



GENERAL GOVERNMENT SERVICES COMMITTEE AGENDA

Thursday, February 24, 2022 at 11 a.m.

By video conference – The meeting will be live streamed on YouTube at the following link:
<https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

Land Acknowledgement Statement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Roll Call

Declarations of Pecuniary Interest by Members

PUBLIC QUESTION PERIOD

To submit your request to ask a question please contact us at info@dufferincounty.ca or 519-941-2816 x2500 prior to 4:30 p.m. on February 23, 2022.

REPORTS

1. GENERAL GOVERNMENT SERVICES – February 24, 2022 – ITEM #1
2021 Investment Activity

A report from the Manager of Finance, Treasurer, dated February 24, 2022, to provide an annual report on investment activity and returns as required per Policy 3-6-9 Investments.

Recommendation:

THAT the Report from the Manager of Corporate Finance, Treasurer dated February 24, 2022 on 2021 Investment Activity be received.

2. GENERAL GOVERNMENT SERVICES – February 24, 2022 – ITEM #2
Annual Development Charges Report 2021

A report from the Manager of Finance, Treasurer, dated February 24, 2022, is provided under the direction of the Development Charges Act, (DCA), and under Ont. Reg. 82/98 S. 12, and is also required to satisfy the reporting requirement within Dufferin County's own Development Charges ("DC") Bylaw 2017-37 ("the DC Bylaw").

Recommendation:

THAT the report of the Manager of Corporate Finance, Treasurer, dated February 24, 2022, regarding Annual Development Charges Report 2021 be received.

3. GENERAL GOVERNMENT SERVICES – February 24, 2022 – ITEM #3
Rescue Calls Policy Update

A report from the Manager of Finance, Treasurer, dated February 24, 2022, to provide Council with an update related to rescue calls.

Recommendation:

THAT the report of the Manager of Corporate Finance, Treasurer, dated February 24, 2022, regarding Rescue Calls Update be received.

4. GENERAL GOVERNMENT SERVICES – February 24, 2022 – ITEM #4
Primary Public Safety Answering Point (P-PSAP)

A report from the Manager – Preparedness, 911 & Corporate Projects, dated February 24, 2022, to recommend to Committee and Council that Northern 911 continue to provide Primary – Public Safety Answering Point (P-PSAP) service or, as it was formally known, the Central Emergency Reporting Bureau (CERB).

Recommendations:

THAT the report of the Manager - Preparedness, 911 & Corporate Projects dated February 24, 2022, regarding Primary – Public Safety Answering Point, be

received;

AND THAT the contract with Northern911 for provision of a Primary – Public Safety Answering Point be extended until July, 2025.

Next Meeting

Thursday, March 24, 2022 at 11:00 a.m.

Video Conference



REPORT TO COMMITTEE

To: Chair Creelman and Members of General Government Services Committee

From: Aimee Raves, Manager of Corporate Finance, Treasurer

Meeting Date: February 24, 2022

Subject: 2021 Investment Activity

In Support of Strategic Priority:

Good Governance (GG) - ensure transparency, clear communication, prudent financial management

Purpose

The purpose of this report is to provide annual report on investment activity and returns, as required per Policy 3-6-9 Investments.

Background & Discussion

In accordance with the Municipal Act, municipalities may invest cash on hand in order to maximize the return on funds. Only instruments deemed eligible under Ontario Regulation 43/18 and 655/07 are permitted, all of which are considered "safer" thereby helping to minimize the risk to the municipality. The length of time the funds are invested will depend on where the funds come from (general, reserve funds, trust funds or obligatory reserve funds) and when those funds may be required in the future.

Throughout 2021 the County had approximately \$35 million invested at any given time in a variety of savings, short term and longer term instruments. A total of 49 different instruments were held during 2021 and were held with nine different organizations including investment companies, brokers and banks. The majority of funds invested have been held in various instruments with ONE Fund including their high interest savings account (HISA), equity and corporate bond accounts. Most other investments were either GICs, bonds, bank notes or instruments known as step ups which are similar to GICs but pay increasing amounts of interest the longer the funds are held.

Over \$8.6 million were transferred out of the ONE Fund HISA due to a change in their interest rate which made it a less favourable investment. Most of these funds were reinvested into a number of other instruments.

Excluding the ONE Fund HISA redemption, a total of 6 investments with a value of \$3,881,393 were redeemed in 2021 with 15 new investments being made with a value of \$15,685,102. The table below provides a summary of the beginning and ending balances of investments per fund:

	December 2020	December 2021
General Funds	\$25,134,748	\$30,794,694
Trust Funds	\$40,873	\$40,873
Reserve Funds	\$2,989,749	\$3,048,635
Obligatory Reserve Funds	\$7,849,879	\$5,370,895

Investing involves finding the right balance between the level of cash required on hand and the amount that can be invested for greater returns. Additional analysis of existing reserves and future planned uses provided the opportunity to invest additional cash leading to the increase in General Funds. Obligatory Reserve Funds which include Development Charges, Gas Tax and Building Reserve Fund has decreased over 2020. The level of cash on hand, specifically Development Charges, was much lower than usual at the end of 2020. It was found that there was insufficient cash to cover planned costs for the year and thus the funds from maturing investments were not reinvested.

Financial, Staffing, Legal, or IT Considerations

Due to the sheer volume of instruments and the varying times interest is paid it is difficult to provide a report that outlines the actual returns per investment, thus for the purpose of this report staff will outline the total investment interest earned per different fund.

The chart below provides a summary of the average funds invested throughout the year, the ending investment amount and the total investment interest earned. The final column provides the average annual return which is the total interest earned divided by the average 2021 balance. This is not a precise calculation as it does not take into consideration the fact that longer term investments often yield a higher rate of return, however it does provide an idea of the average rate of return on funds invested.

A rate of return that is higher than what can be earned by leaving funds in the bank account is always an objective. The average returns below are all better than what is currently earned in the bank account with the exception of the Museum Trust. This

investment is tied directly to the market and will see higher and lower swings than the others, it can also be indicative of the need to redeem and reinvest the funds in something more advantageous.

Anticipating interest rates to remain low in 2021 as well as continued uncertainty in the markets, early in the year a number of investments with ONE Fund were redeemed and subsequently reinvested in order to maximize our returns. As such the investment interest for General Funds, WSIB and Building Reserve Funds are significantly higher than the others. This highlights the importance of monitoring investments and working diligently to maximize the returns for the County.

The 2021 average return of 5.8% is much better than the 2.4% achieved in 2020. If we were to exclude the gains earned on the redemption of the ONE Fund investments the average rate of return would have been only 2.2% which is in line with the previous year. Interest rates are anticipated to climb in 2022 and investment rates have already begun climbing in anticipation. It is likely 2022 returns will be between 2.2% and 2.5%.

	December 31 Ending Balance	Average 2020 Balance	Investment Interest Earned/Gains on Investment	Average Return
General Funds	\$30,794,694	\$27,606,527	\$1,210,316	4.4%
Museum Trust	\$40,873	\$40,873	\$105	0.3%
WSIB RF	\$1,548,635	\$1,374,012	\$466,975	34.0%
BLR RF	\$1,500,000	\$1,500,000	\$27,840	1.9%
DC ORF	\$1,570,835	\$1,680,066	\$19,950	1.2%
Roads DC ORF	\$959,738	\$1,107,815	\$19,101	1.7%
Building ORF	\$2,840,322	\$3,058,275	\$348,523	11.4%
Totals	\$39,255,097	\$36,367,567	\$2,092,810	5.8%

Note: RF means Reserve Funds, ORF = Obligatory Reserve Funds, BLF = Bank Loan Retirement and DC = Development Charges.

The numbers included in this report are unaudited and thus subject to change.

Recommendation:

THAT the Report from the Manager of Corporate Finance, Treasurer dated February 24, 2022 on 2021 Investment Activity be received.

Prepared By:

Aimee Raves, CPA, CMA

Manager of Corporate Finance, Treasurer



REPORT TO COMMITTEE

To: Chair Creelman and Members of General Government Services Committee

From: Aimee Raves, Manager of Corporate Finance, Treasurer

Meeting Date: February 24, 2022

Subject: Annual Development Charges Report 2021

In Support of Strategic Priority:

Good Governance (GG) - ensure transparency, clear communication, prudent financial management

Purpose

This mandatory report is provided under the direction of *the Development Charges Act, (DCA)*, and under Ont. Reg. 82/98 S. 12, and is also required to satisfy the reporting requirement within Dufferin County Development Charges ("DC") Bylaw 2017-37 ("the DC Bylaw").

Background and Discussion

This annual report provides a summary of Development Charge activity for 2021. The information provided in Schedules A and B are separated by the type of DCs collected, Roads and Non-Roads funds. Schedule A provides a summary of funds collected, spent and interest allocated to the various categories that DCs are collected for. Schedule B provides an overview of project financing sources for projects that include DCs. The other sources of funding include property taxes and tenant rent.

DCs are typically collected in advance of capital projects, in relation to some larger projects it is not unusual to collect DCs after the fact. This is the case for several of the building related projects included in Dufferin County's DC study and why DCs are used to partially cover the ongoing, annual debt servicing costs. These ongoing DC amounts are included in the annual budget and are considered as projects for purposes of the annual DC reports.

Financial, Staffing, Legal and IT Considerations

The total DC Reserve Fund at the end of 2021 was \$4.9 million, approximately \$2.7 million was held for non-roads projects while approximately \$2.1 million held for future road projects. Unspent DC balances are slightly lower at the end of 2021 than at the end of 2020.

In Schedule A where an *n/a* is indicated DCs are no longer collected for these projects as funds were already collected and spent. DCs collected in 2021 and forward will be allocated to future projects as per the DC study.

County DC's are collected based on the data in the most recent DC Background Study, and in the DC Bylaw. The Study and Bylaw must be updated every five years or sooner. The last version of the County Study and Bylaw is from summer of 2017. Every municipality's DC Bylaw has a maximum five-year lifespan, as per the *Development Charges Act*. If the DC Bylaw is not replaced, before the old DC Bylaw expires, the municipality no longer can collect any DC's, until a new DC Bylaw is adopted. The procurement process to engage consultants for the development of a new DC bylaw is already under way with anticipation of the new bylaw being completed this July.

Recommendation

THAT the report of the Manager of Corporate Finance, Treasurer, dated February 24, 2022, regarding Annual Development Charges Report 2021 be received.

Prepared By:
Aimee Raves, CPA, CMA
Manager of Corporate Finance, Treasurer

Attachment: 2021 Schedules A and B

SCHEDULE A
County of Dufferin 2021 Development Charges Activity

	Opening Balance	2021 Collections	2021 Spending	Transfers*	2021 Interest	Closing Balance
Non Roads Development Charges						
Paramedic Equip. expanded inventory	\$ 12,045	n/a	\$ -		\$ 137	\$ 12,182
Edelbrock Centre debt service	\$ 66,131	\$ 15,277	\$ (51,850)	\$ 30,000	\$ 675	\$ 60,234
Social Housing debt service Orangeville	\$ 120,094	\$ 27,744	\$ (181,567)	\$ 110,000	\$ 865	\$ 77,136
Social Housing debt service Shelburne	\$ 67,397	\$ 15,570	\$ (137,967)	\$ 120,000	\$ 737	\$ 65,737
Future Housing subsidy decreases	\$ 193,721	\$ 44,753	\$ (90,000)	\$ (60,000)	\$ 1,003	\$ 89,477
Housing new 2018 facility Orangeville	\$ 213,409	\$ 49,301	\$ (108,000)		\$ 1,755	\$ 156,465
W-D-G Health Unit debt service	\$ 712,336	\$ -	\$ (122,490)	\$ (200,000)	\$ 4,421	\$ 394,267
Primrose Depot, new salt dome 5,000 sf	\$ 155,316	\$ -	\$ -		\$ 1,761	\$ 157,077
Future expansion of plow fleet	\$ 83,585	\$ -	\$ -		\$ 948	\$ 84,533
New Works Depot, 12,000 sq.ft., 100%	\$ 1,221,796	\$ 282,256	\$ -		\$ 17,057	\$ 1,521,109
Waste Services bin inventories	\$ 43,977	\$ 10,159	\$ (18,000)		\$ 410	\$ 36,546
Future DC Study (2022)	\$ 30,626	\$ 7,075	n/a		\$ 428	\$ 31,054
Misc Other Studies (MCR etc.)	\$ 117,405	n/a	\$ (90,444)		\$ 306	\$ 27,267
Non Roads DC Total	\$ 3,037,839	\$ 452,136	\$ (800,318)	\$ -	\$ 30,503	\$ 2,713,083
Roads Development Charges						
	0					
Specific projects for 2021 (124)	\$ 206,632	\$ 18,941	\$ (184,875)	\$ (40,698)	\$ -	\$ 0
Specific road projects of 2021 to 2026	\$ 994,773	\$ 91,187	\$ -	\$ 40,698	\$ 14,269	\$ 1,140,927
Major length Road 25 (15.9 km.)	\$ 568,165	\$ 52,082	\$ -		\$ 7,855	\$ 628,102
Road 17 west of Hwy. 10 (7.8 km)	\$ 276,797	\$ 25,373	\$ -		\$ 3,827	\$ 305,997
Pre-engineering & Design costs	\$ 33,034	\$ 3,028	\$ -		\$ 457	\$ 36,519
Road-related Studies (Roads Needs etc)	\$ 13,053	\$ 1,197	\$ -		\$ 180	\$ 14,430
Roads DC Total	\$ 2,092,455	\$ 191,808	\$ (184,875)	\$ -	\$ 26,589	\$ 2,125,976
Combined Totals	\$ 5,130,294	\$ 643,944	\$ (985,193)	\$ -	\$ 57,091	\$ 4,839,059

* Transfers are completed to shift unspent project balances to future projects

Schedule B
ANALYSIS of 2021 PROJECT FINANCING SOURCES
for Projects financed in part from Development Charges

	Project Cost	DC Financed	Remaining Costs	Other Sources of Finances	
				Property Taxes	Tenant Rentals
Non Roads Projects					
Edelbrock Centre debt service	\$ 200,000	\$ (51,850)	\$ 148,150	\$ 36,692.86	\$ 111,457
Housing debt service Orangeville 1	\$ 181,567	\$ (181,567)	\$ -	\$ -	\$ -
Housing debt service Shelburne	\$ 137,967	\$ (137,967)	\$ -	\$ -	\$ -
Housing debt service Orangeville 2	\$ 120,001	\$ (108,000)	\$ 12,001	\$ -	\$ 12,001
W-D-G Health Unit debt service	\$ 137,904	\$ (122,490)	\$ 15,414	\$ 15,414	\$ -
Housing Capital - Roofing Upgrades	\$ 140,664	\$ (90,000)	\$ 50,664	\$ 50,664	\$ -
Curbside Collections	\$ 18,000	\$ (18,000)	\$ -	\$ -	\$ -
Studies:					
Municipal Comprehensive Review	\$ 90,444	\$ (90,444)	\$ -	\$ -	\$ -
Total Non Roads	\$ 1,026,547	\$ (800,318)	\$ 226,229	\$ 102,771	\$ 123,458
Roads Projects					
DR 124 - 5th SR to DR 17	\$ 1,275,000	\$ (184,875)	\$ 1,090,125	\$ 1,090,125	
Total Roads	\$ 1,275,000	\$ (184,875)	\$ 1,090,125	\$ 1,090,125	\$ -
Combined Total	\$ 2,301,547	\$ (985,193)	\$ 1,316,354	\$ 1,192,896	\$ 123,458

REPORT TO COMMITTEE

To: Chair Creelman and Members of General Government Services Committee

From: Aimee Raves, Manager of Corporate Finance, Treasurer

Meeting Date: February 24, 2022

Subject: **Rescue Calls Policy Update**

In Support of Strategic Plan Priorities and Objectives:

Good Governance – ensure transparency, clear communication, prudent financial management

Purpose

The purpose of this report is to provide Council with an update related to rescue calls.

Background & Discussion

In November 2020, staff brought to the attention of committee the difficulties experienced related rescue call recoveries. As a result, a new policy was developed in consultation with the local municipalities. The new Rescue Calls Policy 3-3-13 was developed and approved by Council in March 2021. At that time Council requested a follow up one year from implementation of the new policy on the impact of these changes.

The November 2020 report highlighted the increasing cost to the County as a result of not being able to either bill or collect for these costs. The new policy transferred the responsibility for billing for accidents on County roads back to the local fire board or municipality as they have the legislative authority the County lacks to collect for such calls. The policy does permit local fire boards or municipalities to seek reimbursement from the County if they are unable to collect for accidents which occurred on County roads.

The policy change has significantly reduced the costs to the County. The summary below shows the costs before and after the implementation of the new Policy.

	2021	2020	2019
Paid to Municipalities/Fire Dept	22,032	215,355	258,782
Collected	-	9,227	71,977
Net Cost to County	22,032	206,128	186,805
Unable to Bill	15,382	199,912	121,852
Unable to Collect	-	6,216	64,953
2021 Uncollectible	6,650		
Net Cost to County	22,032	206,128	186,805

Nearly 80% of the 2021 costs relate to rescue calls under the old policy that were billed to the County for 2020. The balances fell under the new policy with any uncollectible at the local fire board or municipal level passed on to the County (2021 Uncollectible). This is a significant reduction in costs and resources at the County level permitting staff to focus on other priorities.

Financial, Staffing, Legal, or IT Considerations

Prior to the change in policy, actual costs were \$100,000 or more than the budget of approximately \$90,000. In 2021 the net rescue call budget was set at \$93,000, actuals were considerably lower at \$28,300 as additional amounts from prior years were written off as uncollectible. Recognizing that local fire boards and lower tiers have up to one year to bill the County for uncollectible items, the 2022 budget includes a modest decrease to \$75,000. Staff will continue to monitor the trends in expenses and reduce future budgets accordingly.

Recommendations:

THAT the report of the Manager of Corporate Finance, Treasurer, dated February 24, 2022, regarding Rescue Calls Update be received,

Respectfully Submitted By:

Aimee Raves, CPA, CMA
Manager of Corporate Finance, Treasurer



REPORT TO COMMITTEE

To: Chair Creelman and Members of the General Government Services Committee

From: Steve Murphy, Manager – Preparedness, 911 & Corporate Projects

Date: February 24, 2022

Subject: Primary Public Safety Answering Point (P-PSAP)

In Support of Strategic Priorities:

Good Governance (GG) - ensure transparency, clear communication, prudent financial management

Service Efficiency and Value (SEV) - determine the right services for the right price

PURPOSE:

The purpose of this report is to recommend to Committee and Council that Northern 911 continue to provide Primary – Public Safety Answering Point (P-PSAP) service or, as it was formally known, the Central Emergency Reporting Bureau (CERB).

BACKGROUND & DISCUSSION:

Ontario is one of the two jurisdictions in Canada currently without legislation governing the provision of 911 systems and as such the responsibility has fallen to municipalities. The 911 system is comprised of multiple stakeholders and is bound by several agreements and federal directives issued by the Canadian Radio-television and Telecommunications Commission.

The County, through the Primary – Public Safety Answering Point is responsible for receiving the initial 911 call from the public and connecting that call to one of the seven (7) downstream or secondary Public Safety Answering Points (PSAPs) which dispatch the various fire, police or paramedic services covering Dufferin County.

The County of Dufferin has been providing the P-PSAP service since the inception of the 911 service locally in the 1990's. The current contract for P-PSAP service with Northern911 began in 2016 as a three-year term with two optional one-year extensions. An additional year was added to the contract while the last two (2) local police services (Orangeville and Shelburne) transitioned to the Ontario Provincial Police. The local PSAP, operated by the Orangeville Police Service was disbanded at that time.

Now that the transition of policing is complete the OPP can provide P-PSAP services to Dufferin County on a cost per person basis of \$0.561 per year.

Since taking over as the CERB for the County of Dufferin, Northern911 has handled more than 71,000 calls from people in Dufferin who needed emergency assistance. The average wait time for an agent to connect with a caller is 5.6 seconds and 96.1% of calls are answered within 20 seconds, this surpasses the industry standards established by the National Emergency Numbering System (NENA).

Staff recommend that the contract with Northern911 be extended until July, 2025 based on several important factors, including: demonstrated service excellence; pandemic performance; their leading-edge technology and their early adoption of the Next Generation 911 standards.

Additionally, Northern911 has offered a price for this service that is 62.2% less than the County of Dufferin was paying in 2016, prior to awarding the contract to Northern911 and is 15% less than the rate charged by the OPP.

Financial Impact:

The contacted amount with Northern 911 for 2022/2023 will be \$31,803.36 and is included in the operating budget.

Recommendation:

THAT the report of the Manager - Preparedness, 911 & Corporate Projects dated February 24, 2022, regarding Primary – Public Safety Answering Point, be received;

AND THAT the contract with Northern911 for provision of a Primary – Public Safety Answering Point be extended until July, 2025.

Respectfully submitted,

Steve Murphy

Steve Murphy
Manager – Preparedness, 911 & Corporate Projects

Reviewed by: Sonya Pritchard, CAO