



The Corporation of the City of Stratford
Community Services Sub-committee
Open Session
AGENDA

Date: Thursday, March 11, 2021
Time: 3:30 P.M.
Location: Electronic Meeting
Sub-committee Present: Councillor Beatty - Chair Presiding, Councillor Sebben - Vice Chair, Councillor Burbach, Councillor Clifford, Councillor Henderson
Staff Present: David St. Louis - Director of Community Services, Danielle Clayton - Recording Secretary

To watch the Sub-committee meeting live, please click the following link: <https://stratford-ca.zoom.us/j/82244545056?pwd=NWNxZjhkc2NoU1hCd2t3ZzE4R1BrQT09>
A video recording of the meeting will also be available through a link on the City's website <https://calendar.stratford.ca/meetings> following the meeting.

Pages

1. Call to Order

The Chair to call the Meeting to Order.

2. Disclosure of Pecuniary Interest and the General Nature Thereof

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the *Act*.

Name, Item and General Nature of Pecuniary Interest

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3. Delegations

None scheduled.

4. Department Update

3 - 5

The Director of Community Services to provide an update on the department's activities.

5. Advisory Committee/Outside Board Minutes

6 - 17

The following Advisory Committee/Outside Board minutes are provided for the information of Sub-committee:

- Communities in Bloom Advisory Committee minutes of November 5, 2020 and January 7, 2021
- Ad-Hoc Transit Committee minutes of January 21 and September 15, 2020

6. Next Sub-committee Meeting

The next Community Services Sub-committee meeting is Thursday, April 15, 2021 at 3:30 p.m.

7. Adjournment

Meeting Start Time:

Meeting End Time:

Motion by _____

Sub-committee Decision: THAT the Community Services Sub-committee meeting adjourn.

Community Services Sub-committee
Department Update
FEBRUARY 2021

PARKS

- Staff continue regular maintenance:
 - garbage pick-up in park system
 - snow removal, salting/sanding
 - Picnic table repair and painting
 - Street tree pruning
 - Dead ash tree removal
 - Natural area trail pruning
 - Swan care

PARKS CAPITAL

- Goose Control – RFP is out
- Accessible Playground Equipment – RFP is out

CEMETERY

- Office open by appointment with walk-up service using intercom system in place, staff continue:
 - Burials
 - Cemetery sales
 - Cemetery maintenance

CEMETERY CAPITAL

- Riding mower with leaf picker replacement – quote is out

TRANSIT

- Seat behind driver made unavailable to recognize social distancing
- All fleet disinfected nightly
- Hand sanitizer placed at front doors for customers to use when entering bus
- Gloves/surgical masks/disinfectant made available to staff
- **Weekly Ridership Average:**
- Ridership at approx. weekly average 66% of normal from same time last year. School Specials did not operate until Feb 8.
- Jan 10-16 (lockdown): 4188 - **last year - 7556**
- Jan 17-23 (lockdown): 4004 - **last year - 6468**
- Jan 24-30 (lockdown): 4332 - **last year - 7837**
- Jan 31-Feb 6 (lockdown): 4208 - **last year - 8058**

- Feb 7-13: 7273 - **last year - 7337**
- Feb 14-20 (Stat Monday): 5508 - **last year - 7269**

TRANSIT CAPITAL

- Bus replacement 2020 – All 4 buses have arrived and will be put in service week of March 2nd

PARALLEL TRANSIT

- All fleet disinfected nightly
- Gloves/surgical masks/disinfectant made available to staff
- **Weekly Ridership Average**
- Jan 10-16 (lockdown): 157
- Jan 17-23 (lockdown): 168
- Jan 24-30 (lockdown): 177
- Jan 31-Feb 6 (lockdown): 161
- Feb 7-13: 180
- Feb 14-20 (Stat Monday): 144
- Ridership at approximately 40% of normal

PARALLEL TRANSIT CAPITAL

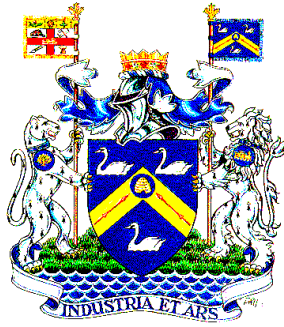
- Bus replacement 2020 – bus has been ordered with expected delivery April 2021

RECREATION PROGRAMMING

- Online programming and presentations continue to be offered on the Stratford Lakeside Active Adults Facebook page including yoga, line dancing, exercise, music, and cooking classes.
- Summer programming planning for day camps and aquatics in progress
- The following SLAAA programs resumed at the Stratford Agriplex, starting Monday, February 22, 2021:
 - Billiards
 - Lapidary
 - LivFit Exercise
 - Pickleball
 - Woodcraft

RECREATION FACILITIES

- With the Provincial stay at home and shutdown orders ending, the Rotary Complex (February 17th), Agriplex (February 18th), and Dufferin Arena (February 19th) have been re-opened. These facilities are currently operating under the Orange – Restrict zone for public health measures.
- The Allman Arena will remain closed until September 2021.
- All patrons that enter the facilities are actively screened by facility staff.
- The ice season at the Dufferin Arena will be extended to April 25th to accommodate the extension of the Stratford Rotary Hockey programming for the 2020/2021 season. The ice will be removed from the Dufferin Arena and the facility will be closed following the completion of the Rotary Hockey season.
- Both ice surfaces at the Rotary Complex will remain in until the end of April. Staff will reassess the ice usage needs of the major ice user organizations and decide on when one ice surface will be removed from the Rotary Complex for the summer months.
- Public Skating sessions have been added to the ice schedule at the Dufferin Arena on Sunday's from 1:00 to 2:00 pm, and 2:15 to 3:15 pm. There is a maximum of 50 participants per session with pre-registration and pre-payment being required.



A meeting of the Stratford Communities in Bloom Committee (CIB) was held on November 5, 2020 at 12:00 p.m., electronically.

Present: Councillor Brad Beatty – Chair Presiding, Paul Smith, Carys Wyn Hughes, Councillor Bonnie Henderson, Barb Hacking, Kimberly Richardson, *Susan Wright

Staff Present: Casey Riehl – Recording Secretary

Absent: Katherine Gunnel Gavin, Cindy Carlson, Jo-Anne Russell

MINUTES

1.0 CALL TO ORDER

Councillor Beatty called the meeting to order at 12:12 p.m.

2.0 DISCLOSURE OF PECUNIARY INTEREST

None declared.

3.0 ADOPTION OF PREVIOUS MINUTES

**Motion by Kimberly Richardson, seconded by Paul Smith
THAT the minutes from the Communities in Bloom Advisory Committee
meeting dated October 1, 2020 be adopted as printed.**

Carried.

4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

a) 2020 Project Plans and Budget Update

The CIB Committee has three outstanding 2020 projects.

Barb Hacking reported that the trees have been ordered and Community Services staff are prepping the site at the pollinator pathway on St. David Street to start planting. The order included 6 trees and 16 bushes.

There are 48 additional snowflakes that require repairing. City Centre will forward the CIB portion of the expense early next week.

With the remaining funds, CIB will assist in installing porous pave under park benches. Councillor Beatty will contact Quin Malott with the budget once the tree and snowflake invoices have been received.

b) Update on CIB Awards Submission – Councillor Beatty/Barb Hacking

The CIB Committee entered one submission but did not receive the award.

c) Anti-Littering Campaign Update – Kimberly Richardson

Kimberly Richardson reviewed plans to put together an education program to encourage citizens to clean up their properties and neighbourhoods in the spring. She suggested working in conjunction with CBEAC and supply bags and gloves to participants. Councillor Henderson reported that in the past, CBEAC focuses their efforts around the Avon River, TJ Dolan, Roadhouse Drain, Waldie Drain and supply businesses who are cleaning the ditches around industrial areas. Members would like to see the schools involved as well.

d) Halloween Event – Carys Wyn Hughes

Carys Wyn Hughes reported that the Halloween event at the Rotary Complex was a great success with 600 kids participating. It was organized well, and most visitors had previously registered. The buses were a great idea and worked well. There were monitors riding on the buses and candy was given out back at the depot. There were two police cruisers and four auxiliary officers in attendance.

e) Santa's Parade of Lights Update – Councillor Beatty

Plans are currently underway to organize a drive-thru parade by the Community Services Department.

5.0 NEW BUSINESS

a) CIB Judging/Participation for 2021

Councillor Beatty discussed with the members what CIB will look like in 2021. To date, he has not received any information regarding registration. This is usually the time that the Committee would receive invoices for registration fees. Councillor Beatty proposed waiting for a registration package and direction from CIB National for plans moving forward and to make a decision at that point.

The Committee will need to discuss what their upcoming events will look like. For example, will the Home Hardware Day event in May be able to run as it has in past years.

6.0 UPCOMING EVENTS

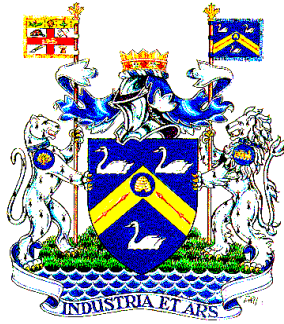
No new events to report.

7.0 NEXT MEETING DATE – Thursday, December 3, 2020 at 12:00 p.m. – Electronically

8.0 ADJOURNMENT

**Motion by Carys Wyn Hughes, seconded by Councillor Henderson
THAT the November 5, 2020 Communities in Bloom Advisory Committee
meeting adjourn.
Carried.**

Time: 12:55 P.M.



A meeting of the Stratford Communities in Bloom Committee (CIB) was held on January 7, 2021 at 12:08 p.m., electronically.

Present: Councillor Brad Beatty – Chair Presiding, Paul Smith, Carys Wyn Hughes, Councillor Bonnie Henderson, Barb Hacking, Kimberly Richardson, George Keirstead, Linda Hawken, Cindy Carlson

Staff Present: Casey Riehl – Recording Secretary

MINUTES

1.0 Call to Order

Councillor Beatty called the meeting to order at 12:08 p.m.

2.0 Disclosure of Pecuniary Interest

None declared.

3.0 Introduction of New Members – George Keirstead & Linda Hawken

New members of the Committee introduced themselves.

4.0 Election of 2021 Chair & Vice-Chair

Staff declared nominations open for the 2021 Chair of the Communities in Bloom Advisory Committee. Barb Hacking nominated Councillor Brad Beatty.

Staff asked if there were any further nominations. No further nominations were made.

Motion by George Keirstead, seconded by Kimberly Richardson

THAT the nominations for the 2021 Communities in Bloom Advisory Committee Chair, be closed. Carried

Councillor Beatty indicated that he would allow his nomination to stand.

Motion by Kimberly Richardson, seconded by Paul Smith

THAT Councillor Beatty be elected as the 2021 Chair of the Communities in Bloom Advisory Committee. Carried

Staff declared nominations for the 2021 Vice-Chair of the Communities in Bloom Advisory Committee open. Barb Hacking nominated Kimberly Richardson.

Staff asked if there were any further nominations. No further nominations were made.

Motion by George Keirstead, seconded by Paul Smith

THAT nominations for the 2021 Communities in Bloom Advisory Committee Vice-Chair, be closed. Carried

Kimberly Richardson indicated that she would allow her name to stand.

Motion by Linda Hawken, seconded by Paul Smith

THAT Kimberly Richardson be elected as the 2021 Vice-Chair of the Communities in Bloom Advisory Committee. Carried

5.0 Adoption of Previous Minutes

Motion by Carys Wyn Hughes, seconded by Paul Smith

THAT the minutes from the Communities in Bloom Advisory Committee meeting dated November 5, 2020 be adopted as printed. Carried

6.0 Business Arising From Previous Minutes

a) 2020 Project Review and Budget Update

All 2020 projects have been completed and invoices paid. Previously the Committee passed a motion to spend the remaining 2020 funds to have porous pave put under park benches. Councillor Beatty reported that he has the invoice from the contractor and will forward to staff for payment. Committee members discussed various bench locations to be recommended to staff. They will suggest the Ted Blowes bench in Lower Queens Park, benches at the Ted Blowes Memorial Garden and leave the other locations up to staff.

b) Anti-Littering Campaign Update – Kimberly Richardson

No new update.

7.0 New Business

a) Participation in CIB National – Councillor Beatty

Councillor Beatty gave a brief overview of the program for the new members. There was a post on the National website addressing CIB judging in 2021. At this time, there is not a definitive plan laid out for this year. The Stratford Committee will continue to plan for annual events, with COVID-19 precautions in place. Events to be planned include Home Hardware Day, Earth Day clean ups, garbage can

decorating contest, pollinator pathway project, garden sign program and pumpkin parade. Barb Hacking suggested a new project of planting sun flowers at the Stratford Hospice would be a nice option. They could be planted with direction from the staff, as well as along the city-owned path that runs beside the hospice. Carys Wyn Hughes suggested reaching out to other CIB communities to find out some initiatives they are completing during the pandemic. She also mentioned resurrecting the discussion on the welcome signs at the city limits, which was mentioned in the wayfinding survey that the City conducted. Councillor Beatty will inquire and provide an update on the signs.

Councillor Beatty will contact Mike Beitz to inquire what is the best plan to update the CIB page on the website. He will also reach out to former member Susan Wright to inquire if she would still be interested in helping put together content for the website.

Staff will forward background information from previous judging years, such as the information booklet given to the judges, for the new members.

b) Initiatives: What to start, stop or continue with – Councillor Beatty

Cindy Carlson thanked Barb Hacking for all her work at the Ted Blowes Memorial Garden this summer. It was a big undertaking to maintain the garden over the summer. Members discussed how citizen volunteers could get involved this summer to help plant and maintain some of the gardens around the city if there are not going to be summer students hired to help again this year. George Keirstead mentioned “midnight gardening” that other communities did last summer. Empty gardens were planted overnight and citizens woke up the next morning to beautifully planted gardens. Barb Hacking suggested stepping up the flowers and plants in Market Square would be another option. Councillor Beatty noted that a lot of the downtown area is coordinated by the City Centre Committee. Councillor Beatty will mention this idea to the City Centre Committee. Cindy Carlson noted that if there is as much interest this summer as citizen’s showed last summer, there shouldn’t be a problem finding people who want to volunteer.

Motion by George Keirstead, seconded by Kimberly Richardson

**THAT the Communities in Bloom Advisory Committee requests
Community Services staff investigate various options to allow
Communities in Bloom to organize volunteers to assist with safe, specific
City of Stratford gardens during the pandemic.
Carried**

8.0 Upcoming Events

No new events to report.

9.0 NEXT MEETING DATE – Thursday, February 4, 2021 at 12:00 p.m., electronically.

10.0 ADJOURNMENT

Motion by George Keirstead, seconded by Carys Wyn Hughes

THAT the January 7, 2021 Communities in Bloom Advisory Committee meeting adjourn.

Carried

Meeting Start Time: 12:08 P.M.

Meeting End Time: 1:21 P.M.



Ad-Hoc Transit Committee Minutes

A meeting of the Ad-Hoc Transit Committee was held on Tuesday, January 21, 2020 at 1:00 p.m., in the Mansbridge Room.

Members Present: Councillor Brad Beatty-Chair presiding, Alan Wakelin, Ellen Hurley, Gary Goulding, Iain Begg, Ingrid Bell

Staff Present: Michael Mousley – Transit Manager, Joni Satchell – Recording Secretary

Regrets: Councillor Bonnie Henderson

1.0 Minutes of Previous Meeting

Motion by Gary Goulding, seconded by Alan Wakelin to adopt the minutes dated November, 19, 2019 as printed. Carried.

2.0 Business Arising from Previous Minutes

Michael gave an update on previously discussed topics. He talked about the Real Time apps, the new buses, shelters, fare box upgrades and the GPS updates coming. He advised the committee he has gone as far as he can until the government gives final approval and contracts are signed. He advised that over 60 Transit agencies are also awaiting final approvals to move forward. Michael discussed the new options he is hoping to start with the federal approval.

“On Demand Service” would be implemented for Sunday Service. Gary asked for clarification on how this program would work. Michael explained his trip to Belleville to check out their on demand program. He explained it is run on an app that uses existing bus stops. The riders can put in their trip requests and the app gives them options of stops to use. He also explained that we would put on a dispatch option to help get people started that may require assistance. Belleville’s ridership increased roughly 400% when they started this. We would consider rolling extended hours out on the Monday to Friday Service if demands increase.

Reloadable cards were also discussed and the committee was told that is part of phase 2 of our projects. That in order for this to happen we need 51 working parts brought up to date on the current fare box system.

3.0 Standing Agenda Items

3.1 How does Parallel Transit work

Ellen Hurley put forth the agenda item, looking for more information on how parallel and Conventional Transit works separately and together. She questioned if we could move some of the accessibility issues from Transit to Parallel to help make the conventional service more efficient. We informed the committee that you can't tell someone where they can and can't ride. We try to handle individual needs with dignity and respect, always putting safety for all first.

We explained to the committee how the process works, to become a registered rider. Application form filled out and the need for a medical professional to sign off. Michael discussed the difference on how applicants with us have no further testing unlike in London who bring in other professionals and do a further assessment to determine the needs to access the specialized service. Joni mentioned that ridership has risen dramatically and we are having a hard time meeting the demands and needs within the community. We explained that it is a booked ride system and that the riders can book 2 weeks in advance. The cost to ride is AODA regulated there for the costs are the same between both services. Hours of operation are potentially the same, with the exception being Parallel Transit is done at 7 pm or when last call that is booked prior is completed. Discussion was had that even the Parallel Transit "over services" its ridership.

3.2 Bus Shelter Cleaning

Councillor Brad Beatty brought forward from subcommittee the need to have the shelters cleaned and who was responsible for doing this. Michael mentioned that a contract with Community Living has been done in the past. A discussion was had that if money wasn't an issue could this be done again. Michael informed the committee that this was not a program Community Living was offering anymore. But would see if this is something they would be interested in doing again. He mentioned that Garage maintenance workers are the ones that will go and clean based on requests from public and drivers, if there are concerns.

Ellen wanted to know why this couldn't be added to the parks, garden, garbage staff that is already in place.

4.0 Other Items

Discussion on ridership numbers and the results are they are staying the same. 60% of ridership is students, members of the committee mentioned the service we provide should be "client driven". Another discussion was had about surgically removing stops to help the service run more efficiently and to make riders walk further to stops. To decrease the amount of times the buses potentially have to stop. Michael advised committee that removing stops wouldn't necessarily fix ineffectiveness.

Committee was reminded the biggest reason is the fact we "over service". Riders not having fares ready, difficulties getting on or off, multiple people loading, waiting until all riders are seated, just to mention a few things that are constant stresses on the service timing.

Councillor Brad Beatty reminded the committee that they are a "new Committee" a "legitimate committee" but that things take time and to not get discouraged at the rate things are happening. Councillor Beatty also reminded the committee the need to separate "facts" and "feelings", they have legitimate concerns and the need to appreciate the changes already made. He reminded them to set

aside feelings and deal with facts that verification will allow us to fix "X". Al mentioned he feels that we are hoping to see improvements with new projects or that is the perceived expectation. Ellen asked if there was a way to improve efficiency of the service in loading and unloading. Could we "load" at the front and "exit" from the back. Reminded the front is the accessible options for riders. Ingrid wondered about audible announcements for exiting with the new system if that was an option. Also there was a mention that the signs at the terminal are too small to be effective.

Ellen raised the concerns in regards to an Education Campaign and wondering where this was at. The committee was reminded that with our meetings being bi monthly it takes a little longer for our suggested items to reach subcommittee. Same was brought up about the "NO Parking" which is a few items that have been recommended to subcommittee to consider.

The committee was reminded that once funding is approved, the first phase of projects would happen relatively quickly. Michael told the committee he has already done the leg work for the real time app so will only be a matter of time, before it is up and running.

5.0 Next Meeting – Tuesday, March 17, 2020 at 1:00 p.m. – Avon Room-82 Erie street

Motion was made by Ingrid Bell, seconded by Iain Begg that the January 21, 2020 Ad-Hoc Transit meeting adjourn. Carried.

Adjourned at 3:30 p.m.



Ad-Hoc Transit Committee Minutes

A meeting of the Ad-Hoc Transit Committee was held on Tuesday, September 15, 2020 at 1:00 p.m., at City Hall Auditorium.

Members Present: Councillor Brad Beatty-Chair presiding, Councillor Bonnie Henderson-Vice chair, Al Wakelin, Gary Goulding, Ingrid Bell

Staff Present: Michael Mousley – Transit Manager, Joni Satchell – Recording Secretary

Regrets: Ellen Hurley, Iain Begg

1.0 Minutes of Previous Meeting

Motion by Gary Goulding, seconded by Ingrid Bell to adopt the minutes dated January 21, 2020 as printed. Carried.

2.0 Business Arising from Previous Minutes

No "NEW" business from previous minutes.

3.0 Standing Agenda Items

3.1 Review of Covid 19 Measures Implemented

Michael Mousley reviewed the Covid 19 measures that were implemented back in March 2020. He discussed the rear door loading that took place from March 2020 up until the end of August 2020. He discussed that due to the rear door loading and unloading, resulted in no fares being collected.

Michael Mousley had discussed that since the new plexi glass barriers have been installed the collections of fares and front door loading resumed. He informed the committee that with front door loading resuming the hand sanitizer stations have been moved to the front of the bus. He also discussed the nightly sanitizing of the buses, that has been occurring since Covid hit our region.

Ingrid asked that the sanitizer stations have a sign or label put in place for recommended use, just like we have the signs in place for masks to be worn. Gary requested that we double side the mask signs, so they are noticeable with doors open and closed.

3.2 2020 Capital Funding Project Updates.

Michael Mousley provided an update to the Capital projects that were started prior to Covid. He informed the committee that all projects were still ongoing. He mentioned the four "New Transit Buses" and One "New Parallel Bus" are ordered and are replacements for aging fleet and should arrive in the spring.

He talked about the roll out of the On-Demand Service that happened in July 2020 for Sunday's only. The "New" service has received a lot of great press coverage. The overall thoughts from riders and staff are positive regarding this new service. Michael Mousley spoke about how with the old service it may have taken 2 hours for someone to get to and from within the City on a Sunday and now they can expect to get to their destination in approximately 14-16 minutes.

Michael Mousley also discussed the "Real Time App" roll out, that this app is "New" to North America and that Stratford is the first location with the latest technology. He used the slide presentation to demonstrate how it would look and how it would work. The new technology will provide transparency for riders and information to staff.

Review of the new bus shelters and locations they are being prepared to install.

Al Wakelin was happy with the progress being made and the improvements implemented this far.

3.3 Other Items

Ingrid Bell was wondering if a posting of arrival times at each stop could be posted for those not technologically savvy. Could there be a link to the app be posted at the stops or at least in the bus shelters for time being.

Gary Goulding was looking for comparable information regarding Sunday Service usage and revenue prior to "On Demand" versus since it has been implemented.

Concern raised regarding posting of minutes and dates of next meeting on the Transit Webpage.

Michael will confirm process and who should be doing this procedure.

4.0 Next Meeting –Friday November 20, 2020 at 1:00 p.m. – Via Zoom Call

Motion was made by Ingrid Bell, seconded by Councillor Bonnie Henderson that the September 15, 2020 Ad-Hoc Transit meeting adjourn. Carried.