonald

November 4, 2019

**RE: Proposed Amendments to the Aggregate Resources Act – Environmental
Registry Notice #019-0556**

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- Clarify that depth of extraction of pits and quarries is managed under the Aggregate Resources Act and that duplicative municipal zoning by-laws relating to the depth of aggregate extraction would not apply
- Improve access to aggregates in adjacent municipal road allowances through a simpler application process (i.e. amendment vs a new application) for an existing license holder, if supported by the municipality
- Provide more flexibility for regulations to permit self-filing of routine site plan amendments, as long as regulatory conditions are met.

September 20, 2019 ERO Notice #019-0556 - Regulatory Changes:

The following are the relevant details of the ERO Notice of concern to the City of Guelph with respect to Regulatory Changes for aggregate operations:

- Enhanced reporting on rehabilitation by requiring more context and detail on where, when and how rehabilitation is or has been undertaken.
- Clarifying requirements for site plan amendment applications
- Reviewing application requirements for new sites, including notification and consultation requirements

Background

While the City currently has no active extraction operation within its boundaries, substantial aggregate reserves are located in adjacent municipalities surrounding Guelph and a number of existing licensed aggregate facilities currently operate on lands near to the City boundaries. No doubt, lands in the vicinity of Guelph will be the subject of future license applications. Like all urban areas, the City relies upon aggregate resources for road building and construction projects. On the other hand, aggregate operations in close proximity to City residents can pose potentially significant impacts. For example, periodically, the City receives complaints from local residents with respect to concerns about blasting and noise impacts from a nearby quarry operation.

Protecting Our Drinking Water Supply: Guelph's Dolime Experience

One particular element of the proposed amendment (i.e., strengthening protection of water resources...) that is of crucial importance to the City is its capacity to ensure that existing and future aggregate extraction operations do not pose unacceptable risk to the City's municipal drinking water aquifer. Guelph residents are reliant upon this aquifer as their sole source of safe drinking water. Residents in the adjacent Townships, also rely on the bedrock aquifer for their water supply.

Mr. Andrew MacDonald

November 4, 2019

**RE: Proposed Amendments to the Aggregate Resources Act – Environmental
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The City has been involved in a longstanding dispute with an aggregate operator located in an adjacent township and the provincial Ministries of the Environment, Conservation and Parks (MECP) and Natural Resources and Forestry (MNRF) regarding the operation of a bedrock quarry (Dolime Quarry) and the protection of the City municipal water supply. The quarry sits adjacent to one of the City's significant municipal well fields and quarry dewatering has already interfered with the water supply capacity of the City's wells. The ARA license for the quarry allows excavation of an aquitard confining layer that protects the City's water supply aquifer from surface contaminants. The City is concerned that this excavation will threaten the City's water supply when the quarry shuts down, the quarry floods and surface water flows into the City's water supply aquifer thereby impacting the water quality of our existing drinking water sources.

The Dolime Quarry is a below-water table quarry operation and requires on-going water taking which is discharged to the nearby Speed River. The quarry is the largest private water-taker in the vicinity of the City of Guelph and dewateres 11,000,000 Liters of water each day as part of its dewatering operations. For comparison, the City's average water taking is approximately 47,000,000 L/day. Eight municipal supply wells are located within two kilometers of the quarry property. The water taking from the quarry is derived from the same bedrock aquifer that the City uses for its municipal water supply. Quarry water taking therefore is in competition with the City's drinking water supply wells for limited groundwater resources. The water taking of the quarry reduces the water quantity that is available for the municipal water supply.

The City has been engaged in this dispute since 2007. The City has appealed the MECP Permit to Take Water for the quarry and has been in mediation on the appeal since 2014. Recently the quarry owner and the City have reached a tentative proposal to address the City's water quality and water quantity concerns. The proposal would close the quarry, bring the quarry into the City and allow the City to take control of the quarry's water supply. This innovative and unique approach is a reflection of the difficulties associated with addressing impacts of the quarry to water resources.

Protecting Our Drinking Water Supply: Guelph's Threats to Water Quantity

Under the Province's Clean Water Act (CWA), the City of Guelph has completed a Tier 3 Water Budget and Local Area Risk Assessment. The study has found that Guelph's water supply is at significant risk of not being able to meet the needs of its future population as dictated by the Province's Places to Grow policies. The Province has defined a Wellhead Protection Area for water quantity (WHPA-Q) wherein water quantity is to be protected under the CWA. The greatest non-municipal threat to the City's water quantity in the WHPA-Q, as defined by the City's Tier 3 Water Budget project, is the quarry dewatering noted above. Risk management measures to eliminate the dewatering of the quarry, if implemented, were shown to restore the water quantity to the municipal supply and reduce the significant water quantity risk. However, the ARA license and particularly the rehabilitation plan for the quarry are difficult to change.

Protecting Our Drinking Water Supply: New Proposed Quarry Operations

Recently (June 25, 2019), there was an ERO Notice 019-0240 for another quarry operation in proximity to the City of Guelph. The Notice was for a Permit to Take Water for an existing ARA license. The ARA site license was issued in 1993 and allows excavation of the same bedrock formations as for the Dolime Quarry. The City's concerns mirror concerns presented for the Dolime Quarry. Dewatering operations are proposed to be significant (up to 21,500,000 Liters per day). The depth of excavation allowed in the site license will penetrate the aquitard and dewatering for the excavation will draw water from the same aquifers as used by two of the City's water supply wells located approximately 1.8 km to the north and to the east, respectively. The City is concerned that the existing ARA site license will result in excavation into the aquitard, resulting in risks to the City's water supply and the ARA, as it is current enacted, does not provide an amenable process to change the site license to reflect the potential environmental impacts and protection requirements for the City's water supply.

The City's Interest in Positive Changes for the ARA

The following comments and recommendations on the proposed amendment to the ARA draw on the experience and expertise of City staff, and the City's historical experience dealing with issues arising from aggregate operations.

Given the potential for existing and future aggregate operations to impact the security of its drinking water supply and to affect City residents through other potential impacts, the comments below are provided to resolve current gaps and deficiencies in the current regulatory framework to ensure a robust and balanced framework of laws, regulations and policies for environmentally sound management of the Province's aggregate resources.

It is on this basis that the City of Guelph provides the following comments as they relate to the Standards for Aggregate Extraction and the Regulatory Changes identified above and listed in ERO Notice # 019-0556:

- Regulatory Changes – Review application requirements: The City has found that the Aggregate Resources Act (ARA) does not allow for an aggregate license to be reviewed following its initial issuance even when new information is revealed that changes the basic understanding of the potential impacts of the quarry. The Province should consider establishing an expiry/renewal process whereby the license expires after a set number of years (i.e. 5 to 10 years) and is reviewed and assessed upon expiry to determine whether conditions of operation or rehabilitation need to be revised prior to the license being renewed. A renewal process would strengthen protections of water resources and create a more robust application process. The City believes the license renewal process would provide an opportunity to reconsider Section 12(1) (Matters to be considered by the Minister) of the Act to determine if the license needs to be modified. Recently amendments to the ARA Section 12(1) which now require the Minister to have regard to "any possible

effects on ground and surface water resources including on drinking water sources” which may not have been considered when the license was first issued.

- Standards for Aggregate Extraction – Strengthen protection of water resources: The City has found that there are difficulties in changing the operating conditions of the issued licenses except for when the licensee voluntarily requests or offers to change the license. This includes situations where evidence of potential conflicts with the purpose of the ARA is brought forward (i.e. to minimize adverse impacts on the environment in respect of aggregate operations) or when presented with significant stakeholders concerns on matters to be considered by the Minister in issuing the license. To protect water resources, the Minister has the ability to use the ARA to order studies and reports as necessary to investigate existing and potential environmental impacts as per Sections 62.3 and 62.4. However, it is our understanding that the supporting regulations are not yet in place to allow the Minister to do so. The development of regulations in support of these sections should be completed without delay.
- Standards for Aggregate Extraction – Allowing for increased public engagement on applications: The City is also supportive of enhanced consultation with the licensee and the MNRF prior to and during the license application process. For applications in the area of the City (i.e., within the City’s WHPA-Q), the City has considerable relevant information that can be used in the development and review of license applications, either amendments to existing licenses or applications for new licenses. The City should be pre-consulted during the application process and allowed to review and comment on the application and supporting documents. In this manner, the MNRF could ensure that relevant information on the geological and hydrogeological settings are considered in the application and that potential environmental impacts are adequately identified and addressed. A major deliverable from the Tier 3 study included a state-of-the-art numerical groundwater flow model, which can be used to evaluate potential environmental impacts of existing and new aggregate site licenses. We are prepared to work with MECP, MNRF and proponents to assess the potential for impacts for proposed developments within the WHPA-Q. The City also has groundwater/surface water modelling tools and monitoring data that could be made available to inform the evaluation of potential environmental impacts associated with aggregate operations. Enhanced consultation during the application process would help to mitigate time and effort that may be required in objections to an application and appeals to the Local Planning Appeal Tribunal.
- Regulatory Changes – Clarifying requirements for site plan amendment applications: When considering existing or new aggregate licenses, the Province should consider the Discussion Summary: Water Technical Group produced in 2014 by the MNRF under the ARA Review. The Water Technical Group, comprised of surface and groundwater technical experts from provincial ministries, conservation authorities and municipalities, had a mandate to review the ARA site license process with respect to water resources and to provide advice on potential changes needed to the hydrogeological assessment of ARA applications and on the assessment of cumulative impacts on water resources. The Group explored opportunities to

align the ARA application process with other technical requirements such as the MECP Permit to Take Water process and provided advice on the need for changes to the existing ARA framework to ensure adequate protection of our water resources, including municipal drinking water sources. The Province should consider implementing the recommendations of the Water Technical Group.

- Standards for Aggregate Extraction – Strengthen protection of water resources: The MNRF must rely on the MECP on environmental matters where responsibilities have been delegated under the Environmental Protection Act (EPA) and the Ontario Water Resources Act (OWRA) such as Permits to Take Water, Certificates of Approval and environmental impact assessments. Particularly where there are allegations of adverse impact with respect to the operations under the license, we have found that the two ministries do not work independently of each other with the MECP taking direction on the scope of its assessment from the MNRF. We believe the MECP should conduct its assessment independently with respect to its mandate in enforcing the Environmental Protection Act (EPA), the Ontario Water Resources Act (OWRA) and Clean Water Act (CWA), rather than assessing the potential impacts under the license conditions and the ARA and/or as directed by the MNRF. Where quarries need to obtain MECP water taking permits or discharge permits these need to be more tightly integrated into MNRF regulated quarry licenses and permits and MNRF approved closure plans (i.e., enhance reporting on rehabilitation...). We also suggest that the Province review the document “An Agreement to Address the Roles and Responsibilities of the Ministry of the Natural Resources and the Ministry of Environment Regarding Aggregate Extraction Operations within the Province of Ontario” (May, 2008) to determine if the Agreement provides sufficient independent environmental protection under the ARA, EPA, OWRA and CWA. The MECP – MNRF agreement needs to be updated to properly reflect the regulatory conditions of today rather than 2008 and prior to the CWA. The City also believes that the MECP should play a role in the assessment and approval of aggregate licenses, particularly with respect to strengthening protection of water resources to ensure that the operations and conditions under the license are consistent with the requirements of the EPA, OWRA and CWA.
- Standards for Aggregate Extraction – Strengthen protection of water resources: The ARA needs to be updated to recognize the requirements of the Ontario Safe Drinking Water Act and the Clean Water Act. Where there are real or potential conflicts, the protection of municipal drinking water should take precedence over aggregate resources as per Section 105 of the CWA. Aggregate licenses should be revised, where necessary, to recognize the priority of municipal Source Protection Plans under the CWA. Currently excavations below the water table under aggregate licenses that remove a protective aquitard thereby exposing a water supply aquifer to surface contaminants is not considered a threat under the CWA. However the threat is real and applies directly to the intent of ARA Sec. 12(1): “the effect of the operation of the pit or quarry on the environment”; “the effect of the operation of the pit or quarry on nearby communities” (i.e. municipal water supplies); and “any possible effects on ground and surface water resources including on drinking water sources”. The

ARA must have regard to the environmental protection requirements of the CWA and ensure that the aggregate licenses are fully protective of municipal water supplies.

- Regulatory Changes – Enhanced reporting on rehabilitation: Of particular concern of the City are the conditions in aggregate licenses with respect to rehabilitation. The rehabilitation plans are often vague and developed much in advance of the final closure of the pit or quarry and, by the time the license operations are closed may be out-of-date or inconsistent with surrounding land uses. Again, an expiry and renewal process could review the rehabilitation plan to ensure that it is protective of the environment and the physical setting upon closure. It would also provide an opportunity to incorporate new scientific information, particularly with respect to potential environmental impacts, into the rehabilitation plan to enhance environmental protection. Furthermore, the rehabilitation plans are intended to be progressive but little effort is usually expended on rehabilitation until the very late stages of operations. An expiry and renewal process would provide the opportunity to ensure that rehabilitation is progressing in pace with extraction prior to the license being renewed. It would also ensure that post-closure impacts such as ponding of water and bacterial contamination from ponds can be considered and addressed, if necessary.
- Regulatory Changes – Aggregate Fees: The Province may also want to consider the application of Financial Assurances to aggregate licenses, as are done in some EPA applications (Part XII), for rehabilitation of some pits and quarries to ensure that the rehabilitation plans can be implemented, especially where the risks to municipal water supplies are high (i.e., Dolime Quarry). The City understands that the current Aggregate Resources Trust would not be sufficient to address significant environmental impacts such as the replacement of a municipal water supply. Financial assurances would place the responsibility for the rehabilitation and perpetual care of the pit or quarry on the site owner rather than on the municipality or province. Alternatively, the Province could consider increases to fees to offsets the reported shortfalls in the Aggregate Resources Trust to ensure that sufficient funds are available to address rehabilitation and impact mitigation.

October 28, 2019 ERO Notice #019-0556 - Comments on Bill 132: Schedule 16

As noted above, the Province, on October 28, 2019, has provided Bill 132, Better for People, Smarter for Business Act. Within Bill 132, Schedule 16 provides the proposal for changes to the Aggregate Resources Act. While the comment period on Bill 132, from October 28 to November 4, 2019, is short and has not provided the City with adequate time to thoroughly review the proposal, the City herein provides a summary of its comments on the proposal.

Bill 132 – Schedule 16 Summary:

Various amendments are made to the Aggregate Resources Act, including the following:

1. In considering whether a license for a pit or quarry under the Act should be issued or refused, the Minister or Local Planning Appeal Tribunal cannot have regard to road degradation that may result from proposed truck traffic to and from the site.
2. New provisions provide for the following specified provisions in zoning by-laws to be inoperative:
 - i. restrictions on the depth of extraction in specified circumstances, and
 - ii. prohibitions against a site being used for the making, establishment or operation of pits and quarries where the surface rights are the property of the Crown.
3. Several amendments relating to licenses and permits are made. Some of these amendments were enacted as part of Schedule 1 to the Aggregate Resources and Mining Modernization Act, 2017 but not proclaimed into force; these are reproduced in the Schedule in order to allow for them to come into force on the day the Better for People, Smarter for Business Act, 2019 receives Royal Assent.
4. New provisions are included to address the process for dealing with the following circumstances in which changes to a license or permit are desired:
 - i. where a licensee wishes to lower the depth of extraction from above the water table to below the water table, and
 - ii. where a licensee or permittee wishes to expand the boundaries of the area subject to a license or permit into an adjacent road allowance.

The City has organized its comments on Bill 132 - Schedule 16 according to the numbering scheme of Schedule 16 with reference to the specific ARA section for clarity. We have omitted amendments for which the City has no comments.

2 Section 12:

The proposed amendment indicates that the “Minister or the Local Planning Appeal Tribunal (LPAT) shall not have regard to road degradation that may result from proposed truck traffic to and from the site”. This amendment requires further explanation on the rationale for this amendment. It is expected that, in some cases, increased heavy truck traffic to and from an aggregate site will result in road degradation and maintenance and repair will fall to the municipality. An explanation is required as this seems inconsistent with the matters to be considered by the Minister in ARA Section 12 including (b) the effect of the operation of the pit or quarry on nearby communities and; (c) any comments provided by a municipality in which the site is located. In addition, this proposed change reduces valuable input on the license from municipalities for which the province is promoting the changes to the ARA – “managing and minimize impacts to communities”.

3 Section 12.1:

The proposed amendment changes zoning by-laws and states “... any restriction contained in the zoning by-law with respect to the depth of extraction at the site is inoperative”. The proposed amendment lessens the ability of municipalities to protect water resources used for municipal

drinking water or for protection of natural heritage features. Increases to depths of extraction should consider the drinking water sources used for municipal drinking water and extraction depths should not enter aquifers used for municipal drinking water, particularly in Wellhead Protection Areas. This proposed amendment, in some cases, appears contrary to the purpose of the proposed amendments to the ARA: to manage/minimize impacts on communities. It is also contrary to matters to be considered by the Minister in ARA Section 12: (a) the effect of the operation of the pit or quarry on the environment; (b) the effect of the operation of the pit or quarry on nearby communities; (c) any comments provided by a municipality in which the site is located; (e) any possible effects on ground and surface water resources including on drinking water sources. The City would prefer that this amendment not be enacted.

4 Section 12.2:

The proposed amendment states: “Upon issuing a license, the Minister may attach such conditions to the license as he or she considers necessary”. The City would recommend that the Minister considers conditions of the license that are protective of municipal drinking water and prevent excavation into municipal drinking water sources.

5(1) Subsection 13(1) to (3) and 5(2) Subsection 13(1) to (3):

The proposed amendment to the ARA will change the process whereby the Minister or the Licensee will make amendments to the site license. As presented, the proposed amendments are confusing in that 5(1) repeals and substitutes Subsections 13(1) to (3) and then 5(2) Subsections 13(1) to (3) as re-enacted by subsection (1) are repealed and substituted by new subsections. The Province should provide a rationale and clarity as to its intentions with the proposed amendments.

The City supports these proposed amendments when supported with the following clarifications. It is uncertain as to the basis on which the Minister would amend a license. The Minister doesn’t have the ability to request investigations, studies and reports on the ARA operation currently, therefore the Minister is unable to identify or defend requested changes to ARA licenses. Subsection 13(3), 13(3.2) and 13(3.3) indicates that the amendments to the license shall be in “accordance with the regulations”. It is the City’s understanding that the regulation (O.Reg. 244/97) does not support the process that may be required for this amendment and that changes to the regulation are required. Therefore, until the regulation is amended, these proposed amendments are inoperative.

5(5) Section 13

The proposed amendment provides for an “Exemption, no hearing required” “if the Minister adds a condition to the license or varies a condition of the license for the purpose of implementing a source protection plan under the Clean Water Act”. The City is supportive of this amendment.

6(1) Subsection 13.1

The proposed amendment is with respect to “Amendment re depth of extraction” and “Procedure, application for amendment”. The amendment applies for “if a license or site plan does not allow extraction below the water table in an area and the licensee wishes to amend the license or the site plan to lower the depth of extraction from above the water table to below the water table in that area”. The application process would be the same as if the application was for a new license. The

Mr. Andrew MacDonald

November 4, 2019

RE: **Proposed Amendments to the Aggregate Resources Act – Environmental Registry Notice #019-0556**

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City is supportive of this amendment. We note that there could be a requirement to amend the regulation to support this amendment.

7(1) Subsection 13.2

The proposed amendment is with respect to “Expansion of boundaries”. An expansion would follow the application process for a new license. The amendment would also allow for an amendment application if “the proposed expansion area is wholly within a portion of a road allowance directly adjacent to the boundaries of the area subject to the license”. The City is uncertain as to the implementation of this particular amendment with respect to the road allowance since there is typically setback, fencing and berm requirements associated the boundaries of the aggregate operations. Prior to enacting this change, the Province should provide further clarification as to how this amendment would be implemented and an assessment of potential impacts with respect to municipal road operations.

12 Subsection 36.2

The proposed amendment is with respect to an “Expansion of boundaries” for an aggregate permit in that the application shall be as for a new permit for the expansion area. The City is supportive of this proposed amendment.

13 Section 37

The proposed amendment allows the Minister to attach conditions to the permit as he or she may consider necessary. The City is supportive of this amendment providing the Minister takes into consideration the potential for impacts of municipal drinking water resources and natural heritage systems and ensure protection of water quantity and quality of drinking water sources.

14 Section 37.1

This amendment is with respect to annual aggregate permit fees. The City recommends that the Province review the aggregate fees and consider whether there are sufficient fees to support the Aggregate Resources Trust particularly with respect to aggregate operations in the area of municipal drinking water sources. Where there is the potential for aggregate operations to impact municipal water supplies upon closure of the operations, the costs to mitigate the potential impacts may be substantial and may include expensive remediation of the aggregate sites and/or replacement of impacted municipal water supply systems.

15 Subsection 37.2

This amendment is with respect to amendments of aggregate permits and site plans and is similar to that proposed for aggregate licenses in 5(1) and (2) for Section 13. The same City comments apply as per comments provided for Section 13.

We thank you for the opportunity to provide our comments to you. We look forward to further specific details related to the regulatory proposals for the Aggregate Resources Act. We hope our comments have assisted you in amending the ARA to ensure that strong protections for the environment is maintained and that communities such as the City of Guelph are no longer impacted

Mr. Andrew MacDonald

November 4, 2019

**RE: Proposed Amendments to the Aggregate Resources Act – Environmental
Registry Notice #019-0556**

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by aggregate operations. Should you have any questions regarding our comments, please contact Guelph Water Services.

Sincerely,

**Guelph Water Services
Infrastructure, Development and Enterprise Services
City of Guelph**

4 November 2019

RE: Reg. 366/09 – Display Screens and Hand-Held Devices – Exemption Review

The City of Guelph is pleased to respond to the Ministry of Transportation's regulatory proposal under the *Highway Traffic Act* regarding exemptions for display screens and hand-held devices. The City of Guelph supports a permanent exemption to allow the use of handheld CB (two-way) radios for specific City operations including transit and road authority work.

This MTO proposal advances the safe and effective delivery of municipal services while also protecting the safety of road users. It also builds off of the success of current temporary exemptions for public employees under the existing regulation.

If you have any questions or concerns regarding this submission, the City of Guelph is happy to respond. Leslie Muñoz, Manager of Policy and Intergovernmental Relations, can be reached at leslie.munoz@guelph.ca or 519-822-1260 ext. 2079.

Cc: Doug Godfrey, General Manager, Operations, City of Guelph

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Embracing the Future
while Remembering our Past
www.stirling-rawdon.com



November 5, 2019

The Honourable Doug Downey
Attorney General of Ontario
McMurtry-Scott Building
720 Bay St., 11th floor
Toronto, ON M7A 2S9

Dear Sir:

Re: Municipal Liability and Insurance Costs

At a meeting of the Township of Stirling-Rawdon Finance and Personnel Committee held on October 29, 2019 the following motion was passed:

"The Committee acknowledges receipt of the AMO report entitled 'A Reasonable Balance: Addressing growing municipal liability and insurance costs'

and further that the Township of Stirling-Rawdon endorse the report submitted by the Association of Municipalities of Ontario

and further that the Attorney General of Ontario be requested to conduct a full review of joint and several liability as it affects municipalities

and further that this motion be forwarded to all Ontario municipalities for their consideration."

Council respectfully requests your favourable consideration of this important matter.

Yours truly,

Tawnya Donald
Clerk

c.c. Daryl Kramp, MPP Hastings-Lennox & Addington
All Ontario Municipalities

Meeting Minutes



City of Guelph

Heritage Guelph Committee (HG)

July 8, 2019

Guelph Civic Museum, 52 Norfolk Street

From 12:00 to 2:00 p.m.

Meeting Chair: P. Brian Skerrett

Present: P. Brian Skerrett, David Waverman, Michael Crawley, Arlin Otto, James Smith, Charles Nixon, Kesia Kvill, Stephen Robinson (Senior Heritage Planner), Madeleine Myhill (Planning Clerk - Policy), Melissa Aldunate (Manager, Policy Planning and Urban Design), Lindsay Sulatycki (Development Planner); Dylan McMahon (Deputy City Clerk)

Absent: Mary Tivy, Bob Foster

Agenda Items

All were welcomed by the Chair

Items 1, 2 and 3

Item 1, Call to order and review of agenda

Item 2, Acknowledgements

Item 3, Disclosure of Pecuniary Interest - None

Item 4, Approval of Minutes of the May 13, 2019 meeting and May 27, 2019 meeting.

Moved by: James Smith

Seconded Arlin Otto

Carried – unanimous

THAT the minutes of the May 13, 2019 meeting of Heritage Guelph be approved.

Moved by: Kesia Kvill

Seconded David Waverman

Carried – unanimous

THAT the minutes of the May 27, 2019 meeting of Heritage Guelph be approved.

Matters Arising from the Minutes

Item 5

Heritage Guelph Member Orientation Session

City staff present: Dylan McMahon (Deputy City Clerk); Lindsay Sulatycki (Development Planner)

- Dylan discussed governance structure for advisory committees and procedures and different roles within committee
- Robert Swayze, Integrity Commissioner, can provide advice on declaring a pecuniary interest
- Stephen reviewed the Heritage Guelph Terms of Reference
- Discussion around research and the roles of staff vs. roles of members
- Cultural Heritage Action Plan will inform workplan for outreach, publications and awards. HG's assistance will be solicited as needed
- Discussion with Planning staff and the Deputy City Clerk on the determination of approval streams for minor and major planning issues through the pre-consultation process
- Discussion around City's Procedural Bylaw
- Development applications that require a Heritage Impact Assessment are those that come to the committee
- Dylan and Lindsay discussed what constitutes a minor variance and Stephen described what are considered minor heritage matters and referred to heritage permit guidelines
- Zoning Bylaw is a legal document that implements the Official Plan and scope of applications determine whether they are a minor variance, Zoning Bylaw Amendment
- Stephen reviewed the Heritage Permit application process
- Discussion around major and minor applications and reasons for major being most appropriate for HG's review and recommendations.

Item 6

Heritage Guelph Designation Working Group Report – James Smith

- Discussed Stantec's draft Cultural Heritage Impact Assessment for 2167 Gordon St (Kidd Barn) and described the result of working group members accompanying Stephen on a site visit with the owner and their heritage consultant. Concerns were expressed about the condition of the stone barn foundation. James noted that Mattamy Homes is reaching out to staff and HG for feedback which is seen as a positive step for the ultimate conservation of this important built heritage resource.
- Discussed a Silver Maple located in Marksam Park and described the outcome of the working group's consideration of the tree's potential cultural heritage value.
- Discussed the working group's progress with the designation plaque draft wording

Item 7

Heritage Guelph Outreach Working Group Report – Kesia Kvill

- Kesia described the result of preliminary discussion with Stephen and City Communications staff about information that could be posted online about designated properties and heritage conservation in Guelph.

Information Items

1. Bill 108 - Stephen discussed the proposed amendments to the Ontario Heritage Act

2. Sacred fire space in Royal City Park – Stephen presented images of the finished space
3. Committee housekeeping (P. Brian Skerrett, Chair)
4. Discussion of acknowledgements of Indigenous culture during Heritage Guelph meetings

Adjournment

Moved by: Kesia Kvill

Seconded by: Charles Nixon

Carried – unanimous

Next Meetings of Heritage Guelph:

Heritage Guelph: August 12, 2019 (12:00 noon-2:00 p.m.) City Hall, Mtg Rm C

HG Designation Working Group: August 26, 2019 (10:30 noon-2:00 p.m.) City Hall, Mtg Rm B

Meeting Minutes



City of Guelph

Heritage Guelph Committee (HG)

September 9, 2019

Guelph City Hall, Committee Room C, 1 Carden Street

From 12:05 to 2:15 p.m.

Meeting Chair: P. Brian Skerrett

Present: P. Brian Skerrett, Arlin Otto, James Smith, Kesia Kvill, Mary Tivy, Michael Crawley

Absent: Bob Foster, David Wavernan, Charles Nixon

Staff Present: Stephen Robinson (Senior Heritage Planner), Melissa Aldunate (Manager, Policy Planning and Urban Design), Abby Watts (Development Planner); Dolores Black (Council and Committee Coordinator)

Agenda Items

All were welcomed by the Chair

Items 1, 2 and 3

Item 1, Call to order and review of agenda

Item 2, Acknowledgements

Item 3, Disclosure of Pecuniary Interest - None

Item 4, Approval of Minutes of the July 8, 2019 meeting.

Moved by: Kesia Kvill

Seconded Arlin Otto

Carried – unanimous

THAT the minutes of the July 8, 2019 meeting of Heritage Guelph be approved.

Item 5, Cultural Heritage Action Plan

Also present: Dan Currie and Nick Bogaert of MHBC Consultants

Stephen Robinson (Senior Heritage Planner) provided clarification of the use of the term "candidate" cultural heritage landscape and identified there are five cultural heritage landscapes that have already been protected by a heritage designation bylaw.

- It was noted that there are some errors and omissions regarding the heritage attributes, for example, 'Catholic Hill'. Staff requested committee members to submit the errors and omissions to staff.
- Dan Currie provided information regarding the prioritization of the cultural heritage landscapes as they pertain to the action plans. He explained that areas where development is active are considered higher risk and lower risk areas were those that were more stabilized, and the prioritization was not just a reflection of the value of the cultural heritage resource. He also advised they will be refining the property boundaries to eliminate vagueness.
- Dan Currie noted five properties are higher priority than the other cultural heritage landscapes due to the higher risk of change happening and the possibility of heritage attributes being compromised or lost.
- Dan Currie also stated the study was conducted to determine whether cultural heritage landscapes met the heritage criteria and that the details would be addressed later in the process.
- The committee requested details regarding the criteria used to determine risks.
- The consultants advised they examined building permit data and demolition permit data using GIS from the City and reviewed the density of the permits issued broken down by year.
- The question was raised whether building permit applications and not just demolition permit attempts could be used and the consultants advised it would be difficult to obtain that data.
- Dan Currie explained the Exhibition Park CHL area covered more than the park and extended to Woolwich Street and the streets joining Exhibition Street to Woolwich Street.
- Further clarification regarding the boundaries was requested.
- The validity of the vulnerability of the Exhibition Park area compared to Catholic Hill was questioned and details regarding the number of heritage properties that sought demolition permits was requested.
- A concern was raised regarding investing tax dollars on higher income properties.
- Stephen Robinson clarified that there are numerous properties within CHLs that are not listed on the heritage register and the concern is not just demolition but also alterations to the areas. He noted the types of development and alterations that are being approved could seriously compromise the cultural heritage value.
- It was stated that the criteria regarding mass, street height, frontages, etc. need to be clear but also need to be broader to be adaptable.
- The committee also inquired about the number of Committee of Adjustment applications that have been proposed and advised that demolitions and building permits are not a full enough metric.
- A preference was voiced to have the Waterloo Avenue CHL given higher priority due to the importance of part of that area for black history involved.
- Staff will send out an email with a deadline for the committee members to submit their comments .

Financial Components

- Dan Currie noted that grant programs are well-received and effective and they will be recommending them as incentives as part of the final Cultural Heritage Action Plan

Remaining Farm Barns

- Stephen Robinson provided information regarding farm barns within the city and advised that he is in the process of establishing an inventory and is working on descriptions for each of the barns.
- Stephen Robinson will be including the inventory of extant farm barns be included in the Cultural Heritage Action Plan with a staff recommendation.

- There was a request for a clear definition of a farm barn and clarification of the criteria used to include the barn in the inventory.

Coordination with outreach initiatives of culture, tourism, and community investment at Guelph, doors open

- Stephen Robinson advised that there is good potential for the City to work with others in the outreach, such as Doors Open, Guelph Tourism and others.
- Staff advised that initiatives involved when the City discusses or considers actions that affect indigenous properties/groups would be coordinated through Culture, Tourism and Community Investment.
- The committee inquired about potential awards for heritage and staff advised there is potential but it will not form part of the Cultural Heritage Action Plan.
- Melissa Aldunate clarified that the City is investigating how to best move forward on indigenous matters, website development and advised that Tourism has been approached regarding special events/tours and other ideas and those initiatives will arise out of the Cultural Heritage Action Plan but will not be included within the plan.
- Melissa Aldunate advised archaeological assessments are not part of the Cultural Heritage Action Plan.

Moved by: Kesia Kvill

Seconded by: Mary Tivy

Carried – unanimous

That the Cultural Heritage Action Plan information be received.

Item 6, 12 Forbes Avenue

Also Present: David Brix, Terraview Homes

- Stephen Robinson provided details of the proposed development of the property
- David Brix provided details of the building construction and advised that the new dwelling will meet Energy Star requirements and he was able to keep the existing garage.
- Questions were raised regarding the windows and casements, the garage and setbacks.
- Stephen Robinson advised he has been working with the designer and is close to providing his approval of the development and believes he will be able to reach agreement with the proponent shortly.

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Moved by:

Seconded by:

Carried – unanimous

That the Heritage Committee endorse the proposed design for 12 Forbes Avenue, subject to the satisfaction of the Senior Heritage Planner.

Moved by: Mary Tivy

Seconded by: Kesia Kvill

Carried – unanimous

That the Heritage Guelph Terms of Reference be suspended to extend the meeting ten minutes beyond 2:00 p.m.

Item 7, Heritage Guelph Designation Working Group Report – James Smith

- Discussion ensued regarding the number of plaques needing to be completed, the budget for the plaques and where the plaques should be located on the properties.
- The committee is hoping to get the approval process completed so the plaques can be finished by the end of the year.
- It was suggested by Heritage Guelph that an action plan should be developed to protect significant views of significant cultural heritage resources.

Adjournment

Moved by: Mary Tivy

Seconded by: Kesia Kvill

Carried – unanimous

Next Meetings of Heritage Guelph:

Heritage Guelph: October 15, 2019 (12:00 noon-2:00 p.m.) City Hall, Mtg Rm C

HG Designation Working Group: September 23, 2019 (10:30 noon-2:00 p.m.) City Hall, Mtg Rm B