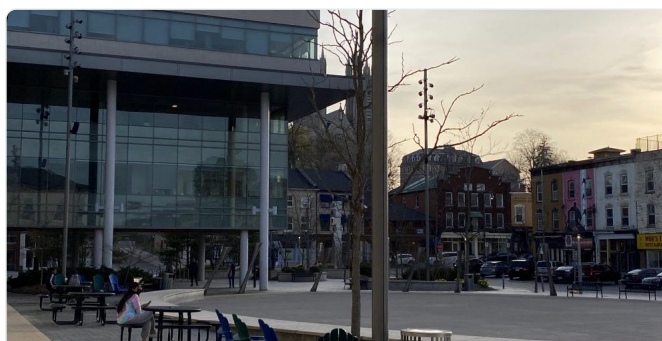




**Adam A. Donaldson** @adamadonaldson

Apr 4 · 77 tweets · [adamadonaldson/status/1643252037616844801](https://twitter.com/adamadonaldson/status/1643252037616844801)

Happening now: The April Committee of the Whole meeting.  
Here's the preview:



**Committee of the Whole Preview – What's on the Agenda for the April ...**

The first Committee of the Whole meeting for spring brings some cleaning to the council chambers. New, long-in-the-works plans will finally come before the horseshoe for consideration, and will cov...

<https://guelphpolitico.ca/2023/03/24/committee-of-the-whole-preview-whats-on-the-age...>

Mayor Guthrie has called the meeting to order.

Regrets from Cllr Richardson.

No Disclosure of Pecuniary Interest and General Nature Thereof.

This month's staff recognitions:

- 2.1 Certified Engineering Technologist (CET) Designation**  
 Samy Mohamad, Construction Contract Administrator
- 2.2 Leadership Academy Participants - Cohort 2**  
 Paul Allen, Manager, Employee Health, Safety and Wellness  
 Joe Amaral, Manager, Fleet Services  
 Christine Chapman, Manager, Economic Development  
 Ian Ferguson, Program Manager, Sports and Leisure Grounds  
 Karen Newland, Manager, Finance Client Services and Budget  
 Amy Rocha, Supervisor, Financial Operations and Court Services  
 Dawn Owen, Museum Curator  
 Jennifer Juste, Manager, Transportation Planning  
 Kelly Beirnes, Supervisor, Water Distribution Programs  
 Jared Karr, Supervisor, Wastewater Treatment  
 Beth Godfrey, Supervisor, Administration and Customer Experience  
 Steve Anderson, Manager, Transportation Engineering  
 David Gooch, Supervisor, By-law and Security

**Certified Engineering Technologist Designation**

**Samy Mohamad, Construction Contract Administrator, Technical Services, Engineering and Transportation Services**

**Lauren Short, Traffic Technologist II, Transportation Engineering, Engineering and Transportation Services**

**The Jenn and Jan Voss Travel Bursary for Women in Transportation Engineering**  
**Canadian Institute of Transportation Engineers (ITE Canada)**

**Lauren Short, Traffic Technologist II, Transportation Engineering, Engineering and Transportation Services**

**Leadership Academy**  
 Supervisors and Managers Program

**Cohort 2 Participants**  
 Paul Allen  
 Joe Amaral  
 Christine Chapman  
 Ian Ferguson  
 Karen Newland  
 Amy Rocha  
 Dawn Owen  
 Jennifer Juste  
 Kelly Beirnes  
 Jared Karr  
 Beth Godfrey  
 Steve Anderson  
 David Gooch

- Courses
- Field work
- Pre / Post course work
- Capstone Project, Briefing note, Presentation to ET

**Leadership Academy**  
 Lead • Inspire • Engage

First item: Delegation of Authority By-law Update. These updates are, for the most part, administrative. No new delegations of authority are added as this process is meant to streamline the two different documents that cover the delegation of authority.

Delegation of Authority approved unanimously.

Next, IDE agenda with Chair O'Rourke. Two items on the consent agenda:

- 7.1 Water and Wastewater Servicing Master Plan - 2023-99**
- Recommendation:**
1. That the Water and Wastewater Servicing Master Plan be approved, and that staff be directed to file a Municipal Class Environmental Assessment Notice of Completion.
  2. That the financial information from the Water and Wastewater Servicing Master Plan be referred to the City's water and wastewater rate models and long-range financial plans through the multi-year budget process.
- 7.2 Stormwater Management Master Plan - 2023-98**
- Recommendation:**
1. That the Stormwater Management Master Plan be approved and that staff be directed to file a Municipal Class Environmental Assessment Notice of Completion.
  2. That the financial implications from the Stormwater Management Master Plan be referred to the City's multi-year budget process.

Busuttill asks to pull Stormwater Master Plan. Water and Wastewater Master Plan approved unanimously.

Next, we're moving on to 2022 Water Services Annual Report and Summary Report. Nectar Tampacopoulos, GM of Environmental Services; Wayne Galliher, Manager of Water Services; and Kristin Pressey, Supervisor of Compliance and Performance will present.

Committee gets this report every year since council is the representative of the system owner, the City of Guelph. For obvious reasons, water quality is a very important function of the City.

What is "Standard of Care"?

### Standard of Care

#### What is it?

- Under the *Safe Drinking Water Act (2002)*, as a municipal official, you must practice due diligence to protect public health when making decisions that could affect the drinking water.
- Severe penalties are possible for municipal officials who fail to act in good faith and do not exercise honesty, competence and integrity to ensure the protection and safety of the users of municipal drinking water systems.

### Standard of Care

#### Things to remember: It's Your Duty

- It is your duty to ensure safe drinking water.
- It applies to those with decision-making responsibility for municipal drinking water systems or oversee the operating authority of the system.
- There are legal consequences for failing to carry out the duty, including possible fines or imprisonment.



We're hearing a lot about Walkerton. Even almost 23 years later it's the shadow that passes over everyone working to make sure the city has safe drinking water.

### Standard of Care

#### Things to remember: Be Vigilant



- Complacency can pose one of the greatest risks to drinking water systems.
- Never simply assume that all is well with the drinking water systems under your care.
- The health of your community depends on diligent and prudent oversight.

## Duties actions and liabilities under the Safe Drinking Water Act.

### **Safe Drinking Water Act, 2002**

#### **Section 11: Duties of Owners and Operating Authorities**

- Provide water that meets all prescribed drinking water quality standards.
- Operate in accordance with the act and its regulations, and keep system in a fit state of repair.
- Ensure that drinking water system are appropriately resourced.
- Comply with all sampling, testing and monitoring requirements.
- Meet all reporting requirements, including annual reporting to the public.

### **Safe Drinking Water Act, 2002**

#### **Section 11: Actions required of owners and operating authorities**

- Sampling and testing of drinking water.
- Using an accredited laboratory.
- Reporting of adverse test results that exceed any standards in the Ontario Drinking Water Quality Standards Regulation.
- Obtaining a drinking water licence, including a financial plan.
- Ensuring the drinking water system is operated by an accredited operating authority.
- Ensure management structures to maintain certified operators to operate the system.

### **Safe Drinking Water Act, 2002**

#### **Section 19: Your Duty and Liability**

- Extends legal responsibility to people with decision-making authority over municipal drinking water systems and those that oversee the accredited operating authority for the system.
- You must exercise the level of care, diligence and skill with regard to a municipal drinking water system that a *reasonably prudent person* would be expected to exercise in a similar situation.
- You must act honestly, competently and with integrity.

What the City has to do to ensure compliance:

## **Drinking Water Distribution**

### **Ensuring water quality to every customer**

- **Effective design and build of water infrastructure**
  - Proper sizing of watermains to meet community needs.
  - Planning for the future (water towers, new subdivisions).
  - Redundancy in the distribution system.
- **Effective operation**
  - Monitoring and maintaining pressure.
  - Remote monitoring and operational control.
  - Monitoring water quality.
  - Watermain cleaning program.
  - Leak detection and condition assessments.
- **Effective maintenance**
  - Timely response to breakdowns (leaks, mainbreaks, customer concerns).

2022 Report: No risks were identified to the system, says Heather Yates, Acting Manager of Compliance & Performance.

For the City's drinking water licence to be approved 5 factors need to be in place:

1. Drinking Water Works Permit
2. Permits to Take Water
3. Operational Plan
4. Accredited Operating Authority
5. Financial Plan

Breaking down the five requirements:

**Municipal Drinking Water Licence**

**1. Drinking Water Works Permit (DWWP)**

- A permit describing current water system infrastructure and future alterations or upgrades to the water system.

**2. Permit to Take Water (PTTW)**

- A permit to take 50,000L or more of source water per day.
- Guelph has 18 permits to take water.

**Municipal Drinking Water Licence**

**3. Operational Plan**

- A plan prepared in accordance with the Drinking Water Quality Management Standard (DWQMS) required under the Safe Drinking Water Act, 2002 that documents Water Services' Quality Management System.
- Endorsed by Council (owner of the system).

**4. Accredited Operating Authority**

- Water Services must be accredited to the DWQMS.
- This is done by a comprehensive audit and review of the Operational Plan by an independent certified accreditation body appointed by the Province.

**Municipal Drinking Water Licence**

**5. Financial Plan**

- A long range financial plan developed to ensure the financial sustainability of the drinking water system.
- Required under O. Reg. 453/07.
- The Long Range Financial Plan is currently being updated and will be presented to Council by end of year 2023.

Managing the risks:

**Managing the Risks to Drinking Water**

**Risk Assessments**

- An orderly methodology of identifying hazards or hazardous events that may affect the safety of drinking water and evaluating their significance.
- Identifies potential hazardous events facing your drinking water system i.e. main breaks, spills, assesses the impact and the control measures in place.
- "Adequate municipal funding is a key component of risk management."

- Former Councillor Ken Graham, Town of Smith Falls

25

**Managing the Risks to Drinking Water**

**Emergency planning for drinking water**

- The Water Services Emergency Response Plan outlines how Water Services will respond to a drinking water emergency and how and when you will be notified.
- Plan developed in partnership with Corporate Emergency Management and with the support of Engineering and Transportation Services.
- Member of OnWARN:
  - Ontario Water/Wastewater Agency Response Network.
  - A province-wide network of "utilities helping utilities".
  - Promotes emergency preparedness, disaster response, mutual aid and assistance for water and wastewater utilities.

26

In addition, there was only one “adverse drinking water quality” (AWQI) incident in 2022, which was caused by some construction work near the Dawson Road watermain. There were no serviced customers in the area and the discrepancy was corrected through to the end of construction.

Cllr Allt about water consumption from all water permits. Galliher says its about 48 million L per day during off-peak season.

Allt asks if we're aware of the total water consumption of the city from all sources, public and private. Galliher says they know the stats from the wells and the permit holders, small takers like private homes are difficult to figure. (They can ballpark though).

Cllr Gibson asks about enhanced protections when identifying new wells. Galliher says when establishing a new source, they do a whole chemical breakdown. Ground water is rather secure versus surface water. There are processes and ongoing quality testing of "raw" water.

Cllr Caton asks if there's ever been a study of the cost on homeowners for water softeners vs. softening at the source. Galliher says they have been considering these matters but have never done a direct comparison.

For the record, Cllr Richardson is here, on screen.

Caton asks about chlorination, how do we measure that? Galliher says the drinking water guidelines through the Province, but the City is well below the maximum allowed. Levels may vary depending where you are in the system, where the wells are, and where the chloride is added.

Caton asks about amount of chloride. Galliher says 0.05 mg is the min in the system, anything lower and it can't be detected with equipments. Generally it's around 0.2 mg.

Cllr Billings asks about detecting asbestos fibres in the system. Galliher says that they have that ability, but Guelph doesn't have any asbestos cement pipe so detecting fibres in the event of a break is a sensible precaution that goes above and beyond the needs required.

O'Rourke asks about the mechanism to alert council that the service is short-staffed. DCAO Holmes says there are challenges, but Guelph is lucky that they're retaining staff in this area. Enviro Services has started cross-training though. Will come to council in need.

O'Rourke asks about loss of wetland and effect on ground water. Galliher points to requirement of source water protection, which remains despite Bill 23.

O'Rourke congratulations staff for the auditor reports which notes strong team, processes, and continuous improvement. Also credits community for 1% drop in consumption despite pop. growth.

Recommendation approved unanimously.

**Recommendation:**

1. That Guelph City Council approve the 2022 Water Services' Annual Report and Summary Report.

Next, Busuttill's questions about Stormwater Management Master Plan.

Busuttill asks about recommendations for 16 sites chose for end of pipe, park rehabilitation. What is that. GM of engineering Gayman says it's about returning parks to pre-construction state or enhance it.

Busuttill asks what other locations were being considered aside from Margaret Greene Park for a feature in the area? Gayman says the MP looks at "feasible" opportunities and consider them in more detail for what kind of facility would be appropriate.

Busuttill asks why a surface stormwater feature is recommended for the MGP. Gayman says surface feature is preferable for many reasons (ease of maintenance, cost, habitat). They will work with community and Parks Dept to understand impact.

Busuttill asks if there's a master list of capital projects so that various efforts can be co-ordinated. Gayman says staff are always looking for ways to integrate capital programs.

Allt asks about stormwater ponds as a recreational feature if they present some risk? DCAO Clack-Bush says that using SWP is not safe, and there are risks presented. It's purely an aesthetic feature at best. Holmes calls them infrastructure to manage stormwater.

Recommendations approved unanimously.

**7.2 Stormwater Management Master Plan - 2023-98**

**Recommendation:**

1. That the Stormwater Management Master Plan be approved and that staff be directed to file a Municipal Class Environmental Assessment Notice of Completion.
2. That the financial implications from the Stormwater Management Master Plan be referred to the City's multi-year budget process.

Chair Downer takes over for one item under Public Services: Transit Fare Strategy. Courtney McDonald, Manager of Transit Business Services will present.

GM of Transit Robin Gerus begins with an intro and asks everyone to "think outside their comfort zone" on some of the changes here: fair capping and loyalty programs plus equity.

In a nutshell:

## Fare Strategy Recommendations

- Fare Policies
  - OnYourWay fare cards
  - Transfers
  - Bus bay rentals
  - Bus charters
  - Financial performance indicators
- Fare Programs
  - Kids Ride Free program
  - Corporate Pass program
  - Travel Training program
  - City of Guelph Employee Pass program
  - TaxiSCRIP program
  - Fare Capping Loyalty program

First, unless you're paying in cash or have a Upass, you will need to have an OnYourWay card. Next, the transfer allowance times will be the same and bus bay rentals to outside agencies will increase after staying the same for many years.

The Kids Ride Free program will continue, and a new corporate bus pass will be launched. Transit staff will launch a travel training program, offering free rides to new customers. There will also be a City employee pass program, 100% free for City Hall staff in lieu of parking.

Next, the monthly pass is changing to a fare capping model. The benefit, according to staff, is that you can pay-as-you-go, and then ride free when you get to the cap of 34 rides. The benefit is that you don't have to pay upfront for the full pass and only use what they need.

Equity is the most common argument in favour of fare capping. 35% of people responding to a survey they don't use the monthly pass enough to justify the full cost.

Another change is self-service terminals for card reloading. The first three will be at City Hall, the West End Rec Centre, and Vic Road Rec Centre. They could expand to more locations. Debit and credit fare payments also coming in 2025.

Fare Media	Category	Comparator Average	Current Fare	Proposed Fare	Fare Increase per cent
Cash	Cash	\$3.30	\$3.00	<b>\$3.25</b>	8.3 per cent
Rides	Adult	\$2.75	\$2.80	<b>\$2.80</b>	0 per cent
	Youth	\$2.30	\$2.25	<b>\$2.25</b>	0 per cent
	Senior	\$2.25	\$2.25	<b>\$2.25</b>	0 per cent
Monthly Pass	Adult	\$93.17	\$80.00	<b>\$95.20</b>	19 per cent
	Youth	\$67.30	\$68.00	<b>\$76.50</b>	12.5 per cent
	Senior	\$59.00	\$68.00	<b>\$76.50</b>	12.5 per cent

Apparently, the new rates bring the City of Guelph in-line with comparators. Here are the full financial impacts of the plan.

### Financial Impacts

Revenue	2023	2024	2025	2026	2027
Fare Changes	\$5,200	\$ 10,200	\$ 52,100	\$ 121,500	\$ 51,500
Corp Pass		\$ 18,700	\$ 1,600	\$ 400	\$ 500
Bus Bay Rental		\$ 3,600	\$ 600	\$ 600	\$ 600
Charter		\$ 2,500	\$ 1,500	\$ 1,500	\$ 1,500
Kids Ride Free Program (revenue reduction)		\$ (117,000)			
<b>Total</b>	<b>\$5,200</b>	<b>(\$82,000)</b>	<b>\$55,800</b>	<b>\$124,000</b>	<b>\$54,100</b>
Expense	2023	2024	2025	2026	2027
Kids Ride Free (program support)		\$38,100			
Operating Impacts from Capital		\$2,900	\$30,100	\$2,100	\$2,200
<b>Total</b>	<b>-</b>	<b>\$41,000</b>	<b>\$30,100</b>	<b>\$2,100</b>	<b>\$2,200</b>

Apparently, average users under fare capping would only pay about \$65 per month as opposed to the full \$95 price for full use, and the \$80/month that a monthly pass costs now.

McDonald says that this is not the end of the changes. Transit will continually look for new programs and services to expand ridership.

One delegate for this item and it's Susan Carey, the chair of the Transit Advisory Committee. It's worth noting that the fare strategy was not presented to TAC in advance of this meeting.

Carey notes this, but says that there was a Zoom session between the committee and staff to inform them about the changes. Carey says there's a lot of potential here. We need to create culture of transit use starting with children, normalise bus use.

O'Rourke asks about the transfer times mentioned in TAAG's letter. <https://pub-guelph.escribemeetings.com/filestream.ashx?DocumentId=35201> What is TAC hearing? Carey says that complaints about transfer time are rare according to transit.

Cllr Chew asks if its worthwhile for transit staff to create a new name for OnYourWay? Like the "Octopus" card in Hong Kong. Carey says there's something about fun branding that makes ppl want to use it. Not sure if that's something we can do here.

Caron asks to clarification: TAC did not get an opportunity to review the strategy? Carey said it was a timing issue. Mentions the Zoom meeting again but there was no "big meeting".

Caron asks if its on an upcoming agenda, because it would be weird to approve this without TAC consent. Carey says there was no significant concern on the call and many though fare capping was a good idea.

Cllr Klassen asks about the difference between TAC and TAAG. TAC is the formal advisory committee joined by the City, and TAAG is a citizen advocacy group. Carey says they have Twitter debates sometimes.

Guthrie asks if there was every any consideration about putting a dedication portion of the fair to capital transit projects. Clack-Bush says they do use that in other places like tickets for Sleeman and River Run. It wasn't in scope here though.

Guthrie says that perhaps riders might be interested in paying a bit more if they knew that money was explicitly going to service improvement. Clack-Bush says that might be something that staff can take away...

...there were similar discussions around doing something like that for Parks & Rec, but they eventually decided against it.

Allt asks why we don't use Presto. Gerus says Presto is not one of the companies that bid on the card system when it went out to tender. Also, there's a considerable additional charge in terms of initiation and ongoing maintenance.

O'Rourke says that staff said the cost of allowing longer transfer time was \$33k, which doesn't seem that much, why not add 15 minutes as a customer service measure?

O'Rourke also notes the mobility issue as a factor. McDonald says again that they do not get a lot of complaints about transfer times and there is some allowance at the hubs to make sure people make their transfers.

Klassen asks about the TAAG letter and putting the self-service terminal at Central Station. McDonald says the cost for an outside was is significant. They will put an inside one at the Station when those improvements begin in a few years.

Billings asks if the City collects DCs for new shelters. GM of Finance Baker says yes, and the rules were changed a few years ago to do more "prospective" funding.

Caton asks about the multi-year affordable pass and ticket bundles. Clack-Bush says the affordable pass wasn't included because its a subsidy program not a fare.

Caton asks if we don't already have a corporate pass. McDonald says the strategy proposes a partnership of 10% from City, 10% from employer vs. the straight 15% now.

Caton asks about working through the Downtown Guelph Business Association to co-ordinate for smaller businesses. McDonald says that's something they'll be working on next.

In terms of the train station frequently being closed, Holmes notes that this is a staff issue on the part of Metrolinx and staff are in constant contact with them about options for making the station open and available.

Comments? Klassen thanks staff for bringing this forward and says transit use is an important factor for mitigating climate change.

Allt urges committee to make this a unanimous vote. It's a road safety and infrastructure cost mitigation motion too.

O'Rourke says the report was extremely well researched and thinks its solid.

Recommendations passed unanimously.

**Recommendation:**

1. That the Kids Ride Free program (children aged 12 and under) outlined in Attachment 1, Section 6.3.2 to report "Transit Fare Strategy" dated April 4, 2023, be made permanent and that the budget impacts as outlined in report "Transit Fare Strategy" dated April 4, 2023, be included in the 2024-2027 Multi-year Budget.
2. That the Fare Capping Loyalty program, outlined in Attachment 1, Section 6.3.1 to report "Transit Fare Strategy" dated April 4, 2023, be approved and that the budget impacts as outlined in report "Transit Fare Strategy" dated April 4, 2023, be included in the 2024-2027 Multi-year Budget.
3. That staff be delegated the authority to proceed with the remaining initiatives recommended in Attachment 1 to report "Transit Fare Strategy" dated April 4, 2023.

Next, an additional motion from Mayor Guthrie:

**Transit Fare Strategy - 2023-102**  
Additional Motion

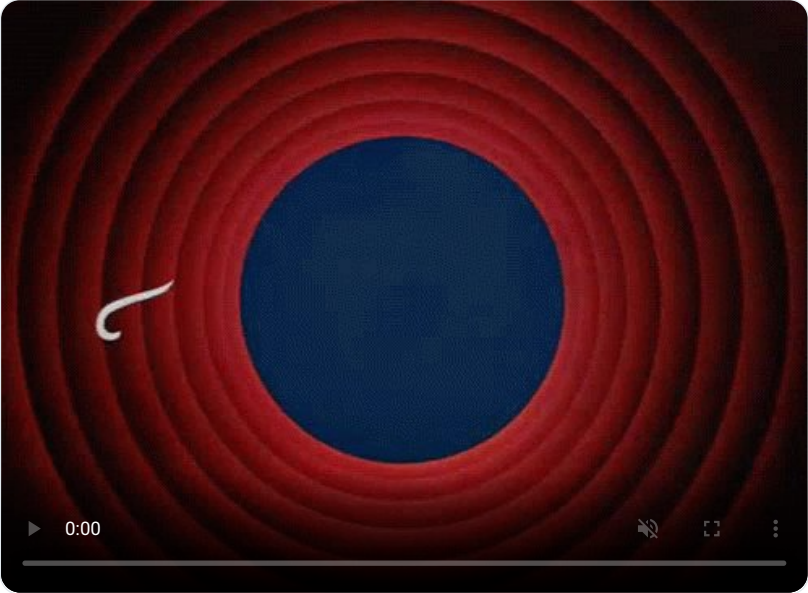


1. That Council direct staff to report back, in advance of consideration of the 2024 – 2027 multi-year budget, on the recommended approach for making transit passes more accessible for high school students and seniors, including review of best practices from comparator municipalities.

Guthrie notes that he was ready, willing and able to bring this motion forward... in April 2020. He would like to finally see council explore this direction.

Motion passes unanimously.

Nothing left to talk about, so this meeting is over!



[@threadreaderapp](#), unroll please!

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