



Media Release: Immediate

Regional Municipality of Waterloo

Consolidated Council Agenda

Wednesday, January 15, 2014

Regular Meeting 7:00 p.m.

Regional Council Chamber

150 Frederick Street, Kitchener, ON

*Denotes Item(s) Not Part of Original Agenda

- 1. Moment of Silence**
- 2. Roll Call**
- 3. Motion to Reconvene Into Open Session**
- 4. Declaration of Pecuniary Interest Under The “Municipal Conflict of Interest Act”**
- 5. Presentations**
- 6. Petitions**
- 7. Delegations**
 - a) Moira Magee re: Suicide Prevention; Grand River Hospital, Emergency Medical Services, Waterloo Regional Police Service
- 8. Minutes of Previous Meetings**
 - a) Budget – December 11, 2013
 - b) Closed Council – December 11, 2013
 - c) Budget Public Input – December 11, 2013
 - d) Council – December 11, 2013

- e) All Council – December 18, 2013
- f) Closed Committee – January 7, 2014
- g) Special Council – January 7, 2014
- h) Planning & Works – January 7, 2014
- i) Administration & Finance – January 7, 2014
- j) Community Services – January 7, 2014
- k) Budget Public Input – January 7, 2014

9. Communications

- * a) [Federation of Canadian Municipalities](#), Partners for Climate Protection Program, Achievement A
- * b) [Federation of Canadian Municipalities](#), Partners for Climate Protection Program, Recognition Ceremony C

10. Motion To Go Into Committee Of The Whole To Consider Reports

11. Reports

Finance Reports

- a) [F-14-006](#), Collection Process for Water Accounts - Additional Information 1

Committee Reports

- a) Planning & Works - attached & marked [PS-140107](#) 5
- * Closed Planning & Works – attached & marked [CPS-140107](#) 6
- b) Administration & Finance
 - attached & marked [FS-140107](#) 7
 - * - attached & marked [FS-131203](#) 8
 - * Closed Administration & Finance – attached & marked [CFS-140107](#) 8A
- c) Community Services - attached & marked [SS-140107](#) 9
- * Closed Community Services – attached & marked [CSS-140107](#) 10
- d) Budget – to be distributed at meeting

Chief Administrative Officer

Regional Chair**Regional Clerk**

- a) [CR-CLK-14-003](#), Appointments to Waterloo Regional Heritage Foundation 11

12. Other Matters Under Committee Of The Whole

- * a) [Memorandum](#) re: Ontario Works Caseload Report - December 2013 13

13. Motion For Committee Of The Whole To Rise And Council Resume**14. Motion To Adopt Proceedings Of Committee Of The Whole****15. Motions****16. Notice of Motion**

I, Regional Councillor Rob Deutschmann, intend to introduce the following motion at the next meeting of Regional Council on January 15, 2014:

Whereas Finance Report F- 13-060 provides the following:

The Chief Administrative Officer will initiate a review of the Region's overall organizational structure in the fall of 2013. While this review is not directly tied to the budget process, the purpose will be to ensure that the Region's organizational structure is conducive to the efficient and effective delivery of public services. It is expected that the results of the review will be available in the spring of 2014.

And whereas the Chief Administrative Officer (referred to as "CAO") has previously advised council that the CAO has overseen the review of Regional departments, from time to time, for the purpose of finding savings and efficiencies,

And whereas it is acknowledged in Finance Report F-13-060 that the 2014 Budget will present many challenges for staff and Council, as well as significant budget challenges for the years beyond 2014;

And whereas Regional management have recognized the need to depart from previous practices as provided at page 8 of Finance Report F-13-060

Notwithstanding that this would be a departure from previous practice at the Region, establishing budget guidelines is recommended for the following reasons:

- Significant budget challenges lie ahead which will require a different approach than used in the past;
- Given that a 1% reduction in the 2014 tax rate equates to over \$4

million, reductions totaling approximately \$7.3 million will be required to achieve a tax rate increase for regional services in the range of 1.9% - this will result in service level reductions in 2014.

Be it resolved that the Regional Municipality of Waterloo tender for and secure the services of a third party consulting firm to conduct the review of the overall Regional structure, that this review be led by Regional Council and that the third party consulting firm report directly to Regional Council with the purpose of finding efficiencies in the delivery and overall staffing levels of Regional services and that the review be commenced as soon as reasonably possible for report by fall of 2014.

17. Unfinished Business

18. Other Business

19. Questions

20. Enactment Of By-laws – First, Second & Third Readings

- a) A By-law to Establish Fees and Charges for the Regional Municipality of Waterloo and Repeal By-law 13-001, As Amended
- b) A By-law to Amend By-law 58-87, as Amended, Being a By-law to Designate and Regulate Controlled-Access Roads (Regional Road #28 Homer Watson Boulevard, City of Kitchener)
- c) A By-law to Confirm the Actions of Council – January 15, 2014

21. Adjourn



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OF CANADIAN
MUNICIPALITIES

FÉDÉRATION
CANADIENNE DES
MUNICIPALITÉS

January 7, 2014

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www.fcm.ca

His Worship Ken Seiling, Regional Chair and Members of the Regional Council
Region of Waterloo, Administrative Headquarters
150 Frederick St.
P.O. Box 9051, Station C
Kitchener, ON, N2G 4J3

Dear Chair Seiling and Members of Council:

I congratulate the Region of Waterloo for achieving Milestones Two and Three of the Partners for Climate Protection (PCP) program for community greenhouse gas (GHG) emissions. Completion of these milestones is a notable achievement that demonstrates your local government's commitment to monitoring and managing GHG emissions generated by community activities. Your work with area municipalities and various community partners to develop *A Climate Action Plan for Waterloo Region* is an inspiring story of local collaboration, and your achievement has been posted on the PCP website at www.fcm.ca/pcp.

Now that you have collected baseline energy and emissions data, set goals and targets, and developed a local action plan, the next step in the PCP process is to implement the action plan and monitor results. We look forward to receiving a progress report on the plan's implementation as well as an updated community energy and emissions inventory, which constitute the remaining milestones in the PCP framework. Your efforts, and those of a growing number of PCP participants, will make a significant contribution towards reducing Canada's GHG emissions.

Cost-effective, community-based projects offer the very best opportunities for taking action on climate change. Since 2008, PCP member municipalities have voluntarily reported on over 700 projects to reduce GHG emissions. These projects represent more than \$1 billion in local investments and over 1.7 million tonnes in annual GHG reductions.

Our Program Officer, Jon Connor, is available to discuss how PCP can continue to serve the needs of your municipality. Should you have any questions, Mr. Connor can be reached by telephone at (613) 907-6370 or via e-mail at pcp@fcm.ca.

Yours sincerely,

Claude Dauphin
FCM President

CD/JC: jlp

cc: David Roewade, Environmental Sustainability Planner

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JAN 13 2014

OFFICE OF THE REGIONAL CHAIR



B

B

January 10, 2014

President
Président

Claude Dauphin
Maire,
Arrondissement de Lachine,
Ville de Montréal, QC

First Vice-President
Premier vice-président

Brad Woodside
Mayor,
City of Fredericton, NB

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Raymond Louie
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Regional Chair Ken Seiling
1st Floor, 150 Frederick Street
Kitchener, ON N2G 4J3

Dear Chair Seiling,

This past year your local government achieved an important distinction by completing the fifth and final milestone in the Partners for Climate Protection (PCP) program. This achievement reflects several years of dedicated planning and local government leadership on climate change, and it is a distinction your community shares with only 20 other local governments in Canada.

In recognition of your community's milestone achievement, the Federation of Canadian Municipalities (FCM) and ICLEI-Local Governments for Sustainability invite you to attend the annual PCP Recognition Ceremony that will be taking place on **Wednesday, February 12th** at the 2014 Sustainable Communities Conference in Charlottetown, PEI. The recognition ceremony will be held in conjunction with FCM's Sustainable Communities Awards, providing an opportunity for your local government to be recognized for its efforts to improve energy efficiency and reduce greenhouse gas (GHG) emissions. As a recent Milestone Five recipient, your local government will receive special recognition at this ceremony.

With this invitation we would also like to offer you a complimentary day-pass for the full range of Wednesday's conference activities. This complimentary pass will give you access to the conference opening ceremony and morning plenary, a variety of afternoon workshops and study tours, as well as the PCP Recognition Ceremony and reception.

...2/



Please confirm if you or a representative from your community plans to attend by contacting PCP Program Officer Jon Connor at jconnor@fcm.ca or by telephone at 613-907-6370.

We hope to see you in Charlottetown!

Sincerely,



Devin Causley
Manager, Climate Change Programs
Federation of Canadian Municipalities



Ewa Jackson
Acting Director
ICLEI Canada

DC/EJ/JC: jlp

cc: David Roewade, Sustainability Planner, Region of Waterloo

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JAN 13 2014

OFFICE OF THE REGIONAL CHAIR



Report: F-14-006

Region of Waterloo

Finance Department

Treasury Services Division

To: Regional Chair Ken Seiling and Members of Regional Council
Date: January 15, 2014 **File Code:** F03-00
Subject: **Collection Process for Water Accounts - Additional Information**

Recommendation:

For Information

Summary: Nil

Report:

An information report on the collection process for delinquent accounts and potential water disconnection (F-14-003) was tabled at the January 7th Administration and Finance Committee meeting. As part of the discussion, Committee requested that staff report back to Regional Council with a more detailed outline of the process for water account collection including additional points of customer contact.

A more detailed outline of the process for water account collection, including potential shut off, is attached as Appendix 1. Given the comments from some members of Committee, the process has been expanded to include an additional point of customer contact (by phone) following the mailing of the second collection letter. Additionally, the process now allows for 21 days for payment following the second notice. Overall, there is a minimum of seven (7) communication attempts with customers prior to water shut off including invoices, reminder letters and phone calls as noted in Appendix 1. For safety and administrative reasons, the process does not include in person contact with customers in arrears at the time of water shut-off.

The timeline for the collection process has been modified to allow for this report to Council and for the additional point of customer contact. A comparison of the original timeline and the revised time is shown in the following table.

Action:	Original Date	Revised Date
Report to Committee / Council	Jan. 7, 2014	Jan. 15, 2014
Mail second notice	Jan. 8, 2014	Jan. 16, 2014
Customer calls (new)	n/a	Jan. 22-24, 2014
Three week payment period ends	Jan. 22, 2014	Feb. 6, 2014
Review properties subject to water disconnection and prepare shut off notices	Jan 23, 2014	Feb. 7, 2014
Post Shut off notice	Jan. 23, 2014	Feb. 7, 2014
Potential shut off	Jan. 27-31, 2014	Feb. 10-14, 2014

Corporate Strategic Plan:

Collection of overdue accounts align with Focus Area 5 of the Corporate Strategic Plan and the objective of ensuring that Regional programs and services are efficient and effective and demonstrate accountability to the public.

Financial Implications:

Currently there are 171 accounts in arrears over 60 days for a total of \$174,017 owing. The planned collection process will initially be used for 27 accounts in arrears in excess of 60 days and having balances over \$1,000 totalling \$44,627. Most of these accounts have not made payments in the last two years.

Other Department Consultations/Concurrence:

Staff from the Water Services and Legal Services Divisions have been involved in the development of the planned collection process.

Attachments:

Appendix 1 - Detailed Outline of the Process for Water Account Collection

Prepared By: Angela Hinchberger, Director of Treasury Services and Tax Policy

Approved By: Craig Dyer, Chief Financial Officer

Appendix 1 - Detailed Outline of the Process for Water Account Collection

Step	Activity	Communication with customer
1	Water and wastewater invoices are issued bi-monthly for water consumption in the prior 2 months and are due 21 days from the invoice date. Invoices include previous unpaid balances and interest charges.	#1
2	Interest of 1% per month on overdue amounts is charged monthly 2 days after the invoice due date.	
3	The first collection letter is mailed 10 days after the invoice due date.	#2
4	Regional staff initiates customer calls/emails to follow up on payment. Where payment in full is not possible, payment plans are drawn up and approved. Generally, water payment plans are not to exceed six months.	#3
5	The second collection letter is mailed and potentially hand delivered or posted on the front door 40 days after the invoice due date. The letter notifies customers of potential water service disconnection if payment is not made within 21 days of the date on the letter or a payment plan is not arranged. Payment can be made in person, by telephone, certified cheque, online banking or credit card.	#4
6	Next billing period invoices are issued. Invoices include previous unpaid balances.	#5
7 (New)	Regional staff will follow up by telephone with customers who were mailed the second collection letter. Staff will discuss payment of arrears, a potential payment plan and the possibility of water disconnection should payment or payment plan agreement remains outstanding 21 days after the date on the letter.	#6
8	Accounts that are not paid or accounts that have not committed to a payment plan within those 21 days will be reviewed and water disconnection notices will be prepared.	
9	Water disconnection notices will be hand delivered or posted on the front door of the service address. The letter indicates when water disconnection is scheduled to happen.	#7
10	Water is turned back on within 24 hours (business hours Monday to Friday) after payment is made and a \$100 water re-connection fee is charged to the account as approved in the fees and charges by-law.	
11	If the customer fails to pay the balance outstanding after water disconnection, the account is sent to Legal Services for collection and a request for transfer to property tax is issued to the applicable area municipality. This request is made on an annual basis in early June.	

The Regional Municipality of Waterloo

Planning and Works Committee

Summary of Recommendations to Council

The Planning and Works Committee recommends as follows:

1. That the Region of Waterloo accept P-14-001, Monthly Report of Development Activity for November 2013, dated January 7, 2014.
2. That the Regional Municipality of Waterloo approve an amendment to Controlled Access By-law #58-87 for a right-in/right-out access on the north side of Regional Road #28 (Homer Watson Boulevard), approximately 355 metres west of Conestoga College Boulevard in the City of Kitchener, as described in Report No. P-14-002, dated January 7, 2014.
3. That the Regional Municipality of Waterloo endorse the Western Golden Horseshoe Municipal Network Charter (“the Charter”) attached to Report P-14-003, dated January 7, 2014, and that the Region’s Chief Administrative Officer be authorized to sign the Charter signifying the Region’s membership in the Western Golden Horseshoe Municipal Network.
4. That the Regional Municipality of Waterloo enter into separate formal agreements with the City of Waterloo and the City of Kitchener with respect to the cost sharing for utilities, betterments and any corridor streetscape priorities relating to the Stage 1 Light Rail Project as identified and agreed to by both local municipalities respectively and as described in Report E-14-003/F-14-001, subject to the agreements being satisfactory to the Commissioner of Transportation and Environmental Services, the Chief Financial Officer and Regional Solicitor.

Conflict:
R. Deutschmann
5. That the Regional Municipality of Waterloo enter into a Transmission Line Relocation Agreement with Hydro One Networks Inc. (HONI) to bury the existing 115 kV transmission line on the Hydro corridor between Courtland Avenue and Fairview Park Mall, in form and content satisfactory to the Commissioner of Transportation and Environmental Services, the Regional Solicitor and the Chief Financial Officer at an estimated cost of \$25,011,000. This relocation will allow for the construction of the Region’s LRT system on the HONI corridor between Courtland Avenue and the Fairview Park Mall RT station.

Conflict:
R. Deutschmann

January 7, 2014

CPS-140107

The Regional Municipality of Waterloo
Planning and Works Committee

Summary of Closed Recommendations to Council

The Planning and Works Committee recommends as follows:

1. That the Regional Municipality of Waterloo approve the appointments of Susan Bryant and Lou Lima for a four-year term expiring on December 31, 2017 and Chris Toal for a two-year term expiring on December 31, 2015, to the Water Efficiency Advisory Committee.

January 7, 2014

1544713

The Regional Municipality of Waterloo
Administration and Finance Committee
Summary of Recommendations to Council

The Administration and Finance Committee recommends as follows:

1. That Report F-14-004 be forwarded to the Province of Ontario as Waterloo Regional Council's response to the Ministry of Municipal Affairs and Housing's consultation on the Development Charges System in Ontario;

And That the Province be requested to make changes to the "Development Charges Act, 1997", to support the Region's transition to higher order light rail transit system by:

- Allowing the use of a 10-year forward looking level of service as the baseline for calculating development charges for transit; and
- Eliminating the 10% mandatory discount on development charges to pay for transit infrastructure;

And That the Province be requested to make changes to the "Development Charges Act, 1997", consistent with the principle that "growth pays for growth," including the following:

- Include all services funded by a municipality;
- Remove the 10% discount for all services; and
- Replace the 10 year average historic service level limits with a service level that is forward looking;

And Further That Report F-14-004 be circulated to the Area Municipalities within Waterloo Region for information.

2. That the Regional Municipality of Waterloo approve the permanent implementation of consent agendas for Regional Administration and Finance, Community Services and Planning and Works Standing Committee meetings. [CR-CLK-14-001]

January 7, 2014

The Regional Municipality of Waterloo
Administration and Finance Committee
Summary of Recommendations to Council

The following motion was approved at the December 3, 2013 Administration and Finance Committee meeting but was omitted from the Summary submitted to Regional Council on December 11, 2013.

The Administration and Finance Committee recommends as follows:

6. That the Regional Municipality of Waterloo take the following actions regarding Economic Development in Waterloo Region:

And That the Province of Ontario be requested to amend the Table in Section 11 of the Municipal Act, 2001, as amended, to add the Regional Municipality of Waterloo to the list of Upper-tier Municipality(ies) that are assigned “non-exclusive” legislative authority to participate in the assigned sphere of “Acquisition, development, and disposal of sites for industrial, commercial and institutional uses”;

And That the Area Municipalities be encouraged to make similar requests to the Province of Ontario;

And Further That the Region enter into a consulting services agreement with Malone Given Parsons Ltd. to provide services for the preparation of a region-wide Economic Development Strategy in partnership with the Area Municipalities in 2013 and 2014, at an upset limit of \$183,000 plus applicable taxes (Region’s share \$92,000 plus applicable taxes), as described in Report No. CA-13-005/P-13-121, dated December 3, 2013.

December 3, 2013

CFS-140107

The Regional Municipality of Waterloo
Administration and Finance Committee

Summary of Closed Recommendations to Council

The Administration and Finance Committee recommends as follows:

1. That the Regional Municipality of Waterloo appoint the following citizens to the Grand River Accessibility Advisory Committee (GRAAC) for a three-year term from January 2014 to December 2016: Sharon Giles, Christine Taylor, Laura Master, Dawn Clelland, Paula Saunders, David Kuhn, and Carrie Speers.

January 7, 2014

1544719

The Regional Municipality of Waterloo
Community Services Committee
Summary of Recommendations to Council

The Community Services Committee recommends as follows:

1. That the Regional Municipality of Waterloo increase the 2014 operating budget for Employment and Income Support, Social Services by \$ 206,709 gross and \$ 0 net Regional levy;

That the Regional Municipality of Waterloo increase the staffing complement for Employment and Income Support, Social Services by three (3) full time equivalent staff positions effective April 1, 2014; and

That the Regional Municipality of Waterloo approve the submission of the 2014/2015 Business Plans to the Ministry of Training Colleges and Universities for the delivery of Employment Ontario services as outlined in Report SS-14-001.

2. That the Regional Municipality of Waterloo approve the provision of publically funded physiotherapy services at the Sunnyside Wellness Centre as outlined in Report SS-14-002 dated January 7, 2014.

January 7, 2013

The Regional Municipality of Waterloo

Community Services Committee

Summary of Closed Recommendations to Council

The Community Services Committee recommends as follows:

1. That the Regional Municipality of Waterloo re-appoint Ms. Carolyn Coakley and Ms. Elizabeth Waters Heinrichs and appoint Ms. Elizabeth Thorsen, Mr. James Arteaga, Mr. Brad Paddock and Mr. Bill Sutherland to the Heritage Planning Advisory Committee for a three-year term ending December 31, 2016.
2. That the Regional Municipality of Waterloo approve the following appointments to the Employment and Income Support Community Advisory Committee as follows:
 - a. Reappoint Alex Troeger (Participant Member), Frederick Bond (Participant Member), Melissa Webster (Participant Member), Dianne McLeod (Community Placement Supporting Agency), Anne Ramsay (Literacy Services Representative) for terms ending December 31, 2017; and
 - b. Appoint Sandy Dietrich-Bell (Emergency Shelter Services), Jake Frandsen (Waterloo Regional Labour Council) and Birgit Lingenberg for a term ending December 31, 2017.

January 7, 2014



Report: CR-CLK-14-003

Region of Waterloo

Corporate Resources

Council and Administrative Services

To: Ken Seiling and Members of the Regional Council

Date: January 15th, 2014

File Code: C05-20

Subject: Appointments to Waterloo Regional Heritage Foundation

Recommendation :

That the Regional Municipality of Waterloo ratify the following appointments to the Waterloo Regional Heritage Foundation (WRHF): Adam Crerar, Wilfrid Laurier University and Allen Schiedel, North Waterloo Branch of the Architectural Conservancy of Ontario, for a term to expire at the annual general meeting in June 2015.

Summary:

Regional Council ratification is required for appointments to the WRHF for representatives from certain bodies. The following names are being put forward from the Heritage Foundation:

- a) Adam Crerar, Wilfrid Laurier University, and
- b) Allen Schiedel, North West Branch of the Architectural Conservancy of Ontario

Elections were held for five (5) director-at-large positions at the annual general meeting on June 11, 2013. According to the Foundation's by-laws, these appointments do not require Council ratification. The following board members were elected for a two (2) year term: Allison Dias, Zyg Janeki, Stephanie Massel, Lary Turner and Warren Stauch.

Corporate Strategic Plan:

The recommendation for the appointment of directors to the Foundations promotes Focus Area #5, Service Excellence, specifically in fostering open, transparent and accountable municipal government.

Financial Implications: Nil

Other Department Consultations/Concurrence: Nil

Prepared By: Erin Flewwelling, Council/Committee Support Specialist

Approved By: Kris Fletcher, Director, Council & Administrative Services /
Regional Clerk



Region of Waterloo

Social Services

Employment and Income Support

Date: January 15, 2014

Memorandum

To: Chair Ken Seiling and Members of Regional Council
 From: David Dirks, Director, Employment and Income Support
 Subject: Ontario Works Caseload: December 2013
 File No: S09-80

This memorandum is provided as information for members of Council. Employment & Income Support, Social Services with Finance monitors the Ontario Works (OW) caseload on a monthly basis. Below is a chart summarizing the caseload at the end of December 2013 with comparisons to the months of November 2013 and December 2012 as well as October 2008.

Very briefly,

- The OW caseload at December 2013 was: 8,210
- The OW caseload at November 2013 was: 8,270
- The **decrease** from November 2013 was: 60 cases (-0.7%)
- The **decrease** from December 2012 was: 219 cases (-2.6%)
- The increase from September 2008 was: 1,918 cases (+30.5%)

- Waterloo Region unemployment rate for December 2013 was: 6.1%
- Waterloo Region unemployment rate for December 2012 was: 6.7%

Ontario Works Caseload and Unemployment Rate

Ontario Works Caseload

December 2013	November 2013	December 2012	% Change November to December	% Change Year to Year
8,210	8,270	8,429	-0.7%	-2.6%

Unemployment Rates – Seasonally Adjusted*

	December 2013	November 2013	December 2012	% Change November to December	% Change Year to Year
Province	7.9%	7.2%	7.9%	+9.7%	n/c
Waterloo Region	6.1%	6.0%	6.7%	+1.7%	-9.0%

*As revised by Statistics Canada

The caseload continues its decline, although the amount of change from the previous month is negligible. The average caseload for the 2013 year was 8,514 (as compared to the budget of 8,800). In previous years the January caseload has increased.

The provision of social assistance supports the Region's 2011-2014 Corporate Strategic Focus Area 4: Healthy and Inclusive Communities: (to) foster healthy, safe, inclusive and caring communities.

If you have any questions or comments or for further information, please contact David Dirks, Director, Employment and Income Support at 519-883-2179 or ddirks@regionofwaterloo.ca