

## THE CORPORATION OF THE TOWNSHIP OF PUSLINCH 2016 COUNCIL MEETING

### **A G E N D A**

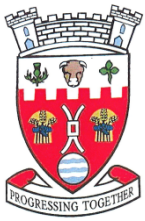
**DATE:** Wednesday, December 21, 2016

**CLOSED MEETING:** 5:15 P.M.

**REGULAR MEETING:** 7:00 P.M.

**≠ Denotes resolution prepared**

1. Call the Meeting to Order
2. Disclosure of Pecuniary Interest & the General Nature Thereof.
3. **CLOSED ITEMS** ≠
  - a. Confidential Verbal Report from Karen Landry, CAO/Clerk, regarding litigation or potential litigation, including matters before administrative tribunals affecting the municipality or local board, and advice that is subject to solicitor-client privilege, including communications necessary for that purpose – 599 Arkell Rd.
  - b. Confidential Verbal Report from Karen Landry, CAO/Clerk regarding litigation or potential litigation, including matters before administrative tribunals affecting the municipality or local board and advice that is subject to solicitor client privilege, including communications necessary for that purpose – Reid – 7827 Wellington Road 36 - Normal Farm Practices Board Hearing
  - c. Confidential Verbal Report from Karen Landry, CAO/Clerk, regarding litigation or potential litigation, including matters before administrative tribunals affecting the municipality or local board and personal matters about an identifiable individual, including municipal or local board employees with respect to Slotegraaf Construction Inc. 4421 Sideroad 10 North and building matters.
  - d. Confidential Report ADM-2016-022- Citizen Appointments to the Planning and Development Advisory Committee regarding personal matters about an identifiable individual including municipal or local board employees.
  - e. Confidential Report from Council regarding personal matters about an identifiable individual including municipal or local board employees – Chief Administrative Officer Performance Review.
4. Adoption and Receipt of Minutes of the Previous Meeting.≠
  - (a) Budget Meeting – December 7, 2016
  - (b) Closed Budget Meeting- December 7, 2016
  - (c) Council Meeting – December 7, 2016
  - (d) Closed Council Meeting – December 7, 2016



## THE CORPORATION OF THE TOWNSHIP OF PUSLINCH December 21, 2016 MEETING

5. Business Arising Out of the Minutes.

6. **PUBLIC MEETINGS**

- a. Budget Input Public Information Meeting January 12, 2017 at 7:00 p.m.

7. **COMMUNICATIONS**

1. Environmental Registry Alert

- (a) Bottled water technical guidance document.

2. 2017 Budget and Municipal Levy

- (a) Correspondence from MPAC dated December 12, 2016.

3. Monthly Monitoring Report, Mill Creek Pit, License #5738, 7115 Concession 2.

- a. Correspondence from Dufferin Aggregates dated December 12, 2016.

4. **Intergovernmental Affairs#**

- (a) Various correspondence for review.

- a. Please note that IG Item # 1 is a compilation of the hydro resolutions Council request at the December 7, 2016 Meeting.

### **DELEGATIONS / PRESENTATIONS #**

**7:05 p.m.** – Aberfoyle Farmers' Market Update for Council, presentation by President Blair Moch and Secretary Cathy Smith.

8. **REPORTS #**

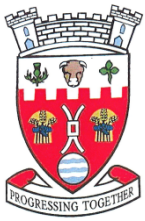
1. **Puslinch Fire and Rescue Services**

- (a) October and November 2016 Monthly Report

2. **Finance Department**

- a. FIN-2016-030 - Annual Indexing of Development Charges

- b. FIN-2016-031 Third Quarter Financial Report



## THE CORPORATION OF THE TOWNSHIP OF PUSLINCH December 21, 2016 MEETING

### 3. Administration Department

- a. 2017 Township Council and Budget Meeting Dates
- b. Service Level Meeting date:
  - i. Friday, February 24, 2017 at 9:00 a.m.
- c. Report ADM-2016-2017 Bill 181- Municipal Elections Act Amendments
- d. Report ADM-2016-0217 Permission for Temporary Parking – Unopen Road Allowance – Pan 386 – Lorne Wallace

### 4. Planning and Building

- (a) Wellington County Report Amending By-law D14/ONT (Weber), Zoning By-law Amendment, 4576 Wellington Road 32 (Part Lots 3-5, Concession 3), Puslinch

### 5. Roads & Parks Department

None.

### 6. Recreation Department

None.

### 7. Mayor's Updates

None.

### 9. **NOTICES OF MOTION**

None.

### 10. **COMMITTEE MINUTES**

None.

### 11. **MUNICIPAL ANNOUNCEMENTS**

### 12. **UNFINISHED BUSINESS**



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
December 21, 2016 MEETING

13. **BY-LAWS ≠**

- (a) 085-2016 Being a by-law to amend the emergency response plan for the County of Wellington and member municipalities. (As per Resolution No. 2016-457)
- (b) 086-2016 Being a by-law to appoint Building Officials for the Corporation of the Township of Puslinch and to repeal By-laws 41/11 and 037/14.
- (c) 087-2016 A by-law to permit the Municipality to impose fees or charges with respect to services or activities provided, related costs payable, and for the use of its property. (As per Resolution No. 2016-455)

14. **CONFIRMING BY-LAW ≠**

- (a) By-law to confirm the proceedings of Council for the Corporation of the Township of Puslinch.

15. **ADJOURNMENT ≠**





THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
BUDGET COUNCIL MEETING

**MINUTES**

**DATE:** Wednesday, December 7, 2016

**CLOSED MEETING:** 9:00 A.M.

**BUDGET MEETING:** 9:30 A.M.

The December 7, 2016 Budget Council Meeting was held on the above date and called to order at 9:00 a.m. in the Council Chambers, Aberfoyle.

**1. ATTENDANCE:**

Mayor Dennis Lever  
Councillor Matthew Bulmer  
Councillor Susan Fielding  
Councillor Ken Roth  
Councillor John Sepulis

**STAFF IN ATTENDANCE:**

1. Karen Landry, CAO/Clerk
2. Mary Hasan, Director of Finance/Treasurer
3. Don Creed, Director of Public Works and Parks
4. Nina Lecic, Deputy Clerk
5. Michelle Cassar, Taxation and Office Administrator

**OTHERS IN ATTENDANCE**

1. Kyle Davis

**2. DISCLOSURE OF PECUNIARY INTEREST & THE GENERAL NATURE THEREOF:**

None

**3. CLOSED MEETING**

Council was in closed session from 9:01 a.m. to 9:19 a.m.

Council recessed from 9:19 a.m. to 9:30 a.m.

**Resolution No. 2016-435:**

Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**That Council shall go into closed session under Section 239 of the Municipal Act for the purpose of:**

- (a) Confidential Verbal Report from Karen Landry, CAO/Clerk, regarding litigation or potential litigation, including matters before administrative tribunals affecting the municipality or local board and personal matters about an identifiable individual, including municipal or local board employees with respect to Slotegraaf Construction Inc. 4421 Sideroad 10 North and building matters.
- (b) Confidential Verbal Report from Karen Landry, CAO/Clerk regarding personal matters about an identifiable individual, including municipal or local board employees and labour relations or employee negotiations – Organizational review.

**CARRIED**

**Resolution No. 2016-436:**

Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**THAT Council moves into open session.**

**CARRIED**

Council resumed into open session at 9:30 a.m.



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
BUDGET COUNCIL MEETING

**Resolution No. 2016-437:**

Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**That Council receives the:**

- a. **Confidential Verbal Report from Karen Landry, CAO/Clerk, regarding litigation or potential litigation, including matters before administrative tribunals affecting the municipality or local board and personal matters about an identifiable individual, including municipal or local board employees with respect to Slotegraaf Construction Inc. 4421 Sideroad 10 North and building matters.**
- b. **Confidential Verbal Report from Karen Landry, CAO/Clerk regarding personal matters about an identifiable individual, including municipal or local board employees and labour relations or employee negotiations – Organizational review**

**CARRIED**

**4. COMMUNICATIONS:**

- (a) Correspondence from Vinnie Klimkosz, Puslinch Optimist Club dated October 27, 2016

Council directed staff to look into alternate means of providing pop at the Puslinch Community Centre, as well as update on the ice equipment.

- (b) Correspondence from GM BluePlan dated November 2, 2016 with respect to the Carroll Pond, Part Lots 25, 26 and 27, Concession 7, Sediment Survey.

Council requested staff to include, where feasible, the inspection of storm water management facilities into the Parks Facilities Foreman position.

- (c) Correspondence from the Guelph Humane Society dated November 7, 2016 with respect to the Proposal for Animal Control Services.

Council expressed support for staying status quo with the current animal control service level.

Council requested staff to consider other animal control service delivery options from Hamilton or Cambridge.

- (d) Correspondence from the Puslinch Historical Society dated November 10, 2016 with respect to the proposed 2017 sesquicentennial project.

Council expressed support of the Puslinch Historical Society 2017 sesquicentennial project.

- (e) Correspondence from the Heritage Committee with respect to the Ontario Heritage Conference received November 16, 2016

- (f) Correspondence from GM BluePlan dated November 18, 2016 with respect to consideration for municipal servicing.

Council expressed interest in completing this study to supports existing and future economic growth for smaller existing residential systems.

- (g) Correspondence from Stan Denhoed, Harden Environmental dated November 23, 2016 with respect to a compilation of permits to take water.

Council was not in support of the complication of permits to take water by Harden Environmental as the permit information is provided on the Ministry and Township website.

- (h) Service Level Meeting dates:



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
BUDGET COUNCIL MEETING

- (i) January 12, 2017 at 9:00 A.M. to review the Parks Master Plan for the Puslinch Community Centre and speed signs
- (j) January 26, 2017 at 9:00 A.M. for Fire Service Levels

It was decided that future service level meeting dates will be set at the December 21, 2016 Council Meeting.

**5. DELEGATIONS/PRESENTATIONS**

9:35 a.m. – Kyle Davis, Risk Management Official, Wellington Source Water Protection with respect to Source Protection Program Staffing and the Source Protection Program

**Resolution No. 2016-438:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**That Council receives the presentation by Kyle Davis, Risk Management Official, Wellington Source Water Protection with respect to Source Protection Program Staffing and the Source Protection Program.**

**CARRIED**

**6. REPORTS:**

- 1. Source Protection Program Staffing – Source Protection Coordinator / Risk, Management Inspector (combined position)

**Resolution No. 2016-439:** Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**THAT Council receives the Wellington Source Water report with respect to Source Protection Program Staffing – Source Protection Coordinator / Risk Management Inspector (combined position).**

**CARRIED**

- 2. Source Protection Program – Long Term Funding Options

**Resolution No. 2016-440:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**THAT Council receives the Wellington Source Water Report with respect to the Source Protection Program – Long Term Funding Options.**

**CARRIED**

- 3. Report ADM-2016-026- Organization Structure Update

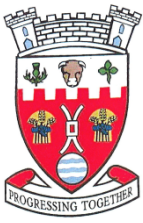
Karen Landry advised of a minor change to the proposed organizational structure that will have the Development and Legislative Coordinator report to the CAO/Clerk.

**Resolution No. 2016-441:** Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**That Report ADM-2016-026 regarding Organization Structure Update be received; and**

**That Council adopt the changes in the organizational structure to reallocate staff resources as outlined in Report ADM-2016-026; and**

**That Council authorize the base budget increases for the reallocation of staff resources in the amount of \$56,767 to be incorporated in the proposed 2017 Operating Budget as outlined in Report ADM-2016-026; and**



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
BUDGET COUNCIL MEETING

**That staff report back in the Spring of 2017 regarding the outcome of meetings held with residents/contractors to obtain their feedback on their experience in applying for and obtaining a building permit and recommendations to improve the customers' experience for the building permit intake process; and**

**That funding for the temporary Administrative Support (1 year), to continue work on the classification of the Township's records be funded from the 2016 operating surplus; and**

**That the Administrative Assistant position increase from 3 days a week to 5 days a week for 1 year to assist with:**

- **Collection of enforcement activity and the development of standardized response times and processing**
- **Assist with the review of old development files to ensure compliance with the terms and conditions of the respective agreements, approval of final acceptance of the development (where applicable), and record of authorization to release the applicable securities**
- **Assist with data input and collection for fire and enforcement; and**

**That staff report back in December 2017 on the following:**

- **status of the classification of all Township files**
- **data collected for enforcement and fire related activities**
- **an analysis on corporate administrative and enforcement resourcing needs**
- **efficiencies realized; and**

**That staff report back prior to completion of the 2 year secondment of the Facilities and Parks Foreman on the results, including cost savings, efficiencies realized and improvements made to the maintenance of the Township's facilities.**

**CARRIED**

**4. Report FIN-2016-028- 2017 Capital and Operating Budget Update**

**Resolution No. 2016-442:**

Moved by Councillor Sepulis and  
Seconded by Councillor Roth

**THAT Council defer the Victoria Road projects to the 2018 Capital budget.**

**CARRIED**

Council directed staff that the clothing and/or uniform allowance be consistent across the organization.

Council deferred the replacement of the Kabota Lawnmower to the 2018 budget in order for staff to report back on the costs of contracting out versus doing parks services in-house.

Don Creed, Director of Public Works and Parks provided Council with an update with respect to the replacement of the Olympia Ice Resurface for the amount of \$75, 000.

Staff indicated that the Cambridge EA costs for engineering services from Stan Denhoed, Harden Environmental, will be incorporated into the operating budget once estimates are obtained.

Staff also indicated that they would report back on the HVAC system upgrades at the Puslinch Community Centre as the quotes received were higher than budgeted.



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
BUDGET COUNCIL MEETING

It was noted that an additional \$8,000 needs to be included in the Roads- Contract Services account for a Road Boundary Agreement with Guelph Eramosa.

**Resolution No. 2016-443:** Moved by Councillor Fielding and  
Seconded by Councillor Bulmer

**THAT Council authorizes a 3% residential tax (RT) rate increase to be presented at the Public Meeting on January 12, 2017.**

**CARRIED**

**Resolution No. 2016-444:** Moved by Councillor Roth and  
Seconded by Councillor Bulmer

**That Report FIN-2016-028 regarding the 2017 Capital and Operating Budget Update be received; and**

**That Council approve funding of \$75,000 to complete a feasibility study on the implementation of a municipal drinking water well system and associated services contingent upon obtaining funding of \$56,250 from the Clean Water and Wastewater Fund; and**

**That should the Township be successful with the Ontario Community Infrastructure Fund top up component application for the 2017 and 2018 Laird Road project, that Council approve funding the 2019 and 2022 Forestell Road project; and**

**That should the Township not be successful with the Ontario Community Infrastructure Fund top up component application for the 2017 and 2018 Laird Road project, that Council approve funding the 2019 and 2022 Forestell Road project; or**

**If the Township is not successful with the Ontario Community Infrastructure Fund top up component application for the 2017 and 2018 Laird Road project, that Council approve funding the 2018 Laird Road project; and**

**That upon finalization of the budget in January 2017, staff consider the feasibility of additional contributions to discretionary reserves; and**

**That staff report back in 2019 regarding the results of the Fleet Management Analysis completed by BDO Consulting dated December 2, 2015 including recommended lifecycles for Township fleet; and**

**That staff report back on the costs of contracting parks services out versus doing them in-house in 2018; and**

**That staff report back on a use/cost sharing agreement with the Puslinch Tennis Club in 2018; and**

**That staff report back in 2017 regarding a cost per hour for the operation of the PCC; and**

**That Council gives pre-budget approval for the purchase of an ice-resurfacer in the amount of \$75, 000 (net of HST).**

**CARRIED**

**7. BY-LAWS:**

- (a) By-law to confirm the proceedings of Council for the Corporation of the Township of Puslinch



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
BUDGET COUNCIL MEETING

**Resolution No. 2016-445:** Moved by Councillor Bulmer and  
Seconded by Councillor Roth

That the following By-law be taken as read three times and finally passed in open Council:

By-Law 082-2016 being a by-law to confirm the proceedings of Council for the Corporation of the Township of Puslinch at its Budget meeting held on the 7th day of December, 2016.

**CARRIED**

**8. ADJOURNMENT:**

**Resolution No. 2016-446:** Moved by Councillor Roth and  
Seconded by Councillor Bulmer

That Council hereby adjourns at 12:05 p.m.

**CARRIED**

\_\_\_\_\_  
Dennis Lever, Mayor

\_\_\_\_\_  
Karen Landry, CAO/Clerk





THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
DECEMBER 7, 2016 COUNCIL MEETING

**MINUTES**

**DATE:** Wednesday, December 7, 2016

**CLOSED MEETING:** 12:30 P.M.

**REGULAR MEETING:** 1:00 P.M.

The December 7, 2016 Regular Council Meeting was held on the above date and called to order at 12:30 p.m. in the Council Chambers, Aberfoyle.

1. **ATTENDANCE:**

Mayor Dennis Lever  
Councillor Matthew Bulmer  
Councillor Susan Fielding  
Councillor Ken Roth  
Councillor John Sepulis

**STAFF IN ATTENDANCE:**

1. Karen Landry, CAO/Clerk
2. Mary Hasan, Director of Finance/Treasurer
3. Don Creed, Director of Public Works and Parks
4. Nina Lecic, Deputy Clerk

**OTHERS IN ATTENDANCE**

1. Doug Smith
2. Karen Lever
3. Art Zymerman
4. Donna O'Krafka
5. David Mitten
6. Michelle M.
7. Kathy White

2. **DISCLOSURE OF PECUNIARY INTEREST & THE GENERAL NATURE THEREOF:**

None

3. **CLOSED MEETING**

Council was in closed session from 12:30 p.m. to 12:38 p.m.

Council recessed from 12:38 p.m. to 1:00 p.m.

**Resolution No. 2016-447:**

Moved by Councillor Sepulis and

Seconded by Councillor Fielding

**That Council shall go into closed session under Section 239 of the Municipal Act for the purpose of:**

- a. **Confidential Report ADM-2016-022- Citizen Appointments to the Planning and Development Advisory Committee regarding personal matters about an identifiable individual including municipal or local board employees. \* Report is being provided as information at this time – applications to be evaluated on December 21, 2016.**

**CARRIED**

**Resolution No. 2016-448:**

Moved by Councillor Fielding and

Seconded by Councillor Sepulis

**THAT Council move into open session.**

**CARRIED**



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
DECEMBER 7, 2016 COUNCIL MEETING

Council resumed into open session at 12:38 p.m.

**Resolution No. 2016-449:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**That Council receives the:**

- a. **Confidential Report ADM-2016-022- Citizen Appointments to the Planning and Development Advisory Committee regarding personal matters about an identifiable individual including municipal or local board employees. \* Report is being provided as information at this time – applications to be evaluated on December 21, 2016.**

**CARRIED**

**4. ADOPTION OF THE MINUTES:**

- (a) Council Meeting – November 23, 2016
- (b) Closed Council Meeting – November 23, 2016

**Resolution No. 2016-450:** Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**That the minutes of the following meetings be adopted as written and distributed:**

- a. **Council Meeting – November 23, 2016**
- b. **Closed Council Meeting – November 23, 2016**

**CARRIED**

**5. BUSINESS ARISING OUT OF THE MINUTES:**

**6. PUBLIC MEETINGS:**

**7. COMMUNICATIONS:**

1. Financial Indicator Review
  - a. Correspondence from the Ministry of Municipal Affairs and Housing.
2. Request for discount on booking fee from the Global Vets 2017 Committee.
  - a. Correspondence dated November 23, 2016.

**Resolution No. 2016-451:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**THAT Council receives the fee waiver request by the Global Vets 2017 Committee;**

**AND THAT Council hereby declines the fee waiver request.**

**CARRIED**

3. ARB Fee increase
  - a. Correspondence from the Environment and Land Tribunals dated November 24, 2016
4. Environmental Registry Alert
  - a. Noor Associates Ltd. 7456 McLean Road
5. Freedom Mobile, Community notification for a Telecommunication tower.
  - a. Correspondence received November 29, 2016.
6. Comments on the proposed Ontario Regulation “ Taking Groundwater to Produce Bottled Water”
  - a. Correspondence from Stan Denhoed, Harden Environmental dated November 30, 2016.





THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
DECEMBER 7, 2016 COUNCIL MEETING

**7. Intergovernmental Affairs**

**Resolution No. 2016-452:** Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**That the Intergovernmental Affairs correspondence items listed on the Council Agenda for December 7, 2016 Council meeting be received.**

**CARRIED**

**8. DELEGATIONS/PRESENTATIONS**

**1:05 P.M.** Puslinch Lake Conservation Association with respect to a grant request for \$25,000 in support of lake dredging

**Resolution No. 2016-453:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**That Council receives the presentation by the Puslinch Lake Conservation Association with respect to a grant request for \$25,000 in support of lake dredging.**

**CARRIED**

**9. REPORTS:**

**1. Puslinch Fire and Rescue Services**

None

**2. Finance Department #**

(a) Applications for Cancellation, Reduction or Refund of Taxes re: Chapter 25, Section 357, 358 – Municipal Act

**Resolution No. 2016-454:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**That Council does hereby authorize the applications for Cancellation, Reduction or Refund of Taxes chapter 25, section 357 or 358 of the Municipal Act, 2001 as follows:**

<b>Year</b>	<b>Application #</b>	<b>Roll #</b>	<b>Write Off Amount</b>
2015	06/16	5-17300	\$ 1,451.75
2015	13/16	6-06300	\$ 181.31
2015	08/16 A	3-16800	\$ 10.13
2015	08/16 B	3-16800	\$ 9.94
2015	08/16 C	3-16800	\$ 1.81
2016	08/16 A2	3-16800	\$ 21.12
2016	08/16 B2	3-16800	\$ 21.12
2016	08/16 C2	3-16800	\$ 10.55
2016	07/16 A	3-16800	\$ 22.86
2016	07/16 C	3-16800	\$ 14.13
2016	07/16 B	3-16800	\$ 6.95

**CARRIED**

(b) FIN-2016-029 2017 User Fees and Charges By-law

**Resolution No. 2016-455:** Moved by Councillor Sepulis and  
Seconded by Councillor Fielding



**That Report FIN-2016-029 regarding the 2017 User Fees and Charges By-law be received; and**

**That the Township adopt a policy to provide an 80 percent refund where 30 days' notice of cancellation is given for Puslinch Community Centre rentals; and**

**That Council enact a by-law to adopt the User Fees and Charges By-law in accordance with the By-law attached as Schedule A to this Report.**

**CARRIED**

### **3. Administration Department**

- (a) Wellington County Report with respect to the Emergency Management Program Report for 2016

**Resolution No. 2016-456:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**THAT Council for the Township of Puslinch accepts the annual emergency management report, and further THAT this report serves as the annual review of the Municipality's Emergency Management Program for 2016.**

**CARRIED**

- (b) Wellington County Report with respect to the Emergency Response Plan Amendment Number 3

**Resolution No. 2016-457:** Moved by Councillor Sepulis and  
Seconded by Councillor Fielding

**That Council supports the adoption of the Amendment Number 3 to the Emergency Response Plan for the County of Wellington and the Member Municipalities, and further that Council authorizes the passing of a by-law adopting the amendment to the Emergency Response Plan.**

**CARRIED**

- (c) Wellington County Report with respect to the Puslinch Township Annual Exercise After Action Report.

**Resolution No. 2016-458:** Moved by Councillor Roth and  
Seconded by Councillor Bulmer

**That Council received the Wellington County Report with respect to the Puslinch Township Annual Exercise After Action Report.**

**CARRIED**

- (d) Wellington County Report with respect to the Strategic Direction for Emergency Management Programs

**Resolution No. 2016-459:** Moved by Councillor Bulmer and  
Seconded by Councillor Roth

**That Council receives the Report on the Strategic Direction for Emergency Management Programs and supports the recommendations and identified implementation of the recommendations and further that Council endorses the efforts of the Township's Emergency Management Program Committee with the assistance of the Emergency Management staff to undertake the completion of the recommendations in a timely manner.**

**CARRIED**



THE CORPORATION OF THE TOWNSHIP OF PUSLINCH  
DECEMBER 7, 2016 COUNCIL MEETING

- (e) 2017 Township Council and Budget Meeting Dates  
i. Meeting schedule provided as information at this time. Any proposed changes to the schedule can be addressed at the December 21, 2016 Council Meeting.

- (f) Report ADM-2016-023 Council Appointments to Committees

**Resolution No. 2016-460:** Moved by Councillor Fielding and  
Seconded by Councillor Sepulis

**THAT Council receives Report ADM-2016-023 regarding Council Appointments to Committees;**

**AND THAT Councillor Bulmer be appointed to the Community Oriented Police;**

**AND THAT Councillor Fielding be appointed to the Friends of the Mill Creek;**

**AND THAT Councillor Roth be appointed to the Puslinch Lake Conservation Association;**

**AND THAT Councillor Sepulis be appointed to the Planning and Development Advisory Committee;**

**AND THAT Councillor Bulmer be appointed to the Puslinch Heritage Committee;**

**AND THAT Councillor Bulmer be appointed to the Badenoch Committee;**

**AND THAT Councillor Fielding be appointed to the Recreation Committee;**

**AND THAT Councillor Bulmer be appointed to the Well Protection Committee;**

**AND THAT all Council appointments to Committees expire with the term of Council, with the exception of the Badenoch Committee;**

**AND THAT the appointment to the Badenoch Committee expires at the end of 2017;**

**AND THAT Council enact a By-law to appoint Councillor Sepulis to PDAC (Committee of Adjustment).**

**CARRIED**

- (g) Report ADM-2016-024 Appointment of Closed Meeting Investigator

**Resolution No. 2016-461:** Moved by Councillor Roth and  
Seconded by Councillor Bulmer

**THAT Report ADM-2016-024 regarding the Appointment of the Closed Meeting Investigator be received;**

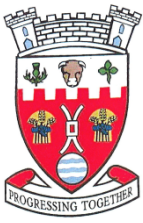
**AND THAT Council pass a By-law to appoint John Maddox of JGM Consulting as its Closed Meeting Investigator for a two year term commencing January 1, 2017;**

**AND THAT Council authorize retaining the services of John Maddox of JGM Consulting (JGM) through an agreement entered into between JGM and the Corporation of the County of Wellington.**

**CARRIED**

- (h) Report ADM-2016-025 Acting Mayor Schedule

**Resolution No. 2016-462:** Moved by Councillor Bulmer and  
Seconded by Councillor Roth



**THAT Report ADM-2016-025 regarding the revised Acting Mayor Schedule be received;**

**AND THAT Council approves the revised Acting Mayor Schedule.**

**CARRIED**

**4. Planning and Building Department**

**a. Chief Building Official Report – November 2016**

**Resolution No. 2016-463:** Moved by Councillor Roth and  
Seconded by Councillor Bulmer

**That Council receives the Chief Building Official Report for November 2016.**

**CARRIED**

**b. Report PD-2016-033 Telecommunication Application File A12/ROG – Rogers Communications Inc. 45 metre Tower, Plan 131, Part Lot 3, West of Blind Line, located on Arkell Road and Victoria Road.**

**Resolution No. 2016-464:** Moved by Councillor Bulmer and  
Seconded by Councillor Roth

**That Report PD-2016-033 regarding Telecommunication Application File A12/ROG – Rogers Communications Inc. (Rogers) 45 metre Tower, Plan 131, Part Lot 3, West of Blind Line, located on Arkell Road and Victoria Road, be received; and**

**That Council authorize the release of the Concurrence Report to Industry Canada regarding the proposed 45 metre Rogers monopole antenna tower.**

**CARRIED**

**5. Roads & Parks Department**

None

**6. Recreation Department**

None

**7. Mayor's Updates**

**10. NOTICE OF MOTION:**

**11. COMMITTEE MINUTES**

**a. Recreation Committee Minutes dated October 18, 2016**

**b. Public Meeting Minutes dated November 10, 2016 Zoning Amendment File D14/ONT 1340464 Ontario Ltd (Weber) 4576 Wellington Road 32**

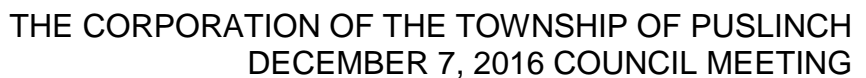
**Resolution No. 2016-465:** Moved by Councillor Roth and  
Seconded by Councillor Bulmer

**That the minutes of the following meetings be received:**

**a. Recreation Committee Minutes dated October 18, 2016**

**b. Public Meeting Minutes dated November 10, 2016 Zoning Amendment File D14/ONT 1340464 Ontario Ltd (Weber) 4576 Wellington Road 32**

**CARRIED**



- (a) Councillor Sepulis notified Council of the Cambridge East Water Supply Class Environmental Assessment and the recent Public Consultation Centre hosted by the Region of Waterloo. Council directed staff to contact the Region of Waterloo and to request for a Public Meeting (that includes a presentation and an opportunity to ask questions) to be arranged with Puslinch residents, in January/February.
- (b) Councillor Sepulis advised Council that he attended the Source Water Protection Committee meeting and the Santa Claus Parade.
- (c) Councillor Bulmer provided an overview of the last Badenoch Centre Committee meeting.
- (d) Mayor Lever notified Council that he attended the Western Ontario Regional Economic Development Strategy Focus Group, along with the opening of the new business centre.

## Page 7 of 7



**Environmental Registry**  
**Registre environnemental**



**Ontario**

Government of Ontario

Site Map

Français

[About the Registry](#)

[Search](#)

[How do I ...?](#)

[MyEBR](#)

[FAQs](#)

[Links](#)

[Contact Us](#)

[Home](#)

[Advanced Search](#)

[Basic Search](#)

[Court Action](#)

### Policy Proposal Notice:

#### Title:

Bottled Water Technical Guidance Document

#### EBR Registry Number:

012-9151

#### Ministry:

Ministry of the Environment  
and Climate Change

#### Date Proposal loaded to the Registry:

December 02, 2016

**Keyword(s):** Water

Comment Period: 60 days: submissions may be made between December 02, 2016 and January 31, 2017.

### Description of Policy:

The Ministry of the Environment and Climate Change ("the Ministry") has proposed a regulation (EBR Registry Number [012-8783](#)) that would establish a moratorium on the issuance of new or increasing permits for water bottling by prohibiting a person from using groundwater for the purpose of manufacturing bottled water or manufacturing water as a product that is sold in other types of portable containers. The moratorium would apply in all of Ontario and would be in effect until January 1, 2019.

The regulation would prohibit any increases in the amounts of groundwater a water bottling facility is authorized to take under an existing Permit to Take Water (PTTW) while the moratorium is in effect. Any renewals of existing permits from existing facilities for water bottling from groundwater would be restricted to the same or a lesser amount of groundwater and from the same location. These renewals requests from existing facilities would be subject to new requirements, proposed in this notice.

These requirements are being proposed to enhance water security in Ontario, by ensuring the wise use and management of groundwater in the face of climate change and increasing demand due to population growth.

The proposed guidance document (attached) outlines the new requirements for bottled water Permit renewals. There are two types of new requirements - procedural requirements and technical requirements. In general, the new procedural requirements are designed to increase public reporting and transparency, and the new technical requirements are designed to increase the science requirements for proposed applications for Permit renewals.

In addition to the existing proposal for a moratorium and this proposal that identifies new rules for renewals, the Ministry will also be posting for public comment a proposal for a new water charge for water bottlers.

### Purpose of Policy:

The Ministry is looking for your input on the proposed new requirements for bottled water permit renewals that are summarized below, and outlined in the attached draft guidance document.

### Contact:

**All comments on this proposal must be directed to:**

Patrick Spezowka  
Supervisor  
Ministry of the Environment  
and Climate Change  
Operations Division  
Southwestern Regional Office  
733 Exeter Road  
London Ontario  
N6E 1L3  
Phone: (519) 873-5027  
Fax: (519) 873-5020  
Toll Free Phone: (800) 265-7672

**To submit a comment online, click the submit button below:**

[Submit Comment](#) (opens in new window)

### Additional Information:

**The following government offices have additional information regarding this Proposal. To arrange a viewing of these documents please call the Ministry**



## Proposed New Procedural Requirements:

- **Early Discussion:** Mandatory pre-application technical consultation with the Ministry to ensure clarity on Ontario's rules governing water takings; to discuss pre-submission notification and consultation requirements; requirements related to consideration of source water protection, climate change, drought and cumulative effects; mitigative measures and the hydrogeological study approach and the new stringent Permit conditions.
- **Mandatory Pre-submission Notification:** A proponent would be required to notify and consult with conservation authorities, municipalities, source protection authorities and other persons or communities. The public consultation and notification plan shall be reviewed during the pre-application consultation with the Ministry.
- **Mandatory First Nations and Métis Pre-submission Notification:** A proponent would be required to notify and consult with potentially affected First Nations and Métis. The consultation plan with the First Nations and Métis shall be reviewed during the pre-submission discussion with the Ministry.
- **Mandatory Public Consultation:** The proposal would be posted for a minimum 60 days for public comment period on the EBR, applicable for all bottled water applications (previously 30 day). All comments received will be taken into consideration during the application review. The Ministry has the authority to require a longer consultation period if it is felt to be in the public interest.
- **Mandatory Public Reporting:** The proponent would be required to publicly post on a website all materials related to the application to allow for easy public access.
- **Factors to Consider in Decision Making:** In evaluating a bottled water application, the Director must continue to consider; all public comments received, the results of the consultations with stakeholders and with First Nation and Métis communities, the natural functions of the ecosystem, water availability, technical studies, and the interest of other persons who have an interest in the water taking.
- **Mandatory Reductions in Times of Drought:** Following public comment and if a permit is approved, then there will be a new requirement for a mandatory decrease of a minimum of 10% reduction in water taken during Level 1 Low Water declaration, mandatory decrease of a minimum of 20% reduction during Level 2 declaration and a mandatory decrease of a minimum of 30% reduction during Level 3 (currently voluntary reductions).
- **Regular review:** In order to allow for new science and public input to be regularly considered, any new Permit will be issued for a time period of 1-5 years, with a 5 year maximum (reduced from the existing 10 year maximum).
- **New Stringent permit conditions for bottled water will include:**
  - Monitoring and recording the total volume of water taken each day using devices that are capable of direct volumetric flow measurement and data recording.
  - All data, interpretations, plans, or proposals for Permit changes submitted to the Ministry will be required to be supported by technical documentation prepared by a Qualified Person.
  - Annual monitoring report is to be submitted to the Ministry that summarizes, presents and interprets all monitoring data that is collected under the authority of the Permit.
  - Prior to commencement of water taking, the Permit Holder will be required to have a Well Interference Protocol prepared by a Qualified Person to address any public complaints of well interference. The Permit Holder will be required to provide a copy to the Ministry, the local conservation authority and the relevant municipality and have it posted publicly on a website.

## Contact or the Office listed below.

Environmental Bill of Rights  
Office  
40 St. Clair Avenue West  
Floor 12  
Toronto Ontario  
M4V 1M2  
Phone: (416) 314-4089

The documents linked below are provided for the purposes of enhancing public consultation.

All links will open in a new window

1. [Procedural and Technical Guidance Document for Bottled Water: Permit to Take Water Applications and Hydrogeological Study Requirements](#)

- Permit Holders will be required to develop and maintain a public website that contains the following: the Permit; all technical reports submitted to the Ministry; annual monitoring reports; executive overview of the taking; Well Interference Protocol; graphical or numerical presentation of all daily water takings at each source (to be updated weekly); and all monitoring data.
- The Permit Holder will be prohibited from discharging water or any type of effluent to the natural environment without the appropriate approval.
- The Director has the discretion, based on reasonable grounds, to amend or revoke a Permit at any time.
- In addition to posting water taking records on a public website, the Permit Holder will continue to be required to annually report daily water takings to the Ministry's Water Taking and Reporting System.
- **Category Three Fees:** Applications for bottled water Permit renewals are category three applications due to the requirement for a hydrogeological study and therefore the fee will be \$3000 (as opposed to the previous fee of \$750 for renewals without a study). This fee is separate from the annual charge for water taking that applies under Ontario Regulation 450/07.

### Proposed New Technical Requirements:

---

The proposal would require all applications of Permits for groundwater takings that are for the purpose of water bottling to continue to be accompanied by a hydrogeological study. This study would provide the detailed technical information to evaluate any potential impacts as a result of the water taking. This study would be publicly available.

The hydrogeological study is required to include the following:

- Identification and description of the location and ownership of the property.
- The intended use of the taking.
- Who performed the hydrogeological study and when it was conducted.
- An outline of the scope of work performed in the study.
- An evaluation of the purpose, rates, volumes, location and predicted impact of the proposed water taking.
- An evaluation of the surrounding land use and natural features located adjacent to, and/or near the property.
- Justification for the water taking that takes into account the Ministry's (SEV's).
- Characterization of the hydrogeologic setting; the local physiographic and hydrogeological setting, including groundwater and surface water features and functions, so that the potential for interference can be evaluated. The study areas shall not be limited to the property boundary, but should focus on the area delineated by the maximum predicted area of influence.
- Well survey to collect baseline data.
- Consideration for surface water features in the study area so that potential interference can be evaluated.
- Methodology for the pumping test and drawdown analysis.
- A baseline water quality study.
- Field study analysis and any numerical computer modeling conducted, and summarize water budgets or estimates of sustainable yield that are made.
- Consideration of the potential for cumulative effects; the cumulative effects assessment shall take the form of a water budget, as a minimum. A water budget is a quantification of the various components of the hydrologic cycle to better understand how water moves through a watershed of an aquifer. A water budget shall be conducted using the methodologies under the Clean Water Act. Applicants are encouraged to update existing water budgets that have been prepared under the



Source Protection Program. Where a water budget is not available, the applicant will need to conduct their own analysis.

- Impact assessment to determine the impacts of the taking on water quantity or quality including; impact to surface water and natural functions of the ecosystem, impact to existing groundwater users, cumulative effects assessment, climate change and drought assessment.
- Groundwater monitoring plan to monitor and evaluate the impacts of the taking to the natural functions of the ecosystem and to existing water users, ensure that groundwater elevation levels do not fall, confirm over time whether there is significant deviation between actual and predicted impacts and initiate contingency action. These monitoring results would be summarized in the annual monitoring report and posted for public review.
- Monitoring plans shall identify; frequent or continuous water-level monitoring of production and observation wells, the number of wells or piezometers required to effectively monitor groundwater levels and quality, specific hydrostratigraphic units that are being monitored, frequency and type of data collection, field sampling methods, methods of reporting and data analysis and field and laboratory sample quality assurance and quality control procedures.
- A contingency plan with established trigger limits to govern when the plans are to be put into action. The plan shall contain a description of mitigative measures that will be taken in the event that unforeseen and unacceptable impacts occur as a result of the proposed taking. Contingency plans shall also include; incorporation of low water response plans, description of mitigative measures to minimize or restore any negative impacts that may occur, and a trigger mechanism which specifies the circumstances that will trigger the implementation of the contingency plan. These contingency plans would be summarised annually and posted for public review.

Additional scientific studies would continue to be required as part of the hydrogeological study, including: a site-specific evaluation of the potential impacts to nearby water resources such as streams and wetlands, a water budget to assess potential impacts to water resources at a broader scale, and a cumulative effects assessment that takes the source protection water budgets, climate change and potential drought conditions into consideration.

These procedural and technical requirements are part of the Ontario government's efforts to protect groundwater resources and to prevent impacts to the natural environment and other water users. The PTTW program and its rules may continue to be improved in the future as new science and policy emerges.

#### **Public Consultation:**

This proposal has been posted for a 60 day public review and comment period starting December 02, 2016. If you have any questions, or would like to submit your comments, please do so by January 31, 2017 to the individual listed under "Contact". Additionally, you may submit your comments on-line.

All comments received prior to January 31, 2017 will be considered as part of the decision-making process by the Ministry if they are submitted in writing or electronically using the form provided in this notice and reference EBR Registry number 012-9151.

Please Note: All comments and submissions received will become part of the public record. Comments received as part of the public participation process for this proposal will be considered by the decision maker for this proposal.

Your personal information may be used in the decision making process on this proposal and it may be used to contact you if clarification of your comment is

required. It may be shared (along with your comment) with other Ontario Ministries for use in the decision making process. Questions about this collection should be directed to the contact mentioned on the Proposal Notice page.

**Other Public Consultation Opportunities:**

Comments may also be submitted via e-mail to [swr-psu@ontario.ca](mailto:swr-psu@ontario.ca)

Add Notice into My Watch List

The materials on this web site are protected by Crown copyright. You may copy and re-distribute any of the Environmental Bill of Rights information on this web site provided that the contents remain unchanged and the source of the contents is clearly referenced. You are not permitted to alter or add to the contents.

[ONTARIO HOME](#) | [CONTACTS](#) | [HELP](#) | [SITE MAP](#) | [FRANÇAIS](#)



This site is maintained by the Government of Ontario, Canada.

[PRIVACY](#) | [IMPORTANT NOTICES](#)

Copyright information: © [Queen's Printer for Ontario, 1994-2016](#)



M U N I C I P A L   P R O P E R T Y   A S S E S S M E N T   C O R P O R A T I O N

December 12, 2016

To: Heads of Council, All Ontario Municipalities

From: Dan Mathieson, Chair, MPAC Board of Directors

**Subject: 2017 Budget and Municipal Levy**

---

On behalf of MPAC's Board of Directors, I would like to advise you that the Board has approved the corporation's 2017 budget including a province wide municipal levy increase of 2.65%.

After four years with an agenda focused primarily on finding efficiencies while increasing organizational effectiveness through our 2013-2016 strategic plan, the Board has determined that the organization needs to make additional investment in its core business to ensure we continue to serve our stakeholders going forward.

In looking forward to next year, the requirement for MPAC to support and respond to the Assessment Review Board's (ARB) commitment to improve the appeals process played a critical role in the Board's review of the 2017 budget. Next year, the ARB will be implementing a strategy to eliminate backlogs and complete appeals within the assessment cycle which will have a direct impact on MPAC's staffing and resources. It is anticipated that MPAC will be required to respond to the scheduling of approximately 1,250 appeals per month. We believe the work being undertaken by the ARB will continue to support stability and predictability in Ontario's property assessment and taxation system.

A stable and predictable assessment base is similarly important to the Board and the changes such as disclosure, pre-roll discussions and the extensive outreach activities implemented for the 2016 Assessment Update are a reflection of our commitment. Taking this approach forward and building on it for the 2020 Assessment Update requires the establishment of a larger reserve fund for the 2020 Assessment Update. This requirement has also been reflected in the 2017 budget.

In 2017, MPAC will introduce formal Service Level Agreements (SLA) with municipalities across the province. The 2017 budget reflects the need to right size the number of senior valuation staff in the field to meet the demands of our workload, continue with programs to ensure the quality and consistency of data in our systems and continue to build our pool of accredited valuation experts and professionals.

As context, prior to 2013, the annual levy increase ranged from as low as three per cent to as high as six per cent. Over the last four years, MPAC dramatically enhanced its products and services and achieved \$20 million in savings while maintaining a commitment to an annual levy increase of only 0.95%. The levy increase has taken into account further operational savings and incremental revenues generated through MPAC's business development activities totaling over \$2 million for 2017. The move to a municipal levy increase of 2.65% ensures that going forward MPAC will continue to serve our municipal and government stakeholders as well as the property taxpayers of Ontario through service excellence and product leadership.

The levy amount for each municipality is determined by the levy formula contained within the MPAC Act and will be finalized following the delivery of the 2016 Assessment Roll later this year. Municipalities can expect to receive additional details in the coming weeks with final statements sent in January 2017.

Questions about MPAC's 2017 budget and municipal levy should be directed to Antoni Wisniowski, President and Chief Administrative Officer or Carla Y. Nell, Vice-President, Municipal and Stakeholder Relations.

Yours truly,



Dan Mathieson

**Copy** Chief Administrative Officers, Chief Financial Officers, Clerks & Treasurers  
MPAC Board of Directors



Dufferin Aggregates  
2300 Steeles Ave W, 4<sup>th</sup> Floor  
Concord, ON L4K 5X6  
Canada

December 12, 2016

Seana Richardson  
Aggregates Technical Specialist  
Ministry of Natural Resources  
Guelph District  
1 Stone Road West  
Guelph, Ontario  
N1G 4Y2

RECEIVED

DEC 14 2016

Township of Puslinch

Attention: Ms. Richardson

**Re: Monthly Monitoring Report  
Mill Creek Pit, License #5738  
Township of Puslinch, Wellington County**

Please find enclosed the required monitoring data for the month of November 2016. As indicated, there were no exceedances to report in this month.

If you have any questions, please do not hesitate to call.

Sincerely,

Ron Van Ooteghem  
Site Manager

C.c.

Karen Landry (Township of Puslinch)  
Sonja Strynatka (GRCA)  
Maria Topalovic (Dufferin Aggregates)  
University of Guelph

Monthly Reporting  
Mill Creek Aggregates Pit  
November 2016

Date	DP21 (mASL)	Threshold Value (mASL)	Exceedance
4-Nov-16	305.81	305.58	NO
9-Nov-16	305.84	305.58	NO
14-Nov-16	305.81	305.58	NO
30-Nov-16	305.86	305.58	NO

Date	BH13 (mASL)	DP21 (mASL)	Head Difference (m)	Threshold Value (m)	Exceedance
4-Nov-16	306.16	305.81	0.35	0.09	NO
9-Nov-16	306.18	305.84	0.34	0.09	NO
14-Nov-16	306.11	305.81	0.30	0.09	NO
30-Nov-16	306.13	305.86	0.27	0.09	NO

Date	DP17 (mASL)	Threshold Value (mASL)	Exceedance
4-Nov-16	305.20	305.17	NO
9-Nov-16	305.24	305.17	NO
14-Nov-16	305.24	305.17	NO
30-Nov-16	305.28	305.17	NO

Date	BH92-12 (mASL)	DP17 (mASL)	Head Difference (m)	Threshold Value (m)	Exceedance
4-Nov-16	305.33	305.20	0.13	0.04	NO
9-Nov-16	305.35	305.24	0.11	0.04	NO
14-Nov-16	305.35	305.24	0.11	0.04	NO
30-Nov-16	305.38	305.28	0.10	0.04	NO

Date	DP3 (mASL)	Threshold Value (mASL)	Exceedance
4-Nov-16	304.76	304.54	NO
9-Nov-16	304.76	304.54	NO
14-Nov-16	304.72	304.54	NO
30-Nov-16	304.83	304.54	NO

Date	DP6 (mASL)	DP3 (mASL)	Head Difference (m)	Threshold Value (m)	Exceedance
4-Nov-16	305.66	304.76	0.90	0.55	NO
9-Nov-16	305.68	304.76	0.92	0.55	NO
14-Nov-16	305.61	304.72	0.89	0.55	NO
30-Nov-16	305.64	304.83	0.81	0.55	NO

Date	DP2 (mASL)	Threshold Value (mASL)	Exceedance
4-Nov-16	304.16	303.55	NO
9-Nov-16	304.16	303.55	NO
14-Nov-16	304.13	303.55	NO
30-Nov-16	304.15	303.55	NO

Date	BH92-27 (mASL)	DP2 (mASL)	Head Difference (m)	Threshold Value (m)	Exceedance
4-Nov-16	304.81	304.16	0.65	0.34	NO
9-Nov-16	304.78	304.16	0.62	0.34	NO
14-Nov-16	304.76	304.13	0.63	0.34	NO
30-Nov-16	304.75	304.15	0.60	0.34	NO

Date	DP1 (mASL)	Threshold Value (mASL)	Exceedance
4-Nov-16	304.25	303.96	NO
9-Nov-16	304.22	303.96	NO
14-Nov-16	304.22	303.96	NO
30-Nov-16	304.23	303.96	NO

Date	BH92-29 (mASL)	DP1 (mASL)	Head Difference (m)	Threshold Value (m)	Exceedance
4-Nov-16	305.13	304.25	0.88	0.19	NO
9-Nov-16	305.07	304.22	0.85	0.19	NO
14-Nov-16	305.06	304.22	0.84	0.19	NO
30-Nov-16	305.02	304.23	0.79	0.19	NO

Date	DP5C (mASL)	Threshold Value (mASL)	Exceedance
4-Nov-16	303.00	302.84	NO
9-Nov-16	303.01	302.84	NO
14-Nov-16	302.98	302.84	NO
30-Nov-16	303.10	302.84	NO

Date	OW5-84 (mASL)	DP5C (mASL)	Head Difference (m)	Threshold Value (m)	Exceedance
4-Nov-16	303.54	303.00	0.54	0.25	NO
9-Nov-16	303.58	303.01	0.57	0.25	NO
14-Nov-16	303.55	302.98	0.57	0.25	NO
30-Nov-16	303.63	303.10	0.53	0.25	NO

**Notes:**

- No exceedances to report

Monthly Reporting  
Mill Creek Aggregates Pit  
November 2016

								Max. Allowable as per PTTW- Main Pond				
Total Monthly Precipitation (mm):		51	Waterloo-Wellington Airport (November Actual)					(Imperial Gallons)				(Litres)
Total Monthly Normal Precipitation (mm):		82	Waterloo-Wellington Airport (30-year Normal)					2,500			per minute	11,365
								1,800,000			per day	8,183,000
Date	Below Water Table Extraction (wet tonnes) Phase 2	Below Water Table Extraction (wet tonnes) Phase 4	Water Pumped from Main Pond (gals)	Water Pumped from Active Silt Pond (gals)	Main Pond Level (mASL)	Exceedance Y/N (BELOW 305.5 mASL)	Phase 2 Pond Level (mASL)	Exceedance Y/N (BELOW 305.0 mASL)	Phase 3 Pond Level (mASL)	Exceedance Y/N (BELOW 303.85 mASL)	Phase 4 Pond Level (mASL)	Exceedance Y/N (BELOW 304.5 mASL)
1-Nov-16	5750	0	1,480,613	2,142,061	306.19	NO	305.75	NO	305.35	NO	305.83	NO
2-Nov-16	5750	0	1,604,896	2,116,324	306.20	NO	305.76	NO	305.36	NO	305.82	NO
3-Nov-16	6000	0	1,463,015	2,194,413	306.22	NO	305.78	NO	305.38	NO	305.84	NO
4-Nov-16	2500	0	1,635,691	2,094,987	306.26	NO	305.77	NO	305.38	NO	305.83	NO
5-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
6-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
7-Nov-16	5500	0	1,639,871	2,193,093	306.25	NO	305.76	NO	305.36	NO	305.84	NO
8-Nov-16	2500	0	1,603,136	1,570,580	306.26	NO	305.76	NO	305.37	NO	305.82	NO
9-Nov-16	0	0	1,376,128	2,042,414	306.26	NO	305.76	NO	305.34	NO	305.82	NO
10-Nov-16	0	0	1,516,248	2,174,836	306.26	NO	305.76	NO	305.34	NO	305.81	NO
11-Nov-16	0	0	1,592,357	1,886,676	306.26	NO	305.76	NO	305.33	NO	305.79	NO
12-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
13-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
14-Nov-16	0	0	1,438,159	1,703,222	306.27	NO	305.74	NO	305.31	NO	305.80	NO
15-Nov-16	0	0	1,230,728	1,390,426	306.24	NO	305.74	NO	305.31	NO	305.80	NO
16-Nov-16	0	0	1,598,736	1,903,834	306.23	NO	305.74	NO	305.31	NO	305.81	NO
17-Nov-16	0	0	1,334,553	1,609,075	306.24	NO	305.73	NO	305.30	NO	305.80	NO
18-Nov-16	0	0	1,574,100	3,354,311	306.23	NO	305.73	NO	305.30	NO	305.80	NO
19-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
20-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
21-Nov-16	0	0	1,475,114	2,314,956	306.24	NO	305.72	NO	305.29	NO	305.80	NO
22-Nov-16	0	0	1,604,896	3,461,216	306.25	NO	305.72	NO	305.29	NO	305.80	NO
23-Nov-16	0	0	1,664,067	0	306.24	NO	305.72	NO	305.29	NO	305.80	NO
24-Nov-16	0	0	1,104,686	0	306.25	NO	305.72	NO	305.27	NO	305.80	NO
25-Nov-16	0	0	1,798,909	963,685	306.24	NO	305.71	NO	305.27	NO	305.81	NO
26-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
27-Nov-16	0	0	0	0	--	--	--	--	--	--	--	--
28-Nov-16	0	0	1,566,841	1,798,249	306.19	NO	305.72	NO	305.27	NO	305.86	NO
29-Nov-16	0	0	1,567,061	2,070,571	306.20	NO	305.72	NO	305.28	NO	305.85	NO
30-Nov-16	0	0	1,632,172	1,989,622	306.22	NO	305.72	NO	305.29	NO	305.83	NO
Total	28000	0	33,501,976	40,974,552								
Avg./ day	933.3	0.00	1,116,732.55	1,365,818.39	306.24	NO	305.74	NO	305.32	NO	305.81	NO

Notes:

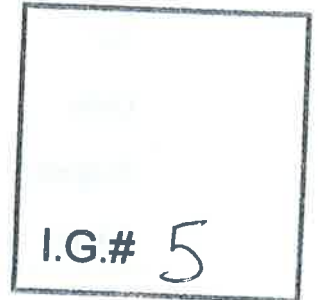
-No exceedances to report

165

June 15, 2016

Thomas Webster, Chief Administrative Officer  
Town of East Gwillimbury  
1900 Leslie Street  
Sharon, ON L0G 1V0

Dear Mr. Webster,



**Strategic Energy Initiatives: Hydro One**

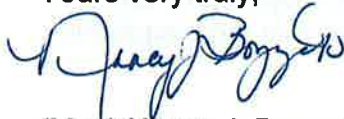
At their regular meeting of June 6<sup>th</sup>, 2016, Council of the Town of Pelham received your correspondence regarding the Town of East Gwillimbury Strategic Energy Initiatives: Hydro One and endorsed the following resolution:

**BE IT RESOLVED THAT Correspondence Item 4.3, being an item of correspondence from the Town of East Gwillimbury regarding Energy Initiatives, Hydro One be received, endorsed and supported;**

**AND THAT the Clerk be directed to forward this resolution to the Premier, the Minister of Finance, the Minister of Energy, the Chair and CEO of Hydro One, the Association of Municipalities of Ontario, and all municipalities served by Hydro One.**

A copy of the original resolution is enclosed for your information. On behalf of Council, thank you for this important correspondence.

Yours very truly,



(Mrs.) Nancy J. Bozzato, *Dipl.M.M., AMCT*  
Town Clerk

Encl

c.c. Premier Kathleen Wynne  
Ontario Minister of Finance  
Ontario Minister of Energy  
Chair & CEO, Hydro One  
Association of Municipalities of Ontario  
All Municipalities served by Hydro One

/jm

From the Clerk's Department

 **Administrative  
Services**





## **ADMINISTRATION REPORT ADMIN2016-02**

To: Committee of the Whole Council  
Date: April 5, 2016  
Subject: Strategic Energy Initiatives: Hydro One  
Origin: Legal Services

---

### **RECOMMENDATIONS**

1. THAT Legal Services Report ADMIN2016-02 dated April 5, 2016 regarding Strategic Energy Initiatives be received; and
2. THAT Council adopt the Resolution in Attachment 1 regarding an Equitable and Consistent Approach to Utility Ownership
3. THAT the resolution and this report be sent to the Premier, with copies to the Minister of Finance, the Minister of Energy, the Chair and CEO of Hydro One, the Association of Municipalities of Ontario (AMO), and all municipalities served by Hydro One.

### **PURPOSE**

The report suggests that a resolution be sent to the Province, AMO, Hydro One and those municipalities served by Hydro One, asking that the province give more equitable financial treatment to municipalities served by Hydro One.

### **BACKGROUND**

#### **Funding inequalities between Hydro One and Municipal Electric Utilities**

***There is an apparent financial inequity between those municipalities (and ratepayers) that have, or once had, their own municipal electrical utilities and those municipalities (and ratepayers) that are served by Hydro One.***

The assets of a municipal electrical utility (MEU), the annual dividends sent by a MEU to its municipal owner(s), and the growth in the assets over time, are funded almost entirely by the utility's ratepayers. The dividends and asset growth accrue to the municipalities, but the municipalities put almost none of their own money into the utilities.

The dividends and asset growth paid for by ratepayers in municipalities served by Hydro One go to the province even though the province does not put funds directly into the distribution services of Hydro One.

This creates two classes of municipalities and ratepayers in Ontario – those that benefit directly from the wealth created by electrical utilities, and those that don't. The inequality is not created by geography, or location, or the market. It is a consequence of provincial *policy*.

***The inequity is a consequence of provincial policy***

Under provincial policy, in the early decades of the 20<sup>th</sup> century, Ontario municipalities could choose to set up their own MEU or rely on the province for local distribution of electricity. This approach to electricity distribution appears to be uncommon, and maybe unique, in North America. Much of rural Ontario decided to receive service from the province; though the fact that at one time there were over 300 municipal utilities in Ontario indicates that many smaller municipalities did have their own MEU.

When the province deregulated the electricity system during 1998-2002, it was deliberate in its decision to let those municipalities that had an MEU own the assets through a municipal corporation, even though the assets had been paid for by the ratepayers, not the municipality. As illustrated in Attachment 2, this was part of the quid pro quo for the who-does-what exercise, or provincial downloading/uploading, occurring at that time – if a municipality received electricity assets it could reap the rewards. The converse was that if a municipality did not receive electricity assets, the province reaped the rewards.

On the one hand then, provincial policy was clear that electrical distribution asset wealth could be applied to municipal services. On the other hand, if in times past a municipal council had declined the choice to set up a utility, for whatever reason, the electrical distribution wealth went to the province. In both cases the wealth has been created by the ratepayer, not by the respective government.

The consequence is particularly acute in those formerly rural municipalities that are now urbanizing, such as East Gwillimbury. Examples are included in the more complete analysis in Attachment 2. When Richmond Hill sold its electricity utility in 2004, it had a population of 140,000. It received \$132,000,000. These funds are being put to municipal purposes. When East Gwillimbury reaches a population of 140,000 it will receive \$0 from any utility, because it never had one.

A further consequence is the imbalance in ratepayer contribution toward paying down the stranded debt of the former Ontario Hydro. This is outlined in more detail in Attachment 2.

***It is suggested that the municipalities served by Hydro One should receive a portion of the proceeds from the sale of equity of Hydro One.***

The province has initiated a process to sell some of the equity in Hydro One. Since the value of this equity has been created by ratepayers in those municipalities served by Hydro One, and since as noted above the province has already indicated that electrical distribution asset wealth be applied to municipal services, it is suggested that a portion of the Hydro One sale revenue be returned to the municipalities in the service area that generated the wealth. To this end a resolution is attached for distribution to the provincial government, AMO, Hydro One, and municipalities served by Hydro One.

***It is suggested as well that Hydro One municipalities be permitted to invest in electrical distribution utilities***

If municipalities served by Hydro One are concerned with utility rates and levels of service, or desire the opportunity to benefit from an ownership interest in the electric distribution utility serving their municipality (similar to the manner in which other municipalities benefit from their MEU's), their options are constrained. Options to advocate for efficient and effective services should be explored with other municipalities served by Hydro One. Options could include an equity investment in Hydro One.

However, for equity investment to occur the province must amend its legislation to allow Hydro One municipalities to invest in electricity assets. Any municipality should be permitted to invest in the electric distribution utility which serves their community. The proposed resolution requests that the province enable this.

### **NEED FOR PUBLIC CONSULTATION**

There is no requirement for the Town to seek public consultation. However, any of the initiatives described in this report should be made available to the public for review and comment.

### **FINANCIAL IMPLICATIONS**

There are no financial implications to beginning the dialogue initiated by the resolution attached to this report. The financial implications of a positive response could be significant.

## **ALIGNMENT WITH STRATEGIC PLAN**

The recommendations of this report align with the following Strategic Pillar(s):

- #1 Providing quality, affordable programs and services for a safe, accessible and livable community**
- #2 Building a complete community that provides healthy places to live, work, play and learn**

## **CONCLUSION**

This report has reviewed some of the issues in respect of the inequities in Ontario's current electricity revenue system as it relates to municipalities in the province and suggests two ways to address this inequity:

- 1) through participation in Hydro One dividend revenue and the revenues generated by the sale by the province of equity in Hydro One, and;
- 2) by exploring options of working with other municipalities served by Hydro One to advocate for the efficient and effective delivery of electricity to its customers. Such options to include the investment (debt/equity) in Hydro One.

Each of the above actions will require provincial support and approval to fully implement, and it is recommended that a dialogue be commenced with the province to review and address these matters.

Prepared & Recommended by:

Approved for Submission by:

*Original Signed By*

*Original Signed By*

Don Sinclair  
Town Solicitor, Legal Services

Thomas R. Webster  
Chief Administrative Officer

**ATTACHMENT 1**

**EQUITABLE AND CONSISTENT APPROACH TO UTILITY OWNERSHIP**

**Whereas** electricity is generally available across the province; and

**Whereas** electricity is distributed by a municipal electric utility (MEU) or Hydro One; and

**Whereas** all electric distribution customers across the Province have funded the maintenance, growth and development of the electric distribution system serving them, through their utility rates; and

**Whereas** under deregulation the province determined that the local municipality owned the MEU serving their municipality; and

**Whereas** ownership of an MEU conveyed significant value to the respective municipality and therefore the ratepayers in that municipality; and

**Whereas** only those municipalities served by a MEU benefited financially as the owner; and

**Whereas** those municipalities/ratepayers served by Hydro One have not received the same benefits associated with ownership equivalent to the MEU municipalities; and

**Whereas** all Ontarians benefit from revenues generated from Hydro One, including those with a MEU; and

**Whereas** the approach taken by the province has created a significant financial inequity across municipalities;

**Now therefore be it resolved** that the Province be requested to consult with municipalities served by Hydro One and resolve the inequity; and

Further that provincial legislation be amended to permit municipalities to invest (debt/equity) in the Electric distribution utility serving their municipality; and,

That this Resolution be sent to the Premier, with copies to the Minister of Finance, the Minister of Energy, the Chair and CEO of Hydro One, the Association of Municipalities of Ontario (AMO), and all municipalities served by Hydro One.

## **ATTACHMENT 2**

### **Inequities in the Distribution of Wealth Created by Electricity Distribution in Ontario**

#### **BACKGROUND**

The province established a provincial Hydro electric system in 1906 that provided generally for generation and transmission of electricity by the province and distribution of that electricity to residents and businesses through hydro utilities in local municipalities.

In rural areas local distribution was largely provided by the province through Ontario Hydro (at that time named the Hydro Electric Power Commission) rather than the local municipality, though there were many small municipalities within the rural areas that did establish their own utilities.

Over 90 years later, through 1998 - 2002, the province introduced deregulation that required municipalities that had hydro utilities to convert the municipal utilities to corporations. The municipality was deemed to be the sole shareholder of that corporation and consequently the owner of the assets of the electrical utility.

When the province began to restructure the electricity system in 1998 there were over 300 municipal electrical utilities (MEU's) across Ontario.

***All electric distribution customers in Ontario funded the maintenance, growth and development of their respective electric distribution utility through their electricity rates.***

Notwithstanding MEU's were funded through their distribution rates, the province determined during the deregulation exercise that MEU's were owned by the local municipality. Consequently after deregulation, municipalities with an MEU were able to receive significant annual dividend revenue or sell their MEU and its assets. This decision conveyed a significant value and financial benefit to those municipalities with a MEU and the ratepayers within these municipalities.

***East Gwillimbury is the only municipality in York Region that has not had its own electricity utility***

When the Regional Municipality of York was created out of the former York County in 1971, eight of the nine constituent municipalities had their own electricity distribution utility. East Gwillimbury was the only municipality in York Region that did not have its own utility. East Gwillimbury, like a number of municipalities across Ontario, was served by Ontario Hydro (now Hydro One).

Since East Gwillimbury is served by Hydro One it has never received annual dividend revenue from the utility that provided its electricity, nor will East Gwillimbury benefit from the sale of the utility assets, even though those assets were funded by the electric distribution rates paid by customers in East Gwillimbury.

## **ISSUES**

***Hydro deregulation created two classes of citizens in Ontario when it comes to the sharing of net revenue from the distribution of electricity or the sale of equity or distribution assets.***

One class of Ontario residents and businesses benefitted financially when the province determined that MEU's would be owned by the local municipality which they serve. In turn revenue from electricity distribution assets could flow to the municipality to provide municipal services. This class of persons consists of those who reside or own property in municipalities that own, or did own and then sold, their own municipal electrical utility.

The other class of Ontario residents and businesses consists of those served by Hydro One. Although their electric distribution rates also funded the utility providing electricity - Hydro One - deregulation did not assign similar ownership or benefit to them or the municipality within which they resided. Consequently those residents do not receive revenue from electricity distribution assets to direct towards municipal services.

### **Issue 1: Inequitable and Inconsistent Approach to Electric Distribution Utility Ownership**

During the 1998-2002 restructuring of the electricity system the government of the day made a *policy* decision that those municipalities that had an MEU could actually own that MEU. Municipal electrical utilities certainly were operating and managing local distribution, but it is apparent that actual ownership hadn't been clear.

Hansard records the Minister saying in the legislature (the Hon Jim Wilson, Minister of Energy, Science and Technology):

"Our legislation gave municipalities the tools they requested. The act clarified that municipalities own their electricity utilities. Local councils are the shareholders."

And a commentator on energy policy in Ontario, lawyer Robert Warren, has noted:

"The reason municipalities own these corporations is that [former Ontario Premier Mike Harris] said we are going to download costs and in

compensation we will give you a cash cow, which will generate a return for you each year.”

This is absolutely not the case for those municipalities like East Gwillimbury served by Hydro One. East Gwillimbury and other municipalities served by Hydro One were left out of that equation and had no access to any such cash cow. There was no equity or offsetting compensation provided to municipalities served by Hydro One. As a result the process can be described as biased and unfair against municipalities served by Hydro One.

If the government of the day rationalized that the ratepayers in a municipality could own the electrical distribution assets in that municipality (in part presumably because their distribution rates over the years had paid for those assets), should not the same rationale be applied to the ratepayers in the municipalities served by Hydro One, whose rates have enabled Hydro One to construct and own the assets that have been built over the years? Similar to MEU's throughout the province, Hydro One's ratepayers should have access, through their municipalities, to the net revenue and the value of the assets of Hydro One.

## **Issue 2: Inequitable and Inconsistent Sharing of Revenue from Operations and or from the Sale of Equity and/or Assets**

Those municipalities that have retained their MEU's, or have sold their MEU's, have been able to direct annual dividends, or proceeds from sale of the utility, to municipal services for their residents and businesses and to off-set provincial downloading.

The annual dividends of Hydro One go to the province. They are not returned to the municipalities/ratepayers being served by that utility.

Ironically under the current system those municipalities served by their own MEU benefit from the assets they funded and the revenue that is generated and they also indirectly benefit from the revenue generated by Hydro One through receipt of provincial services, yet they haven't contributed to the funding of the Hydro One assets that generated the revenue.

### ***The financial benefit to non-Hydro One municipalities can be significant***

The following are two examples of the financial benefit resulting from the province deciding that the local municipality owned the MEU serving their municipality;

1. When the Town of Aurora sold its electricity utility in 2006, it had a population of 38,000. It received \$32,000,000. Attachment 2A shows how Aurora directed these funds.



2. When the Town of Richmond Hill sold its electricity utility in 2004, it had a population of 140,000. It received \$132,000,000. Attachment 2B shows how Richmond Hill initially directed these funds.

When East Gwillimbury reaches the respective population levels noted above, it will have no such revenue or asset base whatsoever, and therefore no opportunity to direct such revenue to directly benefit its residents and taxpayers.

### **Issue 3: Unequal burden of paying down the stranded debt of Ontario Hydro**

The net income (minus interest) of Hydro One is directed to the Ontario Electricity Financial Corporation towards retiring the debt and other liabilities of the former Ontario Hydro. The net income from MEU's is retained within the respective municipal ownership.

The debt is largely a result of construction of nuclear generation facilities that serve **all** persons and businesses in Ontario, whether through Hydro One or a local MEU.

An MEU ratepayer receives his/her dividend in municipal services. A Hydro One ratepayer, though, does not receive such a dividend. That "dividend" goes toward paying down a debt that was created to serve all Ontarians. And to the extent that the Hydro One ratepayers have contributed towards paying down the Ontario Hydro debt, the burden is lessened on the MEU ratepayers.

### **Issue 4: Transfer of Wealth from the Hydro One Service Area to Areas Served by Other Municipal Electrical Utilities**

The wealth created through the service and growth of Hydro One is not generally urban (other than Brampton Hydro). It is substantially generated and created in rural Ontario.

The announced intention of the province is to use a portion of that wealth - \$9,000,000,000 - to pay down provincial debt and to construct urban transit and infrastructure. This is in part a transfer of wealth created and based in rural Ontario to public services based in urban Ontario.

The intent to improve transit, to relieve congestion, facilitate movement, improve persons lives, improve competitiveness, and so on, is unassailable. To source the funds from a pool of wealth while ignoring the ratepayers who have created that wealth seems unfair. The rural source of the wealth and income is not acknowledged or respected.

### **Creating Equity in the Ownership of Electric Distribution Utilities**

***Unlike municipalities that now own their utility, municipalities served by Hydro One have little ability to impact the efficient and effective delivery of electricity services within their municipality.***

If municipalities served by Hydro One are concerned with utility rates and levels of service, or desire the opportunity to benefit from an ownership interest in the electric distribution utility serving their municipality (similar to the manner in which other municipalities benefit from their MEU's), their options are constrained. Options to advocate for efficient and effective services should be explored with other municipalities served by Hydro One. Options could include an equity investment in Hydro One.

However, for equity investment to occur the province must amend its legislation to allow Hydro One municipalities to invest in electricity assets. Any municipality should be permitted to invest in the electric distribution utility which serves their community.

As a first step meetings should be coordinated with the various stakeholders including AMO, other municipalities served by Hydro One and the province. The objective of these meetings would be to gain support and develop an action plan for moving forward.

## **ATTACHMENT 2A**

### **Aurora**

#### **Reserve funds established by Town of Aurora from sale of Aurora Hydro Connections Limited\***

##### **By-law 5439-12      The Aurora Hydro Sale Investment Reserve Fund**

...

S.1 That the Fund be established with a balance of \$31,699,391.67 which represents ninety percent (90%) of the net proceeds of the concluded sale of the Town's interest in Aurora Hydro Connections Limited.

...

S. 6 That the principle of the fund may be allocated or expended for any purpose as determined, at the sole discretion of Council, to be in the best interests of the Town ...

##### **By-law 5440-12      To Establish the Council Discretionary Reserve Fund**

S.1 That the Fund be established with a balance of \$3,522,155.00 which represents ten percent (10%) of the net proceeds in the concluded sale of the Town's interest in Aurora Hydro Connections Limited.

...

S.3 That the principle of the fund may be allocated or expended for any purpose as determined, at the sole discretion of Council, to be in the best interest of the Town ...

\*Note: although the sale occurred in 2006, these by-laws were adopted in 2012. Therefore the figures in the by-laws differ from the 2006 sale proceed because of accrual of interest.

## **ATTACHMENT 2B**

### **Richmond Hill**

Reserve Funds established with revenue from sale of Richmond Hill Hydro

- **Capital Asset Continuity Reserve Fund (\$55 million)** will provide funding for repair and replacement of infrastructure ensuring existing capital facilities and structure are in full service and in safe operating condition
- 
- **Community Enhancement and Economic Vitality Reserve Fund (\$40 million)** for capital projects within Richmond Hill that enhance the quality of life and/or enrich the economic vitality of the community
- 
- **Transportation Network Repair and Replacement Reserve Fund (\$25 million)** will finance maintenance repair and replacement ensuring peak performance of the Town's road system network
- 
- **Water Quality Protection Reserve Fund (\$15 million)** will fund projects that protect downstream water quality and drinking water. As well, projects that rehabilitate environmental storm water systems, those that protect the Town from flooding and erosion, and those that protect downstream water courses and natural habitat will also be funded from this Reserve
- 
- **Ecological Legacy Reserve Fund (\$6 million)** will fund community based projects for the purposes of furthering ecological initiatives within the community
- 
- **Strategic Rapid Transit Reserve Fund (\$5 million)** will fund future projects that improve transportation systems in or to the Town of Richmond Hill and which are multi-jurisdictional in nature such as partnering the municipality with other levels of government and/or public/private partnerships

## Nina Lecic

---

**From:** Jessica Gunby <jgunby@gbtownship.ca>  
**Sent:** November-16-16 1:39 PM  
**To:** 'Brooke Hawley'; Alex Regele (twphill@parolink.net); Alison Collard (nathalie.boulerice@champlain.ca); Alison Thomas (taytownship@tay.ca); Allison Holtzhauer (admin@greatermadawaska.com); Amanda Gubbels (info@warwicktownship.ca); Amy Humphries (info@cityofwoodstock.ca); Amy Vickery-Menard (evanturelclerk@parolink.net); Andr,e Latreille (alatreille@prescott-russell.on.ca); Andrea Fay (admin@midland.ca); Andrew Brouwer (info@newmarket.ca); Andrew Farnsworth (info@magnetawan.com); Andrew Van Oosten (township@ntl.sympatico.ca); Andy Grozelle (inquiries@norfolkcounty.ca); Angela Cathrae (admin@southbrucepeninsula.com); Angela Chittick (twpsel@nexicom.net); Angela Morgan (cob@burlington.ca); Angela Sharbot (info@atikokan.ca); Angela Toth (general@strathroy-caradoc.ca); Angie Bird (info@algonquinhighlands.ca); Anita Herd (harris@parolink.net); Anne Greentree (cfleming@clarington.net); Annette Clarke (aclarke@gorebay.ca); Annette Louis (info@admastonbromley.com); Annette Simonian (info@augusta.ca); Arie Hoogenboom (admin@merrickville-wolford.ca); Ashley Grigg (webadmin@portcolborne.ca); Ashley Sage (admin@zorra.on.ca); Barbara Kane (lkeenan@townshipadjtos.on.ca); Barbara Major (general@kapuskasing.ca); Barbara McLeod (info@wilmot.ca); Becky Bonisteel-Bourne (bbonisteel@asphodelnorwood.com); Bernice Crocker (clerk@tudorandcashel.com); Beth Morton (info@townshipofperry.ca); Betty Gallagher (info@twp.tweed.on.ca); Betty Gordon (office@newbury.ca); Bettyanne Cobean (dbatte@brucecounty.on.ca); Bonnie Bailey (burpeemills@vianet.ca); Bonnie Dingwall (information@townofgananoque.ca); Bonnie Nistico-Dunk (clerks@stcatharines.ca); Bonnie Sander (bsander@essatownship.on.ca); Brad Knight (bknight@huroneast.com); Brad McRoberts (reception@mapleton.ca); Brenda Andreatta (info@town.lasalle.on.ca); Brenda Brunt (mail@southdundas.com); Brenda Clark (info@simcoe.ca); Brenda Fraser (kearney1@vianet.on.ca); Brenda Green (info@townshipofthenorthshore.ca); Brenda MacIsaac (info@centralhuron.com); Brenda Paul (bpaulmachar@vianet.ca); Brenda Percy (info@leamington.ca); Brenda Tabor (caoclerk@oxfordcounty.ca); Brenda Vader (office@faraday.ca); Brent Kittmer (general@townofstmarys.com); Brent St. Denis (brentstdenis@gmail.com); Brian Gilmer (admin@porthope.ca); Brian Tocheri (civic@hanover.ca); Brianna Coughlin (info@plympton-wyoming.ca); Bridget Foster (township@emo.ca); Bryan Brooks (caoclerk@stonemills.com); Bryan Martin (admin@eganville.com); Cahl Pominville (general@northgrenville.on.ca); Calvin Rodgers (twpchamb@ntl.sympatico.ca); Candice Bedard (cobalt@ntl.sympatico.ca); Candy Beauvais (townkill@vianet.on.ca); Carey deGorter (info@caledon.ca); Carol Trainor (stjoeadmin@bellnet.ca); Carol Watson (clerk@howick.ca); Carole Gendron (cgendron@moonbeam.ca); Carolyn Langley (reception@westlincoln.com); Carrie Lewis (adminoffice@gordonbarrieisland.ca); Carrie Sykes (csykes@lakeofbays.on.ca); Catharine Saunders (webmaster@london.ca); Cathie Ritchie (ritchiec@northumberlandcounty.ca); Cathy MacMunn (township@centralfrontenac.com); Chantelle Gascon (deputyclerk@town.ignace.on.ca); Charlene Overholt (bluewater@town.bluewater.on.ca); Charles Barton (admin@nipissingtownship.com); Cheryl Coulson (info@dysartetal.ca); Cheryl Marshall (mcmurric@gmail.com); Cheryl Mortimer (cmortimer@muskokalakelakes.ca); Chris Wray (lmann@wawa.cc); Christiane Potvin (administration@valharty.ca); Christine FitzSimons (info@whitewaterregion.ca); Christine Goulet (municipality@redlake.ca); Christine Groulx (cgroulx@hawkesbury.ca); Christine Reed (info@addingtonhighlands.ca); Christine Tarling (christine.tarling@kitchener.ca); Christopher Harris

**To:**

(cassels@whitby.ca); Cindy Halcrow (admin@dnetownship.ca); Cindy Maher (clerk@newtecumseth.ca); Cindy Vankoughnett (info@mcdougall.ca); Claire Bigelow (toc@ontera.net); Connie Parent (info@northkawartha.on.ca); Corrina Giles (info@thebluemountains.ca); Craig Jeffery (info@seguin.ca); Craig Kelley (info@madawaskavalley.ca); Crystal Greer (public.info@mississauga.ca); Crystal McMillan (info@dourodummer.on.ca); Cynthia Moyle (cmoyle@twp.beckwith.on.ca); Cynthia Townsend (town@town.espanola.on.ca); Dan Thibeault (dack@ntl.sympatico.ca); Daniel Scissons (email@petawawa.ca); Darlene Noonan (athens@myhighspeed.ca); Darlene Plumley (tquist@kos.net); Daryl Skworchinski (clerk@marathon.ca); David Cribbs (administration@county-lambton.on.ca); David Treen (municipality@temiskamingshores.ca); Dawn Hayes (alberton@jam21.net); Dawn McAlpine (cityinfo@barrie.ca); Dawn Newhook (admin@mindenhill.ca); Dean Iorfida (info@niagarafalls.ca); Dean Sauriol (laurentian@laurvall.on.ca); Debbie Shields (clerks@pickering.ca); Debi Wilcox (info@durham.ca); Deborah Crowder (info@muskoka.on.ca); Deborah Leroux (info@town.uxbridge.on.ca); Deborah Miller (mattawan@efni.com); Deborah Robertson (info@greyhighlands.ca); Deborah Tonelli (email@huronshores.ca); Debra Kincaid (generalinquiries@dryden.ca); Debra McKinstry (mail@twpec.ca); Debra Roth (info@brockton.ca); Denis Kelly (info@york.ca); Denis Turcot (info@markstay-warren.ca); Denise Corry (administration@huntsville.ca); Denise Holmes (info@melancthontownship.ca); Diane Francoeur (clerk@ebonfield.org); Dianne Gould-Brown (clerks@sarnia.ca); Dianne Quinn (quinner@ntl.sympatico.ca); Dina Lundy (info@erin.ca); Donald Leitch (dwilson@centralelgin.org); Donald McArthur (clerk@schreiber.ca); Donna Brunke (brucemines@bellnet.ca); Donna Bryce (donnab@wellington.ca); Donna Clermont (admin@dawneuphemia.on.ca); Donna MacDougall (clerk@kincardine.net); Donna Wilson (contact@tillsonburg.ca); Douglas Irwin (info@oro-medonte.ca); Douglas Luker (dluker@tiny.ca); Duncan McTavish (dmctavish@enniskillen.ca); Duncan Rogers (info@carletonplace.ca); Dwayne Evans (townhall@goderich.ca); Dwight McTaggart (brendacoulter@larderlake.ca); Elaine Covey (admin@frontofyonge.com); Elaine Gunnell (visit@temagami.ca); Elana Arthurs (services@cavanmonaghan.net); Elizabeth (Lisa) Slomke (town@fort-frances.com); Ellen Hamel (nnclark@sympatico.ca); Evelyn Eichenbaum (info@haldimandcounty.ca); Fernando Lamanna (town@eastgwillimbury.ca); Francine Desormeau (info@mattawa.ca); Francis Lamontagne (twpopas@persona.ca); Francoise Urbshott (info@adelaidemetcalfe.on.ca); Gabrielle Lecuyer (administration@greenstone.ca); Gail Jaremy (royward.hpayne@bellnet.ca); Gayle Jackson (corporate@orillia.ca); Glenn Girven (havbelmet@hbmtpw.ca); Glenn Martin (tarbutt@township@bellnet.ca); Gloria Collier (clerks@richmondhill.ca); Grace Kosch (info@wellesley.ca); Guylaine Coulombe (mattice@ntl.sympatico.ca); Hazel Lambe (bancroft@town.bancroft.on.ca); Hazel Soady-Easton (Administration-Office-General@grimsby.ca); Heather Boyd (brant@brant.ca); Heather Kasprick (service@kenora.ca); Heather Scott (info@osmtownship.ca); Heather Smith (reception@blackriver-matheson.com); Helen Finn (cityhall@cornwall.ca); Helen Thomson (info@sdgcounties.ca); Holly Bryce (clerk@wasagabeach.com); Holly Dowd (hdowd@notl.org); Holly Morrison (office@georgianbluffs.on.ca); Irene Cook (shunter@highlandseast.ca); Jackie Tiedeman (admin@northmiddlesex.on.ca); Jaime Allen (jallen@latchford.ca); James Pine (hicksl@hastingscounty.com); Jane Wilson (mail@townofgrandvalley.ca); Janet Boucher (admin@jocelyn.ca); Janet Denkers (jdenkers@brookealvinston.com); Janie Laidlaw (clerk@tayvalleytwp.ca); Janine Lecours (townofhearst@hearst.ca); Janneke Newitt (info@southwestmiddlesex.ca); Jannette Amini (info@frontenaccounty.ca); Jasmin Ralph (info@township.montague.on.ca); Jason McMartin (admin@papineaucameron.ca); Jeff Baranek (webmaster@twp.stclair.on.ca); Jeffrey Abrams (clerks@vaughan.ca); Jennifer Astrologo (jastrologo@kingsville.ca); Jennifer Cohen (wollaston@bellnet.ca); Jennifer Connor (ramara@ramara.ca); Tara Mieske;

**To:**

Jennifer Trumble (info@township.limerick.on.ca); Jennifer Turk (oilsprings@ciaccess.com); Jeremy Rody (assignackinfo@amtelecom.net); Jillene Bellchamber-Glazier (info@perthcounty.ca); Jim Burns (info@villageofpointedward.com); Jim Hutton (info@countyofrenfrew.on.ca); Jo Ann Ducharme (joann.ducharme@tkl.ca); Joan Thomson (clerks@stratfordcanada.ca); Joanne Camir, Laflamme (info@russell.ca); Jo-Anne McCaslin (info@northdundas.com); Jocelyne Pronovost (jp.ouellette@town.cochrane.on.ca); John Bolognone (contactus@cityofkingston.ca); John Espinosa (info@georgina.ca); John Kennedy (cityptbo@peterborough.ca); John Telfer (jtelfer@shelburne.ca); Jonathan Hall (info@terracebay.ca); Judith Smith (ckinfo@chatham-kent.ca); Judy Currins (info@kawarthlakes.on.ca); Judy Kosowan (admin@ryersonontownship.ca); Julia Sippel (info@northdumfries.ca); Julie Oram (clerk@cramahetownship.ca); Julie Tiboni (rainyriver@tbaytel.net); Kal Pristanski (info@redrocktownship.com); Admin; Karen McIsaac (info@cityofnorthbay.ca); Kari Stevenson (info@trentlakes.ca); Karren Wallace (township@wellington-north.com); Karyn Bennett (accesshalton@halton.ca); Katherine McDonald (clerktreasurer@billingstwp.ca); Kathleen Bunting (kbunting@middlesex.ca); Kathleen Surerus (info@hamiltontownship.ca); Kathryn Lockyer (info@peelregion.ca); Kathryn Moyle (online@king.ca); Kathryn Scott (katie.scott@blindriver.ca); Kathy Adams (schambers@northhuron.ca); Kayla Thibeault (info@gravenhurst.ca); Ken Loveland (southwold@twp.southwold.on.ca); Kerri O'Kane (kokane@centrewellington.ca); Kerry Costello (info@smithsfalls.ca); Kevin Heath (info@quintewest.ca); Kevin McLlwain (admin@carlingtownship.ca); Kim Bulmer (info@town.renfrew.on.ca); Kimberley Casselman (info@prescott.ca); Kimberley Kitteringham (customerservice@markham.ca); Kimberley White (astewart@pecounty.on.ca); Kimberly Ballance (eftownship@ear-falls.com); Kimberly Sloss (inquiries@sables-spanish.ca); Kristen Van Alphen (cityadmin@owensound.ca); Kristine Fletcher (wkaren@regionofwaterloo.ca); Kurt Greaves (info@lanarkcounty.ca); Kyle Kruger (mbratley@twp.norwich.on.ca); Larry Keech (lkeech@lennox-addington.on.ca); Laura Bubanko (lbubanko@forterie.on.ca); Laura Moy (info@tecumseh.ca); Lauren Walton (lwalton@perth.ca); Laurie Spence-Bannerman (cao@duttondunwich.on.ca); Leanne Crozier (office@townshipofjoly.com); Leanne Martin (clerk@town.southbruce.on.ca); Lee Parkin (inquiry@innisfil.ca); Lesley Sprague (info@city.elliottlake.on.ca); Lesley Todd (reception@uclg.on.ca); Lillian Fowler (villageoffice@sundridge.ca); Linda Maurer (clerk@strongtownship.com); Linda McLean (LMclean@iroquoisfalls.com); Linda Ringler (info@chisholm.ca); Linda Rozon (lrozon@easthawkesbury.ca); Linda White (harrisonr@saugeenshores.ca); Lindsay Mannila (info@nipigon.net); Lindsey Parkes (info@mcnabbraeside.com); Lisa DeBoer (ldeboer@lucanbiddulph.on.ca); Lisa VanderWallen (mgreb@swox.org); Lise Lavigne (liselavigne@northglengarry.ca); Lizet Scott (township@perthsouth.ca); Lori McDonald (lmcDonald@bracebridge.ca); Lori Wolfe (lwolfe@brantford.ca); Loriann Harbers (info@southstormont.ca); Lorna Buob (twoconn@tbaytel.net); Lorraine Brace (webmaster@cobourg.ca); Lynda Kovacs (administration@calvintownship.ca); Lynda Millard (bayham@bayham.on.ca); Lynne Duguay (twpmacd@onlink.net); M. Genevieve Scharback (info@southhuron.ca); M. Margaret Greco (lmousseau@twp.prince.on.ca); M. Rick O'Connor (info@ottawa.ca); Mackie McLaren (mmclaren@hortontownship.ca); Mairghread Knought (info@callander.ca); Malcolm White (info@cityssm.on.ca); Mandi Pearson (petrolia@petrolia.ca); Manuela Batovanja (picklake@picklake.org); Marc Chenier (admin@northstormont.ca); Marc Daigneault (mdaigneault@alfred-plantagenet.com); Margaret (Peggy) Dupuis (peggy.dupuis@oliverpaipoonge.on.ca); Margaret Hartling (mhartling@manitouwadge.ca); Margaret Lewis (inquiries@thamescentre.on.ca); Maria Konefal (info@stthomas.ca); Marielle Dupuis (info@casselman.ca); Marilyn Casselman (naw@nalgona.wil.com); Marilyn LeBrun (info@southglengarry.com); Mark Becker (admin@acwtownship.ca); Mark Early

**To:**

(info@townofmono.com); Mark McDonald (admin2@elgin-county.on.ca); Mark Turner (mturner@westgrey.com); Martin de Rond (martin.derond@ajax.ca); Mary Brennan (coeinfo@countyofessex.on.ca); Mary Ellen Truelove (info@twprideaulakes.on.ca); Mary Lynn Standen (northernbrucepen@amtelecom.net); Mary MacKenzie (clerk@siouxlookout.ca); Mary Masse (webmaster@lakeshore.ca); Mary McCuaig (mmccuaig@nationmun.ca); Maryann Weaver (hgage@thearchipelago.on.ca); Matt Craig (lhreception@lanarkhighlands.ca); Matthew MacDonald (cpallo@city.belleville.on.ca); Maureen Lang (info@powassan.net); Maureen Spratt (arnprior@arnprior.ca); Mavis Harris (office@doriontownship.ca); Meaghen Reid (general@get.on.ca); Melanie Bouffard (mbouffard@frenchriver.ca); Melanie Ducharme (jbarbeau@municipality.westnippising.on.ca); Melinda Reith (twpshcm@xplornet.com); Michael Di Lullo (questions@cambridge.ca); Michael Graves (info@ingersoll.ca); Michael Rutter (aballe@county.haliburton.on.ca); Michel Lachapelle (harlytwp@parolink.net); Michele Kennedy (isabel.leung@townofws.ca); Michelle Casavecchia-Somers (malahide@malahide.ca); Michelle Mantifel (info@blrtownship.ca); Monica Hawkins (martine.caverly@eastferris.ca); Monique Ouellet (dcyr@clarence-rockland.com); Myrna Hayes (elklake@ntl.sympatico.ca); Nadene Hunley-Johansen (shuniah@shuniah.org); Nancie Irving (nirving@town.aylmer.on.ca); Nancy Bozzato (clerks@pelham.ca); Nancy Michie (mail@morristurnberry.ca); Nancy Wright-Laking (administration@lambtonshores.ca); Nicky Kunkel (villageoffb@bellnet.ca); Nicole Wellsbury (mail@scugog.ca); Olga Smith (sgreatrix@waterloo.ca); Pam Bennewies (brethour@parolink.net); Pam Cress (info@townofnemi.on.ca); Pam Hillock (info@dufferincounty.ca); Pamela Fettes (pfettes@clearview.ca); Pamela Lortie (info@townofspanish.com); Patricia Berfelz (town@northperth.ca); Patricia Maxwell (conmee@tbaytel.net); Patrick Giles (dawsontwp@tbaytel.net); Patrick Giles (lakeofthewoodstwp@tbaytel.net); Patsy Gilchrist (twptehk@amtelecom.net); Patti McDowall (lavalley@nwonet.net); Paul Snider (info@loyalist.ca); Paula Parker (inquiry@amherstburg.ca); Peggy Cramp (info@hiltonbeach.com); Peggy Johnson (chapple@tbaytel.net); Peggy Rouse (info@arran-elderslie.ca); Peggy Young-Lovelace (peggy@baldwin.ca); Peter Fay (cityhall@brampton.ca); Phyllis MacKay (lairdtp@soonet.ca); R. Scott Gawley (westelgin@westelgin.net); Ralph Walton (ralph.walton@niagararegion.ca); Raylene Martell (info@southgate.ca); Rebecca Murphy (rmurphy@townofbwg.com); Renee Chaperon (cao@stcharlesontario.ca); Reynald Rivard (reynald.rivard@armstrong.ca); Richard McGee (lmclaughlin@deepriver.ca); Robert Auger (webmaster@essex.ca); Robert Courchesne (info@fauquierstrickland.com); Robert Deschene (nairncentre@personainternet.com); Robert Tremblay (info@meaford.ca); Robin van de Moosdyk (alnhald@alnhaldimand.ca); Robyn Rogers (info@hastingshighlands.ca); Rodger Mordue (generalmail@blandfordblenheim.ca); Rosalie Evans (deputyct@neebing.org); Rose Caterini (info@hamilton.ca); Ruth Frawley (centralm@amtelecom.net); Ruth Kelso (people@johnsontownship.ca); Sally Saunders (lfawn@county.peterborough.on.ca); Sandra Kranc (service@oshawa.ca); Sandra MacDonald (clerk@brockville.com); Sara Almas (townhall@collingwood.ca); Sarah Smith (ssmith@wainfleet.ca); Scott Bryce (sbryce@villageofwestport.ca); Shara Lavallee (gillies@tbaytel.net); Shari Lang (info@trenthills.ca); Sharon Goerke (hsander@townshipofsevern.com); Sharon Vokes (clerks@grey.ca); Shawn Boggs (clerk@township.mckellar.on.ca); Shawna Stone (info@mississippimills.ca); Shelley Casey (township@dubreuilville.ca); Shelley Petten (info@moosonee.ca); Sherry Batten (info@laurentianhills.ca); Sonya Watson (info@huronkinloss.com); Stacey Cooper (hbryce@penetanguishene.ca); Stephane Palmateer (clerks@timmins.ca); Stephanie Troyer-Boyd (smibert@middlesexcentre.on.ca); Stephen Huycke (info@aurora.ca); Stephen O'Brien (info@guelph.ca); Steve Mercer (info@tyendinagatownship.com); Susan Arnold (info@southriverontario.com); Susan Beckel (info@greaternapanee.com); Susan Cronin



**To:** (inquiries@huroncounty.ca); Susan Daniels (clerk@thorold.com); Susan Duke (info@westperth.com); Susan Greatrix (info@orangeville.ca); Susan Renaud (englehrt@ntl.sympatico.ca); Susan Sheridan (info@khrtownship.ca); Susan Stone (township@amaranth-eastgary.ca); Suzanne Jones (suzannej@haltonhills.ca); Suzanne Klatt (admin@southalgonquin.ca); Sylvie C"t, (treasure@ntl.sympatico.ca); Tammy Rob (clerktreasurer@visitmachin.com); Tammy Wylie (info@whitestone.ca); Tara Stephens (clerk@welland.ca); Tawnya Donald (info@stirling-rawdon.com); Teresa Desserre (townshipofmorley@gmail.com); Terry Horner (info@mulmur.ca); Terry Lapierre (pembroke@pembroke.ca); Theresa Campbell (township@pertheast.ca); Thom Gettinby (brock@townshipofbrock.ca); Tina Forsyth (info@whiteriver.ca); Tonia Graham (t.graham@marmoraandlake.ca); Troy McHarg (info@milton.ca); Ulli Watkiss (accesstoronto@toronto.ca); Valerie Critchley (clerks@city.windsor.on.ca); Valerie Obarymskyj (hiltontownship@xplornet.com); Valerie Przybilla (clerksoffice@centrehastings.com); Valrie Hummel (woolwich.mail@woolwich.ca); Vanessa Latimer (vanessa@townshipleeds.on.ca); Veronique Dion (comments@townsrf.ca); Vicki Kimmett (general@brighton.ca); Vicki Tytaneck (townclerk@oakville.ca); Victoria Goertzen-Cooke (plumtwsp@onlink.net); W. Robert MacLean (townthess@bellnet.ca); Wanda Kabel (info@snnf.ca); Wayne Miller (info@pelee.ca); Wayne Orr (admin@southfrontenac.net); Wendy Whitwell (info@armourtownship.ca); Will Moore (office@chatsworth.ca); William Jaques (ezt@ezt.ca); William Kolasa (generalinquiries@lincoln.ca); William Lebow (clerk@madoc.ca); William White (minto@town.minto.on.ca); Yvonne Aubichon (info@springwater.ca); Yvonne Robert (yrobert@elizabethtown-kitley.on.ca)

**Cc:** Amber McDonald

**Subject:** Hydro Costs for Rural Areas - Resolution

**Attachments:** Hydro Costs for Rural Areas.pdf

Hi everyone,  
Please find attached our resolution for the Hydro Bill costs for Rural Areas.  
Thanks,

**Jessica Gunby, Dipl.M.A., ACST**  
*Clerk (A)*

---

#### **TOWNSHIP OF GEORGIAN BAY**

99 Lone Pine Road, Port Severn, ON L0K 1S0

**T. 705.538.2337 ext. 242 Toll Free 1.800.567.0187**

**F. 705.538.1850**

[www.gbtownship.ca](http://www.gbtownship.ca)



**Individuals who make written submissions with respect to a Planning Act application should be aware that their submission and any personal information in their correspondence will become part of the public record and made available to the Applicant, Committee and Council.**

C-291-2016

**THE TOWNSHIP OF GEORGIAN BAY  
Council Agenda**

DATE: 14 November 2016

	YEA	NAY
Councillor Bocek	_____	_____
Councillor Cooper	_____	_____
Councillor Douglas	_____	_____
Councillor Edwards	_____	_____
Councillor Kay	_____	_____
Councillor Wiancko	_____	_____
Mayor Braid	_____	_____

MOVED BY: 

SECONDED BY: 

**DEFERRED** \_\_\_\_\_ **CARRIED** ✓ **DEFEATED** \_\_\_\_\_ **REFERRED** \_\_\_\_\_

WHEREAS there is inequity between the cost of hydro for rural residents as compared to urban residents due to higher distribution charges;

AND WHEREAS this practice targets and negatively affects rural residents, especially those who are already unable to pay for the high cost of hydro;

NOW THEREFORE BE IT RESOLVED THAT the Township of Georgian Bay request the Province to re-evaluate the structure of hydro in terms of access and delivery and implement structural changes to address the unfair practice of charging more for delivery for rural residents;

AND THAT this resolution be circulated to all municipalities in the Province of Ontario as well as Ontario Small Urban Municipalities (OSUM) and Association of Municipalities of Ontario (AMO).

  
MAYOR

ADMINISTRATION OFFICE  
1800 Main Street, P.O. Box 70  
GERALDTON, ON P0T 1M0



P: 807-854-1100 F: 807-854-1947  
E: [administration@greenstone.ca](mailto:administration@greenstone.ca)  
[www.greenstone.ca](http://www.greenstone.ca)

November 18, 2016

The Honourable Kathleen Wynne  
Premier of Ontario  
Toronto, ON M7A 1A1

**Re: Resolution Regarding Access and Delivery of Hydro**

Honourable Madam:

Please be advised that Council of the Municipality of Greenstone passed the following resolution at its meeting held November 14, 2016:

**Resolution 16-234**

**Moved by:** Councillor Blanchard

**Seconded by:** Councillor McPherson

**WHEREAS** there is inequity between the cost of hydro for rural residents as compared to urban residents due to higher distribution charges;

**AND WHEREAS** this practice targets and negatively affects rural residents, especially those who are already unable to pay for the high cost of hydro;

**NOW THEREFORE BE IT RESOLVED THAT** the Municipality of Greenstone request the Province to re-evaluate the structure of hydro in terms of access and delivery and implement structural changes to address the unfair practice of charging more for delivery for rural residents;

**AND THAT** this resolution be circulated to all municipalities in the Province of Ontario as well as Ontario Small Urban Municipalities (OSUM) and Association of Municipalities of Ontario (AMO).

**CARRIED.**

ADMINISTRATION OFFICE  
1800 Main Street, P.O. Box 70  
GERALDTON, ON P0T 1M0



P: 807-854-1100 F: 807-854-1947  
E: [administration@greenstone.ca](mailto:administration@greenstone.ca)  
[www.greenstone.ca](http://www.greenstone.ca)

The Municipality of Greenstone respectfully requests consideration of this resolution.

Sincerely,



---

Gabrielle Lecuyer,  
Clerk  
[gabrielle.lecuyer@greenstone.ca](mailto:gabrielle.lecuyer@greenstone.ca)  
[www.greenstone.ca](http://www.greenstone.ca)

cc: Glenn Thibeault, Minister of Energy by email: [gthibeault.mpp.co@liberal.ola.org](mailto:gthibeault.mpp.co@liberal.ola.org)  
AMO by email: [amo@amo.on.ca](mailto:amo@amo.on.ca)  
OSUM by email: [lmccabe@goderich.ca](mailto:lmccabe@goderich.ca)  
All Ontario Municipalities  
Micheal Gravelle, MPP Thunder Bay Superior North: [mgravelle.mpp.co@liberal.ola.org](mailto:mgravelle.mpp.co@liberal.ola.org)  
Mayor and Council



## TOWNSHIP OF ZORRA

274620 27th Line, PO Box 306, Ingersoll, ON, N5C 3K5  
Ph. (519) 485-2490 · 1-888-699-3868 · Fax: (519) 485-2520

December 6, 2016

Honourable Kathleen Wynne, Premier of Ontario  
Legislative Building - Room 281  
Queen's Park  
Toronto, ON M7A 1A1

Dear Premier Wynne:

Please be advised the Council of the Township of Zorra passed the following resolution at its December 6, 2016, regular meeting:

**"WHEREAS, there is inequity between the cost of hydro for rural residents as compared to urban residents due to higher distribution charges;**

**AND WHEREAS, this practice targets and negatively affects rural residents, especially those who are already unable to pay for the high cost of hydro;**

**NOW THEREFORE BE IT RESOLVED THAT, the Council of the Township of Zorra request the Province of Ontario to re-evaluate the structure of hydro in terms of access to delivery and implement structural changes to address the unfair practice of charging more for delivery to rural residents;**

**AND THAT this resolution be circulated to Kathleen Wynne, Premier of Ontario, Rural Ontario Municipalities Association (ROMA), Ontario Municipalities, Ontario Small Urban Municipalities (OSUM), and the Association of Municipalities of Ontario (AMO)."**

**Disposition: Carried**

If you have any questions, please do not hesitate to contact me.

Yours truly,

Donald W. MacLeod  
Chief Administrative Officer

cc: Rural Ontario Municipalities Association (ROMA)  
All Ontario Municipalities  
Ontario Small Urban Municipalities (OSUM)  
Association of Municipalities of Ontario (AMO)  
Tay Valley Township



## *Wellington County Municipal Economic Development Group*

### **Minutes**

Economic Development Officers/Coordinators

Supporting Organizations

WWCFDC Boardroom,

**November 1<sup>st</sup>, 2016**

**9:30 a.m.**

### **Present:**

Jaclyn Dingwall (Township of Mapleton), Crystal Ellis (County of Wellington), Ella Henderson (LIP), Gerry Horst (Ontario Ministry of Agriculture, Food and Rural Affairs), Harold DeVries (Business Centre Guelph Wellington), Tom Lusi (County of Wellington), Jenna Morris (WWCFDC), Carolyn O'Donnell (WFPB), Kelly Patzer (Township of Puslinch), Dale Small (Township of Wellington North), Jane Shaw (WWCFDC), Carol Simpson (WFPB), Steve Smith (MEDEI), Belinda Wick-Graham (Town of Minto)

### **Regrets:**

Rose Austin (Saugeen Economic Development), Janet Harrop (Wellington Federation of Agriculture), Brad Dixon (GRCA), Robyn Mulder (Town of Erin), April Marshall (Township of Wellington North), Andrea Ravensdale (County of Wellington), Ian Roger (CAO, Guelph/Eramosa Township), Patricia Rutter (Township of Centre Wellington), Scott Wilson (County of Wellington), Christine Veit (Safe Communities)

### **1. Approval of Agenda**

Motion to approve agenda as written.

**Moved by Dale Small, seconded by Harold DeVries**

**Carried**

### **2. Declaration of Pecuniary Interest**

None

### **3. Approval of Minutes**

Motion to approve the minutes as written from the meeting held September 6<sup>th</sup>, 2016.

**Moved by Belinda Wick-Graham, seconded by Jaclyn Dingwall**

**Carried**



#### **4. IPM Update**

The IPM was a great success with over 96,000 people attending and 1200+ volunteers. That makes 2016 Wellington County IPM & Rural Expo the 3<sup>rd</sup> IPM with over 90,000 attendees. There were 17 showcase booths, 30 demonstrations & music, 220 VIP guests, 3 special events & 1 dinner and 1000 ziplines with over \$4400 generated in revenue (for the zipline). The Tastes of Wellington included 4 vendors with over 2300 samples and \$4200 additional sales. There were 2520 samples and \$7561 in sales revenue from the Tour of the Taps and the Farmers Market housed 17 wellington vendors which generated \$11,500 of revenue and created 3 new partnerships. 320 postcards were completed and mailed to 150 different cities. Minto gave away approximately 1000 tickets for the train ride and the Minto Chamber was very pleased with the outcome at their booth. Wellington North received some great artistic work from attendees on their sectioned mural representing Arthur, Mount Forest and Kenilworth. Each coordinating section will be displayed at the local Community Centre in Arthur and Mount Forest with the Kenilworth section being displayed at the Municipal Office. The Manufacturing Tent for Wellington North received steady traffic with approximately 28 applications being submitted for upcoming job opportunities. There were 12 speakers at the Careers in Agriculture day however, the number of students attending from the University were not as high as anticipated. Foodland contributed \$1500 to the showcase to display and sample local food in the tented area.

#### **5. Paris, France Update**

Representatives from the U of G, City of Guelph, Chamber of Guelph and Wellington County travelled to France in October with local businesses that export food as part of a business trade mission. Wellington County became part of the food cluster group that travels to areas to show and present food opportunities from the County. Wagram Springs, Troll Bridge Creek and Dixon's Distilled Spirits were a few of the businesses that attended. During the trip businesses worked on pitch, collaboration as well as other learning experiences including how the government works with Economic Development in Dejong France. As a follow up, Crystal will be meeting with the business that were involved to get their feedback from the trip. This was part of the action plan from the BR+E.

#### **6. Roundtable/Other Business**

##### **Centre Wellington:**

- No update

##### **County:**

- On November 16<sup>th</sup>, Live Work Wellington will be focusing on Puslinch Township – with Wayfreight Services, Aberfoyle Snowmobiles, and 2 others participating. Requesting tips to pass on to students prior to event day.
- Engineering in Wellington County is scheduled to be held in January where employers will attend the U of G career fair, meet students and learn about supports available on campus.

- Tom will be attending a meeting at the Peel Newcomer Centre in Mississauga where they provide an 8 week rural training course to hire skilled positions. Tom will be meeting investors that are looking to help businesses in Wellington County.
- Reports are in the process for the BR+E. Reports will be reviewed with a follow up analysis after the reports are compiled.
- County has taken on Social Media – FaceBook, Twitter etc.
- The redevelopment for the Economic Development page on the County website will be showcased to the committee in November.

**Erin:**

- No update

**GBEC:**

- Many recent changes including rebranding and is now known as ..... Business Centre Guelph Wellington, a new Executive Director - Marios Matsias, and has moved to the old Guelph Mercury building.
- The funding is coming to an end in March for the Starter Company, with talks that another program similar will take over.
- The Annual Bridges to Better Businesses event was held in October and recognized many local rural businesses.

**Guelph/Eramosa:**

- No update

**LIP:**

- The Global Advantage Business Awards – recognizing immigrants who have started businesses – will be held in March. These awards help to identify employers that are hiring immigrants and making a smooth transition for employees. Nomination forms will be available online and marketing materials will be provided within the next couple weeks.
- Public reports and online survey results will be completed in the new year and will include barriers and community involvement.
- Between Oct & Sept over 17000 refugees arrived.
- A video project, Global Story Telling Project, with 7 short videos to raise the awareness of issues in the community will be distributed to schools for teachers to introduce in curriculum. Ella will send a link with information.

**Mapleton:**

- The CIP – public information session has been held. Draft plan is scheduled for mid November and to be presented to Council in December.
- The Photo Contest will close on December 9<sup>th</sup>, 2016.
- Jaclyn attended and participated in the Vibrant Villages with guest speaker Doug Griffiths at the Saugeen Economic Development Corporation on October 19<sup>th</sup>.



**MEDI:**

- The Ministry has restructured – Ontario Investment Office turning medium size businesses into large businesses – Steve will continue to cover Wellington County and Guelph.
- New Grants and programs will soon be available.
- Looking to have Site Certification presentation with updates at the December meeting.

**Minto:**

- Minto is officially a certified site, first one in County
- Christmas promotions in the process
- Live to Lead hosted in October, was very successful. Next event will be November 15<sup>th</sup> in Mount Forest and November 22<sup>nd</sup> in Palmerston.
- Local small business that started was recognized nationally
- EDAC and IEC conferences will be held in Niagara Falls and Toronto this year.

**OMAFRA:**

- Premiers Award for Innovation and Agriculture – celebrates the 10<sup>th</sup> anniversary – the ceremony will be held in the Waterloo area and will announce 4 winners from Wellington County.
- Survey for internal measure of economic development readiness to measure jobs and investment to show success stories for previous projects instead of instant results.
- The Municipal Economic Development Forum and Ag 4.0 will be held on November 2<sup>nd</sup>.
- New Community Funding Program is still in discussions.
- Over the coming years the Bruce Nuclear will under go a refurbishing which will provide more than 15000 jobs, new development for housing, businesses moving into area etc.

**Puslinch:**

- CIP to be included in budget
- Zoning bylaw

**Safe Communities:**

- No update

**Wellington North:**

- Renew Wellington North meeting will be held tonight.
- Produced YouTube videos for potential business applicants to engage business owners and real estate in order toward becoming more involved in the Renew program.
- Developments – a new nursing home will be built in Mount Forest. Looking to break ground spring 2017. Having discussions to determine how the old building can be used to continue to help the community
- Hospital re-development is also taking place.

**WFA:**

- No update

**WFPB:**

- Carolyn O'Donnell recently started with WFPB as Project Officer. Looking to increase WFPB Development committees in the 4 communities of Waterloo Region, Guelph, Wellington, Dufferin. These committees will identify key areas, shared issues and individual issues.

**WWCFDC:**

- Jenna is working on many new projects for WWCFDC

Minutes from the WCMEDG meetings are distributed to Council, Clerks, Economic Development Representatives and other members for information purposes.

**Next meeting** is scheduled for **December 6<sup>th</sup>, 2016 for Economic Development Officers/Coordinators, Supporting Organizations and Elected Officials** at 9:30am in the WWCFDC Boardroom.

Meeting adjourned at 11:35am

---

Crystal Ellis, Chair

---

Jane Shaw, Recording Secretary



## TOWN OF LAKESHORE

---

419 Notre Dame St.  
Belle River, ON N0R 1A0

December 2, 2016

Mitzie Hunter, Minister of Education  
14<sup>th</sup> Floor, Mowat Block  
900 Bay Street  
Toronto ON  
M7A 1L2

Dear Minister Hunter:

**RE: SUPPORT OF RESOLUTION – ACCOMMODATION REVIEW PROCESS**

At their meeting of November 22, 2016 the Council of the Town of Lakeshore duly passed the following resolution.

Councillor Bailey moved and Councillor McKinlay seconded:

**WHEREAS** the current Accommodation Review Process released by the Minister of Education to serve as a province wide minimum standard that, school boards must use to develop their own policies for pupil accommodation reviews is not reflective of the reality of rural school and community life

**AND WHEREAS** school closures impact single-school small rural communities in all educational, social and economic aspects to a far greater degree than those impacts in multi-school urban communities;

**AND WHEREAS** projected growth patterns of rural communities should be a factor within the review process;

**THEREFORE BE IT RESOLVED**, that the Town of Lakeshore requests the Minister of Education to initiate an immediate moratorium on the Accommodation Review Process until such time as a review of the above mentioned impacts on small rural communities are studied, completed and the results and recommendations are considered;

**AND THAT** this resolution be circulated to the Minister of Education, Mitzie Hunter, Premier Kathleen Wynne, Leader of the Opposition Party, Patrick Brown, MPP Taras Natyshak and all

municipalities in Ontario requesting they forward a letter of support to the Minister of Education, Premier, Leader of the Opposition Party and local MPP.

**Motion Carried Unanimously**

Should you require any further information regarding the above, please contact the undersigned.

Yours truly,

A handwritten signature in black ink, appearing to read 'Mary Masse', written in a cursive style.

Mary Masse  
Clerk

/km

Cc: Municipalities in Ontario

From:  
To:

[Cindy Lanoue](#)

[311@toronto.ca](#); [aclarke@gorebay.ca](#); [admin@carlingtownship.ca](#); [admin@dawneuphemia.on.ca](#);  
[admin@dnetontario.ca](#); [admin@eganville.com](#); [admin@frontofyonge.com](#); [admin@greatermadawaska.com](#);  
[admin@hiltontownship.ca](#); [admin@jocelyn.ca](#); [admin@mcgarry.ca](#); [admin@merrickville-wolford.ca](#);  
[admin@midland.ca](#); [admin@mindenhills.ca](#); [admin@nipissingtownship.com](#); [admin@northmiddlesex.on.ca](#);  
[admin@northstormont.ca](#); [admin@papineaucameron.ca](#); [admin@porthope.ca](#); [Admin](#);  
[admin@ryersontownship.ca](#); [admin@siouxlookout.ca](#); [admin@southfrontenac.net](#); [admin@zorra.on.ca](#);  
[administration@calvintownship.ca](#); [administration@county-lambton.on.ca](#); [administration@greenstone.ca](#);  
[administration@lambtonshores.ca](#); [administration@town.ignace.on.ca](#); [administration@valharty.ca](#);  
[adminmachar@vianet.ca](#); [adminoffice@gordonbarrieisland.ca](#); [ahumphries@cityofwoodstock.ca](#);  
[alberton@jam21.net](#); [alnhald@alnhaldimand.ca](#); [Andree Latreille](#); [apellow@chapleau.ca](#);  
[apottor@augusta.ca](#); [arbuttownship@bellnet.ca](#); [areld@bmts.com](#); [arnprior@arnprior.ca](#);  
[assignackinfo@amtelecom.net](#); [athens@myhighspeed.ca](#); [bancroft@bancroft.ca](#); [barb.mcleod@wilmot.ca](#);  
[bayham@bayham.on.ca](#); [bbonisteel@asphodelhorwood.com](#); [bbrooks@stonemills.com](#);  
[bcobean@brucecounty.on.ca](#); [bdunk@stcatharines.ca](#); [bgreen@ontera.net](#); [billingsadmin@billingstwp.ca](#);  
[bknight@huroneast.com](#); [bluewater@town.bluewater.on.ca](#); [boyds@middlesexcentre.on.ca](#); [brant@brant.ca](#);  
[brentstedenis@gmail.com](#); [brethour@parolink.net](#); [brock@townshipofbrock.ca](#); [brucemines@bellnet.ca](#);  
[bsander@essatowship.on.ca](#); [btabor@oxfordcounty.ca](#); [burpeemills@vianet.ca](#); [bwhite@town.minto.on.ca](#);  
[candace.thwaites@gravenhurst.ca](#); [cao@duttondunwich.on.ca](#); [cao@schreiber.ca](#); [cao@shawbiz.ca](#);  
[cao@swox.org](#); [cbeauvais@municipalityofkillarney.ca](#); [cbondy@essex.ca](#); [ccyr@wawa.cc](#); [cdwyre@kos.net](#);  
[centralm@amtelecom.net](#); [cgroulx@hawkesbury.ca](#); [chapple@tbaytel.net](#); [charris@scugog.ca](#); [City of Ottawa](#);  
[cityadmin@owensound.ca](#); [cityclerk@cityssm.on.ca](#); [cityhall@cornwall.ca](#); [cityinfo@barrie.ca](#);  
[citytpbo@peterborough.ca](#); [civic@hanover.ca](#); [CKclerk@chatham-kent.ca](#); [ckerster@manitouwadge.ca](#);  
[clerk@acwtownship.ca](#); [clerk@addingtonhighlands.ca](#); [clerk@burksfalls.ca](#); [clerk@carlowmayo.ca](#);  
[clerk@ebonfield.org](#); [clerk@forterie.on.ca](#); [clerk@hamilton.ca](#); [clerk@kincardine.net](#); [clerk@madoc.ca](#);  
[clerk@marathon.ca](#); [clerk@newtecumseth.ca](#); [clerk@niagararegion.ca](#); [clerk@portcolborne.ca](#);  
[clerk@strongtownship.com](#); [clerk@tayvalleytwp.ca](#); [clerk@thorold.com](#); [clerk@town.howick.on.ca](#);  
[clerk@town.southbruce.on.ca](#); [clerk@township.limerick.on.ca](#); [clerk@township.mckellar.on.ca](#);  
[clerk@tudorandcashel.com](#); [clerk@wasagabeach.com](#); [clerk@welland.ca](#); [clerks@city.windsor.on.ca](#);  
[clerks@durham.ca](#); [clerks@greatersudbury.ca](#); [clerks@ingersoll.ca](#); [clerks@kitchener.ca](#); [clerks@pickering.ca](#);  
[clerks@richmondhill.ca](#); [clerks@sarnia.ca](#); [clerks@stratfordcanada.ca](#); [clerks@timmins.ca](#);  
[clerksoffice@centrehastings.com](#); [clerktreasurer@visitmachin.com](#); [cmortimer@muskokalakas.ca](#);  
[cmoyle@twp.beckwith.on.ca](#); [cob@burlington.ca](#); [cobalt@ntl.sympatico.ca](#); [coinfo@countyofessex.on.ca](#);  
[comments@townsrf.ca](#); [conmee@tbaytel.net](#); [connie.cox@erin.ca](#); [corporate@orillia.ca](#); [County of Renfrew](#);  
[cpallo@city.belleville.on.ca](#); [cvankoughnett@mcDougall.ca](#); [dack@ntl.sympatico.ca](#); [dan@cramahetownship.ca](#);  
[dawsontwp@tbaytel.net](#); [denise.corry@huntsville.ca](#); [dewilson@tillsonburg.ca](#); [diannesayer3@hotmail.com](#);  
[diordida@niagarafalls.ca](#); [dleitch@centralelgin.org](#); [dluker@tiny.ca](#); [dmctavish@enniskillen.ca](#);  
[donnab@wellington.ca](#); [dwightmctaggart@larderlake.ca](#); [eftownship@ear-falls.com](#); [ehamel@deseronto.ca](#);  
[elklake@ntl.sympatico.ca](#); [email@huronshores.ca](#); [email@petawawa.ca](#); [englehart@ntl.sympatico.ca](#);  
[evantureladmin@parolink.net](#); [ezt@ezt.ca](#); [ffice@doriontownship.ca](#); [general@get.on.ca](#);  
[general@kapuskasing.ca](#); [general@northgrenville.on.ca](#); [general@strathroy-caradoc.ca](#);  
[general@town.stmarys.on.ca](#); [generalinquiries@dryden.ca](#); [generalmail@blandfordblenheim.ca](#);  
[gfrost@brighton.ca](#); [gillies@tbaytel.net](#); [gkosch@wellesley.ca](#); [gschwendinger@pertheast.ca](#);  
[harlytwp@parolink.net](#); [harlytwp@parolink.net](#); [harris@ntl.sympatico.ca](#); [harrisonr@saugeenshores.ca](#);  
[havbelmet@hbmtpw.ca](#); [hdowd@notl.org](#); [hgage@thearchipelago.on.ca](#); [hsoady-easton@grimsby.ca](#);  
[info@adelaidemetcalfe.on.ca](#); [info@admastonbromley.com](#); [info@algonquinhighlands.ca](#);  
[info@armourtownship.ca](#); [info@atikokan.ca](#); [info@aurora.ca](#); [info@blrtownship.ca](#); [info@brockton.ca](#);  
[info@brockville.com](#); [info@brookealvinston.com](#); [info@caledon.ca](#); [info@callander.ca](#); [info@carletonplace.ca](#);  
[info@casselman.ca](#); [info@centralhuron.com](#); [info@champlain.ca](#); [info@chisholm.ca](#); [info@city.elliottlake.on.ca](#);  
[info@city.kawarthalakes.on.ca](#); [info@cityofnorthbay.ca](#); [info@clarington.net](#); [info@county.peterborough.on.ca](#);  
[info@dourodummer.on.ca](#); [info@dufferincounty.ca](#); [info@fauquierstrickland.ca](#); [info@frontenacounty.ca](#);  
[info@gbtownship.ca](#); [info@georgina.ca](#); [info@greaternapanee.com](#); [info@greyhighlands.ca](#); [info@guelph.ca](#);  
[info@haldimandcounty.on.ca](#); [info@hamiltontownship.ca](#); [info@hastingshighlands.ca](#); [info@highlandseast.ca](#);  
[info@hiltonbeach.com](#); [info@huronkinloss.com](#); [info@khrtownship.ca](#); [info@lanarkcounty.ca](#);  
[info@laurentianhills.ca](#); [info@leamington.ca](#); [info@lincoln.ca](#); [info@loyalist.ca](#); [info@lucanbidulph.on.ca](#);  
[info@madawaskavalley.ca](#); [info@magnetawan.com](#); [info@markstay-warren.ca](#); [info@mattawa.ca](#);  
[info@mcabbraeside.com](#); [info@meaford.ca](#); [info@melanctontownship.ca](#); [info@moosonee.ca](#);  
[info@mulumurtownship.ca](#); [info@muskoka.on.ca](#); [info@newmarket.ca](#); [info@nipigon.net](#); [info@northdundas.com](#);  
[info@northfrontenac.ca](#); [info@northhuron.ca](#); [info@orangeville.ca](#); [info@oro-medonte.ca](#); [info@osmtownship.ca](#);  
[info@pelee.ca](#); [info@perthcounty.ca](#); [info@plympton-wyoming.ca](#); [info@powassan.net](#); [info@prescott.ca](#);  
[info@russell.ca](#); [info@sdccounties.ca](#); [info@sequin.ca](#); [info@simcoe.ca](#); [info@smithsfalls.ca](#); [info@snnf.ca](#);  
[info@southgate.ca](#); [info@southglengarry.com](#); [info@southhuron.ca](#); [info@southriverontario.com](#);  
[info@southstormont.ca](#); [info@southwestmiddlesex.ca](#); [info@springwater.ca](#); [info@stirling-lawdon.com](#);  
[info@stthomas.ca](#); [info@tay.ca](#); [info@tecumseh.ca](#); [info@terracebay.ca](#); [info@thebluemountains.ca](#);  
[info@town.lasalle.on.ca](#); [info@town.renfrew.on.ca](#); [info@town.uxbridge.on.ca](#); [info@townofkearney.com](#);  
[info@townofnemi.on.ca](#); [info@townofspanish.com](#); [info@township.montague.on.ca](#); [info@townshipofperry.ca](#);  
[info@townshipofsevern.com](#); [info@trentfalls.ca](#); [info@twp.tweed.on.ca](#); [info@twprideaulakes.on.ca](#);  
[info@tyendinagatownship.com](#); [info@villageofpointedward.com](#); [info@warwicktownship.ca](#); [info@westgrey.com](#);  
[info@westperth.com](#); [info@whitby.ca](#); [info@whitestone.ca](#); [info@whitewaterregion.ca](#);  
[information@gananoque.ca](#); [inquiries@huroncounty.ca](#); [inquiries@norfolkcounty.ca](#); [inquiries@sables-spanish.ca](#);  
[inquiries@thamescentre.on.ca](#); [inquiry@amherstburg.ca](#); [inquiry@innisfil.ca](#); [jallen@latchford.ca](#);  
[jbarbeau@westnipissing.ca](#); [jeffrey.abrams@vaughan.ca](#); [jhannam@thunderbay.ca](#); [joann.ducharme@tkl.ca](#);  
[johnsontwp@bellnet.ca](#); [jp.ouellet@cochraneontario.com](#); [jtelfer@townofshelburne.on.ca](#);  
[karmstrong@twp.norwich.on.ca](#); [karyn.bennett@halton.ca](#); [kathryn.lockyer@peelregion.ca](#);  
[katie.scott@blindriver.ca](#); [kbunting@middlesex.ca](#); [kevinh@quintewest.ca](#); [kitteringham@markham.ca](#);

[KLauzon@centrewellington.ca](mailto:KLauzon@centrewellington.ca); [ksmyth@king.ca](mailto:ksmyth@king.ca); [kwhite@pecounty.on.ca](mailto:kwhite@pecounty.on.ca); [lairdtpw@soonet.ca](mailto:lairdtpw@soonet.ca); [lakeofthewoodstwp@tbaytel.net](mailto:lakeofthewoodstwp@tbaytel.net); [laurentian@laurvall.on.ca](mailto:laurentian@laurvall.on.ca); [lavalley@nwonet.net](mailto:lavalley@nwonet.net); [liselavigne@northglengarry.ca](mailto:liselavigne@northglengarry.ca); [lkeech@lennox-addington.on.ca](mailto:lkeech@lennox-addington.on.ca); [lkeenan@adjitos.ca](mailto:lkeenan@adjitos.ca); [lmcdonald@bracebridge.ca](mailto:lmcdonald@bracebridge.ca); [lrozon@easthawkesbury.ca](mailto:lrozon@easthawkesbury.ca); [lwolfe@brantford.ca](mailto:lwolfe@brantford.ca); [M.Percival@lakeofbays.on.ca](mailto:M.Percival@lakeofbays.on.ca); [mail@elizabethstown-kitley.on.ca](mailto:mail@elizabethstown-kitley.on.ca); [mail@northdumfries.ca](mailto:mail@northdumfries.ca); [mail@southdundas.com](mailto:mail@southdundas.com); [mail@townofgrandvalley.ca](mailto:mail@townofgrandvalley.ca); [mail@twpec.ca](mailto:mail@twpec.ca); [malahide@malahide.ca](mailto:malahide@malahide.ca); [Martin.derond@ajax.ca](mailto:Martin.derond@ajax.ca); [marylynn.nbp@amtelecom.net](mailto:marylynn.nbp@amtelecom.net); [mattawan@xplornet.ca](mailto:mattawan@xplornet.ca); [mattice@ntl.sympatico.ca](mailto:mattice@ntl.sympatico.ca); [mbouffard@frenchriver.ca](mailto:mbouffard@frenchriver.ca); [mcmurric@gmail.com](mailto:mcmurric@gmail.com); [mdaigneault@alfred-plantagenet.com](mailto:mdaigneault@alfred-plantagenet.com); [michele.kennedy@townofws.ca](mailto:michele.kennedy@townofws.ca); [mmccuaig@nationmun.ca](mailto:mmccuaig@nationmun.ca); [mmcdonald@elgin-county.on.ca](mailto:mmcdonald@elgin-county.on.ca); [mmclaren@hortontownship.ca](mailto:mmclaren@hortontownship.ca); [mono@townofmono.com](mailto:mono@townofmono.com); [moonbeam@moonbeam.ca](mailto:moonbeam@moonbeam.ca); [moreilly@lesterpublications.com](mailto:moreilly@lesterpublications.com); [mouellet@clarence-rockland.com](mailto:mouellet@clarence-rockland.com); [mrutter@county.haliburton.on.ca](mailto:mrutter@county.haliburton.on.ca); [msampson@amcto.com](mailto:msampson@amcto.com); [municipality@eastferris.ca](mailto:municipality@eastferris.ca); [municipality@redlake.ca](mailto:municipality@redlake.ca); [municipality@temiskamingshores.ca](mailto:municipality@temiskamingshores.ca); [nairancentre@personainternet.com](mailto:nairancentre@personainternet.com); [naw@naigonawil.com](mailto:naw@naigonawil.com); [neebing@neebing.org](mailto:neebing@neebing.org); [nirving@town.aylmer.on.ca](mailto:nirving@town.aylmer.on.ca); [NJBozzato@pelham.ca](mailto:NJBozzato@pelham.ca); [nmichie@morristurnberry.ca](mailto:nmichie@morristurnberry.ca); [office@chatsworth.ca](mailto:office@chatsworth.ca); [office@faraday.ca](mailto:office@faraday.ca); [office@georgianbluffs.on.ca](mailto:office@georgianbluffs.on.ca); [office@newbury.ca](mailto:office@newbury.ca); [office@townshipofjoly.com](mailto:office@townshipofjoly.com); [oilsprings@ciaccess.com](mailto:oilsprings@ciaccess.com); [olga.smith@waterloo.ca](mailto:olga.smith@waterloo.ca); [peggy.dupuis@oliverpaipoonge.on.ca](mailto:peggy.dupuis@oliverpaipoonge.on.ca); [peggy@baldwin.ca](mailto:peggy@baldwin.ca); [pembroke@pembroke.ca](mailto:pembroke@pembroke.ca); [peter.fay@brampton.ca](mailto:peter.fay@brampton.ca); [petrolia@petrolia.ca](mailto:petrolia@petrolia.ca); [pfettes@clearview.ca](mailto:pfettes@clearview.ca); [pgreco@twp.prince.on.ca](mailto:pgreco@twp.prince.on.ca); [picklelake@picklelake.org](mailto:picklelake@picklelake.org); [pinej@hastingscounty.com](mailto:pinej@hastingscounty.com); [plumtwsp@onlink.net](mailto:plumtwsp@onlink.net); [public.info@mississauga.ca](mailto:public.info@mississauga.ca); [questions@cambridge.ca](mailto:questions@cambridge.ca); [rainyriver@tbaytel.net](mailto:rainyriver@tbaytel.net); [ramara@ramara.ca](mailto:ramara@ramara.ca); [reception@blackriver-matheson.com](mailto:reception@blackriver-matheson.com); [reception@mapleton.ca](mailto:reception@mapleton.ca); [reception@northkawartha.on.ca](mailto:reception@northkawartha.on.ca); [reception@uclg.on.ca](mailto:reception@uclg.on.ca); [reception@westlincoln.ca](mailto:reception@westlincoln.ca); [Recreation Services@regional.clerk@york.ca](mailto:Recreation Services@regional.clerk@york.ca); [regionalclerk@regionofwaterloo.ca](mailto:regionalclerk@regionofwaterloo.ca); [renee.chaparon@stcharlesontario.ca](mailto:renee.chaparon@stcharlesontario.ca); [reynald.rivard@armstrong.ca](mailto:reynald.rivard@armstrong.ca); [ritchiec@northumberlandcounty.ca](mailto:ritchiec@northumberlandcounty.ca); [rmadere@wainfleet.ca](mailto:rmadere@wainfleet.ca); [rmens@townofparrysound.com](mailto:rmens@townofparrysound.com); [rmurphy@townofbwg.com](mailto:rmurphy@townofbwg.com); [royward.hpayne@bellnet.ca](mailto:royward.hpayne@bellnet.ca); [rtrimble@lanarkhighlands.ca](mailto:rtrimble@lanarkhighlands.ca); [sbpen@bmts.com](mailto:sbpen@bmts.com); [sbryce@villageofwestport.ca](mailto:sbryce@villageofwestport.ca); [service@kenora.ca](mailto:service@kenora.ca); [service@oshawa.ca](mailto:service@oshawa.ca); [ServiceOakville@oakville.ca](mailto:ServiceOakville@oakville.ca); [sharon.vokes@grey.ca](mailto:sharon.vokes@grey.ca); [shuniah@shuniah.org](mailto:shuniah@shuniah.org); [skitchen@kingsville.ca](mailto:skitchen@kingsville.ca); [southalgonquin@xplornet.com](mailto:southalgonquin@xplornet.com); [southwold@southwold.ca](mailto:southwold@southwold.ca); [stjoeadmin@bellnet.ca](mailto:stjoeadmin@bellnet.ca); [suzannej@haltonhills.ca](mailto:suzannej@haltonhills.ca); [t.graham@marmoraandlake.ca](mailto:t.graham@marmoraandlake.ca); [toc@ontera.net](mailto:toc@ontera.net); [town@eastgwillimbury.ca](mailto:town@eastgwillimbury.ca); [town@espanola.ca](mailto:town@espanola.ca); [town@fort-frances.com](mailto:town@fort-frances.com); [town@mississippimills.ca](mailto:town@mississippimills.ca); [town@northperth.ca](mailto:town@northperth.ca); [townclerk@milton.ca](mailto:townclerk@milton.ca); [townhall@collingwood.ca](mailto:townhall@collingwood.ca); [townhall@goderich.ca](mailto:townhall@goderich.ca); [townmail@deepriver.ca](mailto:townmail@deepriver.ca); [townofhearst@hearst.ca](mailto:townofhearst@hearst.ca); [Township of Woolwich@township@woolwich.ca](mailto:Township of Woolwich@township@woolwich.ca); [township@amaranth-eastgary.ca](mailto:township@amaranth-eastgary.ca); [township@centralfrontenac.com](mailto:township@centralfrontenac.com); [township@dubreuilville.ca](mailto:township@dubreuilville.ca); [township@emo.ca](mailto:township@emo.ca); [township@ntl.sympatico.ca](mailto:township@ntl.sympatico.ca); [township@perthsouth.ca](mailto:township@perthsouth.ca); [township@wellington-north.com](mailto:township@wellington-north.com); [townshipofmorley@gmail.com](mailto:townshipofmorley@gmail.com); [townthess@bellnet.ca](mailto:townthess@bellnet.ca); [treasurerofchamberlain@ontera.net](mailto:treasurerofchamberlain@ontera.net); [Trent Lakes@walker@penetanguishene.ca](mailto:Trent Lakes@walker@penetanguishene.ca); [twilbee@dysartetal.ca](mailto:twilbee@dysartetal.ca); [twphill@paralink.net](mailto:twphill@paralink.net); [twpmacd@onlink.net](mailto:twpmacd@onlink.net); [twpoconn@tbaytel.net](mailto:twpoconn@tbaytel.net); [twpopas@persona.ca](mailto:twpopas@persona.ca); [twpsel@nexicom.net](mailto:twpsel@nexicom.net); [twpshcm@xplornet.com](mailto:twpshcm@xplornet.com); [twptehk@amtelecom.net](mailto:twptehk@amtelecom.net); [vanessa@townshipleeds.on.ca](mailto:vanessa@townshipleeds.on.ca); [Village of Sundridge@villageofundridge.ca](mailto:Village of Sundridge@villageofundridge.ca); [Village of Thornloe@visit@temagami.ca](mailto:Village of Thornloe@visit@temagami.ca); [webmaster@cobourg.ca](mailto:webmaster@cobourg.ca); [webmaster@london.ca](mailto:webmaster@london.ca); [webmaster@twp.stclair.on.ca](mailto:webmaster@twp.stclair.on.ca); [westelgin@westelgin.net](mailto:westelgin@westelgin.net); [winniempl@onlink.net](mailto:winniempl@onlink.net); [wollaston@bellnet.ca](mailto:wollaston@bellnet.ca)

**Subject:** Support of Resolution  
**Date:** December-05-16 8:45:00 AM  
**Attachments:** 2013\_tol\_logo\_email\_fb-paintnet100aa37  
Support of Resolution - Accommodation Review Process.pdf

Good Morning,

Please see attached a copy of Town of Lakeshore - Support of Resolution regarding Accommodation Review Process.

Thank you

Cindy

Cindy Lanoue  
Administrative Assistant

Town of Lakeshore  
T 519-728-1975 x265  
[clanoue@lakeshore.ca](mailto:clanoue@lakeshore.ca)





December 9, 2016

Sent via email

To: Ontario Municipalities

**Re: Richmond Hill Resolution - A Bank for Everyone – Support Postal Banking**

---

Richmond Hill Town Council, at its meeting held on November 28, 2016, adopted the following resolution:

- a) That the Town of Richmond Hill encourages the Federal Government to review the Banking Act to allow postal banking at Canada Post;
- b) That the Town of Richmond Hill encourages the Federal Government to amend the Canada Post Act of 1981 to allow postal banking at Canada Post;
- c) That the Town of Richmond Hill encourages the Federal Government to instruct Canada Post to add postal banking as a service, with a mandate for financial inclusion either as a stand-alone bank or in cooperation with other financial organizations which may include the Business Development Bank of Canada (BDC);
- d) That the Town of Richmond Hill call on the federal government to instruct Canada Post to add postal banking, with a mandate for financial inclusion;
- e) That Council direct staff to forward this resolution to other local governments in Canada for whom contact information is readily available, requesting favourable consideration of this resolution to the Federation of Canadian Municipalities;
- f) And further, that Council direct staff to forward this resolution to:
  - 1. Leona Alleslev, Member of Parliament, Richmond Hill, Ontario 12820 Yonge Street, Suite 202, Richmond Hill, Ontario L4E 4H1, Canada;
  - 2. Majid Jowhari, Member of Parliament (Richmond Hill) 9140 Leslie Street, Unit 407 Richmond Hill, Ontario L4B 0A9, Canada;
  - 3. Clark Somerville, President, Federation of Canadian Municipalities, 24 Clarence St, Ottawa, Ontario K1N 5P3;
  - 4. Other local governments in Canada for whom contact information is readily available;

.../2

December 9, 2016  
Page 2

5. The Federation of Canadian Municipalities;
6. Judy Foote, Minister of Public Services and Procurement, Rm 18A1,  
11 Laurier Street Phase III, Place du Portage, Gatineau, QC, K1A 0S5;
7. Mike Palecek, President, Canadian Union of Postal Workers, 377 Bank  
Street, Ottawa, Ontario, K2P 1Y3.

In accordance with Council's directive, please find attached a copy of the Council endorsed member motion.

If you have any questions, please contact the Office of the Clerk, at 905-771-8800.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'S. Huycke', with a stylized, flowing script.

Stephen M.A. Huycke  
Director of Council Support Services/Town Clerk

Attachment

cc: Leona Alleslev, Member of Parliament - Richmond Hill  
Majid Jowhari, Member of Parliament- Richmond Hill  
Clark Somerville, President, Federation of Canadian Municipalities  
Judy Foote, Minister of Public Services and Procurement  
Mike Palecek, President, Canadian Union of Postal Workers





# MEMBER MOTION

## Section 5.4.4(b) of Procedure By-law

**Meeting:** Committee of the Whole ☐ Council **X**  
**Meeting Date:** November 28, 2016  
**Subject/Title:** A bank for everyone – Support postal banking  
**Submitted by:** Councillor Muench

Whereas the Federal Government's Canada Post Review will conclude, in the spring of 2017, with the government announcing decisions on the future of Canada Post, including whether or not to create a new service and revenue stream through postal banking;

Whereas there is an urgent need for this service because thousands of rural towns and villages do not have a bank;

Whereas nearly two million Canadians desperately need alternatives to high interest charging payday lenders including our residents in Richmond Hill;

Whereas postal banking helps keep post offices viable and financial services accessible in many parts of the world;

Whereas postal banking has the support of over 600 municipalities and close to two-thirds of Canadians (Stratcom poll, 2013);

Whereas residents and businesses of Richmond Hill rely on mail service and see postal banking as an opportunity to improve the financial position of Canada Post while allowing the organization to continue its important service to Canadians including Richmond Hill without subsidy;

Whereas small business in Richmond Hill and throughout Canada require more and different forms of banking services to assist in venture capital growth as well as other financial needs currently not being serviced;

Whereas the Federal Government has prioritized, communicated, promoted, encouraged and challenged Canadians to be innovative, postal banking will allow customers of Canada Post to have access to banking services that will enhance productivity and quality of life for all stakeholders;

Therefore Be It Resolved:

- a) That the Town of Richmond Hill encourages the Federal Government to review the Banking Act to allow postal banking at Canada Post;

.../2

- b) That the Town of Richmond Hill encourages the Federal Government to amend the Canada Post Act of 1981 to allow postal banking at Canada Post;
- c) That the Town of Richmond Hill encourages the Federal Government to instruct Canada Post to add postal banking as a service, with a mandate for financial inclusion either as a stand-alone bank or in cooperation with other financial organizations which may include the Business Development Bank of Canada (BDC);
- d) That the Town of Richmond Hill call on the federal government to instruct Canada Post to add postal banking, with a mandate for financial inclusion;
- e) That Council direct staff to forward this resolution to other local governments in Canada for whom contact information is readily available, requesting favourable consideration of this resolution to the Federation of Canadian Municipalities;
- f) And further, that Council direct staff to forward this resolution to:
  - i) Leona Alleslev, Member of Parliament, Richmond Hill, Ontario  
12820 Yonge Street, Suite 202, Richmond Hill, Ontario L4E 4H1, Canada;
  - ii) Majid Jowhari, Member of Parliament (Richmond Hill) 9140 Leslie Street, Unit 407 Richmond Hill, Ontario L4B 0A9, Canada;
  - iii) Clark Somerville, President, Federation of Canadian Municipalities, 24 Clarence St, Ottawa, Ontario K1N 5P3;
  - iv) Other local governments in Canada for whom contact information is readily available;
  - v) The Federation of Canadian Municipalities;
  - vi) Judy Foote, Minister of Public Services and Procurement, Rm 18A1, 11 Laurier Street Phase III, Place du Portage, Gatineau, QC, K1A 0S5;
  - vii) Mike Palecek, President, Canadian Union of Postal Workers, 377 Bank Street, Ottawa, Ontario, K2P 1Y3.

Moved by: Councillor Muench

Seconded by:



# GRAND Actions

The Grand River watershed newsletter



November/December 2016 • Volume 20, Number 4

## What's Inside:

### Features

2016 Honour Roll Award  
for David Lamble .....1  
Grand Safari ..... 3

### What's happening

A field trip for the climate 4  
Students help GLNC ..... 5  
Heritage workshop ..... 5

### Look who's taking action

Belwood cleanup ..... 6  
Brantford new forest ..... 6

### What you can do

Three ways to help bees 7  
Give a Park Pass ..... 6  
Reservoirs are low ..... 8

Calendar ..... 8

### Cover photo

David Lamble removes a red-breasted nuthatch from a net to band it.

Photo by Janet Baine



## David Lamble nets birds and 2016 Honour Roll award

By Janet Baine

GRCA Communications Specialist

David Lamble fell in love with bird banding in the 1970s and he received the GRCA's top conservation award as a result of his work with birds.

Lamble spends about 200 days a year out in the fields, forests and wetlands banding birds, mostly in the northern part of the Grand River watershed.

On Thursday, October 20, he received the Grand River Conservation Authority's top conservation award — the 2016 Honour Roll Award — for his dedication to the scientific practice of bird banding. Only one of these awards is given out by the conservation authority in any given year.

"People should know that a number of wildlife species are in danger and if we are going to help them, we need to know more about them," he says.

Bird banding means catching a bird, assessing its health, age and sex, installing a metal band with a unique number around its leg and then releasing it back into the wild.

Over the decades, Lamble has caught and banded about 200,000 birds of nearly 200 species. His birds end up all over the world — they are caught, recorded and released by other banders or are found and reported back to Lamble through the banding office at the Canadian Wildlife Service.

"The thing I've learned most is birds are smarter than we think. They learn very quickly and can





From left are GRCA Chair Helen Jowett, Joel Pegg (co-ordinator of Youth Outdoors Day), John Rowe, Dr. Paul Karrow, Bob Desautels (The Neighbourhood Group of Companies), David Lamble (Honour Roll Award recipient) and Joe Farwell, CAO of the GRCA. Stories about each Watershed Award recipient will be featured in upcoming issues of Grand Actions.

exploit certain resources,” he says. Woodpeckers, for example, are more common in the Grand River watershed in recent years as a result of the Emerald Ash Borer insect that is killing ash trees. Once a rare find, woodpeckers of all kinds are now common and Lamble believes EAB is the

reason their numbers have risen.

Another trend he has noticed is that swallows are declining because there are few places where they can nest and raise their young. Barn swallows used to use barns, but there are fewer barns and the new ones have a different design without swallow nesting

habitat. Swallows also nest under bridges, but these are also constructed differently, without swallow nesting locations. Lamble has brought this to the attention of bridge builders, who can incorporate nesting areas within new structures.

Lamble holds a master banding permit, which means he can have sub-permittees working with him. At the moment he has four sub-permit holders and one apprentice working with him. Banders can only get a permit by learning from other banders. There are only 300 master permit holders in Canada, so it is not easy to travel the distance required to work with a master bander on a regular basis and get a permit.

### Gypsy bander

Unlike most master banders, Lamble is not associated with a specific bird banding station, so he calls himself a gypsy bander. He moves to different places as he targets a variety of species throughout the year. He monitors and bands at 400 bird boxes every year, including two sets of boxes at Luther Marsh Wildlife Management Area. He also regularly bands at Belwood Lake Park.

A retired teacher, Lamble enjoys sharing his love of banding with others. He gives as many people as possible the chance to hold and release birds, so they too can experience the wonder and fragility of these distance travellers. He does banding demonstrations every year for students at Guelph Lake Nature Centre and has brought birds into school over many years.

“I’m really keen on having kids learn about banding. They can’t band, but you can show them how to hold a bird and let it go. Once someone has captured a bird and then let it go, they have a much better understanding of how beautiful and how fragile they are. It is that interaction that speaks to the child in all of us, adults and kids,” he says.

Later, placing a recently banded mourning dove from his backyard in the hands of a visitor so she can release it, he says, “You have probably never seen a more beautiful mourning dove than this one.”

He is so right — there is something magical about releasing a bird back into the wild.

For more information on the Watershed Awards see [www.grandriver.ca/awards](http://www.grandriver.ca/awards).



Clockwise from left are a barred owl, an osprey chick and a mourning dove during banding by David Lamble.



# UW students take a Grand River safari

By Pieter van der Zaag,  
Visiting professor

From Sept. 6 to 12 nearly 50 graduate students from the University of Waterloo embarked on what I call the Grand River Safari.

This is a unique group of students who come from different backgrounds, disciplines and cultures. They study the same watershed, listening to a variety of stakeholders and other experts, discussing the problems and challenges of the watershed, identifying underlying drivers and causes of environmental change and critically assessing possible avenues of action. This watershed journey is very capably coordinated and led by Mark Servos and Simon Courtenay, with the assistance of Maricor Arlos and Sondra Eger.

Being an RBC Visiting Fellow to the Water Institute, this Dutchman was privileged to participate in this Safari, allowing me to get to know Waterloo staff and students, and also to get acquainted with a river that I didn't know. I can now add the Grand River to my list of favourite watersheds.

Over time the Grand watershed has



Pieter van der Zaag on the Shand Dam.

witnessed massive changes, particularly with respect to land use, the use of its water resources and the construction of hydraulic works. This has led to major modifications of the river flow regime and water quality.

Temperature of the river water during summer is a “hot” item, in particular for fishers and the trout themselves. I never realized that cold water is a resource to be treasured. Colder water is older water, stemming from groundwater, so any action that increases infiltration of rainfall water and boosts base flows is good for trout. As nearly always is the case, slowing the flow adds value.

Some stories stuck. The legacy of the production of Agent Orange in Elmira on local groundwater bodies and seepage flows into the river made a deep impression. How much has our value system changed over the last two generations on either side of the ocean! In The Netherlands we used to view the river Rhine as an efficient sewer not more than 50 years ago.

## Farmers are keepers of the land

Farmers are the keepers of the land and thus very important stakeholders in the watershed. As land owners they directly feel the consequences of any new policy that regulates the watershed. Yet farmers come in different shapes: from small holder dairy farmers using traditional technologies to the most advanced vegetable and ginseng producers.

I was particularly impressed by the staff of the GRCA, not only their professionalism and dedication, but in particular the manner in which they engage with farmers. Whereas they might have formal authority, they prefer to earn it through taking the interests of farmers seriously, jointly exploring ways to improve land use practices that decrease harmful effects on the river and tailor any intervention to the specific characteristics of each farmer. GRCA staff clearly prefer to nudge and use the carrot rather than the stick. The same holds for how they deal with municipalities that need to decrease spills of untreated wastewater. This is called leading from behind.

This strategy resonates with the Dutch strategy of “polderen” — a verb that is derived from the iconic Dutch “polder” watershed, a piece of land that was formerly a lake or part of the sea and is now drained and enclosed by dikes and “reclaimed.”



Photo by Maricor Arlos

Conservation specialist Anne Loeffler of the GRCA shares her experience of working with farmers to improve water quality.



Polderen means to seek consensus among stakeholders if there is an issue to be resolved, rather than top-down enforcement — as if we are all shareholders in a dike: we all have to cooperate or else the dike will fail and we all suffer.

### First Nations water ceremony

The Grand River Safari wouldn't have been complete without the First Nations water ceremony, which was a moving event. It impressed me, and I think all others taking part in it, that we form integral part of the watershed, sojourning for a while in this beautiful space that we borrow from the generations to come.

The water flowing through the watershed connects these different facets, issues and people. Journeying through it is therefore an apt didactical method to promote interdisciplinarity in academia. Well done, Waterloo! I look forward to the research findings that will emanate from this great group of future water leaders!

*Pieter van der Zaag is professor of integrated water resources management at the UNESCO-IHE Institute for Water Education in Delft and professor at the Delft University of Technology, The Netherlands.*

## WHAT'S HAPPENING

# A field trip for climate's sake

**By Tamara Anderson**  
Resource Interpreter

**O**n a crisp October morning, Grade 4/5 students from Our Lady of Providence Catholic School in Brantford arrive at the Apps' Mill Nature Centre to try a new climate change program provided by the nature centres.

They started out by learning about carbon sinks — forests, oceans and other natural areas that absorb and store carbon dioxide. This slows the progress of climate change.

The first challenge for the students was to go into the forest, find and measure trees to



Photo by Tamara Anderson

Students measure a maple tree to find out how much carbon it holds during a day of learning about climate change at Apps' Mill Nature Centre.

learn how much carbon dioxide each tree had absorbed in its lifetime. They were amazed to discover that a moderately-sized sugar maple with a diameter of 41 cm had absorbed almost as much carbon dioxide as the average home emits in electricity use each year.

"I will need to plant at least 80 trees in my lifetime just to have electricity in my home," one boy exclaimed in surprise.

### New climate change game

Games are a great way to teach kids, so nature centre staff developed a climate change game that the students experienced.

The class was divided into two teams — the Guardians and the Oncelers. The Guardians played the role of superheroes in the watershed, trying to reduce carbon dioxide emissions. Their rivals, the greedy Oncelers (based on a character in *The Lorax* by Dr. Seuss), were villains trying to heat up the watershed by increasing carbon dioxides. Each team worked hard on their task.

At one point, the Oncelers emitted so much carbon dioxide that they unleashed a severe storm and one of their players (a parent volunteer) used a water gun to spray and tag the Guardians. Fortunately, the Guardians soon found a way to permit four of their players to "level-up" and become

trees that could tag the Oncelers and trap the carbon dioxide molecules that they were carrying.

After lots of excitement, laughter and learning, the game ended with a wrap-up on the importance of reducing carbon emissions and taking care of the planet's very important carbon sinks.

This is a complex issue to teach to students. As the David Suzuki Foundation has noted, tree planting increases carbon sinks. But it is also essential to seek longterm solutions. These include energy conservation and using renewable energy.

It was a "tree-mendous" day with a very keen class of future stewards of the watershed.

This program fits with the "Conservation of Energy and Resources" unit in Ontario's Grade 5 science curriculum.

### Tree measure tool

The tree measuring activity was inspired by Acer's carbon calculator for trees:

[www.acer-acre.ca/treebiomasscal](http://www.acer-acre.ca/treebiomasscal) and the work of the Science Education Research Center at Carleton College, Minnesota.

To learn more about the nature centre programs like this, please visit [www.grandriver.ca/SchoolPrograms](http://www.grandriver.ca/SchoolPrograms).





Photo by Sara Wilbur

Students in the Beyond Borders program created some video ads to help the Guelph Lake Nature Centre fundraising campaign that will result in a new nature centre.

## Students help GLNC campaign

**By Emma Keesmaat**  
Beyond Borders student

Some Grade 12 students in Guelph have jumped on the band wagon and joined the campaign to raise funds for a new nature centre at Guelph Lake Park.

On a beautiful day in October, 46 Grade 12 students came together in the forests of Guelph Lake Park to meet a challenge.

They were given the task of creating short 30-second and two-minute videos to attract donations and raise interest in the new Guelph Lake Nature Centre that is planned for the property.

The students were split into groups and given a day to brainstorm, film and edit videos. It was a tough challenge, but perfectly suited to the driven and motivated students who are part of Beyond Borders, an experiential learning program of the Upper Grand District School Board in Guelph. The program is business-oriented and provides students with skills such as leadership, problem solving, time management and organization.

The new nature centre will be located inside Guelph Lake Park about a half-kilometre from the current nature centre. The new site has already been landscaped with trees, wetlands and a pollinator park, thanks to volunteers and donations.

The videos were meant to create nostalgia in those who have history at the nature centre, hoping to remind them of the place they love so much. Donations are needed to construct a new education centre as the Grand River Conservation Foundation works towards its goal of raising \$3 million for this project.

They used phones, GoPros and other cameras to create ads that highlighted the beautiful scenery that surrounds the area.

Staff from the GRCA critiqued the videos, along with Susan and Emily Frasson members of the Honorary Campaign Chair Family, and Nicole Visentin from a local marketing firm, Intrigue Media. Intrigue will air the winning videos at a network of doctor's offices and public places in Guelph.

"I was so impressed with what the students were able to capture in such a short time," said Sara Wilbur, executive director of the Foundation. "This will bring our campaign to a broader audience, seen through the eyes of the students. They are Guelph Lake kids and we are too."

As William Shakespeare once wisely said, "One touch of nature makes the whole world kin".

To make a donation to the new centre, visit [www.grcf.ca](http://www.grcf.ca) or call the Foundation at 1-877-29-GRAND.

## Register for the Heritage Day Workshop Feb. 15-17

Mark your calendar, February 15 to 17, 2017, for a special three-day heritage day gathering showcasing the Mississaugas of the New Credit First Nation, their lands, their waters and their people.

The GRCA's Heritage Working Group is marking its 20-year Heritage Day anniversary through a unique partnership with the Mississaugas of the New Credit First

Nation by celebrating Ontario and Canada's 150th anniversary and by recognizing their contributions to Ontario and Canada.



### New Credit First Nations

The three-day Heritage Day Workshop and Historical Gathering will feature more than 20 indigenous and non-indigenous speakers and scholars. These include Donald B. Smith, author of *Mississauga Portraits* and history professor emeritus at the University of Calgary, who has a special interest in the history of aboriginal Canada. Peter H. Russell, professor emeritus in political science with the University of Toronto and chair of the Research Advisory Committee for the Royal Commission on Aboriginal Peoples, will also make presentations.

On the first day, February 15, speakers will address the issues before Canada's confederation in 1967. The focus of the second day, February 16, will be the issues around the time of confederation, and the final day, February 17, will focus on post-confederation.

Register now for one, two or all three days. This is a free event, but preregistration is required by sending an email to [Historical.Gathering@outlook.com](mailto:Historical.Gathering@outlook.com) or calling 905-768-0100 to reserve your spot. Please note that space is limited and the GRCA is not handling registration.



## GRCA volunteer profile Belwood Lake volunteer cleanup

By **Bronwen Buck**  
GRCA Volunteer Coordinator

**B**elwood resident Amanda Stornebrink's desire to "be the change" in her community means she is the November volunteer of the month at the Guelph Wellington Volunteer Centre.

When she discovered the Grand River Conservation Authority was expanding its volunteer program, she called immediately. Her environmental ethic coupled with a strong sense of place meant she was disappointed by the amount of waste left along the Belwood Lake shoreline after the summer. She suggested that the GRCA hold some volunteer events around her beloved stomping grounds. In the fall of 2015 and 2016, she was instrumental helping initiate GRCA cleanups at the Belwood Lake Bridge.

She went above and beyond the role of most volunteers involved in cleanup events. Since the events were also listed on the Great Canadian Shoreline Cleanup website, Stornebrink fulfilled the duties of Great Canadian Shoreline Cleanup site

### LOOK WHO'S TAKING ACTION

coordinator. She helped spread the word, suggested critical places to concentrate effort, and tallied the amount of trash collected by the volunteers.

#### More waste collected

In 2015, volunteers gathered over 300 lbs. In the second event this October, more than 700 lbs of garbage including clothing, beverage cans and discarded furniture were collected.

Having many volunteers join the cleanup made her feel "wonderfully happy and extremely grateful," she wrote.

To find out more about the GRCA's volunteer opportunities, visit [www.grandriver.ca/volunteer](http://www.grandriver.ca/volunteer).

*The GRCA gratefully acknowledges the Ontario Trillium Foundation and the Grand River Conservation Foundation for supporting the volunteer program.*



Photo by Tom Wilson

Students were among those who planted trees at the New Forest in the City in Brantford in October.

## Brantford Forest grows volunteers

**B**rantford's New Forest in the City took five years and is nearly complete.

Over 57,000 native trees have been planted on the site, which has grown from 51 to 78 acres. A legion of dedicated volunteer tree planters has also grown in Brantford thanks to this project. They will move to a new site next year, leaving this as a legacy for future generations.

It will grow up into a Carolinian forest and has trails, bridges and lots of beauty. Next spring, the finishing touches will be carried out — a few plantings will be done and the trails will be regraded.

"It was such a pleasure to work with so many people on this project. It really shows how community groups and individuals can work together, and we have a new project lined up for next year," said GRCA forestry specialist Jessica Robbins.

The New Forest is on land that couldn't be developed beside Braneida Industrial Park and is bordered by Henry Street, Garden Avenue and Highway 403.

This project was led by the Brant Tree Coalition, the GRCA, City of Brantford, County of Brant and industrial partners.

A booklet has been published by the Brant Waterways Foundation about the project.



Photo by Bronwen Buck

Amanda Stornebrink contacted the GRCA when she heard the volunteer program was expanding and she has helped organize cleanups at Belwood Lake. She is the volunteer of the month for the Volunteer Centre of Guelph Wellington.



# Three ways to help pollinators through winter

By Karen Buschert  
Conservation Services

Pollinators will be grateful if you give them places to snuggle up for a cozy winter.

While some, such as monarch butterflies, head south, most stick around to endure freezing temperatures, just like the rest of us.

**Honey bees** generate enough heat to survive the winter by clustering together in their hive and eating the honey they produced during the summer.

**Mourning cloak butterflies** find sheltered spots for winter. Their metabolism slows down to conserve energy through a process known as torpor. In spring, these butterflies are among the first to emerge and can be seen in the sugar bush feeding on the sap of leaky maple trees.

**Black swallowtail butterflies** spend part of their larval life cycle in diapause, a state of dormancy. They spend the winter in a chrysalis in suspended animation, then transform into a butterfly when the warm spring arrives.

Here are three things you can do to help:

1. **Be a messy fall gardener.** Hidden habitat is destroyed in a very tidy garden. Leave tall grass, fallen leaves and other plant material in your garden. This provides perfect winter shelter for tiny insects. Many native

## WHAT YOU CAN DO

bee species survive underground in burrows, in hollow stems and cavities in wood. Spring is a better time to cleanup after insects have emerged and abandoned their winter shelter.

2. **Vigilantly protect natural areas.** Woodlots, wetlands, streams and hedgerows have a critical role in sheltering insects and wildlife. Leave these areas undisturbed to provide insect habitat.
3. **Build bee homes.** You can provide extra habitat for overwintering insects by building homes from something as simple as bundles of hollow sticks. More elaborate wood 'hotels' have lines of drilled holes (see inset photo). Female bees will lay eggs within these holes. The eggs develop into larvae which emerge in spring. Here is a link to more information on bee hotels: [seeds.ca/pollination/making-bee-nests](http://seeds.ca/pollination/making-bee-nests).

There are many rewards for helping pollinators through the winter — 2017 will bring more butterflies, local honey and produce. You will also have helped alleviate the worldwide decline in pollinators.

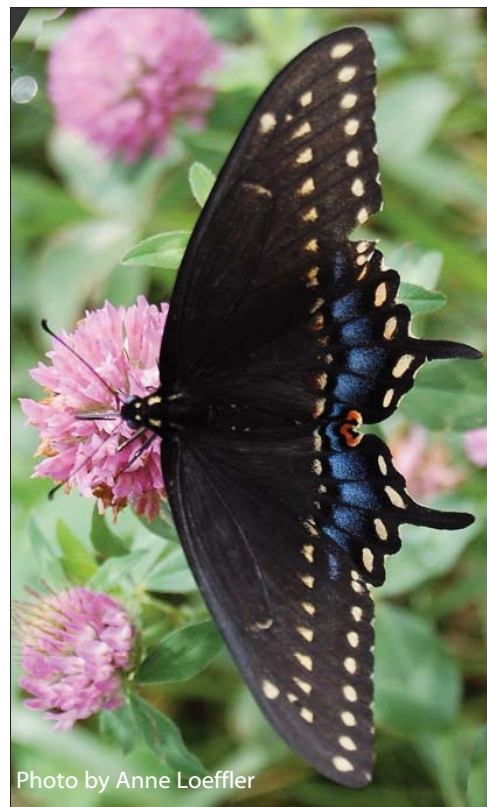


Photo by Anne Loeffler

The black swallowtail butterfly spends the winter in a chrysalis attached to a twig.

## Give a gift that lasts 365 days this holiday

The GRCA has new holiday gift cards that can be purchased online or at the GRCA head office for family and friends.

The cards cost \$125 and can be redeemed for a Grand River Parks Membership pass that will be valid for a year.

This pass allows entry into all 11 Grand River Parks and Luther Marsh throughout the operating season for a full year for the card holder and up to five friends in a vehicle. The benefit of the gift card is that the year doesn't start until the card is exchanged for the park pass.

Winter programs are being developed for Laurel Creek, Belwood Lake, Rockwood, Shade's Mills and Pinehurst Lake. These programs dependent on weather.

Buy passes online at [www.grandriver.ca](http://www.grandriver.ca) or in person at the GRCA head office at 400 Clyde Road in Cambridge.



Photos by Angie Koch

Stacked pallets or sheets of plywood make good winter homes for native bees. They can be filled with cones, leaves, hollow stems and other natural material. Inset: drill holes of various sizes on an old piece of lumber to turn it into a bee hotel. The plugged holes are occupied.





Photo by Bronwen Buck



Photo by Janet Baine

## Reservoirs are low

A visit to Guelph and Belwood lakes this fall was a shock for many who had not seen the reservoirs this low before.

At Guelph Lake (left) the former tree-lined road came above the water so that visitors could walk along roads normally under water. At Belwood Lake (top), shoreline cleanup volunteers had a much bigger shoreline to clean up than they did last year. Reservoir levels were similar to what they were

in 2007, which was also a dry year. The entire watershed remains in Level 2 Low Water Response, meaning voluntary cutbacks of 20 per cent for water users across the watershed.

## About Grand Actions:

*This newsletter is produced up to six times a year by the Grand River Conservation Authority.*

### Website:

Current and back issues as well as complete subscription information is available online at [www.grandriver.ca/GrandActions](http://www.grandriver.ca/GrandActions).

### Submission deadlines:

The deadlines are the 15th of February, April, June, August, October and December. Submissions may be edited for length or style. Photos and events are also welcome. We do our best to publish items, but we are not able to guarantee publication.

### To subscribe by email:

[www.grandriver.ca/subscribe](http://www.grandriver.ca/subscribe)

### To subscribe by mail, change your mail subscription or for information:

Janet Baine, *Grand Actions* editor  
Phone: 519-621-2763, Ext. 2302  
Email: [jbaine@grandriver.ca](mailto:jbaine@grandriver.ca)  
Mail: Box 729  
400 Clyde Road  
Cambridge ON N1R 5W6

## THE GRAND CALENDAR

### Winter Adventure Days at Shade's Mills, Guelph Lake and Laurel Creek

Registration is open for Winter Adventure Days at Shade's Mills, Guelph Lake and Laurel Creek nature centres. There are a variety of registration options that include single days Dec. 28 to 30 and four days together Jan. 3 to 6. Daily outdoor activities allow kids to explore the fields and forests around the nature centres. For details and to register online visit [www.grandriver.eventbrite.ca](http://www.grandriver.eventbrite.ca).

### Heritage Day Workshop, Feb. 15 to 17

The Heritage Day Workshop is a three-day gathering showcasing the Mississaugas of the New Credit First Nation, their lands, their waters and their people.

The GRCA's Heritage Working Group is marking its 20-year Heritage Day anniversary through a unique partnership with the Mississaugas of the New Credit First Nation.

The three-day celebration will feature more than 20 indigenous and non-

indigenous speakers. The gathering is being held at the Mississaugas of the New Credit First Nation community centre. Email [Historical.Gatheirng@outlook.com](mailto:Historical.Gatheirng@outlook.com) or call 905-768-0100 to reserve. Space is limited.

### Order trees from the GRCA any time before March 1

Landowners can order trees to be planted on their own properties of 2.5 acres or more (exclusive of buildings) from the GRCA until March 1. Orders must be for 200 seedlings or 20 saplings or more. For more information or to arrange a visit to your property, check [www.grandriver.ca/trees](http://www.grandriver.ca/trees), email [trees@grandriver.ca](mailto:trees@grandriver.ca) or call 519-621-2763.

### Campsite bookings for Grand River Parks opens March 1

Campsites can be booked for the 2017 season both online and over the phone starting March 1. The camping reservation website is [www.grcacamping.ca](http://www.grcacamping.ca) and the phone number is 1-877-558-GRCA (4722).

*Note: All GRCA events and updates are posted online and available at [www.calendar.grandriver.ca](http://www.calendar.grandriver.ca)*

This publication is printed on Rolland Enviro100, an FSC certified, environmentally-friendly paper. The paper is manufactured using 100% post-consumer fibre and is processed chlorine-free using biogas energy.





A gift of  
*nature*



**givegrand** 

What do you give someone who has everything? A tree, of course! Or how about a metre of nature trail?

Choose to *Give Grand* this holiday season. A gift of \$30 will plant and support one local tree, or will help develop one metre of trail.

**\$30**

plant a **TREE**  
build **TRAILS**

Each donor receives a thank you letter, tax receipt and a beautiful holiday card for gift giving. If you prefer, we can send the card directly to the recipient so it arrives in time for the holidays.

### It's easy to give:

- Go to [www.grcf.ca](http://www.grcf.ca) and click Donate Now
- Call 1-877-29-GRAND
- Email the GRCF at [dhartley@grandriver.ca](mailto:dhartley@grandriver.ca)

**Place orders by December 16, 2016. Charitable receipts will be issued for donations.**

#### The Grand River Conservation Foundation

supports priority programs of the Grand River Conservation Authority. These programs enrich the natural values of the Grand River watershed and encourage people to enjoy, and learn from, the outdoors.



**[www.GRCF.ca](http://www.GRCF.ca)**



RECEIVED

DEC 08 2016

Township of Puslinch

Ms. Karen Landry  
CAO/Clerk  
Township of Puslinch  
7404 Wellington Road 34  
Guelph, ON N1H 6H9

CITY OF CAMBRIDGE	DEPARTMENT
TO	
Copy	
Please Hand to	
For Your Information	
Council Agenda	

AECOM

**Re: NOTICE OF PUBLIC INFORMATION CENTRE AND PROCESS CLOSURE – QUEEN STREET  
SANITARY PUMPING STATION MUNICIPAL CLASS ENVIRONMENTAL ASSESSMENT**

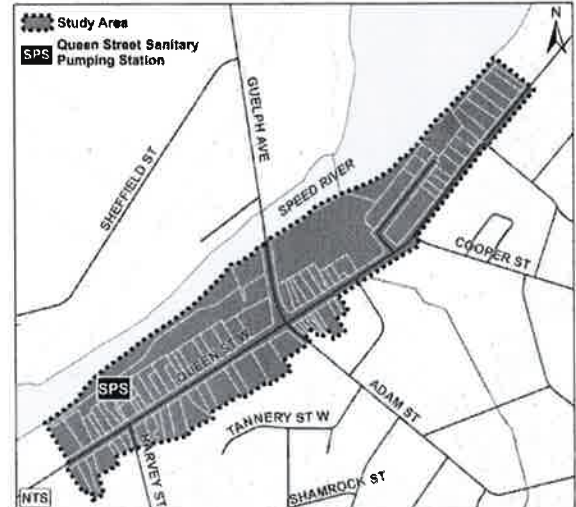
Dear Ms. Landry:

**THE STUDY**

In July 2016 the City of Cambridge initiated a Municipal Class Environmental Assessment (Class EA) Study for improvements to the Queen Street Sanitary Pumping Station (SPS). The existing Queen Street SPS (refer to map) is one of the largest and oldest pumping stations within the City and receives flows from the southeast part of Hespeler. In response to a recent condition assessment and a reduction in flows due to changes in the sanitary collection system, the City reviewed a number of options to improve the SPS facility operations. Following detailed analysis, the preferred solution was to upgrade the existing Queen Street SPS including replacement of standby power equipment and construction of a new underground storage tank. All work will take place on the existing SPS property.

**THE PROCESS**

The SPS improvements were being planned as a Schedule "B" project under the Municipal Class EA document. In accordance with Class EA guidelines, the project schedule selection was reviewed. The City has concluded that the proposed improvements are a Schedule A+ project. Schedule A+ projects are pre-approved subject to public notification prior to implementation. The Class EA study process includes public and agency consultation, evaluation of alternatives, an assessment of the effects of the project and development of mitigation measures to reduce potential impacts.



**PUBLIC INFORMATION CENTRE**

Input from the public is important to this study. You are invited to attend a Public Information Centre (PIC) to learn more about the project and provide feedback.

**The PIC will be held on:**

**Date:** Wednesday, December 14, 2016

**Time:** 5:00 pm to 7:00 pm

**Location:** WG Johnson Center, Activities Room;  
31 Kribs Street, Cambridge, ON

The City intends to proceed to design in 2017 with construction planned for 2018. Any parties that wish to comment on the Class EA study should indicate their interest, preferably in writing to:

More information can be found at: <http://www.cambridge.ca/QueenStSanitaryPS>

**Scott MacDonald, P.Eng.**  
**Project Manager**  
Development and Infrastructure  
City of Cambridge  
50 Dickson Street  
Cambridge, Ontario N1R 5W8  
Phone: 519-621-0740 ext. 4679  
Fax: 519-740-7729  
Email: [macdonaldscott@cambridge.ca](mailto:macdonaldscott@cambridge.ca)

**Patty Quackenbush, M.Eng., P.Eng.**  
**Project Manager**  
AECOM  
50 Sportsworld Crossing Road  
Suite 290  
Kitchener, Ontario N2P 0A4  
Telephone: 519-650-8691  
Fax: 519-650-3424  
Email: [patty.quackenbush@aecom.com](mailto:patty.quackenbush@aecom.com)

**RECEIVED****DEC 15 2016**

1675 Montgomery Park Road, PO Box 150, Pickering, ON L1V 2R5 Tel: 905-839-1151 ext

**Township of Puslinch**

Friday, Dec. 2, 2016

Dear Chief Administrative Officer,

I'm writing to provide you with some background information on why the Pickering nuclear power station is an important part of Ontario's plans for clean, reliable and affordable electricity.

In January 2016, the Ontario Government approved plans for OPG to pursue the continued operations of the Pickering Station to 2024. All six units would operate until 2022; two would shut down, and then four units would operate to 2024. The plan requires approval from the Canadian Nuclear Safety Commission (CNSC).

Our technical work shows that the Pickering Station can be safely operated to 2024. Running Pickering as opposed to gas-powered generation will save the province's electricity consumers \$600 million, avoid eight million tonnes of greenhouse gas emissions and protect 4,500 jobs across Durham Region.

This decision is important for Ontario; continued operations will ensure a reliable, clean source of base load electricity during the Darlington and Bruce station refurbishments (2018 – 2024).

To find out more about OPG's plans for continued operations of the Pickering station *please find enclosed two fact sheets* with further details.

If you need any more information or would like a briefing, please contact Carrie-Anne Atkins, Manager of Corporate Relations and Communications at [Carrie-Anne.Atkins@opg.com](mailto:Carrie-Anne.Atkins@opg.com) or (905) 839.1151 ext 7919.

Sincerely,



Kevin Powers,  
Director, Corporate Relations & Communications  
Enclosures (2)

# PICKERING NUCLEAR CONTINUED OPERATIONS TO 2024

GREENHOUSE GAS-FREE BASE LOAD CAPACITY NEEDED FROM 2018-2024  
NUCLEAR ENERGY PLAYS A FUNDAMENTAL ROLE IN ONTARIO'S CLEAN-ENERGY EQUATION

CONTINUED OPERATIONS AT THE  
PICKERING STATION WILL REDUCE  
GREENHOUSE GAS EMISSIONS  
BY AN ESTIMATED

**17** MILLION  
TONNES

THAT'S THE EQUIVALENT  
OF REMOVING

**3.4** MILLION  
Cars per  
YEAR

FROM ONTARIO'S ROADS



**1** IN **7**

HOMES AND BUSINESSES ARE  
POWERED BY PICKERING –  
WITH VIRTUALLY  
**NO GREENHOUSE GASES**



**14%**

OF ONTARIO'S POWER IS SUPPLIED  
BY PICKERING - ENOUGH TO  
SERVE A CITY OF  
**1.5 MILLION PEOPLE**

CONTINUED  
OPERATIONS WILL SAVE  
ONTARIO ELECTRICITY  
CONSUMERS

**\$600** MILLION



BEST  
PERFORMANCE  
YEAR IN  
2015 FOR

**SAFETY** AND  
OPERATIONAL  
PERFORMANCE

CONTINUED OPERATIONS  
OF THE PICKERING  
NUCLEAR STATION IS  
ASSOCIATED WITH

**4,500** JOBS ACROSS  
DURHAM  
REGION

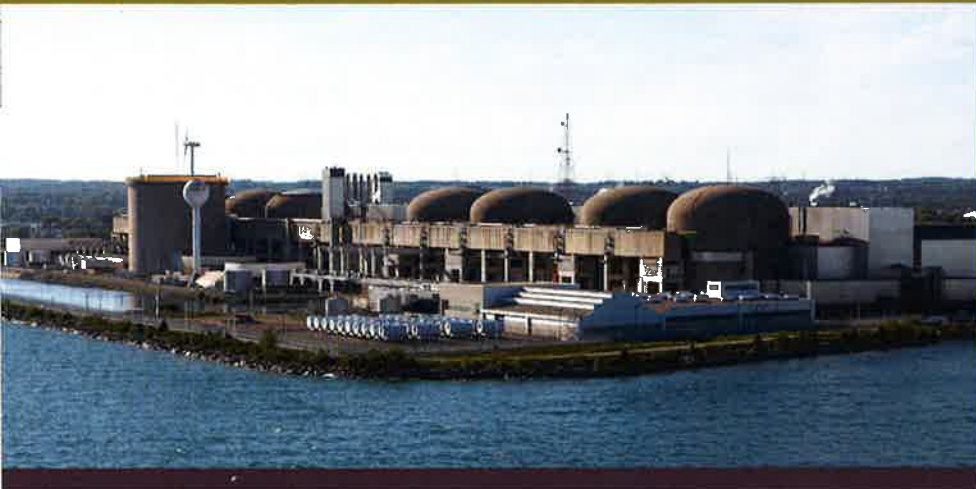


ONTARIOPOWER  
GENERATION



# Pickering Nuclear

## The Facts You Need to Know.



### SAFETY AND OPERATIONAL PERFORMANCE

**Myth:** Pickering Nuclear performs poorly and should be replaced.

**Fact:** In 2015, the Canadian Nuclear Safety Commission (CNSC) Regulatory Oversight Report confirmed the highest safety performance rating ever received by Pickering Nuclear to date; achieved best performance ever in reliability and human performance with a forced loss rate of 2.89 per cent.

### PICKERING NUCLEAR LICENCE RENEWAL

**Myth:** OPG is planning to operate the Pickering station to 2028, not 2024, and that's why it is applying for a 10-year licence.

**Fact:** OPG only plans to operate the Pickering station to 2024, as directed by the provincial Government. The station needs a nuclear licence for the period between 2024 and 2028 in order to shut down the reactors and place them into safe storage. This is a requirement of the CNSC.

### Pickering Facts:

PICKERING NUCLEAR SUPPLIES ENOUGH POWER FOR

**1.5**  **MILLION HOMES EACH DAY**

### Capacity:

PICKERING NUCLEAR IS A STRONG PERFORMING CANDU STATION WITH **SIX UNITS** FOR A TOTAL

**CAPACITY OF 3,100 MEGAWATTS**



**Percentage of Ontario Generation:**

 **14 PER CENT OF THE PROVINCE'S ELECTRICITY**

## EMERGENCY PREPAREDNESS

**Myth:** The Pickering Nuclear Generating Station is located in a very populated area, making it impossible to evacuate safely in the unlikely event of an accident.

**Fact:** No member of the public has ever been harmed as a result of nuclear operations in Canada. In the very unlikely event of a nuclear accident, it would take approximately 72 hours before a release. Independent studies estimate it would take approximately eight hours to evacuate the primary zone around the Pickering.

## COST AND THE ENVIRONMENT

**Myth:** Nuclear power is too expensive.

**Fact:** Running Pickering to 2024 will save \$600 million compared with other forms of generation. The average cost of power from natural gas and other renewable energy sources is approximately 11 cents per kWh. The price of power from OPG's nuclear plants is currently capped at 7 cents per kWh.

Generation Sources	Grams of CO <sub>2</sub> Equivalent per kWh
Hydro run of the river	6
Nuclear	8
Wind	14
Hydropower reservoir	17
Solar photovoltaic	64
Natural gas	620
Oil	878
Coal	879

**Myth:** It would be cheaper to import power from Quebec.



**Fact:** In 2014, the Independent Electricity System Operator (IESO) Interties Report estimated the cost of large scale power purchased from Québec to replace nuclear generation, including transmission, would be 9 to 15 cents per kWh – a significant increase when compared to 7 cent per kWh from OPG nuclear. Additionally, the power from Quebec does not currently exist and would have to be licenced and constructed; a 20-year process.

## BASELOAD CAPACITY

**Myth:** We are exporting power now so the electricity from Pickering Nuclear is no longer needed.

**Fact:** Between 2020 and 2024, nearly 15 per cent of Ontario's power will be offline as the Bruce and Darlington stations undergo refurbishment. Operating Pickering during this period will backfill the supply gap with affordable, reliable, greenhouse gas-free power.

**Myth:** Decommissioning Pickering Nuclear in 2018 would create more jobs.

**Fact:** Extending commercial operations at Pickering Nuclear is associated with 4,500 direct and indirect jobs across the Durham Region. The cost of decommissioning the Pickering station and other nuclear plants in Ontario is fully funded by amounts already set aside.



RECEIVED

DEC 15 2016

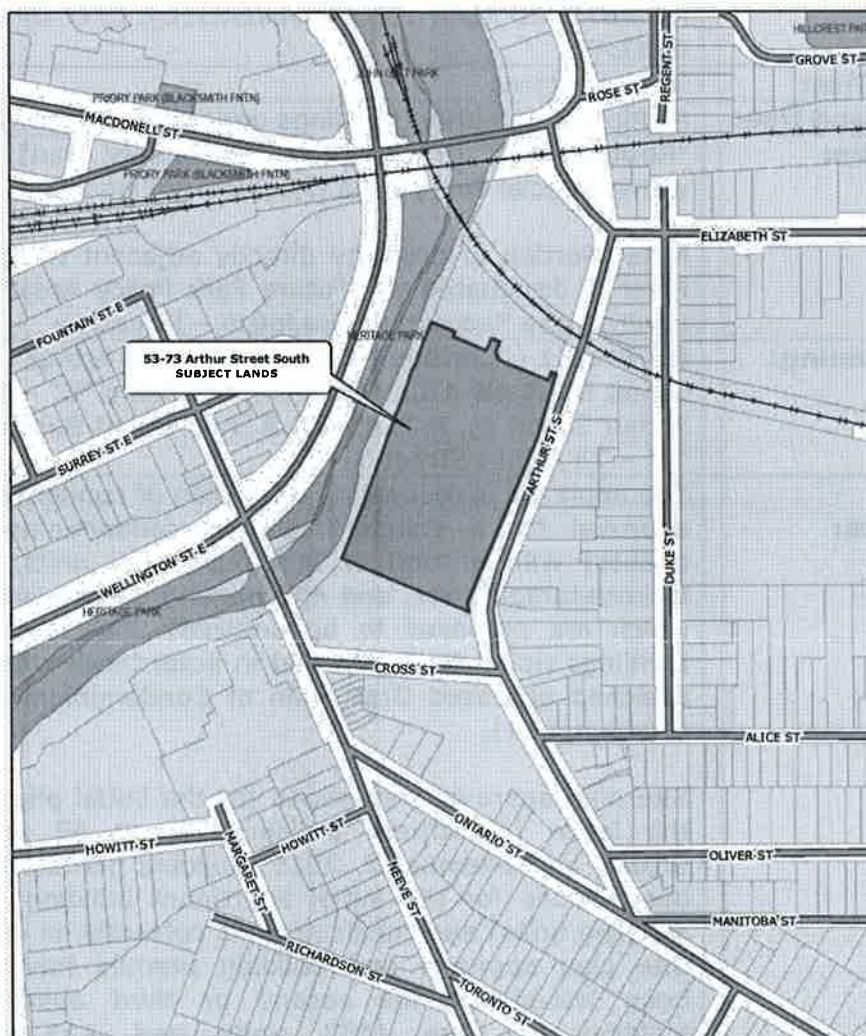
December 9, 2016

**NOTICE OF APPLICATION**  
Township of Puslinch

**PROPOSED DRAFT PLAN OF CONDOMINIUM**

**SUBJECT LANDS**

**53-73 Arthur Street South:** The subject lands are located on the west side of Arthur Street South and are directly east of the Speed River.



## Notice of Application

File: 23CDM16510

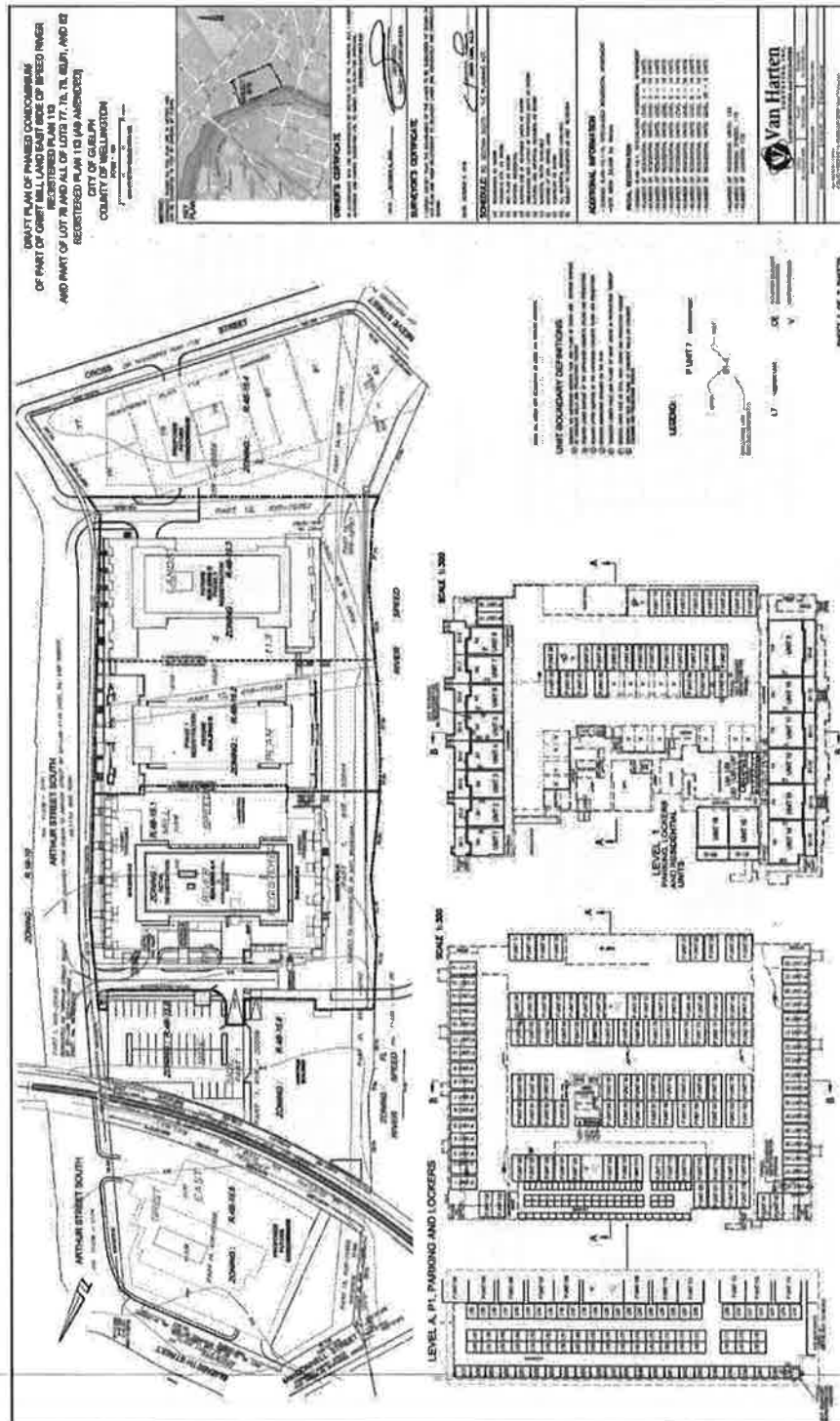
### **PURPOSE AND EFFECT OF APPLICATION**

The applicant is requesting draft plan of condominium approval for a standard phased condominium (3 phases) with a total of 388 residential units in three (3) apartment buildings, 196 locker/storage units, and 488 parking spaces (428 of which are proposed to be unitized). **In total the proposed condominium will have 1072 conveyable units.**

### **DETAILS OF PROPOSAL**

<b>Applicant:</b>	Mr. Moiz Khan, Fusion Homes
<b>Address:</b>	53-73 Arthur Street South ('child' properties of 'parent' property - 5 Arthur Street South)
<b>Legal Description:</b>	<i>PART OF GRIST MILL LAND EAST SIDE OF SPEED DIVER, REGISTERED PLAN 113, AND PART OF LOT 76 AND ALL OF LOTS 77, 78, 79, 80, 81 AND 82, REGISTERED PLAN 113 (AS AMENDED), CITY OF GUELPH</i>
<b>Property Size:</b>	3.26 hectares
<b>Existing Land Use:</b>	Multiple Residential (buildings under construction)
<b>Official Plan:</b>	"Residential 2" (in Downtown Secondary Plan), and within Special Policy Area (Regulatory Floodplain)  Note: Portion of property directly adjacent to Speed River is designated as "Future Park Policy Area" and is within the Regulatory floodplain – Floodway
<b>Existing Zoning:</b>	<b>R.4B-15.1</b> (Apartment Building "A" – 53 Arthur Street S), <b>R.4B-15.2</b> (Apartment Building "B" – 63 Arthur Street S), & <b>R.4B-15.3</b> (Apartment Building "C" – 73 Arthur Street S)
<b>Proposal Description:</b>	<p>The applicant is requesting draft plan of condominium approval for a standard phased condominium (3 phases) with a total of 388 residential units, 196 locker/storage units, and 488 parking spaces (428 of which are proposed to be unitized). The land and buildings would be subdivided in accordance with the attached proposed Draft Plan of Condominium (See Attachment 1).</p> <p>Site plan approval was issued for the initial phase of the lands (Apartment Building "A" at 53 Arthur Street) on November 2, 2015. Building permits have been issued for the initial apartment building (133 dwelling units) and construction is currently on going. Site plan approval and building permits have not been issued for the second or third apartment building to date (132 units and 123 units respectively).</p>

**(NOTE: If you require a larger copy of the Draft Plan of Condominium, please contact Michael Witmer at 519.837.5616 ext: 2790)**





**To: Agencies and Departments**

The City of Guelph is initiating the review of the draft plan of condominium application from Mr. Moiz Khan/Fusion Homes for the property municipally known as 53-73 Arthur Street South.

Please submit your comments by **January 13, 2017**. If you have any questions or require further information, please call Michael Witmer at 519.837.5616 ext: 2790, or email: michael.witmer@guelph.ca

---

If you have no comments or concerns regarding this application, **53-73 Arthur Street South: (File # 23CDM16510)**, please sign and submit this form to:



**Michael Witmer**

Infrastructure, Development and Enterprise

**City of Guelph**

Fax: 519.822.4632

Email: michael.witmer@guelph.ca

---

Agency

Representative (Please Print)

Representative (Signature)

Date

---

December 1, 2016

Dear AMO Member:

**RE: Federal Infrastructure Phase 2 Incrementality Resolution**

As you know, the federal government announced additional infrastructure funding over the next 12 years in the Fall Economic Statement as part of its Phase 2 programming. It is consulting on design aspects for Phase 2 in order for it to be known before the funding programs begin in 2018.

AMO has endorsed a number of principles for the funding design – that it should maximize municipal flexibility; respect the breadth of municipal infrastructure assets and priorities; and provide stable, predictable, formula-based funding to municipal governments.

The role of incrementality and the funding formula (i.e., the share by each order of government) are important aspects. In communicating our principles to the federal government, we have noted the impacts of different formula approaches. The ideal position for municipal governments would be a 50% federal, 33% provincial, and a 17% municipal portion. This would mean a smaller share of municipal capital costs would recognize ongoing municipal operating costs which are generally not eligible for funding purposes. In reality, very few provinces agreed to fund 33% of Phase 1 programs, and some didn't put up new funds where they agreed to it. In Ontario, the provincial government did add new funding, in the amount of \$250 million (25%) for the recent Clean Water and Wastewater Fund (CWWF). This was in addition to its existing multi-billion long term infrastructure plan. No provincial funding was added for the federal public transit agreement.

Generally, incrementality has been a feature of prior federal programs. It requires that municipal and provincial governments spend new additional funds for each infrastructure project in order to meet the eligibility rules. This requirement may have had some merit before municipal governments had comprehensive asset management plans and related multi-year capital plans. Going forward, it will confuse the principles and practice of asset management not to mention municipal financial planning because it would influence municipal priorities. Where there are multi-year capital plans, based on asset replacement and maintenance priorities of an asset management plan, the federal funding should be aligned with these municipal plans. Phase 2 should align with municipal long-term planned spending, not the other way around.



We hope that you agree. If so, please adopt the attached resolution and add your voice to AMO's. AMO continues to believe that good asset management is the foundation of appropriate municipal infrastructure and financial management. Funding approaches must support it to further advance the culture of municipal asset management in Ontario.

Sincerely,

A handwritten signature in cursive script, appearing to read 'L. Dollin', written in dark ink.

Lynn Dollin  
AMO President

## **FEDERAL INFRASTRUCTURE PHASE 2 INCREMENTALITY RESOLUTION**

**WHEREAS** municipal governments' infrastructure is critical to our collective economic health;

**WHEREAS** stable, predictable and formula- based infrastructure funding allows municipal governments to plan and schedule investments in infrastructure;

**WHEREAS** Ontario municipal governments have asset management plans which set out a municipality's longer term capital plan which reflects the infrastructure priorities of these asset management plans; and

**WHEREAS** a federal incrementality rule interferes with municipal long-term infrastructure priorities and diminishes the value of municipal asset planning and management;

**NOW, THEREFORE BE IT RESOLVED** that the (name of municipality) calls on the federal government to provide long-term, predictable, and formula-based funding in its Phase 2 programs for municipal governments; and

**BE IT ALSO RESOLVED** that the (name of municipality) calls on the federal government to change incremental requirements in Phase 2 to recognize in Ontario that a municipal government' asset management plan meets a municipal incremental infrastructure requirement.

Please forward your resolution to:  
AMO President Lynn Dollin [amopresident@amo.on.ca](mailto:amopresident@amo.on.ca)





Chambre des Communes  
House of Commons  
CANADA

## Ottawa

Pièce 718  
Édifice de la Confédération  
Ottawa (Ontario)  
K1A 0A6  
Tél. : 613-992-5302

## Rimouski

140, rue Saint-Germain  
suite 109  
Rimouski (Québec)  
G5L 4B5  
Tél. : 418-725-2562

## Dégelis

749, 7e rue Ouest,  
Dégelis, (Québec)  
G5T 1Y9  
Tél: 418-894-6962



## Guy Caron

Député / Member of  
Parliament

Rimouski-Neigette—  
Témiscouata—Les  
Basques

Guy.Caron@parl.gc.ca  
<http://guycaron.npd.ca>

## Ottawa

Room 718  
Confederation Building  
Ottawa, Ontario  
K1A 0A6  
Tel.: 613-992-5302

## Rimouski

140 Saint-Germain Street,  
Suite 109  
Rimouski, Quebec  
G5L 4B5  
Tel.: 418-725-2562

## Dégelis

749, West St. Dégelis,  
(Quebec)  
G5T 1Y9  
Tel: 418-894-6962

RECEIVED

NOV 18 2015

Township of Puslinch



## Ending unfair taxation on family business transfers

**Bill C-274:** Transfer of small business, family farm or fishing operation

Dear Sir/Madam:

I am pleased to write to you today to ask for your support for my Private Member's Bill to end unfair taxation on family business transfers. The vote will take place Winter 2017.

Bill C-274 seeks to facilitate the transfer of small businesses, family farms and fishing operations between members of the same family. Specifically, it would give owners and buyers in the same family the same rights and privileges extended to non-related persons involved in a transaction.

In Canada, when an individual sells a business to a family member, the difference between the sale price and the price originally paid is considered a dividend. If the individual sells the business to an unrelated person, it is considered a capital gain. That makes it highly disadvantageous to transfer a business to a family member because the transaction does not include the right to a lifetime exemption and is more heavily taxed. This unfair situation penalizes our small businesses, family farms and fishing operations.

Owners of small businesses, family farms and fishing operations all agree that current tax rules discourage the transfer of their businesses to their children. Bill C-274 would remedy that by helping to ensure local businesses remain in the hands of local people. Not only would this legislation protect family businesses, but it would also create local jobs.

Since introducing my bill in the spring, I have received support from numerous farming, fishing and small business organizations, as well as from chambers of commerce across the country:

*"Many small business owners are telling us that tax rules discourage them from passing on their firm to their children. Mr. Caron's bill addresses this unfairness and will help small business owners ensure their firm remains locally owned, creating and protecting local jobs."*

**Dan Kelly**, President, Canadian Federation of Independent Business

*"Simply put, if taxation barriers aren't addressed, we will see fewer and fewer family farms in Canada. We support Mr. Caron and his colleague's commitment to addressing these tax burdens that could cause significant administrative burden, cost . . ."*

**Ron Bonnett**, President, Canadian Federation of Agriculture

*"Bill C-274 will mean security for many of our members who have already begun the steps to transfer their business to one of their children. It's absurd that the current rules do not give business owners any incentive to keep their business in the family. Many of our convenience*

store owners with well-established community businesses want to sell to their children but have to pay more tax when they do. It's high time to change the rules." [Translation]

**Yves Servais**, Director General, Association des marchands dépanneurs et épiciers du Québec

Together, we can demand that lawmakers change these unfair rules. That means we need the support of your MP. Enclosed you will find a letter that you can sign and return to your MP as well as the Minister of Finance, Bill Morneau. No postage is required.

You can also find more information about the bill at <http://guycaron.ndp.ca/bill-c-274-family-business-transfers> (questions and answers, online petition, reply card and comments form). It is time to level the playing field to ensure the survival of our small businesses, family farms and fishing operations.

If you have any questions or comments, feel free to contact me at 613-992-5302 or [guy.caron@parl.gc.ca](mailto:guy.caron@parl.gc.ca).

Sincerely,



**Guy Caron**

Member of Parliament for Rimouski—Neigette—Témiscouata—Les Basques  
Finance Critic  
Atlantic Canada Opportunities Agency Critic  
Fisheries, Oceans and Canadian Coast Guard Assistant Critic

Name of MP: \_\_\_\_\_  
Name of riding: \_\_\_\_\_  
House of Commons  
Ottawa, Ontario  
K1A 0A6

**Bill C-274: Transfer of small business, family farm or fishing operation**

Dear Member of Parliament:

I am writing to ask that you support Bill C-274, Guy Caron's Private Member's Bill.

Bill C-274 seeks to facilitate the transfer of small businesses, family farms and fishing operations between members of the same family. Specifically, it would give owners and buyers of the same family the same rights and privileges extended to non-related persons involved in a transaction.

In Canada, when an individual sells a business to a family member, the difference between the sale price and the price originally paid is considered a dividend. If the individual sells the business to an unrelated person, it is considered a capital gain. That makes it highly disadvantageous to transfer a business to a family member because the transaction does not include the right to a lifetime exemption and is more heavily taxed. This unfair situation penalizes our small businesses, family farms and fishing operations.

It is time to level the playing field to ensure the survival of family businesses. Your support for Bill C-274 at second reading is essential to end this unfair tax, which is threatening the survival of local business.

As a member of Parliament, you have an opportunity to end this unfair treatment while protecting family businesses and contributing to local job creation. I am counting on your support.

Sincerely,

**Name:**  
**Name of business or organization:**  
**Address:**  
**Telephone number/email address:**

c.c.:

Guy Caron (Member of Parliament for Rimouski-Neigette—Témiscouata—Les Basques and NDP Finance Critic)  
Bill Morneau (Minister of Finance)

## GRCA General Membership

**Chair** Helen Jowett

**Vice-Chair** Chris White

**Townships of Amaranth, East Garafraxa, Melancthon and Southgate and Town of Grand Valley**

Guy Gardhouse

**Townships of Mapleton and Wellington North**

Pat Salter

**Township of Centre Wellington**

Kelly Linton

**Town of Erin, Townships of Guelph/Eramosa and Puslinch**

Chris White

**City of Guelph**

Bob Bell, Mike Salisbury

**Region of Waterloo**

Les Armstrong, Elizabeth Clarke,  
Sue Foxton, Helen Jowett,  
Geoff Lorentz, Jane Mitchell,  
Joe Nowak, Wayne Roth,  
Sandy Shantz, Warren Stauch

**Municipality of North Perth and Township of Perth East**

George Wicke

**Halton Region**

Cindy Lunau

**City of Hamilton**

George Stojanovic

**Oxford County**

Bruce Banbury

**County of Brant**

Brian Coleman, Shirley Simons

**City of Brantford**

Dave Neumann, Vic Prendergast

**Haldimand and Norfolk Counties**

Bernie Corbett, Fred Morison



## Dry conditions continue

The fall has been beautiful, warm and dry, but the fine weather has had a negative impact on the river system and groundwater supply.

Dry conditions have been ongoing since mid-April. In June, all water users were urged to reduce their water use by 10 per cent. In August, this was changed to a voluntary 20 per cent reduction, when Level 2 low water response was announced across the watershed.

Groundwater levels in a monitoring well near Burford have been declining since May. The groundwater level at this well is similar to 2007, which was the lowest November level recorded there.

Environment Canada is reporting the warmest water temperatures on record for the Great Lakes. This could bring some much needed lake effect snow over the winter and would help alleviate the low water conditions.

## Change in operations at GRCA reservoirs

The GRCA is operating the reservoirs outside of the normal operating range due to the dry weather.

Since November, the water being released from the GRCA's Shand Dam has slowed to less than one cubic metre per second. The Guelph Lake and Conestogo dams are also releasing only a small amount of water.

This will keep more water within the large reservoirs. The water is needed for winter flow augmentation and will help protect the fish that live in the reservoirs. River flow targets will be returned to normal once water storage in the large reservoirs is back within the normal operating range.

The GRCA does not anticipate issues with municipal water takings or with wastewater assimilation. That said, low flow targets may not always be met during periods with low precipitation.

The GRCA will consult with municipal water managers if there is a need for further reductions in reservoir discharges.

## New forest nearly complete

Brantford's New Forest in the City took five years and is nearly complete.

Over 57,000 native trees have been planted on the site, which is on 32 hectares (78 acres). A legion of dedicated volunteer tree planters has also grown in Brantford thanks to this project. They will move to a new site next year, leaving this as a legacy for future generations.

It will grow into a Carolinian forest with trails, bridges and lots of beauty. Next spring, the finishing touches will be carried out — a few final plantings will be done and the trails will be regraded.

The New Forest is on land that couldn't be developed beside Brantford Industrial Park and is bordered by Henry Street, Garden Avenue and Highway 403.

The project demonstrates how community groups and individuals can work together. It was led by the Brant Tree Coalition, the GRCA, the City of Brantford, County of Brant and industrial partners.

The volunteers and groups will move their planting effort to a new project location in Brantford next year.

## New standby generator

The GRCA is purchasing a standby trailer generator that will be located at the Conestogo Dam.

Each dam and the main office also have a stationary back up generator onsite. These will be used if the main power grid goes offline and the backup stationary generator is not available or fails.

The new \$76,000 trailer generator was recommended as a risk reduction measure instead



of constructing an emergency spillway at the Conestogo Dam. It was included in the 2016 budget and half the funding is being covered by the province.

The GRCA has one other trailer generator at the Shand Dam.

---

## Wastewater program has a few years of data

Wastewater optimization has resulted in a few years of wastewater data which helps with decisions about the future.

The program has been funded since 2009 through the Ministry of Environment and Climate Change, as well as significant contributions of staff time and resources from municipal partners.

Optimization is an innovative way that the GRCA and municipal wastewater staff work together to ensure that the multi-million dollar plants along the Grand River and its tributaries work efficiently and improve effluent quality.

Solutions to problems come from the plant operators themselves, because each plant is very complex and has a unique set of challenges.

Optimization can have a big financial pay-off, because municipalities can save money on capital upgrades and also gain the best possible information to help make decisions in the future.

GRCA staff are discussing future funding options with municipal staff and others.

---

## Photo contest captures beauty of the Grand

More photos than ever before were submitted to the GRCA's 2016 photo contest and the seven winning photos were announced in November.

The photos show the diversity of beautiful landscapes and recreational activities in the watershed. They will be used on the GRCA's website and in its publications.

The grand prize photograph is of a bald eagle fishing in the Grand River near Brant Park and it was taken by Anca Gaston of Brantford. This photo reflects the return of eagles, which are increasingly common throughout the watershed.

There were three categories for the photo submissions to this contest. They were



Anca Gaston is an avid amateur photographer from Brantford and her image of a bald eagle flying over the Grand River while fishing took the grand prize in the 2016 GRCA photo contest. Seven winning photos were selected for prizes.

recreation, nature and panoramic images. First and second place winning photos were selected for each of these three categories.

These winning photos and a selection of other contest entries may be viewed online at [www.flickr.com/grandriverconservation](http://www.flickr.com/grandriverconservation).

online at [www.grandriver.eventbrite.ca](http://www.grandriver.eventbrite.ca).

While normally there is a winter camp at Apps' Mill Nature Centre, this is not taking place this year because it is closed for renovations.

---

## Register for Winter Adventure Camps

Kids can spend part of their school break at Winter Adventure Camps at Laurel Creek Nature Centre (Waterloo), Guelph Lake Nature Centre and — for the first time — Shade's Mills Nature Centre (Cambridge).

Winter Adventure Camps are fun and educational. They teach 6 to 10 year olds about the natural environment by providing hands-on, environmental programs.

Parents can sign kids up for individual days on Wednesday, Thursday or Friday Dec. 28 to 30, or for all four days Tuesday to Friday, January 3 to 6.

The camp activities take place 9 a.m. to 4 p.m. daily, and there is free supervision starting at 8 am and late pick-up until 5 p.m.

This is the first time that this program has been offered at Shade's Mills in Cambridge.

Registration and information is available

This issue of *GRCA Current* was published in December, 2016.

It is a summary of the November 2016 business conducted by the Grand River Conservation Authority board and committees, as well as other noteworthy happenings and topics of interest.

The Grand River Conservation Authority welcomes distribution, photocopying and forwarding of *GRCA Current*.

**Next board meeting:**  
December 16 at 9:30 a.m.,  
GRCA Administration Centre

**Subscribe to GRCA Current:**  
[www.grandriver.ca/subscribe](http://www.grandriver.ca/subscribe)

**View meeting agendas:**  
<https://calendar.grandriver.ca/directors>

**View coming events:**  
[www.grandriver.ca/events](http://www.grandriver.ca/events)



ONTARIO'S WATCHDOG



ANNUAL REPORT

2015 **2016**

## Office of the Ombudsman of Ontario

### We are:

An independent office of the Legislature that resolves and investigates public complaints about Ontario government organizations and municipalities, universities and school boards. The Ombudsman recommends solutions to individual and systemic administrative problems.

### Our Values:

**F**air treatment  
**A**ccountable administration  
**I**ndependent, impartial  
**R**esults: Achieving real change

### Our Mission:

We strive to be an agent of positive change by promoting fairness, accountability and transparency in the public sector.

### Our Vision:

A public sector that serves citizens in a way that is fair, accountable and transparent.



November 2, 2016

The Honourable Dave Levac  
Speaker  
Legislative Assembly  
Province of Ontario  
Queen's Park

Dear Mr. Speaker,

I am pleased to submit my Annual Report for the period of April 1, 2015 to March 31, 2016, pursuant to section 11 of the *Ombudsman Act*, so that you may table it before the Legislative Assembly.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Dubé', with a stylized flourish at the end.

**Paul Dubé**  
Ombudsman

Office of the Ombudsman of Ontario  
Bell Trinity Square  
10<sup>th</sup> Floor, South Tower  
Toronto, Ontario  
M5G 2C9

Telephone: 416-586-3300  
Complaints line: 1-800-263-1830  
Fax: 416-586-3485  
TTY: 1-866-411-4211  
Website: [www.ombudsman.on.ca](http://www.ombudsman.on.ca)





# Table of Contents

■	<b>OMBUDSMAN'S MESSAGE .....</b>	<b>5</b>
■	<b>ABOUT OUR OFFICE.....</b>	<b>9</b>
	WHAT IS AN OMBUDSMAN?.....	9
	VALUES, MISSION AND VISION .....	9
	WHO WE ARE: MANAGEMENT AND TEAMS .....	10
	WHAT WE DO.....	11
■	<b>ABOUT THIS REPORT.....</b>	<b>13</b>
■	<b>REPORT HIGHLIGHTS.....</b>	<b>14</b>
■	<b>YEAR IN REVIEW – CASES BY TOPIC .....</b>	<b>16</b>
	LAW & ORDER .....	16
	SOCIAL SERVICES.....	21
	EDUCATION – PROVINCIAL GOVERNMENT MINISTRIES AND PROGRAMS .....	26
	EDUCATION – SCHOOL BOARDS.....	29
	EDUCATION – UNIVERSITIES.....	34
	MUNICIPALITIES – GENERAL .....	37
	MUNICIPALITIES – CLOSED MEETINGS .....	42
	ENERGY & ENVIRONMENT.....	45
	EMPLOYMENT .....	47
	HEALTH.....	49
	TRANSPORTATION .....	52
	MONEY & PROPERTY .....	55
	CERTIFICATES & PERMITS .....	57
■	<b>APPENDIX – CASE STATISTICS.....</b>	<b>58</b>
	TOTAL CASES RECEIVED, FISCAL YEARS 2011-2012 TO 2015-2016.....	58
	HOW CASES WERE RECEIVED, 2015-2016 .....	58
	CASES BY PROVINCIAL RIDING, 2015-2016 .....	60
	TOP 15 PROVINCIAL GOVERNMENT ORGANIZATIONS AND PROGRAMS BY CASE VOLUME, 2015-2016.....	61
	TOP 10 CORRECTIONAL FACILITIES BY CASE VOLUME, 2015-2016 .....	61
	CASES RECEIVED FOR PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS, 2015-2016.....	62
	CASES RECEIVED ABOUT SCHOOL BOARDS, SEPTEMBER 1, 2015 - MARCH 31, 2016.....	64
	CASES RECEIVED ABOUT COLLEGES OF APPLIED ARTS AND TECHNOLOGY, 2015-2016.....	65
	CASES RECEIVED ABOUT UNIVERSITIES, JANUARY 1, 2016 - MARCH 31, 2016 .....	65
	CASES RECEIVED ABOUT MUNICIPALITIES, JANUARY 1, 2016 - MARCH 31, 2016 .....	66
	CASES RECEIVED ABOUT CLOSED MUNICIPAL MEETINGS, SEPTEMBER 1, 2015 - MARCH 31, 2016 .....	68
	FINANCIAL SUMMARY .....	68



[www.ombudsman.on.ca](http://www.ombudsman.on.ca)



# Ombudsman's Message

## EXPANDING OUR HORIZONS

It is an honour and a privilege for me to serve as Ontario's seventh Ombudsman. I am particularly grateful for the opportunity to lead such a remarkable team; one I have long held in high esteem. Collectively, we are dedicated to serving the people of Ontario and passionate about our role in enhancing governance and promoting administrative fairness.

I am particularly pleased to present this report on behalf of the Office of the Ombudsman of Ontario at such a significant time in its history. For the first time since our doors opened in 1975, we are reporting on our new oversight of Ontario municipalities, universities and school boards – as well as the hundreds of provincial government bodies that have always been within our mandate.

My term began on April 1, 2016 – one day after the close of the fiscal year covered by this report. Of necessity, we made the decision to report on this extraordinary year at an extraordinary time, in autumn instead of spring. This allowed us not only to issue reports on two major systemic investigations in the interim, but also to focus our efforts on working and building relationships with stakeholders – especially in our new areas of jurisdiction.

### New challenges

*The Public Sector and MPP Accountability and Transparency Act,*

2014 (also known as “Bill 8”) ushered in changes to our jurisdiction that took effect in September 2015 and January 2016. This meant the number of organizations we oversee doubled in the past year – from 500-plus to more than 1,000 – presenting both an enormous opportunity and an enormous challenge.

The opportunity was that millions of Ontarians now had access to their Ombudsman for help in areas that were previously beyond our scrutiny. The challenge was that many – including many stakeholders in those areas – were unfamiliar with our role and function and, as a result, somewhat apprehensive about our new mandate.

We are committed to engaging and educating the public and other stakeholders about who we are and how we work. The learning curve bends both ways: Our team is working tirelessly to get to know municipalities, universities and school boards, and making sure they get to know and understand us.

To aid in this process, our Office partnered with Canada's Public Policy Forum to convene a series of roundtables in six cities around the province, as well as a one-day conference in Toronto, with representatives from the school board and municipal sectors. Our Office also hosted a symposium for university ombudsmen – and staff literally criss-crossed Ontario to speak to stakeholders in more than 50 outreach events in fiscal 2015-2016 alone.



Photo by Matthew Pleman Photography

▲ Ontario Ombudsman Paul Dubé



◀ **February 25, 2016:** Deputy Ombudsman Barbara Finlay (front, right) with Public Policy Forum partners and guests at stakeholder symposium on Ombudsman's new jurisdiction, including (front row, from centre) Quebec Ombudsman Raymonde Saint-Germain, New Brunswick Ombudsman Charles Murray, Ottawa City Clerk and Solicitor Rick O'Connor, (back row, from right) former Toronto District School Board counsel Tony Brown and Steve Orsini, Secretary of the Cabinet and head of the Ontario Public Service.

We have incorporated the feedback from those initial events and have continued our outreach efforts in recent months. One of my first tasks as Ombudsman was to introduce an information webinar for school boards and municipalities on dealing with our Office, and I have since had the chance to speak to and attend numerous conferences and events in these sectors, as well as to reach out to provincial stakeholders – including elected officials, associations and interest groups.

My team and I see firsthand the value of building these relationships in our daily work, because they enable us to be more effective. This experience has also underlined, for all of us, the importance of ensuring that who we are and what we do is clear to all Ontarians. As our oversight role expands, we must ensure that stakeholders understand the value we can add by fostering productive and appropriate relationships with all.

## New look

We have reorganized the structure of our Annual Report with that in mind, starting with the basics about our Office. One of the projects we undertook within my first six weeks in office was

to develop a clear statement of what our office stands for and how we seek to accomplish our goals. To that end, we developed new Vision, Mission and Values statements and long-range plans based on input from all our units.

The rest of the report is arranged by topic, rather than by organization – the better to assist anyone who might be wondering: “What can the Ombudsman do for me?”

Throughout the stories and topics presented here, what shines through is the wide variety of ways in which we have answered that question.

Every day, we help people get the information or assistance they require in dealing with public sector bodies. Our involvement often results in those bodies changing course or taking appropriate action to provide the services or benefits citizens are entitled to. Of course, we sometimes find that complaints are without merit and end up validating the work done by public servants.

Although resolving individual complaints is what we do on a daily basis – and we received **22,118** in 2015-2016 – this report demonstrates that our work often goes well beyond that. As an oversight

office uniquely positioned to receive and analyze information about issues that matter to the people of Ontario, we add tremendous value by sharing our observations and commenting on what we have learned.

For example, we recently made four constructive and well-received submissions recommending improvements to provincial legislation (two prior to my appointment, two since), regarding police “carding” procedures, oversight of municipalities, the use of segregation in the province’s jails, and oversight of police.

Our two new in-depth, systemic investigation reports – *A Matter of Life and Death* and *Nowhere to Turn* – will bring long-awaited and much needed positive changes to police de-escalation training and services for adults with developmental disabilities, respectively. In both cases, after some initial resistance from government, we were able to persuade the respective ministers and their deputies to accept our recommendations and commit to implementing them in a timely fashion. In total, all 82 of our recommendations were accepted, many of which have the potential to save lives.



“

I look forward to building on this foundation over the next five years. I am committed to making this Office more effective than ever as an agent of positive change, by working with stakeholders, diligently investigating complaints and systemic issues, and vigorously promoting fairness and good governance.

”

*Ombudsman Paul Dubé*



▲ June 29, 2016: Ombudsman Paul Dubé releases report on police de-escalation training, *A Matter of Life and Death*, at Ontario Legislature.





◀ May 4, 2016: Ombudsman Paul Dubé with Speaker Dave Levac (centre) and Deputy Ombudsman Barbara Finlay at meet-and-greet event at Ontario Legislature.

As well, our senior managers meet regularly with top officials at the organizations that tend to attract the most complaints, to provide feedback on persistent trends – and this report contains several examples of how this approach rooted out and averted potential systemic problems.

As an Ombudsman, my approach is collaborative, and I am pleased to have the chance to build on this Office's strong tradition of training and consultation with other administrative watchdogs. For example, our colleagues who also have new responsibilities under Bill 8 – the Provincial Advocate for Children and Youth and the new Patient Ombudsman – consulted with us on investigator training, as did the new Hydro One Ombudsman.

## New relationships

It is an exciting time to be at Ombudsman Ontario as we chart our course into new waters. We are expanding our horizons and our team, while maintaining our standards of excellence. We are building relationships to enhance the trust and credibility stakeholders have in the Office, which will help us solve even more problems and enhance governance for the people we all serve.

Finally, I want to acknowledge that this report and the results in it would not have been achieved without the signal work of my two predecessors. André Marin, who served as Ombudsman from April 2005 to September 2015, built a remarkable team, and together they made this one of the best known and respected offices of its

kind in the world. He was instrumental in the first expansion of this Office's oversight in 40 years, and that will benefit all Ontarians.

And I am particularly indebted to Barbara Finlay, whose leadership as Acting Ombudsman during the rollout of our new jurisdiction ensured its success, and whose expertise and guidance as Deputy Ombudsman continues to keep this Office on course.

I look forward to building on this foundation over the next five years. I am committed to making this Office more effective than ever as an agent of positive change, by working with stakeholders, diligently investigating complaints and systemic issues, and vigorously promoting fairness and good governance.

“ As an oversight office uniquely positioned to receive and analyze information about issues that matter to the people of Ontario, we add tremendous value by sharing our observations and commenting on what we have learned. ”

*Ontario Ombudsman Paul Dubé*

# About Our Office

## WHAT IS AN OMBUDSMAN?

An ombudsman is an independent and impartial officer who raises citizens' concerns with government bodies. The first parliamentary ombudsman was established in Sweden in 1809, which is where the term "ombudsman" originated – it means "citizen's representative" and is considered to be gender-neutral.

Issues tackled by an ombudsman typically involve matters that could not be resolved within the government body. An ombudsman reviews issues impartially – not acting on behalf of either party. If a person's complaint has merit, the ombudsman first seeks to resolve the dispute at the lowest level possible.

When necessary, the ombudsman conducts an investigation, based on an impartial assessment of the facts and evidence.

Many complaints about public sector bodies are due less to a one-time error or misjudgment, and more to an underlying issue that will cause the problem to recur if not corrected. If we only resolved individual complaints in isolation, without looking at the policies and procedures that gave rise to them, we would miss the opportunity to

identify problems that may affect many more stakeholders. So, in addition to dealing with individual concerns and complaints, an ombudsman also examines systemic issues with a view to correcting problems that negatively affect large numbers of citizens.

By compiling irrefutable evidence, telling compelling stories, and making reasonable recommendations for corrective action, the ombudsman seeks to persuade public sector bodies to do the right thing.

## What is the Office of the Ombudsman of Ontario?

- An independent office of the Legislature, established in 1975, that resolves and investigates public complaints about Ontario government organizations and municipalities, universities and school boards.
- An office of last resort that can recommend constructive solutions to individual and systemic problems where existing avenues of complaint and appeal have been exhausted or cannot reach.
- An impartial fact-finder that does not advocate for complainants or public sector bodies, but for fairness, accountability and transparency.



## Values, Mission and Vision

### Our Values

**Fair treatment**  
**Accountable administration**  
**Independent, impartial**  
**Results: Achieving real change**

### Our Mission

We strive to be an agent of positive change by promoting fairness, accountability and transparency in the public sector.

### Our Vision

A public sector that serves citizens in a way that is fair, accountable and transparent.

## WHO WE ARE:

## Management and teams

### Ombudsman



**Paul Dubé**

#### Early Resolutions Team

Frontline complaint intake, triage, information, referrals and general complaint resolutions

Director



**Eva Kalisz Rolfe**

#### Investigations Team

Individual investigations, proactive work, complex complaint resolutions, identification of systemic issues

Director



**Sue Haslam**

#### Special Ombudsman Response Team

Systemic issue investigations, extensive field work, follow-up

Director



**Gareth Jones**

### Deputy Ombudsman



**Barbara Finlay**

#### Legal Services

Legal support, evidence analysis, report preparation

General Counsel



**Laura Pettigrew**

**Open Meeting Law Enforcement Team:**  
Municipal closed meeting investigations and reports

General Counsel



**Wendy Ray**

#### Communications Team

Reports and publications, website, media relations, social media, video, presentations and outreach activities

Director

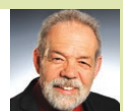


**Linda Williamson**

#### Corporate Services

Financial services, human resources, administration, information technology

Director



**Scott Miller**

## WHAT WE DO

“ I don't know where I would be without the help you have given to me. The staff are all so fantastic, great job. Thank you very much. ”

*Comment from complainant, received via Facebook*

**Conduct** independent, impartial oversight of Ontario government and broader public sector bodies (municipalities, universities and school boards).

**Assist** Members of Provincial Parliament by reviewing constituent concerns they refer to our Office.

**Track** trending issues and flag them proactively with public sector officials in an effort to avert future complaints.

**Address** confidential public complaints about public sector bodies through quick, informal resolution, free of any charge to the complainant or organization.

**Assist** Ontarians in navigating provincial and broader public sector bureaucracy by pointing them in the right direction.

**Investigate** individual cases as warranted, after first seeking to resolve them at the lowest possible level.

**Raise** issues that are in the public interest with public sector officials, with or without a complaint, including providing input to government consultations.

**Conduct** in-depth investigations into broad, systemic issues affecting large numbers of people.

**Act** as the closed meeting investigator for all Ontario municipalities that have not appointed their own; issuing findings and recommending best practices to facilitate compliance with the *Municipal Act, 2001*.

**Issue** reports annually and on investigations as warranted.

**Recommend** constructive change to address problems and improve public services.

**Follow up** on all accepted recommendations to ensure they are implemented and have the desired effect.



# HOW WE WORK

## Our process for dealing with complaints and inquiries

1

### Intake and information gathering

Is the matter outside of our jurisdiction?

Is there an existing mechanism that should be tried first?

**Yes:** We will refer the matter accordingly.

**No:** We may pursue it further. The Ombudsman also has the discretion to dismiss complaints that are considered to be frivolous or vexatious, or for other reasons.

2

### Resolution

Can the matter be resolved?

**Yes:** We will make the necessary contacts to facilitate communication.

**No:** We may conduct an investigation.

3

### Investigation

Can the matter be resolved through more contact with the organization?

**Yes:** No investigation is necessary.

**No:** We may provide the organization in question with formal notice of investigation and then conduct interviews, request documents, and gather evidence as warranted.

4

### Systemic investigation

Is the problem part of a recurring trend or increase in complaints?

Does it have the potential to affect large numbers of people?

**Yes:** We may flag the trend proactively, to alert officials to the problem so it can be nipped in the bud.

Or we may provide the organization with formal notice of a systemic investigation.

Even without receiving a complaint, the Ombudsman can launch an "own motion" investigation into a matter of public interest.

5

### Evidence gathering

Our formal investigations, particularly those relating to systemic issues, can involve extensive interviews with relevant stakeholders, review of documentation, and research of similar issues in other jurisdictions.

6

### Public reporting

Based on the evidence gathered, the Ombudsman may publish findings and recommendations, but not all investigations result in published reports. Results of our work are also shared in our Annual Reports, monthly e-newsletters, other publications and public presentations.

7

### Follow-up

We follow up on all recommendations that are accepted, to ensure they are implemented and have the desired effect.



# About This Report

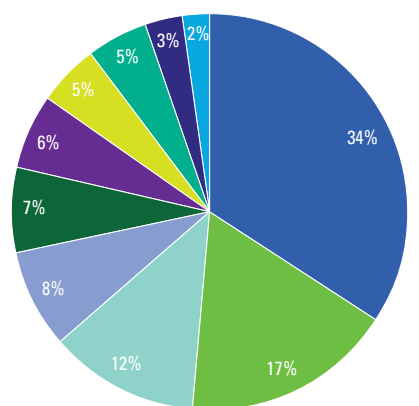
With the historic expansion of the Ombudsman's mandate this past year, our Office now oversees more than 1,000 public sector bodies. To better highlight and explain our work in this wide variety of areas, we have organized our Annual Report according to the general topics addressed, rather than by government ministry or agency, or by type of investigation.

These topics correspond to the topic search categories on our website, which can be used to find information about our work in any of these areas. In this report, we have arranged them generally according to case volume – with the areas that we heard about most (e.g., correctional facilities, social services and education) appearing first.

More detailed breakdowns of complaints – by ministry, program, municipality, school board, provincial riding, etc. – can be found in the charts in the Appendix to this report, and on our website.

Look for “Good to Know” boxes throughout this report for other explanatory notes.

## CASES BY TOPIC AREA



- LAW & ORDER
- SOCIAL SERVICES
- EDUCATION SECTOR (INCLUDES SCHOOL BOARDS, UNIVERSITIES AND PROVINCIAL MINISTRIES)
- MUNICIPALITIES
- ENERGY & ENVIRONMENT
- EMPLOYMENT
- HEALTH
- TRANSPORTATION
- MONEY & PROPERTY
- CERTIFICATES & PERMITS

## Good to KNOW

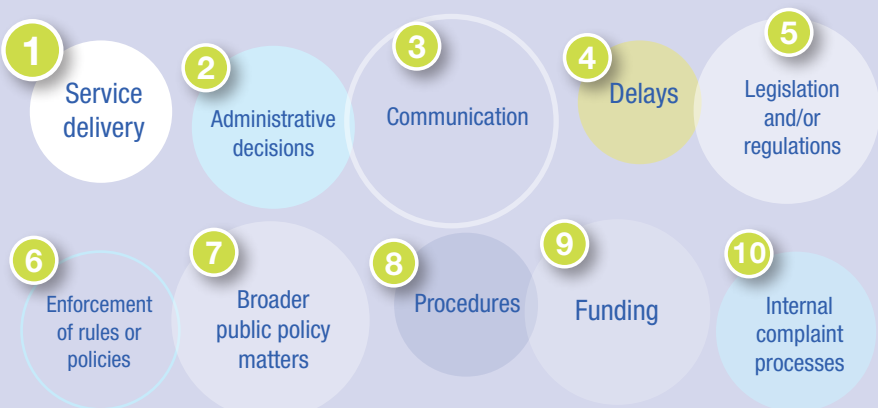
**Provincial statistics** in this report cover the past fiscal year – April 1, 2015 to March 31, 2016. The **text** of this report also refers to notable developments in the interim while it was being finalized.

Statistics for cases about **school boards** cover the period from September 1, 2015 (when our jurisdiction took effect) to March 31, 2016.

Statistics for cases about **municipalities** and **universities** cover the period from January 1, 2016 (when our jurisdiction took effect) to March 31, 2016.

## CASES BY TYPE

What do people complain about when they come to the Ombudsman? **Here are the top 10 types of cases received in fiscal 2015-2016.**



# Report Highlights

**22,118**  
cases received  
in fiscal 2015-2016

**51%**  
closed within  
one week

**62%**  
closed within  
two weeks

**30%**  
received  
online

**63%**  
received by  
phone

**Top 5**  
provincial  
organizations by  
case volume  
in fiscal 2015-2016

**1**  
**1,025**  
Family  
Responsibility  
Office

**2**  
**843**  
Ontario Disability  
Support Program

**3**  
**647**  
Central East  
Correctional  
Centre

**4**  
**632**  
Hydro One

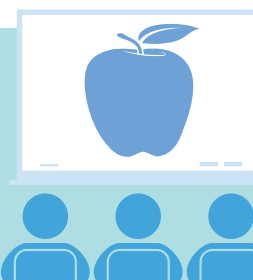
**5**  
**594**  
Workplace  
Safety and  
Insurance Board

**New**  
jurisdiction

Municipalities  
**918**  
cases received  
(January 1 -  
March 31, 2016)

School boards  
**398**  
cases received  
(September 1, 2015 -  
March 31, 2016)

Universities  
**92**  
cases received  
(January 1 -  
March 31, 2016)



## Outreach with stakeholders

**50+**  
outreach events  
in fiscal 2015-2016

Roundtables  
in  
**6** cities

## Communications

**2,391**

news articles  
published

in fiscal 2015-2016

Ad value:  
**\$2.8**  
million

Aggregate audience

**77.4**  
million people

**589**

broadcast  
media stories

in fiscal 2015-2016

**7.5**  
million

Twitter  
impressions

Facebook reach:  
**544,000**  
people

**161,823**  
website visitors

**8,759**  
YouTube views

**782,040**  
pageviews

You  
Tube

## Systemic investigation reports

**2** reports  
issued

*A Matter of Life and Death* – June 2016

**22** recommendations

*Nowhere to Turn* – August 2016

**60** recommendations

Recommendations  
accepted:

**82**

# Year In Review

## CASES BY TOPIC



### LAW & ORDER

#### Overview and trends in cases

Complaints relating to correctional services, policing and the provincial justice system consistently account for the largest proportion of cases handled by our Office. Correctional facilities alone were the subject of

**4,051** complaints, and as usual, we flagged those involving serious issues of health and safety as warranted. Other common areas of complaint relating to the Ministry of the Attorney General and the Ministry of Community Safety and Correctional Services are, of course, policing and matters involving the courts and legal aid.

#### Policing issues

Our Office oversees the Ministry of Community Safety and Correctional Services, which is responsible for police services and training across the province. We also oversee some administrative aspects of the Ontario Provincial Police, and the Special Investigations Unit (SIU) – the civilian agency that investigates all police-involved deaths and serious injuries, through the Ministry of the Attorney General.

However, the Ombudsman has no oversight of individual police services,

although we received **284** complaints about them this past year. Nor does our new mandate over municipalities as of January 1, 2016, include municipal police services boards. The body that oversees police conduct, policy and services (including the OPP) is the Office of the Independent Police Review Director (OIPRD), and we routinely refer complaints about police there. We do not oversee the OIPRD, although we received **35** complaints about it in 2015-2016.

#### Street checks (“carding”) – Ombudsman submission to Ministry

Amid strong public controversy over the police practice of street checks – popularly known as “carding” – the Ministry of Community Safety and Correctional Services conducted a series of consultations and town hall meetings and invited submissions on the topic. Our Office’s submission, made in August 2015, contained 25 recommendations to regulate or restrict carding.

#### TOP 5 CASE TOPICS



These recommendations include: Cautioning everyone who is “carded” that they have the right to walk away; provincewide training for officers to ensure consistent practices; more research into the effectiveness of carding and consultation with human rights experts on the harm it causes; strict limits on the use of street checks and retention of any data gathered; independent oversight; and no carding of anyone under 18.

In March 2016, the government announced new regulations that are consistent with several of these recommendations, slated to come into effect on January 1, 2017.

### Police oversight – Ombudsman submission to independent review

In addition to its consultations on carding, the government launched public consultations on reforms to the *Police Services Act* in early 2016. In April 2016, it also announced an independent review of the province’s three police oversight agencies, the OIPRD, SIU and the Ontario Civilian Police Commission. The review is headed by Ontario Court of Appeal Justice Michael Tulloch, whose final report is due in March 2017.

Our Office has previously recommended changes to the Act to strengthen the Special Investigations Unit, in our two investigative reports on the SIU,

*Oversight Unseen* (2008), and *Oversight Undermined* (2011). The Ombudsman met with Justice Tulloch in October 2016 and provided him with our submission and recommendations to strengthen and improve police oversight.

### Correctional facilities

As with all cases we receive, we seek to resolve complaints about correctional facilities at the lowest level possible – and many complaints are best handled within the institution. Our Office flags matters of health and safety for urgent attention, intervening when warranted, and our staff meet regularly with senior officials in the Ministry of Community Safety and Correctional Services to alert them to potential systemic problems.

Our focus is on concerns that have the biggest impact on the wellbeing of those in custody – for example, prolonged segregation placements, problems with accessing medical care, lockdowns, and assaults.

### Segregation – Ombudsman submission to Ministry

In April 2016, as part of its review of the use of segregation (also known as solitary confinement) in correctional facilities, the Ministry conducted consultations on the practice. As with carding, our Office made a submission to the Ministry that included 28 recommendations, beginning with the

abolition of indefinite segregation. Other recommendations call for the creation of an independent panel to review all segregation placements and limiting them by law to 15 days, as the United Nations has declared anything longer to be cruel, inhuman treatment.

The submission was based on our Office’s extensive experience in dealing with complaints about segregation – including **186** in 2015-2016. It highlighted the recent case of a man who spent more than two years in segregation in several different facilities, and who was prescribed anti-depressant medication to help him deal with the isolation. After our Office made inquiries on his case, correctional officials released him from segregation, drew up a care plan for him and involved him in an educational program.

In another case, an inmate complained that he had been in segregation for three months continuously, and off and on for a total of nine months. He said he was struggling to eat and sleep and felt he was losing his mind. Our inquiries determined that the most recent placement was for his protection because of fighting with other inmates, but jail staff had failed to provide the Ministry with the required reporting. The man was seen by a psychiatrist, released from segregation after 100 days, and was able to interact with other inmates in the general population.

“ Ontario Ombudsman Paul Dubé is right to call for a ban on the long-term solitary confinement of prison inmates.... Dubé presents a strong case – one the province should immediately act upon. ”

Toronto Star *editorial*, May 12, 2016



## Medical issues

More than half of the complaints we receive from those in custody – some **2,500** in 2015-2016 – relate to problems with health care. These include a lack of access to particular medications, or to medical staff and treatment.

For example, a woman who was in custody awaiting trial, whose numerous health conditions included suffering from seizures and using a wheelchair for mobility, complained to us after she had a seizure while bathing and broke bones in her foot. She told us that she spent hours on the bathroom floor in pain before she was found and treated. After our Office intervened, she was referred for an assessment of her seizures, although this was still not acted upon until we followed up on it.

One inmate complained that he was forcibly transferred from one jail to another, despite doctor's orders that he not be moved. When he asserted his rights and refused the transfer, correctional staff put him in segregation for several hours. A team of staff then removed him by force and transferred him to the new institution. When Ombudsman staff looked into the case, management at the first jail acknowledged they had missed the clear "not fit for transfer" restriction on the man's file, and reminded nursing staff to review all medical files before scheduling inmates for transfer.

## Lockdowns

A lockdown involves all inmates in a unit – or an entire facility – being confined to their cells all day, or longer. During lockdowns, inmates are generally unable to use common areas, phones or showers, participate in activity programs or receive visitors. Lockdowns are commonly the result of staff shortages, and were frequent during a labour dispute in 2015 involving unionized correctional officers (settled in early 2016).

We received **300** complaints about lockdowns in 2015-2016, many involving inmates being denied visits or the ability to contact a lawyer. In our meetings with senior Ministry officials, we were told the long-term solution is hiring more staff (some 2,000 new officers are to be hired over the next three years). We continue to monitor the use of lockdowns and their impact.

## Inmate-on-inmate assaults

Our Office continues to monitor complaints about inmate-on-inmate attacks – **52** in 2015-2016 – in light of the Ministry's direction that correctional facilities are not required to conduct formal investigations of such cases. We were told a new policy is in the works that will require serious assaults to be reported in writing to a superintendent.

## Toronto South Detention Centre

Issues with this Toronto "superjail" that we identified in 2014-2015 – including an infirmary that could not open because of lack of staff, and sick prisoners being held in segregation cells – have been addressed. However, in late 2015, we noted several complaints about the administration of insulin to inmates with diabetes. Inmates were being given insulin after meals, sometimes late, contributing to dangerous fluctuations in their blood glucose levels. We were told labour issues and staff shortages contributed to this problem, and we continue to monitor it.

## Ottawa-Carleton Detention Centre (OCDC)

In March 2016, in the wake of news reports about inmates being housed in showers, the Minister of Community Safety and Correctional Services announced a task force to examine issues of overcrowding and other health and safety concerns at this jail, which has consistently been one of the most complained-about in the province (**394** complaints in 2015-2016).

Our Office made a submission to this task force, noting concerns we have raised about overcrowding and health and safety issues, as well as the fact that the OCDC is the only one of the five most complained-about

## TOP 5 CORRECTIONAL FACILITIES BY CASE VOLUME

**1**  
**647** Central East  
Correctional Centre

**2**  
**455** Toronto South  
Detention Centre

**3**  
**394** Ottawa-Carleton  
Detention Centre

**4**  
**370** Central North  
Correctional Centre

**5**  
**267** Maplehurst  
Correctional Complex

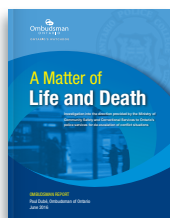
correctional facilities with a capacity of less than 1,000 inmates. The bulk of complaints from OCDC were about health care issues, but there were also **27** about segregation and **26** about living conditions – including one from an inmate who was housed in a shower for several days in March 2016.

In June 2016, the task force released its report, recommending numerous improvements to conditions at the jail as well as broader changes to the remand system. Our Office is monitoring the response to these recommendations closely.

## Investigations

### Systemic investigation: Police de-escalation training

Report: *A Matter of Life and Death*, released June 2016



#### Investigation update:

Launched in the wake of the fatal police shooting of 18-year-old Sammy Yatim on a Toronto streetcar in the summer of 2013, this investigation

focused on the province's role in training police to handle conflict situations involving persons who are in crisis,

e.g., due to mental illness or drugs. The investigation also reviewed hundreds of recommendations from coroners' inquests into similar police-involved deaths, dating back two decades, and other studies, including one prepared by Hon. Frank Iacobucci for Toronto Police in response to the Yatim case.

With the help of two retired police chiefs, our investigators compared training and use-of-force models from around the world with those provided to police in Ontario.

A consistent theme throughout all of these was that police should be better trained to de-escalate such situations so they do not end up using their firearms. Since the Ministry of Community Safety and Correctional Services is responsible for police training through the Ontario Police College, as well as the models all police use to determine when to use force, the Ombudsman's investigation focused on the Ministry's role in ensuring police are better trained and equipped.

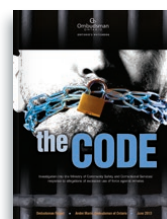
Based on 95 interviews with policing experts in Ontario and elsewhere, as well as family members of people killed by police, the Ombudsman made **22** recommendations, starting with a call for the Ministry to direct that de-escalation techniques be used before force whenever public and officer safety allow.

He also recommended that the Ministry introduce a new regulation setting out guidelines on de-escalation for all police services, as well as a new use-of-force model – and that that this be completed by June 2017.

The Ministry had two opportunities to respond to a draft of this report before it was finalized. Although it initially promised only more discussion and review, the newly appointed Minister, David Orazietti, met with the Ombudsman the day before the report was released and committed to accepting all of the recommendations.

### Systemic investigation: Use of force by correctional staff

Report: *The Code*, released June 2013



#### Investigation update:

All **45** of the Ombudsman's recommendations to end the "code of silence" among correctional officers in cases of excessive

force used against inmates were accepted by the Ministry in 2013, and as of this year, it has implemented 38 of them.

Remaining recommendations include installing closed-circuit video in all

“ I would like to thank the Office of the Ontario Ombudsman for their report and thorough recommendations concerning the de-escalation of conflict solutions in Ontario. We accept today's report and recommendations and will report back regularly on our progress. I am committed to addressing all the recommendations. ”

*Community Safety and Correctional Services Minister David Orazietti, June 29, 2016*



The Ombudsman's report [*A Matter of Life and Death*] is an eloquent plea for systemic and individual responsibility. His report is too important to be left to wither on a shelf beside earlier, similar reports and coroners' recommendations. It should be read by every police chief, every journalist, every judge. And by every police officer.



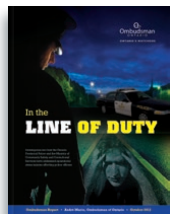
*Michael Enright, CBC Sunday Edition, September 25, 2016*

correctional facilities (four institutions have yet to do so, but this is expected to be completed in the next few years), and universal use of hand-held video recording in situations where correctional officers may potentially use force on inmates.

The number of complaints to our Office about correctional staff using excessive force on inmates has decreased – to **43** this past year, from 79 in 2014-2015 (in the four years prior to the investigation, we received more than 350 such complaints). We also received some complaints about lengthy delays in the process for investigating and documenting use-of-force incidents, which was implemented as a result of our investigation. We continue to monitor this issue.

### Systemic investigation: Operational stress injury and suicide affecting Ontario Provincial Police (OPP) and police across the province

Report: *In the Line of Duty*, released  
October 2012



#### Investigation update:

Remarkable progress to help active and retired officers in dealing with operational stress injury and suicide

has been made since the release of this report, which made **28** recommendations to the OPP and **6** to the Ministry. These included that the OPP implement training and education programs, collect data on rates of operational stress injuries and incidents of work-related suicides, and address cultural issues and stigma. The report also called on the Ministry to survey police needs across the province and develop provincial standards for police services to address these issues.

Over the past few years, the OPP has allotted significant resources to this issue, including creating a Wellness Unit and ensuring support for members, retirees and their families.

In December 2015, the OPP and Ministry announced a new integrated mental health strategy, which includes increased capacity for OPP critical incident stress response, early intervention and referrals, as well as health care resources. The OPP Commissioner acknowledged during the announcement that the strategy is based in part on the recommendations in the *In the Line Of Duty* report. The OPP is also sharing its approach with other police services and emergency service providers across Canada.

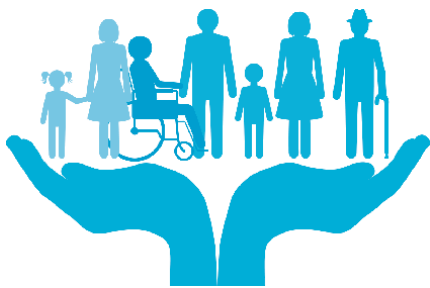
## Case summaries

### Best defence

A senior who was charged with threatening police complained that Legal Aid Ontario told him he was no longer eligible for their services after the Crown decided it would not seek to put him in jail if convicted. Our Office determined that although Legal Aid eligibility normally involves cases where there is a likelihood of jail time, Legal Aid can also provide a lawyer for vulnerable people in difficult circumstances. The man appealed Legal Aid's decision and he was given legal representation.

### Justice delayed

An inmate complained that he had sat in jail for days after becoming eligible for parole because a parole hearing had not been scheduled for him. He had signed a consent form to delay his hearing past his parole eligibility date, but said he had only done so because he was told the Parole Board was not available sooner. As a result of this case, the Parole Board eliminated the consent form, to ensure that hearings are held before an inmate's eligibility date, as required by law.



## SOCIAL SERVICES

### Overview and trends in cases

The general area of “social services” falls mostly within the purview of the Ministry of Community and Social Services, and includes the two most consistently complained about provincial bodies: The Family Responsibility Office and the Ontario Disability Support Program, both of which serve millions of Ontarians. We received **2,105** complaints relating to this ministry, which also includes a range of developmental services offices and programs, which were the subject of our largest investigative report this year.

We also received **46** complaints about social services relating to children and

youth, within the jurisdiction of the Ministry of Children and Youth Services. Our jurisdiction in this area does not include children’s aid societies, although we consistently receive complaints about them (4,555 between 2005 and 2015). We received **417** complaints about children’s aid societies in fiscal 2015-2016; as in previous years, we had to turn these away, but did our best to refer people to help as warranted.

However, as of March 1, 2016, thanks to Bill 8, the *Public Sector and MPP Accountability and Transparency Act, 2014*, the Provincial Advocate for Children and Youth – who, like the Ombudsman, is an independent Officer of the Legislature – now has the power to conduct individual and systemic investigations relating to children’s aid societies, bringing them under independent scrutiny for the first time.

### Family Responsibility Office

The Family Responsibility Office (FRO) is responsible for enforcing court-ordered child and spousal support and is consistently a top source of complaints to the Ombudsman. This year, we received **1,025** complaints about the FRO, making it once again the most complained about Ontario government organization.

We take a proactive approach to FRO complaints, meeting regularly

with senior FRO officials to address trends and specific cases. One trend we noticed this year involved inconsistencies in FRO’s enforcement actions – that is, it sometimes acted too aggressively, and sometimes was not aggressive enough. For example, in one case, FRO officials failed to take additional enforcement action for several years against a man who owed more than **\$300,000** in arrears. Yet in other cases, they pursued people whose support obligations were met, like one man whose salary was garnished by 50%, even though he had actually overpaid the FRO (after our intervention, FRO officials refunded him **\$450** and apologized).

Errors and poor customer service were also common complaints about the FRO. An MPP brought a complaint to us on behalf of a man who disagreed with the FRO’s interpretation of a court order. FRO officials apologized to him after our staff made inquiries and discovered accounting errors that had wrongly increased his arrears by more than **\$18,000**. However, more recently, new leadership at the Deputy and Assistant Deputy Minister levels seems to be driving positive change at the FRO. It has kept our Office informed of its improvement efforts, including development of a client service

### TOP 5 CASE TOPICS



complaints process and a “client service charter” that will set out a feedback process and service standards.

We continue to monitor other initiatives introduced last year to improve the handling of files and, in particular, the organization of the FRO’s Interjurisdictional Support Orders unit. This unit, the subject of **58** complaints this year, works with agencies in other provinces or countries to enforce support orders where one of the parties lives outside of Ontario.

## Ontario Disability Support Program (ODSP)

Ombudsman staff also meet regularly with Ministry officials to flag trends about the ODSP, consistently a top source of complaints to our Office – **843** this year. Complaints generally tend to relate to customer service – many clients with disabilities complain about issues in communicating with ODSP officials – and the level of funding provided.

This year, we continued to monitor the Ministry’s progress in addressing problems with the computer system it launched in late 2014, known as “SAMS” (Social Assistance Management System). One man complained to us that the only answer he could get from ODSP workers after waiting five months to receive his benefits was “be patient.” Our staff discovered that the man’s file was affected by a SAMS glitch, but it was fixed the next day, and two days after we contacted the ODSP, the man’s case worker met with him and provided him with a retroactive benefit payment.

## Developmental services

The province’s complex and changing system of programs and services for people with developmental

disabilities continues to be a top source of complaints (**156** this year). It has also been the subject of two systemic investigations by our Office. We continue to work with affected individuals and the relevant officials to resolve individual cases and flag potential systemic problem in this area.

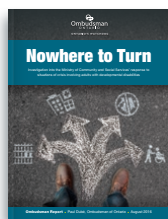
## Autism services for children and youth

For years, we have received complaints about the province’s administration of services for children with autism – some related to broader policy decisions, and some involving administrative glitches. In March 2016, we received a flurry of complaints after the government’s announcement of additional funding for autism programs (\$333 million over the next five years) was accompanied by news that it would not pay for intensive therapy for children aged 5 or older. In June 2016, a new plan was announced (\$200 million over four years), that would include \$1,000 per week for therapy of children aged 5 and up. Although our Office does not intervene in broad public policy decisions of this nature, we will continue to monitor the administration of these programs and assist individuals where, for example, rules and procedures are not being followed.

## Investigations

### Systemic investigation: Services for adults with developmental disabilities in crisis

Report: *Nowhere to Turn*, released August 2016



#### Investigation update:

This report reviewed more than **1,400** complaints and highlighted egregious cases of adults with developmental

disabilities in crisis situations, including being abandoned, abused, unnecessarily hospitalized and jailed. All **60** recommendations were accepted by the Ministry of Community and Social Services, which will report back to our Office on its progress in implementing them at six-month intervals, starting in February 2017.

The investigation revealed that inconsistencies in how funding is prioritized and distributed leave some families so desperate that they have abandoned loved ones with developmental disabilities and complex medical conditions.

Among other things, the Ombudsman recommended that the Ministry formally recognize its role in directly assisting with crisis cases, establish urgent response resources, and direct that adults with developmental disabilities not be returned to abusive situations or housed inappropriately in hospitals and long-term care homes. Several recommendations also called for improved tracking, monitoring and research to identify service gaps and allow for better planning and flexible solutions to crisis situations.

Launched in November 2012, the Special Ombudsman Response Team’s investigation involved interviews with more than 200 families and officials, and the review of more than 25,000 documents, including probes by coroner’s inquests, a Select Committee of the Legislature and Ontario’s Auditor General. Ombudsman staff also worked to resolve individual crisis situations as they arose throughout the investigation – including helping move 20 people from hospitals to more suitable homes.

We continue to receive complaints about similar crisis situations, and respond to them on an urgent basis. Further updates will be published in forthcoming annual reports.



“ I was among those appalled by the stories highlighted in the Ombudsman’s report [*Nowhere to Turn*]. I have thanked the Ombudsman and his office for their thoughtful investigation, and I am fully committed to working with our partners in the developmental services sector and my cabinet colleagues across government to address all the recommendations... particularly with respect to residential supports for those with urgent and complex care needs. ”

*Community and Social Services Minister Helena Jaczek,  
letter to editor, Sarnia Observer, August 31, 2016*



▲ August 24, 2016: Ombudsman Paul Dubé releases report on services for adults with developmental disabilities who are in crisis, *Nowhere to Turn*, at Ontario Legislature.

## Systemic investigation: Care and custody of children with severe special needs

Report: *Between a Rock and Hard Place*, released May 2005



### Investigation update:

It has been more than a decade since this investigation revealed the serious problem of parents being forced to surrender custody of children who have

severe special needs to children's aid societies in order to get the care they needed. Although the government has repeatedly committed to ensuring parents would not be put in this heart-wrenching position, we continue to receive a few such complaints each year.

For example, this past year, we heard from the mother of a 13-year-old girl who has autism, a developmental disability, and other conditions, who was told by a service co-ordination agency that she should ask the local children's aid society to place her daughter in a group home. Ombudsman staff contacted senior officials at the Ministry of Children and Youth Services, who were concerned to learn a parent had been given such advice. Shortly thereafter, the mother's request for additional services to help care for the girl at home and give her biweekly respite was approved.

We also helped a mother of a 12-year-old boy with multiple conditions who had been suicidal and violent, and was

recommended for long-term residential treatment by a psychiatrist. A worker from the local children's aid society told her that surrendering custody of the boy was the only way to get him into a group home. Our staff spoke to Ministry of Children and Youth Services officials, who expedited the family's request for complex special needs funding – and also clarified with the children's aid society's management that parents should not be told to surrender custody if there are no protection issues. The boy was moved to a treatment group home a week after the funding was approved.

## Case summaries

### An arresting mistake

A father contacted us from jail after he was arrested for failing to pay child support arrears to the Family Responsibility Office. He was unaware that he owed any support, and he had custody of his child when he was arrested. Our review determined that the FRO's notices were sent to the wrong address, even though his correct address was on file. After our intervention, the amount he owed in arrears was reduced, and the FRO sent him a letter of apology.

### Follow the money

A mother of two complained that FRO officials had not done enough to collect the more than **\$30,000** in support owed by her ex-husband, even though they knew where he worked. After we contacted FRO officials, they issued

notice to the man's employer and have since collected more than **\$5,000** in payments by garnishing his wages.

### Held at the border

A mother whose support payments from her ex-husband were collected through an enforcement agency in the U.S. complained that the FRO would not release any of it to her because it didn't have the necessary documentation from a U.S. court. She had even travelled to the U.S. in an attempt to get the documents herself and was subsequently facing eviction. After our Office intervened, FRO obtained new documents from the U.S. and released **\$9,700** to her.

### Painful delay

A woman who was seriously injured in a car accident complained that she waited seven months to receive her application for ODSP benefits. Our staff discovered that her initial call was not responded to for a month, despite a promise on ODSP's website that a case worker would set up an interview within five days. In fact, although a case folder was created for her within five days, she received only one contact from ODSP between March and September 2015. In the meantime, she incurred significant debt and was on the verge of losing her home. Her application was approved in November 2015, and after our intervention, she also received **\$4,900** in retroactive ODSP support.

“ Thank you for your very compassionate and professional representation of children and families who have been in contact with your Office. ”

*Email from Ontario public servant*

“

Your report [*Nowhere to Turn*] is a valuable contribution in our continuing work, and I have carefully noted your comments. I know that my colleague [Minister Jaczek] joins me in accepting all of your recommendations. We are committed to working as quickly as we can to act on them.

”

*Premier Kathleen Wynne,  
letter to Ombudsman, September 6, 2016*

“

Thank you for all you have done for me with regards to ODSP...This is a reminder to me and others that even when one feels there is nowhere to turn for help and advice, that one needs to keep on digging deeper for answers as there most likely will be somewhere or someone to turn to. You just have to look deep enough. My complaint may help others.

”

*Complainant*



## EDUCATION – PROVINCIAL GOVERNMENT MINISTRIES AND PROGRAMS

### Overview and trends in cases

The Ministry of Education and what was formerly known as the Ministry of Training, Colleges and Universities (it became the Ministry of Advanced Education and Skills Development in June 2016), are responsible for Ontario's education system at all levels, from

daycare and kindergarten through post-secondary and post-graduate studies. This includes financial assistance programs for students in need and programs to support those seeking to upgrade skills or train for new careers.

Our Office received **757** complaints about these ministries and programs in 2015-2016 – excluding school boards and universities, which only came under our jurisdiction near the end of the fiscal year (for more on these, see the next two sections of this report).

The most common topics of complaint were school repairs, colleges of applied arts and technology, private career colleges and the Ontario Student Assistance Program.

### School repairs

Of the **256** complaints we received about the Ministry of Education in 2015-2016, **138** related to a lack of provincial funding for repairs to school buildings (many of these complainants also wrote to the Office of the Premier about this issue). We reviewed but did not intervene in these complaints, as they involved government spending priorities, which, like matters of broad public policy, are not part of the Ombudsman's role. In June 2016, the province announced an additional \$1.1 billion over two years for school repairs; in August

2016, the Ministry released a breakdown of needed school repairs across the province, with an estimated total cost of \$15.4 billion.

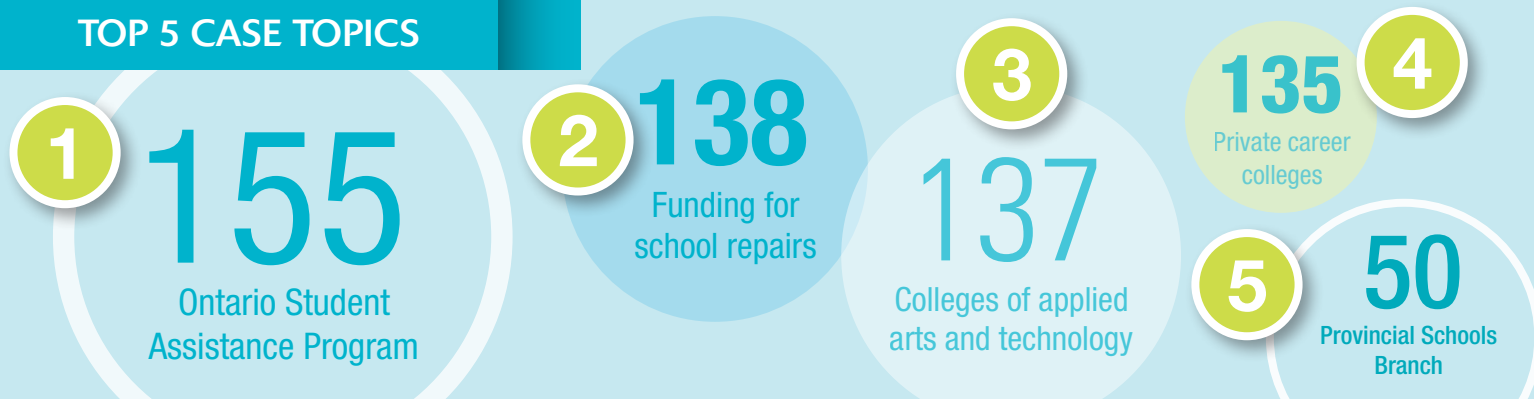
### Sex education curriculum

We also received **20** complaints related to changes to the sex education curriculum, which went into effect in September 2015 amid some public controversy. This is an example of an issue of broad public policy, which governments are elected to set. Since these complaints mainly involved disagreement with the curriculum itself, not issues with procedural fairness or the way it was administered, we explained to the complainants that we would not pursue them.

### Provincial Schools Branch

We received **50** complaints about the Provincial Schools Branch, which provides specialized schools for students who are deaf and/or blind, or have severe learning disabilities. The bulk of these stemmed from reports that the Ministry intended to close five such schools, after it stopped taking new applications in early 2016. In August 2016, the Minister announced that the schools would remain open. Our Office will continue to monitor developments in this area.

### TOP 5 CASE TOPICS





## Ontario Student Assistance Program – OSAP

Although administered by the province, student assistance funds come from both the federal and provincial governments, and the federal government administers the repayment process. About one-third of the **155** complaints we received about OSAP were from recipients who were having problems repaying their student loans, or wanted to contest the amount they were being asked to pay. Many complaints were also related to the sudden closure of Everest College, a large private career college, the previous year. Several Everest students saw their eligibility to continue receiving OSAP funds disrupted along with their studies.

## Colleges of applied arts and technology

Unlike universities, which only came within our jurisdiction on January 1, 2016, our office has always been able to take complaints about Ontario's 24 colleges of applied arts and technology. We received **137** such complaints in 2015-2016, many raising the same types of issues complained about at universities, such as fees, academic decisions and program requirements.

More than 20% of complaints involved disputes over college tuition fees – usually related to whether students who withdrew from a program did so in time to be eligible for a tuition refund. We also received complaints about how colleges accommodated students with disabilities. Most were resolved informally through referral to or discussion with appropriate college or Ministry officials.

## Private career colleges – Everest College

Some **119** of the **135** complaints we received about the then-Ministry of Training, Colleges and Universities' Private Career Colleges Branch related to the sudden closure of Everest College's 14 campuses in February 2015, which affected nearly 2,700 students. To deal with this surge in complaints, a dedicated team of Ombudsman staff collaborated with a Ministry team headed by the Assistant Deputy Minister.

Our staff helped students deal with delays and communication issues with the Ministry's Training Completion Assurance Fund (TCAF), which assists students in resuming their studies or getting refunds. We also worked with staff at the Ontario Student Assistance Program (OSAP) to help Everest students sort out issues with loans intended for tuition and living expenses.

For example, a mother of three faced eviction after Everest closed, because her OSAP funding for living expenses was due to run out while she waited for arrangements to be made to resume her studies at another college. Our staff worked out a solution with Ontario Works to provide her with social assistance, and its officials were issued a memo to alert them to similar situations.

We also helped OSAP identify a problem with its systems when five former Everest massage therapy students who had switched to a new college did not receive their loans. As a result of our inquiries, OSAP officials discovered that they could not access the files of these and other former Everest students – and they were able to fix the issue for all concerned.

## Investigations

### Systemic investigation: Monitoring of unlicensed daycares

Report: *Careless About Child Care*, released October 2014



#### Investigation update:

The Ombudsman's 2014 report revealed serious systemic problems in the Ministry of Education's monitoring of private, unlicensed daycares,

where four children died in the seven months prior to the investigation. The Ministry of Education agreed to implement all **113** of the Ombudsman's recommendations. It passed new legislation to modernize and strengthen the regulation of child care – the *Child Care and Early Years Act, 2014* – which came into force on August 31, 2015.

All recommendations in this case have now been addressed. Improvements made by the Ministry include:

- A dedicated enforcement unit to deal with complaints about unlicensed daycares and a toll-free, provincewide number to call to make complaints;
- An advertising campaign to enhance public awareness about child care options, explaining differences between licensed and unlicensed care;
- An online registry that allows the public to find information about violations and convictions of unlicensed daycare operators; and
- Removing a significant licensing loophole for some private schools that provided care for children under kindergarten age.



As of January 1, 2016, private schools must be appropriately licensed if they take children younger than school age. New regulations under the Act also make distinctions between child care and recreational activities for children, fixing a loophole that allowed some unlicensed daycares to operate as “camps.” Improved technology that will allow the Ministry’s Enforcement Unit to identify complaint trends and enhance proactive enforcement will be introduced later this year.

The Ombudsman’s investigation began in the wake of the death of a two-year-old girl at an illegal unlicensed daycare in Vaughan. In February 2016, the operator was convicted of operating a daycare without a licence, and charged with manslaughter in March 2016.

## Case summaries

### No answer

A woman on a waiting list for a popular, limited-enrolment college program called our Office for help when she could not get any information from the college about whether she had been accepted. We discovered that for this program, the college only made acceptance offers to students over the phone, not by mail or email. College officials did phone the woman, but were unable to reach her or leave a message, because

she did not have voicemail. As a result of our intervention, the woman was able to register in the program, and the college committed to consider making acceptance offers by email in future.

### Pressed for cash

A college student who was taking “compressed” courses over the summer questioned why she didn’t qualify for full-time OSAP funding, as her college had previously determined that her compressed course load made her eligible. Our inquiries determined that the college had made an error, and the woman did not meet the full-time funding threshold – but to make up for this, the college arranged a grant to ease her financial hardship. The case also prompted the Ministry to review the information it provides to financial aid offices with regard to compressed courses.

### Buy the book

A student who bought **\$1,000** worth of textbooks for her studies at the suddenly-closed Everest College complained that foot-dragging by officials at the Ministry of Training, Colleges and Universities caused her to miss a deadline to receive a 60% refund on the books, which were now worthless to her. She had tried to contact the Ministry five times, with no response. After our intervention, the

Ministry acknowledged it had provided poor customer service in this case, and agreed to reimburse the cost of her books.

### Too far to go

A mother who had been commuting two hours every day to attend classes at an Everest College campus applied for funding to resume her studies elsewhere after the college closed. However, the only program available in her field would have required a five-hour daily commute. She was offered a partial refund under the Training Completion Assurance Fund, but Ombudsman staff determined she should be eligible for a full refund, as the long commute would be an undue hardship. We arranged for her request to be reconsidered, and she was granted a full refund.

### Back in action

An Everest College student who was away from the school on medical leave when it abruptly closed was turned down for assistance in enrolling in a new program because his college record did not list him as an active student at the time of the closure. When Ombudsman staff provided Training Completion Assurance Fund officials with proof of the student’s medical records and re-enrolment paperwork, they agreed that he qualified for assistance.

## TOP 5 COLLEGES\* BY CASE VOLUME

1

18  
George Brown  
College

2

15  
Seneca  
College

3

10  
Fanshawe  
College

4

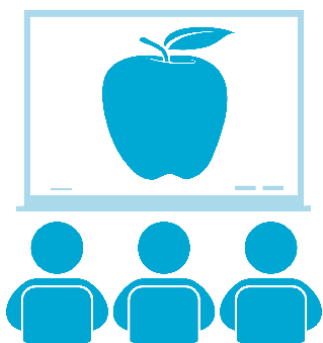
9  
Humber College,  
Loyalist College,  
Niagara College Canada

5

7  
Sheridan  
College

\*of applied arts and technology

A breakdown of cases by college can be found in the Appendix.



## EDUCATION – SCHOOL BOARDS

### Overview and trends in cases

School boards were the first area of the broader public sector to come under the Ombudsman's mandate with the changes ushered in by Bill 8, the *Public Sector and MPP Accountability and Transparency Act, 2014*. The change took effect on September 1, 2015, just before the start of the school year.

Between September 1, 2015 and March 31, 2016, we received **398** cases about **54** school boards. Some **289** of these cases were closed by the end of the fiscal year, most through informal resolution or referral to existing mechanisms at the boards. Another

**68** complaints were received between April 1 and August 31, 2015 – before our new mandate took effect. We referred these people to help as warranted, while noting that they could file a complaint with us after September 1, 2015 if their issues were not resolved.

In preparation for this expanded jurisdiction, our staff spent much of 2015 doing extensive research in education law, developing internal information resources (including a wiki), conducting a survey of school boards across the province to gather information on their policies, administration and points of contact, and establishing and training a dedicated team to handle school board complaints. The Deputy Ombudsman, Ombudsman and many other staff members consulted and engaged with school board officials at various levels to hear their concerns about our new oversight and explain our processes.

As with all complaints we receive, our Office serves as a last resort and works to resolve school board complaints at the local level wherever possible. For example, if a parent has a complaint but has not yet raised it with the school principal or the relevant superintendent, our staff will suggest those steps first. If the person has indeed exhausted all available mechanisms, we will contact school board staff about the issue directly, review the facts and consider the board's relevant policies and

procedures. In many cases this year, we were able to resolve the matter with board officials or suggest improvements to board processes; in others, we determined the board acted in a fair and reasonable manner.

The most common topics of complaint involved school staff and employment matters, special education, student safety and security (including bullying), and transportation. We also received multiple complaints about student discipline procedures, pupil attendance policies, school closures, and the application of trustee codes of conduct.

### Staff conduct and employment issues

We received **68** complaints about school board staff and another **43** about employment related issues. Complaints about specific staff members were referred to the appropriate internal complaints process, through the school board's hierarchy or relevant processes for harassment and discrimination complaints. If a complainant has tried these avenues, our Office will not make determinations about the conduct of staff, but can review whether relevant processes were followed.

Complaints about employment issues were referred to the complainant's union or the Ontario Labour Relations Board;

### WE OVERSEE

**72**  
school  
boards

**31**  
English public  
boards

**29**  
English Catholic  
boards  
**8** French Catholic boards

**4**  
French public  
boards

**10**  
school  
authorities

complaints about conduct of teaching staff may also be referred to the Ontario College of Teachers.

### Trustee conduct

We received **6** complaints related to the conduct of elected school trustees – most focusing on how their code of conduct applies to their interactions with the public.

When a trustee makes a complaint about another trustee, the process is usually clear: It is set out in the *Education Act* and is generally reflected in the codes adopted by boards. But it is less clear when someone other than a trustee makes a complaint. We discovered two boards that did not have mechanisms for handling such complaints – instead, the board chairs had adopted ad hoc processes that weren't clearly communicated.

In the interest of transparency and accountability, our Office encourages school boards to set out in their policies, procedures or codes how stakeholders can raise conduct concerns and how these complaints will be handled.

### Special education

We received **62** complaints related to special education, many involving decisions of Identification, Placement and Review Committees, which determine a student's eligibility for

special education services and the nature of those services. In many cases, the complainants came to our office before using available appeal and review processes, and we referred them accordingly.

However, most complaints were from parents who were dissatisfied with the services provided to their children under Individual Education Plans. Our involvement in such cases was generally to facilitate communication between parents, school boards and teaching staff, to find outcomes that meet children's needs in light of board resources.

In one case, a group of parents complained about their school board closing some special education classrooms. Although the board had in fact put appropriate resources in place, we determined that communication between parents and school board staff was lacking and the children's transition between classrooms was not as smooth as it could have been.

### Special needs and "exclusions"

One area of concern that our Office has noticed with regard to special education is the use of a provision of the *Education Act* to exclude high-needs students with behavioural issues from school while arrangements are being made to ensure proper supports are in place. The

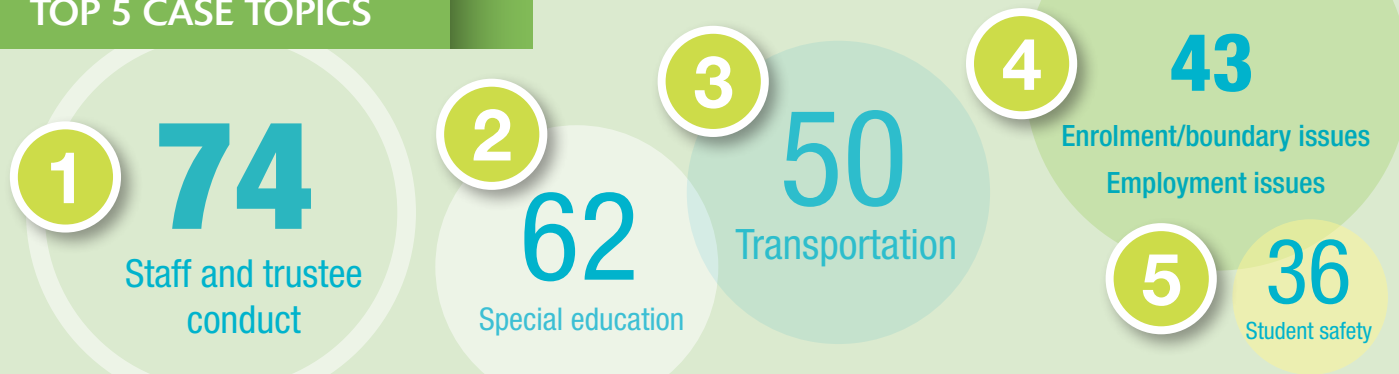
## Good to KNOW

Statistics for cases about **school boards** cover the period from September 1, 2015 (when our jurisdiction took effect) to March 31, 2016.

A breakdown of cases by school board can be found in the Appendix.

Act allows principals to refuse to admit someone to a school if there is a risk to student safety. However, we have seen several cases where boards lack specific policies to address when and how such exclusions are imposed, and how they may be appealed. Our Office encourages all school boards to implement specific policies for exclusions that, at minimum, set out how notice is provided, ensure that reasons are given, and include some form of appeal procedure.

## TOP 5 CASE TOPICS





▲ **December 11, 2015:** Deputy Ombudsman Barbara Finlay (then Acting Ombudsman) speaks to officials from 16 school boards in Waterloo.



▲ **February 17, 2016:** General Counsel Wendy Ray speaks to the Elementary Teachers' Federation of Ontario in Toronto.

## Safety and security

Some **30** of the **36** complaints we received about safety and security were from parents concerned that their board's response to incidents of bullying was inadequate. Our staff facilitated communication between complainants and boards to find resolutions in the best interests of the affected children, and reviewed board processes. Our Office is gathering information about best practices for dealing with these situations, which we will use in suggesting future improvements to boards.

We also received complaints about "no-trespass" orders imposed by some boards. In most cases, we determined that boards have good reasons for such orders, however, the restrictions should be limited as much as possible and for only a set time, and they should be made in accordance with relevant procedures, with reasons given. This ensures a balance between the school board's need to ensure safety and

respect for individual stakeholders' rights. In one such case, a school issued a no-trespass order to a father for yelling at school staff; our Office helped make arrangements so he could still walk his daughter to kindergarten.

A few complaints involved the response of school boards to children's allergies. In one such case where a child had severe food allergies, we found that although the board's response did not go to the extent requested by the parents, it accommodated the child in accordance with its policies.

## Student transfers and enrolment

School board decisions that restrict enrolment in a school or affect attendance boundaries can often be contentious. We received **43** complaints about enrolment and boundary issues, many related to board decisions to move students from one school to another. Our focus in such cases was on how the board planned the transition, to ensure it

accommodated student needs as much as possible, and followed its policies and procedures.

In one case, a parent complained about a school board's lottery process for admissions to a particular school; however, our inquiries determined that the process was fair and reasonable.

## School closures

We received **15** complaints about school closures during the fiscal year. All school boards must follow Ministry of Education guidelines for such decisions. As an office of last resort, we do not intervene in the required consultation and review process and cannot undo decisions. That said, we can seek ways to ensure that the board's actions related to school closings are handled in a fair and transparent manner.

For example, we made inquiries at the conclusion of one such process, where the board failed to initiate a pupil accommodation review, and we sought information about how it would avoid





◀ **August 18, 2016:** Ombudsman Paul Dubé speaks to the Ontario Secondary School Teachers' Federation in Ottawa.

such situations in future. In another case, when we learned of a group of students whose school was closing before construction on their new school had even begun, we verified that the board had a transition plan in place. Portable classrooms were set up at another school and staggered hours were established to make the influx of additional students less disruptive, all according to board policies.

### Expropriation

Shortly after our new jurisdiction took effect, we received complaints from a group of homeowners whose property was being expropriated by a school board so it could build a new school on the land. Our investigators reviewed the

board's handling of this decision, going back several years, and determined that it correctly followed the process in place under the *Expropriation Act*, including consulting the homeowners and offering them compensation (which they have the right to appeal to the Ontario Municipal Board). We informed the homeowners that our review determined that a formal investigation was not warranted.

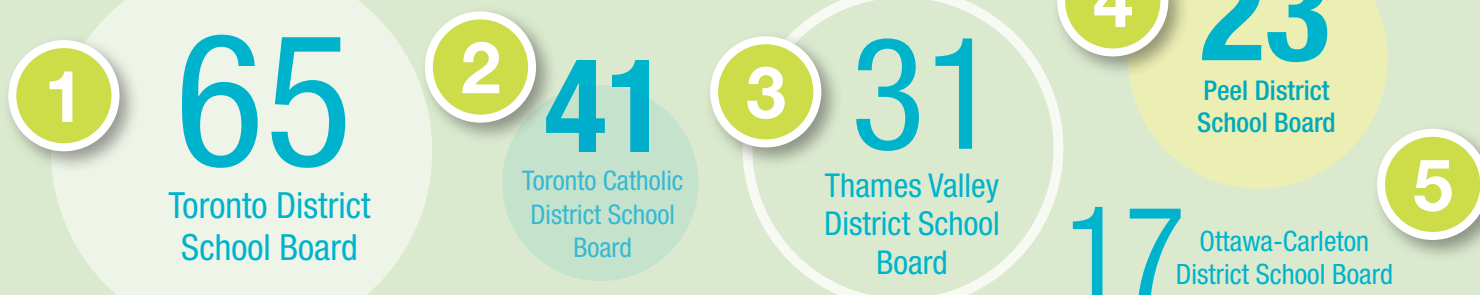
### Transportation

We received **50** complaints about transportation – most about school busing arrangements at the beginning of the 2015-2016 school year. These included concerns about the safety of pick-up/drop-off points, the length of time

children were on school buses, as well as the safety of walking routes where transportation was not provided. Our approach in these cases was to ensure policies and procedures were followed by boards and their transportation providers. In several cases, our inquiries resulted in the board or its transportation consortium making improvements for the benefit of all concerned.

For example, after a frightening incident where a four-year-old boy was dropped off at the wrong stop and left standing alone by the side of the road until a passerby returned him to school, our investigators made inquiries with the board's transportation consortium, which acknowledged it was a case of driver

## TOP 5 SCHOOL BOARDS, BY CASE VOLUME





error. The consortium also apologized to the boy's mother and improved its driver training and incident reporting procedures.

In a few cases, we determined that school boards were following their policies, but not communicating them well. When several families in the same neighbourhood were deemed ineligible for busing services because they did not live far enough away from their children's school, they were unable to find out the distance calculation that the school board used for its decision. After we suggested the board make this information available, it agreed to develop a policy for doing so.

Similarly, when families complained about the lack of notice they were given about school bus route changes, we spoke with their board's Director of Education, who committed to providing parents with at least a week's notice of changes, as well as a clearer explanation of the board's appeal process.

## Discipline procedures

We received **25** complaints about student discipline, suspensions and expulsions during the fiscal year. Although our Office cannot overturn decisions to suspend or expel students, nor intervene in ongoing appeal processes, we did look at how relevant policies were applied and whether the processes were fair and transparent. For example, we discovered two boards whose practices in dealing with suspensions and expulsions differed from what was in their policies. We encouraged both boards to update their policies to ensure affected students and parents know what to expect and are treated fairly.

## Investigations

We did not launch any formal investigations related to school boards in fiscal 2015-2016, but the Ombudsman has since launched one systemic investigation.

## Systemic investigation: School busing issues in Toronto

**Launched: September 2016**

**Investigation update:** When more than 1,000 children in the Toronto District School Board and Toronto Catholic District School Board were left waiting for school buses that did not show up over the course of several days in early September 2016, the Ombudsman directed the Special Ombudsman Response Team to determine whether or not a systemic investigation was warranted. Two weeks later, the boards were notified of our formal investigation, which focuses on their oversight of student transportation and whether their response to the recent delays and disruptions was adequate.

The matter involves some 60 school bus routes that lacked drivers, who are contracted through a transportation consortium shared by the boards. Among the questions investigators are reviewing are whether the boards adequately prepared for and informed parents about the situation. At the time this report was finalized, the investigation was ongoing.

## Case summaries

### Cars curbed

A woman complained to us after trying for months to get a school board to respond to her safety concerns about vehicles regularly driving up onto a curb on school property near an entrance for young children. After our staff contacted board officials, they agreed there was an issue, installed "no parking" signs, and advised staff to refrain from parking in the area.

### No place like home

A mother of a teenage boy with autism sought our Office's help after her son was restricted to 45 minutes of school

per day due to behavioural issues. She wanted to home-school her son, but the board insisted he come to class for 45 minutes every day. After our staff facilitated communications between the mother and the school board, it was agreed that she could arrange to have him home-schooled with an educational assistant, and the school would provide and mark his work.

## The safer way

The mother of a Grade 4 student was concerned for her son's safety because he had to cross a busy intersection on his walk to school. He was denied busing services, even though younger children in the area were being bused to school. After our Office referred her to the school board's superintendent of transportation, the board agreed to provide busing services for her son.

## Better, not late

The mother of a kindergarten student with special needs complained that her son's bus was repeatedly late and that he had once been dropped off at the wrong address. One month into the school year, he had not yet attended a full day. At our suggestion, she complained to the board's student transportation services officials, who met with the bus operators the same week. The bus company's services improved significantly after that meeting.

## Teachable moment

After a teacher-in-charge kept a student out of class for more than two hours over an incident, the student's mother complained to us about the board's response to her concerns. As a result of our inquiries, the board sent the mother a letter of apology and began developing guidelines to help principals and teachers-in-charge investigate such incidents.



## EDUCATION – UNIVERSITIES

### Overview and trends in cases

Although our Office has always had oversight over colleges because they are the direct responsibility of the provincial government, our new jurisdiction over Ontario's **21** publicly funded universities did not take effect until January 1, 2016. Between that date and the end of the fiscal year on March 31, 2016, we received **92** cases about **18** universities. (Another **49** cases were received between April 1 and December 31, 2015

– before our new mandate took effect. We referred these people to help as warranted, while noting that they could return to us after January 1, 2016 if their issues were not resolved.)

To prepare for this new mandate, our Office conducted extensive outreach with university stakeholders, including the Council of Ontario Universities, student and faculty associations, and university ombudsman offices, to explain how we work and to gather information about how each university resolves issues internally. This included conducting a survey of universities across the province and hosting a one-day symposium for university ombudsmen and complaints staff in November 2015.

Our Office encourages all universities to establish independent and impartial ombudsman offices. At present, about a dozen exist, but their scope and independence vary. Some receive complaints only from current students; some do not review academic appeal processes or take complaints from staff.

As an office of last resort, our role in most cases involves ensuring that

the university's existing complaint or appeal mechanisms are being applied fairly and in accordance with the relevant policies and procedures.

The most common complaints were related to requests for academic accommodation, parking, admissions and issues with university programs. In referring the bulk of complaints back to universities for internal resolution, our Office has found that they generally have sophisticated mechanisms in place for handling most concerns.

It should also be noted that by law, principles of academic freedom are taken into consideration when our Office reviews complaints about universities (s. 30 of the *Ombudsman Act*). Our focus is mainly on administrative conduct and on facilitating communication and resolution between complainants and relevant university officials.

### Investigations

We did not launch any formal investigations related to universities in fiscal 2015-2016, or in the interim prior to the finalization of this report.

### TOP 5 UNIVERSITIES BY CASE VOLUME

**1** **14**  
York University

**11**  
Lakehead University

**2**

**3**  
**9** Ryerson University

**4**

**8**  
University of Ottawa,  
University of Waterloo

**5**

**7** University  
of Toronto

## Case summaries

### Second chance

A PhD student who was given no opportunity to repeat his final exam when he failed on his first try after 16 months of course work complained to our Office that he had hit a dead end in the university's appeal process. Our inquiries determined that staff had misapplied university policy, and as a result, the student was given a chance to appeal the decision further.

### Fail safe

A student complained that he had failed a course due to false information provided to his professor by a teaching assistant. We directed him back to the university's grades appeal process, explaining that we are an office of last resort and our role is not to overturn decisions, but if

he is unsatisfied at the conclusion of the process, he can return to us and we can assess how it was handled.

### Admit one

A would-be Bachelor of Education student complained that he was denied admission because of a mistake in his application due to a miscommunication with the university. We referred him to the university's dispute resolution service.

### Distance discount

A distance education student complained he was asked to pay fees for various services only available on campus, such as student lifestyle fees. We referred him to information on the university's website about compulsory and non-compulsory fees, and provided information about how to get a refund of any non-compulsory fees he had already paid.

**Good to  
KNOW**

Statistics for cases about **universities** cover the period from January 1, 2016 (when our jurisdiction took effect) to March 31, 2016.

A breakdown of complaints by university can be found in the Appendix.

“ Our focus is mainly on administrative conduct and on facilitating communication and resolution between complainants and relevant university officials. ”

▼ **February 10, 2016:** Director of Investigations Sue Haslam speaks to the Ontario University Registrars' Association in Toronto.



▼ **February 20, 2016:** General Counsel Laura Pettigrew speaks to the Ontario Confederation of University Faculty Associations in Toronto.





◀ May 12, 2016: Deputy Ombudsman Barbara Finlay (fourth from right) meets with University of Windsor student ombudsman Kris McInnis and students in Windsor.

“ Our Office encourages all universities to establish independent and impartial ombudsman offices. ”

## TOP 5 CASE TOPICS

1

20

Academic appeals  
and exams

2

16

Fees and financial  
assistance

3

9

Employee issues

4

8

Instructor and  
staff conduct

5

6

Safety and  
security





## MUNICIPALITIES – GENERAL

### Overview and trends in cases

Ontarians have complained to their Ombudsman about municipalities ever since our Office first opened its doors in 1975 – so much so, the first Ombudsman, Arthur Maloney, began calling for jurisdiction over municipalities that year. Between 2005 and 2015, we received **10,698** municipal complaints – or just over 1,000 per year. But all of these had to be turned away: It was not until changes in the *Public Sector and MPP Accountability and Transparency Act, 2014* took effect on January 1, 2016, that we could begin accepting municipal complaints.

Even this fiscal year, before our jurisdiction came into effect, we received **1,492** complaints about municipalities (between April 1 and December 31, 2015). We referred these people to help as warranted, while noting that they could file a complaint with us after January 1, 2016 if their issues were not resolved.

Between January 1 and March 31, with our mandate finally in effect, we received **918** cases about **227** municipalities. Most were resolved quickly without need for a formal investigation.

Adding all **444** municipalities to our jurisdiction represented an enormous increase. Our office worked for more than a year to prepare, researching municipal law and policy structures, training staff, establishing internal research resources and conducting a survey of municipal officials across the province to gather information on policies, accountability structures and points of contact. Given the expected volume of municipal complaints, even our phone system was updated to allow calls to go directly to our dedicated municipal team.

As with all complaints we receive, we work to find a resolution at the lowest possible level. With municipalities, this means referring people to local officials to resolve their issues first, as we are an office of last resort.

The Ombudsman's role is not to replace local accountability mechanisms or to intervene in municipal council decisions; rather, we review how local policies and procedures are applied and followed. Complaints are best addressed at the local level by those directly involved in the issue.

We encourage all municipalities to have strong and accessible processes to deal with complaints and appeals, and to establish local accountability officers such as integrity commissioners, auditors general and ombudsmen.

### Good to KNOW

Statistics for cases about municipalities cover the period from **January 1, 2016** (when our jurisdiction took effect) to **March 31, 2016**.

A breakdown of complaints by municipality can be found in the Appendix.

For information about our investigations of closed municipal meetings, see the next chapter.

### TOP 5 MUNICIPALITIES BY CASE VOLUME

**1**  
**75**  
Toronto

**2**  
**74**  
Muskoka Lakes

**3**  
**52**  
Ottawa

**4**  
**30**  
Hamilton

**5**  
**23**  
London





▲ May 6, 2016: Ombudsman Paul Dubé speaks to the Ontario Small Urban Municipalities conference in Goderich.



▼ February 22, 2016: Deputy Ombudsman Barbara Finlay (then Acting Ombudsman) speaks to the Rural Ontario Municipal Association and Ontario Good Roads Association conference in Toronto.

▲ August 16, 2016: Counsel Joanna Bull speaks to City of Windsor officials in Windsor.



## TOP 5 CASE TOPICS



When cases cannot be resolved at the local level, we assess whether they can be resolved through Ombudsman intervention or investigation.

Although our oversight now includes almost all municipal government bodies and services (except police and police services boards, children's aid societies, library boards and public health boards), the most common complaint topic by far was councils and committees. As in previous years, we referred most of the **284** complaints we received about municipal police to the Office of the Independent Police Review Director.

As might be expected, larger municipalities tended to attract larger numbers of cases; the cities of **Toronto, Ottawa, Hamilton** and **London** were four of the five top municipalities by case volume. However, a controversy related to one local issue – an energy project in the community of **Muskoka Lakes** – put that municipality in second place by case volume.

## Review of legislation

At the time this report was written, the province was in the midst of a review of municipal legislation. Our Office was consulted as part of this process and recommended, among other things, that all municipalities be required to adopt a code of conduct, and that they be provided with a uniform framework to ensure consistent standards in codes across the province.

## Complaints about councils/committees

Of the **266** complaints we received about councils or committees, our focus was on administrative and procedural conduct, not political decisions of elected officials. In many cases where we found problems or gaps in a municipality's policies or procedures, the municipalities in question accepted our suggestions for improvement without need for a formal investigation.

For instance, while reviewing a complaint about a municipality giving jobs to relatives of councillors, we found the municipality lacked clear, consistent and transparent employment practices. We raised concerns and council directed staff to address the issues we identified. As part of its response, the municipality created a new website and began posting its council and committee minutes and by-laws online.

Other municipalities improved the way they provide documents to the public. After a man complained to us that the only way to access the minutes of his local Committee of Adjustment was online, the clerk reminded the committee of its obligation to make hard-copy minutes available. Another municipality was prompted to fix several months' worth of minutes after a complaint to our Office revealed a computer glitch that resulted in incomplete records being published.

## Conduct and integrity commissioners

Most complaints about council and committees related to conduct, and we routinely responded by recommending the municipalities adopt a code of conduct and appoint an integrity commissioner. For example, we reviewed one case about the behaviour of a few council members, but there was no code of conduct or process in place to deal with the issue, and the councillors refused to comply with an outside consultant's recommended sanctions. We suggested the municipality adopt a code of conduct and appoint an integrity commissioner, who would be empowered by the *Municipal Act* to recommend financial sanctions on councillors.

In another case, the municipality had a code of conduct, but took more than three months to respond to a man's complaint about a councillor using inappropriate language toward him. We discovered that council was about to issue a report on the complaint, but neglected to inform the man,

assuming he would simply hear about it through word of mouth in the small community. The municipality agreed to our recommendation that it give status updates to complainants directly.

We also received complaints about integrity commissioners. But we are not an appeal body. Rather, we review whether the integrity commissioner acted fairly and in accordance with relevant legislation, terms of references and policies, and provided sufficient reasons for decisions. In one case, a municipal committee member complained to us that the local integrity commissioner reported to council on a problem with her conduct, without telling her the report would be discussed in open session and posted publicly online. We recommended the municipality clarify its processes for all concerned and ensure all committee members are aware of their obligations under the code of conduct.

## Municipal ombudsman

Where a municipality has appointed its own ombudsman, we cannot review a complaint within their jurisdiction until they have completed their review, declined to investigate, or the time limit for bringing a complaint to them has expired. (One exception: We do not have authority over the City of Toronto Ombudsman.)

For example, we reviewed one complaint that a local ombudsman had refused to investigate a complaint about a council phasing out a tax in violation of its own procedural by-law. The local ombudsman determined that the complaint was about conduct and referred the issue to the local integrity commissioner, but agreed to review the complaint after we pointed out that procedural concerns had also been raised.

## Ontario Works

We received **66** complaints about Ontario Works, the social assistance program administered by municipalities



I believe in finding win-win-win situations, and it seems to me that Bill 8 has given all of us that opportunity. The increased public demand for local accountability is a win. The proliferation of local integrity commissioners, auditors general and ombudsmen is a win. The expansion of my Office's jurisdiction is a win. The winners are the people we all serve.



*Ombudsman Paul Dubé,  
speech to Municipal Integrity Commissioners of Ontario, Vaughan, April 26, 2016*

on behalf of the province. Many of the people who receive Ontario Works benefits are vulnerable and may need extra help navigating the benefits system. For example, we helped a 16-year-old boy who was kicked out of his home and needed money to pay rent while he attended high school. After he complained that local Ontario Works staff denied his request over the phone, we spoke to a manager who ensured he received benefits.

We also helped a woman who is on disability support for a brain injury obtain discretionary funds from the local Ontario Works to help with the **\$3,500** cost of her mother's funeral, after her first request received no response. When we contacted the municipality, we discovered it had no record of the woman's request; its staff quickly arranged to have the bill paid. Similarly, our staff helped a formerly homeless woman sort out numerous errors in her Ontario Works file that left her without first and last months' rent. Once we suggested the file be reviewed, the mistakes were found and she received a cheque within days.

## By-law enforcement

Although our role is generally not to intervene in matters of policy, including local by-laws, we can look at whether or not processes are fair, including the manner in which by-laws are enforced. Most of the **63** complaints we received about by-law enforcement were about

fairness; some also came from people upset that by-laws were not being enforced – e.g., when neighbours violated noise or property standards by-laws.

In one case, a man who was told to clean up his yard because it contravened the municipality's yard maintenance by-law complained that he did not understand which specific items he needed to remove. The municipality's by-law enforcement manager explained to us that their staff had in fact given the man a detailed list of items, walked through the yard with him to explain the requirements in detail, and extended the cleanup deadline several times. We determined the municipality's process was appropriate and helped the man understand what needed to be done.

## Municipal hydro

Although provincially-run Hydro One was removed from the Ombudsman's oversight when the government partially privatized it as of December 2015, our Office gained oversight of municipally-controlled hydro corporations as of January 1, 2016.

Most of the **57** complaints we received between that date and March 31, 2016 were similar to those we saw with Hydro One: Billing errors, unexplained bills, and access issues for vulnerable people.

One senior called our Office after receiving a catch-up bill for more than **\$3,000**. Her municipal hydro company told her that, due to a mix-up, she had been

billed for another unit in her apartment building since 2010, and would now have to pay the difference owed. After we made inquiries, the company agreed to waive the entire amount, recognizing she was living on a fixed income.

Another municipally-owned hydro company placed a load limiter on an 80-year-old widow's home, claiming her account was in arrears. When we made inquiries, we learned that the debt was actually attached to an account for a now-bankrupt business she owned with her recently-deceased husband. When we asked company officials to review this case, they agreed the business debt should have been pursued against the business, not transferred to the woman's residential account. The debt was lifted, the load limiter was removed, and her full service was restored.

## Housing

We received **49** complaints related to municipal housing, which we were usually able to resolve through inquiries with relevant staff. One tenant in a rent-geared-to-income unit funded by a municipal housing authority contacted us because he was repeatedly threatened by a neighbouring tenant. He was facing homelessness, because he feared for his safety and felt he had to leave his apartment, while still paying for it. After we raised the matter with housing authority officials, they discovered other complaints about the neighbour, who was ultimately evicted, and the tenant was able to return home.

A woman and her grandson who had been waiting three years for a municipal housing unit contacted our Office because they were about to become homeless after a temporary stay at a women's crisis centre. We made inquiries with the local District Social Services Administration Board, which met with her. Soon after, a municipal housing unit became available, and she and her grandson moved in.

## Investigations

We did not launch formal investigations into any municipal complaints during the 2015-2016 fiscal year – that is, between the start of our municipal jurisdiction on January 1, 2016 and March 31, 2016. However, in the interim prior to the finalization of this report, we notified municipalities of 2 formal investigations, including a systemic investigation into procurement practices at the City of Brampton. Both investigations were in progress at the time this report was completed.

### Systemic investigation: City of Brampton procurement practices – launched May 2016

**Investigation update:** In the wake of several public controversies, Brampton city council passed two resolutions (in May 2015 and February 2016) requesting the Ombudsman investigate specific matters affecting the city, including procurement, planning approvals, real

estate, and a specific tender process involving a real estate project in the city's South West Quadrant. However, the Ombudsman's jurisdiction is prescribed by legislation, and decisions on whether and what to investigate are entirely up to the Ombudsman.

The Special Ombudsman Response Team (SORT) made inquiries with the city and determined that the issue of non-competitive procurements could potentially have systemic implications. In May 2016, the Ombudsman announced an investigation into the city's procurement practices, focusing on the administration of its purchasing by-laws, policies and procedures regarding non-competitive procurements. The South West Quadrant project was not included, as it is the subject of ongoing litigation.

At the time this report was finalized, SORT investigators were assessing evidence to determine next steps in the investigation. They have conducted more than 30 interviews and reviewed a large volume of documents.

## Case summaries

### Snow problem

A man told our Office he had tried for 10 years to find out why the municipality removed the snow from the sidewalk in front of his neighbours' homes, but not his. We contacted the municipality's infrastructure services staff, who

discovered the location had been taken off the snowplow route some time ago because the sidewalk needed repairs; they neglected to add it back to the route after the sidewalk was fixed. They contacted the man to let him know snow clearing of his sidewalk would resume.

### Fee factor

A homeowner complained that a **\$1,950** fee he paid to make a severance application was not refunded when his application was denied. Our inquiries with the municipality revealed that the application fee is non-refundable, but this is not communicated to applicants before they pay. The municipality agreed with our recommendation that it should make this information public on its website and/or on the application itself.

### Billing bungle

A man complained after he received a municipal hydro bill of **\$1,300**, when his normal monthly bill was around \$29. The company told him his bills had been incorrect for the past two years, but would not provide him evidence of the errors. After Ombudsman staff spoke with the hydro company's director of operations, he explained the error was due to a software glitch, and he directed that the customer be given a detailed spreadsheet showing his actual usage for the two years. The customer was happy with the detailed explanation and entered into a payment plan to cover the bill.

WE OVERSEE

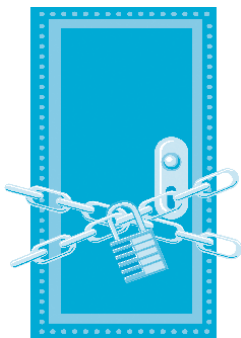
444  
municipalities

WE RECEIVED

918 cases  
about

227  
municipalities





## MUNICIPALITIES – CLOSED MEETINGS

### Overview and trends in cases

Although the historic expansion of our Office's jurisdiction to include full oversight of municipalities did not come into effect until January 1, 2016, the Ombudsman's mandate has included complaints about closed meetings for more than eight years.

As of January 1, 2008, amendments to the *Municipal Act, 2001* required all municipalities to appoint an investigator for public complaints about closed

meetings. Municipalities can appoint the investigator of their choice – the Ombudsman is the investigator for all municipalities unless they appoint someone else. This system was not affected by Bill 8, the *Public Sector and MPP Accountability and Transparency Act*, which expanded our oversight to all areas of municipal government.

As of March 31, 2016, the number of municipalities using our Office as closed meeting investigator reached a new high – **218**. Closed meeting complaints are handled by our Open Meeting Law Enforcement Team (OMLET), and our approach to these cases differs somewhat from the traditional ombudsman role, because it is strictly limited to determining whether a closed meeting falls within one of 10 narrowly defined exceptions set out in s. 239 of the *Municipal Act*, and whether the municipality complied with the Act and its own procedure by-law in closing the meeting.

During the seven months between September 1, 2015 and March 31, 2016, we reviewed **45** complaints and inquiries related to municipalities where our Office is the investigator. These involved **45** meetings in **22** different municipalities. The Ombudsman's findings were reported to the municipalities and made public (on our

website): Some **31%** of the meetings reviewed (**14**) were illegal under the Act, and there were **29** procedural violations. The Ombudsman also made **53** "best practice" recommendations for municipalities to improve their handling of closed meetings.

In most cases we reviewed, even where meetings were found to be illegal, we received good co-operation from municipal officials – and our recommendations were accepted.

### Be it resolved

The *Municipal Act* requires a resolution be passed before a council, local board, or committee goes into closed session. The resolution must state the fact of the closed meeting and the general nature of the subject matter to be discussed, with as much informative detail as possible. We received several complaints about meetings where municipalities failed to do this.

For example, councils for the **Township of Russell, Municipality of Brighton, Township of West Lincoln, Township of Bonfield, and Village of Casselman** all erred by failing to describe the subject matter to be discussed in their resolutions.

The **City of Port Colborne** council committed a procedural violation by

### WE RECEIVED

**45** cases about **45** meetings in **22** municipalities

**14** meetings found illegal  
**53** best practices suggested  
**29** procedural violations found  
**31%** of meetings reviewed were illegal

*A breakdown of closed meeting cases by municipality can be found in the Appendix.*



closing a meeting with a resolution full of what city staff called “alphabet soup” – referencing every subsection of s. 239, rather than specifying which ones applied to the topics at hand. And councils for **Armour Township** and the **Village of Burk’s Falls** violated the Act when they passed the resolution to close a meeting *after* entering a closed session.

## “Personal matters”

As in previous years, the exception most often cited incorrectly was s. 239(2)(b) – “personal matters about an identifiable individual.” When the **City of Port Colborne** and the **Township of Russell** councils talked about local businesses, their discussions were not “personal matters.” Similarly, when the **Township of West Lincoln** and the **Township of Russell** councils used this exception to discuss information about specific properties, they did not reveal personal information about the property owners.

## Email meetings

The open meeting rules are designed to protect the public’s right to be present and observe local government in process. When a quorum of council meets informally, in private, or over email or telephone, the public does not have notice of the meeting and cannot observe the proceedings.

Council members for the **Town of Essex** held an illegal closed meeting over email when they decided to change the wording of a prayer used at the beginning of council meetings. A quorum of members of a committee of the **Township of McKellar** did the same, using email to decide on a recommendation to council. However, when **South Bruce Peninsula** council members responded to questions from a constituent, the emails were simply information-sharing and did not lay the groundwork for a future council decision.

In a September 2016 report (after the time period covered in this report’s statistics), the Ombudsman found that council for **Leeds and the Thousand Islands** met illegally via email in February 2016, recommending for the third time that the township cease the practice of meeting via email. Some members of council told us they felt the open meeting rules were too onerous and should be modernized to allow email meetings. However, the Ombudsman’s role is to apply the existing law, and the law is clear – meetings by email and other electronic formats are not permitted by the *Municipal Act*. Council members have the right to make suggestions for legislative reform to the provincial government, but council is bound to comply with existing laws in the meantime.

## Sensitive business information

There is no exception in the *Municipal Act* for discussions about confidential or sensitive business information, as the **Township of Russell** council found when it discussed an agreement with a wind energy company *in camera*. Some municipalities have raised concerns that the Act does not allow this, such as the **City of Port Colborne**, which had a similar illegal closed council meeting to discuss the potential sale of shares in a municipally-controlled telecommunications company. We suggested the City raise this concern as part of the government’s recent review of municipal legislation.

## Review of legislation

At the time this report was written, the province’s review of municipal legislation was ongoing. With regard to closed meetings, our Office recommended, among other things, including a clear definition of “meeting” in the *Municipal Act*, and imposing consequences for those who violate the open meeting rules.

# Case summaries

## Locked out

After a brief public disturbance at a June 2015 meeting required the doors of City Hall to be locked, the **City of London** council resumed proceedings, believing the doors had been reopened. However, a security mistake meant that the front doors actually remained locked through parts of the meeting, blocking public access. As this constituted an illegal meeting, we recommended that the city create a formal security policy to avoid these mistakes in the future.

## Nothing personal

In several meetings between 2012 and 2015, the **Municipality of St.-Charles** council met illegally behind closed doors, using the “personal matters” exception to discuss an annual audit report and management letters, even though no individual employees were identified. However, some discussions did fit within this exception, when they involved employee conduct.



### Good to KNOW

In December 2015, we issued a separate annual report on closed meeting cases, which covered the period from September 1, 2014 to August 31, 2015.

The statistics in this section cover just seven months – from **September 1, 2015 to March 31, 2016**.

As of next year’s Annual Report, we will return to reporting all case statistics on an April-March fiscal year.



◀ **December 16, 2015:** Deputy Ombudsman Barbara Finlay (then Acting Ombudsman) releases 2014-2015 annual report on Open Meeting Law Enforcement Team cases.

## Illegal get-together

When **Armour Township** and the **Village of Burk's Falls** met in January 2015 to talk about the possibility of amalgamating their municipalities, the meeting was illegal, as it did not fit within any of the exceptions in the Act, despite the desire of both councils to keep their early discussions confidential. The councils also failed to comply with several procedural rules in their respective by-laws.

## Federal case

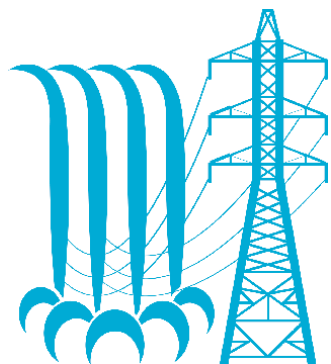
Prime Minister Justin Trudeau met behind closed doors with council for the **City of Greater Sudbury** in April 2016, but our review determined that it did not constitute an illegal meeting because council members did not discuss council business with each other or lay the groundwork for council decisions; rather, councillors used the opportunity to direct their comments about community needs and opportunities to the Prime Minister.

## Good to KNOW

Our OMLET reports are in the process of being published on CanLII, the free online database of case law and legal documents created by the Canadian Legal Information Institute. All can still be found on our website.

“ I take [Ombudsman Dubé’s] findings very seriously. There’s no question that – when there is a complaint and it is upheld – we have to sharpen up. We need to do better and we shall. We will learn from this. I take to heart what our Ombudsman says. It’s just about tightening our procedures up a bit. ”

*Norfolk County Mayor Charlie Luke, quoted in Simcoe Reformer, May 27, 2016*



## ENERGY & ENVIRONMENT

### Overview and trends in cases

Our complaint total in this area has changed dramatically in the past year, as the Ombudsman no longer has oversight of the province's utility company, Hydro One – which accounted for **3,499** cases in 2014-2015 and **6,966** the previous year (these complaints prompted our systemic investigation into billing and customer service issues at Hydro One, and our 2015 report, *In the Dark*).

Hydro One was removed from the scrutiny of the Ombudsman, Auditor General and all other officers of

the Legislature due to the partial privatization measures enacted in the province's spring 2015 budget. We received **632** complaints about Hydro One in fiscal 2015-2016. We could not take new complaints after the budget was passed on June 4, 2015, but were able to resolve all outstanding ones within the next six months. Hydro One now has its own internal ombudsman office, which opened in March 2016.

However, shortly after losing oversight of Hydro One, our Office gained oversight of most municipal energy companies and utilities – as part of the expansion of the Ombudsman's mandate to all municipalities as of January 1, 2016. Summaries of these cases can be found in the "Municipalities" section of this report.

We also received complaints about several of the ministries and programs related to environment, resources and climate change issues.

### Ministry of Natural Resources and Forestry – aggregate licensing

For the past few years, our Office has monitored the response by the Ministry of Natural Resources and Forestry to our formal investigation of a complaint of unfairness in its licensing policies for

producers of aggregates (gravel, sand, clay, earth, stone, or a combination thereof), which vary in certain areas of the province. The Ministry completed consultations on this matter last year and filed regulatory changes effective January 1, 2016 that resolved the inequity that prompted the original complaint.

## Investigations

### Systemic investigation: Hydro One billing and customer service

Report: *In the Dark*, released May 2015



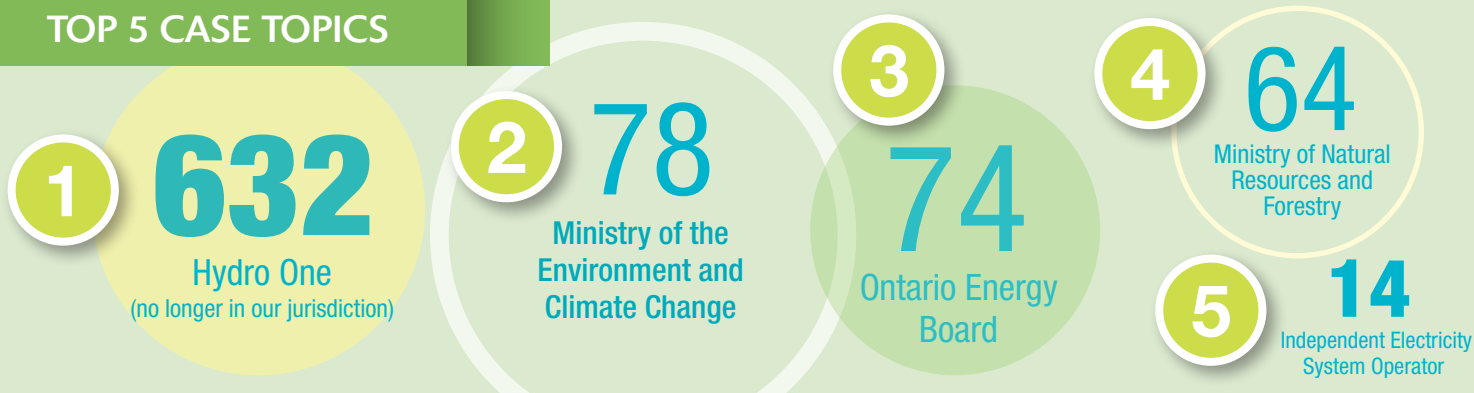
#### Investigation update:

This investigation involved the highest number of complaints about a single organization in our Office's history – **10,565** – and

extraordinary efforts to triage these complaints, both within our Office and on the part of Hydro One.

Of the **66** recommendations in the report, 65 were aimed at Hydro One to improve its billing and customer service processes in the wake of the implementation of a new billing system in 2013. These included better training

### TOP 5 CASE TOPICS



“

I am so thankful to you for the continual push and reminder to the government of ... their duty to support the most vulnerable of society. I hope you don't mind me telling all my friends about the good work your office is doing.

”

*Email to Ombudsman staff from complainant*

and monitoring, more transparent communication with customers and a transformation of corporate culture. All were accepted by Hydro One.

In November 2015, six months after our report was issued, Hydro One reported back to us, as promised, that it had “fully addressed” all our recommendations, and that it had restored “customer satisfaction” to 85%. Among other things, it set targets for billing accuracy and timeliness, improved its complaint resolution system, established an independent audit committee, and pledged to report publicly on its performance measurement metrics. (We were not able to independently verify these claims or assess their impact, since our jurisdiction over Hydro One ended on June 4, 2015.)

One recommendation was made to the government of Ontario – that it maintain

## Good to KNOW

Hydro One is no longer in our jurisdiction, but:

- It now has an internal ombudsman
- We now oversee most municipal utilities

the Ombudsman's independent scrutiny of Hydro One. This was not accepted, but the company did establish its own internal ombudsman, and we now refer Hydro One complaints to that office. In June 2016, our Office also provided an investigative training session for the Hydro One Ombudsman and staff.



“

In November 2015, six months after our report was issued, Hydro One reported back to us, as promised, that it had “fully addressed” all our recommendations, and that it had restored “customer satisfaction” to 85%.

”



## EMPLOYMENT

### Overview and trends in cases

Our office oversees the Ministry of Labour and its various programs, agencies and tribunals, including Ontario Labour Relations Board, the Employment Practices Branch, and the Workplace Safety and Insurance Board (WSIB), which is consistently a top source of complaints to our office.

In 2015-2016, we received **594** complaints about the WSIB; more than the 481 we received the previous year, but consistent with the previous three years (552 in 2013-2014; 609 in 2012-2013; 582 in 2011-2012).

Complaints about the WSIB generally involve issues with individual

compensation claims, such as delays and problems with communication or other customer service concerns, or disputes about whether someone is entitled to compensation, and how much. Our Office has helped individuals with these issues through informal intervention with WSIB officials.

In addition to these types of cases, we received an influx of complaints related to the specific issue of how the WSIB deals with medical advice. We have also received an increasing number of complaints about the Workplace Safety and Insurance Appeals Tribunal (WSIAT) – **128** this past fiscal year, up from 99 in fiscal 2014-2015 and 95 the previous year. Many of these complaints involve significant delays.

The Special Ombudsman Response Team was assigned to assess both of these issues to determine whether a systemic investigation is warranted.

### Clothing allowance for injured workers using back braces

Another issue we reviewed related to a WSIB decision to provide only a partial clothing allowance to workers who used soft back braces between 1996 and 2006. Before and after this period, injured workers wearing such braces have qualified for a full clothing

allowance to compensate for damage caused to their clothing by the braces. In 2014, several workers successfully appealed the 1996-2006 limit on their clothing allowance to the WSIAT.

However, the WSIAT decision did not apply beyond the individuals who had appealed; other workers who used braces during that time were forced to engage in their own lengthy appeals. Our Office raised this matter with the WSIB and pointed out that it was unfair.

As a result, the WSIB agreed to create an expedited review process for workers who believed they were not fully compensated for clothing damage from 1996-2006. At the time this report was finalized, the WSIB was reviewing strategies for notifying workers of this new process. We continue to monitor the situation.

### Investigations

#### Systemic issue assessment: Medical advice to WSIB

Launched: November 2015

In November 2015, the Ontario Federation of Labour (OFL) released a report entitled *Prescription Over-Ruled*, asserting the WSIB was not dealing fairly with injured workers' medical information. The report alleged the Board was:

### TOP CASE TOPICS

**594**

Workplace Safety and  
Insurance Board

**128** Workplace Safety and  
Insurance Appeals  
Tribunal

### WSIB CASES IN RECENT YEARS

**582**

2011-2012

**609**

2012-2013

**552**

2013-2014

**481**

2014-2015



- Failing to heed medical advice on injured workers' readiness to return to work and not allowing sufficient treatment;
- Blaming pre-existing conditions for ongoing illness, and/or
- Using independent medical reviews which proclaim injured workers to be healed, despite the evidence of their treating practitioners.

The report made several recommendations to the WSIB and government, including that the Ombudsman undertake a systemic investigation to determine the extent of the problem. We also received a similar request from a Member of Provincial Parliament, asking the Ombudsman to look into the matter.

The Special Ombudsman Response Team was assigned to conduct an assessment to determine whether or not a systemic investigation was warranted. In late January 2016, the OFL also submitted additional information to our Office to support its request for a systemic investigation.

Our investigators spoke with stakeholders, including the WSIB, the Fair Practices Commission (which is the WSIB's internal ombudsman), and the Office of the Worker Advisor, as

well as to complainants and health care professionals involved in the treatment of WSIB claimants. The Ombudsman has met a number of times with the President and Chief Executive Officer of the WSIB, as well as senior representatives of the OFL and other groups representing injured workers.

The WSIB undertook a review of its use of third-party medical consultants and reported in June 2016 that it concluded there has been no systemic disregard for the opinions of workers' medical professionals. The OFL vehemently disagreed with this position. Our Office followed up with both parties and other stakeholders. At the time this report was finalized, the WSIB and OFL were discussing potential solutions and our assessment was ongoing.

### Systemic issue assessment: WSIAT backlog of appeals

#### Launched: April 2015

An independent agency of the Ministry of Labour, the WSIAT is an administrative tribunal that serves as the last avenue of appeal for injured workers seeking financial compensation for a condition that arose from a workplace injury. As complaints to our Office about the WSIAT have increased in

recent years, a notable trend has been complaints about inordinate delays.

Special Ombudsman Response Team investigators have assessed various factors that may have contributed to this, including service changes made by WSIB, resources for the WSIAT and the appointment process for its vice-chairs. The WSIAT's normal workload of approximately 4,000 active appeals has grown to more than 9,000, leaving some appellants waiting for more than two years for their appeal to be heard – and often facing further delays in obtaining a decision thereafter.

At the time this report was finalized, this assessment was ongoing.

## Case summaries

### Unfinished business

A man complained to our Office about the WSIB after he had not received an update on his compensation application for almost a year. When we contacted WSIB officials, they acknowledged that a decision letter prepared for the man eight months earlier had never been finalized. As a result of our inquiries, the WSIB issued the letter, and the worker was able to appeal its decision.

“ In 2015-2016, we received 593 complaints about the WSIB; more than the 481 we received the previous year, but consistent with the previous three years. ”



## HEALTH

### Overview and trends in cases

Our Office has always had oversight of the Ministry of Health and Long-Term Care, but this has never included hospitals and long-term care homes, despite successive ombudsmen having argued for the need for independent scrutiny of these institutions since 1975. Still, we have consistently received hundreds of complaints every year about hospitals and long-term care homes (**3,757** between 2005 and 2015), and we have done our best to refer those people to help.

In fiscal 2015-2016, we received **515** complaints about hospitals and **68** about long-term care homes, which we also referred accordingly.

As of July 1, 2016, Ontario's first Patient Ombudsman office is now operational, established under the *Public Sector and MPP Accountability and Transparency Act, 2014*. Patient Ombudsman Christine Elliott oversees hospitals and long-term care homes, as well as Community Care Access Centres (CCACs), and will report on them within the Ministry of Health and Long-Term Care, through Health Quality Ontario. As our Office oversees the Ministry, we also oversee the Patient Ombudsman.

We received **670** complaints about Ministry of Health and Long-Term Care organizations and programs within our jurisdiction in 2015-2016, with the most common topics being CCACs (**159** cases), the Ontario Health Insurance Plan (**144**) and various drug funding programs. We also received **28** complaints about Local Health Integration Networks. With the exception of CCACs, these bodies all remain within our Office's jurisdiction.

### Drug programs

Most of the **68** complaints we received about the province's drug programs involved decisions to deny funding for a drug, or customer service issues. Our staff were able to resolve many cases by working with patients, physicians and Ministry officials.

For example, we found a physician's request to fund a gel form of estrogen for a patient transitioning from male to female was denied based on research data from 1998. After we facilitated communication between the physician and the Ministry, the patient received temporary funding for the drug, pending the Ministry's further research on the matter.

In some of the **25** complaints we reviewed involving the Exceptional Access Program, we raised concerns about whether it is truly addressing exceptional cases, where patients' circumstances may not satisfy its rigid eligibility criteria. The Ministry is actively reviewing its practices for people in special circumstances.

We also received **18** complaints about the Ontario Drug Benefit Program, half of which were from seniors upset about the increase in deductibles for some income brackets.

### TOP 5 CASE TOPICS



## Investigations

### Systemic investigation: Screening of newborn babies

Report: *The Right to be Impatient*, released September 2005



#### Investigation

**update:** Our 2005 investigation revealed serious problems with the Ministry of Health and Long-Term Care's administration

of the program that screens babies – through a blood test at birth – for genetic disorders in order to prevent or treat serious health problems. The program was then screening for only **2** disorders, even though most jurisdictions in the world were testing for dozens more. An estimated **50** newborns per year were dying or becoming severely disabled from conditions that could be detected by screening.

### Good to KNOW

Although hospitals and long-term care homes remain outside of our jurisdiction, as of July 1, 2016, there is now a Patient Ombudsman who oversees these bodies – as well as Community Care Access Centres – within the Ministry of Health and Long-Term Care.

The government took immediate action to expand the number of genetic screening tests. As of last year, Newborn Screening Ontario (NSO), based at the Children's Hospital of Eastern Ontario in Ottawa, was co-ordinating testing for **29** disorders.

We continue to follow up on the program, and conducted a comprehensive review of NSO policies and processes in the wake of news reports in April 2015 about delays in the transportation of blood samples placing babies at risk – particularly over holiday weekends.

We made informal inquiries with the Ministry and the NSO and received excellent co-operation from both. We were told the NSO had developed an audit tool to track blood sample transportation times. In October 2015, it established testing on Saturdays in cases where an initial test indicates the baby might have an aggressive genetic disease. Screening time for newborn blood samples meeting specific criteria will be improved by 48 hours.

In March 2016, the Ministry advised us it had approved funding to provide extended NSO lab operations and courier services on weekends. The NSO will have full Saturday operations, plus testing on Sundays in cases potentially involving an aggressive genetic disease. The Ministry also approved funding for the screening of chronic congenital heart disease, allowing Ontario to now screen for **30** disorders.

### Systemic investigation: Non-emergency medical transfer services

**Completed May 2011 – no report issued**

**Investigation update:** Preliminary findings from our investigation into non-emergency transportation services

(private firms whose vehicles may resemble ambulances, but are used for transporting non-urgent patients between appointments or facilities) were shared with the ministries of Transportation and Health and Long-Term Care in May 2011.

Responding to revelations of poorly maintained vehicles, untrained staff, and lack of appropriate equipment and infection control, the respective ministers announced that legislation would be introduced to regulate non-emergency transportation services. With the matter apparently resolved, no formal report was tabled.

More than five years later, the *Highway Traffic Act* has been amended so that what are now known as “stretcher transportation services” will fall under the commercial vehicle operator's registration system. The Ministry of Transportation has advised our Office that regulations for specific safety measures are still in progress. It anticipates conducting stakeholder consultations in 2016-2017, with the first phase of regulation to be implemented no earlier than 2018.

Our Office continues to monitor progress on this matter, and the Ombudsman has the option to reopen the investigation and/or issue a formal report.

## Case summaries

### Timely medicine

A mother whose son has a developmental disability and is medically fragile complained that her son's medication costs were no longer being covered since he had been placed in a group home funded by the Ministry of Community and Social Services. Her son's physician's application to the Exceptional Access Program in the

Ministry of Health and Long-Term Care was initially denied. Our staff facilitated communication between the ministries, prompting the drug program officials to contact the physician directly and do more research; as a result, funding for the medication was approved.

### Finding compassion

A woman complained to our Office on behalf of her 34-year-old daughter, who requires a specially-made drug at a cost of \$200 per month. The drug is not covered by the Ontario Drug Benefit Program and her cardiologist's request under the Exceptional Access Program was denied. After our Office intervened, Ministry officials advised that the drug could be funded through its Compassionate Review Policy process, and the application was approved.

### Retroactive relief

After the Trillium Drug Program denied a woman drug benefits that she had previously received, our staff raised the case with a senior analyst at the Ministry, who found the information she had submitted about her private insurer's drug coverage had been inconsistent. The analyst worked with the insurer and her pharmacy and reviewed her file back to 2012. She was reimbursed **\$1,200** and steps were taken to have her future drug costs covered.

### Fire protection

A man whose home and important documents were destroyed by fire complained that he was having trouble renewing his Ontario health card. He had been given a temporary card, but it was due to expire soon, and he needed a quick resolution because he suffers

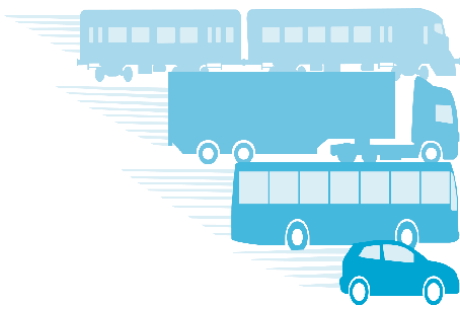
from seizures and requires frequent medical attention. After our staff spoke with Ministry officials, they agreed to extend the man's temporary health card for another year.

### Welcome home

A senior contacted our Office after restrictions were placed on his visits with his wife at her long-term care home, after he raised concerns with a nurse about his wife's care. Although we do not have direct jurisdiction over long-term care homes, Ombudsman staff made inquiries with a manager at a regional office of the Ministry's Performance Improvement and Compliance Branch, which sparked a surprise inspection at the home. The home agreed to review the man's visit restriction and made changes to the care his wife was receiving.

“ Thank you for all the help that you have provided to me. Not only did you get things moving in the right direction, you made me feel that you really cared about my case and the circumstances. You are not only very good at your job, you are just lovely to deal with. I have never dealt with someone from the government (please, no disrespect intended) as personable, caring, and efficient as you. ”

*Email to Ombudsman staff from complainant*



## TRANSPORTATION

### Overview and trends in cases

We received **582** complaints about the Ministry of Transportation in fiscal 2015-2016. As in previous years, the most common complaints were about customer service issues relating to driver licensing, as well as disputes over driver licence suspensions, fines and fees. Our Office meets regularly with Ministry officials to discuss and resolve individual and potential systemic issues.

In addition to driver licensing and vehicle registration, the Ministry also oversees GO Transit and Metrolinx, the provincial agency mandated to manage and integrate the transportation network in

the Greater Toronto and Hamilton area; we received a total of **18** complaints about these agencies.

### Driver Licensing – Medical Review Section

We received a significant number of complaints (**242**) about the Ministry's Medical Review Section, which is responsible for suspending drivers who are medically unfit to drive. These complaints commonly involve bureaucratic delays and communication problems related to drivers seeking to have their licences reinstated.

We meet regularly with senior Ministry officials about the steps it has initiated to improve the overall efficiency of the Medical Review Section. In particular, the Assistant Deputy Minister has taken a proactive, hands-on approach to the issues raised, with encouraging results.

### Correspondence issues

While reviewing the complaint of a driver who had not received notice of his licence suspension, we discovered a serious concern about how the Ministry's Medical Review Section tracks correspondence. The Ministry had mistakenly sent the

man's suspension notice to his street address, which has no mail delivery, instead of his mailing address, which was on his file. The notice had been returned, undelivered, but the Medical Review Section was not aware of this, as it does not track returned mail.

Ombudsman staff raised concerns about the potential impact of such notices being returned undelivered, unbeknownst to either the drivers or the Ministry. We are monitoring the Ministry's response to the issue, which so far has been proactive and co-operative.

### Communication issues

Inquiries by our staff also helped prompt the Ministry to improve and clarify its public communications. For example, drivers whose vehicle licence plates have a manufacturing defect that causes them to peel and bubble can have them replaced free of charge through ServiceOntario. But when one driver discovered he had to pay a \$40 replacement fee for his plate because it was more than five years old, he complained to us that this time limit had never been communicated to the public. We pointed this out to the Ministry, and ServiceOntario changed its website to clarify that it will cover

## TOP CASE TOPICS

**242**  
Driver licensing –  
medical review section

**212** Driver licensing  
(other issues)



the replacement cost of plates that peel or bubble within five years of being issued.

In another case, a man contacted our Office after racking up hundreds of dollars in extra charges using the Presto card payment system on GO Transit. The system requires GO train riders to “tap” card readers at the beginning and end of their journey to calculate their fare. The man had failed to “tap off” at the end of his trips, meaning he was charged for travelling the full length of the line each time. After our Office contacted GO Transit, it improved the messages on its website and brochures to clarify how fares are calculated and the importance of “tapping off.”

### “Ghost” licences

Our Office has continued to monitor the issue of “master licence” records, first highlighted in our 2011-2012 Annual Report. So-called “master” records are created in the Ministry’s database to store information about drivers who do not have Ontario licences, or whose existing licence temporarily cannot be found in the system. If the existing licence record is found, the duplicate record is supposed to be eliminated; however, if there is a minor variation in spelling or other data, a person can end up with more than one record in the system.

Our office uncovered a potential public safety issue with these duplicate or “ghost” licences when we dealt with a case of a convicted drunk driver who was able to retain his driver’s licence for seven years, because his drunk driving conviction and licence suspension had been added instead to a “master” record that contained a misspelling of his last name.

Over the past few years, the Ministry has identified **558** duplicate “master”

records and ensured that any belonging to suspended drivers who posed a risk no longer have valid licences. Its long-term plan is to transition to a new licensing system that will be able to identify and merge duplicate master records that are created in error.

### Senior driver’s licence renewal delays

Drivers over the age of 80 are required to complete a group education session every two years in order to renew their licences. In the summer of 2016, we received more than **25** complaints, including one from an MPP on behalf of numerous constituents, about problems in registering for these sessions. (These complaints are not counted in the 2015-2016 fiscal year statistics, as they were received after March 31, 2016.)

The only way to register for these sessions is by phone. Some seniors told us they were unable to get an answer, others spent over an hour on hold, and some who were able to book appointments said they were abruptly cancelled by the Ministry. One man drove 30 kilometres to his scheduled appointment, only to find a sign on the door indicating that the testing centre was closed. Several seniors complained they were forced to get temporary driver’s licenses because there were no available appointment dates before their licenses were set to expire.

The Ministry confirmed a spike in calls about this issue in July 2016 and indicated it was looking into ways to modernize its system to better meet the needs of seniors. Ombudsman staff are following up on individual complaints and will monitor the steps taken to address the problem.

## Investigations

### Systemic investigation: Monitoring of drivers with uncontrolled hypoglycemia

Report: *Better Safe Than Sorry*,  
released April 2014



**Investigation update:** The **19** recommendations in this report addressed gaps in the Ministry of Transportation’s system for monitoring and reporting drivers

with potentially dangerous medical conditions. It reviewed a case in which a driver with uncontrolled hypoglycemia was responsible for an accident that killed three people and was convicted of dangerous driving causing death, but the Ministry did not suspend his licence until 18 months after the crash.

Our Office’s recommendations focused on improving staff training and medical forms to elicit more detailed information from drivers and physicians, and increasing education and outreach for drivers with diabetes and other conditions.

The Ministry initially accepted all of the Ombudsman’s recommendations, but in fall 2015 it advised us that it had changed its position on one, which called for a procedure to allow members of the public to report potentially unsafe drivers (as we reported, three other provinces have a system to consider such reports from citizens).

Ministry officials said their research determined this could lead to stressful and unnecessary interactions between members of the public and Ministry staff. In their view, the existing avenues, which allow only physicians and police to report concerns about potentially unsafe drivers, are adequate. At the time this report was finalized, Ombudsman staff were reviewing this rationale and the Ministry’s latest progress report.



## Good to KNOW

For the purposes of this report, cases about driver's licences are counted in the Transportation chapter, and health cards in the Health chapter, while cases about other documents handled by ServiceOntario are counted in the Certificates & Permits chapter.

### Systemic investigation assessment: GO Transit platform safety

Conducted: May 2015

On April 28, 2015, a man was killed when his backpack was caught on a GO train as it was pulling out of Union Station in Toronto during the evening rush hour. This raised concerns about potential deficiencies in GO Transit's platform safety and crowd management measures, and on the Ombudsman's initiative, our Office conducted an assessment to determine whether a systemic investigation was warranted.

The Special Ombudsman Response Team made informal inquiries with GO Transit, police and the coroner to obtain information on the investigations

that were carried out in this case. GO Transit did an internal review and also commissioned a review by the American Public Transportation Association of the safety systems at the station, on which it based an action plan for improvements. These included "no standing zones" where there is less than 50 inches of platform space, increased platform safety messaging, and increased staff on platforms.

One area identified for further study was the feasibility of installing platform edge barriers in all areas where there is less than 50 inches of platform space. GO Transit asked a safety firm to complete a risk assessment on this, and its report was recently provided to Metrolinx. Although the Ombudsman has not launched a formal investigation of this matter, we continue to follow up with GO Transit for updates on the implementation of its action plan.

## Case summaries

### Bureaucratic brake

A senior complained that after he sent a medical report to the Ministry as required for his driver's licence, he was told it could not be found and he would have to submit it again. In the interim, they suspended his licence, saying it would take four weeks for the form to be processed. Ombudsman staff pointed out to the Ministry that the man did not have access to public transit

and needed his licence to get groceries and medications. Given the impact on the man, the Ministry agreed to review his medical report immediately, and his licence was reinstated the next day.

### System error

After a 30-day suspension, a woman visited a ServiceOntario office and paid the \$150 fee to have her licence reinstated. She received her permanent licence in the mail, but when she was involved in an accident a few months later, she was told her licence was not valid, costing her a **\$325** fine. Our staff determined that the Ministry had issued her licence even though she had not completed all the requirements set out in its reinstatement form. As a result, the Ministry updated its computer system to ensure licences are not issued to drivers who have not completed all their reinstatement requirements.

### Signal co-ordination

After narrowly escaping being hit by an Ontario Northland Railway train near her home, a woman requested an automatic signal be installed to prevent future incidents. The Ontario Northland Transportation Commission agreed to install a signal if the municipality bore the cost, but the municipality disputed this. Our inquiries determined that ownership of the crossing had been in dispute for 50 years. After discussions with our Office, the commission and municipality offered to share the cost of the signal, and it was installed.



## MONEY & PROPERTY

### Overview and trends in cases

Cases in this category relate to a few different ministries, but chiefly the Ministry of Finance (**228** complaints in total), which is responsible for a wide variety of agencies and programs, from the Financial Services Commission to the Liquor Control Board of Ontario. It includes Crown corporations such as the Ontario Lottery and Gaming Corporation and the Municipal Property Assessment Corporation, both of which were the subject of systemic investigations by our Office 10 years ago, and which we continue to monitor.

We have also counted the Landlord and Tenant Board in this area (an administrative tribunal which received **131** complaints in 2015-2016) as well as the Office of the Public Guardian and Trustee (**158** complaints), which manages the financial affairs of people who do not have the mental capacity to do so themselves; both of these are within the purview of the Ministry of the Attorney General.

### Municipal Property Assessment Corporation (MPAC)

MPAC issues assessment notices to property owners across the province every four years. The last assessment year was 2012, and we received **108** complaints about MPAC in 2012-2013 – a significant improvement from the nearly 4,000 complaints we received prior to the release of our 2006 investigative report on MPAC, *Getting it Right*, which resulted in a two-year freeze on assessments and an overhaul of MPAC's systems.

Since 2016 is also an assessment year, the Ombudsman and senior staff met with top management at MPAC in April to review their plans for the upcoming assessment rollout and their recent efforts to make information available to property owners. At the time this report was finalized, we had seen no significant

increase in complaints.

We received **47** MPAC-related complaints between April 1, 2015 and March 31, 2016, a decrease from 76 the previous fiscal year. Most (32) involved disagreement with MPAC's decisions on property valuation; 11 related to administrative or communication problems.

### Office of the Public Guardian and Trustee (OPGT)

Because it handles money and property matters for a vulnerable population – people who are mentally incapable – and because it has consistently been among the top 10 sources of complaints to our office, we have closely monitored issues with the OPGT in recent years. Complaints increased slightly in 2015-2016, to **158** (from 142 the previous year). As before, complaints were primarily about poor customer service and communication, and decisions made by OPGT as financial guardian.

For example, in one case, we discovered that the OPGT had failed to pay fees on a client's behalf to his mother's long-term care home, since it wrongly relied on the client, who was unable to manage his own affairs, to provide documentation for his mother's expenses. In another, we pursued

### TOP CASE TOPICS

**228**  
Ministry of Finance

**158**  
Office of the Public  
Guardian and  
Trustee

**131**  
Landlord and  
Tenant Board



▲ April 9, 2016: Ombudsman Paul Dubé and senior staff meet with top officials from the Municipal Property Assessment Corporation to discuss its latest rollout of assessments.

a man's complaint about the OPGT withdrawing **\$700** from his account for legal fees, and had the money reimbursed to him.

We continue to meet with senior OPGT staff regularly to discuss systemic issues and individual cases. The OPGT is taking steps to improve customer service, such as having its legal staff review every new file within the first 90 days, scanning all incoming documents so managers will have easier access to files, and engaging in outreach with government agencies and other jurisdictions to build relationships and knowledge.

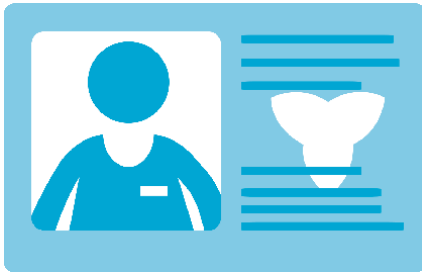
## Case summaries

### Costly mistakes

After members of her family complained to our Office, we discovered the OPGT had made numerous errors in managing a woman's affairs – failing to pay her mortgage and utilities for several months. It also neglected to send information about the woman's finances to the Ontario Disability Support Program, resulting in her missing out on support benefits and drug coverage for two months. As a result of our inquiries, the OPGT reimbursed the woman the **\$1,700** she had lost due to its errors and delays.

### Sorry situation

A man with a visual impairment complained to our Office that an LCBO cashier would not sell him wine unless his 19-year-old son, who was not making a purchase but only accompanying him to provide assistance, showed identification. The man had complained to the LCBO but was unsatisfied with its reply. In response to our inquiries, the LCBO sent him a written apology, outlining the steps it would take to improve customer service in light of his experience.



## CERTIFICATES & PERMITS

### Overview and trends in cases

From birth certificates to death certificates, bureaucratic paperwork is a fact of life. Our Office helps Ontarians when they encounter problems in obtaining such documents – generally by working with the Ministry of Government and Consumer Services, which includes the Registrar General and ServiceOntario.

We received **265** complaints about a variety of Ministry programs, but most (**135**) related to ServiceOntario, which handles frontline services for the public to obtain various types of identification and official documents. ServiceOntario complaints tend to be about customer service, delays and communications issues.

### Private document services – buyer beware

We also flagged a concern to ServiceOntario when we encountered a few complaints from people who had used a private company's website to order documents issued by ServiceOntario (e.g., in one case, a birth certificate; in another, a driver licence abstract). The customers complained to our Office that they initially believed the

website was operated by the province, however, the private company's fees and delivery time turned out to far exceed those of ServiceOntario.

In response to our inquiries, the Ministry advised us that it could not legally prevent the private companies from operating, but it committed to developing a public awareness campaign to let citizens know these documents can be ordered directly from ServiceOntario – making the cost and delivery times clear – and how to be sure they are using an official government site (e.g., look for the Ontario logo).

### Case summaries

#### New identity

After living on the streets for many years, a man sought our help in obtaining valid identification so he could apply for full-time work. His application for a new birth certificate was denied because he had provided incorrect information about his mother. Our staff explored other options for the man with the office of the Registrar General, and his application was approved after he was able to provide the names and birthdates of his siblings and his daughter. The man acquired a birth certificate and health card and is now employed and doing well.

#### Special(ist) case

A transgender man complained to our Office because he was having difficulty obtaining an updated birth certificate from the Registrar General. Individuals can change the gender designation on their birth certificate if they submit certain documentation, including a letter from a physician. The man had done so, but was refused because the letter was from his psychiatrist. Our staff confirmed the psychiatrist's qualifications, including that he was a

member in good standing of the Ontario College of Physicians and Surgeons, and raised the case with senior management at ServiceOntario and the Registrar General. As a result, the Deputy Registrar General apologized to the man, and he received his new birth certificate. Management in both offices also provided their staff with a reference sheet clarifying that medical specialists can provide letters in such cases.

### Guard let down

A man who needed to renew his Ontario Security Guard licence for work contacted our Office for help in speeding up the process with the Ministry of Community Safety and Correctional Services. He had been waiting for three months and his existing licence had expired, which threatened to affect his job. Ombudsman staff discovered the application he submitted through ServiceOntario had gone to the Ministry, but wasn't processed due to human error. The man received his licence and the Ministry confirmed it was an isolated incident, not a problem with its systems.

### TOP CASE TOPICS

**135**  
ServiceOntario

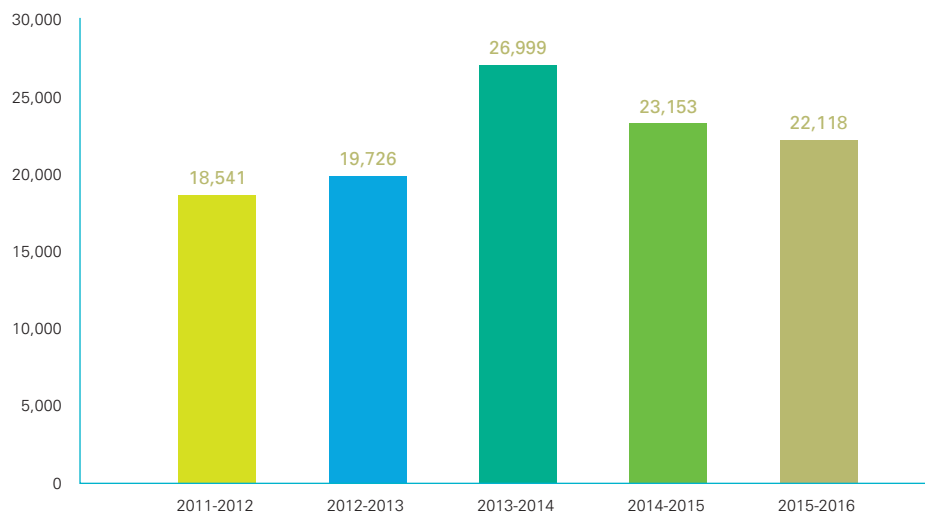
**67**  
Registrar General



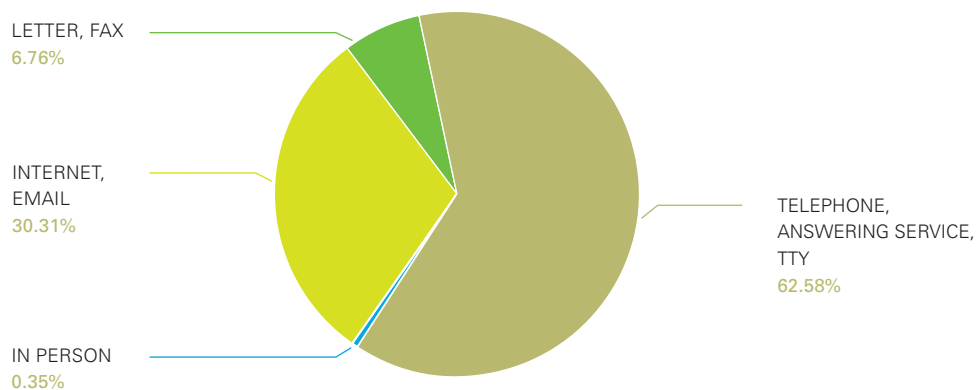
# Appendix

## CASE STATISTICS

### TOTAL CASES RECEIVED, FISCAL YEARS 2011-2012 TO 2015-2016



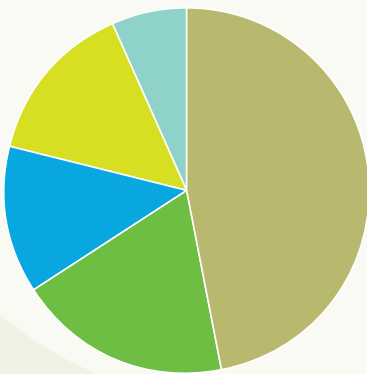
### HOW CASES WERE RECEIVED, 2015-2016



**22,118**  
cases received  
in fiscal 2015-2016

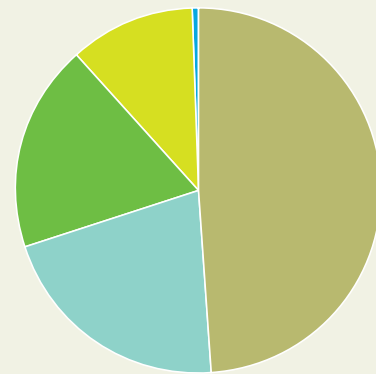
## CASES CLOSED

**12,274** cases  
within the  
Ombudsman's authority



- INQUIRIES MADE OR REFERRAL GIVEN 47%
- CLOSED AFTER OMBUDSMAN REVIEW 19%
- RESOLVED WITH OMBUDSMAN INTERVENTION 13%
- DISCONTINUED BY COMPLAINANT 14.5%
- RESOLVED WITHOUT OMBUDSMAN INTERVENTION 6.5%

**9,167** cases  
outside the  
Ombudsman's  
authority



- PRIVATE SECTOR 49%
- MUS OUTSIDE AUTHORITY\* 21%
- PROVINCIAL OUTSIDE AUTHORITY\*\* 18.5%
- FEDERAL 11%
- OUTSIDE ONTARIO 0.5%

**864**  
information  
submissions

## IN PROGRESS

As of March 31, 2015

**2,352** cases  
(added to cases handled this fiscal year)

As of March 31, 2016

**2,165** cases  
(carried forward to next fiscal year)

\*Municipal and University cases received prior to January 1, 2016, School board cases received prior to September 1, 2015, and complaints related to municipal police.

\*\*E.g. complaints about courts, Stewardship Ontario, Taron.

## CASES BY PROVINCIAL RIDING,\* 2015-2016

AJAX-PICKERING	99
ALGOMA-MANITOULIN	177
ANCASTER-DUNDAS-FLAMBOROUGH-WESTDALE	76
BARRIE	150
BEACHES-EAST YORK	154
BRAMALEA-GORE-MALTON	100
BRAMPTON-SPRINGDALE	89
BRAMPTON WEST	161
BRANT	118
BRUCE-GREY-OWEN SOUND	196
BURLINGTON	108
CAMBRIDGE	110
CARLETON-MISSISSIPPI MILLS	133
CHATHAM-KENT-ESSEX	114
DAVENPORT	93
DON VALLEY EAST	69
DON VALLEY WEST	95
DUFFERIN-CALEDON	133
DURHAM	118
EGLINTON-LAWRENCE	93
ELGIN-MIDDLESEX-LONDON	145
ESSEX	129
ETOBICOKE CENTRE	92
ETOBICOKE-LAKESHORE	155
ETOBICOKE NORTH	85
GLENGARRY-PRESCOTT-RUSSELL	135
GUELPH	93
HALDIMAND-NORFOLK	110
HALIBURTON-KAWARTHA LAKES-BROCK	210
HALTON	96
HAMILTON CENTRE	171
HAMILTON EAST-STONEY CREEK	131
HAMILTON MOUNTAIN	95
HURON-BRUCE	153
KENORA-RAINY RIVER	100
KINGSTON AND THE ISLANDS	139
KITCHENER CENTRE	95
KITCHENER-CONESTOGA	77
KITCHENER-WATERLOO	89
LAMBTON-KENT-MIDDLESEX	113
LANARK-FRONTENAC-LENNOX AND ADDINGTON	215
LEEDS-GRENVILLE	193
LONDON-FANSHAW	143
LONDON NORTH CENTRE	146
LONDON WEST	130
MARKHAM-UNIONVILLE	41
MISSISSAUGA-BRAMPTON SOUTH	86
MISSISSAUGA EAST-COOKSVILLE	94
MISSISSAUGA-ERINDALE	90
MISSISSAUGA SOUTH	84
MISSISSAUGA-STREETSVILLE	55
NEPEAN-CARLETON	99
NEWMARKET-AURORA	96
NIAGARA FALLS	177

NIAGARA WEST-GLANBROOK	120
NICKEL BELT	112
NIPISSING	158
NORTHUMBERLAND-QUINTE WEST	177
OAK RIDGES-MARKHAM	114
OAKVILLE	86
OSHAWA	207
OTTAWA CENTRE	113
OTTAWA-ORLEANS	94
OTTAWA SOUTH	77
OTTAWA-VANIER	76
OTTAWA WEST-NEPEAN	74
OXFORD	85
PARKDALE-HIGH PARK	123
PARRY SOUND-MUSKOKA	208
PERTH-WELLINGTON	83
PETERBOROUGH	118
PICKERING-SCARBOROUGH EAST	71
PRINCE EDWARD-HASTINGS	211
RENFREW-NIPISSING-PEMBROKE	140
RICHMOND HILL	63
SARNIA-LAMBTON	152
SAULT STE. MARIE	147
SCARBOROUGH-AGINCOURT	47
SCARBOROUGH CENTRE	59
SCARBOROUGH-GUILDWOOD	118
SCARBOROUGH-ROUGE RIVER	47
SCARBOROUGH SOUTHWEST	94
SIMCOE-GREY	212
SIMCOE NORTH	186
ST. CATHARINES	114
ST. PAUL'S	103
STORMONT-DUNDAS-SOUTH GLENGARRY	128
SUDBURY	158
THORNHILL	73
THUNDER BAY-ATIKOKAN	106
THUNDER BAY-SUPERIOR NORTH	124
TIMISKAMING-COCHRANE	163
TIMMINS-JAMES BAY	109
TORONTO CENTRE	192
TORONTO-DANFORTH	74
TRINITY-SPADINA	154
VAUGHAN	104
WELLAND	134
WELLINGTON-HALTON HILLS	87
WHITBY-OSHAWA	150
WILLOWDALE	68
WINDSOR-TECUMSEH	104
WINDSOR WEST	147
YORK CENTRE	124
YORK-SIMCOE	145
YORK SOUTH-WESTON	91
YORK WEST	60

*\*All cases where a postal code was available, including those related to municipalities, universities and school boards, but excluding correctional facilities.*

## TOP 15 PROVINCIAL GOVERNMENT ORGANIZATIONS AND PROGRAMS BY CASE VOLUME, 2015-2016\*

		NUMBER OF CASES
1	FAMILY RESPONSIBILITY OFFICE	1,025
2	ONTARIO DISABILITY SUPPORT PROGRAM	843
3	HYDRO ONE**	632
4	WORKPLACE SAFETY AND INSURANCE BOARD	594
5	TRANSPORTATION – MEDICAL REVIEW	242
6	DRIVER LICENSING	212
7	COMMUNITY CARE ACCESS CENTRES	159
8	OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE	158
9	DEVELOPMENTAL SERVICES PROGRAMS	156
10	ONTARIO STUDENT ASSISTANCE PROGRAM	155
11	ONTARIO HEALTH INSURANCE PLAN	144
12	COLLEGES OF APPLIED ARTS AND TECHNOLOGY	137
13	PRIVATE CAREER COLLEGES BRANCH	135
14	SERVICEONTARIO	135
15	LANDLORD AND TENANT BOARD	131

\*Excluding correctional facilities.

\*\*Hydro One was removed from the Ombudsman's jurisdiction on June 4, 2015.

## TOP 10 CORRECTIONAL FACILITIES BY CASE VOLUME, 2015-2016

		NUMBER OF CASES
1	CENTRAL EAST CORRECTIONAL CENTRE	647
2	TORONTO SOUTH DETENTION CENTRE	455
3	OTTAWA-CARLETON DETENTION CENTRE	394
4	CENTRAL NORTH CORRECTIONAL CENTRE	370
5	MAPLEHURST CORRECTIONAL COMPLEX	267
6	HAMILTON-WENTWORTH DETENTION CENTRE	220
7	VANIER CENTRE FOR WOMEN	194
8	ELGIN-MIDDLESEX DETENTION CENTRE	194
9	NIAGARA DETENTION CENTRE	187
10	QUINTE DETENTION CENTRE	166

## CASES RECEIVED FOR PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS,\* 2015-2016

TOTAL: 11,568

MINISTER RESPONSIBLE FOR THE 2015 PAN AND PARAPAN AMERICAN GAMES		3
MINISTER RESPONSIBLE FOR WOMEN'S ISSUES		1
MINISTER RESPONSIBLE FOR SENIORS		1
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS		11
MINISTRY OF THE ATTORNEY GENERAL		806
ALCOHOL AND GAMING COMMISSION OF ONTARIO	14	
ASSESSMENT REVIEW BOARD	13	
CHILD AND FAMILY SERVICES REVIEW BOARD	18	
CHILDREN'S LAWYER	25	
CRIMINAL INJURIES COMPENSATION BOARD	34	
HUMAN RIGHTS LEGAL SUPPORT CENTRE	10	
HUMAN RIGHTS TRIBUNAL OF ONTARIO	58	
LANDLORD AND TENANT BOARD	131	
LEGAL AID CLINIC	24	
LEGAL AID ONTARIO	118	
LICENCE APPEAL TRIBUNAL	10	
OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE	158	
ONTARIO MUNICIPAL BOARD	16	
SOCIAL BENEFITS TRIBUNAL	28	
MINISTRY OF CHILDREN AND YOUTH SERVICES		97
SPECIAL NEEDS PROGRAMS – CHILDREN	46	
YOUTH CUSTODY FACILITIES	23	
MINISTRY OF CITIZENSHIP, IMMIGRATION AND INTERNATIONAL TRADE		3
MINISTRY OF COMMUNITY AND SOCIAL SERVICES		2,105
DEVELOPMENTAL SERVICES PROGRAMS	156	
FAMILY RESPONSIBILITY OFFICE	1,025	
MINISTRY-FUNDED SERVICE PROVIDER	48	
ONTARIO DISABILITY SUPPORT PROGRAM	811	
ONTARIO DISABILITY SUPPORT PROGRAM – DISABILITY ADJUDICATION UNIT	32	
MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES		4,264
CORRECTIONAL FACILITIES	4,051	
OFFICE OF THE CHIEF CORONER	13	
ONTARIO PROVINCIAL POLICE	110	
PRIVATE SECURITY AND INVESTIGATIVE SERVICES BRANCH	11	
PROBATION AND PAROLE	41	
MINISTRY OF ECONOMIC DEVELOPMENT, EMPLOYMENT AND INFRASTRUCTURE		7
MINISTRY OF EDUCATION		256
CHILD CARE QUALITY ASSURANCE AND LICENSING BRANCH	17	
PROVINCIAL SCHOOLS BRANCH	50	
MINISTRY OF ENERGY		747
HYDRO ONE	632	
INDEPENDENT ELECTRICITY SYSTEM OPERATOR	14	
ONTARIO ENERGY BOARD	74	

*\*Total figures are reported for each provincial government ministry including agencies and programs falling within its portfolio. Each government agency or program receiving 10 or more cases is also included.*



## CASES RECEIVED FOR PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS, 2015-2016

<b>MINISTRY OF THE ENVIRONMENT AND CLIMATE CHANGE</b>		<b>78</b>
<b>MINISTRY OF FINANCE</b>		<b>228</b>
FINANCIAL SERVICES COMMISSION	41	
LIQUOR CONTROL BOARD OF ONTARIO	19	
MUNICIPAL PROPERTY ASSESSMENT CORPORATION	47	
ONTARIO LOTTERY AND GAMING CORPORATION	54	
<b>MINISTRY OF GOVERNMENT AND CONSUMER SERVICES</b>		<b>265</b>
REGISTRAR GENERAL	67	
SERVICEONTARIO	135	
<b>MINISTRY OF HEALTH AND LONG-TERM CARE</b>		<b>670</b>
ASSISTIVE DEVICES/HOME OXYGEN PROGRAMS	39	
COMMUNITY CARE ACCESS CENTRES	159	
HEALTH PROFESSIONS APPEAL AND REVIEW BOARD	13	
HEALTH SERVICES APPEAL AND REVIEW BOARD	10	
LOCAL HEALTH INTEGRATION NETWORKS	28	
MINISTRY-FUNDED SERVICE PROVIDER	50	
NORTHERN HEALTH TRAVEL GRANT	15	
ONTARIO HEALTH INSURANCE PLAN	144	
ONTARIO PUBLIC DRUG PROGRAMS	68	
PERFORMANCE IMPROVEMENT AND COMPLIANCE BRANCH	39	
<b>MINISTRY OF LABOUR</b>		<b>828</b>
EMPLOYMENT PRACTICES BRANCH	27	
OFFICE OF THE WORKER ADVISER	26	
ONTARIO LABOUR RELATIONS BOARD	36	
WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL	128	
WORKPLACE SAFETY AND INSURANCE BOARD	594	
<b>MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING</b>		<b>24</b>
<b>MINISTRY OF NATURAL RESOURCES AND FORESTRY</b>		<b>64</b>
CROWN LAND	11	
<b>MINISTRY OF NORTHERN DEVELOPMENT AND MINES</b>		<b>8</b>
<b>MINISTRY OF TOURISM, CULTURE AND SPORT</b>		<b>19</b>
<b>MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES</b>		<b>501</b>
COLLEGES OF APPLIED ARTS AND TECHNOLOGY	137	
ONTARIO COLLEGE OF TRADES	16	
ONTARIO STUDENT ASSISTANCE PROGRAM	155	
PRIVATE CAREER COLLEGES BRANCH	135	
SECOND CAREER	28	
<b>MINISTRY OF TRANSPORTATION</b>		<b>582</b>
DRIVER LICENSING	212	
METROLINX/GO TRANSIT	18	
TRANSPORTATION – MEDICAL REVIEW	242	
VEHICLE LICENSING	48	

## CASES RECEIVED ABOUT SCHOOL BOARDS, SEPTEMBER 1, 2015 - MARCH 31, 2016\*

TOTAL: 398

ENGLISH PUBLIC SCHOOL BOARDS	ALGOMA DISTRICT SCHOOL BOARD	2
	AVON MAITLAND DISTRICT SCHOOL BOARD	3
	BLUEWATER DISTRICT SCHOOL BOARD	3
	DISTRICT SCHOOL BOARD OF NIAGARA	12
	DISTRICT SCHOOL BOARD ONTARIO NORTH EAST	2
	DURHAM DISTRICT SCHOOL BOARD	15
	GRAND ERIE DISTRICT SCHOOL BOARD	4
	GREATER ESSEX COUNTY DISTRICT SCHOOL BOARD	11
	HALTON DISTRICT SCHOOL BOARD	8
	HAMILTON-WENTWORTH DISTRICT SCHOOL BOARD	6
	HASTINGS & PRINCE EDWARD DISTRICT SCHOOL BOARD	2
	KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD	5
	KEEWATIN-PATRICIA DISTRICT SCHOOL BOARD	1
	LAKEHEAD DISTRICT SCHOOL BOARD	3
	LAMBTON KENT DISTRICT SCHOOL BOARD	3
	LIMESTONE DISTRICT SCHOOL BOARD	2
	NEAR NORTH DISTRICT SCHOOL BOARD	2
	OTTAWA-CARLETON DISTRICT SCHOOL BOARD	17
	PEEL DISTRICT SCHOOL BOARD	23
	RAINBOW DISTRICT SCHOOL BOARD	4
	RENFREW COUNTY DISTRICT SCHOOL BOARD	3
	SIMCOE COUNTY DISTRICT SCHOOL BOARD	10
	SUPERIOR-GREENSTONE DISTRICT SCHOOL BOARD	1
	THAMES VALLEY DISTRICT SCHOOL BOARD	31
	TORONTO DISTRICT SCHOOL BOARD	65
	TRILLIUM LAKELANDS DISTRICT SCHOOL BOARD	4
	UPPER CANADA DISTRICT SCHOOL BOARD	2
	UPPER GRAND DISTRICT SCHOOL BOARD	1
	WATERLOO REGION DISTRICT SCHOOL BOARD	8
	YORK REGION DISTRICT SCHOOL BOARD	16
	<b>TOTAL</b>	<b>269</b>
ENGLISH CATHOLIC SCHOOL BOARDS	ALGONQUIN AND LAKESHORE CATHOLIC DISTRICT SCHOOL BOARD	4
	BRUCE-GREY CATHOLIC DISTRICT SCHOOL BOARD	1
	DUFFERIN-PEEL CATHOLIC DISTRICT SCHOOL BOARD	13
	DURHAM CATHOLIC DISTRICT SCHOOL BOARD	6
	HALTON CATHOLIC DISTRICT SCHOOL BOARD	5
	HAMILTON-WENTWORTH CATHOLIC DISTRICT SCHOOL BOARD	2
	HURON-PERTH CATHOLIC DISTRICT SCHOOL BOARD	2
	LONDON DISTRICT CATHOLIC SCHOOL BOARD	3
	NIAGARA CATHOLIC DISTRICT SCHOOL BOARD	4
	OTTAWA CATHOLIC SCHOOL BOARD	3
	SIMCOE MUSKOKA CATHOLIC DISTRICT SCHOOL BOARD	4
	ST CLAIR CATHOLIC DISTRICT SCHOOL BOARD	2
	TORONTO CATHOLIC DISTRICT SCHOOL BOARD	41
	WINDSOR-ESSEX CATHOLIC DISTRICT SCHOOL BOARD	3
	YORK CATHOLIC DISTRICT SCHOOL BOARD	5
	<b>TOTAL</b>	<b>98</b>
FRENCH CATHOLIC SCHOOL BOARDS	CONSEIL DES ÉCOLES CATHOLIQUES DU CENTRE-EST	2
	CONSEIL SCOLAIRE CATHOLIQUE DE DISTRICT DES GRANDES RIVIÈRES	1
	CONSEIL SCOLAIRE CATHOLIQUE DU NOUVEL-ONTARIO	1
	CONSEIL SCOLAIRE CATHOLIQUE FRANCO-NORD	1
	CONSEIL SCOLAIRE DE DISTRICT CATHOLIQUE CENTRE-SUD	1
	CONSEIL SCOLAIRE DE DISTRICT CATHOLIQUE DE L'EST ONTARIEN	2
	<b>TOTAL</b>	<b>8</b>
FRENCH PUBLIC SCHOOL BOARDS	CONSEIL DES ÉCOLES PUBLIQUES DE L'EST DE L'ONTARIO	2
	CONSEIL SCOLAIRE PUBLIC DU GRAND NORD DE L'ONTARIO	2
	CONSEIL SCOLAIRE PUBLIC DU NORD-EST DE L'ONTARIO	1
	<b>TOTAL</b>	<b>5</b>
CASES WHERE BOARD NOT SPECIFIED		18

*Note: Boards that were not the subject of any cases are not listed.*

*\*We also received 68 cases about school boards April 1-August 31, 2015, before our jurisdiction took effect.*

## CASES RECEIVED ABOUT COLLEGES OF APPLIED ARTS AND TECHNOLOGY, 2015-2016

TOTAL: 137

ALGONQUIN COLLEGE	3
COLLÈGE BORÉAL	1
CAMBRIAN COLLEGE	2
CANADORE COLLEGE	2
CENTENNIAL COLLEGE	5
CONESTOGA COLLEGE	5
CONFEDERATION COLLEGE	1
DURHAM COLLEGE	8
FANSHAW COLLEGE	10
FLEMING COLLEGE (SIR SANDFORD FLEMING COLLEGE)	4
GEORGE BROWN COLLEGE	18
GEORGIAN COLLEGE	6
HUMBER COLLEGE	9
LA CITÉ COLLÉGIALE	3
LAMBTON COLLEGE	2
LOYALIST COLLEGE	9
MOHAWK COLLEGE	6
NIAGARA COLLEGE CANADA	9
NORTHERN COLLEGE	1
SAULT COLLEGE	2
ST. CLAIR COLLEGE	4
ST. LAWRENCE COLLEGE	3
SENECA COLLEGE	15
SHERIDAN COLLEGE	7
CASES WHERE COLLEGE NOT SPECIFIED	2

*Note: Colleges that were not the subject of any cases are not listed.*

## CASES RECEIVED ABOUT UNIVERSITIES, JANUARY 1, 2016 - MARCH 31, 2016\*

TOTAL: 92

BROCK UNIVERSITY	1
CARLETON UNIVERSITY	2
LAKEHEAD UNIVERSITY	11
LAURENTIAN UNIVERSITY	3
MCMASTER UNIVERSITY	3
NIPISSING UNIVERSITY	2
QUEEN'S UNIVERSITY	4
RYERSON UNIVERSITY	9
TRENT UNIVERSITY	2
UNIVERSITY OF GUELPH	4
UNIVERSITY OF ONTARIO INSTITUTE OF TECHNOLOGY	3
UNIVERSITY OF OTTAWA	8
UNIVERSITY OF TORONTO	7
UNIVERSITY OF WATERLOO	8
UNIVERSITY OF WINDSOR	3
WESTERN UNIVERSITY	3
WILFRID LAURIER UNIVERSITY	5
YORK UNIVERSITY	14

*Note: Universities that were not the subject of any cases are not listed.*

*\*We also received 49 cases about universities April 1-December 31, 2015, before our jurisdiction took effect.*

## CASES RECEIVED ABOUT MUNICIPALITIES, JANUARY 1, 2016 - MARCH 31, 2016\*

TOTAL: 918

ADELAIDE METCALFE, TOWNSHIP OF	1	GANANOQUE, SEPARATED TOWN OF	2
ADJALA-TOSORONTIO, TOWNSHIP OF	8	GEORGIAN BAY, TOWNSHIP OF	1
ALFRED AND PLANTAGENET, TOWNSHIP OF	1	GEORGINA, TOWN OF	1
ALGONQUIN HIGHLANDS, TOWNSHIP OF	1	GRAND VALLEY, TOWN OF	1
AMARANTH, TOWNSHIP OF	1	GRAVENHURST, TOWN OF	1
AMHERSTBURG, TOWN OF	2	GREATER NAPANEE, TOWN OF	2
ARMOUR, TOWNSHIP OF	1	GREATER SUDBURY, CITY OF	16
ARNPRIOR, TOWN OF	1	GREY HIGHLANDS, MUNICIPALITY OF	1
ASHFIELD-COLBORNE-WAWANOSH, TOWNSHIP OF	1	GREY, COUNTY OF	3
ASPHODEL-NORWOOD, TOWNSHIP OF	1	GRIMSBY, TOWN OF	1
ATHENS, TOWNSHIP OF	1	GUELPH, CITY OF	6
AURORA, TOWN OF	1	GUELPH/ERAMOSHA, TOWNSHIP OF	1
BANCROFT, TOWN OF	1	HALDIMAND COUNTY, COUNTY OF	2
BARRIE, CITY OF	4	HALTON HILLS, TOWN OF	2
BAYHAM, MUNICIPALITY OF	4	HALTON, REGIONAL MUNICIPALITY OF	3
BELLEVILLE, CITY OF	3	HAMILTON, CITY OF	30
BLIND RIVER, TOWN OF	2	HASTINGS HIGHLANDS, MUNICIPALITY OF	3
BONFIELD, TOWNSHIP OF	1	HASTINGS, COUNTY OF	2
BRACEBRIDGE, TOWN OF	2	HEARST, TOWN OF	1
BRADFORD WEST GWILLIMBURY, TOWN OF	1	HIGHLANDS EAST, MUNICIPALITY OF	3
BRAMPTON, CITY OF	8	HORNEPAYNE, TOWNSHIP OF	1
BRANT, COUNTY OF	1	HURON, COUNTY OF	3
BRANTFORD, CITY OF	8	INGERSOLL, TOWN OF	1
BRIGHTON, MUNICIPALITY OF	6	INNISFIL, TOWN OF	2
BROCK, TOWNSHIP OF	1	IROQUOIS FALLS, TOWN OF	3
BROCKTON, MUNICIPALITY OF	1	JOCELYN, TOWNSHIP OF	1
BROOKE-ALVINSTON, MUNICIPALITY OF	1	JOHNSON, TOWNSHIP OF	1
BRUCE, COUNTY OF	2	JOLY, TOWNSHIP OF	1
BURK'S FALLS, VILLAGE OF	1	KAPUSKASING, TOWN OF	1
BURLINGTON, CITY OF	3	KAWARTHA LAKES, CITY OF	9
CALEDON, TOWN OF	5	KENORA, CITY OF	2
CALLANDER, MUNICIPALITY OF	1	KINGSTON, CITY OF	16
CAMBRIDGE, CITY OF	12	KINGSVILLE, TOWN OF	1
CARLETON PLACE, TOWN OF	1	KITCHENER, CITY OF	5
CARLOW/MAYO, TOWNSHIP OF	1	LAKE OF BAYS, TOWNSHIP OF	1
CASSELMAN, VILLAGE OF	1	LAKESHORE, TOWN OF	1
CAVAN MONAGHAN, TOWNSHIP OF	2	LAMBTON, COUNTY OF	4
CENTRAL FRONTENAC, TOWNSHIP OF	3	LANARK, COUNTY OF	1
CENTRAL MANITOULIN, MUNICIPALITY OF	1	LARDER LAKE, TOWNSHIP OF	2
CENTRE WELLINGTON, TOWNSHIP OF	4	LATCHFORD, TOWN OF	2
CHAMPLAIN, TOWNSHIP OF	1	LEAMINGTON, MUNICIPALITY OF	2
CHAPLEAU, TOWNSHIP OF	1	LEEDS AND GRENVILLE, UNITED COUNTIES OF	2
CHATHAM-KENT, MUNICIPALITY OF	2	LENNOX & ADDINGTON, COUNTY OF	1
CLARENCE-ROCKLAND, CITY OF	4	LINCOLN, TOWN OF	3
CLEARVIEW, TOWNSHIP OF	3	LONDON, CITY OF	23
COBOURG, TOWN OF	2	LOYALIST TOWNSHIP	2
COCHRANE, TOWN OF	1	LUCAN BIDDULPH, TOWNSHIP OF	1
COLLINGWOOD, TOWN OF	4	MADOC, TOWNSHIP OF	1
CORNWALL, CITY OF	2	MAGNETAWAN, MUNICIPALITY OF	2
CRAMAHE, TOWNSHIP OF	1	MALAHIDE, TOWNSHIP OF	1
DOURO-DUMMER, TOWNSHIP OF	2	MANITOUWADGE, TOWNSHIP OF	3
DUFFERIN, COUNTY OF	1	MARKHAM, CITY OF	2
DURHAM, REGIONAL MUNICIPALITY OF	11	MATTAWAN, MUNICIPALITY OF	1
DYSART ET AL, MUNICIPALITY OF	2	MCDougALL, MUNICIPALITY OF	1
EAR FALLS, TOWNSHIP OF	1	MCGARRY, TOWNSHIP OF	2
EAST GWILLIMBURY, TOWN OF	4	MCKELLAR, TOWNSHIP OF	1
ELLIOT LAKE, CITY OF	2	MCMURRICH/MONTEITH, TOWNSHIP OF	2
ERIN, TOWN OF	3	MCNAB/BRAESIDE, TOWNSHIP OF	2
ESPANOLA, TOWN OF	1	MEAFORD, MUNICIPALITY OF	3
ESSA, TOWNSHIP OF	4	MELANCTHON, TOWNSHIP OF	1
ESSEX, TOWN OF	2	MERRICKVILLE-WOLFORD, VILLAGE OF	1
FORT ERIE, TOWN OF	1	MIDDLESEX CENTRE, MUNICIPALITY OF	1
FORT FRANCES, TOWN OF	1	MIDDLESEX, COUNTY OF	2
FRENCH RIVER, MUNICIPALITY OF	4	MIDLAND, TOWN OF	2

Note: Municipalities that were not the subject of any cases are not listed.

\*We also received 1,492 cases about municipalities April 1-December 31, 2015, before our jurisdiction took effect.

## CASES RECEIVED ABOUT MUNICIPALITIES, JANUARY 1, 2016 - MARCH 31, 2016

MILTON, TOWN OF	6
MINDEN HILLS, TOWNSHIP OF	1
MISSISSAUGA, CITY OF	12
MONO, TOWN OF	3
MONTAGUE, TOWNSHIP OF	1
MORRIS-TURNBERRY, MUNICIPALITY OF	2
MUSKOKA LAKES, TOWNSHIP OF	74
MUSKOKA, DISTRICT MUNICIPALITY OF	2
NAIRN AND HYMAN, TOWNSHIP OF	1
NEEBING, MUNICIPALITY OF	1
NEWMARKET, TOWN OF	4
NIAGARA FALLS, CITY OF	4
NIAGARA-ON-THE-LAKE, TOWN OF	2
NIAGARA, REGIONAL MUNICIPALITY OF	9
NORFOLK, COUNTY	9
NORTH ALGONA WILBERFORCE, TOWNSHIP OF	5
NORTH BAY, CITY OF	8
NORTH GLENGARRY, TOWNSHIP OF	1
NORTH HURON, TOWNSHIP OF	17
NORTH KAWARTHA, TOWNSHIP OF	1
NORTH STORMONT, TOWNSHIP OF	1
NORTHEASTERN MANITOULIN AND THE ISLANDS, TOWN OF	1
OAKVILLE, TOWN OF	2
ORANGEVILLE, TOWN OF	3
ORILLIA, CITY OF	4
ORO-MEDONTE, TOWNSHIP OF	1
OSHAWA, CITY OF	12
OTTAWA, CITY OF	52
OWEN SOUND, CITY OF	3
OXFORD, COUNTY OF	3
PARRY SOUND, TOWN OF	1
PEEL, REGIONAL MUNICIPALITY OF	17
PELHAM, TOWN OF	2
PERTH EAST, TOWNSHIP OF	1
PERTH, COUNTY OF	1
PERTH, TOWN OF	1
PETAWAWA, TOWN OF	1
PETERBOROUGH, CITY OF	2
PETROLIA, TOWN OF	1
PORT HOPE, MUNICIPALITY OF	1
PRINCE EDWARD, COUNTY OF	1
PUSLINCH, TOWNSHIP OF	1
QUINTE WEST, CITY OF	1
RAINY RIVER, TOWN OF	1
RAMARA, TOWNSHIP OF	2
RED LAKE, MUNICIPALITY OF	1
RED ROCK, TOWNSHIP OF	1
RICHMOND HILL, TOWN OF	4
RIDEAU LAKES, TOWNSHIP OF	3
SARNIA, CITY OF	2
SAUGEEN SHORES, TOWN OF	2
SAULT STE. MARIE, CITY OF	9
SEGUIN, TOWNSHIP OF	1
SEVERN, TOWNSHIP OF	2
SIMCOE, COUNTY OF	3
SIOUX LOOKOUT, MUNICIPALITY OF	2
SOUTH BRUCE PENINSULA, TOWN OF	3
SOUTH DUNDAS, MUNICIPALITY OF	1
SOUTH GLENGARRY, TOWNSHIP OF	4
SOUTH STORMONT, TOWNSHIP OF	1
SOUTHGATE, TOWNSHIP OF	1
SOUTHWOLD, TOWNSHIP OF	2
SPRINGWATER, TOWNSHIP OF	2
ST. CATHARINES, CITY OF	3

ST. CLAIR, TOWNSHIP OF	1
ST. THOMAS, CITY OF	2
ST.-CHARLES, MUNICIPALITY OF	4
STIRLING-RAWDON, TOWNSHIP OF	1
TAY, TOWNSHIP OF	1
TEMISKAMING SHORES, CITY OF	1
THE ARCHIPELAGO, TOWNSHIP OF	1
THE NORTH SHORE, TOWNSHIP OF	1
THESSALON, TOWN OF	1
THOROLD, CITY OF	2
THUNDER BAY, CITY OF	8
TIMMINS, CITY OF	9
TINY, TOWNSHIP OF	2
TORONTO, CITY OF	75
TRENT HILLS, MUNICIPALITY OF	3
TRENT LAKES, MUNICIPALITY OF	1
TYENDINAGA, TOWNSHIP OF	2
UXBRIDGE, TOWNSHIP OF	1
VAUGHAN, CITY OF	6
WASAGA BEACH, TOWN OF	5
WATERLOO, CITY OF	1
WATERLOO, REGIONAL MUNICIPALITY OF	7
WELLAND, CITY OF	5
WELLESLEY, TOWNSHIP OF	1
WELLINGTON, COUNTY OF	1
WEST ELGIN, MUNICIPALITY OF	1
WEST GREY, MUNICIPALITY OF	2
WEST LINCOLN, TOWNSHIP OF	2
WHITBY, TOWN OF	5
WHITCHURCH-STOUFFVILLE, TOWN OF	1
WHITESTONE, MUNICIPALITY OF	1
WHITEWATER REGION, TOWNSHIP OF	5
WINDSOR, CITY OF	12
WOODSTOCK, CITY OF	1
WOOLWICH, TOWNSHIP OF	2
YORK, REGIONAL MUNICIPALITY OF	10
CASES WHERE MUNICIPALITY NOT SPECIFIED	13

### SHARED LOCAL BOARDS

ALGOMA DISTRICT SERVICES ADMINISTRATION BOARD	1
DISTRICT OF COCHRANE SOCIAL SERVICES ADMINISTRATION BOARD	1
DISTRICT OF NIPISSING SOCIAL SERVICES ADMINISTRATION BOARD	1
DISTRICT OF TIMISKAMING SOCIAL SERVICES ADMINISTRATION BOARD	1
KENORA DISTRICT SERVICES BOARD	1
MANITOULIN-SUDBURY DISTRICT SERVICES BOARD	2
NIAGARA CENTRAL AIRPORT COMMISSION	1
NIAGARA DISTRICT AIRPORT COMMISSION	1
THUNDER BAY SOCIAL SERVICES ADMINISTRATION BOARD	2
CASES WHERE BOARDS NOT SPECIFIED	2

### SHARED CORPORATIONS

COLLUS POWERSTREAM	1
CONSERVATION AUTHORITIES	7
ENERGY + INC	1
ERIE THAMES POWERLINES CORPORATION	2
KITCHENER-WILMOT HYDRO INC	1
NEWMARKET-TAY POWER DISTRIBUTION LTD	1
POWERSTREAM INC.	7



## CASES RECEIVED ABOUT CLOSED MUNICIPAL MEETINGS, SEPTEMBER 1, 2015 - MARCH 31, 2016

CASES ABOUT MUNICIPALITIES WHERE OMBUDSMAN IS THE INVESTIGATOR	45
CASES ABOUT MUNICIPALITIES WHERE ANOTHER INVESTIGATOR HAS BEEN APPOINTED	25

SUMMARY OF COMPLETED INVESTIGATIONS				
MUNICIPALITY	MEETINGS & GATHERINGS REVIEWED	PROCEDURAL VIOLATIONS FOUND	BEST PRACTICES SUGGESTED	ILLEGAL MEETINGS
AMHERSTBURG, TOWN OF	2	0	0	0
ARMOUR, TOWNSHIP OF	1	6	5	1
BONFIELD, TOWNSHIP OF	2	5	4	0
BRIGHTON, MUNICIPALITY OF	1	2	3	0
BURK'S FALLS, VILLAGE OF	1	6	5	1
CASSELMAN, VILLAGE OF	4	0	3	0
ELLIOT LAKE, CITY OF	4	0	1	0
ESSEX, TOWN OF	1	0	1	1
FORT ERIE, TOWN OF	1	0	4	1
LONDON, CITY OF	1	0	3	1
MCDUGALL, MUNICIPALITY OF	1	0	0	0
MCKELLAR, TOWNSHIP OF	3	1	4	2
NIAGARA FALLS, CITY OF	1	0	1	0
NIAGARA, REGIONAL MUNICIPALITY OF	1	2	1	1
OWEN SOUND, CITY OF	3	0	0	0
PORT COLBORNE, CITY OF	3	2	1	1
RUSSELL, TOWNSHIP OF	3	1	7	2
SEGUIN TOWNSHIP	1	0	0	0
ST-CHARLES, MUNICIPALITY OF	3	0	3	3
SOUTH BRUCE PENINSULA, TOWN OF	5	1	4	0
WEST LINCOLN, TOWNSHIP OF	2	3	3	0
WHITESTONE, MUNICIPALITY OF	1	0	0	0

## FINANCIAL SUMMARY

Our Office's budget was increased in 2015-2016 to **\$18.58 million**, to fund an expansion of staff and operations, in recognition of the expansion of our mandate, which doubled the number of public sector bodies under our jurisdiction (from 500+ to 1,000+).

Our actual expenditures were **\$13.12 million**, with new spending directed toward this ongoing expansion as well as additional outreach and space to accommodate this growth. All unspent funds were returned to the provincial treasury.

	(IN THOUSANDS)
ANNUAL OPERATING EXPENSES:	<b>13,166</b>
SALARIES AND WAGES:	<b>7,517</b>
EMPLOYEE BENEFITS:	<b>1,767</b>
COMMUNICATION AND TRANSPORTATION:	<b>294</b>
SERVICES:	<b>2,026</b>
SUPPLIES AND EQUIPMENT:	<b>1,572</b>
MISCELLANEOUS REVENUE (RETURNED TO GOVERNMENT):	<b>42</b>
<b>NET EXPENDITURES:</b>	<b>13,124</b>

**We can help.**

[www.ombudsman.on.ca](http://www.ombudsman.on.ca)



ONTARIO'S WATCHDOG



@Ont\_Ombudsman



Ontario Ombudsman



OntarioOmbudsman



Independent Impartial Confidential Free



December 5, 2016

The Honourable Bill Mauro  
Ministry of Municipal Affairs  
777 Bay Street, 17th Floor  
Toronto ON M5G 2E5

Sent via email:  
[minister.mma@ontario.ca](mailto:minister.mma@ontario.ca)

Dear Minister Mauro:

**Re: Legislative Changes Impacting Tax Registrations and Tax Sales**

At a recent meeting of the Council of the Township of Havelock-Belmont-Methuen a discussion took place regarding some key changes to the Municipal Act that will have a significant impact on tax registrations and tax sales. The discussion concluded with Council passing the following resolution:

R-743-16      Moved by Councillor Pomeroy  
                    Seconded by Deputy Mayor Martin

*That the Council of the Township of Havelock-Belmont-Methuen opposes the legislative changes to the Municipal Act coming into effect on December 10, 2016 that will impact tax sales and related matters; and further*

*That the Province of Ontario re-open the consultation period to allow for informed public input regarding the changes to the Municipal Act that are being brought about by the implementation of the Forfeited Corporate Property Act, 2015; and further*

*That this resolution be circulated to the Association of Municipalities of Ontario and all Ontario municipalities for support.*

Carried

Council thanks you in advance for your consideration of this request.

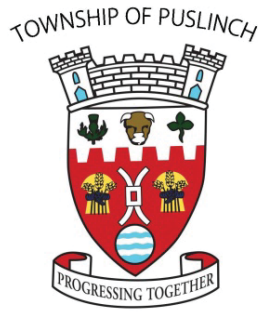
Sincerely,

*Bob Angione*

Bob Angione, M.P.A., B.Admin.  
Municipal Clerk

Copy: Monika Turner, Director of Policy  
Association of Municipalities of Ontario

Ontario Municipalities.



**Township of Puslinch**  
7404 Wellington Road 34  
Guelph, ON, N1H 6H9  
T: (519) 763 – 1226  
F: (519) 763 – 5846  
[www.puslinch.ca](http://www.puslinch.ca)

## **Delegate Request**

Meeting Date: December 21st, 2016

### **Applicant Information:**

Applicant Name: Aberfoyle Farmers' Market Association  
Mailing Address: 4370 Victoria Road S, RR1 Puslinch, ON  
Email Address: secretary@afma.ca  
Telephone Number: 519-763-1060

### **Purpose of delegation (state position taken on issue, if applicable):**

Aberfoyle Farmers' Market Update for Council.  
We wish to share with Council information about the Aberfoyle Farmers' Market and our accomplishments over the last 5 years.  
President Blair Moch will be presenting accompanied by Cathy Smith Secretary.



I am submitting a formal presentation to accompany my delegation:

Yes: ☐

No: ☒

I will require the following audio-visual equipment:

PowerPoint: ☒

**Note: Delegations are permitted to speak for 10 minutes. Your form or letter must be received 24 hours before the preparation of the Council agenda. This usually means at least one week prior to the Council meeting.**

**Personal Information collected on this form is collected under the authority of the Municipal Act and will be used only for the purposes of sending correspondence relating to matters before Council and for creating a record that is available to the general public in a hard copy format and on the internet in an electronic format in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Questions regarding the collection of this information may be directed to the Township Clerk's office.**

**The Township of Puslinch is committed to providing accessible formats and communication supports for people with a disability. If another format would work better for you, please contact the Township Clerk's office for assistance.**



# Puslinch Fire and Rescue Service

## Monthly Report

### October & November 2016

#### ***Significant Events/ Incidents/Trends***

*It's the season to be careful.....*

*How to keep your family safe this holiday season?*

***Smoking and cooking are the top 2 causes of fatal fires during the holidays (Nov, Dec, Jan).***

***Injuries caused by smoking account for 1 in 10 home fire injuries during the holidays.***

***Smoking accounts for 30% of all home fire deaths during the holidays.***

***Cooking fires account for 19% of all home fires during the holidays.***

***27% of all home fire injuries occur in cooking fires during the holidays.***

***Always stay in the kitchen while cooking. If you must leave, turn off the stove.***

***Make sure all cigarettes are properly extinguished and the stove is off before going to bed.***

***Cigarettes can smoulder among upholstered items for hours before igniting. Check sofas and chairs for cigarettes that may have fallen between the cushions.***

***Provide large, deep ashtrays for smokers.***

***Wet cigarette butts with water before discarding.***

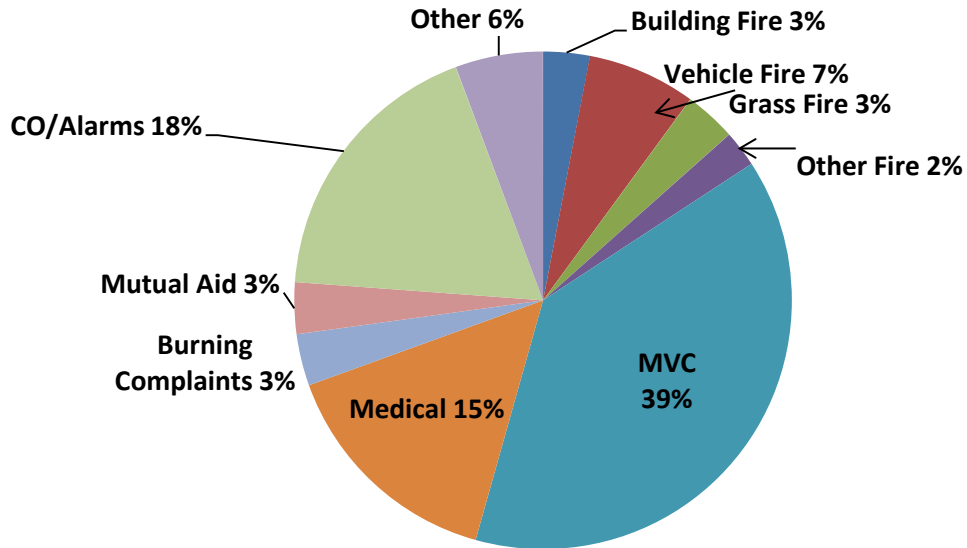
***Alcohol is a factor in many fatal fires involving smoking and cooking. DRINK RESPONSIBLY!***

### ***Are you protected by Smoke and CO alarms?***

***In 34% of fatal home fires there is no smoke alarm warning. Install smoke alarms on every storey of your home and outside all sleeping areas. CO alarms are required outside all sleeping areas if your home has a fuel-burning appliance, fireplace or attached garage.***

REPORT MONTH:	2016 October						
		October Monthly Total	October 2016 YTD	October 2015 YTD	October 2014 YTD	October \$ Loss Monthly	October 2016 \$ Loss YTD
FIRE:	Structure	3	9	8	10	\$4,920,000	\$8,043,000
	Vehicular	4	19	15	21	\$46,500	\$448,500
	Grass and Bush	0	9	9	3	\$0	\$0
	Other	2	6	4	6	\$500	\$5500
		Monthly	2016 YTD	2015 YTD	2014 YTD		
Motor Vehicle Collisions		7	107	115	136		
Medical Assist		3	44	69	48		
Mutual Aid		4	10	8	6		
Carbon Monoxide		1	16	13	7		
Automatic Alarm		1	33	33	34		
Burning Complaints		0	10	11	16		
Other		1	17	13	19		
TOTALS:		Monthly	2016 YTD	2015 YTD	2014 YTD		
		26	280	298	306		
Estimated Total Dollar Loss Due to Fire		\$4,967,000	\$8,497,000	\$369,000	\$855,000		
REPORT MONTH:	2016 November						
		Nov. Monthly Total	Nov. 2016 YTD	Nov. 2015 YTD	Nov. 2014 YTD	Nov. \$ Loss Monthly	Nov. 2016 \$ Loss YTD
FIRE:	Structure	0	9	9	10	\$0	\$8,043,000
	Vehicular	2	21	15	22	\$16,000	\$464,500
	Grass and Bush	1	10	9	3	\$0	\$0
	Other	1	7	6	8	\$0	\$5500
		Monthly	2016 YTD	2015 YTD	2014 YTD		
Motor Vehicle Collisions		8	115	124	149		
Medical Assist		1	45	76	54		
Mutual Aid		0	10	10	7		
Carbon Monoxide		1	17	13	8		
Automatic Alarm		4	37	36	35		
Burning Complaints		0	10	11	18		
Other		0	17	13	19		
TOTALS:		Monthly	2016 YTD	2015 YTD	2014 YTD		
		18	298	322	333		
Estimated Total Dollar Loss Due to Fire		\$16,000	\$8,513,000	\$374,000	\$880,000		

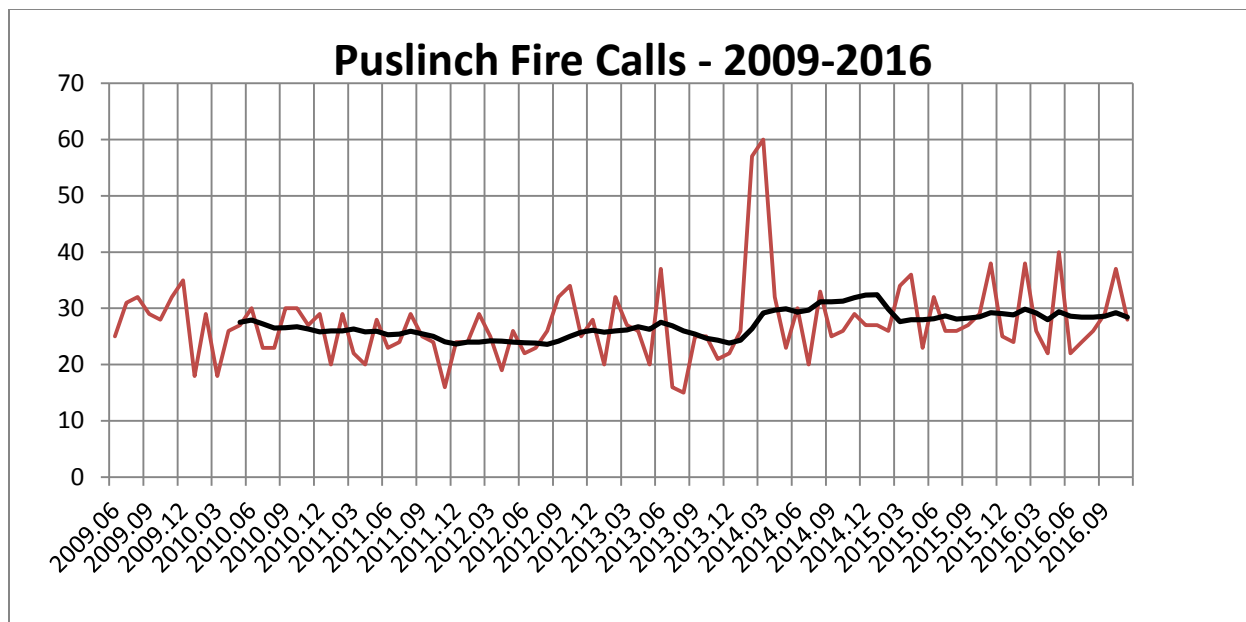
## 2016 YTD Emergency Calls



### Prevention & Public Education

### 2016 October/November

Activity:	Monthly Total	2016 YTD
Inspections	2	15
Water Tank Inspection	8	100
Investigations	5	17
Emergency Planning	1	9
Public Education Volunteer	0	12
Public Education Paid	1	15
Meeting	3	30
Home Safe Home Campaign	100	100



## Professional Development

Activity	Month	Day
Fire Control	November	29/30
Budget - Staff	December	06/07
Fit Testing and Skills	December	13/14
Staff Christmas Party	December	20/21
Christmas Break – No Training	December	27/28

Sept





**Side Road 10 North Vehicle Fire – October 31, 2016 – Intentionally Set**



**Townline Road Vehicle Fire – October 30, 2016 – Intentionally Set**



**Ellis Road House Fire – October 01, 2016 – Fire Cause Unknown**







**Arkell Road Abandoned House Fire – October 28, 2016 - Intentionally Set**



## REPORT FIN-2016-030

---

TO: Mayor and Members of Council

FROM: Mary Hasan, Director of Finance/Treasurer

MEETING DATE: December 21, 2016

SUBJECT: Annual Indexing of Development Charges  
File No. F20 DEV

---

### RECOMMENDATIONS

That Report FIN-2016-030 regarding the Annual Indexing of Development Charges be received.

### DISCUSSION

#### **Purpose**

The purpose of this report is to provide the Development Charge rates effective January 1, 2017. The rates are determined by applying the Construction Price Index to the 2016 rates.

#### **Background**

Development Charges are collected for the Township under By-law 054/14. Section 5 of the By-law states that the development charges imposed shall be adjusted annually, without amendment to this By-law, on January 1st of each year, in accordance with the prescribed index in the Act.

Section 7 of Ontario Regulation 82/98 of the Development Charges Act, 1997, states the following:

“The Statistics Canada Quarterly, Construction Price Statistics, catalogue number 62-007 is prescribed as the index for the purposes of paragraph 10 of subsection 5 (1) of the Act. O. Reg. 82/98, s. 7.”

## **Analysis**

The adjustments are made based on the most recent twelve-month change in the Statistics Canada Quarterly, "Construction Price Statistics" (catalogue number 62-007) attached as Schedule A to this Report.

The index has increased by 3.2% from the third quarter of 2015 to the third quarter of 2016. Therefore, Township staff will implement an indexing factor increase of 3.2% effective January 1, 2017. The current rates for 2016 compared to the indexed rates for 2017 are outlined in Schedule B to this Report.

Residential Development:  $\$4,904/\text{dwelling unit} * 1.032 = \$5,061/\text{dwelling unit}$

Non-Residential Development:  $\$2.29/\text{square foot} * 1.032 = \$2.36/\text{square foot}$

## **FINANCIAL IMPLICATIONS**

Development Charges are an important way of funding facilities and services directly related to new development in the Township. The annual indexing provision in By-law 054/14 helps to offset increases to initial development cost estimates identified for various growth-related capital projects.

## **APPLICABLE LEGISLATION AND REQUIREMENTS**

Section 7 of Ontario Regulation 82/98 of the Development Charges Act, 1997

## **ATTACHMENTS**

Schedule A – Non-residential Building Construction Price Index – Not seasonally adjusted

Schedule B – Schedule of Development Charges





Statistics  
Canada

Statistique  
Canada

[Home](#) → *The Daily*

# Table 1

## Non-residential Building Construction Price Index <sup>1</sup> – Not seasonally adjusted

[◀ Back to main article](#)

[CSV \(1 KB\)](#)

Select columns

	Relative importance <sup>2</sup>	Third quarter 2015	Second quarter 2016 <sup>r</sup>	Third quarter 2016 <sup>p</sup>	Second quarter to third quarter 2016	Third quarter 2015 to third quarter 2016
	%	(2002=100)	(2002=100)	(2002=100)	% change	% change
<b>Composite index</b>	<b>100.0</b>	<b>155.3</b>	<b>156.7</b>	<b>157.3</b>	<b>0.4</b>	<b>1.3</b>
Halifax	1.0	150.6	151.6	151.6	0.0	0.7
Montréal	20.3	145.7	148.9	148.9	0.0	2.2
Ottawa –Gatineau, Ontario part <b>3</b>	3.5	160.0	161.8	161.8	0.0	1.1
Toronto	29.8	157.2	161.6	162.3	0.4	3.2
Calgary	17.4	173.1	168.6	168.7	0.1	-2.5
Edmonton	14.4	170.5	165.5	166.0	0.3	-2.6

**Schedule A to Report FIN-2016-030**

	<b>Relative importance 2</b>	<b>Third quarter 2015</b>	<b>Second quarter 2016<sup>r</sup></b>	<b>Third quarter 2016<sup>p</sup></b>	<b>Second quarter to third quarter 2016</b>	<b>Third quarter 2015 to third quarter 2016</b>
Vancouver	13.6	151.5	156.2	158.6	1.5	4.7

<sup>r</sup> revised<sup>p</sup> preliminary**Source(s):** CANSIM table 327-0043.**Date modified:**

2016-11-08

## Schedule of Development Charges

January 1, 2016 - December 31, 2016

Service	RESIDENTIAL				NON-RESIDENTIAL
	Single and Semi-Detached Dwelling	Apartments - 2 Bedrooms +	Apartments - Bachelor and 1 Bedroom	Other Multiples	(per ft <sup>2</sup> of Gross Floor Area)
<b>Municipal Wide Services:</b>					
Roads and Related	\$2,848	\$1,726	\$1,168	\$2,165	\$1.65
Fire Protection Services	\$1,485	\$900	\$609	\$1,129	\$0.47
Parks and Recreation	\$323	\$195	\$132	\$245	\$0.03
Administration - Studies	\$247	\$150	\$102	\$188	\$0.14
<b>Total Municipal Wide Services</b>	<b>\$4,904</b>	<b>\$2,971</b>	<b>\$2,011</b>	<b>\$3,728</b>	<b>\$2.29</b>

January 1, 2017 - December 31, 2017

Service	RESIDENTIAL				NON-RESIDENTIAL
	Single and Semi-Detached Dwelling	Apartments - 2 Bedrooms +	Apartments - Bachelor and 1 Bedroom	Other Multiples	(per ft <sup>2</sup> of Gross Floor Area)
<b>Municipal Wide Services:</b>					
Roads and Related	\$2,940	\$1,781	\$1,205	\$2,235	\$1.70
Fire Protection Services	\$1,533	\$929	\$628	\$1,165	\$0.48
Parks and Recreation	\$333	\$202	\$137	\$253	\$0.03
Administration - Studies	\$255	\$154	\$105	\$194	\$0.15
<b>Total Municipal Wide Services</b>	<b>\$5,061</b>	<b>\$3,066</b>	<b>\$2,075</b>	<b>\$3,847</b>	<b>\$2.36</b>



## **REPORT FIN-2016-031**

---

TO: Mayor and Members of Council

FROM: Mary Hasan, Director of Finance/Treasurer

MEETING DATE: December 21, 2016

SUBJECT: Third Quarter Financial Report  
C11 FIN

---

### **RECOMMENDATIONS**

That Report FIN-2016-031 regarding the Third Quarter Financial Report be received.

### **DISCUSSION**

#### **Purpose**

The purpose of this report is to provide Council a summary of the Township finances for the Third Quarter of 2016 (July, August, and September).

#### **Background**

The First Quarter Financial Report was provided in Report FIN-2016-008 and the Second Quarter Financial Report was provided in Report FIN-2016-022.

### **FINANCIAL IMPLICATIONS**

None

### **APPLICABLE LEGISLATION AND REQUIREMENTS**

None

### **ATTACHMENTS**

Schedule A – Departmental Detail

Schedule B – Expense and Revenue Summary

Schedule C – Other Financial Data

Schedule D – Cheque Registers



**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Building</b>							
<b>Building</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Cleaning, Maint & supplies for Bldg	\$846	\$375	\$3,003	\$1,122	-\$1,503	\$1,500	-100%
Outdoor Maintenance of Building	\$0	\$75	\$71	\$224	\$229	\$300	76%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$4,592	\$6,250	\$16,925	\$18,699	\$8,075	\$25,000	32%
Emergency Management	\$331	\$240	\$891	\$718	\$69	\$960	7%
Professional Fees - Audit	\$0	\$1,500	\$5,836	\$4,488	\$164	\$6,000	3%
Professional Fees - Engineering	\$237	\$500	\$237	\$1,496	\$1,763	\$2,000	88%
Professional Fees-Legal	\$4,724	\$1,475	\$13,349	\$4,413	-\$7,449	\$5,900	-126%
Structural Audit	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Water Protection	\$23	\$25	\$47	\$75	\$53	\$100	53%
<b>Materials and Supplies</b>							
Advertising	\$0	\$188	\$59	\$561	\$691	\$750	92%
Clothing, Safety Allowance	\$135	\$175	\$294	\$524	\$406	\$700	58%
<b>Office Equipment and Supplies</b>							
Computer Software & Hardware	\$0	\$250	\$0	\$748	\$1,000	\$1,000	100%
Kitchen Supplies and Equipment	\$78	\$250	\$519	\$748	\$481	\$1,000	48%
Office Supplies	\$402	\$1,120	\$3,122	\$3,351	\$1,358	\$4,480	30%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$4	\$725	\$4	\$2,169	\$2,896	\$2,900	100%
Employee Travel - Meals	\$0	\$250	\$0	\$748	\$1,000	\$1,000	100%
Membership and Subscription Fees	\$213	\$703	\$2,602	\$2,102	\$208	\$2,810	7%
Professional Development	\$0	\$3,048	\$1,218	\$9,117	\$10,972	\$12,190	90%
<b>Roads and Related Costs</b>							
Signage	\$0	\$25	\$0	\$75	\$100	\$100	100%
<b>Salaries, Wages and Benefits</b>							
FT Benefits	\$7,768	\$8,307	\$27,134	\$24,853	\$6,094	\$33,228	18%

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
FT Wages	\$48,404	\$48,404	\$145,978	\$144,814	\$47,638	\$193,616	25%
Manulife Benefits	\$7,285	\$5,443	\$16,297	\$16,285	\$5,476	\$21,773	25%
OT Wages	\$0	\$125	\$0	\$374	\$500	\$500	100%
PT Benefits	\$0	\$39	\$28	\$116	\$127	\$155	82%
PT Wages	\$21	\$440	\$537	\$1,317	\$1,224	\$1,761	70%
WSIB	\$1,511	\$1,375	\$4,657	\$4,114	\$844	\$5,501	15%
<b>Utilities</b>							
Communication(phone, fax, intern)	\$661	\$1,025	\$1,998	\$3,067	\$2,102	\$4,100	51%
Fuel	\$0	\$2,039	\$0	\$6,099	\$8,155	\$8,155	100%
Heat	\$0	\$353	\$983	\$1,055	\$427	\$1,410	30%
Hydro	\$1,060	\$643	\$2,309	\$1,923	\$262	\$2,571	10%
Insurance	\$0	\$4,594	\$18,372	\$13,744	\$4	\$18,376	0%
Postage	\$617	\$1,069	\$2,467	\$3,197	\$1,808	\$4,275	42%
Service Charges	\$160	\$150	\$445	\$449	\$155	\$600	26%
<b>Vehicles and Equipment</b>							
Mileage	\$0	\$63	\$0	\$187	\$250	\$250	100%
Vehicle Maintenance	\$0	\$475	\$301	\$1,421	\$1,599	\$1,900	84%
Vehicle Plates	\$0	\$71	\$0	\$212	\$283	\$283	100%
<b>Expenditures Total</b>	<b>\$79,072</b>	<b>\$91,786</b>	<b>\$269,684</b>	<b>\$274,604</b>	<b>\$97,461</b>	<b>\$367,144</b>	<b>27%</b>
<b>Revenues</b>							
<b>Permits &amp; Other Development Fees</b>							
Deferral of Revocation of Permit	-\$153	-\$77	-\$306	-\$229	\$0	-\$306	0%
Reactivate Abandoned Permit	-\$153	-\$38	-\$306	-\$114	\$153	-\$153	-100%
Revision to a Permit	-\$1,836	-\$765	-\$3,672	-\$2,289	\$612	-\$3,060	-20%
Transfer of Permit	-\$153	\$0	-\$459	\$0	\$459	\$0	N/A
<b>Recoveries</b>							
Other Recoveries	\$0	-\$125	-\$183	-\$374	-\$317	-\$500	63%
<b>User Fees, Licenses and Fines</b>							
Alternative Solution Application	\$0	-\$251	-\$357	-\$750	-\$646	-\$1,003	64%

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Conditional Permits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Demolition Permits	-\$765	-\$153	-\$1,224	-\$458	\$612	-\$612	-100%
Designated Structures Permit	-\$408	-\$204	-\$1,632	-\$610	\$816	-\$816	-100%
Farm Building Permits	\$0	-\$600	-\$3,057	-\$1,795	\$657	-\$2,400	-27%
Institutional, Commercial & Industrial Building	-\$10,709	-\$12,500	-\$25,203	-\$37,397	-\$24,797	-\$50,000	50%
Occupancy Permits	-\$3,060	\$0	-\$4,896	\$0	\$4,896	\$0	N/A
Re-Inspection/Partial Inspection Fees	\$0	-\$38	\$0	-\$114	-\$153	-\$153	100%
Reproduction of Drawings Fees	-\$50	-\$63	-\$200	-\$187	-\$50	-\$250	20%
Residential Building Permits	-\$110,915	-\$55,000	-\$275,398	-\$164,548	\$55,398	-\$220,000	-25%
Septic System Permit	-\$12,240	-\$6,120	-\$26,928	-\$18,310	\$2,448	-\$24,480	-10%
Sewage System Evaluation	\$0	-\$38	-\$153	-\$114	\$0	-\$153	0%
Sign Permits	-\$255	-\$64	-\$255	-\$191	\$0	-\$255	0%
Special Inspection Fee	-\$816	-\$128	-\$1,530	-\$381	\$1,020	-\$510	-200%
Tent or Marquee Application Fee	-\$510	-\$255	-\$765	-\$763	-\$255	-\$1,020	25%
<b>Revenues Total</b>	<b>-\$142,023</b>	<b>-\$76,418</b>	<b>-\$346,524</b>	<b>-\$228,625</b>	<b>\$40,853</b>	<b>-\$305,671</b>	<b>-13%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>By-law</b>							
<b>By-law</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Permits	\$213	\$50	\$213	\$150	-\$13	\$200	-6%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$2,500	\$1,250	\$1,173	\$3,740	\$3,827	\$5,000	77%
Livestock Loss	\$575	\$500	\$575	\$1,496	\$1,425	\$2,000	71%
Professional Fees - Engineering & Environment	\$1,258	\$11,475	\$5,654	\$34,331	\$40,246	\$45,900	88%
Professional Fees - Legal	\$4,440	\$6,125	\$14,150	\$18,325	\$10,350	\$24,500	42%
<b>Materials and Supplies</b>							
Advertising	\$0	\$250	\$0	\$748	\$1,000	\$1,000	100%
<b>Office Equipment and Supplies</b>							
Office Supplies	\$0	\$63	\$0	\$187	\$250	\$250	100%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$0	\$63	\$0	\$187	\$250	\$250	100%
Employee Travel - Meals	\$0	\$13	\$0	\$37	\$50	\$50	100%
Membership and Subscription Fees	\$0	\$63	\$168	\$187	\$82	\$250	33%
Professional Development	\$0	\$300	\$0	\$898	\$1,200	\$1,200	100%
<b>Roads and Related Costs</b>							
Signage	\$346	\$325	\$672	\$972	\$628	\$1,300	48%
<b>Salaries, Wages and Benefits</b>							
FT Benefits	\$1,126	\$1,083	\$3,425	\$3,239	\$906	\$4,331	21%
FT Wages	\$6,244	\$6,243	\$18,826	\$18,678	\$6,146	\$24,972	25%
Manulife Benefits	\$1,108	\$825	\$2,479	\$2,468	\$820	\$3,299	25%
OT Wages	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Per Diems	\$97	\$500	\$682	\$1,496	\$1,318	\$2,000	66%
PT Benefits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
WSIB	\$182	\$180	\$559	\$538	\$160	\$719	22%
<b>Vehicles and Equipment</b>							

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Mileage	\$46	\$125	\$254	\$374	\$247	\$500	49%
<b>Expenditures Total</b>	<b>\$18,134</b>	<b>\$29,430</b>	<b>\$48,831</b>	<b>\$88,049</b>	<b>\$68,890</b>	<b>\$117,721</b>	<b>59%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Ontario Wildlife Damage Compensation	-\$605	-\$375	-\$605	-\$1,122	-\$895	-\$1,500	60%
Other Recoveries	-\$352	\$0	-\$1,276	\$0	\$1,276	\$0	N/A
<b>User Fees, Licenses and Fines</b>							
Dog Tags and Kennel Licences	-\$550	-\$3,000	-\$12,248	-\$8,975	\$248	-\$12,000	-2%
Engineering, Environmental and Legal Fees Rec	-\$3,495	-\$1,250	-\$8,105	-\$3,740	\$3,105	-\$5,000	-62%
Fence Viewer's Application	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Grading Fee - Dwellings	-\$38,000	-\$10,000	-\$74,000	-\$29,918	\$34,000	-\$40,000	-85%
Grading Fee - Pools	-\$1,800	-\$750	-\$3,600	-\$2,244	\$600	-\$3,000	-20%
Guelph Humane Society Fees	\$0	-\$459	\$0	-\$1,373	-\$1,836	-\$1,836	100%
Inspection Permit - LCBO	\$0	-\$51	\$0	-\$153	-\$204	-\$204	100%
Lottery Licences	-\$56	-\$113	-\$648	-\$337	\$198	-\$450	-44%
Mobile Food Service	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Municipal addressing signs	-\$600	-\$250	-\$1,420	-\$748	\$420	-\$1,000	-42%
Pool Enclosure Permit	-\$1,785	-\$714	-\$4,284	-\$2,136	\$1,428	-\$2,856	-50%
Septic Compliance Letter	-\$75	-\$188	-\$300	-\$561	-\$450	-\$750	60%
Site Alteration Agreement	\$0	-\$125	-\$1,163	-\$374	\$663	-\$500	-133%
Special Occasion Permit Letters	\$0	-\$38	\$0	-\$112	-\$150	-\$150	100%
<b>Revenues Total</b>	<b>-\$47,318</b>	<b>-\$17,312</b>	<b>-\$107,649</b>	<b>-\$51,792</b>	<b>\$38,403</b>	<b>-\$69,246</b>	<b>-55%</b>



**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Fire and Rescue</b>							
<b>Fire and Rescue</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Cleaning, Maint & supplies for Bldg	\$529	\$1,550	\$2,612	\$4,637	\$3,588	\$6,200	58%
Permits	\$0	\$118	\$471	\$352	\$0	\$471	0%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$2,982	\$7,250	\$20,191	\$21,690	\$8,809	\$29,000	30%
Water Protection	\$36	\$50	\$118	\$150	\$82	\$200	41%
<b>Materials and Supplies</b>							
Advertising	\$0	\$250	\$433	\$748	\$567	\$1,000	57%
Clothing, Safety Allowance	\$3,058	\$3,950	\$16,180	\$11,818	-\$380	\$15,800	-2%
Oxygen & Medical Supplies	\$681	\$869	\$2,460	\$2,599	\$1,015	\$3,475	29%
Public Education	\$958	\$950	\$3,563	\$2,842	\$237	\$3,800	6%
<b>Office Equipment and Supplies</b>							
Kitchen Supplies and Equipment	\$74	\$300	\$453	\$898	\$747	\$1,200	62%
Office Supplies	\$600	\$563	\$2,744	\$1,683	-\$494	\$2,250	-22%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$0	\$600	\$3,164	\$1,795	-\$764	\$2,400	-32%
Employee Travel - Meals	\$46	\$175	\$1,201	\$524	-\$501	\$700	-72%
Membership and Subscription Fees	\$0	\$809	\$3,272	\$2,419	-\$38	\$3,234	-1%
Professional Development	\$5,767	\$4,875	\$20,296	\$14,585	-\$796	\$19,500	-4%
<b>Roads and Related Costs</b>							
Signage	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Salaries, Wages and Benefits</b>							
Group Benefits	\$2,351	\$3,930	\$13,051	\$11,758	\$2,670	\$15,721	17%
PT Benefits - Fire Dept	\$5,293	\$6,798	\$15,641	\$20,337	\$11,549	\$27,190	42%
PT Wages - Fire Dept	\$87,877	\$96,706	\$293,791	\$289,322	\$93,031	\$386,822	24%
WSIB	\$2,534	\$2,785	\$7,603	\$8,332	\$3,537	\$11,140	32%
<b>Utilities</b>							

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Communication(phone, fax, intern)	\$2,088	\$2,750	\$7,273	\$8,227	\$3,727	\$11,000	34%
Fuel	\$0	\$2,766	\$0	\$8,276	\$11,065	\$11,065	100%
Heat	\$0	\$475	\$983	\$1,421	\$917	\$1,900	48%
Hydro	\$3,023	\$1,275	\$6,125	\$3,815	-\$1,025	\$5,100	-20%
Insurance	\$0	\$4,954	\$20,985	\$14,821	-\$1,170	\$19,815	-6%
Waste Removal	\$0	\$103	\$0	\$307	\$410	\$410	100%
<b>Vehicles and Equipment</b>							
Equipment Maintenance & Supplies	\$3,925	\$3,400	\$35,847	\$10,172	-\$22,247	\$13,600	-164%
Mileage	\$1,309	\$1,500	\$6,225	\$4,488	-\$225	\$6,000	-4%
Vehicle Maintenance	\$4,294	\$8,750	\$27,035	\$26,178	\$7,965	\$35,000	23%
<b>Expenditures Total</b>	<b>\$127,424</b>	<b>\$158,498</b>	<b>\$511,715</b>	<b>\$474,192</b>	<b>\$122,278</b>	<b>\$633,993</b>	<b>19%</b>
<b>Revenues</b>							
<b>Grants</b>							
Fire Donations	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Recoveries</b>							
Other Recoveries	-\$95	-\$408	-\$14,763	-\$1,219	\$13,133	-\$1,630	-806%
<b>User Fees, Licenses and Fines</b>							
Boarding up or Barricading	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Burning Permit Violations	\$0	-\$820	-\$1,350	-\$2,453	-\$1,930	-\$3,280	59%
Fire Alarm False Alarm Calls	\$0	-\$103	\$0	-\$307	-\$410	-\$410	100%
Fire Extinguisher Training	\$0	-\$23	\$0	-\$67	-\$90	-\$90	100%
Fire Safety Plan Review	\$0	-\$60	-\$120	-\$180	-\$120	-\$240	50%
Fireworks Permits	\$0	-\$75	-\$300	-\$224	\$0	-\$300	0%
Information/Fire Reports	-\$75	-\$38	-\$375	-\$112	\$225	-\$150	-150%
Inspections	\$0	-\$50	-\$100	-\$150	-\$100	-\$200	50%
Key Boxes	-\$200	-\$25	-\$300	-\$75	\$200	-\$100	-200%
Motor Vehicle Emergency Responses	-\$31,942	-\$21,250	-\$57,075	-\$63,575	-\$27,925	-\$85,000	33%
Occupancy Load	\$0	-\$25	\$0	-\$75	-\$100	-\$100	100%
Open Burning Permit and Inspection	-\$800	-\$2,835	-\$14,060	-\$8,482	\$2,720	-\$11,340	-24%

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Post Fire Watch	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Tent or Marquee Application Fee	\$0	-\$26	\$0	-\$76	-\$102	-\$102	100%
Water Tank Locks	\$0	-\$40	\$0	-\$120	-\$160	-\$160	100%
<b>Revenues Total</b>	<b>-\$33,112</b>	<b>-\$25,776</b>	<b>-\$88,443</b>	<b>-\$77,115</b>	<b>-\$14,659</b>	<b>-\$103,102</b>	<b>14%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>General Government</b>							
<b>Administration</b>							
<b>Expenditures</b>							
<b>Contract Services/Professional Fees</b>							
Contract Services	\$0	\$125	\$0	\$374	\$500	\$500	100%
Professional Fees - Engineering & Environmental	\$3,768	\$7,691	\$18,612	\$23,008	\$12,150	\$30,762	39%
Professional Fees - Legal	\$4,017	\$6,775	\$12,151	\$20,269	\$14,949	\$27,100	55%
Water Protection	\$32	\$30	\$89	\$90	\$31	\$120	26%
<b>Materials and Supplies</b>							
Advertising	\$454	\$588	\$2,353	\$1,758	-\$3	\$2,350	0%
Events and Other	\$1,921	\$2,250	\$2,435	\$6,732	\$6,565	\$9,000	73%
Water Monitoring	\$1,461	\$1,250	\$1,919	\$3,740	\$3,081	\$5,000	62%
<b>Office Equipment and Supplies</b>							
Office Supplies & Equipment	\$172	\$525	\$581	\$1,571	\$1,519	\$2,100	72%
<b>Professional Development</b>							
Employee Travel - Accom/Parking	\$392	\$250	\$460	\$748	\$540	\$1,000	54%
Employee Travel - Air Fare	\$0	\$125	\$0	\$374	\$500	\$500	100%
Employee Travel - Meals	\$0	\$100	\$0	\$299	\$400	\$400	100%
Membership and Subscription Fees	\$0	\$2,171	\$8,760	\$6,496	-\$75	\$8,685	-1%
Professional Development	\$325	\$4,560	\$2,404	\$13,643	\$15,836	\$18,240	87%
<b>Salaries, Wages and Benefits</b>							
FT Benefits	\$7,132	\$10,145	\$31,076	\$30,352	\$9,505	\$40,581	23%
FT Wages	\$46,121	\$65,733	\$172,716	\$196,659	\$90,216	\$262,932	34%
Manulife Benefits	\$6,162	\$7,223	\$16,586	\$21,609	\$12,305	\$28,891	43%
OT Wages	\$0	\$125	\$0	\$374	\$500	\$500	100%
PT Benefits	\$561	\$97	\$922	\$289	-\$535	\$387	-138%
PT Wages	\$7,973	\$1,101	\$13,554	\$3,293	-\$9,151	\$4,403	-208%
WSIB	\$995	\$1,575	\$4,951	\$4,711	\$1,348	\$6,299	21%
<b>Utilities</b>							

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Communication (phone, fax, intern)	\$136	\$100	\$578	\$299	-\$178	\$400	-45%
Insurance	\$0	\$11,316	\$35,279	\$33,853	\$9,983	\$45,262	22%
<b>Vehicles and Equipment</b>							
Mileage	\$115	\$125	\$881	\$374	-\$381	\$500	-76%
<b>Expenditures Total</b>	<b>\$81,737</b>	<b>\$123,978</b>	<b>\$326,308</b>	<b>\$370,915</b>	<b>\$169,604</b>	<b>\$495,912</b>	<b>34%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Engineering and Environmental Fees Recovere	-\$2,473	-\$1,750	-\$12,597	-\$5,236	\$5,597	-\$7,000	-80%
Other Recoveries	-\$1,146	\$0	-\$1,329	\$0	\$1,329	\$0	N/A
Recoveries from Staff Events	\$0	-\$238	\$0	-\$711	-\$950	-\$950	100%
<b>User Fees, Licenses and Fines</b>							
Signature of Commissioner and FOI Requests	-\$150	-\$125	-\$560	-\$374	\$60	-\$500	-12%
<b>Revenues Total</b>	<b>-\$3,768</b>	<b>-\$2,113</b>	<b>-\$14,486</b>	<b>-\$6,320</b>	<b>\$6,036</b>	<b>-\$8,450</b>	<b>-71%</b>



**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Corporate</b>							
<b>Expenditures</b>							
<b>Contract Services/Professional Fees</b>							
Conservation Authorities Levy Payment	\$41,551	\$39,575	\$124,652	\$118,400	\$33,648	\$158,300	21%
<b>Tax Writeoffs</b>							
Taxes written off (Twp share only)	\$330,993	\$71,739	\$392,876	\$214,626	-\$105,922	\$286,954	-37%
<b>Expenditures Total</b>	<b>\$372,544</b>	<b>\$111,314</b>	<b>\$517,528</b>	<b>\$333,026</b>	<b>-\$72,274</b>	<b>\$445,254</b>	<b>-16%</b>
<b>Revenues</b>							
<b>Grants</b>							
OMPF	-\$101,350	-\$101,350	-\$304,050	-\$303,217	-\$101,350	-\$405,400	25%
<b>Payments-in-Lieu of Taxes and Other Levies</b>							
City of Guelph	-\$26,374	-\$6,599	-\$26,374	-\$19,741	-\$20	-\$26,394	0%
CN Railway	-\$1,135	-\$284	-\$1,135	-\$849	\$0	-\$1,135	0%
CP Railway	-\$7,854	-\$1,964	-\$7,854	-\$5,874	\$0	-\$7,854	0%
Grant Guelph Junction Railway	-\$5,330	-\$1,333	-\$5,330	-\$3,987	\$0	-\$5,330	0%
Greater Toronto Transit	-\$7,130	-\$1,790	-\$7,130	-\$5,355	-\$29	-\$7,159	0%
Host Kilmer (Service Ontario)	-\$25,421	-\$6,381	-\$25,421	-\$19,091	-\$103	-\$25,524	0%
Hydro One	\$0	-\$1,952	\$0	-\$5,839	-\$7,807	-\$7,807	100%
Mun Tax Assistance	-\$15,814	-\$4,024	-\$15,814	-\$12,039	-\$282	-\$16,096	2%
Ontario Hydro	-\$12,147	-\$3,037	-\$12,147	-\$9,085	\$0	-\$12,147	0%
Provincial Aggregate Levy	-\$238,854	-\$53,203	-\$238,854	-\$159,170	\$26,044	-\$212,810	-12%
Public Works Canada	-\$963	-\$245	-\$963	-\$732	-\$16	-\$979	2%
Puslinch Landfill	-\$3,348	-\$838	-\$3,348	-\$2,506	-\$3	-\$3,351	0%
University of Guelph	-\$1,391	-\$349	-\$1,391	-\$1,044	-\$5	-\$1,396	0%
<b>Penalties and Interest</b>							
Int. Education/County DC's	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Interest - Tax Arrears	-\$15,527	-\$24,750	-\$74,463	-\$74,047	-\$24,537	-\$99,000	25%
Interest on General	-\$57,464	-\$15,725	-\$110,001	-\$47,046	\$47,101	-\$62,900	-75%
Interest on Grading	\$0	\$0	\$0	\$0	\$0	\$0	N/A

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Penalties - Property Taxes	-\$24,700	-\$20,650	-\$52,204	-\$61,780	-\$30,395	-\$82,599	37%
<b>Property Taxes</b>							
Supplemental Billings	-\$6,029	-\$17,150	-\$84,369	-\$51,309	\$15,769	-\$68,600	-23%
<b>Surplus</b>							
Surplus	\$239,670	\$0	\$0	\$0	\$0	\$0	N/A
<b>User Fees, Licenses and Fines</b>							
Other Revenues	-\$61	-\$175	-\$329	-\$524	-\$371	-\$700	53%
Sale of Flags	\$0	-\$25	\$0	-\$75	-\$100	-\$100	100%
<b>Revenues Total</b>	<b>-\$311,222</b>	<b>-\$261,820</b>	<b>-\$971,178</b>	<b>-\$783,309</b>	<b>-\$76,103</b>	<b>-\$1,047,281</b>	<b>7%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Council</b>							
<b>Expenditures</b>							
<b>Office Equipment and Supplies</b>							
Office Supplies & Equipment	\$146	\$38	\$220	\$112	-\$70	\$150	-47%
<b>Professional Development</b>							
Employee Travel - Accom/Parking	\$383	\$1,500	\$5,261	\$4,488	\$739	\$6,000	12%
Employee Travel - Air Fare	\$0	\$125	\$0	\$374	\$500	\$500	100%
Employee Travel - Meals	\$0	\$100	\$185	\$299	\$215	\$400	54%
Membership Fees & Subscriptions	\$0	\$50	\$129	\$150	\$71	\$200	36%
Professional Development	\$712	\$1,150	\$1,343	\$3,441	\$3,257	\$4,600	71%
<b>Salaries, Wages and Benefits</b>							
Manulife Benefits	\$6,091	\$5,104	\$14,793	\$15,269	\$5,622	\$20,415	28%
PT Benefits	\$200	\$1,475	\$686	\$4,412	\$5,213	\$5,899	88%
PT Wages	\$19,200	\$21,373	\$60,977	\$63,942	\$24,513	\$85,490	29%
<b>Vehicles and Equipment</b>							
Mileage	\$419	\$750	\$986	\$2,244	\$2,014	\$3,000	67%
<b>Expenditures Total</b>	<b>\$27,151</b>	<b>\$31,664</b>	<b>\$84,580</b>	<b>\$94,730</b>	<b>\$42,074</b>	<b>\$126,654</b>	<b>33%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Elections</b>							
<b>Expenditures</b>							
<b>Contract Services/Professional Fees</b>							
Professional Fees - Audit	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Contract Services	\$0	\$303	\$1,208	\$905	\$2	\$1,210	0%
<b>Materials and Supplies</b>							
Advertising	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Office Equipment and Supplies</b>							
Office Supplies & Equipment	\$0	\$0	\$104	\$0	-\$104	\$0	N/A
<b>Professional Development</b>							
Professional Development	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Roads and Related Costs</b>							
Signage	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Salaries, Wages and Benefits</b>							
PT Wages	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Utilities</b>							
Communication (Phone, Fax, Internet)	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Postage	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Expenditures Total</b>	<b>\$0</b>	<b>\$303</b>	<b>\$1,313</b>	<b>\$905</b>	<b>-\$103</b>	<b>\$1,210</b>	<b>-8%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Election - Other Recoveries	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>User Fees, Licenses and Fines</b>							
Nomination Fees	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Revenues Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>N/A</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Finance</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Cleaning, Maintenance, Building Supplies	\$1,737	\$1,000	\$4,715	\$2,992	-\$715	\$4,000	-18%
Outdoor Maintenance of Building	\$0	\$250	\$165	\$748	\$835	\$1,000	84%
<b>Community Grants</b>							
Community Grants	\$0	\$8,119	\$32,475	\$24,290	\$0	\$32,475	0%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$11,909	\$13,000	\$35,508	\$38,893	\$16,492	\$52,000	32%
Emergency Management	\$773	\$550	\$2,078	\$1,645	\$122	\$2,200	6%
Environmental Service - Garbage Bags	\$3,796	\$2,750	\$12,339	\$8,227	-\$1,339	\$11,000	-12%
Professional Fees - Audit	\$0	\$3,500	\$13,618	\$10,471	\$382	\$14,000	3%
Structural Audit	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Debt - Penalties and Interest</b>							
Debt Interest Repayment	\$0	\$3,569	\$8,457	\$10,676	\$5,817	\$14,274	41%
Principle Repayment	\$0	\$27,500	-\$235,000	\$82,274	\$345,000	\$110,000	314%
<b>Materials and Supplies</b>							
Advertising	\$166	\$2,000	\$2,529	\$5,984	\$5,471	\$8,000	68%
<b>Office Equipment and Supplies</b>							
Computer Software & Hardware Operational Upgrades/Support from IT Consultant	\$483	\$750	\$483	\$2,244	\$2,517	\$3,000	84%
Kitchen Supplies and Equipment	\$183	\$450	\$1,210	\$1,346	\$590	\$1,800	33%
Office Supplies	\$1,409	\$2,000	\$4,638	\$5,984	\$3,362	\$8,000	42%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$0	\$100	\$537	\$299	-\$137	\$400	-34%
Employee Travel - Meals	\$0	\$38	\$72	\$112	\$78	\$150	52%
Membership and Subscription Fees	\$0	\$766	\$3,024	\$2,292	\$41	\$3,065	1%
Professional Development	\$20	\$1,250	\$311	\$3,740	\$4,689	\$5,000	94%
<b>Salaries, Wages and Benefits</b>							

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
FT Benefits	\$9,867	\$10,274	\$31,839	\$30,737	\$9,256	\$41,095	23%
FT Wages	\$56,474	\$60,018	\$166,391	\$179,560	\$73,680	\$240,071	31%
Manulife Benefits	\$11,089	\$8,409	\$24,872	\$25,156	\$8,762	\$33,634	26%
OT Wages	\$0	\$125	\$0	\$374	\$500	\$500	100%
PT Benefits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
PT Wages	\$0	\$0	\$0	\$0	\$0	\$0	N/A
WSIB Benefits	\$1,643	\$1,664	\$4,935	\$4,978	\$1,721	\$6,656	26%
<b>Tax Writeoffs</b>							
Other written off (non collectible inv's)	\$54	\$0	\$54	\$0	-\$54	\$0	N/A
<b>Utilities</b>							
Bank Service Charges	\$688	\$400	\$1,988	\$1,197	-\$388	\$1,600	-24%
Communication (phone, fax, internet)	\$1,319	\$1,150	\$3,937	\$3,441	\$663	\$4,600	14%
Heat	\$0	\$565	\$983	\$1,690	\$1,277	\$2,260	56%
Hydro	\$2,474	\$1,500	\$5,349	\$4,488	\$651	\$6,000	11%
Postage	\$1,439	\$2,500	\$5,756	\$7,479	\$4,244	\$10,000	42%
<b>Vehicles and Equipment</b>							
Mileage	\$0	\$125	\$8	\$374	\$492	\$500	98%
<b>Expenditures Total</b>	<b>\$105,524</b>	<b>\$154,320</b>	<b>\$133,270</b>	<b>\$461,692</b>	<b>\$484,010</b>	<b>\$617,280</b>	<b>78%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Advertising, Legal, and Realtax Fees Recovered	\$0	-\$1,250	-\$2,081	-\$3,740	-\$2,919	-\$5,000	58%
Other Recoveries	\$61	-\$250	-\$2,479	-\$748	\$1,479	-\$1,000	-148%
<b>User Fees, Licenses and Fines</b>							
Garbage bags	-\$5,330	-\$2,750	-\$11,263	-\$8,227	\$263	-\$11,000	-2%
Invoice Administration Fee	\$0	\$0	\$150	\$0	-\$150	\$0	N/A
NSF Fees	-\$120	-\$200	-\$320	-\$598	-\$480	-\$800	60%
Tax Certificates	-\$3,240	-\$1,500	-\$6,360	-\$4,488	\$360	-\$6,000	-6%
<b>Revenues Total</b>	<b>-\$8,629</b>	<b>-\$5,950</b>	<b>-\$22,352</b>	<b>-\$17,801</b>	<b>-\$1,448</b>	<b>-\$23,800</b>	<b>6%</b>



**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Heritage Committee</b>							
<b>Expenditures</b>							
<b>Office Equipment and Supplies</b>							
Office Supplies & Equipment	\$0	\$63	\$0	\$187	\$250	\$250	100%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$0	\$300	\$537	\$898	\$663	\$1,200	55%
Employee Travel - Meals	\$0	\$150	\$72	\$449	\$528	\$600	88%
Training	\$0	\$375	\$1,028	\$1,122	\$472	\$1,500	31%
<b>Salaries, Wages and Benefits</b>							
Per Diems	\$0	\$448	\$0	\$1,339	\$1,790	\$1,790	100%
PT Benefits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Vehicles and Equipment</b>							
Mileage	\$0	\$125	\$74	\$374	\$426	\$500	85%
<b>Expenditures Total</b>	<b>\$0</b>	<b>\$1,460</b>	<b>\$1,711</b>	<b>\$4,368</b>	<b>\$4,129</b>	<b>\$5,840</b>	<b>71%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>PDAC</b>							
<b>Expenditures</b>							
<b>Office Equipment and Supplies</b>							
Office Supplies & Equipment	\$0	\$0	\$13	\$0	-\$13	\$0	N/A
<b>Professional Development</b>							
Training	\$0	\$375	\$0	\$1,122	\$1,500	\$1,500	100%
<b>Salaries, Wages and Benefits</b>							
Per Diems	\$0	\$1,045	\$0	\$3,126	\$4,180	\$4,180	100%
PT Benefits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Vehicles and Equipment</b>							
Mileage	\$0	\$38	\$0	\$112	\$150	\$150	100%
<b>Expenditures Total</b>	<b>\$0</b>	<b>\$1,458</b>	<b>\$13</b>	<b>\$4,361</b>	<b>\$5,817</b>	<b>\$5,830</b>	<b>100%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Recreation Committee</b>							
<b>Expenditures</b>							
<b>Professional Development</b>							
Training	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Salaries, Wages and Benefits</b>							
Per Diems	\$0	\$1,045	\$0	\$3,126	\$4,180	\$4,180	100%
PT Benefits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Expenditures Total</b>	<b>\$0</b>	<b>\$1,045</b>	<b>\$0</b>	<b>\$3,126</b>	<b>\$4,180</b>	<b>\$4,180</b>	<b>100%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Parks and Recreation</b>							
<b>Badenoch</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Exterior Maintenance Costs	\$0	\$0	\$119	\$0	-\$119	\$0	N/A
Interior Maintenance Costs	\$0	\$0	\$102	\$0	-\$102	\$0	N/A
<b>Community Grants</b>							
Badenoch Comm Ctr Grant	\$0	\$500	\$2,000	\$1,496	\$0	\$2,000	0%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$0	\$38	\$0	\$112	\$150	\$150	100%
Structural Audit	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Water Protection	\$15	\$16	\$46	\$49	\$19	\$65	30%
<b>Utilities</b>							
Insurance	\$0	\$3,206	\$12,829	\$9,591	-\$6	\$12,823	0%
<b>Expenditures Total</b>	<b>\$15</b>	<b>\$3,760</b>	<b>\$15,095</b>	<b>\$11,248</b>	<b>-\$57</b>	<b>\$15,038</b>	<b>0%</b>
<b>Revenues</b>							
<b>User Fees, Licenses and Fines</b>							
Badenoch Rental Revenue	\$0	-\$3	-\$10	-\$7	\$0	-\$10	0%
<b>Revenues Total</b>	<b>\$0</b>	<b>-\$3</b>	<b>-\$10</b>	<b>-\$7</b>	<b>\$0</b>	<b>-\$10</b>	<b>0%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Library</b>							
<b>Expenditures</b>							
<b>Contract Services/Professional Fees</b>							
Library Rent for Historical society	\$1,126	\$1,128	\$3,760	\$3,373	\$750	\$4,510	17%
<b>Utilities</b>							
Library Water Monitoring	\$436	\$438	\$1,306	\$1,309	\$444	\$1,750	25%
<b>Expenditures Total</b>	<b>\$1,562</b>	<b>\$1,565</b>	<b>\$5,066</b>	<b>\$4,682</b>	<b>\$1,194</b>	<b>\$6,260</b>	<b>19%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Library Costs Recovered from County	\$0	-\$515	\$0	-\$1,541	-\$2,060	-\$2,060	100%
<b>Revenues Total</b>	<b>\$0</b>	<b>-\$515</b>	<b>\$0</b>	<b>-\$1,541</b>	<b>-\$2,060</b>	<b>-\$2,060</b>	<b>100%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>ORC</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Bldg-Cleaning, Maint,Supplies Exterior	\$220	\$2,500	\$2,833	\$7,479	\$7,167	\$10,000	72%
Bldg-Cleaning, Maint,Supplies Interior	\$3,348	\$2,000	\$5,553	\$5,984	\$2,447	\$8,000	31%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$0	\$88	\$377	\$262	-\$27	\$350	-8%
Professional Fees - Engineering	\$0	\$0	\$2,938	\$0	-\$2,938	\$0	N/A
Water Protection	\$211	\$100	\$667	\$299	-\$267	\$400	-67%
<b>Materials and Supplies</b>							
Advertising	\$238	\$75	\$238	\$224	\$62	\$300	21%
Clothing Safety Allowance	\$0	\$38	\$0	\$112	\$150	\$150	100%
<b>Office Equipment and Supplies</b>							
Drink Machine Supplies	\$0	\$125	\$100	\$374	\$400	\$500	80%
Office Supplies	\$156	\$75	\$497	\$224	-\$197	\$300	-66%
<b>Professional Development</b>							
Employee Travel - Meals	\$0	\$25	\$0	\$75	\$100	\$100	100%
Membership and Subscription Fees	\$0	\$38	\$0	\$112	\$150	\$150	100%
Professional Development	\$0	\$375	\$1,048	\$1,122	\$452	\$1,500	30%
<b>Roads and Related Costs</b>							
Signage	\$0	\$25	\$0	\$75	\$100	\$100	100%
<b>Salaries, Wages and Benefits</b>							
FT Benefits - ORC	\$2,637	\$2,462	\$8,010	\$7,365	\$1,837	\$9,847	19%
FT Wages - ORC	\$14,232	\$14,233	\$42,915	\$42,581	\$14,016	\$56,931	25%
Manulife Benefits	\$2,480	\$1,726	\$5,571	\$5,165	\$1,334	\$6,905	19%
OT Wages - ORC	\$575	\$300	\$2,319	\$898	-\$1,119	\$1,200	-93%
PT Benefits - ORC	\$223	\$567	\$784	\$1,696	\$1,484	\$2,268	65%
PT Wages - ORC	\$6,242	\$6,458	\$19,215	\$19,321	\$6,617	\$25,832	26%
WSIB	\$610	\$596	\$1,901	\$1,783	\$483	\$2,384	20%
<b>Utilities</b>							



**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Communication(phone, fax, intern)	\$575	\$1,110	\$1,817	\$3,321	\$2,623	\$4,440	59%
Fuel	\$76	\$765	\$1,614	\$2,289	\$1,446	\$3,060	47%
Heat	\$138	\$1,426	\$3,562	\$4,267	\$2,143	\$5,705	38%
Hydro	\$5,019	\$5,750	\$24,554	\$17,203	-\$1,554	\$23,000	-7%
Insurance	\$0	\$2,174	\$8,698	\$6,503	-\$3	\$8,695	0%
Waste Removal	\$176	\$150	\$461	\$449	\$139	\$600	23%
<b>Vehicles and Equipment</b>							
Equipment Maintenance & Supplies	\$172	\$3,250	\$2,528	\$9,723	\$10,472	\$13,000	81%
Mileage	\$0	\$25	\$0	\$75	\$100	\$100	100%
<b>Expenditures Total</b>	<b>\$37,327</b>	<b>\$46,454</b>	<b>\$138,199</b>	<b>\$138,981</b>	<b>\$47,618</b>	<b>\$185,817</b>	<b>26%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Other Recoveries	\$0	-\$125	-\$431	-\$374	-\$69	-\$500	14%
<b>User Fees, Licenses and Fines</b>							
Arena Summer Rentals	-\$4,950	-\$5,500	-\$9,105	-\$16,455	-\$12,895	-\$22,000	59%
Gymnasium Rental	-\$1,131	-\$3,000	-\$14,487	-\$8,975	\$2,487	-\$12,000	-21%
Ice Rental - Non-Prime	\$0	-\$500	-\$434	-\$1,496	-\$1,566	-\$2,000	78%
Ice Rental - Prime	\$0	-\$10,000	-\$36,937	-\$29,918	-\$3,063	-\$40,000	8%
ORC Drink Machine	-\$519	-\$325	-\$961	-\$972	-\$339	-\$1,300	26%
Rink Board and Ball Diamond Advertising	\$0	-\$175	\$0	-\$524	-\$700	-\$700	100%
<b>Revenues Total</b>	<b>-\$6,599</b>	<b>-\$19,625</b>	<b>-\$62,355</b>	<b>-\$58,714</b>	<b>-\$16,145</b>	<b>-\$78,500</b>	<b>21%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Parks</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Outdoor Maintenance	\$1,320	\$2,500	\$3,556	\$7,479	\$6,444	\$10,000	64%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$4,785	\$5,175	\$9,726	\$15,482	\$10,974	\$20,700	53%
Water Protection	\$31	\$250	\$61	\$748	\$939	\$1,000	94%
<b>Materials and Supplies</b>							
Advertising	\$0	\$38	\$0	\$112	\$150	\$150	100%
<b>Salaries, Wages and Benefits</b>							
FT Benefits - Parks	\$0	\$555	-\$447	\$1,661	\$2,668	\$2,221	120%
FT Wages - Parks	\$0	\$6,323	\$0	\$18,916	\$25,291	\$25,291	100%
OT Wages - Parks	\$0	\$0	\$0	\$0	\$0	\$0	N/A
PT Benefits - Parks	\$339	\$141	\$879	\$423	-\$314	\$565	-56%
PT Wages - Parks	\$5,343	\$1,610	\$14,264	\$4,815	-\$7,826	\$6,438	-122%
WSIB	\$154	\$229	\$437	\$684	\$477	\$914	52%
<b>Utilities</b>							
Fuel	\$0	\$550	\$0	\$1,645	\$2,200	\$2,200	100%
Hydro	\$1,420	\$650	\$2,530	\$1,945	\$70	\$2,600	3%
Insurance	\$0	\$1,578	\$6,316	\$4,722	-\$3	\$6,313	0%
<b>Vehicles and Equipment</b>							
Equipment Lease	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Equipment Maintenance and Supplies	\$1,465	\$1,125	\$4,308	\$3,366	\$192	\$4,500	4%
Mileage	\$0	\$125	\$47	\$374	\$453	\$500	91%
Vehicle Maintenance	\$0	\$125	\$0	\$374	\$500	\$500	100%
<b>Expenditures Total</b>	<b>\$14,856</b>	<b>\$20,973</b>	<b>\$41,677</b>	<b>\$62,747</b>	<b>\$42,215</b>	<b>\$83,892</b>	<b>50%</b>
<b>Revenues</b>							
<b>User Fees, Licenses and Fines</b>							
Aberfoyle/Morrison Ball Park/ Morrison Mea	-\$2,967	-\$25	-\$3,197	-\$75	\$3,097	-\$100	-3097%

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Horse Paddock Rental	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Picnic Shelter	-\$295	-\$75	-\$520	-\$224	\$220	-\$300	-73%
Sports Facility User Fees	-\$1,119	-\$3,250	-\$17,821	-\$9,723	\$4,821	-\$13,000	-37%
<b>Revenues Total</b>	<b>-\$4,381</b>	<b>-\$3,350</b>	<b>-\$21,538</b>	<b>-\$10,022</b>	<b>\$8,138</b>	<b>-\$13,400</b>	<b>-61%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>PCC</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Bldg-Cleaning, Maint,Supplies Interior	\$1,832	\$4,250	\$11,129	\$12,715	\$5,871	\$17,000	35%
Outdoor Maintenance of Building	\$0	\$300	\$521	\$898	\$679	\$1,200	57%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$0	\$1,263	\$846	\$3,777	\$4,204	\$5,050	83%
Structural Audit	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Water Protection	\$862	\$1,275	\$2,851	\$3,815	\$2,249	\$5,100	44%
<b>Materials and Supplies</b>							
Advertising	\$0	\$875	\$265	\$2,618	\$3,235	\$3,500	92%
<b>Office Equipment and Supplies</b>							
Kitchen Supplies and Equipment	\$228	\$925	\$1,394	\$2,767	\$2,306	\$3,700	62%
Office Supplies	\$0	\$75	\$73	\$224	\$227	\$300	76%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$0	\$113	\$0	\$337	\$450	\$450	100%
Employee Travel - Meals	\$0	\$38	\$0	\$112	\$150	\$150	100%
Membership and Subscription Fees	\$0	\$688	\$224	\$2,057	\$2,526	\$2,750	92%
Professional Development	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Salaries, Wages and Benefits</b>							
FT Benefits - Recreation	\$0	\$2,026	\$2,233	\$6,062	\$5,872	\$8,105	72%
FT Wages - Recreation	\$9,860	\$11,397	\$26,925	\$34,097	\$18,662	\$45,587	41%
Manulife Benefits - Recreation	\$0	\$1,726	\$1,609	\$5,165	\$5,296	\$6,905	77%
OT Wages - Recreation	\$53	\$125	\$71	\$374	\$429	\$500	86%
PT Benefits - Recreation	\$216	\$810	\$738	\$2,423	\$2,502	\$3,240	77%
PT Wages - Recreation	\$8,648	\$9,100	\$28,208	\$27,225	\$8,192	\$36,400	23%
WSIB	\$236	\$594	\$1,169	\$1,777	\$1,207	\$2,376	51%
<b>Utilities</b>							
Communication(phone, fax, intern)	\$669	\$1,230	\$2,119	\$3,680	\$2,801	\$4,920	57%
Fuel	\$0	\$125	\$0	\$374	\$500	\$500	100%

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Heat	\$223	\$950	\$3,379	\$2,842	\$421	\$3,800	11%
Hydro	\$4,210	\$4,500	\$18,294	\$13,463	-\$294	\$18,000	-2%
Insurance	\$0	\$1,789	\$7,158	\$5,352	-\$2	\$7,156	0%
Waste Removal	\$705	\$625	\$1,843	\$1,870	\$657	\$2,500	26%
<b>Vehicles and Equipment</b>							
Mileage	\$0	\$75	\$0	\$224	\$300	\$300	100%
<b>Expenditures Total</b>	<b>\$27,742</b>	<b>\$44,872</b>	<b>\$111,049</b>	<b>\$134,248</b>	<b>\$68,440</b>	<b>\$179,489</b>	<b>38%</b>
<b>Revenues</b>							
<b>Grants</b>							
Recreation Conditional Grants	\$0	-\$1,292	\$0	-\$3,865	-\$5,167	-\$5,167	100%
<b>Recoveries</b>							
Other Recoveries	-\$58	-\$200	-\$909	-\$598	\$109	-\$800	-14%
<b>User Fees, Licenses and Fines</b>							
Advertising Sign	\$0	-\$63	-\$252	-\$187	\$2	-\$250	-1%
Alf Hales Room	-\$700	-\$1,075	-\$4,273	-\$3,216	-\$27	-\$4,300	1%
Archie MacRobbie Hall - Non-Prime	-\$3,338	-\$2,500	-\$11,632	-\$7,479	\$1,632	-\$10,000	-16%
Archie MacRobbie Hall - Prime	-\$3,832	-\$4,250	-\$15,164	-\$12,715	-\$1,836	-\$17,000	11%
Bartenders	-\$460	-\$2,200	-\$5,935	-\$6,582	-\$2,865	-\$8,800	33%
Commercial Rentals	\$0	-\$188	\$0	-\$561	-\$750	-\$750	100%
Kitchen Facilities	-\$294	-\$625	-\$3,055	-\$1,870	\$555	-\$2,500	-22%
Licensed Events Using Patio	-\$55	-\$100	-\$55	-\$299	-\$345	-\$400	86%
Pop, Glasses, & Ice	-\$40	-\$500	-\$1,265	-\$1,496	-\$735	-\$2,000	37%
<b>Revenues Total</b>	<b>-\$8,777</b>	<b>-\$12,992</b>	<b>-\$42,540</b>	<b>-\$38,868</b>	<b>-\$9,427</b>	<b>-\$51,967</b>	<b>18%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Planning</b>							
<b>Planning</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Cleaning, Maintenance & Supplies for Building	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Community Grants</b>							
CIP Grants	\$0	\$3,750	\$0	\$11,219	\$15,000	\$15,000	100%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$2,205	\$875	\$3,178	\$2,618	\$322	\$3,500	9%
Professional Fees - Engineering & Environment	\$15,011	\$11,250	\$55,139	\$33,658	-\$10,139	\$45,000	-23%
Professional Fees - Legal	\$13,337	\$3,750	\$13,337	\$11,219	\$1,663	\$15,000	11%
Professional Fees - Water Monitoring	\$142	\$551	\$1,506	\$1,649	\$699	\$2,205	32%
<b>Materials and Supplies</b>							
Advertising	\$535	\$1,000	\$4,198	\$2,992	-\$198	\$4,000	-5%
<b>Office Equipment and Supplies</b>							
Office Supplies	\$0	\$25	\$12	\$75	\$88	\$100	88%
<b>Professional Development</b>							
Employee Travel - Accomodations	\$0	\$88	\$0	\$262	\$350	\$350	100%
Employee Travel - Meals	\$0	\$25	\$0	\$75	\$100	\$100	100%
Membership and Subscription Fees	\$0	\$30	\$0	\$90	\$120	\$120	100%
Professional Development	\$0	\$50	\$0	\$150	\$200	\$200	100%
<b>Roads and Related Costs</b>							
Signage	\$0	\$25	\$0	\$75	\$100	\$100	100%
<b>Salaries, Wages and Benefits</b>							
FT Benefits	\$2,634	\$2,396	\$8,011	\$7,169	\$1,574	\$9,585	16%
FT Wages	\$13,935	\$13,934	\$42,018	\$41,686	\$13,717	\$55,734	25%
Manulife Benefits	\$2,204	\$1,661	\$4,950	\$4,968	\$1,692	\$6,642	25%
OT Wages	\$0	\$200	\$0	\$598	\$800	\$800	100%
WSIB	\$405	\$401	\$1,244	\$1,200	\$361	\$1,605	23%
<b>Utilities</b>							



**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Communication (phone, fax, Internet)	\$42	\$13	\$121	\$37	-\$71	\$50	-143%
<b>Vehicles and Equipment</b>							
Mileage	\$0	\$63	\$135	\$187	\$115	\$250	46%
<b>Expenditures Total</b>	<b>\$50,450</b>	<b>\$40,085</b>	<b>\$133,848</b>	<b>\$119,926</b>	<b>\$26,493</b>	<b>\$160,341</b>	<b>17%</b>
<b>Revenues</b>							
<b>Grants</b>							
BR+E Municipal Implementation Fund	\$0	-\$6,250	\$0	-\$18,699	-\$25,000	-\$25,000	100%
<b>Recoveries</b>							
Advertising Fees Recovered	\$0	-\$250	\$0	-\$748	-\$1,000	-\$1,000	100%
Engineering, Environmental, and Legal Fees Re	-\$11,932	-\$6,250	-\$34,904	-\$18,699	\$9,904	-\$25,000	-40%
<b>User Fees, Licenses and Fines</b>							
Agreements	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Consent Review and Clearance	-\$1,000	-\$1,875	-\$2,875	-\$5,610	-\$4,625	-\$7,500	62%
Minor Variance Application	-\$3,978	-\$2,321	-\$11,284	-\$6,942	\$2,002	-\$9,282	-22%
Part Lot Control Exemption By-law	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Site Plan Control	-\$2,040	-\$2,040	-\$2,040	-\$6,103	-\$6,120	-\$8,160	75%
Telecommunication Tower Proposals	-\$1,000	-\$125	-\$1,000	-\$374	\$500	-\$500	-100%
Zoning By-law #19/85	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Zoning By-law Amendment	-\$3,600	-\$5,500	-\$33,200	-\$16,455	\$11,200	-\$22,000	-51%
Zoning By-law Amendment - Aggregate	-\$1,100	\$0	-\$1,100	\$0	\$1,100	\$0	N/A
Zoning Compliance Letter	-\$675	-\$500	-\$1,575	-\$1,496	-\$425	-\$2,000	21%
<b>Revenues Total</b>	<b>-\$25,325</b>	<b>-\$25,111</b>	<b>-\$87,978</b>	<b>-\$75,125</b>	<b>-\$12,464</b>	<b>-\$100,442</b>	<b>12%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Public Works</b>							
<b>Public Works</b>							
<b>Expenditures</b>							
<b>Building Maintenance</b>							
Permits	\$0	\$25	\$1,850	\$75	-\$1,750	\$100	-1750%
<b>Contract Services/Professional Fees</b>							
Contract Services	\$7,231	\$11,000	\$14,761	\$32,910	\$29,239	\$44,000	66%
Professional Fees - Engineering	\$0	\$500	\$588	\$1,496	\$1,412	\$2,000	71%
<b>Materials and Supplies</b>							
Advertising	\$0	\$188	\$20	\$561	\$730	\$750	97%
Clothing, Safety Allowance	\$0	\$188	\$122	\$561	\$628	\$750	84%
<b>Office Equipment and Supplies</b>							
Office Supplies	\$0	\$125	\$581	\$374	-\$81	\$500	-16%
<b>Professional Development</b>							
Employee Travel - Meals	\$0	\$25	\$68	\$75	\$32	\$100	32%
Membership and Subscription Fees	\$0	\$200	\$787	\$598	\$13	\$800	2%
Professional Development	\$0	\$355	\$1,518	\$1,062	-\$98	\$1,420	-7%
<b>Roads and Related Costs</b>							
Bridge Inspections	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Calcium	\$3,907	\$11,025	\$46,082	\$32,984	-\$1,982	\$44,100	-4%
Ice Storm Assistance - Goods and Services	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Maintenance Gravel	\$14,783	\$20,000	\$76,802	\$59,836	\$3,198	\$80,000	4%
Pavement Markings	\$30,121	\$7,400	\$30,121	\$22,139	-\$521	\$29,600	-2%
Railway Maintenance	\$0	\$1,250	\$0	\$3,740	\$5,000	\$5,000	100%
Road Maintenance supplies	\$6,672	\$9,350	\$20,598	\$27,973	\$16,802	\$37,400	45%
Shop Overhead	\$1,724	\$3,250	\$4,052	\$9,723	\$8,948	\$13,000	69%
Sidewalk Repairs	\$0	\$1,250	\$0	\$3,740	\$5,000	\$5,000	100%
Signage	\$928	\$2,500	\$1,957	\$7,479	\$8,043	\$10,000	80%
Speed Monitor	\$0	\$125	\$0	\$374	\$500	\$500	100%
Street Lights: Repairs and Hydro Bills	\$13,060	\$11,588	\$39,923	\$34,667	\$6,427	\$46,350	14%

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
Winter Maintenance	\$0	\$45,750	\$130,482	\$136,874	\$52,518	\$183,000	29%
<b>Salaries, Wages and Benefits</b>							
FT Benefits	\$12,715	\$16,447	\$48,513	\$49,207	\$17,276	\$65,789	26%
FT Wages	\$74,413	\$95,144	\$247,044	\$284,648	\$133,530	\$380,574	35%
Manulife Benefits	\$12,587	\$11,501	\$31,184	\$34,408	\$14,819	\$46,003	32%
OT Wages	\$0	\$8,175	\$17,585	\$24,458	\$15,115	\$32,700	46%
PT/Seasonal Benefits	\$0	\$401	\$2,634	\$1,199	-\$1,031	\$1,603	-64%
Seasonal Wages	\$0	\$4,564	\$33,534	\$13,655	-\$15,277	\$18,257	-84%
WSIB	\$2,190	\$2,972	\$8,882	\$8,890	\$3,004	\$11,886	25%
<b>Tax Writeoffs</b>							
Ice Storm Assistance - Employee Costs	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Utilities</b>							
Communication(phone, fax, intern)	\$430	\$450	\$1,411	\$1,346	\$389	\$1,800	22%
Fuel	\$13,341	\$21,074	\$56,952	\$63,048	\$27,343	\$84,295	32%
Heat	\$77	\$1,410	\$3,292	\$4,218	\$2,348	\$5,640	42%
Hydro	\$5,181	\$1,475	\$9,886	\$4,413	-\$3,986	\$5,900	-68%
Insurance	\$0	\$17,878	\$70,341	\$53,487	\$1,171	\$71,512	2%
Waste Removal	\$91	\$375	\$207	\$1,122	\$1,293	\$1,500	86%
<b>Vehicles and Equipment</b>							
Equipment Maintenance & Supplies	\$201	\$513	\$537	\$1,533	\$1,513	\$2,050	74%
Mileage	\$0	\$25	\$303	\$75	-\$203	\$100	-203%
Vehicle Maintenance	\$3,299	\$11,500	\$22,636	\$34,405	\$23,364	\$46,000	51%
Vehicle Plates	\$0	\$1,739	\$40	\$5,203	\$6,917	\$6,957	99%
<b>Expenditures Total</b>	<b>\$202,950</b>	<b>\$321,734</b>	<b>\$925,292</b>	<b>\$962,558</b>	<b>\$361,644</b>	<b>\$1,286,936</b>	<b>28%</b>
<b>Revenues</b>							
<b>Recoveries</b>							
Roads Other Recoveries	\$0	-\$250	-\$732	-\$748	-\$268	-\$1,000	27%
Third Party Cost Recovery	\$0	\$0	\$0	\$0	\$0	\$0	N/A
Third Party Cost Recovery Administration Fee	\$0	\$0	\$0	\$0	\$0	\$0	N/A

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>User Fees, Licenses and Fines</b>							
Entrance Permit	-\$920	-\$575	-\$5,060	-\$1,720	\$2,760	-\$2,300	-120%
Oversize-Overweight Load Permits	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Revenues Total</b>	<b>-\$920</b>	<b>-\$825</b>	<b>-\$5,792</b>	<b>-\$2,468</b>	<b>\$2,492</b>	<b>-\$3,300</b>	<b>-76%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule A - Department Detail**

Description	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Source Water Protection</b>							
<b>Expenditures</b>							
<b>Contract Services/Professional Fees</b>							
Professional Fees	\$0	\$7,570	\$5,950	\$22,649	\$24,331	\$30,281	80%
<b>Materials and Supplies</b>							
Public Education Costs	\$0	\$0	\$0	\$0	\$0	\$0	N/A
<b>Salaries, Wages and Benefits</b>							
FT Wages/Benefits	\$0	\$4,315	\$0	\$12,910	\$17,261	\$17,261	100%
<b>Expenditures Total</b>	<b>\$0</b>	<b>\$11,886</b>	<b>\$5,950</b>	<b>\$35,559</b>	<b>\$41,592</b>	<b>\$47,542</b>	<b>87%</b>
<b>Revenues</b>							
<b>Grants</b>							
Source Protection Municipal Implementation F	\$0	-\$4,315	\$0	-\$12,910	-\$17,260	-\$17,260	100%
<b>Revenues Total</b>	<b>\$0</b>	<b>-\$4,315</b>	<b>\$0</b>	<b>-\$12,910</b>	<b>-\$17,260</b>	<b>-\$17,260</b>	<b>100%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule B - Expense and Revenue Summary**

Department	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Expenditures</b>							
Administration	\$81,737	\$123,978	\$326,308	\$370,915	\$169,604	\$495,912	34%
Badenoch	\$15	\$3,760	\$15,095	\$11,248	-\$57	\$15,038	0%
Building	\$79,072	\$91,786	\$269,684	\$274,604	\$97,461	\$367,144	27%
By-law	\$18,134	\$29,430	\$48,831	\$88,049	\$68,890	\$117,721	59%
Corporate	\$372,544	\$111,314	\$517,528	\$333,026	-\$72,274	\$445,254	-16%
Council	\$27,151	\$31,664	\$84,580	\$94,730	\$42,074	\$126,654	33%
Elections	\$0	\$303	\$1,313	\$905	-\$103	\$1,210	-8%
Finance	\$105,524	\$154,320	\$133,270	\$461,692	\$484,010	\$617,280	78%
Fire and Rescue	\$127,424	\$158,498	\$511,715	\$474,192	\$122,278	\$633,993	19%
Heritage Committee	\$0	\$1,460	\$1,711	\$4,368	\$4,129	\$5,840	71%
Library	\$1,562	\$1,565	\$5,066	\$4,682	\$1,194	\$6,260	19%
ORC	\$37,327	\$46,454	\$138,199	\$138,981	\$47,618	\$185,817	26%
Parks	\$14,856	\$20,973	\$41,677	\$62,747	\$42,215	\$83,892	50%
PCC	\$27,742	\$44,872	\$111,049	\$134,248	\$68,440	\$179,489	38%
PDAC	\$0	\$1,458	\$13	\$4,361	\$5,817	\$5,830	100%
Planning	\$50,450	\$40,085	\$133,848	\$119,926	\$26,493	\$160,341	17%
Public Works	\$202,950	\$321,734	\$925,292	\$962,558	\$361,644	\$1,286,936	28%
Recreation Committee	\$0	\$1,045	\$0	\$3,126	\$4,180	\$4,180	100%
Source Water Protection	\$0	\$11,886	\$5,950	\$35,559	\$41,592	\$47,542	87%
<b>Expenditures Total</b>	<b>\$1,146,487</b>	<b>\$1,196,583</b>	<b>\$3,271,128</b>	<b>\$3,579,915</b>	<b>\$1,515,205</b>	<b>\$4,786,333</b>	<b>32%</b>



Department	Current Qtr Actuals	Quarterly Budget	YTD Actuals	YTD Budget	\$ Budget Remaining	Total Budget	% Budget Remaining
<b>Revenues</b>							
Administration	-\$3,768	-\$2,113	-\$14,486	-\$6,320	\$6,036	-\$8,450	-71%
Badenoch	\$0	-\$3	-\$10	-\$7	\$0	-\$10	0%
Building	-\$142,023	-\$76,418	-\$346,524	-\$228,625	\$40,853	-\$305,671	-13%
By-law	-\$47,318	-\$17,312	-\$107,649	-\$51,792	\$38,403	-\$69,246	-55%
Corporate	-\$311,222	-\$261,820	-\$971,178	-\$783,309	-\$76,103	-\$1,047,281	7%
Elections	\$0	\$0	\$0	\$0	\$0	\$0	#DIV/0!
Finance	-\$8,629	-\$5,950	-\$22,352	-\$17,801	-\$1,448	-\$23,800	6%
Fire and Rescue	-\$33,112	-\$25,776	-\$88,443	-\$77,115	-\$14,659	-\$103,102	14%
Library	\$0	-\$515	\$0	-\$1,541	-\$2,060	-\$2,060	100%
ORC	-\$6,599	-\$19,625	-\$62,355	-\$58,714	-\$16,145	-\$78,500	21%
Parks	-\$4,381	-\$3,350	-\$21,538	-\$10,022	\$8,138	-\$13,400	-61%
PCC	-\$8,777	-\$12,992	-\$42,540	-\$38,868	-\$9,427	-\$51,967	18%
Planning	-\$25,325	-\$25,111	-\$87,978	-\$75,125	-\$12,464	-\$100,442	12%
Public Works	-\$920	-\$825	-\$5,792	-\$2,468	\$2,492	-\$3,300	-76%
Source Water Protection	\$0	-\$4,315	\$0	-\$12,910	-\$17,260	-\$17,260	100%
<b>Revenues Total</b>	<b>-\$592,074</b>	<b>-\$456,122</b>	<b>-\$1,770,844</b>	<b>-\$1,364,618</b>	<b>-\$53,645</b>	<b>-\$1,824,489</b>	<b>3%</b>
<b>Grand Total</b>	<b>\$554,414</b>	<b>\$740,461</b>	<b>\$1,500,284</b>	<b>\$2,215,297</b>	<b>\$1,461,560</b>	<b>\$2,961,844</b>	<b>49%</b>

**Report FIN-2016-031 - Third Quarter Financial Report**  
**Schedule C - Other Financial Data**

Summary of Property Taxes Billed										
		As at January 31st	As at February 29th	As at March 31st	As at April 30th	As at May 31st	As at June 30th	As at July 31st	As at August 31st	As at September 30th
	<b>Taxes Billed</b>									
	<b>Interim Payments</b>									
	1st Installment	\$0	\$5,616,145	\$5,616,145	\$5,616,145	\$5,616,145	\$5,616,145	\$5,616,145	\$5,616,145	\$5,616,145
	2nd Installment	\$0	\$0	\$0	\$5,614,693	\$5,614,693	\$5,614,693	\$5,614,693	\$5,614,693	\$5,614,693
		\$0	\$5,616,145	\$5,616,145	\$11,230,838	\$11,230,838	\$11,230,838	\$11,230,838	\$11,230,838	\$11,230,838
	<b>Final Payments</b>									
	1st Installment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$6,056,032	\$6,056,032
	2nd Installment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
		\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$6,056,032	\$6,056,032
	<b>Total Billed</b>	\$0	\$5,616,145	\$5,616,145	\$11,230,838	\$11,230,838	\$11,230,838	\$11,230,838	\$17,286,870	\$17,286,870
	<b>Capping Adjustment</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$18,971	\$18,971
	<b>Total Taxes Billed</b>	\$0	\$5,616,145	\$5,616,145	\$11,230,838	\$11,230,838	\$11,230,838	\$11,230,838	\$17,305,841	\$17,305,841
	<b>In-year Tax Adjustments</b>									
	Gravel Pit Appeal Write Offs to Date	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Taxes Written Off to Date	-\$875	-\$2,078	-\$6,370	-\$6,370	-\$6,370	-\$61,883	-\$63,034	-\$63,311	-\$99,742
	Supplemental Billings to Date	\$0	\$0	\$0	\$0	\$0	\$78,340	\$78,340	\$78,340	\$84,369
	<b>Net Taxes Billed to Date</b>	-\$875	\$5,614,067	\$5,609,775	\$11,224,468	\$11,224,468	\$11,247,295	\$11,246,144	\$17,320,870	\$17,290,468

Summary of Tax Arrears										
		January	February	March	April	May	June	July	August	September
	<b>2016 Tax Arrears</b>									
	Outstanding Taxes	-\$142,118	\$698,548	-\$126,127	\$1,306,942	\$754,181	-\$5,696	-\$343,634	\$806,566	-\$373,562
	Outstanding Interest	\$0	\$0	\$2,816	\$5,665	\$9,813	\$11,081	\$11,651	\$11,814	\$15,491
	<b>2015 Tax Arrears</b>									
	Outstanding Taxes	\$680,492	\$571,156	\$531,973	\$466,824	\$422,096	\$369,966	\$342,031	\$293,485	\$255,539
	Outstanding Interest	\$30,569	\$28,139	\$30,445	\$28,563	\$28,806	\$25,157	\$21,673	\$18,287	\$15,873
	<b>2014 Tax Arrears</b>									
	Outstanding Taxes	\$162,356	\$146,025	\$141,063	\$108,020	\$100,817	\$77,878	\$55,958	\$40,652	\$36,650
	Outstanding Interest	\$21,096	\$18,559	\$19,085	\$15,067	\$16,129	\$12,044	\$6,293	\$3,843	\$3,510
	<b>2013 Tax Arrears</b>									
	Outstanding Taxes	\$133,840	\$109,905	\$102,047	\$70,075	\$69,046	\$61,699	\$17,194	\$11,373	\$6,986
	Outstanding Interest	\$41,218	\$33,396	\$34,298	\$23,366	\$24,174	\$23,396	\$2,605	\$2,020	\$744
	<b>Total Outstanding Taxes &amp; Interest</b>	\$927,453	\$1,605,728	\$735,600	\$2,024,522	\$1,425,063	\$575,524	\$113,770	\$1,188,039	-\$38,768

Bank and Interest Summary										
		January	February	March	April	May	June	July	August	September
	<b>Bank Balance</b>	\$2,147,742	\$7,139,867	\$2,604,489	\$6,797,437	\$7,187,355	\$2,315,373	\$2,485,704	\$7,107,209	\$4,959,406
	<b>General Acct. Interest Earned to Date</b>	\$3,944	\$19,466	\$21,603	\$26,490	\$47,744	\$52,537	\$79,870	\$81,494	\$110,001

## Accounts Payable

TD Canada Trust Cheque Register By Date

07/01/2016 thru 07/31/2016

Cheque Number	Cheque Date	Vendor Nbr	Payee	Cheque Amount
019987	07/07/2016	000021	A.F. POLLUTION ABATEMENT SYSTE	1,119.11
019988	07/07/2016	000038	ACKLANDS-GRAINGER INC.	107.30
019989	07/07/2016	001352	AIR LIQUIDE CANADA INC.	28.58
019990	07/07/2016	001416	ALTRUCK INTL. TRUCK CENTRES	254.86
019991	07/07/2016	001746	ANGUS INGROUND SPRINKLER CO INC	599.44
019992	07/07/2016	002076	AYR TURF & TRAC LTD.	133.27
019993	07/07/2016	000113	BATTLEFIELD EQUIPMENT-ONTARIO	17.40
019994	07/07/2016	000148	BOUCHER & JONES INC.	7,599.29
019995	07/07/2016	001074	C-MAX FIRE SOLUTIONS	1,361.65
019996	07/07/2016	000178	CAMPBELL'S PORTABLE TOILETS	519.80
019997	07/07/2016	000182	CAMPUS HARDWARE LIMITED	254.80
019998	07/07/2016	000171	CANADIAN PACIFIC RAILWAY CO.	1,385.00
019999	07/07/2016	000200	CAPITAL PAVING INC.	198.72
020000	07/07/2016	000219	CEDAR SIGNS	3,080.17
020001	07/07/2016	000175	CITY OF CAMBRIDGE	150.00
020002	07/07/2016	001218	CITY OF GUELPH	7,029.00
020003	07/07/2016	000238	COLEMAN EQUIPMENT INC.	4,346.32
020004	07/07/2016	001510	COLONIAL TREE SERVICE INC	2,090.50
020005	07/07/2016	001177	ED STEWART'S EQUIPMENT	407.98
020006	07/07/2016	000378	FIRE MARSHAL'S PUB.FIRE SAFETY	987.98
020007	07/07/2016	000397	FRED E. PRIOR & SONS LTD.	339.00
020008	07/07/2016	000414	GM BLUEPLAN ENGINEERING LIMITED	19,270.58
020009	07/07/2016	002083	GOLDEN TRIANGLE RESTORATION INC.	2,734.60
020010	07/07/2016	001813	GOMES, LUIS	616.30
020011	07/07/2016	000448	GREAT-WEST LIFE ASSURANCE CO.	783.72
020012	07/07/2016	001216	GUELPH BUILDING SUPPLY	167.23
020013	07/07/2016	000486	HAYDEN'S PROPERTY MTCE.	691.56
020014	07/07/2016	000511	HUNTER STEEL SALES	93.79
020015	07/07/2016	001370	JASON BENN	382.90
020016	07/07/2016	000650	M & L SUPPLY	604.20
020017	07/07/2016	000710	MICHAEL'S MOBILE	628.28
020018	07/07/2016	000734	MRC SYSTEMS INC.	1,413.07
020019	07/07/2016	001450	NOVACK'S UNIFORM SOLUTIONS	392.43
020020	07/07/2016	000815	POLLARD HIGHWAY PRODUCTS LTD	27,148.02
020021	07/07/2016	001642	PRECISION INDUSTRIES	197.41
020022	07/07/2016	000906	RUBBERLINE PRODUCTS LTD.	23.82
020023	07/07/2016	000939	SHOOTER ELECTRIC INC.	107.35
020024	07/07/2016	002084	SPEEDY (WATERLOO) 8016	310.75
020025	07/07/2016	000214	ST MARYS CEMENT INC.	132.78
020026	07/07/2016	000977	STEVEN GOODE	200.57
020027	07/07/2016	000225	STRONGCO	36.97
020028	07/07/2016	000988	SWAN DUST CONTROL LTD	167.79
020029	07/07/2016	001076	THE WELLINGTON ADVERTISER	307.86
020030	07/07/2016	001963	THRIVE LANDSCAPES	1,400.00
020031	07/07/2016	001025	TRANSIT LUBRICANTS LTD.	1,334.30
020032	07/07/2016	001853	UNICORN TRUCK TANK WASH INC.	1,100.81
020033	07/07/2016	001046	V.A. WOOD (GUELPH) INCORP.	2,127.90
020034	07/08/2016	000717	MINISTER OF FINANCE	2,227.91
020035	07/08/2016	000764	O.M.E.R.S.	23,029.42
020036	07/08/2016	000856	RECEIVER GENERAL	232.18
020037	07/08/2016	001147	RECEIVER GENERAL	28,805.72
020038	07/08/2016	001113	WORKPLACE SAFETY & INSURANCE	4,526.82
020039	07/12/2016	000060	AMCTO	559.35

**Accounts Payable**

TD Canada Trust Cheque Register By Date

07/01/2016 thru 07/31/2016

Cheque Number	Cheque Date	Vendor Nbr	Payee	Cheque Amount
020040	07/12/2016	002085	ARMSTRONG, NADINE	63.08
020041	07/12/2016	000229	CIT FINANCIAL LTD.	2,264.68
020042	07/12/2016	000295	DAVID SUTTON	874.00
020043	07/12/2016	001434	DENNIS LEVER	60.00
020044	07/12/2016	000414	GM BLUEPLAN ENGINEERING LIMITED	4,360.83
020045	07/12/2016	000468	GWS ECOLOGICAL & FORESTRY SERV	1,799.52
020046	07/12/2016	000476	HARDEN ENVIRONMENTAL SERVICES	11,887.60
020047	07/12/2016	001945	ONSERVE	1,690.98
020048	07/12/2016	001516	PARTRIDGE FREELANCE TITLESEARCHING	216.70
020049	07/12/2016	001650	PITNEY BOWES	2,282.60
020050	07/12/2016	000830	PUROLATOR COURIER LTD.	140.34
020051	07/12/2016	000861	REYNER ELECTRIC CONSTRUCTION INC.	426.02
020052	07/12/2016	002082	ROYAL CITY JANITORIAL & MAINTENANCE	875.75
020053	07/12/2016	001335	S.W. IRVINE & ASSOCIATES (2015) INC.	1,067.85
020054	07/12/2016	001996	SERVER CLOUD CANADA	473.47
020055	07/12/2016	000934	SGS CANADA INC	497.20
020056	07/12/2016	001733	SHRED-IT INTERNATIONAL ULC	64.30
020057	07/12/2016	000988	SWAN DUST CONTROL LTD	273.75
020058	07/12/2016	001076	THE WELLINGTON ADVERTISER	219.90
020059	07/15/2016	000514	HYDRO ONE NETWORKS INC	3,054.19
020060	07/18/2016	000259	COUNTY OF WELLINGTON	1,250.00
020061	07/18/2016	000399	G & A LOCK SERVICE LTD.	137.86
020062	07/18/2016	000661	MANULIFE FINANCIAL	14,076.05
020063	07/18/2016	000725	MOFFITT PRINT CRAFT	795.52
020064	07/18/2016	001945	ONSERVE	17,774.78
020065	07/18/2016	001068	PROGRESSIVE WASTE SOLUTIONS CDA	300.58
020066	07/18/2016	000932	SENTEX COMMUNICATIONS	214.68
020067	07/18/2016	000998	TD VISA	2,939.41
020068	07/18/2016	002086	WELLINGTON BUILDING MAINTENANCE LTD.	259.90
020069	07/20/2016	000119	BELL CANADA	408.94
020070	07/20/2016	001147	RECEIVER GENERAL	9,744.39
020071	07/25/2016	001147	RECEIVER GENERAL	13,194.46
020072	07/27/2016	000514	HYDRO ONE NETWORKS INC	6,571.49
020073	07/27/2016	001340	ASTLEY GILBERT	9.04
020074	07/27/2016	000119	BELL CANADA	1,374.50
020075	07/27/2016	002087	ESCARPMENT LAW GROUP	9.75
020076	07/27/2016	001164	EXPRESS SERVICES OF CANADA CO.	3,682.67
020077	07/27/2016	000495	GEO. H. HEWITT CO. LTD.	236.17
020078	07/27/2016	000861	REYNER ELECTRIC CONSTRUCTION INC.	290.98
020079	07/27/2016	001210	ROGERS	341.86
020080	07/28/2016	000717	MINISTER OF FINANCE	40.00
020082	07/28/2016	000717	MINISTER OF FINANCE	15,591.02
020083	07/28/2016	000719	MINISTER OF FINANCE	291.97
020084	07/28/2016	000045	AIRWAVE CLIMATECARE	10,342.97
020085	07/28/2016	001551	GERTH CUSTOM CONCRETE SERV.	75,772.56
020086	07/28/2016	000414	GM BLUEPLAN ENGINEERING LIMITED	5,416.16
020087	07/28/2016	000400	GUELPH BUSINESS MACHINES	722.68
020088	07/28/2016	002088	LALANI, SHELINA	203.59
020089	07/28/2016	001478	ROBERT KELLY	154.00
020090	07/28/2016	002089	SNORK'S SEPTIC SERVICE LTD.	282.50
020091	07/28/2016	001965	WESTMAN, DON	148.49
Cheque Register Total -				368,938.29

**Accounts Payable**

TD Canada Trust Cheque Register By Date

08/01/2016 thru 08/31/2016

Cheque Number	Cheque Date	Vendor Nbr	Payee	Cheque Amount
020092	08/04/2016	002090	BEAUCLAIRE, JESSIE	1,016.93
020093	08/04/2016	001936	HERNER, MARISSA	60.48
020094	08/05/2016	001352	AIR LIQUIDE CANADA INC.	27.67
020095	08/05/2016	001416	ALTRUCK INTL. TRUCK CENTRES	45.09
020096	08/05/2016	000113	BATTLEFIELD EQUIPMENT-ONTARIO	1,010.76
020097	08/05/2016	000124	BELL MOBILITY INC.	265.59
020098	08/05/2016	001432	BERRN CONSULTING LTD	295.29
020099	08/05/2016	000145	BOMAR LANDSCAPING INC.	2,768.50
020100	08/05/2016	000148	BOUCHER & JONES INC.	6,166.79
020101	08/05/2016	001074	C-MAX FIRE SOLUTIONS	1,189.54
020102	08/05/2016	000178	CAMPBELL'S PORTABLE TOILETS	259.90
020103	08/05/2016	000182	CAMPUS HARDWARE LIMITED	186.18
020104	08/05/2016	001712	CANADA CULVERT	572.46
020105	08/05/2016	000171	CANADIAN PACIFIC RAILWAY CO.	1,385.00
020106	08/05/2016	000219	CEDAR SIGNS	200.91
020107	08/05/2016	001218	CITY OF GUELPH	31.00
020108	08/05/2016	001286	COCO PAVING INC	967.58
020109	08/05/2016	000259	COUNTY OF WELLINGTON	10.00
020110	08/05/2016	000263	COX CONSTRUCTION LIMITED	379,151.29
020111	08/05/2016	000295	DAVID SUTTON	529.00
020112	08/05/2016	000378	FIRE MARSHAL'S PUB.FIRE SAFETY	946.03
020113	08/05/2016	000399	G & A LOCK SERVICE LTD.	101.70
020114	08/05/2016	000406	G.C. DUKE EQUIPMENT LTD.	932.25
020115	08/05/2016	000414	GM BLUEPLAN ENGINEERING LIMITED	47,524.49
020116	08/05/2016	001813	GOMES, LUIS	670.56
020117	08/05/2016	000448	GREAT-WEST LIFE ASSURANCE CO.	783.72
020118	08/05/2016	000572	K.D.N. PAVEMENT MARKINGS	42,488.00
020119	08/05/2016	000650	M & L SUPPLY	991.69
020120	08/05/2016	000710	MICHAEL'S MOBILE	1,429.24
020121	08/05/2016	000734	MRC SYSTEMS INC.	468.39
020122	08/05/2016	000753	NELLIS CONSTRUCTION LTD.	8,278.38
020123	08/05/2016	001450	NOVACK'S UNIFORM SOLUTIONS	81.42
020124	08/05/2016	000815	POLLARD HIGHWAY PRODUCTS LTD	4,338.32
020125	08/05/2016	001422	POWERLINE ELECTRONICS	2,031.18
020126	08/05/2016	000977	STEVEN GOODE	868.50
020127	08/05/2016	000988	SWAN DUST CONTROL LTD	22.71
020128	08/05/2016	001076	THE WELLINGTON ADVERTISER	263.88
020129	08/05/2016	001046	V.A. WOOD (GUELPH) INCORP.	4,837.53
020130	08/05/2016	001988	YZERMAN, MEGHAN	212.00
020131	08/08/2016	001847	AIRD & BERLIS LLP	3,729.96
020132	08/08/2016	000182	CAMPUS HARDWARE LIMITED	710.32
020133	08/08/2016	000259	COUNTY OF WELLINGTON	113.00
020134	08/08/2016	000414	GM BLUEPLAN ENGINEERING LIMITED	2,897.28
020135	08/08/2016	000468	GWS ECOLOGICAL & FORESTRY SERV	406.80
020136	08/08/2016	000476	HARDEN ENVIRONMENTAL SERVICES	3,202.35
020137	08/08/2016	000655	MACKINNON & ASSOCIATES	951.23
020138	08/08/2016	000830	PURULATOR COURIER LTD.	73.36
020139	08/08/2016	000836	PUSLINCH PIONEER	367.25
020140	08/08/2016	000934	SGS CANADA INC	529.97
020141	08/08/2016	001733	SHRED-IT INTERNATIONAL ULC	64.30
020142	08/08/2016	000988	SWAN DUST CONTROL LTD	248.94
020143	08/08/2016	001016	TOPECO COFFEE & TEA COMPANY	105.36
020144	08/08/2016	001039	UNION GAS LIMITED	184.34

## Accounts Payable

TD Canada Trust Cheque Register By Date

08/01/2016 thru 08/31/2016

Cheque Number	Cheque Date	Vendor Nbr	Payee	Cheque Amount
020145	08/08/2016	002086	WELLINGTON BUILDING MAINTENANCE LTD.	779.70
020146	08/08/2016	001107	WILSON FIRE SECURITY	93.23
020147	08/09/2016	002091	ARMSTRONG, JANINE	60.94
020148	08/09/2016	000717	MINISTER OF FINANCE	1,574.65
020149	08/09/2016	000764	O.M.E.R.S.	16,395.36
020150	08/09/2016	000856	RECEIVER GENERAL	88.29
020151	08/09/2016	001147	RECEIVER GENERAL	21,222.91
020152	08/09/2016	001963	THRIVE LANDSCAPES	1,400.00
020153	08/09/2016	001113	WORKPLACE SAFETY & INSURANCE	3,402.40
020154	08/11/2016	000119	BELL CANADA	408.94
020155	08/11/2016	000136	BSR&D	1,864.16
020156	08/11/2016	000288	DAVAN GROUP	4,607.58
020157	08/11/2016	000514	HYDRO ONE NETWORKS INC	3,543.26
020158	08/11/2016	001945	ONSERVE	2,478.66
020159	08/11/2016	001650	PITNEY BOWES	163.13
020160	08/11/2016	002071	ROBERTSON, RICHARD	899.94
020161	08/11/2016	000932	SENTEX COMMUNICATIONS	214.68
020162	08/11/2016	001996	SERVER CLOUD CANDA	473.47
020163	08/18/2016	001551	GERTH CUSTOM CONCRETE SERV.	8,419.17
020164	08/18/2016	000463	GUELPH HUMANE SOCIETY	2,500.00
020165	08/18/2016	000661	MANULIFE FINANCIAL	12,671.41
020166	08/18/2016	001068	PROGRESSIVE WASTE SOLUTIONS CDA	338.69
020167	08/18/2016	001147	RECEIVER GENERAL	12,145.84
020168	08/18/2016	001210	ROGERS	455.62
020169	08/18/2016	001684	SCHOOLEY MITCHELL TELECOM	494.93
020170	08/18/2016	000998	TD VISA	1,345.11
020171	08/22/2016	002092	GOAD, KEN	277.00
020172	08/31/2016	000514	HYDRO ONE NETWORKS INC	7,909.60
020173	08/31/2016	000119	BELL CANADA	1,127.51
020174	08/31/2016	000124	BELL MOBILITY INC.	54.15
Cheque Register Total -				634,404.74



## Accounts Payable

TD Canada Trust Cheque Register By Date

09/01/2016 thru 09/30/2016

Cheque Number	Cheque Date	Vendor Nbr	Payee	Cheque Amount
020175	09/06/2016	000042	ADVANCE CONSTRUCTION EQUIP LTD	16.29
020176	09/06/2016	001352	AIR LIQUIDE CANADA INC.	28.58
020177	09/06/2016	001847	AIRD & BERLIS LLP	6,246.00
020178	09/06/2016	001811	BARDWELL, SCOTT	110.00
020179	09/06/2016	000113	BATTLEFIELD EQUIPMENT-ONTARIO	89.27
020180	09/06/2016	000128	BENSON TIRE INC.	74.30
020181	09/06/2016	000148	BOUCHER & JONES INC.	3,447.49
020182	09/06/2016	000178	CAMPBELL'S PORTABLE TOILETS	271.20
020183	09/06/2016	000182	CAMPUS HARDWARE LIMITED	183.30
020184	09/06/2016	000171	CANADIAN PACIFIC RAILWAY CO.	2,770.00
020185	09/06/2016	000219	CEDAR SIGNS	144.04
020186	09/06/2016	001218	CITY OF GUELPH	1,886.06
020187	09/06/2016	000238	COLEMAN EQUIPMENT INC.	4,361.80
020188	09/06/2016	000259	COUNTY OF WELLINGTON	3,887.00
020189	09/06/2016	000263	COX CONSTRUCTION LIMITED	136,270.33
020190	09/06/2016	000285	DARCH FIRE	725.80
020191	09/06/2016	001434	DENNIS LEVER	696.80
020192	09/06/2016	001164	EXPRESS SERVICES OF CANADA CO.	3,717.36
020193	09/06/2016	000382	FIRESERVICE MANAGEMENT LTD.	653.24
020194	09/06/2016	001182	G.T. FRENCH PAPER LTD.	1,671.08
020195	09/06/2016	000423	GEORGIAN BAY FIRE & SAFETY LTD	177.98
020196	09/06/2016	000414	GM BLUEPLAN ENGINEERING LIMITED	9,800.04
020197	09/06/2016	001813	GOMES, LUIS	207.24
020198	09/06/2016	001850	GOMES, RUSSELL	13.60
020199	09/06/2016	000448	GREAT-WEST LIFE ASSURANCE CO.	783.72
020200	09/06/2016	000453	GROOVE IDENTIFICATION SOLUTION	664.44
020201	09/06/2016	001216	GUELPH BUILDING SUPPLY	25.07
020202	09/06/2016	000400	GUELPH BUSINESS MACHINES	424.90
020203	09/06/2016	000468	GWS ECOLOGICAL & FORESTRY SERV	422.62
020204	09/06/2016	000476	HARDEN ENVIRONMENTAL SERVICES	553.70
020205	09/06/2016	000486	HAYDEN'S PROPERTY MTCE.	461.04
020206	09/06/2016	000155	HDS CANADA INC.	772.70
020207	09/06/2016	001593	INTERGRITY	193.59
020208	09/06/2016	000556	JOAN LAW	575.00
020209	09/06/2016	000565	JOHN UPTEGROVE	32.76
020210	09/06/2016	002095	JONES, DONNA	296.95
020211	09/06/2016	001212	LIGHTNING EQUIPMENT SALES INC	336.74
020212	09/06/2016	000650	M & L SUPPLY	1,996.51
020213	09/06/2016	000282	MICHAEL DAILOUS	212.00
020214	09/06/2016	002093	MOTTON, KEVIN	45.00
020215	09/06/2016	000778	ONTARIO ASSOC. OF FIRE CHIEFS	56.50
020216	09/06/2016	001516	PARTRIDGE FREELANCE TITLESEARCHING	565.80
020217	09/06/2016	000812	PAUL PILKINGTON	1,031.46
020218	09/06/2016	001650	PITNEY BOWES	2,282.60
020219	09/06/2016	001664	PRINCESS AUTO LTD.	9.79
020220	09/06/2016	000830	PUROLATOR COURIER LTD.	155.29
020221	09/06/2016	001415	RESURFICE CORP.	31.08
020222	09/06/2016	000905	ROYAL SS TANK & TRUCK LTD	673.48
020223	09/06/2016	001195	SCOTT PRIEST	110.00
020224	09/06/2016	000934	SGS CANADA INC	325.44
020225	09/06/2016	001733	SHRED-IT INTERNATIONAL ULC	64.30
020226	09/06/2016	001852	SPEARMAN, PAUL	236.00
020227	09/06/2016	000214	ST MARYS CEMENT INC.	67.27

**Accounts Payable**

TD Canada Trust Cheque Register By Date

09/01/2016 thru 09/30/2016

Cheque Number	Cheque Date	Vendor Nbr	Payee	Cheque Amount
020228	09/06/2016	002094	STANTEC CONSULTING LTD.	2,319.89
020229	09/06/2016	000977	STEVEN GOODE	23.28
020230	09/06/2016	000225	STRONGCO	1,119.30
020231	09/06/2016	000988	SWAN DUST CONTROL LTD	294.36
020232	09/06/2016	000804	THE PEPSI BOTTLING GROUP	249.62
020233	09/06/2016	001076	THE WELLINGTON ADVERTISER	593.72
020234	09/06/2016	001016	TOPECO COFFEE & TEA COMPANY	73.95
020235	09/06/2016	001853	UNICORN TRUCK TANK WASH INC.	209.19
020236	09/06/2016	001046	V.A. WOOD (GUELPH) INCORP.	1,261.14
020237	09/08/2016	000717	MINISTER OF FINANCE	1,977.13
020238	09/08/2016	000764	O.M.E.R.S.	20,470.38
020239	09/08/2016	000856	RECEIVER GENERAL	196.21
020240	09/08/2016	001147	RECEIVER GENERAL	30,401.37
020241	09/08/2016	001113	WORKPLACE SAFETY & INSURANCE	3,838.99
020242	09/15/2016	000119	BELL CANADA	408.94
020243	09/15/2016	002096	BURNS, JANET	1,450.75
020244	09/15/2016	001700	CAZZOLA, GEOFF	73.45
020245	09/15/2016	001680	CHARLESTON HOMES LTD	3,239.73
020246	09/15/2016	000175	CITY OF CAMBRIDGE	28,775.00
020247	09/15/2016	000295	DAVID SUTTON	391.00
020248	09/15/2016	001164	EXPRESS SERVICES OF CANADA CO.	3,549.21
020249	09/15/2016	002097	FLEMING, CLIFFORD	509.31
020250	09/15/2016	000403	G. R. GOOD HOLDING CO. LTD.	1,834.97
020251	09/15/2016	000446	GRAND RIVER CONSERVATION AUTH	41,550.66
020252	09/15/2016	001838	HUBER WINDOW CLEANING	261.03
020253	09/15/2016	000514	HYDRO ONE NETWORKS INC	3,191.51
020254	09/15/2016	001703	KAREN LANDRY	48.99
020255	09/15/2016	000661	MANULIFE FINANCIAL	13,474.91
020256	09/15/2016	001945	ONSERVE	3,014.57
020257	09/15/2016	001068	PROGRESSIVE WASTE SOLUTIONS CDA	338.69
020258	09/15/2016	000932	SENTEX COMMUNICATIONS	214.68
020259	09/15/2016	001996	SERVER CLOUD CANADA	473.47
020260	09/15/2016	001732	THE INFORMATION PROFESSIONALS	339.00
020261	09/15/2016	001963	THRIVE LANDSCAPES	1,750.00
020262	09/15/2016	001039	UNION GAS LIMITED	137.35
020263	09/19/2016	001147	RECEIVER GENERAL	12,781.11
020264	09/19/2016	000998	TD VISA	3,367.71
020265	09/27/2016	000514	HYDRO ONE NETWORKS INC	8,126.06
020266	09/27/2016	000119	BELL CANADA	1,113.40
020267	09/27/2016	001210	ROGERS	373.09
020268	09/29/2016	000200	CAPITAL PAVING INC.	293,133.57
020269	09/30/2016	000661	MANULIFE FINANCIAL	14,511.15
Cheque Register Total -				692,316.39



# 2017 TOWNSHIP COUNCIL & BUDGET MEETING DATES

## MEETING SCHEDULE

JANUARY						
SUN	MON	TUE	WED	THU	FRI	SAT
1 H	2	3	4	5	6	7
8	9	10 PDAC	11	12 PIM*	13	14
15	16	17 REC	18 B	19	20	21
22	23	24	25	26	27	28
29	30	31				
ROMA						
* Jan 12 - Budget PIM						

FEBRUARY						
SUN	MON	TUE	WED	THU	FRI	SAT
			1 C	2	3	4
5	6	7	8	9	10	11
12	13	14 PDAC	15 C	16 PIM	17	18
19	20 H	21 REC	22	23	24	25
26	27	28				
OGRA						
OGRA ends at noon on March 1						

MARCH						
SUN	MON	TUE	WED	THU	FRI	SAT
			1 C	2	3	4
5	6	7	8	9	10	11
12	13	14	15 C	16	17	18
	March	PDAC	C	Break		
19	20	21 REC	22	23 PIM	24	25
26	27	28	29	30	31	

APRIL						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5 C	6	7	8
9	10	11 PDAC	12	13	14 H	15
16	17 H	18 REC	19 C	20 PIM	21	22
23	24	25	26	27	28	29
30						

MAY						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3 C	4	5	6
7	8	9 PDAC	10	11	12	13
14	15	16 REC	17 C	18 PIM	19	20
21	22 H	23	24	25	26	27
28	29	30	31			

JUNE						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
				FCM		
4 FCM	5	6	7 C	8	9	10
11	12	13 PDAC	14	15 PIM	16	17
18	19	20 REC	21 C	22	23	24
25	26	27	28	29	30	

JULY						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3 H	4	5	6	7	8
9	10	11 PDAC	12	13	14	15
16	17	18 REC	19 C	20	21	22
23	24	25	26	27	28	29
30	31					

AUGUST						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7 H	8 PDAC	9 C	10	11	12
13	14	15	16	17	18	19
AMO						
20	21	22	23	24	25	26
27	28	29	30	31		

SEPTEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4 H	5	6 C	7	8	9
10	11	12 PDAC	13	14	15	16
17	18	19 REC	20 C	21 PIM**	22	23
24	25	26	27 CB	28	29	30
* Sept 21 - Regular PIM and User Fees						

OCTOBER						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4 C	5	6	7
8	9 H	10 PDAC	11	12	13	14
15	16	17 REC	18 C	19 PIM	20	21
22	23	24	25 OPB	26	27	28
29	30	31				

NOVEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
			1 C	2	3	4
5	6	7	8	9	10	11
12	13	14 PDAC	15 C	16 PIM	17	18
19	20	21 REC	22	23	24	25
26	27	28	29 OCB	30		

DECEMBER						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6 PIM	7	8	9
10	11	12 PDAC	13 PIM*	14	15	16
17	18	19 REC	20 C	21	22	23
24	25 H	26 H	27	28	29	30
31	* December 13, 2017- Budget Input					

**PIM** Public Info. Meeting/Open House (7:00p.m.)  
**H** Denotes a Statutory Holiday/Offices Closed  
**C** Council Meeting ( 1 p.m.)  
**C** Council Meeting ( 7 p.m.)

**B** Final Budget Approval  
**CB** Capital Budget Meeting - 9 a.m.  
**OPB** Operating Budget Meeting - 9 a.m.  
**PDAC** Planning Development Advisory Committee - 7 p.m.  
**REC** Recreation Committee Meeting - 7 p.m.



## **REPORT ADM-2016-020**

---

TO: Mayor and Members of Council

FROM: Nina Lecic, Deputy Clerk

DATE: December 21, 2016

SUBJECT: Bill 181- Municipal Elections Act Amendments

FILE No.: L11-MUN

---

### **RECOMMENDATIONS**

**THAT Council receives Staff Report ADM-2016-020 with respect to Bill 181- the Municipal Elections Modernization Act;**

**AND THAT Council maintains the existing first past-the-post election model for the 2018 municipal election;**

**AND THAT Council enact a by-law authorizing the use of vote tabulators for the 2018 municipal election.**

### **PURPOSE**

Bill 181, the *Municipal Elections Modernization Act* received Royal Assent on June 9, 2016. The Bill introduced a number of changes to the *Municipal Elections Act* that were intended to address issues that arose during the 2014 Municipal Elections across Ontario. This report provides an overview of the key proposed changes.

### **SUMMARY**

#### **Election Calendar – Date changes:**

The most significant change with respect to the election calendar is the shortening of the election campaign period. The nomination period will be reduced from 37 weeks to 13 weeks. A candidate cannot campaign, raise or spend money until they have filed their nomination papers.

	Old legislation:	New provisions:
Opening of Nominations	First day of business after January 1 <sup>st</sup>	May 1, 2018
Nomination Day (Final date for nominations)	Second Friday in September	Fourth Friday in July (July 27, 2018)

Also important to note are the changes to the deadline to pass a by-law authorizing the use of alternative counting and voting methods, such as telephone voting, mail or internet voting. Bill 181 has moved that deadline up to May 1, 2017 (from June 1, 2018). However, please note that the Township of Puslinch is not intending on pursuing alternate methods of voting and will use the optical scanning vote tabulators that were successfully used in the 2014 election.

**Nomination and Eligibility:**

In addition to the calendar changes with respect to nomination, Candidates for Council will be required to obtain 25 endorsement signatures from eligible electors. The 25 endorsement signatures are required to be provided at the time a candidate files their nomination papers.

- Individuals providing the signatures must be qualified electors and would each be required to complete a declaration stating their eligibility to vote on the day that he or she signed the endorsement.
- Individuals will be permitted to endorse more than one nomination.

The requirement to provide signatures of endorsement applies to candidates running for Council only, not for candidates seeking a Trustee position.

**Ranked Ballots:**

Bill 181 has given municipalities the option to pass a by-law authorizing the use of ranked ballots for the 2018 election of municipal councils by May 1, 2017. The following is a description of ranked ballot voting:

- Under the current electoral method, commonly referred to as the “first-past-the-post” method, electors vote for a single candidate (for example, one vote is cast in the Mayoral race). The winning candidate is the person who receives the highest number of votes.
- In a ranked ballot election, voters rank candidates in order of preference (making a first, second, third choice, etc) rather than voting for a single candidate. The winning candidate must receive a majority of the votes; that is, more than 50%. If the 50% threshold is not met after the first count, the candidate with the fewest votes is eliminated and their ballots are redistributed to one of the remaining candidates according to the next highest choice marked on the ballot. This process of eliminating and counting continues until a candidate achieves a majority. In the event that only two candidates remain, the candidate with the most votes is the winner.

It is important to note that school board elections must continue to be conducted under the current “first-past-the-post method”. This means that any municipality that authorizes the use of ranked ballots will be running an election that uses two separate voting methods.

Please note that all Canadian municipalities currently use the “first-past-the-post” voting method. No government in Canada conducts ranked ballots, meaning there is no

Canadian experience with respect to conducting ranked elections. A form of ranked ballot is used in approximately 10 municipalities in United States.

Township staff is recommending continuing with the first-past-the-post method for the following two main reasons:

- The complexities associated with running two separate voting methods in one election.
- Associated costs with implementing a new voting method.
- Concerns that the current voting technology would be able to facilitate a ranked election in 2018.

Staff has confirmed that all other Wellington County municipalities plan to continue with the first-past-the-post method. In addition, staff is part of a broader election working group, and has received confirmation that none of those municipalities are pursuing ranked ballots for the 2018 election.

### **Changes to Campaign Finance Rules:**

The most significant amendment to campaign finance rules prohibits corporate and trade union contributions to candidates in municipal election campaigns, including candidates in school board election campaigns. However, corporate and trade unions (along with residents) may register with the municipality as third party advertisers and can incur advertisement costs related to the promotion, support or opposition of a candidate in any media or advertising print.

- Third party advertisers must formally register with the Clerk prior to any promotion or support to a candidate. The registration period is the same as the nomination one, with the last day for a third party advertisement to appear being October 19, 2018.

A few other changes to the financial statements are:

- Candidates must inform their contributors of the two contribution limits: an individual may not contribute more than \$750 to a candidate and an individual may not contribute more than a total of \$5,000 to two or more candidates for offices on the same council or local board.
- Candidates are no longer required to open a campaign bank account if they do not receive contributions or incur campaign-related expenses.
- After the 2018 regular election, campaign deficits can no longer be carried forward from the previous election. In the past, a candidate could carry a deficit from one election to the next in the hopes of raising enough funds to cover the deficit.
- Every candidate will be entitled to a refund of the nomination fee if they file their financial statement and auditor's report prior to the filing deadline.
- There is also now a 30-day grace period for candidates who miss the filing deadline for financial statements and auditor's report. However, all reports filed during the 30-day grace period will have to pay a \$500 late filing fee to the Clerk.
- Candidates are limited to spending 10% of their spending limit on parties of appreciation and thank you gifts.



**Greater authority and responsibility for the Clerk:**

Under Bill 181, the Clerk of the municipality will determine the dates and times for advance voting. The Clerk may also establish the hours of voting on Voting Day and any reduced voting hours for certain institutions (i.e. a senior's residence or nursing home). Under the previous legislation, these matters were established by Council passing a by-law.

The Clerk is now responsible for reviewing all candidate financial statements to identify if it appears that any contributor has exceeded contribution limits.

- In addition, the Clerk is now required to report to the Compliance Audit Committee as soon as possible after the filing deadline of any perceived contraventions by contributors. The Committee then has 30 days after they receive the report to decide whether or not to commence a legal proceeding.

In addition, the Clerk has been given more authority with respect to changes to the voter's list which will add convenience to voters. Electronic options have been added for sending in changes to the voter's list, which previously had to be mailed in or done in person. The Clerk will also have the authority to remove a person's name from the Voter's List if the Clerk is satisfied with proof of death.

**FINANCIAL IMPLICATIONS**

None at this point.

**APPLICABLE LEGISLATION AND REQUIREMENTS**

Municipal Elections Act, 1996, S.O. 1996, c. 32, Sched.



## **REPORT ADM-2016-027**

---

TO: Mayor and Members of Council

FROM: Karen Landry, CAO/Clerk

MEETING DATE: December 21, 2016

SUBJECT: Permission for Temporary Parking – Unopen Road Allowance –  
Pan 386 – Lorne Wallace

---

### **RECOMMENDATIONS**

That Report ADM-2016-027 regarding Permission for Temporary Parking – Unopen Road Allowance – Plan 386 – Lorne Wallace be received; and

That Council authorize the parking of a maximum of two (2) vehicles in the approximate location identified on the plan attached to Report ADM-2016-027 commencing January 2, 2017 and ending on June 30, 2017.

### **DISCUSSION**

#### **Purpose**

The purpose of Report ADM-2016-027 is to obtain authorization from Council for the temporary parking of a maximum of two (2) vehicles on a portion of the unopen road allowance on Plan 386.

#### **Background**

Through the process of transferring portions of the unopen road allowance to the abutting owners on Plan 386, Township staff were requested to install “no unauthorized” parking signs in the area.

Lorne Wallace has submitted a request (refer to Schedule A) to temporarily permit the parking of two (2) vehicles at the approximate location identified on the plan attached as Schedule B commencing on January 2, 2017 for a period of six (6) months and ending on June 30, 2017.

Township staff have no objection to the request for the temporary parking of two (2) vehicles during the construction of a new home at 6 Eagle Lane, as the designated area for parking will not interfere with direct access to an owner's property.

If the request is approved, Township staff will provide temporary permits to Lorne Wallace to be displayed on the dash of the vehicle(s).

### **Financial Implications**

None

### **Applicable Legislation and Requirements**

*Municipal Act 2001, S.O. 2001, c. 25*

### **Schedules**

Schedule A - Request of Lorne Wallace

Schedule B - Plan

## Karen Landry

---

**From:** Lorne C. Wallace [mailto:lwolfman@lonewolf.com]  
**Sent:** Monday, November 02, 2016 8:44 AM  
**To:** Karen Landry  
**Subject:** Day parking

Karen, now that we have our building permit and can finally start getting our life back on track, I wonder what the process would be to ask the Township for a favour. As you are aware (fully aware I know) the roads form a triangle with the bridge part of the triangle being a turnaround area for any large vehicles. During construction of the cottage, we would have overflow parking for workers placing their cars there during the day. No car was every left overnight and in fact, the owners of the cars were always on-site and could move them at any moment. I realize that with the road situation being resolved we now have "No Parking" signs posted but the question I have is this. Is it possible to get temporary construction day parking allowed? It wouldn't be needed every day but the site superintendent could retain possession of two or three passes and just use them when absolutely necessary.

Please let me know what the process would be to request this. Thank you.

Lorne C. Wallace C.A. B.Comm.  
Executive Chairman  
Lone Wolf Real Estate Technologies

[www.lwolf.com](http://www.lwolf.com)



The Marketing Solution  
For Your Brokerage

[Learn More >>](#)



The information contained in this message is for the exclusive use of the intended recipient(s) and may be confidential, proprietary, and/or legally privileged. If you receive this message or any attachments in error, you are hereby notified that any review, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately and destroy this message. Thank you.



**Island**

**Proposed  
Parking**





## **PLANNING REPORT for the TOWNSHIP OF PUSLINCH**

Prepared by the County of Wellington Planning and Development Department

**DATE:** December 21, 2016  
**TO:** Kelly Patzer, Development Coordinator  
Township of Puslinch  
**FROM:** Elizabeth Martelluzzi, Junior Planner  
County of Wellington  
**SUBJECT:** **AMENDING BY-LAW D14/ONT (Weber)**  
**Zoning By-law Amendment**  
**4576 Wellington Road 32 (Part Lots 3-5, Concession 3), Puslinch**  
**ATTACHMENTS:** Draft Amending By-law

### **SUMMARY**

This zoning by-law amendment is consistent with the Provincial Policy Statement and generally conforms to the Provincial Growth Plan and the County Official Plan. There are no outstanding public or agency concerns. An amending by-law is enclosed for Council's consideration. We support the rezoning of the subject lands.

Thank you for your request to prepare a Draft Amending By-law for the above-noted application. In our comments of November 10, 2016 we provided a policy review for Council's consideration. This report offers our planning opinion and draft amending by-law.

### **PROPOSAL**

The purpose of the proposed amendment is to rezone the retained parcel, 38.2 ha (94 acres), from Agricultural to Agricultural Exception zone to prohibit a residential dwelling on the subject land. The subject lands were granted provisional approval for severance application B88/15 by the Wellington County Land Division Committee in November, 2015. This application would satisfy a condition of the severance of a surplus farm dwelling.

### **PUBLIC CONSULTATION**

A public meeting was held on November 10, 2016. The applicant's agent, Jeff Buisman, gave a short presentation about the proposal. A member of the public asked what the dimensions of the severance (B88/15) are and was provided the answer from Jeff Buisman. There were no further comments or questions from members of the public or from Council.

### **AGENCY CONSULTATION**

The Township has provided us with all agency comments. There were no objections to the proposal, nor were concerns raised.



**DRAFT AMENDING BY-LAW**

We have attached a draft amending by-law for Council's review which would rezone the property from Agricultural (A) to Agricultural site specific (A-66). Notwithstanding the requirements of the Agricultural zone (A), the site specific amendment would prohibit a residential dwelling on the subject lands.

**PLANNING OPINION**

In our opinion, the proposed rezoning of the subject land is consistent with the Provincial Policy Statement and generally conforms to the Provincial Growth Plan and the County Official Plan. Accordingly, we recommend the approval of the amending by-law.

**NEXT STEPS**

If the amending by-law is approved by Council, notification should be provided in accordance with the Planning Act.

Respectfully submitted  
County of Wellington Planning and Development Department



---

Elizabeth Martelluzzi, B.URPI  
Junior Planner  
County of Wellington

# **ZONING BY-LAW AMENDMENT**

for

1340464 Ontario Ltd. (Laurie Weber)  
Part of Lots 3-5, Concession 3  
4576 Wellington Road 32, Township of Puslinch

Application D14/ONT – Weber

Prepared by the

County of Wellington  
Planning and Development Department

December 21, 2016

THE CORPORATION OF THE TOWNSHIP OF PUSLINCH

BY-LAW NUMBER \_\_\_\_\_

**A BY-LAW TO AMEND BY-LAW NUMBER 19/85, AS AMENDED,  
BEING THE ZONING BY-LAW OF THE TOWNSHIP OF PUSLINCH**

**WHEREAS**, the Council of the Corporation of the Township of Puslinch deem it appropriate and in the public interest to amend By-Law Number 19/85, pursuant to Section 34 of the Planning Act, R.S.O. 1990 as amended;

**NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWNSHIP OF PUSLINCH ENACTS AS FOLLOWS:**

1. That Schedule 'A' of Zoning By-law 19/85 is hereby amended by rezoning Part of Lots 3-5, Concession 3, from Agricultural (A) Zone to **AGRICULTURAL SITE-SPECIFIC (A-66)**, as shown on Schedule "A" of this By-law.
2. That subsection 5(4) SPECIAL PROVISIONS is amended by adding the following new exception:

"(i) **A-66 (4576 Wellington Road 32)  
Part Lots 3-5, Concession 3**

Notwithstanding Sections 5(2), 5(3) and or any provisions of this By-law to the contrary, for the land zoned A-66 on Schedule 'A' hereto, the following special provisions shall apply:

- (i) A Residential Dwelling or dwelling unit of any kind shall not be permitted;
- (ii) All other applicable regulations of the zoning by-law shall be maintained."

3. This By-law shall become effective from the date of passage by Council and come into force in accordance with the requirements of the Planning Act, R.S.O. 1990, as amended.

READ A FIRST AND SECOND TIME THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2016.

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK

READ A THIRD TIME AND PASSED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2016.

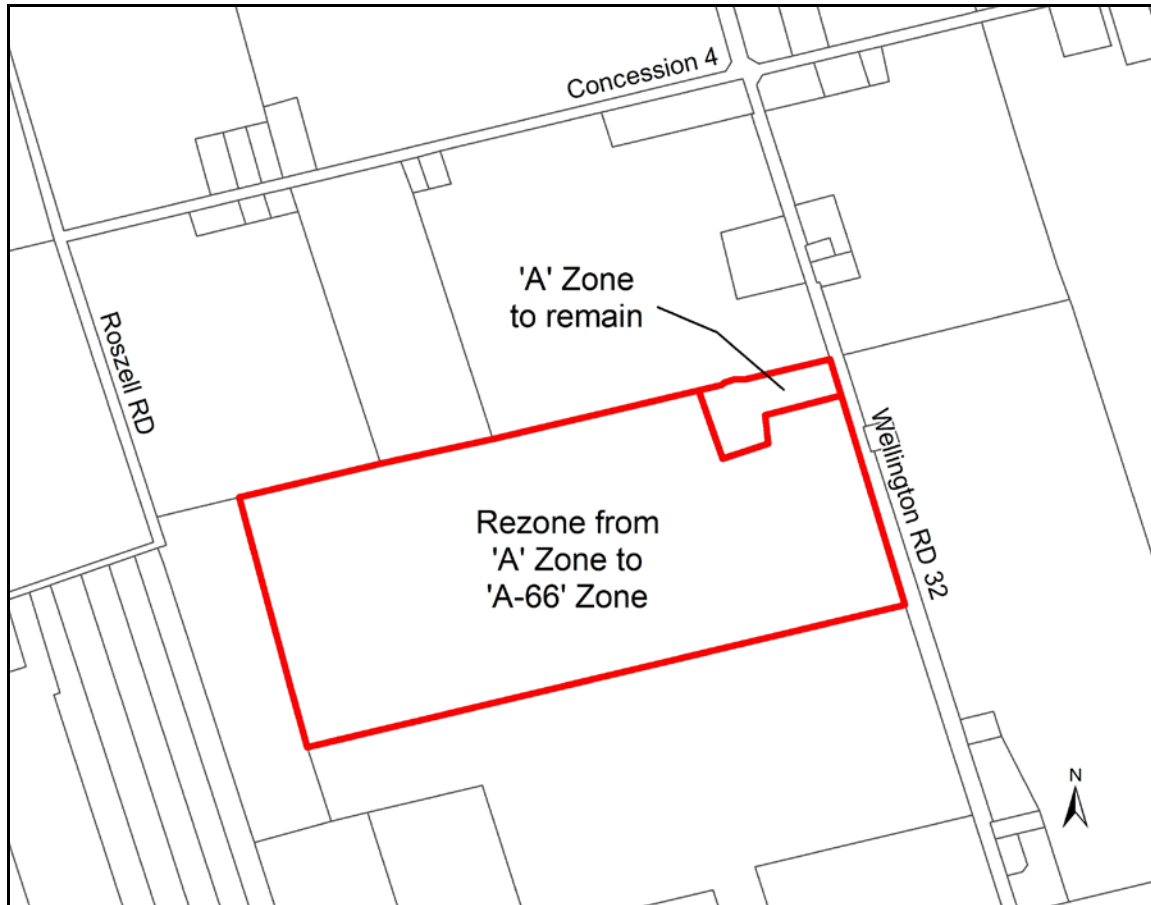
\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK

THE CORPORATION OF THE TOWNSHIP OF PUSLINCH

BY-LAW NO. \_\_\_\_\_

SCHEDULE "A"



This is Schedule "A" to By-law No. \_\_\_\_\_

Passed this \_\_\_\_ day of \_\_\_\_\_, 2016.

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK

## **THE CORPORATION OF THE TOWNSHIP OF PUSLINCH**

### **EXPLANATION OF BY-LAW NO. \_\_\_\_\_**

By-law Number \_\_\_\_\_ amends the Township of Puslinch Zoning By-law 19/85 by rezoning Part of Lots 3-5, Concession 3 from the current Agricultural (A) Zone to the AGRICULTURAL SITE SPECIFIC (A-66) ZONE as shown on Schedule "A" of this By-law.

The purpose of this Zoning By-law amendment is to prohibit a residential dwelling on the subject lands. The property was granted provisional approval for severance application B88/15 by the Wellington County Land Division Committee in November, 2015. The zone amendment would prohibit a residential dwelling on the retained lands.

**THE CORPORATION OF THE TOWNSHIP OF PUSLINCH**

**BY-LAW NUMBER 085/16**

**BEING A BY-LAW TO AMEND THE EMERGENCY RESPONSE PLAN FOR THE  
COUNTY OF WELLINGTON AND MEMBER MUNICIPALITIES**

**WHEREAS**, the Township of Puslinch passed by-law 26-10 being a by-law to adopt an Emergency Response Plan for the County and member municipalities,

**AND WHEREAS**, Section 3 (6) of the Emergency Management and Civil Protection Act, R.S.O. 1990 as amended states that “every municipality shall review and, if necessary, revise its emergency plan every year”,

**AND WHEREAS**, the Emergency Response Plan has been reviewed and it has been deemed necessary to revise certain sections of the plan in accordance with the Emergency Management and Civil Protection Act.

**NOW THEREFORE**, the Council of the Corporation of the Township of Puslinch enacts as follows:

1. THAT the Amendment No. 3 to the Emergency Response Plan as set out in Schedule “A” attached, is hereby adopted.

**READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 21ST  
DAY OF DECEMBER 2016.**

---

Dennis Lever, Mayor

---

Karen M. Landry, CAO Clerk



**SCHEDULE "A"**  
**To By-law 085/16**

---

**Amendment No. 3 to the Emergency Response Plan**

1. Change definition for Hazard in Section 1.1 the Emergency Response Plan from **"an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, and damage to the environment, interruption of business or other types of harm or loss "** to **"A phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. These may include natural, technological or human-caused incidents or some combination of these (Glossary of Terms, 2011)"**
2. Under Section 1.1 Hazards bullet seven Water Emergencies add the following paragraph to identify the risks associated with defined Source Water Protection Areas:  
  
**"Water Emergencies include risks from spills and other contaminants entering vulnerable areas of municipal drinking water supplies including Well Head Protection Areas (WHPAs), Surface Water Intake Protection Zones (IPZs) and Issues Contributing Areas (ICAs).**
3. Section 1.1 sixth bullet **"Energy emergencies"** is changed to from **"such as electricity, natural gas, oil and fuel"** and will now read **"energy emergencies such as electricity, natural gas, oil and fuel"**.
4. The end of Section 2 - Aim is amended by adding the words **"future resiliency and reduce the vulnerabilities"** and will now read  
  
"The aim of this Plan is to make provisions for the extraordinary actions and measures that may have to be taken to efficiently and effectively deploy resources, equipment and services necessary to address an emergency situation or event in order to safe guard the health, safety and welfare of residents, particularly those considered most vulnerable; to safe guard critical infrastructure; to protect the environment; and to ensure future economic vitality, **future resiliency and reduce the vulnerabilities.**
5. Section 4.3 is re-titled from **"Declaring Emergencies"** to **"Declaring Municipal Emergencies"**.
6. In Section 5 – Requests for Assistance, add a new subsection 5.5 to include the 211 Notification and Communication Protocols for assistance as follows:

**5.5 211 Notification and Communication Protocols**

**2-1-1 is an easy to remember phone number available throughout Ontario to support residents, municipalities, businesses and others. 211's Information & Referral professionals are available 24/7/365 to provide live answer information about Ontario's community, social, health and government services. During the response to and recovery from emergency events, 211 supports communities by providing authoritative, non-emergency information to residents (e.g. Road closures, the location of evacuation centres, services, safety precautions etc.) 211 alleviates the burden of non-emergency calls to 911 and allows emergency responders to focus on response. 211 providers welcome opportunities to participate in municipal emergency exercises and training.**

**211 also maintains an extensive database of community, social, health and government services at [www.211ontario.ca](http://www.211ontario.ca).**

**5.5.1 Responsibilities:**

- i) **Municipality, city, town or county:**
  - **Prior to an emergency event which may be declared or undeclared by the Head of Council, provide 211 with the names and contact information of Community Emergency Management Coordinators (CEMCs), Emergency Information Officers (EIO) and others authorized to notify 211 and invoke the assistance of 211. [Form provided.]**
  - **Notify 211 when an event has occurred by dialing 211 or one of the contact numbers provided by the 211 contact centre in your region. [211 contact list provided.]**
  - **Maintain a line of communication with 211 throughout the event providing authoritative, accurate information that can be relayed to the public. This can be done by phone or email.**
  - **Inform residents that they can call 211 for non-emergency information. This can be done through street signs, press releases, the media and other means.**
  - **Inform 211 when the emergency event ends.**
- ii) **211 (service in Ontario):**
  - **The 211 staff person who receives notification of an emergency event will document the information using a form that captures what, where, who, when etc. and the name and contact information of the person providing the information.**
  - **Answer non-emergency calls from the public 24/7/365. Ensure the network of 211 service providers in Ontario is notified, can access the most current information about the event and is available to provide support if needed.**
  - **Track the nature of calls received and convey relevant information to the EIO, CEMC or designated person.**
  - **Prepare an After Action Report and submit it to the municipality.**

7. Under Section 6.1.3 Fire Chief or Alternate delete item x), replace it with the following and renumber remaining items in Section 6.1.3 accordingly:

- x) **“Liaise with Ministry of the Environment and Climate Change and in particular the Spills Action Centre when spills occur. Should a spill/contaminant occur within an identified vulnerable drinking water supply area as shown on Schedules A through G of this plan, ensure that the municipal staff responsible for drinking water supply are notified;**
- xi) **Liaise with the Fire Marshall’s Office and other related fire department response partners;”**

8. In Section 6.1.10 Administration and Finance section change references for **ODRAP** to **Provincial Disaster Recovery Programs**. In addition, all other references to ODRAP in the Emergency Response Plan will be changed accordingly.

9. Add a new subsection 6.2.15.5 Conservation Authorities Source Water Protection Plans as follows:

#### **6.2.15.5 Conservation Authorities Source Water Protection Plans**

Under the Clean Water Act, 2006, Source Water Protection Plans were developed by multi-stakeholder committees with the support from local source protection authorities. Many of the Source Water Protection Plans include policies that recommend municipalities update their Emergency Response Plans to identify vulnerable areas of municipal drinking water supplies, the risks posed to these areas by spills or unauthorized discharges, and ensure that policies and procedures are in place to be able to respond to emergencies to these vulnerable areas.

The County of Wellington's Official Plan has been updated to include policies for the protection of vulnerable drinking water resources at-source from land use activities which may pose a drinking water threat to municipal water supplies. Development within these areas will be reviewed and assessed to ensure they do not pose a risk or threat to drinking water supplies or alternatively are properly mitigated to reduce any threat or risk to drinking water. These activities are defined by the Clean Water Act, 2006 and Prescribed by Ontario Regulation 287/07.

The location of these vulnerable areas as shown on Schedule A through G of the Emergency Response Plan include areas within 100 metres of a source, 2 year and 5 year travel times. Alternatively the County of Wellington's Explore Wellington mapping contains additional information for twenty-five year time of travel. The Common Operating Picture also contains locations of the vulnerable areas and the travel times accordingly.

The training programmes for all municipalities in Wellington will be updated and reviewed annually with each municipal Emergency Management Program Committee to ensure first responders and municipal staffs responsible for emergency management receive appropriate awareness training of drinking water source protection and local Source Protection Plans policies. The training may also be provided to appropriate responding emergency management partners.

#### **6.2.15.5.1 Risk Management Official (RMO) and/or alternate**

If a municipality is concerned that a vulnerable municipal drinking water supply may have been affected by a spill or contaminated, the municipal Fire Department, Water Department and or Public Works Department staff may request the assistance of the RMO to assist with assessing potential impacts to the sources of municipal drinking water, and further, if a municipal response is required to a spill or contamination of drinking water supplies, the RMO may be requested to attend the EOC to provide advice and information.

Under their requirements for DWQMS, Municipal Water and Waste Water agencies/departments have developed policies to respond to emergency situations. The Water and Waste Water municipal departments in the County of Wellington have created an ad hoc Interoperability Committee who meets on a regular basis to develop consistence procedures for responding to unprecedented water and waste water situations and to assist each other in such situations.

- 10.** Section 8 is amended by adding the words “and relevant” after “in order to ensure timely” in the first paragraph so it will now read as follows:

“A vital and integral part of any emergency management operation is communication, particularly, between the Emergency Operation Centre and Incident Command. This essential communication requires a reliable and secure means of relaying information between the two emergency command locations, in order to ensure timely and relevant information for the benefit of the decision-making process”.

11. Section 8.2.2.1 Emergency Information Officer is amending by adding **“Communications Coordinator for the Township of Centre Wellington”** after **Communications Manager for the County of Wellington** in the first sentence so that the it now reads as follows:

**“The Emergency Information Officer(s) (EIO) are the Wellington OPP Media officers, Communications Manager for the County of Wellington, Communications Coordinator for the Township of Centre Wellington or designated alternate(s). During the activation of this plan, the EIO will report to the Head of Council and CAO or Chief of Operations. The EIO has the following responsibilities.”**

12. Section 8.2.3.2 Joint Emergency Information Centre will be changed by deleting the second sentence and replacing with **“The joint Information Centre would act as the main source of local emergency information”** so that it now reads as follows:

During certain types of emergencies, such as large scale, widespread emergencies, it may be beneficial to establish a joint emergency information centre comprised of representatives from all agencies/organizations that may be involved in the emergency response. **The Joint Information Centre would act as the main source of local emergency information.** All groups participating in the Joint Information Centre assign resources and staff to the JIC to work as a team. The assignment of staff to a Joint Information Centre can be done in advance of the emergency. Examples of emergencies that may benefit from a Joint Information Centre include a Health Emergency such as a pandemic, a Foreign Animal Disease Outbreak, or widespread natural disaster.

13. That section 11.4 Financial Sub-Committee item v) is amended by changing the word **“building”** at the end of the sentence to **“funding”**.
14. Section 11.4 ii) will be deleted in its entirety and the remaining items in Section 11.4 will be renumbered accordingly.
15. Section 11.4.1 will be deleted in its entirety and replaced with the following to reflect the new Provincial Disaster Recovery Programs.

#### **15.11.4.1 Provincial Disaster Recovery Programs**

**The Province of Ontario administers two Disaster Recovery Programs. The Programs are known as the Disaster Recovery Assistance for Ontarians and the Municipal Disaster Recovery Assistance. The following is a brief description of the two programs and how they are administered through the Province. Detailed information about program eligibility, eligible expenses and program application guidelines are available on the Ministry of Municipal Affairs website.**

##### **i) Disaster Recovery for Ontarians Program**

**The DISASTER RECOVERY ASSISTANCE FOR ONTARIANS Program is open to homeowners (primary residence only) and residential tenants, small owner-operated businesses, small owner-operated farms, and not-for-profit organizations. The program is administered by the Province may be activated by the Minister of Municipal Affairs after a sudden, unexpected natural disaster such as a flood or tornado. A municipality does not have to declare an emergency in order for the program to be activated but should advise the Ministry of the situation.**

Disaster Recovery Assistance for Ontarians provides assistance for emergency expenses and costs to repair or replace essential property; however, it is not a replacement for insurance. Insurers must be contacted first and documentation must be provided detailing the amount and reason any portion of the damage or loss is not covered under insurance. Eligible expenses are separated into three main categories: Emergency Evacuation/Relocation and Living Expenses; Emergency Measures, Cleanup, Disinfection and Disposal Expenses; Repair and Replacement Expenses.

Homeowners and residential tenants, small business owners, farmers, and not-for-profit organizations may apply directly to the Province within 120 calendar days after the Ministry announces the program has been activated. Following activation of the program, application forms will be made available on the Ministry of Municipal Affairs website or will be made available at municipal offices and other locations in communities affected by a natural disaster.

ii)       Municipal Disaster Recovery Assistance

Municipal Disaster Recovery Assistance Program helps municipalities that have incurred significant extraordinary costs because of a sudden, unexpected and extraordinary natural disaster. Eligible expenses may include capital costs to repair public infrastructure or property to pre-disaster condition, and operating costs over and above regular budgets that are necessary to protect public health, safety or access to essential services. Costs are not eligible if they are covered by insurance or if they would have been incurred anyway had the natural disaster not occurred. Mitigating risks and preparing for disasters are first and foremost local responsibilities, and Municipalities are expected to take reasonable precautions to ensure the health and safety of residents and for managing risks. The purpose of this program is to alleviate financial hardship when costs are so extensive that they exceed the capacity of the affected municipality to manage. Municipalities are responsible for covering the upfront costs associated with the natural disasters and should have a plan in place to cover up to three percent of Own Purpose Taxation.

Incremental costs associated with the event must be demonstrably linked to the disaster and eligible costs incurred must be at least equal to three per cent of a municipality’s Own Purpose Taxation levy. To apply to the program Council must pass a resolution requesting consideration under the program and submit an initial claim along with required supporting documentation within 120 calendar days from the date of the onset of the natural disaster.

The cost sharing formula under this program is based on a sliding scale and is applied when eligible costs are at least equal to three per cent of the municipality’s Own Purpose Taxation levy. The Own Purpose Taxation levy refers to the total taxes a municipality is eligible to collect to fund its own budget, less certain adjustments, and is intended as a measure of the municipality’s financial capacity. The following table demonstrates the cost sharing arrangement.

Provincial and Municipal Cost-Sharing		
Cost-sharing formula applied if eligible costs meet or exceed three per cent OPT levy and the program is activated	Provincial Contribution	Municipal Contribution

Provincial and Municipal Cost-Sharing		
Cost-sharing formula applied if eligible costs meet or exceed three per cent OPT levy and the program is activated	Provincial Contribution	Municipal Contribution
Eligible costs up to 3% of Own Purpose Taxation levy	75%	25%
Eligible costs exceeding 3% of Own Purpose Taxation levy	95%	5%

- 16
- Change all references in the document to **Emergency Management Ontario or EMO** to **Office of the Fire Marshall and Emergency Management or OFMEM**.
17.
- Rename “**Emergency Response Plan Glossary of Terms and Acronym’s** as Appendix A – Emergency Response Plan Glossary of Terms and Acronyms and add **Vulnerable Areas Schedules B1 through to B7** attached to and forming part of this amendment.



## **THE CORPORATION OF THE TOWNSHIP OF PUSLINCH**

### **BY-LAW NUMBER 086/16**

Being a by-law to appoint Building Officials for the Corporation of the Township of Puslinch and to repeal By-laws 41/11 and 037/14

**WHEREAS** Section 3 of the Building Code Act, S.O. 1992, c. 23, requires a municipality to appoint a Chief Building Official and such inspectors as are necessary for the enforcement of the Act in the areas in which the municipality has jurisdiction;

**NOW THEREFORE** the Council of the Corporation of the Township of Puslinch enacts as follows:

1. THAT Gerald Moore is hereby appointed as Chief Building Official pursuant to Section 3 of the Building Code Act, S.O. 1992, c. 23;
2. THAT Walter Fasan is hereby appointed as Building Inspector pursuant to Section 3 of the Building Code Act, S.O. 1992, c. 23;
3. THAT Paul Hillenaar is hereby appointed as Building Inspector pursuant to Section 3 of the Building Code Act, S.O. 1992, c. 23;
4. AND THAT By-laws 41/11 and 037/14 are hereby repealed effective January 4, 2017.

**READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 21<sup>ST</sup> DAY OF DECEMBER 2016.**

---

Dennis Lever, Mayor

---

Karen M. Landry, CAO/Clerk

# THE CORPORATION OF THE TOWNSHIP OF PUSLINCH

## BY-LAW NO 087/16

A by-law to permit the Municipality to impose fees or charges with respect to services or activities provided, related costs payable, and for the use of its property.

**WHEREAS** Section 391(1) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, a municipality may pass By-laws imposing fees or charges for services or activities provided or done by or on behalf of it, for costs payable by it for services or activities provided or done by or on behalf of any other municipality or any local board, and for the use of its property including property under its control; and

**WHEREAS** Section 7(1) of the Building Code Act, 1992, S.O. 1992, c. 23, as amended, provides that a municipality may pass By-laws imposing fees and charges; and

**WHEREAS** Section 69 of the Planning Act, R.S.O. 1990, c.P.13, as amended provides that the Council of a municipality may by By-law establish a tariff of fees for the processing of applications made in respect of planning matters; and

**WHEREAS** The Council of the Corporation of the Township of Puslinch deems it appropriate to update the Township's User Fees and Charges By-law.

**NOW THEREFORE** the Council of the Corporation of the Township of Puslinch enacts as follows:

1. For the purpose of this by-law:
  - a.) **"Costs"** means any and all disbursements incurred by the municipality, and includes, but is not restricted to, any registration costs, title search costs, corporate search costs, survey costs, reference plan costs, advertising costs, outside counsel fees, paralegal fees, site inspection costs and any applicable taxes including P.S.T. and H.S.T.;
  - b.) **"Property Owner"** includes the registered owner of property or any person, firm or corporation having control over or possession of the property or any portion thereof, including a property manager, mortgagee in possession, receiver and manager, trustee and trustee in bankruptcy;
  - c.) **"Township"** means the Corporation of the Township of Puslinch.
2. Any person requesting, applying or utilizing the services or approvals listed in the attached schedules and forming part of this by-law shall pay the fees listed for that service or approval as set out in the attached schedules.
3. These fees are applicable to residents and non-residents at the rates noted unless there is a specified exemption in the attached schedules.
4. No request by any person for a service or approval listed in the attached schedules shall be acknowledged or performed by the Township unless and until the person requesting the service or approval has paid the fee or charge for the service or approval as set out in the attached schedules, unless noted otherwise.
5. A refund of 80 percent will be provided where 30 days' notice of cancellation is given for Puslinch Community Centre rentals.
6. All Township accounts and invoices are due and payable when rendered.
7. All unpaid fees or charges imposed by this By-law on a person constitute a debt of the person to the municipality.
8. The Treasurer shall add the fees and charges imposed pursuant to this by-law to the tax roll for any real property in the Township for which all of the property

owners are responsible for paying fees and charges under this by-law and collect them in the same manner as municipal taxes in accordance with Section 398 of the Municipal Act, 2001, S.O. 2001, c. 25 as amended.

9. If peer or legal review costs are incurred by the Township in the processing of a planning application by the Township, the applicant is required to pay these costs to the Township.
10. The Township is not obligated to further process a planning application until all outstanding third party fees and other disbursements have been paid by the applicant.
11. The fees and charges listed in the schedules to this by-law shall, where applicable, be subject to any applicable provincial and federal taxes.
12. Any fee or charge:
- a. authorized by a by-law that comes into effect on the same or a later date than this By-law; or
  - b. included in a valid agreement entered into by the Township and one or more other parties,
- shall be the approved and imposed fee or charge for the service, activity or use of property specified.
13. The payment of any fee or charge in this By-law shall be in Canadian currency.
14. The following Schedules form part of this By-law:

Schedule	Department
A	Administration
B	Finance
C	Corporate
D	Public Works
E	Fire and Rescue Services
F	Building
G	Planning and Development
H	By-law
I	Parks
J	Optimist Recreation Centre
K	Puslinch Community Centre

15. The rates and service charges, as outlined in the schedules attached hereto and forming part of this by-law, shall be implemented and take effect on January 1, 2017.
16. Should any part of this By-law including any part of the schedules, be determined by a Court of competent jurisdiction to be invalid or of no force and effect, such invalid part of the By-law shall be severable and that the remainder of this By-law including the remainder of the Schedules, as applicable, shall continue to operate and to be in force and effect.
17. This by-law shall be known as the “User Fees and Charges By-law”.
18. That By-law No. 019/16 is hereby repealed.

**READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 21<sup>st</sup> DAY OF DECEMBER, 2016.**

\_\_\_\_\_  
Dennis Lever, Mayor

\_\_\_\_\_  
Karen Landry, CAO/Clerk

SCHEDULE A: ADMINISTRATION REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Freedom of Information	Charged at the rate permitted per the legislation.							E	Regulated by Statute
Investigator Fees	Flat Fee	\$175.00	\$0.00	\$0.00	\$0.00	\$0.00	N/A	T	Removal of fee recommended - See Report FIN-2015-029
Investigator Fees	Flat Fee	\$350.00	\$0.00	\$0.00	\$0.00	\$0.00	N/A	T	Removal of fee recommended - See Report FIN-2015-029
Signature of Commissioner	Per Document	\$10.00	\$10.00	\$10.00	\$1.30	\$11.30	0%	T	

**SCHEDULE B: FINANCE REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES**  
**EFFECTIVE 2017**

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Administration Fee	Per Invoice	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	N/A	T	Removal of fee recommended - See Report FIN-2015-029
NSF Cheque	Per NSF	\$40.00	\$40.00	\$40.00	\$0.00	\$40.00	0%	E	
Tax Certificate	Per Certificate	\$60.00	\$60.00	\$60.00	\$0.00	\$60.00	0%	E	
Tax Sale Charges	Actual costs incurred						N/A	T	Cost recovery of fees and disbursements as charged by consultants and solicitors

SCHEDULE C: CORPORATE REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Canadian Flag	Per Flag	\$22.12	\$22.12	\$22.12	\$2.88	\$25.00	0%	T	
Photocopy	Per Page	\$0.25	\$0.25	\$0.25	\$0.03	\$0.28	0%	T	Photocopy costs for community groups and neighbourhood associations are exempt
Township Flag	Per Flag	\$44.25	\$44.25	\$44.25	\$5.75	\$50.00	0%	T	



SCHEDULE D: PUBLIC WORKS REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Entrance Permit	Flat Fee	\$ 225.00	\$ 230.00	\$ 230.00	\$ -	\$ 230.00	0%	E	
Oversize-Overweight Load Permits	Annual Fee	\$ 400.00	\$ 400.00	\$ 400.00	\$ -	\$ 400.00	0%	E	
Oversize-Overweight Load Permits	Per Trip	\$ 100.00	\$ 100.00	\$ 100.00	\$ -	\$ 100.00	0%	E	
Tender Fees	Per Package	\$ 40.00	\$ 40.00	\$ 40.00	\$ -	\$ 40.00	0%	E	Tender fees applicable for Public Works projects administered by the Township's engineering consultant
Third Party Cost Recovery	Actual costs incurred + \$100.00 administration fee							T	Material, equipment, labour/benefits, and administration costs

**SCHEDULE E: FIRE AND RESCUE SERVICES REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017**

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Boarding or Barricading Plus Materials	Per Hour Per Truck	\$410.00	\$450.00	\$450.00	\$0.00	\$450.00	0%	E	Fee is in accordance with the Standard MTO Rate
Burning Permit Violations or Unauthorized Open Air Burning	Per Hour Per Truck	\$410.00	\$450.00	\$450.00	\$0.00	\$450.00	0%	E	Emergency responses to illegal burning or burning without a permit Fee is in accordance with the Standard MTO Rate
Daycare & Homeday Care Inspections	Per Inspection	\$100.00	\$100.00	\$100.00	\$13.00	\$113.00	0%	T	As mandated in the Fire Code
Emergency Responses to Motor Vehicle Occurrence/Incident/Collision	Per Hour Per Truck	\$410.00	\$450.00	\$450.00	\$0.00	\$450.00	0%	E	Township residents are exempt from payment of fee for emergency responses where emergency occurs on a Township of Puslinch or County of Wellington Road Fee is in accordance with the Standard MTO Rate
Fire Alarm False Alarm Calls	Per Hour Per Truck	\$410.00	\$450.00	\$450.00	\$0.00	\$450.00	0%	E	A false alarm call after the second false alarm in any calendar year Fee is in accordance with the Standard MTO Rate
Fire Extinguisher Training	Per Person	\$15.00	\$15.00	\$15.00	\$1.95	\$16.95	0%	T	
Fire Safety Plan Review	Per Plan	\$120.00	\$120.00	\$120.00	\$15.60	\$135.60	0%	T	
Industrial/Commercial/Institutional/Assembly/Apartment	Base Inspection	\$100.00	\$100.00	\$100.00	\$13.00	\$113.00	0%	T	Any inspections completed by the fire department that are new, complaint driven, requested or mandated
Industrial/Commercial/Institutional/Assembly/Apartment	Plus each tenant/occupant/ apartment unit	\$25.00	\$25.00	\$25.00	\$3.25	\$28.25	0%	T	Any inspections completed by the fire department that are new, complaint driven, requested or mandated
Information or Fire Reports Regarding Emergency Incidents	Per Report	\$75.00	\$75.00	\$75.00	\$0.00	\$75.00	0%	E	
Key Boxes	Per Box	\$100.00	\$100.00	\$100.00	\$13.00	\$113.00	0%	T	For rapid entry for firefighters
Occupancy Load	Flat Fee	\$100.00	\$100.00	\$100.00	\$0.00	\$100.00	0%	E	
Open Air Burning Permit Inspection Fee	Per Inspection	\$40.00	\$40.00	\$40.00	\$5.20	\$45.20	0%	T	As a result of a request to modify the terms and conditions of the Open Air Burning Permit
Open Air Burning Permit	Per Permit	\$20.00	\$20.00	\$20.00	\$0.00	\$20.00	0%	E	Permit must be renewed annually
Post Fire Watch	Per Hour per Truck	\$410.00	\$450.00	\$450.00	\$0.00	\$450.00	0%	E	Fee is in accordance with the Standard MTO Rate
Replacement of Equipment and Resources Used	Actual costs incurred						0%	T	Materials used in emergency responses
Sale of Fireworks Permit	Per Permit	\$100.00	\$100.00	\$100.00	\$0.00	\$100.00	0%	E	

**SCHEDULE E: FIRE AND RESCUE SERVICES REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017**

[illegible]

SCHEDULE F: BUILDING REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Minimum Permit Fee (For all work unless otherwise noted)	Minimum Permit Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	
Minimum Permit Fee - Farm Buildings	Minimum Permit Fee	\$0.00	\$300.00	\$306.00	\$0.00	\$306.00	2.0%	E	
CONSTRUCTION - NEW BUILDINGS & ADDITIONS - AGRICULTURAL									
Farm Buildings	Per Sq. Foot	\$0.26	\$0.27	\$0.27	\$0.00	\$0.27	2.0%	E	Minimum Permit Fee of \$306
CONSTRUCTION - NEW BUILDINGS & ADDITIONS - RESIDENTIAL									
Prefabricated Homes	Per Sq. Foot	\$1.40	\$1.43	\$1.46	\$0.00	\$1.46	2.0%	E	
Single Family Dwelling	Per Sq. Foot	\$1.85	\$1.89	\$1.92	\$0.00	\$1.92	2.0%	E	
Interior Renovations and Finished Basements	Per Sq. Foot	\$0.50	\$0.51	\$0.52	\$0.00	\$0.52	2.0%	E	
Residential Deck	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	
Accessory Buildings/Attached Garage	Per Sq. Foot	\$0.70	\$0.71	\$0.73	\$0.00	\$0.73	2.0%	E	
CONSTRUCTION - NEW BUILDINGS & ADDITIONS - INSTITUTIONAL, COMMERCIAL & INDUSTRIAL									
Construction Value Up to \$3,000,000	Per \$1,000 of Construction Value	\$10.00	\$11.00	\$11.00	\$0.00	\$11.00	0.0%	E	
Construction Value Over \$3,000,000	Per \$1,000 of Construction Value	\$7.00	\$7.14	\$7.28	\$0.00	\$7.28	2.0%	E	
OTHER PERMIT FEES									
Alternative Solution Application	Flat Fee	\$350.00	N/A - See Below						
Alternative Solution Application - Part 9 Residential Buildings	Flat Fee	\$0.00	\$357.00	\$364.00	\$0.00	\$364.00	2.0%	E	Fee to be applied to residential and accessory structures. Third party review likely not required.
Alternative Solution Application - Part 3 and Part 9 Other than Residential Buildings	Flat Fee	\$0.00	\$650.00	\$663.00	\$0.00	\$663.00	2.0%	E	Fee includes third party review of applications as well as staff time for researching the proposal.
Sign Permits	Flat Fee	\$0.00	\$255.00	\$260.00	\$0.00	\$260.00	2.0%	E	
Conditional Permits	20% of permit fee							E	Fee is in addition to all other required permit fees
Deferral of Revocation of Permit	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	
Demolition Permit	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	

SCHEDULE F: BUILDING REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Designated Structure Permit	Flat Fee	\$400.00	\$408.00	\$416.00	\$0.00	\$416.00	2.0%	E	Listed per Div.A, 1.3.1.1 Solar installation
Occupancy Permit	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	
Reactivate Permit Application	Flat Fee	\$0.00	\$0.00	\$156.00	\$0.00	\$156.00	100.0%	E	For permit applications with no activity for 6 months
Reactivate Abandoned Permit	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	For permits with no inspection in two previous years
Reproduction of Drawings	Flat Fee	\$50.00	\$50.00	\$50.00	\$6.50	\$56.50	0.0%	T	Current rate covers costs
Revision to a Permit	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	Before Permit is issued
Revision to a Permit	Flat Fee	\$300.00	\$306.00	\$312.00	\$0.00	\$312.00	2.0%	E	After Permit is issued
Septic System	Flat Fee	\$600.00	\$612.00	\$624.00	\$0.00	\$624.00	2.0%	E	New system
Septic System	Flat Fee	\$450.00	\$459.00	\$468.00	\$0.00	\$468.00	2.0%	E	Alter, Repair or extend existing system
Special Inspection Fee	Flat Fee	\$100.00	\$102.00	\$0.00	\$0.00	\$0.00	-100.0%	T	Removal of fee recommended - See Report FIN-2016-020
Tent or Marquee Application Fee	Flat Fee	\$250.00	\$255.00	\$260.00	\$0.00	\$260.00	2.0%	E	Tents and air-supported structures shall be in conformance with the Building Code and Section 2.9 of the Fire Code
Transfer of Permit	Flat Fee	\$150.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	
Re-inspect works not ready	Flat Fee	\$0.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	Fee payable before re-inspection
Re-inspect code violations/deficiencies	Flat Fee	\$0.00	\$76.00	\$156.00	\$0.00	\$156.00	105.3%	E	Fee payable before re-inspection and applies after first re-inspection. 2017 rate covers costs.
Partial Inspection	Flat Fee	\$0.00	\$76.00	\$78.00	\$0.00	\$78.00	2.0%	E	Fee payable before inspection for part of a prescribed inspection
Sewage System Evaluation	Flat Fee	\$0.00	\$153.00	\$156.00	\$0.00	\$156.00	2.0%	E	Applies to the review of sewage system evaluations by the Building department.

Notes to Building

Note 1: Interpretations

- (a) Floor area of the proposed work is to be measured to the outer face of exterior walls
- (b) Unfinished basements and attached garages for new dwellings are not included in floor areas
- (c) Unfinished loft space or bonus room to be included in area calculations

Note 2: Where the fees are based on the cost of valuation of the proposed work, such cost or valuation shall mean the total cost of all work regulated by the permit and without restricting the generality of the foregoing, shall include the cost of all material, labour, equipment, overhead and professional and related services.

Note 3: Fees are to be rounded to the nearest dollar.

Note 4: The Chief Building Official may place a valuation on the cost of work and the permit applicant shall pay the prescribed fee(s) before issuing the permit.

**SCHEDULE G: PLANNING AND DEVELOPMENT REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017**

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
<b>Grading Fee</b>	Flat Fee	\$2,000.00	\$2,000.00	<b>\$2,000.00</b>	\$0.00	\$2,000.00	0.0%	E	Applicable for new dwellings
<b>Minor Variance *</b>	Administration fee	\$650.00	\$663.00	<b>\$676.00</b>	\$0.00	\$676.00	2.0%	E	
<b>Other Agreements *</b>	Administration fee	\$500.00	\$500.00	<b>\$510.00</b>	\$0.00	\$510.00	2.0%	E	For recovery of the costs of facilitating, preparing, and discharging any other planning and development agreements (ie. consent)
<b>Part Lot Control Exemption By-law *</b>	Administration fee	\$550.00	\$550.00	<b>\$561.00</b>	\$0.00	\$561.00	2.0%	E	
<b>Plan of Subdivision or Condominium Agreement *</b>	Administration fee	\$750.00	\$750.00	<b>\$765.00</b>	\$0.00	\$765.00	2.0%	E	For recovery of the costs of facilitating, preparing, and discharging a Plan of Subdivision or Condominium Agreement
<b>Site Plan Control *</b>	Administration fee	\$2,000.00	\$2,040.00	<b>\$2,081.00</b>	\$0.00	\$2,081.00	2.0%	E	Site Plan Approval Application
<b>Zoning By-law - Copy</b>	Flat Fee	\$40.00	\$40.00	<b>\$40.00</b>	\$5.20	\$45.20	0.0%	T	
<b>Zoning By-Law Amendment *</b>	Administration fee	\$2,000.00	N/A	<b>N/A</b>			N/A		New Fee Structure - See below
<b>Standard Zoning By-Law Amendment</b>	Flat Fee	\$0.00	\$11,200.00	<b>\$11,200.00</b>	\$0.00	\$11,200.00	0.0%	E	
<b>Minor Zoning By-Law Amendment</b>	Flat Fee	\$0.00	\$3,600.00	<b>\$3,600.00</b>	\$0.00	\$3,600.00	0.0%	E	
<b>Zoning By-Law Amendment - Aggregate *</b>	Administration fee	\$7,500.00	\$15,000.00	<b>\$15,000.00</b>	\$0.00	\$15,000.00	0.0%	E	
<b>Compliance Letter</b>	Flat Fee	\$75.00	\$75.00	<b>\$75.00</b>	\$0.00	\$75.00	0.0%	E	Fee charged is consistent for all Township departments
<b>Consent Review and Condition Clearances</b>	Flat Fee	\$0.00	\$125.00	<b>\$128.00</b>	\$0.00	\$128.00	2.0%	E	
<b>Telecommunication Tower Proposals</b>	Flat Fee	\$0.00	\$500.00	<b>\$510.00</b>	\$0.00	\$510.00	2.0%	E	
<b>Lifting of Holding Designation Fee (Zoning)</b>	Administration fee	\$0.00	\$0.00	<b>\$561.00</b>	\$0.00	\$561.00	100.0%	E	



**SCHEDULE G: PLANNING AND DEVELOPMENT REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017**

Notes to Planning

\* the fees denoted with an asterisk are also subject to the Township's disbursements and third party consultant fees incurred for the processing of the application.

A Standard Zoning By-law Amendment Application may include, but is not limited, to the following:

- Change in zoning category;
- Larger commercial/industrial/residential applications;
- A major change of use to an existing building or structure;
- Requirement of technical studies (ie. storm water management, geotechnical, hydrological, environmental impact assessment, etc.)

Township staff have the discretion to determine whether a zoning by-law amendment application is classified as minor.

A Minor Zoning By-law Amendment Application may include, but is not limited, to the following:

- The change in use is compatible with the current zoning designation and does not require the submission of any technical studies;
- Adding a low impact use to an existing zone;
- Temporary use;
- Low impact zone changes involving single or semi-detached dwellings;
- No change in zoning category

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
<b>Dog Tags</b>	Per Tag	\$25.00	\$25.00	<b>\$25.00</b>	\$0.00	\$25.00	0.0%	E	Maximum of 3 dogs
<b>Fence Viewer's Application</b>	Per Application	\$300.00	\$300.00	<b>\$300.00</b>	\$0.00	\$300.00	0.0%	E	
<b>Grading Fee</b>	Flat Fee	\$500.00	\$600.00	<b>\$0.00</b>	\$0.00	\$0.00	-100.0%	E	Removal of fee recommended - See Report FIN-2016-020.
<b>Inspection Permit - LCBO</b>	Per Inspection	\$100.00	\$102.00	<b>\$104.00</b>	\$0.00	\$104.00	2.0%	E	Requested or required inspection of licensed sales establishments (as defined by the Liquor Licence Establishment Board of Ontario) that requires an inspection and/or a letter
<b>Kennel Licence</b>	Per Licence	\$175.00	\$179.00	<b>\$183.00</b>	\$0.00	\$183.00	2.0%	E	More than 3 dogs
<b>Lottery Licence</b>	3% of prize value							E	Fee regulated by AGCO (Nevada, Raffle, Bazaar, etc.)
<b>Municipal Addressing Signs</b>	Flat Fee	\$40.00	\$40.00	<b>\$40.00</b>	\$5.20	\$45.20	0.0%	T	To cover the costs of the blade and post. No cost for installation of the municipal addressing signs
<b>Pool Enclosure Permit</b>	Flat Fee	\$350.00	\$357.00	<b>\$210.00</b>	\$0.00	\$210.00	-41.2%	E	Decrease of fee recommended - See Report FIN-2016-020.
<b>Septic Compliance Letter</b>	Flat Fee	\$75.00	\$75.00	<b>\$75.00</b>	\$0.00	\$75.00	0.0%	E	Fee charged is consistent for all Township departments
<b>Site Alteration Permit Service Fee</b>	Per m³	\$0.06	\$0.06	<b>\$0.06</b>	\$0.00	\$0.06	0.0%	E	Paid at time of application
<b>Site Alteration Permit Application *</b>	Administration fee	\$250 plus \$50 per hectare	\$1,800 plus \$75 per hectare (rounded to the greater whole aggregate).	<b>\$1,800 plus \$75 per hectare (rounded to the greater whole aggregate).</b>	\$0.00	\$1,800 plus \$75 per hectare (rounded to the greater whole aggregate).	0.0%	E	
<b>Special Occasion Permit</b>	Per Letter	\$75.00	\$75.00	<b>\$75.00</b>	\$0.00	\$75.00	0.0%	E	

\* the fees denoted with an asterisk are also subject to the Township's disbursements and third party consultant fees incurred for the processing of the application.

**SCHEDULE I: PARKS REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017**

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
<b>Aberfoyle/Old Morriston Ball Parks</b>	Per Hour before 8:30 pm	\$20.00	\$20.00	<b>\$20.40</b>	\$2.65	\$23.05	2%	T	Bookings available after May 1st of each year
<b>Aberfoyle/Old Morriston Ball Parks</b>	Per Hour after 8:30 pm	\$30.00	\$30.00	<b>\$30.60</b>	\$3.98	\$34.58	2%	T	Bookings available after May 1st of each year
<b>Aberfoyle/Old Morriston/Morrison Meadows Ball Parks</b>	Per Day	\$150.00	\$150.00	<b>\$153.00</b>	\$19.89	\$172.89	2%	T	Bookings available after May 1st of each year
<b>Aberfoyle/Old Morriston/Morrison Meadows Ball Parks</b>	Dragging and lining per occurrence	\$40.00	\$40.00	<b>\$40.00</b>	\$5.20	\$45.20	0%	T	Upon request and approval
<b>Morrison Meadows Ball Park</b>	Per Hour	\$20.00	\$20.00	<b>\$20.40</b>	\$2.65	\$23.05	2%	T	Bookings available after May 1st of each year
<b>Ball Diamond Advertising</b>	Per Season	\$175.00	\$175.00	<b>\$175.00</b>	\$22.75	\$197.75	0%	T	Available from May to October
<b>Horse Paddock Rental</b>	Per Day	\$200.00	\$200.00	<b>\$200.00</b>	\$26.00	\$226.00	0%	T	\$300.00 damage deposit; rental restricted to horse paddock and tractor pull area; bookings available from June 15 to September 15
<b>Picnic Shelter</b>	Per Hour	\$20.00	\$20.00	<b>\$20.00</b>	\$2.60	\$22.60	0%	T	To a maximum of \$80.00 (net of HST) per reservation
<b>Sports Facility User Fees - Excluding Soccer</b>	Per Resident	\$10.00	\$10.00	<b>\$10.00</b>	\$0.00	\$10.00	0%	E	Fees collected from various sports clubs
<b>Sports Facility User Fees - Excluding Soccer</b>	Per Non- Resident	\$25.00	\$25.00	<b>\$25.00</b>	\$0.00	\$25.00	0%	E	Fees collected from various sports clubs
<b>Sports Facility User Fees - Soccer</b>	Per Resident	\$10.00	\$12.00	<b>\$12.00</b>	\$0.00	\$12.00	0%	E	Fees collected from soccer clubs
<b>Sports Facility User Fees - Soccer</b>	Per Non- Resident	\$25.00	\$30.00	<b>\$30.00</b>	\$0.00	\$30.00	0%	E	Fees collected from soccer clubs
<b>Security Deposit</b>	Per Fireworks Display	\$500.00	\$500.00	<b>\$500.00</b>	\$0.00	\$500.00	0%	E	Security deposit for the clean up of Township lands after use for fireworks display

SCHEDULE J: OPTIMIST RECREATION CENTRE REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Arena Summer Rentals	Per Hour	\$65.00	\$65.00	\$66.00	\$8.58	\$74.58	2%	T	Includes use of change rooms
Ice Rental - Non - Prime	Per Hour	\$78.00	\$78.00	\$55.00	\$7.15	\$62.15	-29%	T	Weekdays from 9 am to 5 pm Decrease recommended - see Report FIN-2016-029
Ice Rental - Prime	Per Hour	\$155.00	\$155.00	\$158.00	\$20.54	\$178.54	2%	T	Weekdays from 5 to 10 pm, Saturday, Sunday
Gymnasium Rental	Per Hour	\$26.00	\$26.00	\$30.00	\$3.90	\$33.90	15%	T	Increase recommended - see Report FIN-2016-029
Rink Board Advertising	Per Year	\$350.00	\$350.00	\$350.00	\$45.50	\$395.50	0%	T	

**SCHEDULE K: PUSLINCH COMMUNITY CENTRE REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017**

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
Alf Hales Room	Per Hour	\$25.00	\$25.00	\$25.50	\$3.32	\$28.82	2%	T	
Archie MacRobbie Hall - Non-Prime	Per 4 Hour Rental	\$215.00	\$215.00	\$219.00	\$28.47	\$247.47	2%	T	Monday to Thursday and Sunday Rentals includes use of kitchen facilities
Archie MacRobbie Hall - Non-Prime	Per Hour after 4 Hours	\$0.00	\$45.63	\$46.54	\$6.05	\$52.59	2%	T	Monday to Thursday and Sunday Rentals includes use of kitchen facilities
Archie MacRobbie Hall - Non-Prime	Full Day Rental	\$365.00	\$365.00	\$372.00	\$48.36	\$420.36	2%	T	Monday to Thursday Rentals includes use of kitchen facilities
Archie MacRobbie Hall - Prime	Full Day Rental	\$479.00	\$479.00	\$488.00	\$63.44	\$551.44	2%	T	Friday and Saturday Rentals includes use of kitchen facilities
Archie MacRobbie Hall - Non-Prime	Full Day Rental	\$357.00	\$357.00	\$364.00	\$47.32	\$411.32	2%	T	Sunday Rentals includes use of kitchen facilities
Commercial Rentals (ie. Auctions)	Full Day Rental	\$750.00	\$750.00	\$765.00	\$99.45	\$864.45	2%	T	Includes use of kitchen facilities
Use of Kitchen Facilities	Per 4 Hour Rental	\$105.00	\$105.00	\$107.00	\$13.91	\$120.91	2%	T	Dishes, silverware, cooking utensils, dishwasher, coffee maker
Use of Kitchen Facilities	Per Hour After 4 Hours	\$25.00	\$25.00	\$25.50	\$3.32	\$28.82	2%	T	Dishes, silverware, cooking utensils, dishwasher, coffee maker
Licenced Events Using Patio	Flat Rate	\$55.00	\$55.00	\$56.00	\$7.28	\$63.28	2%	T	Patio Fencing
Projector Rental	Flat Rate	\$0.00	\$0.00	\$25.00	\$3.25	\$28.25	100%	T	See Report FIN-2016-029
Rental Deposit		50% of total contract rental fee	50% of total contract rental fee	Full payment collected at the time of booking					Revised Policy Recommended - See Report FIN-2016-029.
Security Deposit	Per Booking	\$365.00	\$365.00	\$365.00	\$0.00	\$365.00	0%	E	Deposit is fully refundable after function if there are no damages and key is returned
Bartenders	Flat Rate	\$115.00	\$115.00	\$117.00	\$15.21	\$132.21	2%	T	Smart Serve Certified
Bartenders	Per hr after 7 hrs	\$20.00	\$20.00	\$20.40	\$2.65	\$23.05	2%	T	Smart Serve Certified
Fountain Pop Package	Per Pound	\$1.30	\$1.30	\$1.30	\$0.17	\$1.47	0%	T	Includes ice, cups, and fountain pop
9 oz Glasses	Per Package of 100	\$6.00	\$6.00	\$6.00	\$0.78	\$6.78	0%	T	

SCHEDULE K: PUSLINCH COMMUNITY CENTRE REVIEW OF MUNICIPAL RATES AND SERVICE CHARGES  
EFFECTIVE 2017

TYPE OF REVENUE/USER	Unit/Descr	2015 RATE (NO TAX)	2016 RATE (NO TAX)	2017 RATE (NO TAX)	13% HST	RATE INCL HST	% CHANGE	HST STATUS	COMMENTS
14 oz Glasses	Per Package of 50	\$6.00	\$6.00	\$6.00	\$0.78	\$6.78	0%	T	
Ice	Per Bag	\$2.00	\$2.00	\$2.00	\$0.26	\$2.26	0%	T	
Advertising Sign	Two lines/Week	\$32.00	\$32.00	\$32.64	\$4.24	\$36.88	2%	T	No charge for Puslinch Community Centre rentals
Advertising Sign	Four Lines/Week	\$63.00	\$63.00	\$64.26	\$8.35	\$72.61	2%	T	No charge for Puslinch Community Centre rentals

THE CORPORATION OF THE TOWNSHIP OF PUSLINCH

BY-LAW NUMBER 088/16

Being a by-law to confirm the proceedings of the Council of the Corporation of the Township of Puslinch at its meeting held on December 21, 2016.

**WHEREAS** by Section 5 of the *Municipal Act, 2001, S.O. 2001, c.25* the powers of a municipal corporation are to be exercised by its Council;

**AND WHEREAS** by Section 5, Subsection (3) of the *Municipal Act*, a municipal power including a municipality's capacity, rights, powers and privileges under section 8, shall be exercised by by-law unless the municipality is specifically authorized to do otherwise;

**AND WHEREAS** it is deemed expedient that the proceedings of the Council of the Corporation of the Township of Puslinch at its meeting held December 21, 2016 be confirmed and adopted by By-law;

**NOW THEREFORE** the Council of the Corporation of the Township of Puslinch hereby enacts as follows:

- 1) The action of the Council of the Corporation of the Township of Puslinch, in respect of each recommendation contained in the reports of the Committees and each motion and resolution passed and other action taken by the Council at said meeting are hereby adopted and confirmed.
- 2) The Head of Council and proper official of the Corporation are hereby authorized and directed to do all things necessary to give effect to the said action of the Council.
- 3) The Head of Council and the Clerk are hereby authorized and directed to execute all documents required by statute to be executed by them, as may be necessary in that behalf and the Clerk authorized and directed to affix the seal of the said Corporation to all such documents.

**READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 21st DAY OF December, 2016.**

---

Dennis Lever, Mayor

---

Karen Landry, C.A.O./Clerk