

TOWNSHIP OF GUELPH/ERAMOSA
ANNUAL NOTICE
EFFICIENCY AND EFFECTIVENESS

Pursuant to section 300 of the "New Municipal Act, 2001"

In 2005 the Council and Staff of the Township of Guelph/Eramosa continued their commitment to the efficient and cost effective delivery of services to residents of The Township of Guelph/Eramosa.

During 2005 the Department of Fire Services promoted joint training sessions with the other fire departments within the County of Wellington, in order to reduce the overall municipal training cost per capita and encourage standardization of training with neighboring departments. A review of emergency response times was initiated to determine areas requiring improvement and provide beneficial information to assist with the future phase of volunteer recruitment. The fire guidelines for the Volunteer Fire Department were reviewed to ensure they are up to date and meet present day requirements.

The installation of the emergency generator was completed at the Rockwood Fire Hall providing a full emergency operation centre for the municipality. Upgrades to the computer system including the installation of a full wireless internet system were initiated at the Rockwood Fire Station to improve the overall communications for the fire department, while at the same time provide the resources for the emergency control group with laptops to operate anywhere in the facility without the need to manually plug into the system. These improvements along with the installation of a second server and data back up system at the Fire Hall provides a business continuation plan for the Municipality in the event of a catastrophic disaster at the Municipal Office.

The Building Department staff completed the courses required to comply with Bill 124, the Building Code Statute Law Amendment Act. In order to facilitate the requirements of Bill 124 and to provide additional customer service a Building Department Assistant was added to the work force. Building by-laws including by-laws for swimming pools and hot tubs were developed and implemented. Standard drawings have been developed for decks, detached garages, and slabs on grade for use by applicants. Pool safety videos are now included with swimming pool permits to promote awareness to community safety. The Building Department Staff implemented pre-consultation services with applicants to determine exactly what is required to obtain a building permit and ensure permit information is complete, preventing costly delays to construction. The addition of a mobile computer unit and printer allows the Building Inspector to issue all inspection reports on site. An internal review of the building department practices and procedures was completed prompting the development of a permit application checklist, changes to the filing and labeling system and a revision to the inspection reports to include occupancy and other prescribed inspections. The Building Department strives to promote efficient and effective customer service and with the implementation of these changes the majority of the building permits are now issued in 10 days or less as regulated in Bill 124.

During 2005 the Township website was redesigned and updated to promote user friendly browsing tools and provide additional municipal and community information.

Programs directed towards municipal risk management issues including health and safety issues were implemented to promote employee and community safety.

A process was initiated to review and consolidate existing procedures and establish new operational procedures for each department. This process will assist in the ongoing review of the delivery of municipal services to continue to promote efficient and effective customer service.

During 2005 the Public Works Department introduced a night patrol shift for the winter maintenance season allowing for a more efficient response to overnight storm events, which in turn promoted the maintenance of a level of service above the minimum maintenance standards. The after hours paging system was replaced with twenty four hour on-call coverage to provide better response to after hour emergencies. A revision to the winter maintenance routes, and a reallocation of resources was implemented to increase efficiency and reduce travel time during the winter operations. A work order system with follow-up procedures was developed and implemented to allow for effective complaint resolution and increase accountability. The time sheets and job codes were revised during the year to allow for better allocation of labour costs to specific assets for budgetary tracking. The Roads Needs Study and Capital Plan was reviewed and a new five year capital plan for roads, bridges, equipment and vehicle replacement was developed and implemented. The Ontario Good Roads training was re-implemented during 2005 to assist in increasing employee's job related knowledge and overall effectiveness.

With the introduction of the Federal Gas Tax Rebate for municipalities, the approval for COMRIF Funding for area bridges, and the OSTAR Funding for Water Upgrades to the Rockwood and Ricenburg water systems, the barriers with regard to the fiscal gap in the infrastructure deficit have been reduced.

The Township of Guelph/Eramosa strives to promote the efficient and effective delivery of services with a continued focus on cost savings and overall service efficiencies and effectiveness.