

# COVID-19 Emergency Response: Update

as of December 9, 2020

Corporate Services, Strategy, Risk & Accountability  
Committee

December 10, 2020

# Legislative Update

## Report Projection – January 2021

<b>Corporate Services, Strategy, Risk and Accountability Committee</b> <b>Meeting Date – January 11, 2021</b>	<b>Environment, Infrastructure and Community Services Committee</b> <b>Meeting Date– January 12, 2021 at 9:30am</b>
<b>Regular Agenda</b> <ul style="list-style-type: none"> <li>• XXX-XX-21: Burlington Lands Partnership Implementation Plan</li> <li>• CL-01-21: Pecuniary, council directions and open data</li> <li>• CM-XX-21: Service Re-Design Interim Modifications and Resumptions</li> </ul>	<b>Consent Agenda</b> <ul style="list-style-type: none"> <li>• CW-XX-21: Cootes to Escarpment EcoPark System Lower Grindstone Heritage Lands Management Plan</li> <li>• RPF-XX-20: City Private Tree Bylaw- 02-2020 Implementation Update</li> </ul>
<b>Confidential Agenda</b> <ul style="list-style-type: none"> <li>• L-01-21: Legal advice respecting a planning matter</li> </ul>	<b>Regular Agenda</b> <ul style="list-style-type: none"> <li>• CW-01-21: Parks Master Plan Update: 15 minute staff presentation</li> <li>• EICS-XX-21:City Hall- One Window Design Update</li> </ul>
	<b>Corporate Services, Strategy, Risk and Accountability Committee- Budget</b> <b>Meeting Date- January 12, 2021 at 1pm</b>

# Report Projection – January 2021 (continued)

<p><b>Community Planning, Regulation and Mobility Committee</b>  <b>Meeting Date – January 14, 2021</b></p>	<p><b>Council Workshop</b>  <b>Meeting date- January 18, 2021</b></p>
<p><b>Regular Agenda</b></p> <ul style="list-style-type: none"> <li>• PL-51-20 Cannabis Production Study</li> <li>• TS-01-21: City of Burlington Cycling Plan- Need evening session for 1½ hour presentation</li> <li>• PL-02-21 City of Burlington’s Housing Strategy: Draft Terms of Reference</li> <li>• PL-03-21 Recommendation Report for 961 Zelco Drive- Recommendation report for a Zoning By-law Amendment for 961 &amp; 970 Zelco Drive and 4425 South Service Road</li> <li>• PL-04-21 Response to Staff Direction-Meridian Brick- Aldershot Quarry- Supposed to be a companion report from Legal</li> <li>• PL-05-21 – Information Report for Site Plan Application at 2243, 2269 and 864 Drury Lane – CLV Group</li> </ul> <p><b>Confidential Agenda</b></p> <ul style="list-style-type: none"> <li>• Confidential report regarding a planning matter. (companion report)</li> </ul>	<ul style="list-style-type: none"> <li>• V2F Recalibration Workshop 2</li> <li>• Forestry needs for growing trees in an urban environment (TBC)</li> </ul> <p><b>Council</b>  <b>Meeting date- January 19, 2021</b></p> <p><b>Corporate Services, Strategy, Risk and Accountability Committee- Budget</b>  <b>Meeting date- January 21, 2021</b></p> <p><b>Regular Agenda</b></p> <ul style="list-style-type: none"> <li>• F-04-21: 2021 Operating Budget Overview</li> </ul>

# COVID 19 Financial/Budget Update

Joan Ford,  
Chief Financial Officer

# COVID 19 Property Tax Collection Update

<b>October 20<sup>th</sup> Instalment</b>	\$109.7M (City, Region & Education)
<b>Collections to Dec 1</b>	\$ 104.8 M
<b>Collection Rate</b>	95.7% (Oct 2019 96%)

**Tax Relief Extension for Waiving Penalty and Interest ended August 31, 2020.  
Final property tax instalments delayed to Aug. & Oct. (previously June & Sept.)**

**Deferral PAP Plan (Monthly Aug to Dec 2020):** 260 accounts in the plan  
Payments are now complete

**Penalty & Interest Revenue to end of October** \$1.3M (2019 \$2.2M)

# Additional Property Tax Data

## October Installment Outstanding as of Dec 1, 2020

Class	October Levy	Total October Outstanding	% of October Levy
COM	\$18,654,341.00	\$520,159.67	3%
IND	\$13,895,513.00	\$381,260.58	3%
RES	\$70,468,883.00	\$3,763,616.76	5%
MULTI-RES	\$6,332,752.00	\$50,142.13	1%
FARM	\$354,994.00	\$27,474.39	8%
TOTALS:	\$109,706,483.00	\$4,742,653.53	4%

# COVID 19 Cash Flow Update

## Cash Flow Projections (December 2/20)

	<b>2020</b>	<b>2018/2019</b>
Oct 31st	\$78.9M*	\$29.7M
Nov 30th	\$73.6M	\$48.1M
Dec 31st	\$46.2M**	\$13.0M
Jan 31st (2021)	\$40.6M	\$16.4M
Feb 28th (2021)	\$67.2M	\$56.3M

\* Includes Region's remittance of \$35.5M

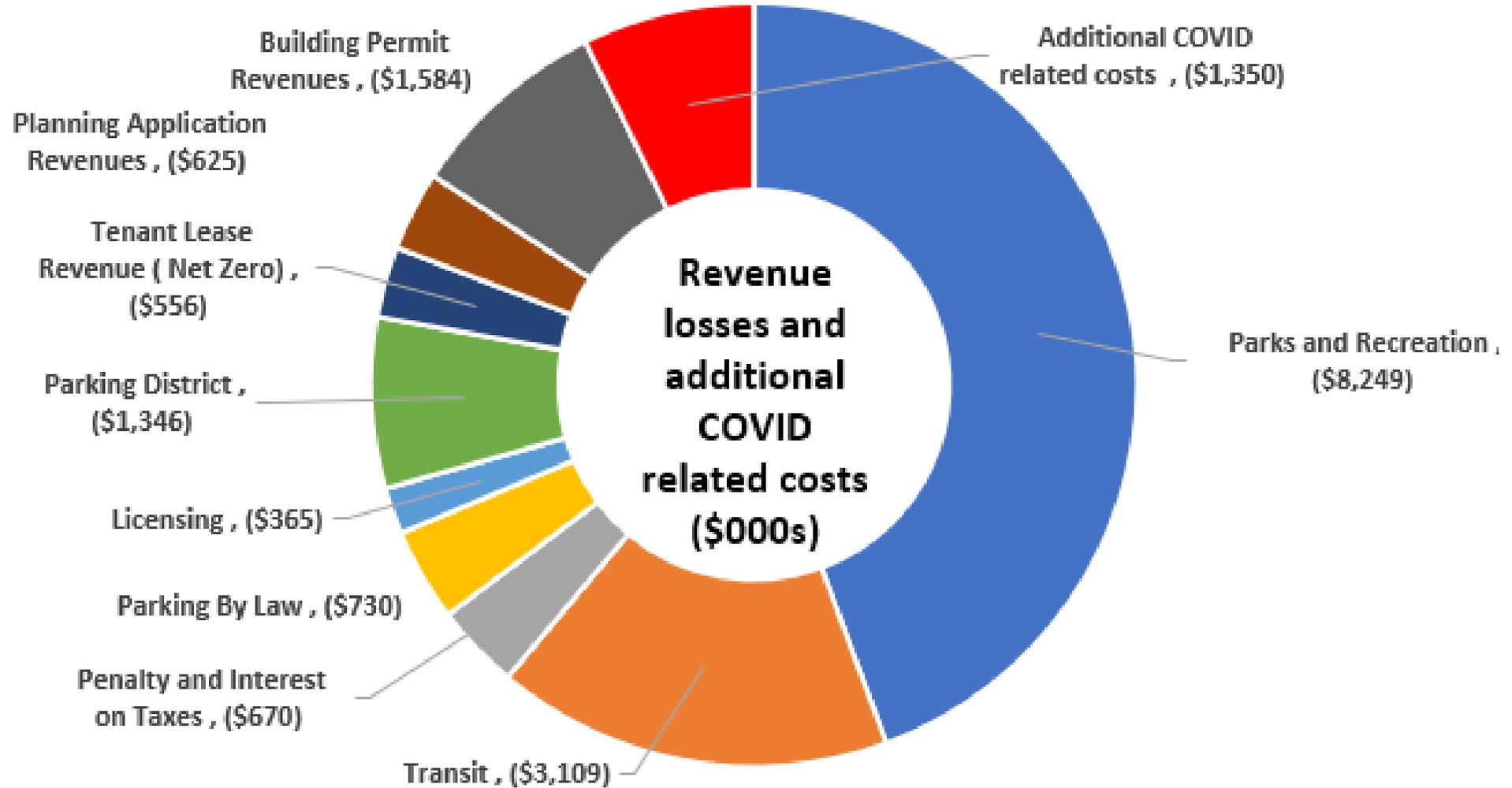
\*\*Includes final School Board remittance approximately \$60M

# Updated Year-end Projections

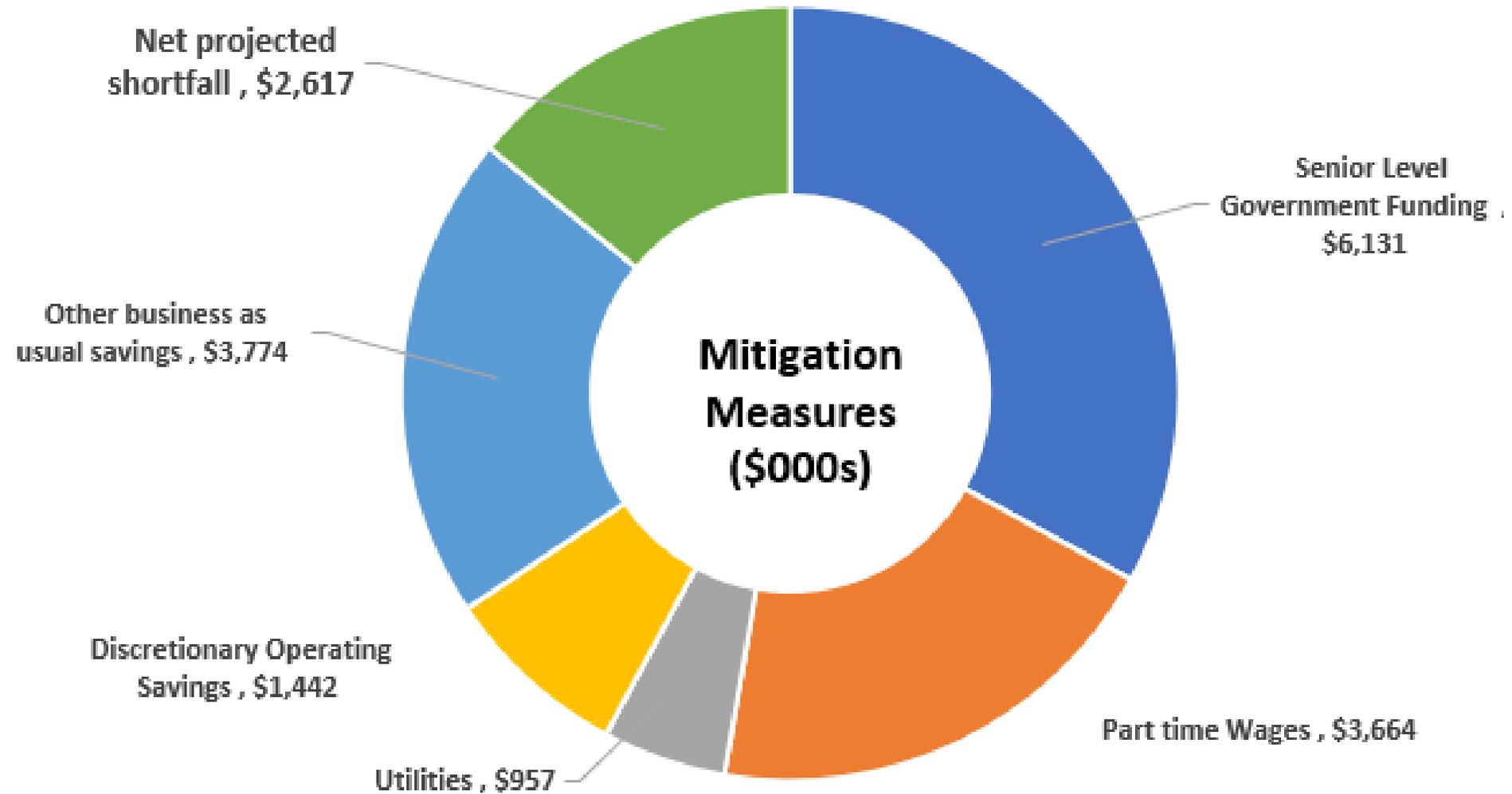
## 2020 Year End Projections for COVID-19 pandemic

<b>Estimated Year End Net Financial Impact</b>	
Revenue Losses ( Tax Supported )	\$ 13,123,885
Revenue Losses ( Non-Tax Supported )	\$ 4,111,427
COVID Related costs	\$ 1,350,000
<b>Total Revenue Losses and COVID related costs</b>	<b>\$ 18,585,312</b>
Expenditure Restraint Program Savings	\$ 6,063,444
Other Operational Savings	\$ 3,773,611
<b>Total City-Initiated Mitigation Measures</b>	<b>\$ 9,837,056</b>
<b>Projected Shortfall</b>	<b>\$ (8,748,256)</b>
<b>Senior Level Government Funding</b>	<b>\$ 6,131,285</b>
<b>Net Projected Shortfall</b>	<b>\$ (2,616,971)</b>

# Revenue Losses/COVID costs



# Mitigation Measures



# Economic Update Briefing

Anita Cassidy

Executive Director, Burlington Economic Development Corporation

# Wins - New Local Business Supports

## COVID-19 Business Support & Economic Recovery

- Digital Service Squad Launched – over 120 businesses supported to date
- Burlington Safe Restart Program Round 1 Completed & Round 2 in Progress



Safe Restart Funding Announcement with the Hon. Prabmeet Singh Sarkaria, Ontario's Minister of Small Business and Red Tape Reduction. Almost \$125k across 59 businesses. Round 2 in progress.



Digital Service Squad featured on the front page of the Burlington Post, and more than 60 businesses receiving support to date.

THIS BUSINESS IS  
A PROUD RECIPIENT OF THE



The City of Burlington and the members of Team Burlington are working together to help our local businesses open safely and follow key public health guidelines to stop the spread of COVID-19.

The Burlington Safe Restart COVID-19 Small Business Relief Grant was created to help local small businesses purchase personal protective equipment and/or renovate their space to adhere to re-opening guidelines.

The Burlington Safe Restart program is also proud to partner with Post Promise, a private-sector led initiative designed to help Canadians confidently and safely take the first steps back into public spaces and the workplace. Customers can be assured that all recipients of the Burlington Safe Restart grant has taken the Post Promise and are committed to doing their part to protect the public's health following COVID-19.



To learn more,  
visit [investburlington.ca/covid19](https://investburlington.ca/covid19)

# New Canada Emergency Rent Subsidy

- CERS refined from September 27, 2020 to June 2021
- Aimed at tenants/property owners – not landlords
  - provide relief for rent, property tax, property insurance and interest on commercial mortgages
- Mirrors CEWS eligibility criteria:
  - Individual, corporations, non-profits and charities
- Amount of relief is tied to revenue loss based on a sliding scale (e.g. 70% loss = 65% subsidy)
  - Different methods exist for determining revenue loss (year-over-year or monthly compared to the average of Jan/Feb)
- *Application window opened November 23<sup>rd</sup> for the period September 27, 2020 to December 19*

# Federal – Fall Economic Update (November 30, 2020)

- Projected Deficit – 2020-2021 = \$381 Billion +
- **Investments:**
  - **Canada Emergency Wage Subsidy** continued into 2021
    - Increase to max 75% subsidy (Dec 20 – March 13, 2021)
  - **Canada Emergency Rent Subsidy** – extended to Mar 31
    - Additional **Lockdown Support** for locations affected by Public Health Restrictions (+25%)
  - Additional **Canada Emergency Business Account** funding
    - \$20k, with first \$10k forgiven if repaid by Dec. 31, 2022
  - New Supports for Highly Affected Sectors (tourism/hospitality)
    - Highly Affected Sectors Credit Availability Program (HASCAP)
    - Regional Relief and Recovery Fund

# BERN Priority Areas- Business Advocacy

- Developing adaptive business restrictions that create a level playing field
- Restaurants
  - Occupancy based on size of space not hard caps
- Retailers & Big Box
  - Allow smaller retailers to open with restrictions under lockdown level
- Support piloting of flexible measures locally vs one size fits all for whole province
- Support for startups, scaleups and new entrepreneurs

# Resolution to support BERN Advocacy

- Address inequities in rules for small and large business
- Remove hard caps on capacities and move to per square metre limits subject to public health
- Recognize not “one size fits all” across province and partner with municipalities to pilot locally adapted solutions for businesses that support economy and public health

**Resolution based on Burlington Economic Recovery Network (BERN)  
recommendations to support economic recovery and sustainability**

**Whereas**, in May 2020 City Council endorsed the Terms of Reference for the Burlington Economic Recovery Network (BERN). The Burlington Economic Recovery Network has strategically brought together key stakeholders and business leaders from across Burlington to develop a robust local strategy that will prepare our economy for recovery from the COVID-19 crisis. On December 3rd, the Burlington Economic Recovery Network (BERN) members met to discuss the ongoing impacts of COVID-19 on the Burlington business community, current economic realities and ongoing support needed by Burlington business; and

**Whereas**, we continue to support the Province's COVID-19 re-opening framework, it is critical to recognize that some of the public health measures have created an uneven playing field in affected jurisdictions, placing small businesses and local retailers at a significant competitive disadvantage when lock-down or red control level occurs. Specifically, larger retail outlets, which are permitted to remain open and sell more than just essentials are in direct competition with small retailers, which are limited to online sales and curb side pick-up or delivery; and

**Whereas**, we must do everything possible to protect our economy, while at the same time balancing the interests of public health and safety. The survival of small businesses is essential to the Province's recovery efforts, and as such, we must address the current inequity between small businesses required to limit their sales to online or curbside pickup and those businesses permitted to remain open and continue in-person sales; to avoid unfair competitive advantage between businesses; and to provide consistency with continued effective health risk management in consultation with Public Health; and

**Whereas**, as we move through the pandemic, the City of Burlington will continue to seek opportunities to work with the province to help Burlington residents and businesses to innovate and provide localized solutions. Recognizing that public health measures and restrictions on business are not one size fits all and need to be varied based on local public health conditions, demographics and geographic scale. The provincial

**continued.**

government has been responsive in rolling out and adapting public health on a provincial scale and as we move into the second year of managing our pandemic response we need to acknowledge that what is appropriate in the province's largest cities may not be appropriate in smaller municipalities that are facing different issues in managing public health while balancing supporting local businesses and economic growth.

**Therefore** be it resolved that the provincial government be requested to revise the Rules for Areas in Stage 1 under Ontario Regulation 82/20 (the "lockdown" and the "red control") to address the inequity created between small businesses required to close and businesses permitted to open and continue sales; to avoid unfair competitive advantage between businesses; and to provide consistency with continued effective health risk management in consultation with Public Health; and

**That** the provincial government be requested to revise the physical distancing with capacity limits determined on a per square metre basis for persons admitted to *all* businesses, including restaurants, which are currently in Halton Region under the red control level of the COVID-19 response framework subject to a hard-capped occupancy limit of 10 regardless of business size or capacity based on the current provincial re-opening framework subject to consultation on Public Health best practices; and

**That** the City of Burlington calls on the province to partner with municipalities to pilot unique/additional parameters and programs with our local business community that may be key to offering a safe consumer and employee experience so that businesses can remain open and viable while recognizing the unique makeup of local communities; and

**That** a copy of this Resolution be forwarded to the Premier of Ontario, Doug Ford, the Honorable Prabmeet Sarkaria, Associate Minister of Small Business and Red Tape Reduction, the Honorable Rod Phillips, Minister of Finance, MPPs Jane McKenna, Effie Triantafilopoulos and Parm Gill, Halton Regional Council, AMO, Ontario Big City Mayors (OBCM), Burlington Economic Recovery Network (BERN) and Team Burlington.

# Service Re-design Update

Sheila Jones,  
Executive Director Strategy, Risk & Accountability

# Recreation, Community & Culture Update

# Recreation as a coping strategy during the pandemic



“Thank you!”

“ I feel safe.”

“Great family holiday event”  
(Santa’s Holiday Magic Trail)

“Attending swimming programs allows me to keep up with my therapy”

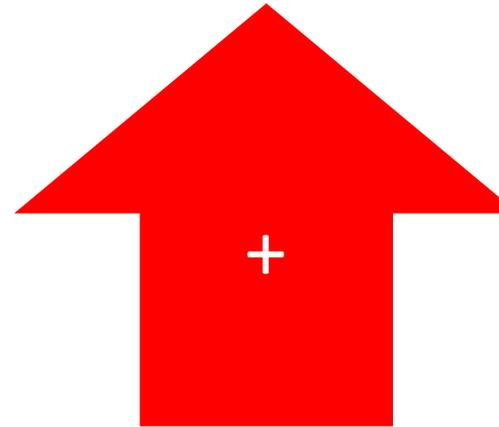
“Love getting out of the house and the opportunity to connect.”

# Red Zone Impact

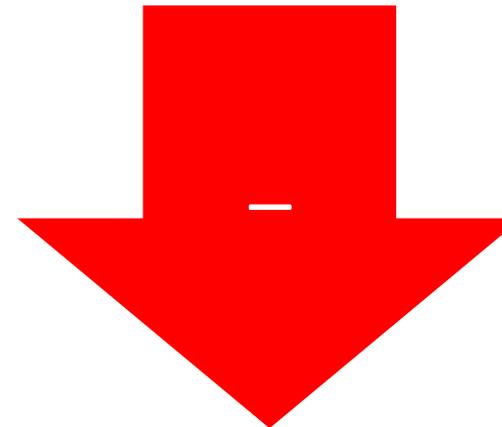
## Summary

- Limitations include: max 10 ppl/room, 25% pool capacity
- 260 Participants impacted
- 23 pickleball classes cancelled
- 450 facility hours returned
- \$30,000 lost revenue

*\*Red zone effective Nov 16-Dec 31\* assumption*



Fitness transitioned online- 95% uptake  
Positive uptake to new Aquatic Fitness and Lap Swims 30-day pass (100+ sold to date)  
Ideation around Winter Activation opportunities  
Santa's Holiday Magic Trail



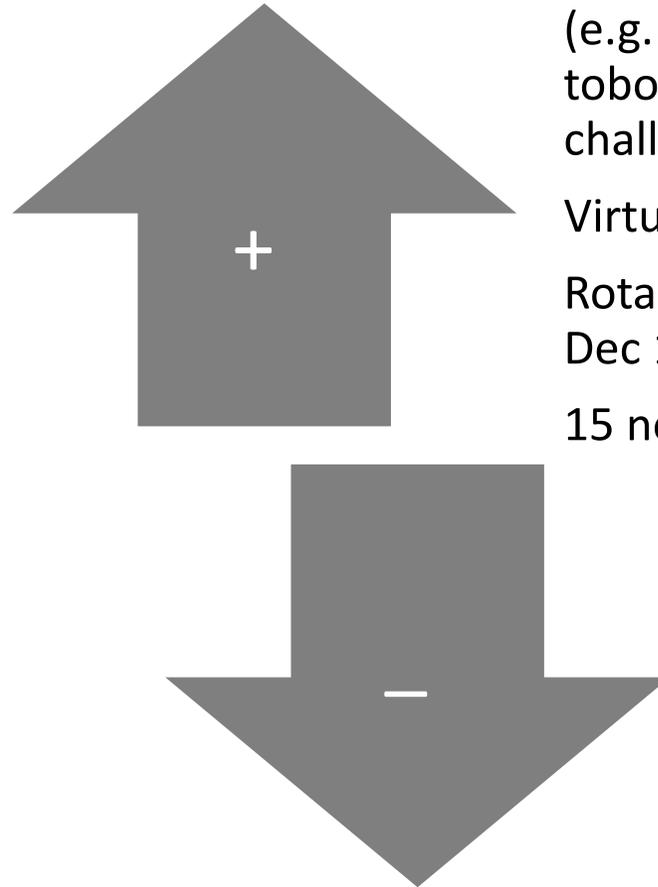
Pause to BTTB rehearsals  
450 rental hours returned  
Financial impact of \$30,000  
No Theatre Performances  
No in-person Fitness

# Gray Zone Impact



## Summary

- 220 registered classes cancelled/delayed
- 748 drop-in programs cancelled
- Estimated 1500+ facility hours returned
- Estimated of \$73,000+ in rental revenue loss\* (based on budget not including opportunities lost)



Increased focus on Winter Activation (e.g. youth programs at Tyandaga, tobogganing, outdoor winter play challenge, etc.)

Virtual Programming & TelePals

Rotary Pond opening – Target date of Dec 12

15 neighborhood rinks

Pause of all registered and drop-in programs

Total Financial impact of \$73,000 (rental revenue loss)

No Household rentals

*\*Grey zone based on a 28-day cycle*

*\*Financial impacts based on January 2021*

# Winter Programs

## Our Customers

- Positive customer feedback on safety precautions and program offerings
- Program registrants prefer to register as close to the start of the session as possible
- Great uptake of virtual programs
- User groups struggle with the regulations and lack of clarity
- The max of 10 has been a challenge for organizations despite the rate reduction provided by the city

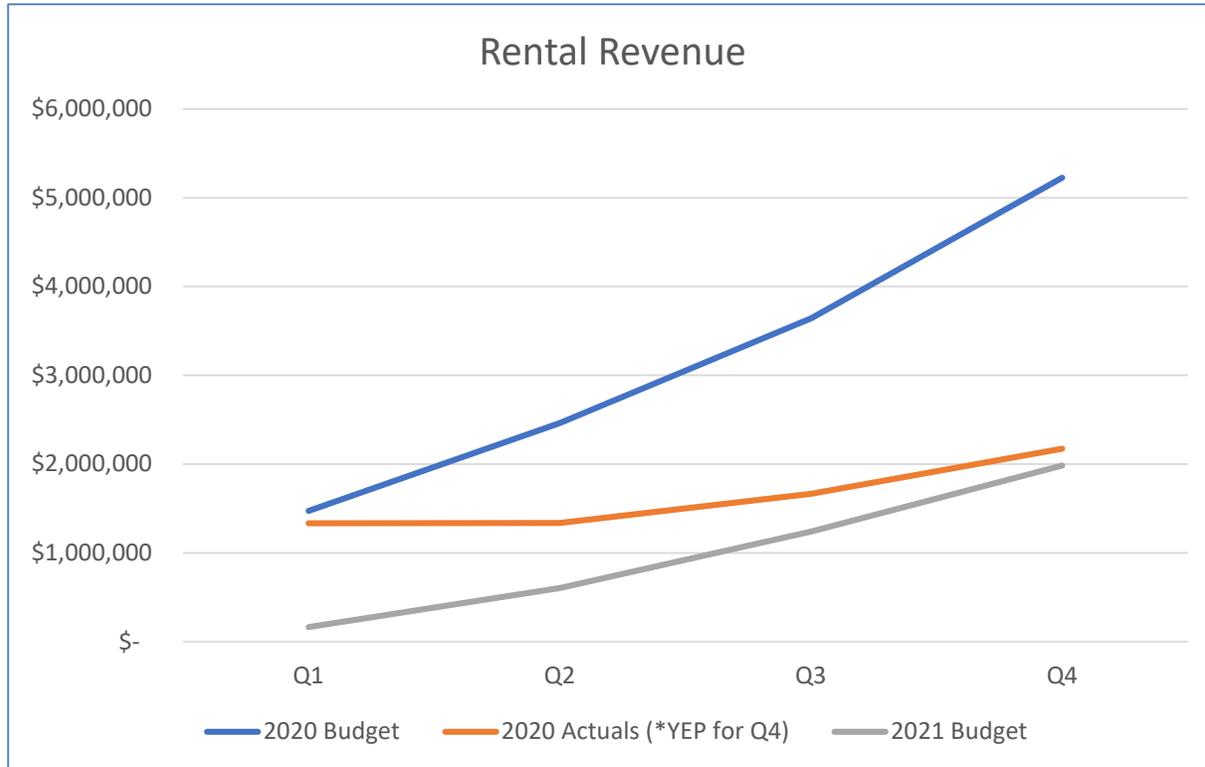
## Activities

- 15 neighborhood rinks
- Rotary Centennial pond (\$22,000 additional expense for skate patrol)
- Artificial ice (2) \*pending council approval RS-17-20
- Family outdoor programs at Tyandaga
- Outdoor explorer programs
- Winter outdoor play challenge
- Tobogganing (5 locations available, Tyandaga closed for the season)
- Play lending library (resumes in January)
- Storybook walks
- Community Support Fund
- Household rentals program
- Virtual programs

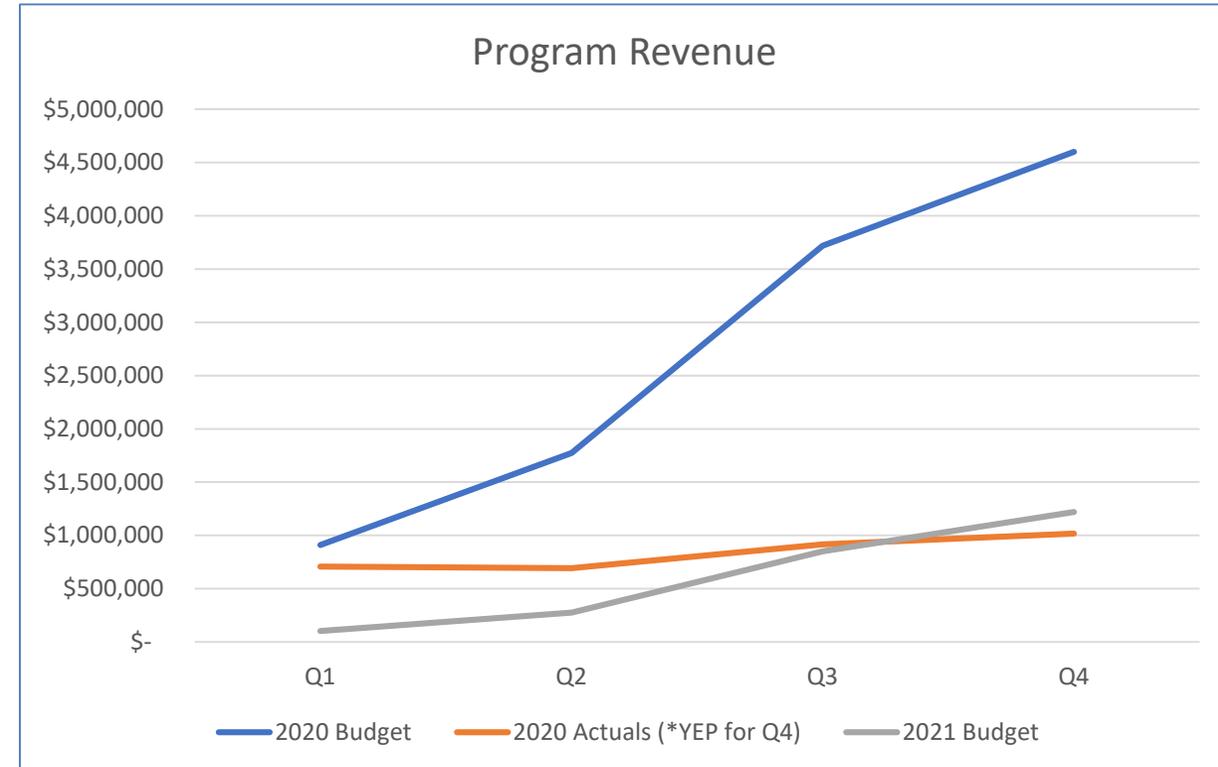
## Registration

- Dec 5: Virtual and Leadership programs
  - 541 virtual program registrations
  - 29 leadership program registrations
- End of Jan/early Feb launch for in-person programs
- 4-week program length to align with 28-day provincial framework

# A slow recovery into 2021



*\*Includes ice and other rental revenues*



*\*Includes admissions, program and membership revenues*

# 2021 Budget Assumptions

Budget Item	Impact due to COVID
Part-Time Staff	<ul style="list-style-type: none"> <li>↑ Increase in Facility Operations for extra cleaning</li> <li>↑ Increase in staffing costs to perform screening duties</li> <li>↓ Reduction of PT staff in a stepped down approach to recovery &amp; lifting of restrictions</li> </ul>
Operating Expenses & Purchased Services	<ul style="list-style-type: none"> <li>↑ Increase in Janitorial supplies &amp; services for extra sanitation</li> <li>↓ Discretionary spending (e.g. meeting, mileage and food costs) due to gathering restrictions</li> <li>↓ Decrease in program supplies expenditure linked to reduced capacities</li> </ul>
Revenues	<ul style="list-style-type: none"> <li>↑ Decrease in rental revenue (incl. ice) in a stepped down approach to recovery and lifting of restrictions (both volume and rate)</li> <li>↑ Decrease in program revenue (incl. drop-in admissions, program revenue &amp; memberships) in a stepped down approach assuming a slow increase in gathering size limitations over time</li> <li>↑ Decrease in revenue from school board facility use (assuming limited usage available for 2021)</li> </ul>

# A balanced approach



- Aim to provide as many safe opportunities for residents to engage in recreation activities
- Consider the realistic turnaround time for staff (fatigue) to pivot based on Public Health and Provincial regulations ( 2-5 weeks lead time)
- Alleviate the stop/start stressors for staff and public; trying to find a sense of “calm” amidst the unknown (delaying registered programs to end of Jan/Feb)
- Balancing the financial and community pressures within the organization
- Working towards ramping up recreational opportunities while balancing the push for immunization in our facilities and as we head into pandemic recovery

# Recommendation

Direct the Director of Recreation, Community and Culture to implement the appropriate COVID measures for the safe operations of the Rotary Centennial Pond 2020-21 season with an expense of \$22,000 to be included in the 2020 variance reporting.

# Questions