



28 Pulford Street, Kingsville, Ontario N9Y 1B4

October 26, 2019

**Council of the Town of Kingsville**

2021 Division Road North

Kingsville, Ontario

**Report to Council Regarding Recent**

**AMO (Association of Municipalities of Ontario)**

**2019 Fall Policy Forum, October 24 & 25, 2019 London Ontario**

In accordance with the town policy regarding reports for any Conferences or like events attended, I respectfully submit the following overview or my own perception of the event.

1. **The Scope of the event was wide and varied.**
2. **The Topic Labour Market Challenges** noted the actions currently taken in the Windsor Essex County Area. It was noted that to attract and keep qualified staff we need to offer:
  - a) Support for families , may include jobs for spouse
  - b) Quality life support including, housing and Communities that people would like to live in.
  - c) Need to match talents to needs (one example was the growing use of Automation in the Agriculture Industry.
  - d) The Speaker from Sault Ste. Marie noted the need for a holistic approach.
    - a. They want to retain youth and attract more
    - b. Signage three parts , English, French and Indigenous
    - c. Affordable housing needs addressed by buying low cost homes, using Ontario Works Funding to fix them up then able to resell as affordable housing ( while offering employment to the people making the upgrades and repairs)
    - d. Some Towns use Videos, but the need to answer questions and timely follow up is required.
3. **Health Matters:** Changes and What you need to know
  - a. Two Items Discussed under this topic. The First was the merger of two local Health Units. These two Health Units were not ordered to merge, but rather elected to merge to offer better services to the residents. Oxford and St Thomas

are now Southwest Public Health Unit. Key Considerations were that of Staffing and Communication.

- b. The Second Topic was that of EMS Dispatch. Neal Roberts, President of the Ontario Association of Paramedic Chiefs gave an update on the Current structure and the ageing communication and technology.
  - i. Now 22 Dispatch Centres in the Province
  - ii. Now 11 Dispatch Centres are operated by the Province. Cambridge calls are processed by Hamilton.
  - iii. The need to Triage was noted ( similar to the discussion we have had in Essex County)
  - iv. The need for real time tracking was noted as well as better sharing of information for trends such as Major Illness and Outbreaks.
  - v. The old idea of a call centre taking a call and then passing on the information costs time. He noted with some the direct input or link from the call receiving unit to the EMS dispatch by use of Technology saves time and results in quicker service. ( I now have a better appreciation of the system in use in Windsor – Essex)
  - vi. The idea of suggestion of 10 health Units merge was not supported.
  - vii. Our Local Health Units Need Support of the Municipalities that they represent.

#### **4. PLANNING PROCESS**

**We had three speakers on this issue.**

**The most interesting was Casey Blakely, Manager of Development East, and Town of Caledon**

**Reference Section 70 Planning Acts, Regulation 608/06**

They have implemented a Community Plan Permit Process.

This deals with Zoning By-law Changes

And Site Plan Control

And Minor Variances all with One Application.

This with the pre consultation has the ability to speed approvals to 45 days.

The Town had work to more clearly define the expectations in each unique area of the town, from lakefront to Commercial, heritage, Commercial in the Core area, and Commercial in the outlying areas

Approval of Applications is at three levels

- a) The items that can be approved by planning Staff
- b) The items that can be approved by the Planning Advisory Committee
- c) The items that must still be approved by Council

- d) It was suggested that this new approval process was less likely to for appeal to OMB or the newer appeal body.
- e) **THIS IS ONE TOPIC THAT THE TOWN OF KINGSVILLE MAY WISH TO DO RESEARCH ON ,Before OUR ZONING Bylaw is Completed or Updated**

5. **The Minister of Municipal Affairs , The Honourable Steve Clark**

**No** forced mergers of Municipalities  
**Desire** to have same year end of Province and Municipalities  
**70/30** funding formula on Health care  
**Change** process in creating voters lists

6. **Municipal Money Matters , Matthew Wilson of AMO**

**Reminded us of EATONS** once a Large Department Store in London.  
 Same site is a Library  
 Library and Change of Use Affects the tax base  
 St Thomas Example. Loss of two auto plants had a 15% tax impact.  
 Caution message was to be careful if you grant tax relief to any one sector, because it will impact others tax sectors. Typically the Residential Property Tax payer ends up paying more.

7. **Building Relationships with Indigenous Partners**

**Jennifer Dockstader of Fort Erie Native Friendship Centre**  
 Outlined the many project and offerings they provided.  
 Suggested co-operation and opportunities to share with the broader community.  
 Noted that many problems are the same for all our residents.  
 She pointed out that 85% of the Indigenous Population does not live on reserves.

8. **Cybersecurity and your Responsibilities for Data Protection, presentation by Dan Mathieson Mayor City of Stratford**

This was probably the most interesting topic of the two days

Yes they were hit by a cyber bug.

The Fee or ransom was reported required to be paid was \$75,000.00.

But that was not all

5 am they were asked if they were doing uploads, since unusual activity on their computer system

8 am Data Breach protocol

Lessons Learned

You need a plan

You need to notify staff, but you cannot use your computer system

You need to notify your Insurance firm (for Stratford notice had to be placed within a 12 hour window)

You need to notify OPP, who sent Cyber Staff from Orillia the next day

You need to log and record all calls and action taken (for insurance and possible future legal)

You need off line, phone numbers for all staff, and Fire and Contacts such as Police,

You need a second email address for all staff, but not on the town server

You need the ability to pay your staff, and accounts without using a computer  
Example for Stratford that meant getting old fashioned paper cheques if the problem went on too long  
You need an Emergency PLAN similar to that you have for other emergencies  
Communication is a key item. At 6 pm each day the Press Release or Media event was held.  
Timing of the 6pm release daily avoided the 6 pm news but gave accurate information on a daily basis.  
Facebook was used for release of information.

A staff that normally needs to work on a Computer could not for days.

Work arounds were required to: Deal with Deaths, and related work with paper  
Issue necessary Work Orders the old way

When staff was coming to work and they could not use a computer they were directed to other projects.  
File Retention  
Office Re-organization  
Volunteering at Food Bank, Youth and Senior Centres

Training for all staff required after the Cyber Security Plan developed. This includes all staff that may not normally use a computer.

Inventory:

A current list must be maintained of every item connected. Where it is and who has it.

Every Laptop

Every Desktop Computer

Every Phone

Every Item must be turned off and stay off till the problem resolved. May be a month.

It was noted if a computer is upgraded the old unit must be removed from service and removed from the site. Not passed on to another staff.

Recovery

The Recovery required :

- i. The Payment of \$75,000 ransom
- ii. The hiring of someone to make the payment in bitcoin ( cost \$25,000)
- iii. The Insurance noted the other option may be one million.
- iv. It was noted that this was done by experts, the good Bad Guys and they would probably release the data upon payment.
- v. Took 5 days to encrypt every device
- vi. Computers, Phones, I pads and all items had to be scrubbed
- vii. Every item of Software had to be checked.
- viii. All items off line for about a month

Offsite Back Up is not enough. The Off Site Back Up must not connect to present system. Must have unique Passwords and control for entry.

KEY MESSAGE; GET AN EXPERT TO AID YOU ON THE ISSUE. DO NOT GO CHEAP.

9. **Climate Change**

Trevor Thompson of Chatham Kent outlined the effects of Climate Change with examples of the Lake Erie Shore line. The Need for planning developments, flood plans and link with Conservation Authorities is key. He started by a history of London England. In the early days with the need for planning a sewer system to prevent death.

10. **Inter-Urban Transit Norfolk County**

**The** development of their bus service and plan around the county was noted as improving life for the residents. Building on the past and linking on the communities and needs.

**Nice plan with a variety of fees.**

Question was asked by the delegates regarding costs. No clear answer. Sounded like a politician. The funding or tax dollars goes up as ridership goes up

Overall this conference was a more serious one. Lessons learned and shared  
Respectfully Submitted.

*Gord Queen*

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**Deputy Mayor**

**Town of Kingsville**

Caution:

The notes and comments are my own observations, and may not necessarily reflect the views of the presenters or AMO.