



Simply Halton

Your Halton Connection
February '05

2005 Regional Budget

Halton Regional Council recently approved the 2005 Operating and Capital Budget for Regional programs and services. Our goal in developing the 2005 Budget, as always, is to ensure the health and safety of Halton residents - and the financial sustainability of our community.

The 2005 Budget includes a property tax increase of 2.1 per cent for Regional programs and services (below the rate of inflation) - and a 5.6 per cent increase for police services - for an overall property tax increase of 3.2 per cent. The Budget also includes an increase of 8.2 per cent to water and-sewer utility rates.

For a homeowner with a property assessed at \$250,000, the property tax increase will be approximately \$16.54 for Regional programs and services - and approximately \$18.12 for police services - for an overall increase of approximately \$34.66 per year. The combined average water and sewer bill will increase by approximately \$46.01.

Priorities driving the tax supported 2005 Budget include:

- \$2.6 million to open the Region's two new long-term care facilities, the recently opened Post Inn Village in Oakville, and Creek Way Village in Burlington, scheduled to open in late summer
- \$1.4 million to support Waste Management, which includes the introduction of an organics collection demonstration program to meet the Province's waste diversion target of 60 per cent
- \$1.2 million to support the Regional Roads and Bridges program, which includes increased provisions for winter conditions and maintenance
- \$993,000 to Ambulance Services to ensure adequate staffing, cover increased vehicle operating costs and open the Corporate Drive Station at Creek Way Village Emergency Medical Services Facility in Burlington

Priorities driving the rate supported 2005 Budget include:

- \$4.5 million to the Region's capital program, which includes upgrades to water and sewage plants
- \$2.2 million to support the biosolids program
- \$1.4 million to cover increased hydro costs to operate the Region's water and sewage plants

Halton Meetings and Events

- February Meetings at Regional Headquarters
- Feb. 1, 9:30 a.m. - Health & Social Services Committee
 - Feb. 2, 9:30 a.m. - Planning & Public Works Committee
 - Feb. 2, 1:30 p.m. - Administration & Finance Committee
 - Feb. 9, 9:30 a.m. - Regional Council Meeting
 - Feb. 22, 9:30 a.m. - Health & Social Services Committee
 - Feb. 23, 9:30 a.m. - Planning & Public Works Committee
 - Feb. 23, 1:30 p.m. - Administration & Finance Committee

GO Keeps Growing for Halton Residents



Joyce Savoline
Regional Chairman

GO Transit plays a key role in the lives of thousands of Halton residents in all four of our municipalities. Serving on the GO Board of Directors, as I have since 1994, allows me to represent your needs as GO continues to grow to better serve Halton residents.

2005 will see improvements to encourage people to "Get on the GO". A new train storage facility on the Milton line is on its way that will allow GO to store 12 car trains instead of 10, increasing ridership capacity by 20%. And, an extra track between Port Credit and Oakville GO stations on the Lakeshore West Line will allow for three extra rush hour trains seating 4,800 riders, taking more than 4,000 cars off our roads and highways.

Residents living in east Milton and Halton Hills will be pleased to learn of the new station in north-west Mississauga, on 10th Line north of Derry Road, that will provide them convenient access to the GO system. The Lisgar GO Station, set to open in 2006, will be on the Milton GO Train line between Meadowvale and Milton stations.

One of GO's immense success stories has been its 407 Bus Rapid Transit service. Due to the popularity of this service, linking Halton Region to downtown Hamilton and McMaster

University in the west and Mississauga Square One, York University, Centennial College, University of Toronto (Scarborough campus), University of Ontario Institute of Technology (Durham Region) and downtown Oshawa in the east, GO is continuously improving its fast and frequent 407 express bus service. This route also serves our many Sheridan students living outside Halton who attend classes in Oakville.

As GO continues to improve its services for Halton residents, I'd like to thank all of you who help clean our air, lighten the load on our roads and hop on the GO.

Halton in History



The moustached driver of the 1912 Ford is Robert Fox. He is reported to be one of the first to own a car in Milton. Apparently, a crowd of 500 people were at the train station when his vehicle first arrived in town.

Today Go Transit plays a key role in transporting Halton residents and more people will be encouraged to "Get on the Go" with recently announced improvements.



Courtesy of GO Transit

"Heart of the Home" Drives Long-term Care Customer Service



A. Brent Marshall
Chief Administrative Officer

At Halton Region, our customers range from the very young, to seniors, to everyone in between who needs a little help along the way. An example of how we serve this range of citizens is evident from the recent opening of our newest "heart of the home" long-term care

residence, Post Inn Village, in Oakville. "Heart of the home" refers to both the building's design that creates a home-like environment and to the delivery of care in a courteous and respectful manner.

Prior to the opening of Post Inn Village, Halton Region provided long-term care services from its Milton facility, Allendale. As a result of the opening of the new home, a number of residents living in Martin House at the Allendale Campus would move to Post Inn Village—and keeping with our commitment to customer service, we took every measure to ensure a smooth transition for both the residents and their families. For example, a "mock room" was developed at Martin House to provide residents and families an opportunity to get a "sneak preview" of the new home. Information boards at Allendale and Martin House displayed photos marking progress on the project. Prior to the move, four family meetings were held to review construction progress, to provide updates on the move plan and to give families an opportunity to ask questions. The final meeting, held at Post Inn Village, included a tour of the home.

It was important to us that open communication existed between residents, their families and ourselves. There was a website that provided progress updates and a communication hotline that allowed family members to leave questions or concerns regarding the move to Post Inn Village. The questions and corresponding answers were published weekly.

To further emphasize the importance of service, the seven-day orientation period for staff included a strong focus on customer service—with particular emphasis on the Law of C.A.R.E. (Courtesy And Respect Every time). For instance, the resident's belongings were moved into their new room prior to their arrival to ensure they felt at home right away. All residents arriving at Post Inn Village were welcomed and greeted at the front door by staff and given a carnation.

This same commitment to customer service which continues at Allendale and now Post Inn Village, will be part of the care philosophy when our third long-term care residence, Creek Way Village opens in Burlington in late summer 2005. Halton Region takes great pride in providing our seniors who need long-term care "the heart of the home" service philosophy.



Halton Region's newest long-term care facility, Post Inn Village, blends together the dining room, kitchen and den to create the "Heart of the Home" where residents and staff live and work.

We welcome your feedback. Contact Access Halton at accesshalton@region.halton.on.ca
905-825-6000 • Toll free: 1-866-4HALTON • TTY: 905-827-9833 • www.region.halton.on.ca
Regional Municipality of Halton • 1151 Bronte Rd., Oakville, Ontario L6M 3L1