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Dec 12, 2023 · 59 tweets · [adamadonaldson/status/1734692661192503656](https://twitter.com/adamadonaldson/status/1734692661192503656)

Coming up in a few minutes, it's the first of two back-to-back meetings, the last city council meetings of the year. Here's the Politico preview:



City Council Preview – What's on the Agenda for the December 12 Mee...

Your holiday gift? These are the last two city council meetings of 2023! This business is not unimportant and begins with a bit of unusual scheduling, the regular meeting of city council. After tha...

<https://guelphpolitico.ca/2023/12/01/city-council-preview-whats-on-the-agenda-for-the-...>

Mayor Guthrie calls the meeting to order.

In camera, council discussed:

Clair Maltby Secondary Plan – Ontario Land Tribunal Update = direction given to council.

Chief Administrative Officer Sub-committee Performance Evaluation for 2023 = motion coming.

Procedure By-law Training and Clarity = Info received.

The motion, which is approved unanimously.

**Chief Administrative Officer Sub-committee
Performance Evaluation for 2023**



1. That the 2023 Chief Administrative Officer performance evaluation, as described and outlined in the closed Council report dated Tuesday, December 12, 2023, be approved

Guthrie says we will get on with the open session in 3-4 minutes.



No Disclosure of Pecuniary Interest and General Nature Thereof.

Special recognitions this month: 1) Marva Wisdom will be recognized for being a recent recipient of the Order of Ontario.



And 2) The BeaverworX team from Our Lady of Lourdes Catholic School will be saluted for being the 2023 First Robotics World Championship Winners.



Next, confirmation of open Council Meetings held November 6, 7, 15, 21, 28 and 29 2023, and the Committee of the Whole Meeting held November 6, 2023. Passed unanimously.

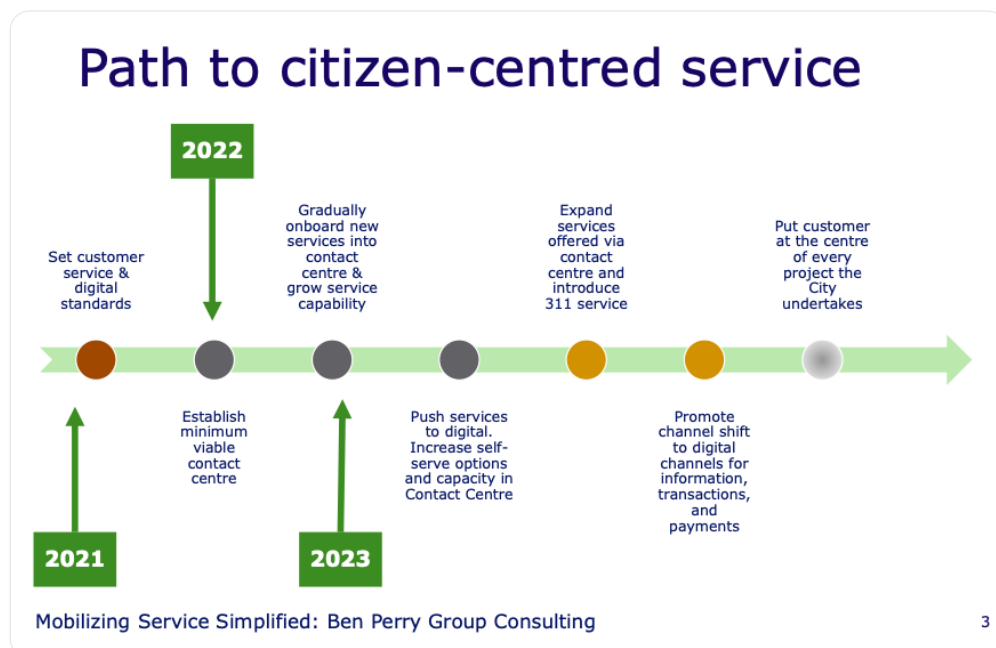
One item, Implementing Service Simplified Guelph's Customer Service Strategy.

Presenting are:

Stephen O'Brien, General Manager City Clerks Office, City Clerk

Stacey Hare, Program Manager, Customer Service and Customer Experience

O'Brien says that there are things that the City can and must do now in order to insure the transformation of the City's customer service model. Where we are on the journey:



2022 accomplishments

- Guelph's Good Service Standards and employee training
- New and improved digital services (Report a Problem Map)
- Standardized customer satisfaction measures
- Began centralizing customer service functions

2023 accomplishments:

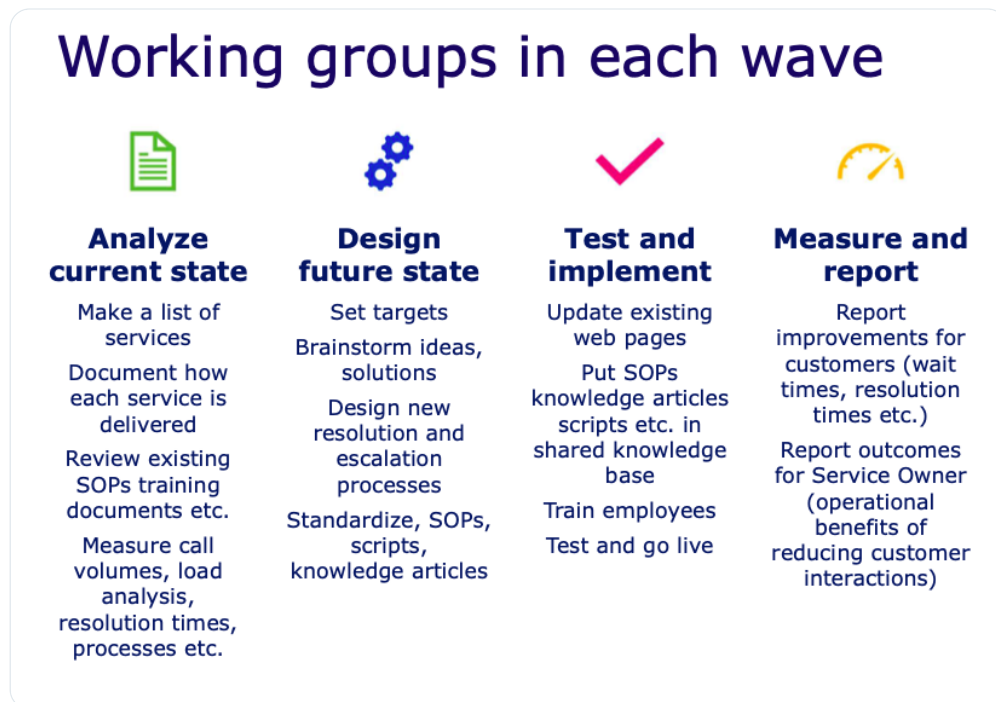
- Good Service Standards part of employee performance evaluation
- Using standard customer satisfaction measures
- New digital services (property tax portal)
- Centralized more service activities

Hare takes over now. She says they're listening to the service team about ways to improve, and this is reflected in the citizen satisfaction survey which shows that most people are mostly satisfied with City services.

Customer satisfaction data is being collected more proactively, and customer satisfaction survey will be done this spring.

The City is transitioning to a central customer contact centre, meaning that people will be able to access the most popular (frequently visited) services through one porthole. The hope is to dispatch 60-70% of calls with one point of contact in the first year.

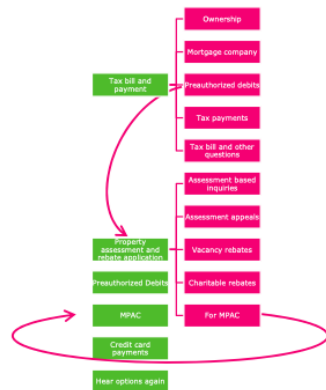
The City is reviewing services in waves:



To visualise the changes made through the service strategy, this is what the phone tree used to look like (L) and what it looks like now (R) if you have a question about property taxes.

Wave 1 property tax

Phone tree before



Phone tree after

Tax payments, billing, balance

Preauthorized payments, mortgage or ownership change

Assessments, appeals, rebates

All other inquiries

10

9 out of 13 services have been moved from the property tax staff to the ServiceGuelph staff, and 64% of calls are now handled through one contact point. New property tax portal is coming in January.

Outputs and Outcomes

Property Tax Portal (January 2024)

Get your property tax information and account balance

Sign up, change, or cancel pre-authorized payment plans

Sign up for e-billing

Change your mailing address or contact information

Print tax statements and bills



Calls and emails go up initially as people get used to the system and then do decline. This frees up staff time to look at other concerns.

Next wave: parking.

- Eliminated overlapping service functions
- Replaced phone number and email with main City contact
- Reduced customer transfers
- Improve consistency in responses
- Reassigned staff resources to crossing guard and event parking

Plans for 2024:

-Upgrade and consolidate corporate payment systems -Redesign (editorial note: fiiiiiiiiiiiiinally.)



Goller/Caton move receipt of the report.

Busuttill asks if there's been consideration for one log-in for City services? Hare says she can't answer that question herself, but can refer Busuttill to the team members who can.

O'Brien says at the end of the day says that the goal is to have an end-to-end one stop shop, and that should mean allowing users to have one log-on for multiple services, but the City's still a ways till that end point.

Caton asks if there's a process for people having issues with the Report a Problem map? Hare says they should call ServiceGuelph and get assistance, but notes that there may be issues with the process and will come back to council with an update.

O'Rourke asks about prioritisation. Hare says they're developing the framework b/c there are a lot of services that want to go through this process. They're starting with the ones who are the most ready/have the most data.

O'Rourke asks about the ETA when people can see a formal process where a call is logged, reported, and responded to. Hare says some corners of City Hall are doing that but it's not yet universal. She says 2027-ish.

DCAO Lee adds that success for this project looks at allowing residents and businesses to interact with city hall using one point of contact to various types of business whether that's by phone, in-line, or in-person. That's the end state and goal.

Motion to receive the report for information passed unanimously.

That's a wrap for this meeting. The planning meeting will be at 6:30!



Meeting #2!



Disclosure of Pecuniary Interest and General Nature Thereof? Nope.

Cllr Allt is regrets tonight.

First, State of Housing in Guelph - Housing Affordability Strategy Update. Goller asks if this report is able to explore solutions, and not just look at targets. GM of Planning Walkey says that will be coming throughout 2024. This is the starting place.

Caton asks about an examination of disability and housing need. Staff says that there aren't enough statistics specific to Guelph that are available, only the broader Stats Can numbers.

Caton asks if there can be a public feedback option so that the City can start getting that data. Walkey says part of the work going forward will be to look at where the gaps are.

Someone in the gallery asks if rent control is an option. Despite the breach in decorum, Guthrie allows the question. Walkey says that's something they will look at as they develop the strategy. Guthrie also notes that rent control is ONgov jurisdiction.

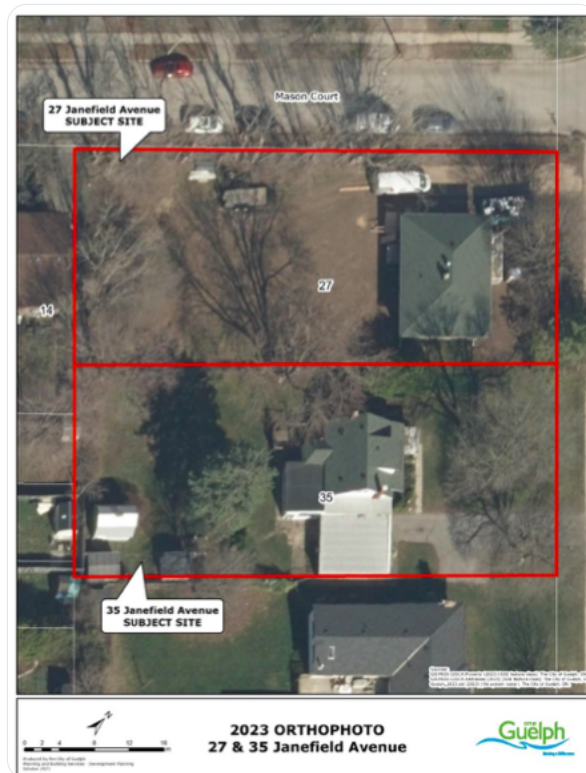
O'Rourke encourages everyone to read it and its impressive level of analysis. The fact that there's no presentation and on consent should not be a reflection of quality. Guthrie says he agrees.

State of Housing in Guelph - Housing Affordability Strategy Update is passed unanimously.

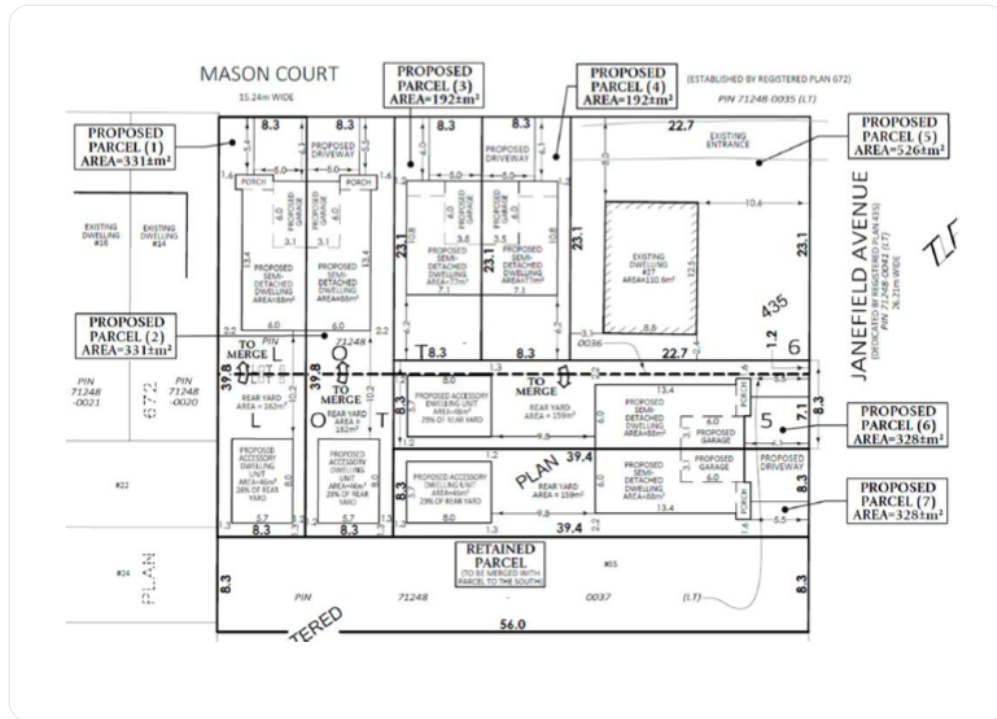
Decision Report 331 Clair Road East, Zoning By-law Amendment File OZS23-007 - 2023-430 and Decision Report 55 Baker St., 152 and 160 Wyndham St. N Proposed ZBA File OZS23-008 also approved unanimously.

Next, Statutory Public Meeting and Decision Report 27 and 35 Janefield Avenue ZBA File OZS23-010. Eric Rempel, Planner, will present.

The proposal here will take two properties and separate them into 7. The house at 27 Janefield will be retained.



The severance plan:



Rempel says that despite the concerns in correspondences received so far about parking and traffic, the development does meet the minimum demands for parking and staff are not recommending a traffic study for this project.

Jeff Buisman, who's the agent for the site, is the one scheduled delegate. He says that they're hoping to get going on this project in short order. There will be heat pumps and cooling, looking at solar, but won't be net zero.

Caton asks if any units will have accessible entrances. Buisman says no.

No further questions.

Guthrie puts out the call for any more delegates since this is a planning meeting. You can call in too:

Looks like there's no call-ins so back to council. Goller/Caron move to receive.

Goller asks for commentary about process. Walkey says that they've had processes amended to come back more quickly and act quickly on housing. This is one of those instances.

Recommendation:

1. That the application from Van Harten Surveying Inc. on behalf of 27 Janefield Inc. for a Zoning By-law Amendment to change the zoning from the current "Residential Single Detached" (R.1B) Zone (1995 - 14864) to a "Specialized Residential Single Detached" (R.1B-XX) Zone and the "Specialized Residential Semi-Detached/Duplex" (R.2-XX) Zone and to change the zoning from the current "Low Density Residential" (RL.1) Zone (2023 - 20790) to a "Specialized Low Density Residential" (RL.1-XX) Zone to permit the proposed semi-detached dwellings with site-specific provisions at 27-35 Janefield Avenue be received.
2. That the application from Van Harten Surveying Inc. on behalf of 27 Janefield Inc. for a Zoning By-law Amendment to change the zoning from the current "Residential Single Detached" (R.1B) Zone (1995 - 14864) to a "Specialized Residential Single Detached" (R.1B-XX(H)) Zone and the "Specialized Residential Semi-Detached/Duplex" (R.2-XX(H)) Zone and to change the zoning from the current "Low Density Residential" (RL.1) Zone (2023 - 20790) to a "Specialized Low Density Residential" (RL.1-XX(H)) Zone to permit the proposed semi-detached dwellings with site-specific provisions at 27-35 Janefield Avenue be approved in accordance with Attachments 4 and 5 of the Infrastructure, Development and Enterprise Services Report 2023-429, dated December 12, 2023.

Just to be clear, this will be a decision too. And not just a vote to receive.

Busuttill asks about parking. Walkey says that because of the nature of this project, visitors parking isn't required so anyone living one of these units will have to be aware of limited parking options. It meets all minimums.

In terms of parking permits for Janefield, Walkey doesn't know the state of competition on the street but can consult with operations.

Project approved. Guthrie notes that that's over 500 units approve in less than 30 minutes and someone should call the Province.

Bylaws of the week approved:

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***5.1 By-law Number (2023) - 20838**



A By-law to impose water and wastewater fees and charges in the City of Guelph, to set billing schedules and to repeal By-law Number (2021) – 20651.

***5.2 By-law Number (2023) - 20839**



A By-law to amend By-law Number (2021)-20652, as previously amended, to change the Stormwater Rate Base.

***5.3 By-law Number (2023) - 20840**



A By-law to impose user fees or charges for services or activities relating to Parking Services.

***5.4 By-law Number (2023) - 20841**



A By-law to impose user fees or charges for services or activities relating to Public Services, Infrastructure, Development and Enterprise Services, Corporate Services and the Office of the Chief Administrative Officer.

***5.5 By-law Number (2023) - 20842**



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***5.5 By-law Number (2023) - 20842**



A by-law to amend By-law Number (2015) - 19985, as amended, being a By-law respecting Building, Demolition, Conditional, Change of Use and Occupancy Permits, Payment of Fees, Inspections, Appointment of Chief Building Official and Inspectors, and a Code of Conduct.

***5.6 By-Law Number (2023) - 20856**



A by-law to amend By-law Number (1995)-14864, as amended, known as the Zoning By-law for the City of Guelph as it affects the property municipally known as 331 Clair Road East and legally described as Concession 8 Rear Part 11, formerly Township of Puslinch, City of Guelph (File No. OZS23-007).

***5.7 By-Law Number (2023) - 20857**



A by-law to amend By-law Number (2023)-20790, as amended, known as the Zoning By-law for the City of Guelph as it affects the property municipally known as 331 Clair Road East and legally described as Concession 8 Rear Part 11, formerly Township of Puslinch, City of Guelph (File No. OZS23-007).

***5.8 By-Law Number (2023) - 20861**



A by-law to confirm the proceedings of a meeting of Guelph City Council held December 12, 2023.

***5.9 By-law Number (2023) - 20863**



A by-law to confirm the proceedings of the meetings of Guelph City Council held November 7, 15 and 29, 2023.

***5.10**



By-law Number (2023) - 20864

A by-law to amend By-law Number (1995)-14864, as amended, known as the Zoning By-law for the City of Guelph as it affects the lands municipally known as 55 Baker Street, 152 and 160 Wyndham Street North and legally described as Part of Burying Ground, and Part of Lane Through Burying Ground, Registered Plan 8, Closed by MS80255, Designated as Parts 5, 6 and 7 on Plan 61R-21815, Part of Burying Ground, Part of Lots 73 and 74, and Part of Lane at the Rear of Lots 73 and 74 (Known as Park Lane), Closed by CS31228; Registered Plan 8, Designated as Parts 1, 2, 3, & 4, Reference Plan 61R-21815; Subject to Easement over Part 2, 61R-21815 as in Instrument ROS557919 and Subject to Easement over Part 3, 61R-21815 as in Instrument ROS573090, City of Guelph (File# OZS23-008).

***5.11**



5.11*By-law Number (2023) - 20865**

A by-law to amend By-law Number (2023)-20790, as amended, known as the Comprehensive Zoning By-law for the City of Guelph as it affects the lands municipally known as 55 Baker Street, 152 and 160 Wyndham Street North and legally described as Part of Burying Ground, and Part of Lane Through Burying Ground, Registered Plan 8, Closed by MS80255, Designated as Parts 5, 6 and 7 on Plan 61R-21815, Part of Burying Ground, Part of Lots 73 and 74, and Part of Lane at the Rear of Lots 73 and 74 (Known as Park Lane), Closed by CS31228; Registered Plan 8, Designated as Parts 1, 2, 3, & 4, Reference Plan 61R-21815; Subject to Easement over Part 2, 61R-21815 as in Instrument ROS557919 and Subject to Easement over Part 3, 61R-21815 as in Instrument ROS573090, City of Guelph (File# OZS23-008).

5.12*By-law Number (2023) - 20881**

A by-law to authorize the City to enter into an agreement with the Corporation of the Township of Wellington North for the shared services of a by-law compliance officer(s).

5.13**5.13****By-Law Number (2023) - 20882**

A by-law to amend By-law Number (1995)-14864, as amended, known as the Zoning By-law for the City of Guelph as it affects part of the property municipally known as 27 Janefield Avenue, proposed parcel 5 and legally described as part of Lot 5 Registered Plan 435, City of Guelph (File No. OZS23-010).

5.14*By-Law Number (2023) - 20883**

A by-law to amend By-law Number (1995)-14864, as amended, known as the Zoning By-law for the City of Guelph as it affects part of the properties municipally known as 27 and 35 Janefield Avenue, proposed parcels 1-4, 6 and 7 on the submitted severance plan and legally described as part of Lots 5 and 6 Registered Plan 435, City of Guelph (File No. OZS23-010).

5.15*By-Law Number (2023) - 20884**

A by-law to amend By-law Number (2023)-20790, as amended, known as the Zoning By-law for the City of Guelph as it affects part of the property municipally known as 27 Janefield Avenue, proposed parcel 5 and legally described as part of Lot 5 Registered Plan 435, City of Guelph (File No. OZS23-010).

***5.16**

By-Law Number (2023) - 20885

A by-law to amend By-law Number (2023)-20790, as amended, known as the Zoning By-law for the City of Guelph as it affects part of the property municipally known as 27 Janefield Avenue, proposed parcels 3 and 4 in the submitted severance plan and legally described as part of Lot 5 Registered Plan 435, City of Guelph (File No. OZS23-010).

***5.17**

By-law Number (2023) - 20888

A by-law to amend the Traffic and Parking By-law Number (2022) – 20698, as amended, being a By-law to regulate the use of Highways within the City of Guelph and the Traffic and Parking thereon.

Guthrie wraps up by saluting @iamgmcaughton, who is sadly being let go from the @MercuryTribune at the end of the year.

@iamgmcaughton @MercuryTribune With that sad news, Mayor Guthrie says Merry Christmas and see everyone in the new year. That's the end of the last council meeting of 2023.



@iamgmcaughton @MercuryTribune @threadreaderapp unroll please!

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