



# REGIONAL MUNICIPALITY OF WATERLOO COMMUNITY SERVICES COMMITTEE MINUTES

Tuesday, May 8, 2012  
1:19 p.m.  
Regional Council Chamber  
150 Frederick Street, Kitchener

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Present were: Chair S. Strickland\*, L. Armstrong, J. Brewer, T. Cowan\*, D. Craig\*, R. Deutschmann, T. Galloway\*, J. Haalboom, R. Kelterborn, G. Lorentz, C. Millar, J. Mitchell\*, K. Seiling and J. Wideman\*

Members absent: B. Halloran and C. Zehr

## **DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT***

None declared.

## **DELEGATIONS**

a) Mary Ann Wasilka addressed the Committee regarding Report P-12-055, Recommended Grand River Transit 2012 Fare Structure; [a copy of her correspondence](#) to Regional Councillors is appended to the original minutes.

S. Strickland advised that the report was discussed during today's Planning and Works meeting and was approved by the Committee.

M. Wasilka requested that Council consider establishing a new category for subsidy eligibility and that a full subsidy be approved for people with annual incomes less than \$10,000. She summarized Regional statistics that could suggest that ridership for low-income individuals has decreased due to the fare rates. She stated that she has chosen cycling transportation because she can no longer afford the fare rates despite having an annual income in excess of \$30,000.

\* T. Cowan joined the meeting at 1:25 p.m.

M. Wasilka provided a brief presentation with slides depicting the condition of local roadways and expressed her concern for the safety of local cyclists. She acknowledged the Region's efforts to keep the public informed about transit issues. In response to S. Strickland's reminder that Regional Council approved an additional \$300,000 for the Transit for Reduced for Incomes Program (TRIP), she stated that while this program is valuable, the fare increase is still too costly for people with low income.

The Committee discussed the \$10,000 income category, specifically how this group of people are impacted with changes to transit fares, their usage of the transit system and income verification. Graham Vincent, Director, Transportation Planning, responded to the statistics for transit usage by residents with this income level. David Dirks, Director, Employment and Income Support, outlined the income verification process for people applying for the TRIP.

## PRESENTATIONS

a) Ellen Desjardins, Co-Chair, Waterloo Region Food System Roundtable, gave a presentation to the Committee; a copy is appended to the original minutes. Her presentation included the group's purpose, membership representation, a summary of activities and the priority areas for action. She encouraged Councillors to register and participate on the group's blog. She made reference to recent issues of concern and stated that the group is working with the Cities of Cambridge and Kitchener regarding re-zoning to allow for community gardens.

## REPORTS – Public Health

a) PH-12-018, Waterloo Region Food System Roundtable

Received for information

b) PH-12-016, Healthy Babies Healthy Children 2011 Statistics and 2012 Service Plan and Funding Update

Dr. Hsui-Li Wang, Associate Medical Officer of Health, introduced Andrea Reist, Director, Child and Family Health, who provided a summary highlighting the current status of the pending provincial guidelines and the funding levels. She stated that there has been a minor reduction in service targets but that any staffing changes won't be considered until the guidelines have been provided by the province.

MOVED by J. Wideman

SECONDED by J. Brewer

THAT the Regional Municipality of Waterloo approve the 2012 Healthy Babies Healthy Children service plan and budget for the delivery of the Healthy Babies Healthy Children Program in Waterloo Region for submission to the Ministry of Children and Youth Services, according to the parameters outlined in Report PH-12-016, dated May 8, 2012.

CARRIED

\* J. Mitchell left the meeting at 1:55 p.m.

c) PH-12-017, 2011 EMS System Performance

J. Prno, Director, Emergency Medical Services Division, provided a presentation; a copy is appended to the original minutes. He summarized the historical data for call volumes, call growth for urban and rural areas, the correlation between service enhancements and response times; response times for the first quarter of 2012 and ambulance days lost to hospital offload delays. He stated the current Region-wide response target is 12 minutes, 24 seconds and the provincial target is 10 minutes, 30 seconds; the provincial target has never been met, regardless of the service provider. He advised that the municipalities will be allowed to set their own targets effective October 2012; a report will be prepared for Committee in September 2012.

J. Prno stated that there has been a 25% annual increase in the amount of ambulances sitting at hospitals over the last 5 years, as a result of hospital offload delays and, while it appears to have stabilized, it may be the 'new normal' given the 2010 statistics for the other Ontario Municipal Benchmark Indicators (OMBI) comparators.

\* J. Wideman left the meeting at 2:00 p.m.

J. Prno provided an overview of ambulance coverage depletion and provided encouraging data for the reduced instances of Code Reds (no local ambulances readily available to respond) and Code Yellows (less than 3 local ambulances available to respond) in the first quarter of 2012. He highlighted the improved collaborative processes and communications with local hospitals to expedite the offload delays. He outlined the enhancement objectives that have been implemented or are anticipated before the end of 2012.

\* J. Mitchell returned to the meeting at 2:04 p.m.

The Committee discussed the response protocol when a Code Red is in effect and how gaps are addressed. Several members expressed their concern about the current response times and suggested that more staff and ambulances are required and that response services need to be combined. J. Prno stated that additional resources and combined services were considered during the development of the Emergency Medical Services (EMS) Master Plan but it was determined that the budget would have to be doubled to accommodate the implementation.

Mike Murray, Chief Administrative Officer, stated that adding more staff and ambulances won't address the issue in light of the local off-load delays. He advised that a significant amount of work has taken place to resolve this with local hospital staff. S. Strickland requested that staff include the EMS Master Plan when preparing the update report.

\* T. Cowan left the meeting at 2:10 p.m.

In response to a Committee question about service in the rural areas, J. Prno advised that a new night ambulance will be in service in July 2012. He also acknowledged the request to include comparative data for rural response times related to availability of ambulance service. The Committee commented that the cause of hospital offload delays is likely due to the lack of on-duty medical staff and related resources.

Received for information

d) PH-12-019, Rabies Prevention and Control Program Update

Received for information

e) PH-12-020, The 2012 Vector-Borne Disease Program Plan

Brenda Miller, Manager, Infection Control, Vector-borne Diseases, Rabies, Tobacco Enforcement, and Kitchener & Area, gave a summary of the current plan.

Received for information

\* S. Strickland left the meeting at 2:20 p.m. and Councillor J. Mitchell assumed the Chair.

\* D. Craig left the meeting at 2:20 p.m.

## **REPORTS – Planning, Housing & Community Services**

f) P-12-056, Statistics for Waterloo Region from the 2011 Census

Rob Horne, Commissioner, Planning, Housing and Community Services, made brief comments about the bulletin.

Received for information

g) P-12-057, Community Housing Update and Proposed 2012 Progress Plan

R. Horne commended staff for their collaboration on the achievements of the past year and the proposed objectives for 2012.

Deb Schlichter, Director, Housing, responded to a Committee question about the composition of the working group.

MOVED by T. Galloway  
SECONDED by J. Haalboom

THAT the Regional Municipality of Waterloo approve the Community Housing Update and Proposed 2012 Progress Plan, as described in Report P-12-057, dated May 8, 2012.

CARRIED

### **REPORTS – Social Services**

h) SS-12-017, Child Care Fee Subsidy Update

Nancy Dickieson, Director, Children's Services, stated that staff has been able to maintain the program and eliminate the waiting list.

\* T. Cowan returned to the meeting at 2:23 p.m.

N. Dickieson responded to Committee questions regarding future trends and the status of Regional daycare programs in local schools once the transition has taken place, particularly during holidays and the summer.

Received for information

i) SS-12-019, Impact of Provincial Budget on Employment and Income Support Programs

David Dirks, Director, Employment and Income Support, summarized the report.

The Committee expressed its support for the discretionary benefits but were concerned with funding the shortfall from the Tax Stabilization Reserve Fund (TSRF). The provincial budget will have an impact on funding for domiciliary hostels and funeral, too, and it was agreed that further discussions with the local Funeral Directors be put on hold until the matter is resolved. The Committee discussed the need to explore other potential funding sources and to review detailed information about the cost of the various discretionary benefits.

MOVED by J. Brewer  
SECONDED by T. Galloway

THAT the recommendations contained in Report SS-12-019 be deferred to the Council meeting planned for May 16, 2012.

CARRIED

\* T. Galloway left meeting at 2:44 p.m.

### **INFORMATION/CORRESPONDENCE**

a) Memo: Wash House Opening

Lucille Bish, Director, Community Planning, made brief comments.

Received for information

b) Memo: 2010-2011 Community Labour Market Analysis

Received for information

c) Memo: Employment Ontario 2012-2013 Service Targets

Received for information

d) Memo: Development of the Region's Comprehensive Approach to Poverty Reduction

N. Dickieson highlighted that work is continuing on the strategy and encouraged Councillors to attend the Forum planned for June 1, 2012.

Received for information

e) [Memo: 2012 Secondary School Suspension Update](#)

Received for information

### **OTHER BUSINESS**

a) Council Enquiries and Requests for Information Tracking List was received for information.

### **NEXT MEETING – May 29, 2012**

### **ADJOURN**

MOVED by K. Seiling

SECONDED by R. Deutschmann

THAT the meeting adjourn at 2:46 p.m.

CARRIED

**COMMITTEE CHAIR, S. Strickland**

**COMMITTEE CLERK, S. Natolochny**

April 30/ 2012,

141 Chapel Street, #5  
Kitchener, Ontario  
N2H 2T6

City of Kitchener - Members of Regional Council.

I'm writing to the members of council, who represent Kitchener residents, on Waterloo Regional Council, to suggest another alternative for your consideration regarding the proposed Grand River Transit Fare Increase July 2012. In addition I would like to request your consideration of collecting annual data on Regional Transportation Modal Shifts.

I would like to thank Waterloo Regional Council and members of the Staff of Grand River Transit for their efforts in keeping Transit Fares lower by placing advertising on the GRT buses and by increasing transit revenues by transporting local students to local educational institutions, (60% of total ridership is student ridership) without this additional transit income GRT fares could be significantly higher.

I would also like to thank staff for providing an opportunity to submit our comments regarding the proposed 2012- 9% transit fare increase. I was unable to attend the public information meeting and regional staff have also agreed to provide some additional information on GRT ridership demographics and meet with me to discuss ridership demographics and trends.

Stats from Census Canada regarding Grand River transportation from 2001 and 2006 indicate that- (excluding the student ridership) - the GRT Ridership was 60% female and in 2001- 40% of the ridership had incomes under \$10,000/ year, this figure dropped to 30% in 2006, which may indicate that these riders could no longer afford to rider the public transit system and are now either walking or cycling. These stats are old – and lose their relevance other than to indicate past trends-- 2006 data would indicate that those using the GRT and having incomes under \$10,000 are approximately 6.4 % of the GRT ridership.

The proposed 2012 GRT transit fare of 9.5% increase to the monthly bus pass would equal \$816/ year which is 7.5% of their monthly income. A tax credit for the bus passes comes off taxable income and would provide some additional saving at the lowest taxable rate providing a very small refund.

Low income GRT ridership appreciate the contributions of the property tax base as it subsidizes their use of GRT, however Increasing user fees is a form of targeted municipal tax increase and in this case it is being transferred to those who are vulnerable women and the destitute. These residents can no longer afford to use public transit, and are forced to walk or cycle in all forms of weather. The Transit for Reduced Income (TRIP) is subsidized by Income support dollars and not everyone who qualifies can access these program funds.

The Region of Waterloo wishes to balance the provision of valued services, while maintaining a reasonable level of property taxation. A GRT trend to increase users fees (by 9%) in order to maintain this reasonable level downloads property taxation to those least able to pay them and are marginalized by their poverty.

I would like to suggest for your consideration – (and in the light that a significant low income population lives in Kitchener) that those Regional Residents with incomes under \$10,000 be provided a GRT monthly bus pass at no cost. This would be approximately 6.4% of the total GRT ridership according

to 2006 census and could be funded by use of Regional Federal Gas Tax dollars. Additional spaces which are opened could be used to assist those earning \$20,000 or less in the TRIP Program.

The Region does provide free bus passes to other groups with equally compelling situations and I would suggest that this low income group – living on low wages would benefit from a safe ride to work.

I have attempted to keep this letter brief. Those living hand to mouth cannot fund a public transit system, but they are in the most need of this public service. I hope the stats provided can give you some cause to review this proposed fare increase.

I would also like to suggest for your consideration that if the Region of Waterloo is promoting long term transportation modal shift, that collecting current data on personal transportation use may indicate if current programs are achieving this objective.

I would like to thank Council and Staff, and residents for their ongoing support of the local public transit system.

Yours Respectfully,

Mary Ann Wasilka



# The Waterloo Region Food System Roundtable

presentation to Regional Council

May 8, 2012

by Ellen Desjardins and Brendan Wylie-Toal



A healthy local food system means

- ✓ a liveable city
- ✓ a healthy population
- ✓ a vibrant local economy





## Purpose of the Roundtable

*(Like Food Policy Councils in many other jurisdictions e.g. Toronto, Vancouver, Guelph, Halton, etc.)*

- bring together key players in the food system
- discuss coordinated food policy at all levels of government
- engage the community in identifying food issues and mobilize towards solutions



## Who is represented on the Roundtable

- Farmers
- Emergency food providers
- Food manufacturers
- Urban agriculture advocates
- Food distributors
- Academics/researchers specializing in food system issues
- Educators/teachers
- Food retailers
- Land use planners
- Restaurants
- Institutional purchasers
- Low income consumers
- Ethnic food retailers/consumers
- Organic food advocates
- Economic development organizations/ professionals
- Health professionals
- Food justice advocates
- Food marketing organizations
- Neighbourhood-based food programs
- Public Health staff





## Governance

- Half of members' terms expire annually
- Co-chairs elected annually
- Steering committee sets agendas
- Policy advocacy positions require unanimity  
*(we focus on what unites us!)*
- Essential staff support from Public Health (.3 FTE)



## “**Connecting** our community to the work of building a healthy food system”

### Activities:

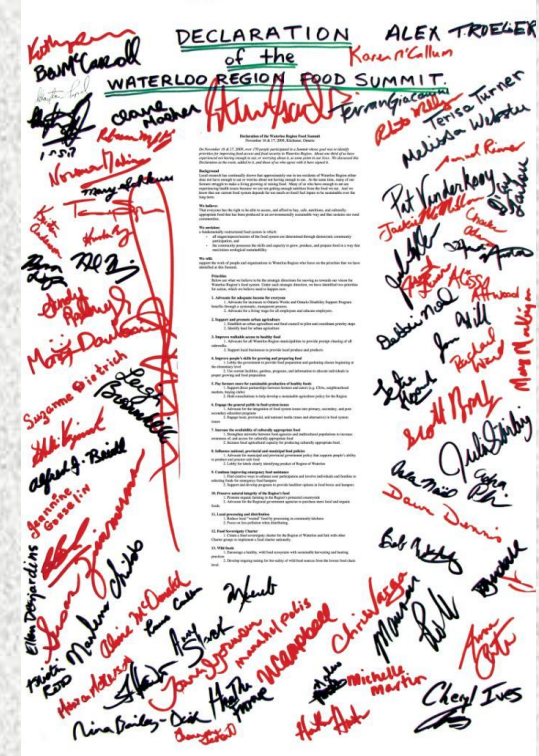
- 5 meetings per year
- Focus on Roundtable priorities  
(decided through food summits in 2009 and 2011)
- Monthly public speaker events
- Active website
- “WRFoodNews” listserve



# Food Summit Declaration

We will:

1. Promote urban agriculture
2. Improve walkable access to healthy food
3. Improve people's skills for growing and preparing food
4. Support viable livelihoods for local farmers
5. Engage the general public in food system issues
6. Increase the availability of culturally appropriate food
7. Advocate for adequate incomes to afford healthy food
8. Continue to improve emergency food assistance





## Food System Priorities



### Food Sovereignty

*People have knowledge about, engagement in, and control over the food in our communities*



### Food Policy

*Integrated food policies at local, provincial & federal levels of government*



### Urban Agriculture

*Expansion of food grown or raised in urban areas*





## Food System Priorities



### Local Food Infrastructure

*Processing and distribution infrastructure will make more local foods available to local residents*



### Farm Viability

*Farmers will be adequately compensated, especially for producing healthy foods for local sale*



### Access To Healthy Food

*Policies and other initiatives ensure that everyone has access to enough nutritious food*





Examples of issues addressed in our meetings:

- **Food safety as it affects owners of small abattoirs**
  - Complex issues explained by small meat processors (Tavistock and Heidelberg), and health inspectors from CFIA, OMAFRA and Public Health
  - Dialogue promoted greater understanding
- **Zoning for temporary farmers' markets, community gardens, and food stores**
  - Met with municipal land use planners, presented to City Councils, plan to follow up



Temporary neighbourhood farm markets

Access to healthy,  
locally-grown and  
produced food




Small to mid-size food stores in neighbourhoods



Community gardens

# The Record.com

By Kevin Swayze, Record staff | Tue Oct 18 2011 |  5 Recommend

## Backyard farming needed in Cambridge official plan, council told

CAMBRIDGE — Encourage “community agriculture” everywhere as part of the city’s new official plan, a local food proponent said Monday.

As well, temporary farmers’ markets should be encouraged — not banned — from residential areas, said Krista Long, of the Waterloo Region Food System Roundtable.

“We must reduce barriers to entrepreneurs who want to produce and sell food,” she said.

In general, she praised the draft update of the 1999 document that directs where, when and how the city will grow and change over the next two decades. She said she just wanted to make sure it says the city encourages local, affordable food available near where people live, so they don’t have to drive to large grocery stores that don’t always support local farmers.





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

[desj2665@mylaurier.ca](mailto:desj2665@mylaurier.ca)

[brendan@mysuscan.org](mailto:brendan@mysuscan.org)



Region of Waterloo

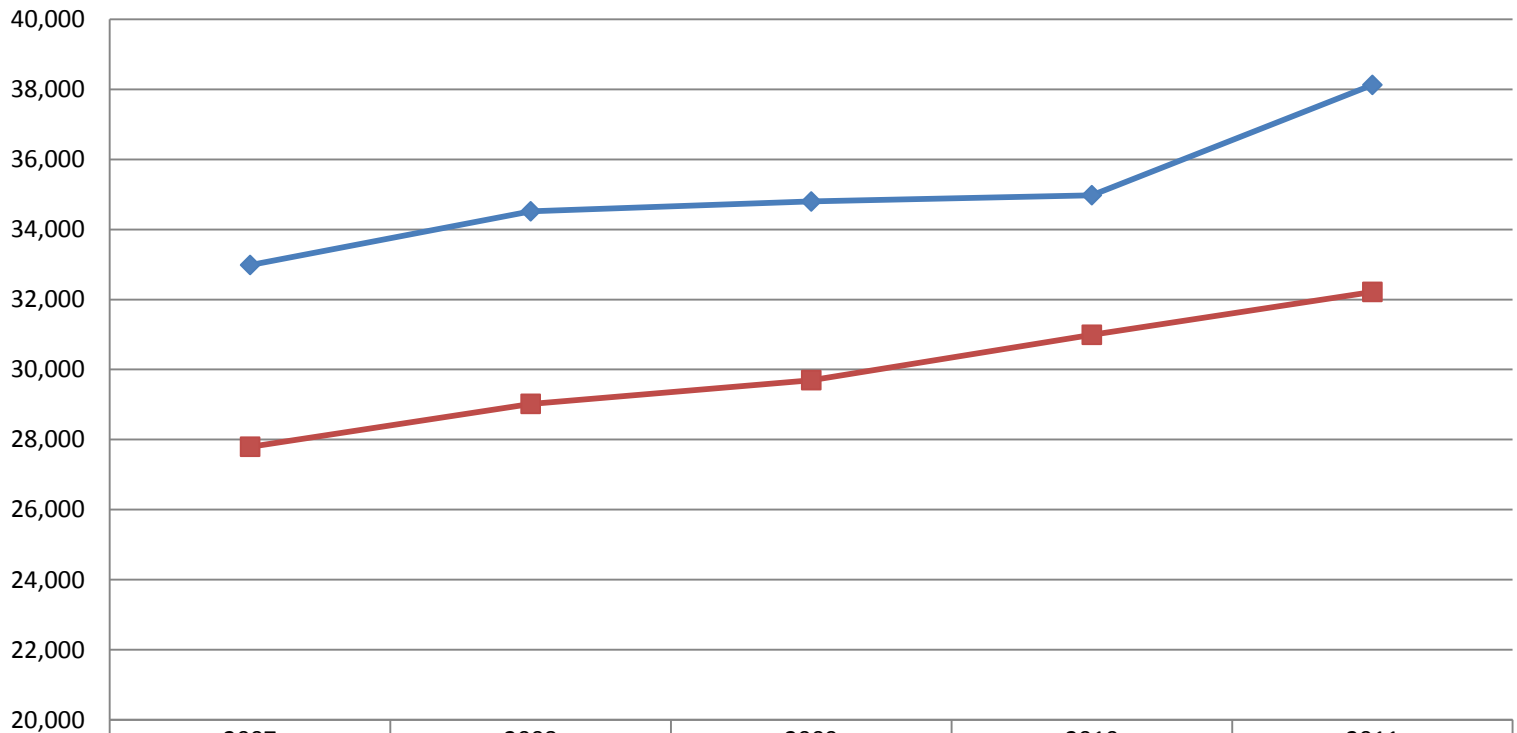
# 2011 EMS System Performance

Community Services Committee

May 8, 2012

# Calls/Responses vs. Patients

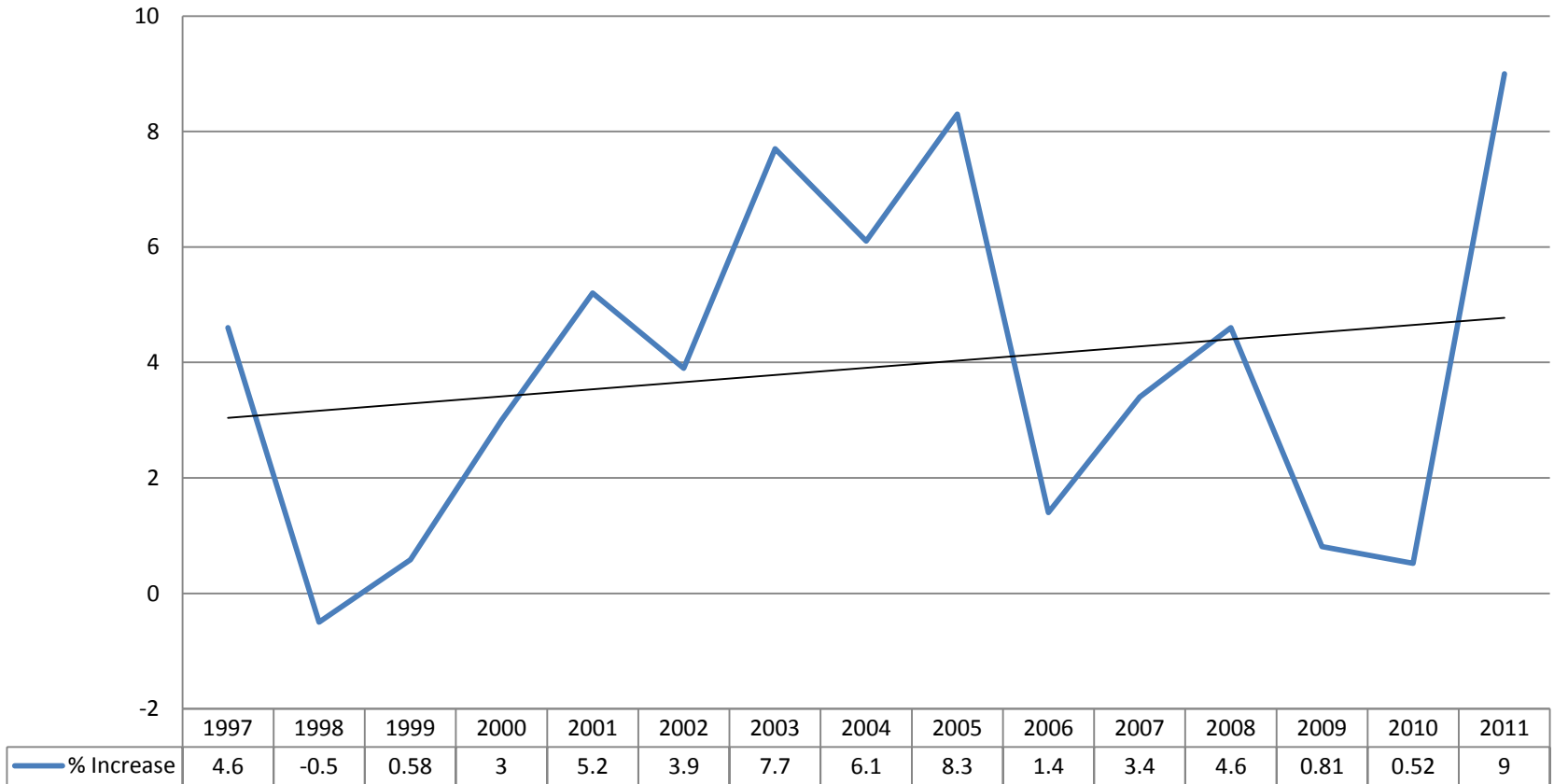
## Call Volume - Codes 1-4



	2007	2008	2009	2010	2011
—◆— Responses	32,985	34,517	34,797	34,977	38,125
—■— Patient Contacts	27,797	29,021	29,698	30,992	32,216

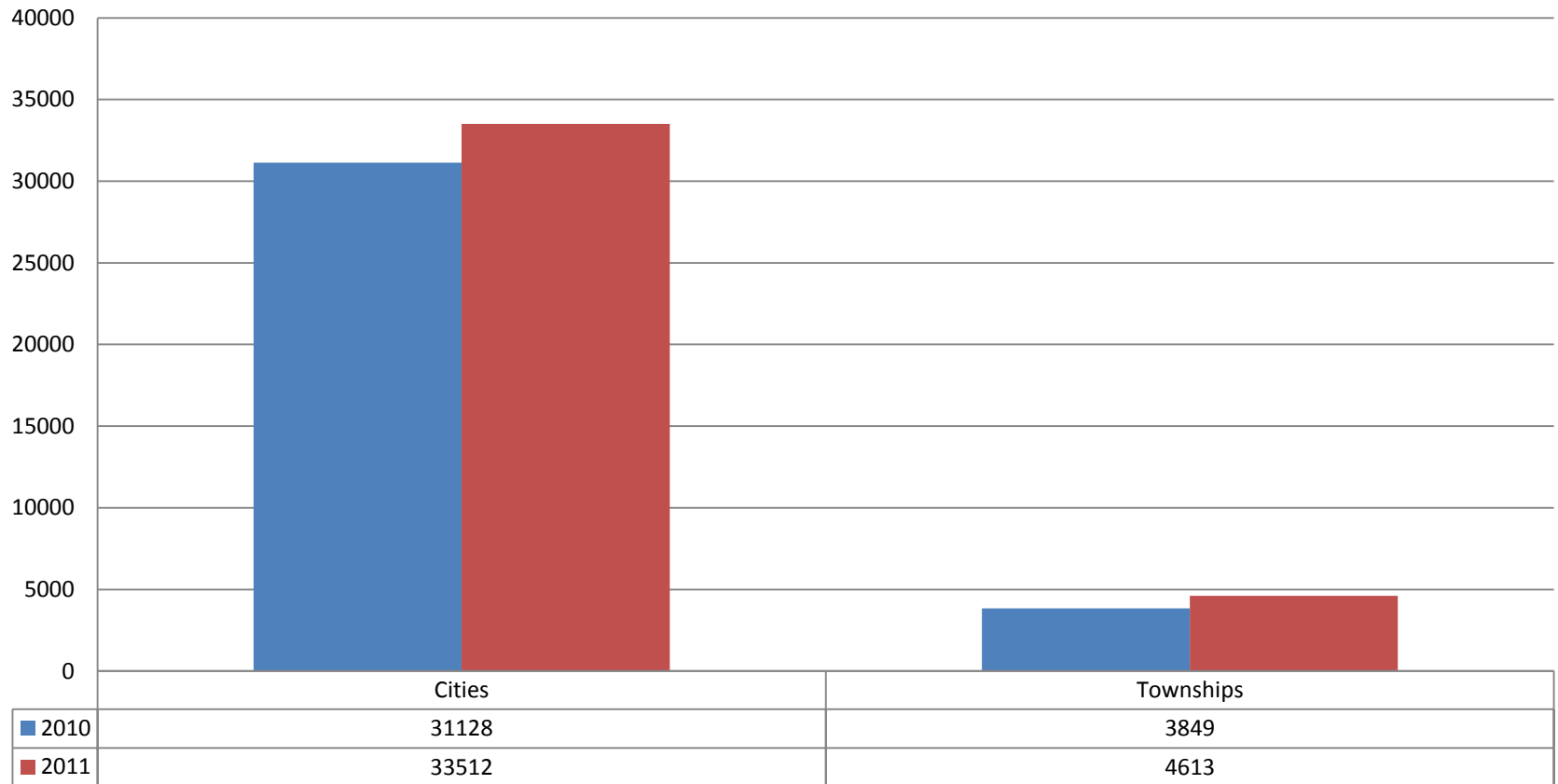
# Growing Inconsistently

Year Over Year % Call Volume Increase



# 7.7% Urban vs 19.8% Rural Call Growth

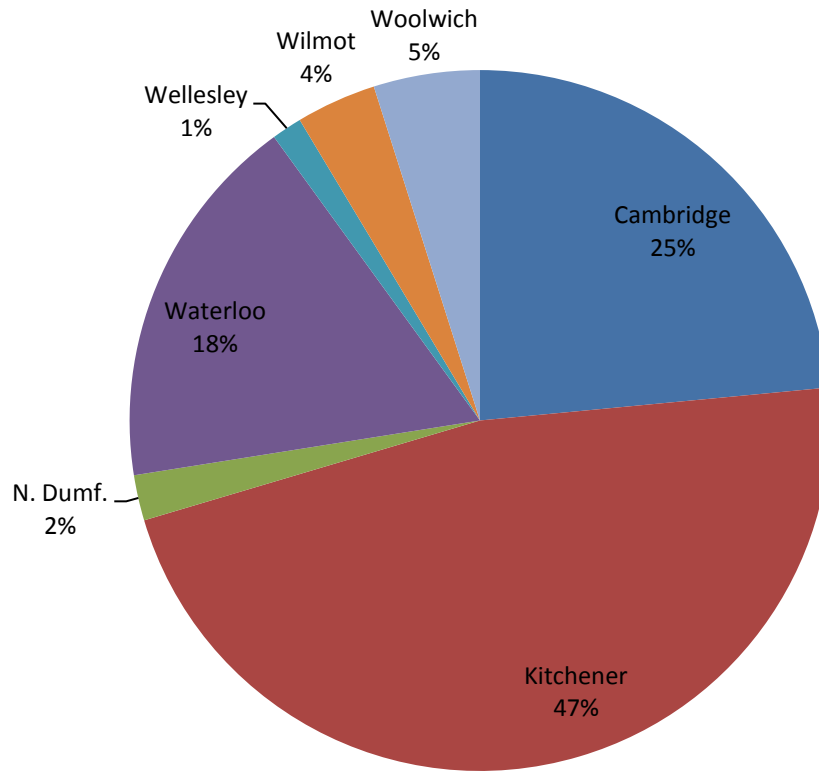
## Code 1-4 Call Distribution





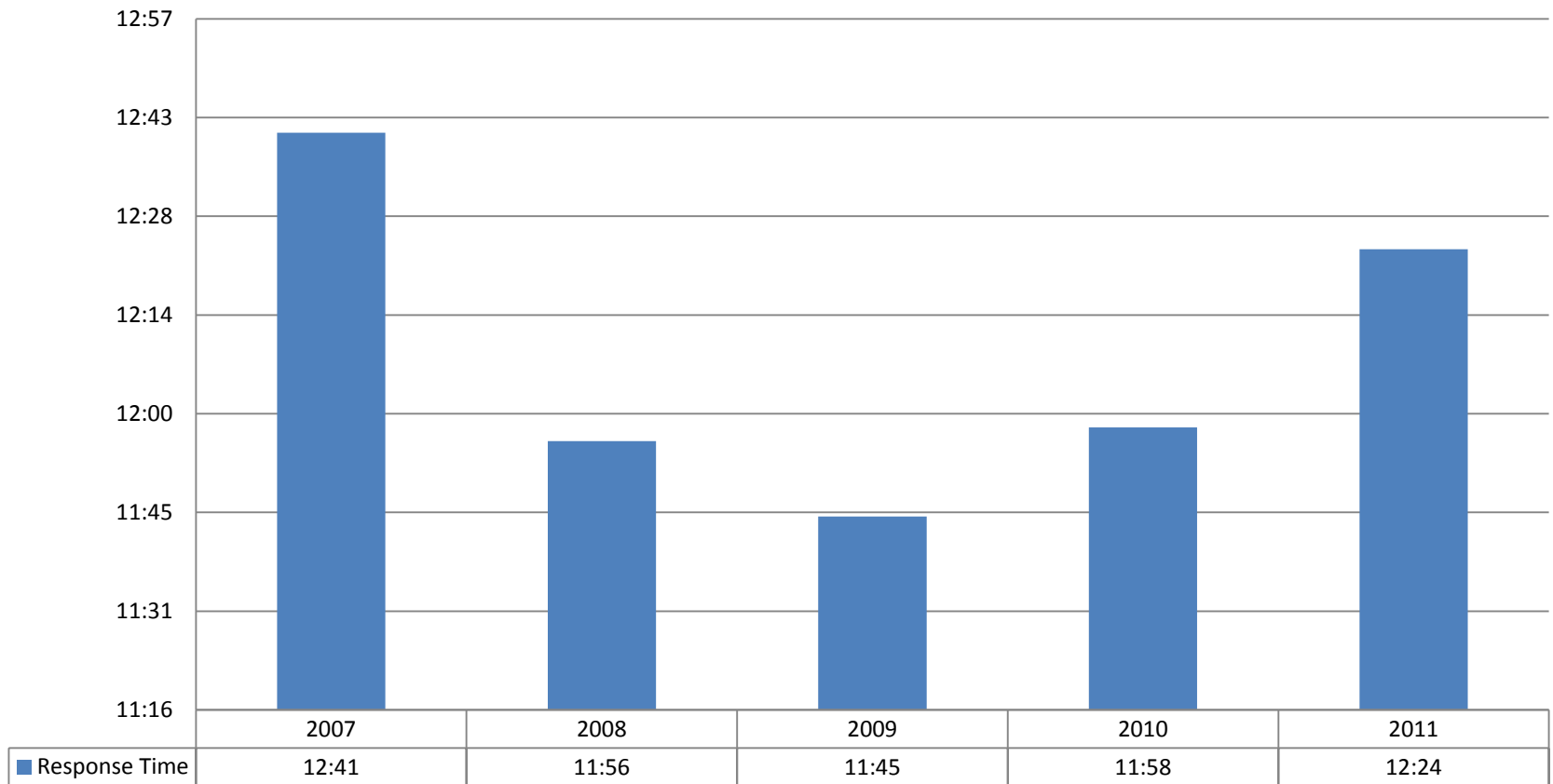
# 88% Urban/12% Rural

## 2011 Call Volume by Municipality



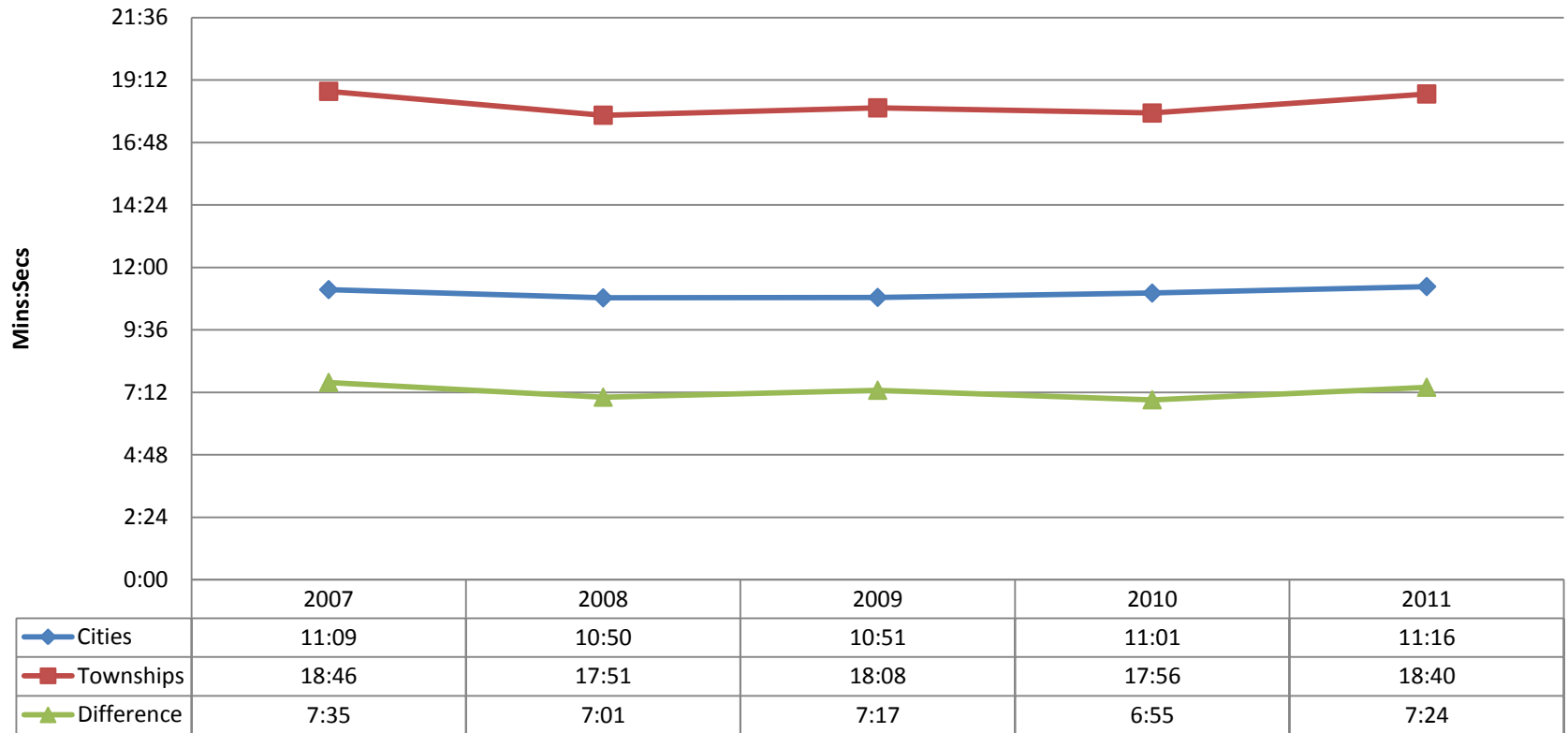
# Improvements follow Enhancements

**Region-wide Code-4 Emergency Response Time - 90th Percentile**



# Urban/Rural Difference

## 90th Percentile Emergency Response Time

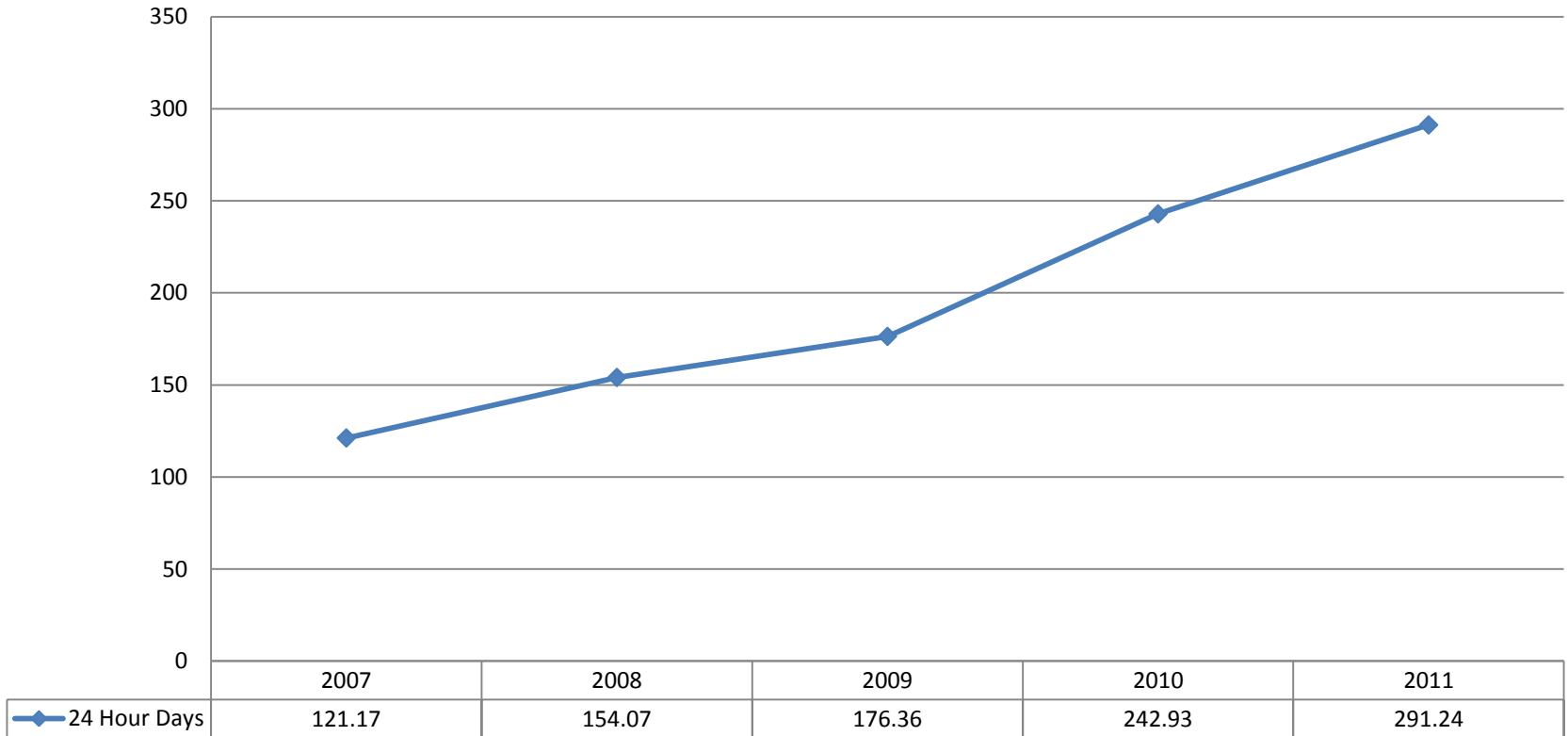


# First Quarter 2012

- Region wide Response Time: 12:12 (down :12)
- Urban Response Time: 11:16 (unchanged)
- Rural Response Time: 19:01 (up :21)

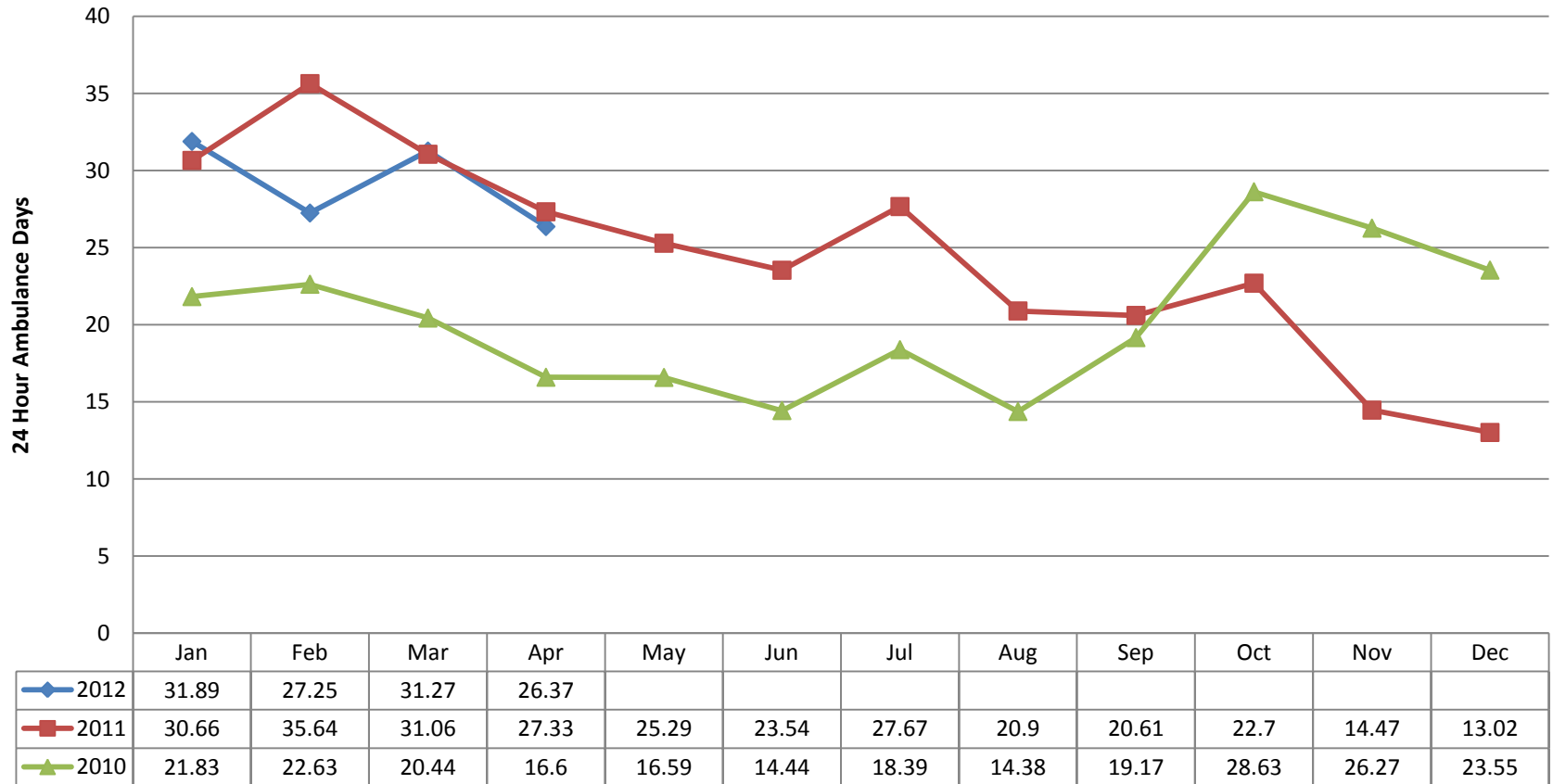
# 25% annual increase over 5 years

**Ambulance Days Lost to  
Hospital Offload Delays**



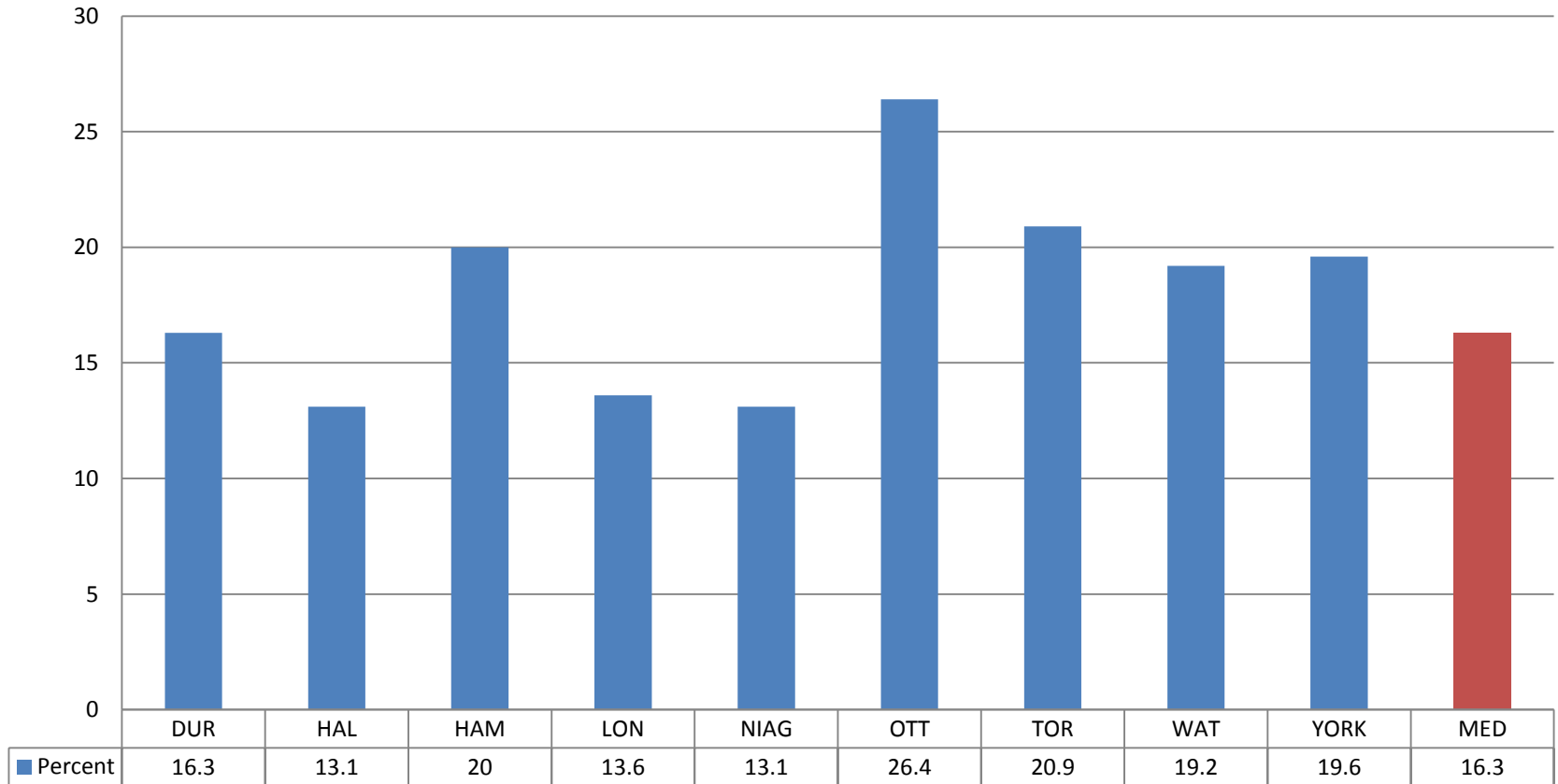
# The New Normal?

## Region of Waterloo Offload Delay Losses



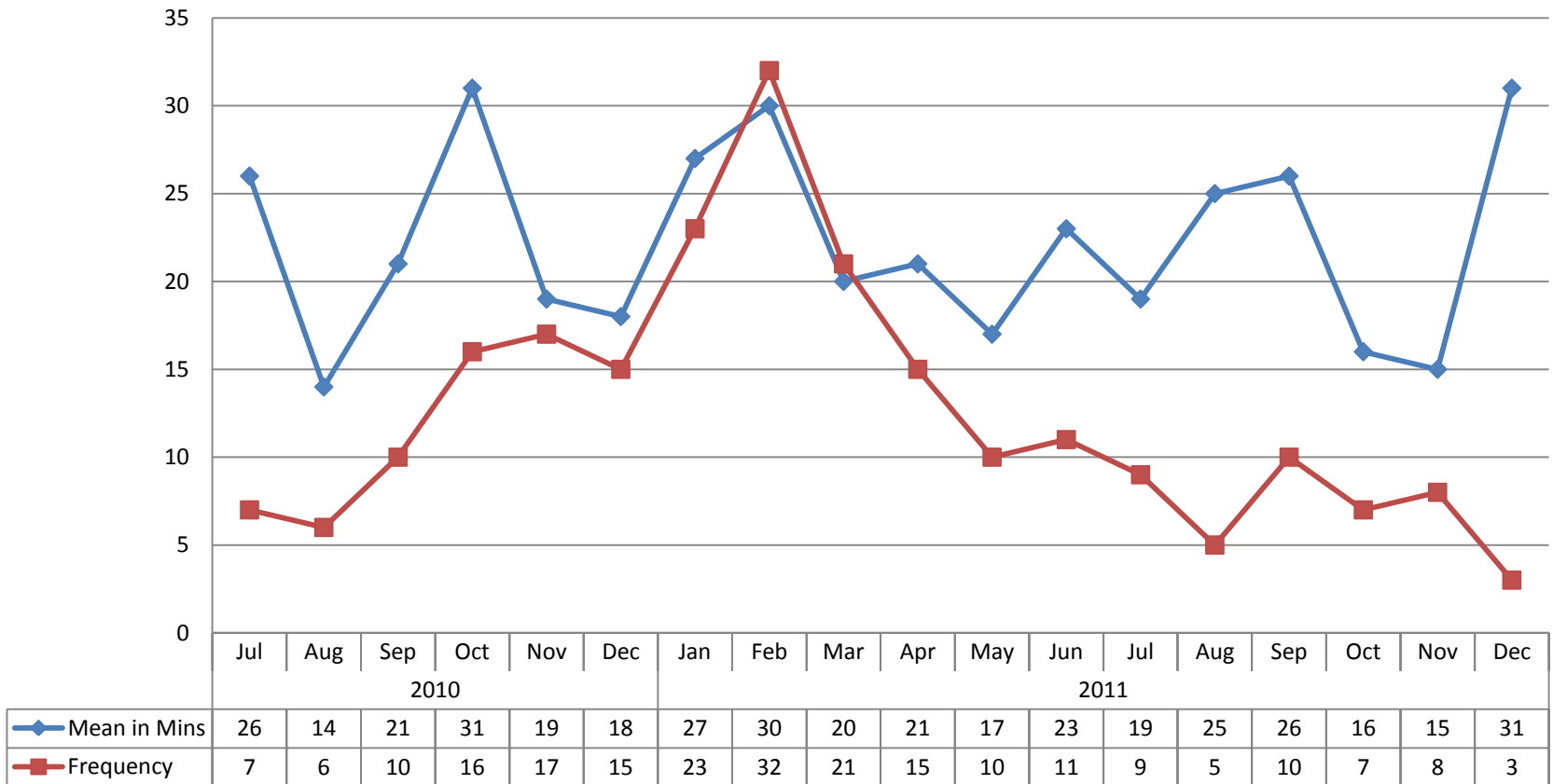
# 2010 OMBI Comparators

## Percent of Time Ambulances Spend at Hospital



# Coverage Depletion

## Code Red Instances





# First Quarter 2012

- Stabilizing
- Average 12 Code Reds per month
- Average 23 minute duration
- Average 9 Code Yellows for every Code Red

# Looking Forward through 2012

- Full year of 2011 enhancement effect
- Additional 12 hour ambulance on-line beginning in July
- EMS-TIF in place since April allows real-time monitoring of offload delays, Code Yellows, etc.
- ?? Stabilization of Hospital Offload Delays
- Traffic Signal Pre-Emption in use by year-end
- Hopefully, turning the response time curve!

Questions?

# 2011 Emergency Response Time By Municipality

- Cambridge: 11:45 (up :23)
- Kitchener: 11:10 (up :17)
- North Dumfries: 18:23 (up :27)
- Waterloo: 10:57 (up :08)
- Wellesley: 21:34 (up 1:35)
- Wilmot: 19:30 (up :32)
- Woolwich: 16:43 (up :52)



Region of Waterloo

PUBLIC HEALTH  
Vaccine Preventable Diseases  
Information and Planning (IDDSH)

Date: May 8, 2012

# MEMORANDUM

To: Chair Sean Strickland and Members of the Community Services Committee  
From: Chris Harold, Manager, Information and Planning  
Linda Black, Manager, Vaccine Preventable Diseases  
Subject: **2012 SECONDARY SCHOOL SUSPENSION UPDATE**

## Background

As per the *Immunization of School Pupils Act (ISPA)*, Public Health is required to collect and maintain the immunization records of all students attending school in Waterloo Region. The *Act* requires students to be immunized against tetanus, diphtheria, polio, measles, mumps and rubella. If students do not provide an immunization record or legal exemption (medical or religious/conscience) they face suspension from school for up to 20 days or until documentation is received.

Public Health is enforcing the *ISPA* legislation within Waterloo Region's secondary school population today, May 8, 2012.

## Suspension Process

Each year, Public Health works to improve its business processes and reduce the number students that are suspended from school due to non-compliance with the Immunization of School Pupils Act or for not submitting the required information to the health unit. Recent improvements include:

- changes to its online immunization reporting website (<https://e-immunization.regionofwaterloo.ca/>),
- improved/enhanced communication with school board officials, and
- adoption of call centre technology to ensure all phone calls received between 8:30 a.m. and 4:30 p.m. are directly answered by a staff person.

Data comparing this year's process (2012) to previous years is provided in the following table:

Number of students eligible for suspension or suspended	2010	2011	2012
Reminder notices printed (sent 5 to 8 weeks before suspension)	4,491	4,921	5,224
Number of suspension orders delivered	2,248	1,864	2,034
Friday before suspension day	n/a <sup>1</sup>	1,395	1,053
Suspension day (number of students suspended)	987	795	698 <sup>2</sup>

<sup>1</sup> Number not calculated due to building power failure; immunization information system was not operational at the end of the business day.

<sup>2</sup> This is the official number as of 17:00h and would exclude anyone immunized in our evening clinic (from 17:00h to 19:00h).

To support students who still require immunization Public Health is providing walk-in clinics:

- The entire week of May 7<sup>th</sup> from 9 a.m. to 4 p.m. in its Waterloo office (99 Regina St. S, 2nd floor); extended hours (until 7 p.m.) were offered on Monday, May 7<sup>th</sup>.
- The entire week of May 7<sup>th</sup> from 9 a.m. to 4 p.m. in its Cambridge office (150 Main St., main floor)

In addition, Public Health has several ways students or their parent/guardian can submit immunization records:

- By phoning 519-883-2007, option 8 (8:30 a.m. to 4:30 p.m., Monday to Friday)
- By faxing 519-885-7260
- Online at <https://e-immunization.regionofwaterloo.ca/>
- In-person at our Cambridge or Waterloo offices