

Construction Improvement Program Council Workshop

Engineering and Transportation Services

February 19, 2025

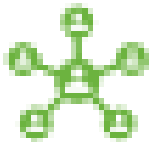
Agenda

1. Welcome and Opening Remarks
2. Introductions
3. Workshop goals
4. Linear Capital Construction in Guelph
5. Construction Improvement Program
6. Setting the stage
7. Stations
8. Interactive Discussion – “What you heard”
9. Concluding Remarks & Next Steps

Welcome!

- Welcome Mayor, Council, Executive Team, Staff and members of the Public

Introductions



Let's meet the Team!

Workshop Goals



Educate
Council and
the Public



Build Trust



Build
Relationships



Hear Feedback

Linear Capital Construction in Guelph

General construction
in Guelph

Background

History










Construction Improvement (CI) Program

- To improve how we deliver key linear capital works to achieve organizational goals.
- Strategic Plan Alignment
 - City Building
 - Foundations
 - People and the Economy
- CAO priorities
 - Housing and affordability
 - Customer service
 - Culture

Why CI Program?

- The investment in organizational capital projects is forecasted to be \$2.3B in the next 10 years.

 Construction Improvement Program Engineering & Transportation Services		
THEMES	ACTIONS	TIMELINE
 Customer Service	• Evolve Mayor & Council construction support	Short
	• Review of internal customer service tracking and possible options to improve efficiency and measurability	Short
	• Review and improve E&TS customer service approaches to better support residents, businesses and staff	Ongoing
 Communications	• Review and improve E&TS communications approaches to better support residents, businesses and staff	Ongoing
	• Improve our Construction Communications SOPs for Project Managers to encourage consistency	Short
	• Operation Communications and Relationship Building (CARB) rollout	Short
	• Share E&TS Service Profile with Council	Medium
	• Work with contractors to explore realistic approaches to delivering construction faster	Medium
 Relationships	• Review how construction impacts businesses and explore appropriate standard mitigation techniques	Medium
	• Grow internal relationships and processes to improve efficiencies and avoid duplication	Medium
	• Build and maintain industry relationships to foster education and long-term success	Medium
	• Measure and share how E&TS is helping with affordable housing by reviewing the speed housing enabling construction	Medium
 Education	• Construction 101 – Prepare awareness campaigns to share with the public, council and staff including what we do and limitations	Short
	• E&TS capital works – an interactive look at capital projects for the next 5 years	Medium
	• Identify and deliver process improvements during scoping, pre-design, budget, design, procurement, and construction delivery stages	Medium
 Faster Delivery	• Review of incentives/disincentives for contractor performance	Medium
	• Development of more construction-related internal SOPs to clarify roles/responsibilities and grow internal efficiencies	Medium
	• Innovation Lab – review current practices and industry trends to support and speed up construction	Medium
	• Review the role of the Project Manager and authorization levels to streamline decision making	Medium
 Project Delivery	• Implementation of Construction Project Delivery Manual and internal design review working group for quality control	Medium
	• Implementation of a Contractor Review Program to reduce risk and optimize design ahead of construction	Long
	• Develop constructability reviews and supplemental special provisions to aid construction efficiency for improved schedules	Long
	• Develop constructability reviews and supplemental special provisions to aid construction efficiency for improved schedules	Long

Setting the Stage

- Information stations – 20 minutes at each
- Questions are welcomed!
- Staff will seek to engage Mayor and Council feedback and opinion.
- When stations are complete, staff have planned an interactive discussion about what you heard/want to know more about.

Workshop Stations

1. Capital Project Planning and Design – Reg Russwurm
2. Construction Project Delivery – Kyle Gibson
3. Traffic Management – Steve Anderson
4. Customer Service, Communications and Relationship Building – Crystal Kaminski

Workshop Stations (80 minutes)

Interactive Discussion – “What you heard”

Discussion – “What you heard” (1)

You’ve heard a lot of information today - what stood out to you?

Discussion – “What you heard” (2)

Did anything you heard today comfort you, surprise you, or concern you?

Discussion – “What you heard” (3)

How might we work together to better support each other?

Concluding Remarks & Next Steps