



The Corporation of the City of Stratford
Infrastructure, Transportation and Safety Sub-committee
Open Session
AGENDA

Date: Wednesday, March 24, 2021
Time: 3:30 P.M.
Location: Electronic Meeting
Sub-committee Present: Councillor Vassilakos - Chair Presiding, Councillor Burbach - Vice Chair, Councillor Gaffney, Councillor Ingram, Councillor Sebben
Staff Present: Ed Dujlovic - Director of Infrastructure and Development Services, John Paradis - Fire Chief, Jodi Akins - Council Clerk Secretary, Allison Jordan - Events Coordinator, Chris Bantock - Deputy Clerk, Johnny Bowes - Manager of Environmental Services, Adam Ryan - Manager of Public Works

To watch the Sub-committee meeting live, please click the following link: <https://stratford-ca.zoom.us/j/86835141652?pwd=KzRTUml5djhaajBtTmx5cFNzeHN2Zz09>

A video recording of the meeting will also be available on the [City's website](#) 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

3. Delegations

3.1. Presentation by Cycle Stratford

Geoff Love, President of Cycle Stratford, has requested to present the results of a petition supporting active transportation in the City of Stratford.

Motion by _____

THAT the presentation by Geoff Love be heard.

4. Report of the Director of Infrastructure and Development Services

4.1. AMO-LAS Water & Sewer Warranty Program (ITS21-008)

5 - 18

Motion by _____

Staff Recommendation: THAT Council directs staff to bring forward an agreement between Service Line Warranties of Canada, Inc. and the City of Stratford for Council's consideration.

5. Report of the Events Coordinator

5.1. Request for Exemption from Noise Control By-law 113-79 for the 2021 Stratford Festival Outdoor Season at the Festival Theatre and Tom Patterson Theatre (ITS21-006)

19 - 24

Motion by _____

Staff Recommendation: That approval be given to the request from Stratford Festival for their 2021 outdoor season for exemptions from Noise Control By-law 113-79 at the Festival Theatre 55 Queen Street and at Tom Patterson Theatre at 111 Lakeside Drive for daily rehearsals from 10:00 a.m. to 10:30 p.m. between May 1, 2021 and June 14, 2021 and for daily performances between 11:00 a.m. to 8:45 p.m. from June 15, 2021 to September 30, 2021 from the following provisions:

- **Unreasonable noise [Schedule 1 clause 8]**
 - **The operation of any auditory signaling device, including ringing of bells or gongs and the blowing of horns or sirens or whistles [Schedule 2 Clause 1]**
 - **The operation of loud speakers and amplification of sound [Schedule 2 Clause 2]**
 - **The discharge of prop firearms for sound effects [Schedule 2 Clause 7]**
 - **Yelling, shouting, hooting, whistling or singing [Schedule 2 Clause 16]**

- The operation or use of musical instruments [Schedule 2 Clause 17]

6. Report of the Manager of Environmental Services

6.1. 2020 Water Summary Report (ITS21-009)

25 - 41

Motion by _____

Staff Recommendation: THAT the 2020 Water Summary Report be received for information to keep within the compliance standards set out in Ontario Regulation 170/03.

7. Report of the Manager of Public Works

7.1. City of Stratford Winter Operations Plan (ITS21-007)

42 - 69

Motion by _____

Staff Recommendation: THAT the Winter Operations Plan be approved by Council.

8. Capital Project Update

Engineering to provide a verbal update on the status of various engineering capital projects.

9. Advisory Committee/Outside Board Minutes

70 - 86

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

- Active Transportation Advisory Committee (ATAC) of minutes of January 27, 2021
- Accessibility Advisory Committee minutes of February 2, 2021
- Energy and Environment minutes of February 4, 2021

10. Next Sub-committee Meeting

The next Infrastructure, Transportation and Safety Sub-committee meeting is April 28, 2021 at 3:30 p.m.

11. Adjournment

Meeting Start Time:

Meeting End Time:

Motion by _____

Sub-committee Decision: THAT the Infrastructure, Transportation and Safety Sub-committee meeting adjourn.



MANAGEMENT REPORT

Date: March 24, 2021
To: Infrastructure, Transportation & Safety Sub-committee
From: Ed Dujlovic
Report#: ITS21-008
Attachments: Council & Staff FAQ, City of Hamilton SLWC Program Update

Title: AMO-LAS Water & Sewer Warranty Program

Objective: To obtain direction from Council on entering into an agreement with Service Line Warranties of Canada which would provide a new service for the residents of the City of Stratford.

Background: The Municipal water and wastewater system currently supplies approximately 11,236 residential service connections. Residential property owners are responsible for the maintenance of the buried sewer lines that run from the public (main) connection to the exterior of their home and for the water service from the property line to the exterior of their home. When these lines break, leak or become obstructed, the homeowner is often surprised to learn that it is not a municipal responsibility, and most home insurance policies will not cover the expensive repair/replacements of these pipes. Currently, if a resident has an issue with their water or wastewater service, they typically contact the City.

At this point, they are advised to contact a local service provider, who will in turn, determine the source of the issue. If during this investigation, it is determined that the contributing issue is on the municipal side of the property line, the cost for the investigation is assumed by the municipality and our resources are used to address and resolve the issue. If the issue is determined to be on the private side of the property line, all work is the responsibility of the resident. This can be a time consuming and costly process.

Service Line Warranties is the only company in Canada presently providing this type of coverage as a warranty. Council would not be favouring Service Line Warranties over another provider as if put to an RFP, they would be the only responder for Canada. AMO-LAS approached SLW after their partnership with City of Hamilton to agree to offer this pricing to all Ontario residents after the same partnership was put in place. The

services include water service lines, sewer laterals, and even internal home plumbing and drainage repair and replacement services.

Service Line Warranties of Canada has been endorsed as a vendor of choice by the Local Authority Service (LAS). LAS was established in 1992 by the Association of Municipalities of Ontario (AMO). LAS works with Ontario's municipalities to provide vendors of choice that leverage economies-of-scale and cooperative procurement efforts. Most municipalities can use this procurement process to access vendors for specific services for aggregated buying power. Recently, SLW has also become a corporate partner of the Federation of Canadian Municipalities.

With the SLWC model, work is always performed by licensed contractors (local where available), to ensure a timely response with adherence to local code requirements. For a fixed monthly fee, the Warranty Provider (SLWC) will perform any repairs required to the private buried infrastructure. If the resident is a member of a service line warranty program their first call would be to SLWC, who would be responsible for facilitating the diagnosis and repair of the issue if on the private side. SLWC would also liaise directly with municipal staff for any repairs required on the municipal side on behalf of the resident. This is a turnkey program, administered solely by SLWC with regards to customer service, billing etc. and no municipal funds are used.

This program is designed and currently offered to residential properties tied to municipal water and wastewater systems as well as residential locations on private systems. Municipalities who have adopted the program include the City of Hamilton, City of Kingston, City of Windsor, Region of Peel and, just recently announced, the City of Ottawa.

Analysis: To participate in this program, municipal endorsement of the program model is required. The endorsement allows Service Line Warranties to credibly market the program to residential property owners. There is no direct participation cost to the municipality. The program is designed such that the municipality receives a nominal fee from SLWC in exchange for their endorsement of the service and to compensate for any staff time which may be spent answering questions about the program for which SLWC provides an onboarding and training call.

A contractual agreement is required between City of Stratford and Service Line Warranties of Canada (SLWC). The contractual agreement permits SLWC to present the warranty services being offered utilizing the Municipalities name and logo. SLWC purchases residential contact information from a third party and the City is not asked to provide any resident data outside of confirming postal codes and reviewing the list.

The proposed term of the Contract between the Municipality and SLWC is 3 years with an option to renew after the first contract expires. There would be no warranty contract between the Municipality and the resident. It is essentially a service pledge between SLWC and the resident. The Warranty Provider (SLWC) further undertakes to indemnify

the Municipality and staff against claims, actions, and suits. The municipalities contract and the resident's contract can be cancelled at any time.

Contact was made with staff from the City of Hamilton, Windsor, and Kingston. All three communities are satisfied with the services that have been provided by SLWC. There were no comments made that would suggest that this is not a program that the City should consider. Attached is a report completed in 2018 on the benefits of the program.

The one issue that was raised was that during the first year of the program there is a large volume of calls to the municipality even though the letters sent out clearly indicated that this is a program that is operated by SLWC. In order to limit the calls an effective communications program by the City will be required to educate the public on the warranty service being provided.

City of Stratford staff see benefits for Stratford residents in this program. Currently there are many residential owners that require yearly to twice yearly "rodding" to clear their sanitary services. There is also a list of homes that have freezing issues with their water laterals that this program could address.

Financial Impact: While there is no cost associated with the implementation or operation of the program to the municipality, there is a royalty paid to the municipality annually of 5% of the revenue collected from residential property owners enrolled in the program. This royalty is used to offset the costs for City staff time and a communication required to inform the public. Alternatively, this 5% can be passed along in savings to residents of roughly 50 cents less per month.

The typical cost of the program for residential homeowners is as follows:

Sewer Service Line

Year 1 - \$8.00 per month; \$96.00 annually

Year 2 - 8.00 per month; \$96.00 annually

Year 3 - 8.00 per month; \$96.00 annually

Water Service Line

Year 1 - \$6.00 per month; \$72.00 annually

Year 2 - \$6.00 per month; \$72.00 annually

Year 3 - \$6.00 per month; \$72.00 annually

In-home plumbing

Year 1 - \$9.00 per month; \$108.00 annually

Year 2 - \$9.00 per month; \$108.00 annually

Year 3 - \$9.00 per month; \$108.00 annually

The agreement does permit an annual review of rates charged to the residential property owner. The final rate for Stratford will be determined during the agreement negotiations and is dependent on the royalty, maximum 5%, the City may want to receive. In this time, SLWC has not denied any claims in Ontario.

Alignment with Strategic Priorities

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT Council directs staff to bring forward an agreement between Service Line Warranties of Canada, Inc. and the City of Stratford for Council's consideration.



Ed Dujlovic, Director of Infrastructure & Development Services



Joan Thomson, Chief Administrative Officer



FAQ For Council & Staff

Why should we consider the Service Line Warranty program for our residents?

- 1) To provide an option to those who feel they may benefit. Water or sewer line repairs are often unexpected and expensive. There are often concerns from customers who are facing large bills for repairs to their privately-owned portion of the water or sewer line.
- 2) To educate residential property owners about their responsibilities for the maintenance, repair and replacement of water and sewer service lines (portion from their homes to the property line). Many customers do not understand their obligation to repair and maintain service laterals on private property, at their expense. When a problem with a service line arises, it can be costly to repair and a plan from SLWC offers a solution

Why does Service Line Warranties want to partner with our municipality as opposed to approaching our constituents on their own?

Your residents are inundated with all kinds of 'home offers' and it is difficult for people to determine what is legitimate and what isn't. Vulnerable residents are taken advantage of, and people pay into things that don't end up being reliable. An average homeowner has never heard of AMO/LAS and if they haven't lived in one of the 60 municipalities where the program was offered, chances are they have never heard of our company either. As a result, our letters educating your residents on how to mitigate their risk in this area would go in the garbage. We could not offer the level of coverage that we do, at the low-cost rates that AMO/LAS secured for Ontario municipalities, without the open rates that direct mail can only achieve when residents recognize it is in conjunction with the town, it's trustworthy and is supported through their local municipality.

Isn't this the same as home insurance?

We encourage you to contact your home insurance provider and find out what your coverage is in this area. Chances are, some damages would be covered but the actual repair or replacement of the pipes would not. This can cost thousands of dollars. A couple of insurance companies are now offering this as a 'rider' to a home owner policy however it would require a deductible, and out of pocket cost up front before the homeowner is back up and running, plus the potential concern of increased rates after a claim. We also frequently hear that there are many exclusions in their fine print. Our rates have never gone up in the 8 years we have been in Ontario, we do not deny claims and there is no deductible. *This program is designed to eliminate out of pocket expenses, particularly for the many Ontarians who do not have money saved for home emergencies or are on a fixed income.*

Would we be giving preference to Service Line Warranties over another company?

Service Line Warranties is the only company in Canada offering this type of program as a warranty which is why AMO/LAS approached us after we won Hamilton's RFP and were one of two responders. Since then, we have been acquired by that other company and are now one entity. As such, if your municipality were to do an RFP, we would be the only responder. The municipality is not 'choosing' Service Line Warranties over another provider.

Do homeowners in our municipality really need to manage their risks and costs in this area?

Your public works team likely put this before council because they are aware of problems residents have had, will continue to have and how costly it can be, particularly when it happens unexpectedly, as these things often do. For many older homes, it is not a matter of 'if' but 'when'. If residents choose to enroll in this optional warranty, they are given the peace of mind that as long as they pay a low monthly or annual fee, any problems of this nature that arise will be taken care of. Newer homes may not need this type of coverage although we are hearing more recently about some quality issues in some new builds that can result in problems occurring almost as frequently as older homes.

Can we cancel the program at any time? Can our residents?

Yes, and yes.

Does this take business away from local plumbers?

No. Any contractor is welcome to apply, provided that they are licensed and doing work up to code, this can ring the bell for them because it allows homeowners to be proactive with plumbing issues, instead of potentially putting off calling a plumber to avoid the cost. Further, it ensures plumbers get paid in a timely manner and appropriately for their work. We are happy to share references from contractors who have grown their businesses by participating in our contractor network.

What are the benefits of our contractor network to your residents?

A person with a plan is more apt to call for service on a small problem before it becomes worse, and potentially dangerous. Once on-site, our contractors can check other systems to ensure there are no additional issues and if any are discovered they can be fixed immediately.

While it can take days for a contractor from the phone book to arrive, SLWC customers receive a call back from a qualified contractor within two hours after reporting a claim to agree upon a convenient time for the contractor to arrive at the home to execute the repair.

Calling a stranger from the internet to address a problem in the home can be risky. SLWC network contractors are fully vetted, licensed and insured, and we send the customer email/text verification of who is coming.

There are many financial risks of using unlicensed contractors including poor quality work, non-permitted work which can impact property value, liability for personal injury and damage to third parties.

How will you communicate with our residents?

We will never mail anything to your residents without your approval. Each seasonal mailing, our teams will coordinate to ensure that the municipality approves the letter and how the details are being communicated to residents.

How does the 5% Royalty to the municipality work?

The royalty is paid annually to the municipality based on the revenue from your resident's enrollments. If council prefers, we can also pass this 5% along to your residents instead, making the rates offered to them around 50 cents less per month.

Who else supports the program?

In addition to AMO-LAS, we are partnered with the Federation of Canadian Municipalities. We have over 60 municipal partners in Ontario including cities such as Ottawa, Kingston, Windsor, Peel Region and Hamilton as well as many small towns across Northern and Southern Ontario.

What else can SLW offer our community?

We are proud to offer our partners access to our CARES fund which is designed to help low-income homeowners who are *not* enrolled in the program. If there is a resident in your community who has not taken advantage of this option and is struggling to afford their repairs relating to a home emergency with broken, leaking, frozen or clogged service lines, we will take care of the job as a partner of your municipality.

More questions?

Do not hesitate to get in touch!



Elise Dostal

Senior Manager, Partner Acquisition | Service Line Warranties (A HomeServe company)

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INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
DATE:	January 17, 2018
SUBJECT/REPORT NO:	Service Line Warranties of Canada Program Update (FCS18006) (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Brian McMullen Director, Financial Planning, Administration and Policy Corporate Services Department
SIGNATURE:	

Council Direction:

Not applicable.

Information:

In April 2014, Council endorsed the awarding of a contract with Service Line Warranties of Canada (SLWC) to offer Hamilton residents an optional water and sewer line warranty program that provides emergency repair coverage for residential water service lines, sewer laterals and interior plumbing and drainage (for details refer to Report FCS12044(a)). The contract is for a term of two years with an option to renew for an additional maximum of two, five-year term renewals at the City's sole discretion. The City exercised the initial five-year renewal term in April 2016.

Since the initial marketing campaign in September 2014, approximately 12,100 residents have chosen to enrol for a SLWC warranty plan and over 3,100 claims have been addressed by SLWC's network of local, licensed contractors at a cost of over \$1 M with no claim denials. This significant amount of repair costs represents investment in local private infrastructure and dollars retained in the Hamilton economy. The contract with SLWC assures the City that all repairs are performed to Ontario Building Code standards and that all appropriate permitting is obtained.

The SLWC warranty program offered in Hamilton includes 3 distinct coverages:

- **Sewer Line Warranty** - Covers the cost of repairing broken, leaking or clogged outside sewer lines

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

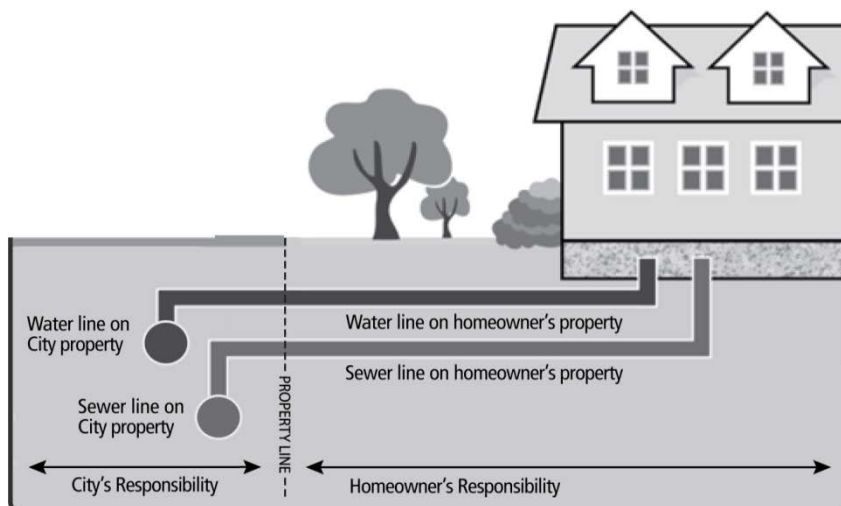
OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Service Line Warranties of Canada Program Update (FCS18006) (City Wide) Page 2 of 4

- **Water Line Warranty** - Covers the cost of repairing broken or leaking outside water lines. It should be noted that the Water Line Coverage also includes thawing frozen water lines.
- **In Home Plumbing & Drainage Warranty** - Covers the cost of broken, leaking or frozen water or sewer lines inside the house, including drain lines connected to the main sewer stack. This does not cover faucets or fixtures, venting issues or gas lines.

A key objective for the City has been to notify Hamilton homeowners about public versus private ownership of water and sewer lines as delineated per Figure 1 of Report FCS18006. The City seeks to be proactive in helping homeowners prepare and/or protect themselves against potential large expenses. The partnership formed with SLWC has met the intent to notify and to also let residents know what options they have to protect themselves from potential liabilities resulting from service line failures. There have been 8 marketing campaigns over the initial 3 years of the partnership reaching out to Hamilton's nearly 139,000 residential water accounts. This educational outreach is achieved at no cost to the City as SLWC pays 100% for all marketing; noteworthy as for the City to send out a similar mailing would cost over \$175 K per each occurrence.

FIGURE 1



In early 2014, the City went through a competitive Request for Proposal (RFP) process so that any company interested in this type of partnership could compete. Ultimately, SLWC offered the lowest price, best coverage, extremely low claim-denial rates, and had extensive experience with these partnerships. SLWC is part of HomeServe USA Corp (HomeServe) who currently serves over 3 million customers under similar arrangements with 500+ other communities around North America.

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SUBJECT: Service Line Warranties of Canada Program Update (FCS18006) (City Wide) Page 3 of 4

The SLWC warranty program is growing across Ontario, particularly with the Association of Municipalities of Ontario (AMO) Local Authority Services' endorsement, as 36 Ontario municipalities have now joined Hamilton in becoming SLWC partners (refer to Appendix "A" to Report FCS18006). In recognition that the City became SLWC's first Canadian partner and is a leader in offering residents an optional warranty program, the City receives from SLWC, 0.5% of commission revenues generated in other SLWC Ontario partner locales. As many of the new Ontario SLWC partners are fairly recent partners, the associated commission revenues has been modest to date at less than \$5 K but is expected to develop significantly as communities with large number of households (for example, Peel Region) have recently become a SLWC partner and the continued growth in Ontario partnerships. SLWC continues to support Hamilton's successful warranty program partnership via periodic press releases (refer to Appendix "B" to Report FCS18006) and posts promoting the City on SLWC's website (for example: <https://slwcblog.com/2016/05/05/throwback-thursday-hamilton-on/>).

SLWC provides the City compensation of 5% of City of Hamilton enrolment revenue for allowing the use of the City logo on the warranty offering letters that homeowners receive. The support of the City via the co-branded marketing letters alerts residents of the legitimacy of the program resulting in more enrolments, which in turn allows SLWC to offer the warranties at lower prices to residents because of the increased participation. The revenue the City receives is directed to the Rate Supported Budget thereby in small part helping to keep Hamilton's water and wastewater/storm rates among the lowest in Ontario. The commission revenues received to date have amounted to over \$100 K.

Beyond the establishment of a new revenue source for the Rate Budget, cost savings can result from operational efficiencies related to initial diagnostic investigation costs of public service line issues. For example, when a property owner with SLWC sewer coverage experiences a problem with their sewer lateral, the property owner would call SLWC's emergency response number. If during the initial investigation the problem is found on the public portion of the line, SLWC's contractor will provide at no cost to the City the diagnostic scope video thereby saving the City the cost to pay for the diagnostic work which otherwise it would pay for in the absence of private warranty coverage for service lines. Additional savings may result from lower utilization of the Sewer Lateral Management Program (SLMP) as when the private portion of the sewer lateral is affected by roots from a City-owned tree, the property owner may be eligible for a one-time reimbursement from the City for a portion of the costs, up to a maximum allowance (currently \$1,500) as per the City's Sewer and Drain By-law 06-026, as amended. In circumstances where property owners that have SLWC's sewer line warranty coverage experience sewer lateral damage from a City-owned tree, the City would not provide reimbursement under the SLMP to SLWC. As of December 2017 there have been over 1,400 sewer line claims resolved by SLWC. Timely sewer line repairs minimize wastewater pollution thereby helping the environment.

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SUBJECT: Service Line Warranties of Canada Program Update (FCS18006) (City Wide) Page 4 of 4

The City's Water Leak Adjustment Policy provides residential water/wastewater customers' limited financial relief under certain conditions and circumstances to address customers' abnormally high water and wastewater bills associated with plumbing failures on a one-time only basis per account holder. To the extent that customers subscribe to an interior plumbing and drainage Plan and experience plumbing issues that contribute to high water usage, there may be more timely response to identify and address water leak issue(s). Staff have seen some instances where the customer's leak adjustment request has been accompanied by a SLWC contractor receipt for plumbing repairs. There has been a reduction of the financial cost of this adjustment policy from \$73 K in 2014 to an average annual cost of \$52 K over the 2015 to 2017 timeframe. As of December 2017 there have been over 1,500 in-home plumbing claims resolved by SLWC. Timely water line repairs conserves water reducing home owners' water bills.

SLWC conducts customer satisfaction surveys wherein Hamilton homeowners who have needed service from SLWC report a 97% satisfaction rate and have expressed their satisfaction with the City to have formed the SLWC partnership via these surveys:

"It's such a good feeling to know that the City is looking out for our interests and cares about the residents, viewing them as people with needs and problems and wanting to find ways to help... we're not just numbers on a tax roll."

"I believe this is a really good idea to have this warranty offered. Once you have your warranty in place, it's just one call to Service Line Warranties and they do the rest and put the contracting company in touch with you. It makes it a lot easier than trying to find help and who to call that you can trust to do a good job. I think all residents would do well to sign up for this very helpful program. Thanks again."

"I think it shows that the City realizes that it has limitations as to what it can do itself for its residents. But, the fact that City Council has endorsed this program shows that they care about their citizens getting help when it is needed and getting people who know what they are doing and not "fly by night" companies. That's really important, too. The company who helped me was fantastic, very polite and professional folks, as well. Thanks."

Appendices and Schedules Attached

Appendix "A" – SLWC Ontario Partner Listing

Appendix "B" – November 2017 SLWC Press Release

Service Line Warranties of Canada Ontario Partner Listing

Municipal Partner	# Households *
Regional Municipality of Peel	413,304
City of Hamilton	203,806
County of Brant	13,847
Town of Tecumseh	8,912
Township of Ramara	8,416
Town of Saugeen Shores	7,525
Town of Niagara-on-the-Lake	7,374
Town of South Bruce Peninsula	7,164
City of Elliot Lake	6,352
Township of St. Clair	6,297
Municipality of Meaford	5,605
Municipality of Grey Highlands	5,451
Township of Georgian Bluffs	5,033
Town of Fort Frances	3,816
Town of Arnprior	3,727
Town of Hanover	3,409
Town of Malahide	3,113
Township of Edwardsburgh/Cardinal	3,064
Town of Parry Sound	3,026
Township of Southgate	3,025
Municipality of Bayham	2,623
Town of Hearst	2,528
Town of Gananoque	2,527
Municipality of Callander	1,730
Municipality of Wawa	1,681
Town of Atikokan	1,585
Municipality of Temagami	1,442
Township of Manitouwadge	1,239
Town of Mattawa	1,078
Township of Assiginack	846
Township of Billings	701
Township of Hornepayne	568
Town of Gore Bay	439
Township of McGarry	437
Municipality of Killarney	400
Township of Dubreuilville	369
 Council Approved/Pending	
City of Ottawa	377,000
 Total Households	 1,119,459

* Note some households may not be eligible for SLWC enrollment



The City of Hamilton Celebrates Completion of \$1 Million in Repairs and 3 Years of Partnership with Service Line Warranties of Canada

Hamilton, Ontario - November 22, 2017 - Three years ago, the City of Hamilton began a partnership with [Service Line Warranties of Canada](#) (SLWC), a leading home service repair plan provider. Through the partnership, Hamilton residents have the option to sign up for service plans, ranging in monthly cost from \$5.00 to \$6.50, to protect against the high cost of emergency repairs to their exterior water and sewer service lines, as well as interior plumbing and drainage systems.

Since the partnership began in September 2014, nearly 12,000 Hamilton residents have signed up for an optional SLWC service plan, with many signing up for multiple plans. As of today, customers have benefitted from \$1 million in repairs, ranging from small repairs to entire service line replacements. Those customer savings are investments by SLWC in local infrastructure improvements and dollars kept in the community utilizing local contractors who perform the repairs. Additionally, the City's homeowners who have needed service over the past year report a 97% satisfaction rate.

"We entered into this partnership three years ago to help protect our residents who might not be aware that they are responsible for the maintenance and repair of water and sewer service lines on their property," said Mike Zegarac, City of Hamilton General Manager of Finance and Corporate Services. "Residents should continue to consider enrolling in this program. Accessing warranty protection will assist residents who may become inconvenienced by service line failures to their homes."

Hamilton homeowners continue to express their satisfaction with the program in post repair surveys:

"This is an excellent program that I have mentioned to several of my friends and it provides prompt and professional service. Highly recommended this to many people."

"It gives me peace of mind and a sense of comfort knowing help is a call away when faced with plumbing issues, and to know that the help is quick, friendly and professional."

"I wasn't sure this was a good idea and then I had a broken pipe in my basement on Easter weekend and it was fixed quickly."

"Excellent service, happy that it is available in Hamilton."

"When a homeowner's water line breaks or sewer line becomes blocked, it can be an overwhelming situation. Suddenly, you're looking at hundreds or even thousands of dollars for a problem you probably didn't even know existed the day before," said Tom Rusin, CEO of HomeServe, SLWC's parent company. "We are proud of our partnership with the City of Hamilton and that we have been able to relieve the stress of emergency repairs for so many City homeowners over the past three years."

The water and sewer lines from the home to the City of Hamilton's main connections are the responsibility of the homeowner. Since repairs to these pipes are not covered by basic homeowner's insurance or by the City, homeowners are left with the inconvenience of navigating emergency repairs on their own. SLWC's service plans serve as a line of defense, ensuring that in the event of an unexpected repair, the burden on homeowners is minimized or eliminated.

Homeowners with questions or who wish to receive more information about SLWC or the plans available to the City of Hamilton residents can call 1-855-326-4730 or visit www.slwofc.ca.

About Service Line Warranties of Canada

Service Line Warranties of Canada (SLWC) is part of HomeServe USA Corp (HomeServe), a leading provider of home repair solutions serving over 3.1 million customers across Canada and the U.S. SLWC is a trusted source of utility line protection plans, accredited by the Better Business Bureau with an A+ rating and endorsed by the Local Authority Services of Ontario as a preferred services provider. Together with HomeServe, SLWC is dedicated to supplying best-in-class repair plans and delivering superior customer service to consumers directly and through 500 leading municipal, utility and association partners in North America. For information on SLWC please visit www.slwofc.ca.



MANAGEMENT REPORT

Date: March 24, 2021
To: Infrastructure, Transportation and Safety Sub-committee
From: Allison Jordan, Events Coordinator
Report#: ITS21-006
Attachments: Stratford Festival - Letters to Neighbours;
 Stratford Festival - Noise Exemption Letter of Request

Title: Request for Exemption from Noise Control By-law 113-79 for the 2021 Stratford Festival Outdoor Season at the Festival Theatre and Tom Patterson Theatre

Objective: To consider the request from the Stratford Festival for an exemption from Noise Control By-law 113-79 for the 2021 Stratford Festival Season, inclusive of rehearsals, at the Festival Theatre and Tom Patterson Theatre between May 1, 2021 and September 30, 2021.

Background: The City has been approached by management of the Stratford Festival for an exemption from the City's Noise Control By-law 113-79 for their 2021 season. Due to the impacts of COVID-19, the Stratford Festival is planning a smaller, outdoor season for 2021 and will be hosting outdoor theatre performances under canopy tents erected on two of their properties. Performances at the Stratford Festival Theatre at 55 Queen Street will be held on their upper deck and performances at the Tom Patterson Theatre at 111 Lakeside Drive will be held in the parking lot off Morenz Drive. Dates and times are as follows:

- Rehearsal period between May 1, 2021 to June 14, 2021 with some rehearsals held in the outdoor space starting at 10:00 a.m. and on occasion lasting until 10:30 p.m.
- Daily performances from June 15, 2021 to September 30, 2021 between 11:00 a.m. and 8:45 p.m.

Rehearsals and performances will include moderately amplified noise from speakers for voice performers, musicians, special effects including occasional loud noises, and anticipated applause from the audience. This is a first-time exemption request and both performance locations are in commercial zones. As part of the exemption application process, applicants are required to complete property owner notifications within a 120-metre radius of the property where the performances will occur. The 120-metre radius extends into both residential zones and park zones.

The production, reproduction or amplification of sound is one of the sounds regulated by Noise Control By-law 113-79 as follows:

No person shall make, cause or permit an unreasonable noise or a noise that is likely to disturb inhabitants of the City [Schedule 1 clause 8].

The operation of any auditory signaling device, including but not limited to the ringing of bells or gongs and the blowing of horns or sirens or whistles, or the production, reproduction or amplification of any similar sounds by electronic means except where required or authorized by law or in accordance with good safety practices. [Schedule 2 clause 1]

Quiet Zone – Prohibited at all times;

Residential Zone – Prohibited all day Sundays and Statutory Holidays, and from 19:00 hours of one day to 07:00 hours next day.

Commercial Zone – Prohibited all day Sundays and Statutory Holidays, and from 19:00 hours of one day to 07:00 hours next day.

Park Zone – Prohibited 23:00 hours of one day to 07:00 hours next day (09:00 hours on Sundays)

The operation of any electronic device or group of connected electronic devices incorporating one or more loudspeakers or other electro-mechanical transducers, and intended for the production, reproduction or amplification of sound [Schedule 2 clause 2].
Prohibited Zones and Times:

Quiet Zone – Prohibited at all times;

Residential Zone – Prohibited all day Sundays and Statutory Holidays, and from 17:00 hours of one day to 07:00 hours next day.

Commercial Zone - Prohibited all day Sundays and Statutory Holidays, and 23:00 hours of one day to 7:00 hours next day Monday to Thursday, and 24:00 hours of one day to 7:00 hours next day Friday and Saturday.

Park Zone – Prohibited from 11:00 p.m. of one day to 7:00 a.m. next day; 9:00 a.m. on Sundays.

The discharge of firearms [schedule 2 clause 7]

Quiet Zone – Prohibited at all times;

Residential Zone – Prohibited at all times;

Commercial Zone – Prohibited at all times;

Park Zone – Prohibited at all times;

Yelling, shouting, hooting, whistling or singing [Schedule 2 clause 16]

Quiet Zone – Prohibited at all times;

Residential Zone – Prohibited from 23:00 hours of one day to 07:00 hours next day, 09:00 hours Sundays

Commercial Zone – Prohibited from 23:00 hours of one day to 07:00 hours next day, 09:00 hours Sundays

Park Zone – Prohibited from 23:00 hours of one day to 07:00 hours next day, 09:00 hours Sundays

The operation or use of musical instruments or noise making equipment. [Schedule 2 clause 17].

Quiet Zone – Prohibited at all times;

Residential Zone – Prohibited all day Sundays and Statutory Holidays, and from 19:00 hours of one day to 07:00 hours next day.

Commercial Zone – Prohibited from 01:00 hours to 07:00 hours the same day.

Park Zone – No prohibited times listed.

Noise By-laws are designed to reduce and control both unnecessary and excessive sound which can be a nuisance and generally degrade the quality and peacefulness of neighbourhoods.

Organizers mailed notices to property owners within 120-metres of each performance location on February 9, 2021 with a deadline for comments of February 28, 2021. As of the February 28 deadline, no concerns were received for the requested noise exemption.

A notice of the request was also issued in the Town Crier with a deadline for comments of February 22, 2021. As of the February 22 deadline, the City has not received any concerns.

Analysis: The City's Noise Control By-law defines parameters for noise and emissions that may impact local citizens. Any exemption to these time limitations is subject to Council review and final decision.

The organizers have sought public input by mailing notices to residents within 120-metres of each performance location. Both performance locations are designated within a commercial zone and the 120-metre radius extends into residential zones and park zones. No submissions were received.

The intention of the noise exemption is to permit the following:

- Noise produced by rehearsals and performances from 10:00 a.m. until 10:30 p.m. daily between May 1, 2021 and June 14, 2021 and from 11:00 a.m. to 8:45 p.m. daily between June 15, 2021 and September 30, 2021. Unreasonable noise is prohibited per the unreasonable noise provision [Schedule 1 clause 8].
- The operation of any auditory signaling device, including ringing of bells or gongs and the blowing of horns or sirens or whistles. The requested hours are prohibited under Schedule 2 Clause 1 in residential zones, commercial zones, and park zones.
- The operation of loud speakers and amplification of sound. The requested hours are prohibited under Schedule 2 Clause 2 for residential zones, commercial zones, and park zones.
- The discharge of prop firearms for sound effects. The requested hours are prohibited at all times under Schedule 2 Clause 7 for residential zones, commercial zones, and park zones.

- Yelling, shouting, hooting, whistling or singing. The requested hours are prohibited under Schedule 2 Clause 16 for residential zones, commercial zones, and park zones.
- The operation or use of musical instruments. The requested hours are prohibited under Schedule 2 Clause 17 for residential zones and commercial zones.

Financial Impact: None identified.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Staff Recommendation: That approval be given to the request from Stratford Festival for their 2021 outdoor season for exemptions from Noise Control By-law 113-79 at the Festival Theatre 55 Queen Street and at Tom Patterson Theatre at 111 Lakeside Drive for daily rehearsals from 10:00 a.m. to 10:30 p.m. between May 1, 2021 and June 14, 2021 and for daily performances between 11:00 a.m. to 8:45 p.m. from June 15, 2021 to September 30, 2021 from the following provisions:

- Unreasonable noise [Schedule 1 clause 8]
- The operation of any auditory signaling device, including ringing of bells or gongs and the blowing of horns or sirens or whistles [Schedule 2 Clause 1]
- The operation of loud speakers and amplification of sound [Schedule 2 Clause 2]
- The discharge of prop firearms for sound effects [Schedule 2 Clause 7]
- Yelling, shouting, hooting, whistling or singing [Schedule 2 Clause 16]
- The operation or use of musical instruments [Schedule 2 Clause 17]



Allison Jordan, Events Coordinator



David St Louis, Director of Community Services



Joan Thomson, Acting Chief Administrative Officer



55 Queen Street | P.O. Box 520 | Stratford ON | N5A 6V2 Canada
 519.271.4040 | box office 1.800.567.1600
 stratfordfestival.ca
 Charitable registration #11920 0103 RR0002

February 5, 2021

Dear Friends and Neighbours,

As we look ahead to the coming summer, we do so with hope in our hearts that we will be able to present some sort of season that will bring joy – and business activity – to our community.

While we don't yet know if theatre performances will be allowed this summer, it is only through significant and thorough advance planning that can we put in place the crucial safety measures that will be essential to any undertaking.

Our goal is to hold outdoor performances at the Festival and Tom Patterson Theatres from late June through September. Our plans are entirely contingent on pandemic guidelines allowing for outdoor gatherings. However, we wanted to be in touch with you as soon as possible to fill you in on what we are thinking of.

As a return to indoor performances seems unlikely, we would like to erect two canopies – one on the Festival Theatre terrace (overlooking the front drive and Normal School); and a second at the Tom Patterson Theatre, in the stage door parking lot (adjacent to the arena).

These canopies would have room for a small stage. Performers would be limited to eight per production. The audience would hold a maximum of 100 people, socially distanced. We would incorporate Plexiglass dividers as per health guidelines.

Performances would be shorter than usual, at a maximum of 105 minutes, with no intermission.

We hope to schedule up to three performances daily per venue between late June to the end of September: 11 a.m., 3 p.m. and 7 p.m. The evening performance would end no later than 8:40 p.m. The performers will wear microphones, to moderately increase the volume of their voices so the audience can hear them over outdoor noises from the streets and park. Some performances will also feature up to four musicians. Some plays may feature special effects, which might include an occasional loud noise. And, of course, we hope there will be applause – maybe even cheers – from the audience.

The rehearsal period would be shorter than usual, and would take place in May and June. Some of the rehearsals would be held under the canopies and on occasion these rehearsals would last until 10:30 p.m.

We are applying for a Noise Exemption from Council for the above dates.

If you have any concerns or questions regarding the Noise By-law Exemption Application, please don't hesitate to be in touch with Shelley Stevenson, our Administrative Director, at sstevenson@stratfordfestival.ca before February 28, 2021.

We thank you for your support as we look to better times ahead.

Sincerely,

A handwritten signature in black ink, appearing to read "Antoni Cimolino".

Antoni Cimolino
 Artistic Director

A handwritten signature in black ink, appearing to read "Anita Gaffney".

Anita Gaffney
 Executive Director



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 Charitable registration #11920 0103 RR0002

Allison Jordan, Events Coordinator
Community Services
 City of Stratford
 P.O. Box 874, 353 McCarthy Rd.
 Stratford, ON N5A 6W3

Via email: ajordan@stratford.ca

Dear Allison,

Please consider this a formal request from the Stratford Festival to the City of Stratford for a Noise ByLaw exemption for the summer/fall of 2021.

Due to the impacts of COVID-19, the Stratford Festival is planning a smaller, outdoor season for 2021. We are hoping to erect two canopy tents on two of our properties, under which we will exhibit outdoor theatre performances for audiences of approximately 100 audience members (subject to public health regulations). The first location is at the Festival Theatre, 55 Queen Street, on the existing upper deck of the Festival Theatre's northwest side, overlooking the gardens. The second location is at the Tom Patterson Theatre at 111 Lakeside Drive, in the parking lot off of Morentz Drive.

The outdoor season will run from June 15th to September 30, 2021, with performances scheduled daily at 11:00 am, 3:00 pm, and 7:00 pm, including weekends and statutory holidays. Performances will vary in length, but will be no longer than 105 minutes. In May/June, there will be some outdoor rehearsals, lasting as late as 10:30 pm. During the performance season, there will be a small number of staff working prior to and following scheduled performances to clean the outdoor auditoria, and complete the set up and tear down of equipment and staging.

The following noise may be part of these outdoor performances: voices of performers (actors, singers), amplified with mics and speakers; up to four musical instruments, amplified with mics and speakers; special effects (which may include occasional loud noises); and audience applause/cheering.

We are seeking an exemption from the following noise control by-laws:

- Schedule 1 Item # 8 regarding general noise provisions
- Schedule 2 Item #1 regarding auditory signaling devices such as bells, gongs, horns, sirens or whistles outside of permitted hours/days
- Schedule 2 Item # 2 regarding the use of amplification devices outside of permitted hours/days
- Schedule 2 Item # 7 regarding the discharge of firearms (*prop firearms only, for sound effects*)
- Schedule 2 Item #16 regarding yelling, shouting, hooting or whistling outside of permitted hours/days
- Schedule 2 Item #17 regarding the use of musical instruments outside of permitted hours/days

Please let me know if you require any clarification on the above. Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink that reads "Shelley Stevenson".

Shelley Stevenson
 Administrative Director
sstevenson@stratfordfestival.ca



MANAGEMENT REPORT

Date: March 24, 2021
To: Infrastructure, Transportation & Safety Sub-committee
From: Johnny Bowes, Manager of Environmental Services
Report#: ITS21-009
Attachments: 2020 Water Summary Report

Title: 2020 Water Summary Report

Objective: To present the 2020 Water Summary Report to members of Council as per Ontario Regulation 170/03.

Background: The owner of a drinking water system shall ensure that, as per Ontario Regulation 170 (O.Reg170/03), a Water Summary Report is prepared no later than March 31 of the following year and presented to members of Municipal Council.

The Annual Water Quality Report regulatory requirement is to have the report available to the public by February 28 of each year. This report can be found on the City of Stratford website.

Analysis: This 2020 Water Summary Report serves as a comprehensive review of the performance of the drinking water system as it relates to regulations and criteria that fall under the municipal drinking water licensing program. It has been prepared in accordance with O. Reg. 170/03.

Overall, there are no non-compliances or adverse water quality incidents to report for 2020.

Once received and approved by Council, the Summary Report will be posted on the City of Stratford website and will be available, in hard copy form, at the City Annex, Infrastructure and Development Services, 82 Erie Street, 3rd Floor.

Financial Impact: The yearly operating and capital budgets have been developed to ensure that the necessary resources are available to meet the requirements of the Acts and Regulations. Potentially, a financial impact could occur if requirements of the Acts and Regulations are not met, resulting in non-compliance penalties.

Alignment with Strategic Priorities:

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT the 2020 Water Summary Report be received for information to keep within the compliance standards set out in Ontario Regulation 170/03.



Johnny Bowes, Manager of Environmental Services



Ed Dujlovic, Director of Infrastructure and Development Services



Joan Thomson, Chief Administrative Officer



The City of Stratford

Water Distribution and Supply



Summary Report

2020

City of Stratford Members of Council

March 2021

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2020 SUMMARY REPORT

1.0 OVERVIEW AND BACKGROUND

Safe Drinking Water Act

Ontario Regulation 170/03, Schedule 22-2, requires that owners of municipal drinking water systems prepare a summary report and present this report to the members of Municipal Council by March 31 of each year. The report is prepared for the previous calendar year, and the following criteria must be included as per the regulation:

- a) List the requirements of the Act, the regulations, the system's approval, drinking water works permit, municipal drinking water licence, and any order applicable to the system that was not met at any time during the period covered by the report.
- b) For each requirement referred to in clause (a) that was not met specify the duration of the failure and the measures that were taken to correct the failure.
- c) A summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows.
- d) A comparison of the summary referred to in (c) to the rated capacity and flow rates approved by the system's approval, drinking water works permit or municipal drinking water licence.

This Summary Report also serves as a comprehensive review of the performance of the drinking water system as it relates to regulations and criteria that fall under the municipal drinking water licensing program.

Municipal Drinking Water Licensing Program

A Municipal Drinking Water License (MDWL) is required to operate the drinking water system. The Municipal Drinking Water License (# 074-101 - Issue Number 5) is valid until June 18, 2025. A copy of this license can be viewed at 82 Erie Street, 3rd Floor Engineering.

Five requirements must be achieved to obtain an MDWL.

- A valid Drinking Water Works Permit
- A valid Permit to Take Water for each source
- An Operational Plan
- Must have an Accredited Operating Authority
- A Financial Plan approved by City Council

2020 SUMMARY REPORT

Drinking Water Works Permit (#074-201 – Issue 5)

The Drinking Water Works Permit (Issue Number 5) was issued in June of 2020 and is valid until June 19, 2025. A copy of this Permit can be viewed at 82 Erie Street, 3rd Floor Engineering.

Permit to Take Water (# 5873-AJCJW9)

The Permit to Take Water (PTTW) expires on February 15, 2027, and includes water taking information and recordkeeping requirements for 11 production wells and several monitoring wells.

Operational Plan

An Operating Authority must establish and maintain a Quality Management System (QMS) to become accredited. This QMS is documented in an Operational Plan which must be accepted by the Ministry of Environment, Conservation and Parks. The Operational Plan contains 21 elements and numerous appendices and tables and is reviewed and amended on a continuous basis. The City of Stratford Operational Plan can be viewed at 82 Erie Street, 3rd Floor Engineering.

Accredited Operating Authority

The Safe Drinking Water Act, 2002 requires Owners and Operating Authorities of municipal residential drinking water systems to have an accredited Operating Authority. There are specified minimum requirements that must be met to become accredited by a third party Accreditation Body.

The Certificate of Accreditation was issued on November 22, 2019 and expires on April 30, 2022.

Financial Plan

A Water and Wastewater Rate Study was completed by Watson and Associates in February 2020 for the City of Stratford and meets the requirements of the Municipal Drinking Water Licensing Program. This study was sent to the Ontario Ministry of Municipal Affairs and Housing after the approval by Council in March 2020. A copy of the report can be viewed on the City of Stratford website or at 82 Erie Street, 3rd Floor Engineering.

2020 SUMMARY REPORT

2.0 HEALTH-RELATED NOTIFICATIONS – BOIL WATER ADVISORIES (BWA) / DRINKING WATER ADVISORIES (DWA)

The City of Stratford, in collaboration with the Perth County District Health Unit, ensures a safe water supply. There were no BWA or DWA issued during 2020.

3.0 REGULATORY COMPLIANCE

Regulations & Documents

All municipal owned and operated water systems are governed under the Safe Drinking Water Act, 2002, Ontario Water Resources Act (OWRA), and associated regulations. The following regulations and associated standards and documents are all applicable, and most relevant, to the compliant operation of the City of Stratford Drinking Water system:

- Ontario Regulation 170/03
- Ontario Regulation 169/03
- Ontario Regulation 128/04
- Wells Regulation 903 (OWRA)
- Drinking Water Quality Management Standard
- Municipal Drinking Water License & Drinking Water Works Permit

Ontario Regulation 170/03

This regulation includes requirements for:

- Sampling and analytical testing (microbiological and chemical)
- Adverse incident reporting
- Corrective actions
- Continuous water quality monitoring

Supporting documents include:

- Watermain Disinfection Procedure
- Procedure for Disinfection of Drinking Water

Ontario Regulation 169/03

This regulation includes requirements for:

- Water Quality Standards

2020 SUMMARY REPORT

Ontario Regulation 128/04

This regulation includes requirements for:

- Classifications of Drinking Water Systems
- Certifications of Operators
- Responsibilities of Operators
- Proper record keeping of the drinking water system

Wells Regulation 903

This regulation includes requirements for:

- Well maintenance
- Well specifications

Drinking Water Quality Management Standard (DWQMS)

This Standard specifies:

- Minimum requirements for the Quality Management System to allow for the accreditation of the Operating Authority

Municipal Drinking Water License

This document includes requirements for:

- Specific conditions / testing / monitoring
- Flow limits through the treatment system
- Regulatory relief conditions
- Operations & Maintenance manual criteria

Drinking Water Works Permit License

This document includes criteria for:

- Making alterations to the system
- References supporting documentation for Watermain Disinfection practices

2020 SUMMARY REPORT

Non-Compliances and Adverse Water Quality

2020 Ministry of Environment, Conservation and Parks (MECP)

On an annual basis, the MECP inspects the drinking water system. The MECP drinking water system inspections focus on compliance with the Safe Drinking Water Act, related regulations, and other documents, as referenced above.

Findings

The last inspection report was conducted on September 24, 2020 and the compliance evaluation was from November 1, 2019 to August 31, 2020. There were no non-compliances identified in the report.

2020 Non-Compliances

An operating authority is self-regulated to identify any non-compliance issues under the Safe Drinking Water Act, Municipal Drinking Water License, Drinking Water Works Permit, Ontario Water Resources Act and any supporting documentation.

Findings

There were no non-compliances self-identified.

Adverse Water Quality Incidents

Any adverse water quality incidents, as per Ontario Regulation 170/03, are summarized in the City of Stratford Annual Water Quality Report. This report is found on the City of Stratford website or can be viewed at 82 Erie Street, 3rd Floor Engineering.

It should be noted that water quality exceedances for Fluoride and Sodium were observed in samples taken in 2018 and reporting was required for these exceedances. For both parameters, a result exceeding the concentration in the Ontario Drinking Water Standards is only required to be reported, and corrective actions are taken, if it has been 57 months since the last report. In 2018, the 57 month requirement was met and the results were reported accordingly.

The next reporting requirement for Fluoride, for all treated entry locations, is June 12, 2023.

The next reporting requirement for Sodium, for all treated entry locations, is March 12, 2023.

2020 SUMMARY REPORT

4.0 DWQMS & MUNICIPAL DRINKING WATER LICENSING PROGRAM

Third Party Audit and Accreditation

On an annual basis, a third party accreditation authority conducts an audit to determine whether the Quality Management System conforms to the requirements of the Ontario Ministry of the Environment's Drinking Water Quality Management Standard (DWQMS).

On September 3, 2020, SAI Global completed an on-site reaccreditation audit and there were no non-conformances identified. All findings were included in the Management Review.

Internal Audit

As per the DWQMS, an internal audit is to be conducted once per year. On June 17-23, 2020 an internal audit was conducted by qualified city staff and Acclaims Environmental. There were no non-conformances identified during the internal audit. All findings were included in the Management Review.

Management Review

As per the DWQMS, an annual Management Review is to be conducted, and findings conveyed to the Owner. A Management Review was conducted on November 25, 2020. The review included findings from the internal and external audits, MECP inspections and other prescribed items. The review period was from November 1, 2019 to November 1, 2020.

It was recommended THAT the summary report entitled Council Report – 2020 Top Management Review for Drinking Water Quality Management System be received for information at the Infrastructure, Transportation and Safety sub committee on February 24, 2021.

2020 SUMMARY REPORT

Endorsement by Council

As per the DWQMS, the Owner (Council) must endorse the Operational Plan and QMS through a Council Resolution at least once during each council term (4 years).

At the December 16, 2019 Regular Council meeting, Council adopted the following recommendation of the Infrastructure, Transportation and Safety Committee:

THAT the Drinking Water Quality Management Standard Operational Plan for the City of Stratford's drinking water system be endorsed.

Infrastructure Review

As per the DWQMS (Elements 14 and 15), an annual Infrastructure Review is to be conducted to monitor the effectiveness of the Operating Authority's infrastructure maintenance, rehabilitation, and renewal programs. The programs and any updates are to be conveyed to the Owner.

The 2019 Infrastructure Review was conducted on November 25, 2020. The Infrastructure Review looked at 3 components:

- Maintenance Review (November 1, 2019 to November 1, 2020) – provided a summary of operational maintenance activities in the water distribution system.
- Major Projects Review (November 31, 2019 to December 31, 2020 based on approval of 2020 budget) – provided a summary of distribution and supply projects, both operational and capital, that cover a wide range of topics. A description for each project is included along with the objective of each project.
- Major Projects (completed) – provided a summary of completed projects for the review period along with costing.

Significant water distribution and supply rehabilitation and renewal projects, which occurred in 2020, are summarized in the City of Stratford Annual Water Quality Report. This report is found on the City of Stratford website or can be viewed at 82 Erie Street, 3rd Floor Engineering.

It was recommended THAT the summary report entitled Drinking Water Quality Management Standard 2020 Infrastructure Review be received for information at the Infrastructure, Transportation and Safety sub committee on February 24, 2021.

2020 SUMMARY REPORT

5.0 HYDRAULIC PERFORMANCE

Production Wells and Treated Flows

There was one (1) flow exceedance of the Permit to Take Water or Municipal Drinking Water License in 2020. The Maximum Flow Rate for Raw Water at the O'Loane Ave. Well and Pumphouse is 3406 L/Min. In January 2020, there was an event where there was 3451 L/Min pumped. It was verified that this exceedance was the result of the operations staff "flushing to waste" at the well hydrant, after maintenance had been completed on the well.

The tables contained within APPENDIX A summarize the flow rates for 2020, including Municipal Drinking Water License Schedule C flow limits, treated water monthly and average daily volumes, and raw water instantaneous flow rate maximums.

Monitoring Wells

As per section 4.2 (4) of the Permit to Take Water, all data collected under the monitoring well program shall be analyzed, interpreted, and summarized in an annual report by a qualified person. The 2019 final report was prepared by Lotowater Technical Services Inc. on February 11, 2020. The 2020 final report was prepared by Lotowater Technical Services Inc. on February 17, 2021. Both reports can be viewed at 82 Erie Street, 3rd Floor Engineering.

General comments include:

- There have been no reported negative impacts or interference effects from the city well pumping over the last 14+ years.
- In 2019 and 2020, aquifer levels fluctuated between 2-6m depending on the time of season and well location.
- There was a 4.2% decrease in water use from 2018 to 2019.
- There was a 0.35% increase in water use from 2019 to 2020.
- Average levels in three monitoring wells (Lorne, Britannia, and MOE) have decreased since 2019. This is likely due to factors such as decreased precipitation and recharge. The levels are still within ranges that they have been in the past and no further action is required at this time besides continuous monitoring.
- The current water taking is sustainable and not having any negative effects on other wells or the environment.

APPENDIX 'A' - TREATED WATER FLOW DATA

Chestnut Street Well and Pumphouse			
	Raw Peak Flow Rate (Max = 2500 L/min)	Treated Water (MDWL Limit = 3600 m ³ /day)	Monthly Average (m ³ /day)
January	1457	1201	651
February	1457	1902	778
March	1461	1335	652
April	1467	1866	693
May	1458	1896	748
June	1441	1238	944
July	1429	1874	1074
August	1421	1129	959
September	1419	1347	937
October	1427	1862	841
November	1430	1032	741
December	1430	1879	829
Average	-	-	821
Maximum	1467	1902	-

Morningson Street Well and Pumphouse			
	Raw Peak Flow Rate (Max = 3410 L/min)	Treated Water (MDWL Limit = 4910 m ³ /day)	Monthly Average (m ³ /day)
January	2191	1321	159
February	2204	407	95
March	2217	570	164
April	2223	1594	470
May	2205	941	296
June	2172	409	261
July	2152	2666	433
August	2149	673	326
September	2144	1988	412
October	2151	1389	845
November	2154	413	197
December	2170	339	208
Average	-	-	322
Maximum	2223	2666	-

APPENDIX 'A' – TREATED WATER FLOW DATA

Lorne Avenue Well and Pumphouse			
	Raw Peak Flow Rate (Max = 1370 L/min)	Treated Water (MDWL Limit = 1973 m ³ /day)	Monthly Average (m ³ /day)
January	1034	210	106
February	1030	200	94
March	1039	190	95
April	1044	160	104
May	1046	160	40
June	0	10	8
July	0	10	5
August	0	10	5
September	0	10	6
October	0	10	6
November	50	10	6
December	0	10	5
Average	-	-	40
Maximum	1030	210	-

Dunn Road Well and Pumphouse			
	Raw Peak Flow Rate (Max = 5000 L/min)	Treated Water (MDWL Limit = 7200 m ³ /day)	Monthly Average (m ³ /day)
January	2842	1800	941
February	2954	2930	1115
March	4663	1860	959
April	2579	2790	1111
May	2571	2920	1121
June	2559	1770	1404
July	4678	2790	1535
August	2689	1450	1208
September	2816	1720	1197
October	2793	2700	1143
November	2504	1740	1108
December	2635	2810	1192
Average	-	-	1169
Maximum	4678	2930	-

APPENDIX 'A' – TREATED WATER FLOW DATA

O'Loane Avenue Well and Pumphouse			
	Raw Peak Flow Rate (Max = 3406 L/min)	Treated Water (MDWL Limit = 4905 m ³ /day)	Monthly Average (m ³ /day)
January	3451	1580	1182
February	3012	1830	1177
March	3027	1590	1108
April	3027	1590	799
May	3043	2000	1267
June	2996	2370	1854
July	2996	4130	2091
August	2996	2230	1601
September	2980	1820	1452
October	2980	1740	1262
November	2996	1540	1282
December	2996	1610	1215
Average	-	-	1358
Maximum	3451	4130	-

Romeo Street Pumping Station			
	Raw Peak Flow Rate (see individual flow rates FW 1, 2, 3, 4, 6, 7)	Treated Water (MDWL Limit = 17012 m ³ /day)	Monthly Average (m ³ /day)
January	-	6162	5676
February	-	6466	5664
March	-	6246	5603
April	-	6176	5199
May	-	6722	5811
June	-	7226	6511
July	-	7996	6488
August	-	6946	6316
September	-	6636	5969
October	-	6696	5128
November	-	8264	5755
December	-	6146	5647
Average	-	-	5814
Maximum	-	8264	-

APPENDIX 'A' – TREATED WATER FLOW DATA

Romeo Street Pumping Station Raw Peak Flow Rates – Field Wells 1,2,3,4,6,7 (PTTW allowable water taking is per individual field well)						
	FW1 (L/min)	FW2 (L/min)	FW3 (L/min)	FW4 (L/min)	FW6 (L/min)	FW7 (L/min)
January	1103	1023	835	987	2813	2309
February	1106	1028	838	994	2820	2339
March	1108	1026	839	993	2792	2332
April	1117	1031	841	995	2854	2347
May	1118	1035	838	992	2823	2325
June	1114	1030	825	971	2725	2303
July	1100	1036	834	984	2690	2307
August	1089	1038	821	100	2642	2283
September	1088	1047	818	1019	2837	2284
October	1081	1044	828	1022	2767	2303
November	1077	1041	816	1026	2681	2289
December	1091	1044	830	1026	2694	2314
Average	-	-	-	-	-	-
Maximum	1118	1047	841	1026	2854	2347
Max Limit	1136	1136	1136	1136	3858	3410



MANAGEMENT REPORT

Date: March 24, 2021
To: Mayor and Council
From: Adam Ryan, Manager of Public Works
Report#: ITS21-007
Attachments: Winter Maintenance Plan

Title: City of Stratford Winter Operations Plan

Objective: To provide a Winter Operations Plan for the City of Stratford.

Background: Currently, the City of Stratford does not have a defined Winter Operations Plan. This document will outline the responsibilities and actions taken by the Public Works Department during the outlined winter season. The plan will include operating hours, materials and techniques used, equipment, historical data, and mapping. The plan was developed based on a template that was developed by the Ontario Good Roads Association.

Analysis: The approval of this plan will ensure that the City of Stratford remains consistent with our snow removal operations, and by adhering to Ontario Regulation 239/02 Maintenance Standards for Municipal Highways confirms, that the City of Stratford provides a safe and acceptable level of service for winter operations.

Financial Impact: Any increase to the current level of service could result in additional staffing, fleet, and material costs to the corporation.

Alignment with Strategic Priorities:

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Staff Recommendation: THAT the Winter Operations Plan be approved by Council.



Adam Ryan, Manager of Public Works



Ed Dujlovic, Director of Infrastructure and Development Services



Joan Thomson, Chief Administrative Officer



City of Stratford

Winter Operations Plan

Winter Season 2020-2021

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Purpose

This winter operations plan sets out a policy and procedural framework for ensuring that the City of Stratford continuously improves on the safe and sustainable delivery of winter maintenance services and the effective and efficient use of road salt in their winter maintenance operations. This plan supersedes all previous plans for the City of Stratford.

The plan is meant to be dynamic, to allow the municipality to evaluate and phase-in any changes, new approaches and technologies in winter maintenance activities in a fiscally sound manner. At the same time, any modifications to municipal winter maintenance activities must ensure that roadway safety is not compromised.

This Winter Operations Plan for the City of Stratford was approved by City council on the _____ day of _____ 20__.

Definitions

Anti-icing means the application of liquid de-icers directly to the road surface in advance of a winter event.

De-icing means the application of solids, liquids, pre-treated material to the road surface after the on-set of the winter event.

Highway means a common and public highway, street, avenue, parkway, driveway, square, place, bridge, viaduct or trestle, any part of which is intended for or used by the general public for the passage of vehicles and includes the area between the lateral property lines thereof.

Pre-treat means the application of liquids (sodium chloride, calcium chloride, etc.) to dry salt or sand prior to being loaded for storage or applied to the road surface.

Pre-wetting means the application of liquids (sodium chloride, calcium chloride, etc.) at the spinner of the truck just prior to application to the road surface.

Route of Representative Roads is another term used for patrol routes.

Surface Treated Road is road with bituminous surface treatment comprised of one or two applications of asphalt emulsion and stone chips over a gravel road.

Winter Event is a weather condition affecting roads such as snowfall, windblown snow, freezing rain, frost or ice to which a winter event response is required.

Winter Event Response is a series of winter control activities performed in response to a winter event.

1 Objective of Winter Operations Management

The City of Stratford is committed to providing safe and sustainable winter maintenance operations while continuing to improve those operations to provide safety and mobility for the traveling public. As an integral part of this effort the City of Stratford will strive to optimize the use of all winter maintenance materials as they pursue the goal of a safe and sustainable transportation system. The City of Stratford Public Works staff will strive, insofar as reasonably practicable, to provide safe winter road conditions for vehicular and pedestrian traffic as set out in the level of service policies and within the resources established by the Council of the City of Stratford.

2 Policy Statement

The City of Stratford will conduct safe and sustainable snow fighting to ensure, insofar as reasonably practicable, the safety and mobility of users of the municipal road network, in keeping with applicable state legislation.

The City of Stratford will provide efficient and cost-effective winter maintenance to ensure, insofar as reasonably practicable, the safety of users of the municipal road network in keeping with applicable provincial legislation and accepted standards while striving to minimize adverse impacts to the environment. These commitments will be met by:

- Adhering to the procedures contained within the Winter Operations Plan;
- Reviewing and upgrading the Winter Operations Plan on an annual basis to incorporate new technologies and new developments;
- Committing to ongoing winter maintenance staff training and education; and
- Monitoring on an annual basis, the present conditions of the winter maintenance program, as well as the effectiveness of the Winter Operations Plan.

3 Winter Maintenance Program

3.1 The System Maintained

The major activities related to winter maintenance are:

- Anti-icing
- Snow plowing
- Salt /sand application
- Liquid application
- Snow removal
- Snow storage
- De-icing
- Sidewalk plowing and de-icing
- Drift-control

The Public Works Department maintains nearly 400 total lane kilometers:

Road Category	Total Length (Lane kilometers)
Class 2	15.39
Class 3	73.41
Class 4	119.19
Class 5	188.59

The classification of highways is outlined in Ontario Regulation 366/18, s.1(5):

Average Daily Traffic (number of motor vehicles)	91 100km/h speed limit	81 90km/h speed limit	71 80 km/h speed limit	61 70 km/h speed limit	51 60 km/h speed limit	41 50 km/h speed limit	1 40 km/h speed limit
53,000 or more	1	1	1	1	1	1	1
23,000 - 52,999	1	1	1	2	2	2	2
15,000 - 22,999	1	1	2	2	2	3	3
12,000 - 14,999	1	1	2	2	2	3	3
10,000 - 11,999	1	1	2	2	3	3	3
8,000 - 9,999	1	1	2	3	3	3	3
6,000 - 7,999	1	2	2	3	3	4	4
5,000 - 5,999	1	2	2	3	3	4	4
4,000 - 4,999	1	2	3	3	3	4	4
3,000 - 3,999	1	2	3	3	3	4	4
2,000 - 2,999	1	2	3	3	4	5	5
1,000 - 1,999	1	3	3	3	4	5	5
500 - 999	1	3	4	4	4	5	5
200 - 499	1	3	4	4	5	5	6
50 - 199	1	3	4	5	5	6	6
0 - 49	1	3	6	6	6	6	6

3.2 Winter Maintenance Season

For Operational purposes, the City of Stratford assumes the winter season commences on October 1st and is completed by April 30th, while acknowledging that winter events may occur outside of this timeframe.

3.3 Winter Preparations

In the months prior to the start of the winter maintenance season, the City of Stratford undertakes the following tasks to prepare for the upcoming winter season:

3.3.1 Prior to the Winter Season

Prior to the winter season, the City of Stratford will:

- Review all winter mapping including sidewalk, core corner, road, and parking lots.
- Train winter patrollers (or staff whose duties also include patrolling) on the route of representative roads to be patrolled, their duties during a winter event, record keeping requirements, callout procedures and the de-icing chemicals to be applied for the forecast weather conditions.
- Inspect equipment to ensure proper working order. Schedule and complete all equipment repairs.
- Arrange for the delivery of materials (salt, sand and liquid solution) and begin filling storage facilities.
- Confirm that all guiderail, catch basin, hazard and fire hydrant markers, steep hill, sharp curve ahead warning signs, bridges ices sign, if any, are in place. Any missing markers should be replaced prior to the winter session.
- If required, prepare call tenders for the supply of materials (e.g. salt, sand, liquid, etc.), replacement parts (for plows, solid and liquid application equipment), value added meteorological services (VAMS) and contract equipment (e.g. plow trucks, spreader trucks, combination units, etc.).

3.3.2 One Month Prior to the Winter Season

One month prior to the winter season, the City of Stratford will:

- Post the winter shift schedule in accordance with the municipality's collective agreement.
- Calibrate material application equipment.
- Allow operators time to familiarize themselves with any new equipment, material application rates, material application equipment and their route (driving the route and noting obstacles along the route).
- Assign staff to monitor and record weather forecasts daily. Upon the forecast of an approaching winter event, schedule a patrol of a route of representative roads. If a winter event is forecast prior to the start of the next scheduled shift a

night and/or weekend patrol(s) of a route of representative roads should be scheduled. If a night or weekend patrol is scheduled the patroller should monitor and record the weather forecast and road conditions. The patrol person should be authorized to initiate a winter event response if conditions warrant a response.

- Ensure sufficient staffing levels to operate the fleet if conditions warrant a winter event response.

3.3.3 Two Weeks Prior to the Winter Season

Two weeks prior to the winter season, the City of Stratford will:

- Have fleet ready to respond to a winter event.
- Have staff available to operate the required complement of the fleet if conditions warrant a winter event response.

3.3.4 At the Start of the Winter Season

At the start of the winter season, the City of Stratford will:

- Implement the winter shift schedule.
- Begin patrolling representative roads in all roads/areas that the organization is responsible for.
- Respond to winter events, per the Winter Operations Plan

3.4 Level of Service

3.4.1 Roadway Snow Accumulation and Ice Formation

The minimum standards for snow accumulation, identified by O. Reg. 47/13, s.4., and ice formation, identified by O. Reg. 47/13, s.5. and O. Reg. 239/02, s.5(5)., are outlined below.

Snow Accumulation

1. The standard for addressing snow accumulation is:
 - a. after becoming aware of the fact that the snow accumulation on a roadway is greater than the depth identified below, to deploy resources as soon as practicable to address the snow accumulation; and
 - b. after the snow accumulation has ended, to address the snow accumulation so as to reduce the snow to a depth less than or equal to the depth identified, within the identified timeframe,
 - i. To provide a minimum lane width of the lesser of three meters for each lane or the actual lane width, or
 - ii. On a Class 4 or Class 5 highway with two lanes, to provide a total width of at least five meters.

Class of Highway	Snow Depth	Timeframe
1	2.5 cm	4 hours

2	5 cm	6 hours
3	8 cm	12 hours
4	8 cm	16 hours
5	10 cm	24 hours

2. If the depth of snow accumulation on a roadway is less than or equal to the depth set out above, the roadway is deemed to be in a state of repair with respect to snow accumulation.
3. For the purposes of this section, the depth of snow accumulation on a roadway and, if applicable, lane width under subsection 1(b), may be determined in accordance with subsection 4, by a municipal employee, agent or contractor, whose duties or responsibilities include one or more of the following:
 - a. Patrolling highways.
 - b. Performing highway maintenance activities.
 - c. Supervising staff who perform the above activities.
4. The depth of snow accumulation on a roadway and lane width may be determined by:
 - a. Performing an actual measurement;
 - b. Monitoring the weather; or
 - c. Performing a visual estimate.
5. For the purposes of this section, addressing snow accumulation on a roadway includes, but is not limited to:
 - a. Plowing the roadway;
 - b. Salting the roadway;
 - c. Applying other chemical or organic agents to the roadway;
 - d. Applying abrasive materials to the roadway; or
 - e. Any combination of these methods.
6. This section does not apply to that portion of the roadway designated for parking.
7. If at any time, a municipality declares a weather emergency, then all roadways within the municipality are deemed to be in a state of repair in respect to any snow accumulation present, until the applicable time identified expires following the end of the declared weather emergency.

Class of Highway	Snow Depth	Timeframe
1	2.5 cm	4 hours
2	5 cm	6 hours
3	8 cm	12 hours
4	8 cm	16 hours
5	10 cm	24 hours

Ice Formation

1. The standard for attempting the prevention of ice formation on roadways is doing the following in the 24-hour period preceding an alleged formation of ice on a roadway:

- a. Monitor the weather:
 - i. From October 1 to April 30, the minimum standard is to monitor the weather, both current and forecast to occur in the next 24 hours, once every shift or three times per calendar day, whichever is more frequent, at intervals determined by the municipality.
 - ii. From May 1 to September 30, the minimum standard is to monitor the weather, both current and forecast to occur in the next 24 hours, once per calendar day.
- b. Patrol in accordance with the following guideline:

Class of Highway	Patrolling Frequency:
1	3 times every 7 days
2	2 times every 7 days
3	Once every 7 days
4	Once every 14 days
5	Once every 30 days

- c. If the municipality determines, as a result of its monitoring and patrolling activities, that there is a substantial probability of ice forming on a roadway, treat the roadway to attempt to prevent ice formation within the time set out below, starting from the time that the municipality determines is the appropriate time to deploy resources for that purpose.
2. If the municipality meets the standard set out in subsection (1) and, despite such compliance, ice forms on a roadway, the roadway is deemed to be in a state of repair until the earlier of,
 - a. the time that the municipality becomes aware of the fact that the roadway is icy; or
 - b. the applicable time set out below for treating the roadway to prevent ice formation expires.
3. The standard for treating icy roadways after the municipality becomes aware of the fact that a roadway is icy is to treat the icy roadway within the time set out in the table below, and an icy roadway is deemed to be in a state of repair until the applicable time treating the icy roadway expires.

Class of Highway	Ice Formation Prevention	Treatment of Icy Roadways
1	6 hours	3 hours
2	8 hours	4 hours
3	16 hours	8 hours
4	24 hours	12 hours
5	24 hours	16 hours

4. For the purposes of this section, treating a roadway means applying material to the roadway, including but not limited to, salt, sand or any combination of salt and sand.
5. If at any time a municipality declares a weather emergency, then all roadways within the municipality are deemed to be in a state of repair in respect of any ice

present, until the applicable time listed in the above table expires following the end of the declared weather emergency.

3.4.2 Sidewalk Snow Accumulation and Ice Formation

The minimum standards for snow accumulation, identified by O. Reg. 239/02, s.16. and O. Reg. 366/18, s.15., are outlined below.

Snow Accumulation on Sidewalks

1. The standard for addressing snow accumulation on a sidewalk after the snow accumulation has ended is:
 - a. To reduce the snow to a depth less than or equal to 8 centimeters within 48 hours; and
 - b. To provide a minimum sidewalk width of 1 meter.
2. If the depth of snow accumulation on a sidewalk is less than or equal to 8 centimeters, the sidewalk is deemed to be in a state of repair in respect of snow accumulation.
3. If the depth of snow accumulation on a sidewalk exceeds 8 centimeters while the snow continues to accumulate, the sidewalk is deemed to be in a state of repair with respect to snow accumulation, until 48 hours after the snow accumulation ends.
4. For the purposes of this section, the depth of snow accumulation on a sidewalk may be determined in the same manner as set out above for snow accumulation on roadways.
5. For the purposes of this section, addressing snow accumulation on a sidewalk includes:
 - a. Plowing the sidewalk;
 - b. Salting the sidewalk;
 - c. Applying abrasive materials to the sidewalk;
 - d. Applying other chemical or organic agents to the sidewalk; or
 - e. Any combination of these methods.

Ice Formation on Sidewalks

1. The standard for the prevention of ice formation on sidewalks is to:
 - a. Monitor the weather as is normally expected in the 24-hour period preceding an alleged formation of ice on a sidewalk; and
 - b. Treat the sidewalk if practical to prevent ice formation or improve traction within 48 hours if the municipality determines that there is a substantial probability of ice forming on a sidewalk, starting from the time that the municipality determines is the appropriate time to deploy resources for that purpose.
2. If ice forms on a sidewalk even though the City meets the standard set out in subsection (1), the sidewalk is deemed to be in a state of repair in respect of ice

until 48 hours after the municipality first becomes aware of the fact that the sidewalk is icy.

3. The standard for treating icy sidewalks after the municipality becomes aware of the fact that a sidewalk is icy is to treat the icy sidewalk within 48 hours, and an icy sidewalk is deemed to be in a state of repair for 48 hours after it has been treated.
4. For the purposes of this section, treating a sidewalk means applying materials including salt, sand or any combination of salt and sand to the sidewalk.

3.4.3 Significant Weather Events

The declaration, end and minimum service levels during significant weather events, identified by O. Reg. 366/18, s.15., are outlined below.

Declaration of a Significant Weather Event

The City of Stratford may declare the beginning or end of a significant weather event in one or more of the following ways:

1. By posting a notice on the City of Stratford website.
2. By making an announcement on the City of Stratford social media platforms (e.g. Facebook, Twitter)
3. By sending a press release or similar communication to internet, newspaper, radio or television media.
4. By notification through Stratford Police Service.

Snow Accumulation on Sidewalks During a Significant Weather Event

1. If a municipality declares a significant weather event relating to snow accumulation, the standard for addressing snow accumulation on sidewalks until the declaration of the end of the significant weather event is:
 - a. To monitor the weather as described above for patrolling frequency for roadways; and
 - b. If deemed practicable by the municipality, to deploy resources to address snow accumulation on sidewalks starting from the time that the municipality deems appropriate to do so.
2. If the municipality complies with subsection (1), all sidewalks within the municipality are deemed to be in a state of repair with respect to any snow present until 48 hours following the declaration of the end of the significant weather event by the municipality.
3. Following the end of the weather hazard in respect of which a significant weather event was declared by a municipality under subsection (1), the municipality shall:
 - a. Declare the end of the significant weather event when the municipality determines it is appropriate to do so; and

- b. Address snow accumulation on sidewalks in accordance with the standards listed for snow accumulation on sidewalks above.

Icy Sidewalks During a Significant Weather Event

1. If the City of Stratford declares a significant weather event relating to ice, the standard for addressing ice formation or ice on sidewalks until the declaration of the end of the significant weather event is:
 - a. To monitor the weather in the timeframes normally expected.
 - b. if deemed practicable by the municipality, to deploy resources to treat the sidewalks to prevent ice formation or improve traction, or treat the icy sidewalks, starting from the time that the municipality deems appropriate to do so.
2. If the municipality complies with subsection (1), all sidewalks within the municipality are deemed to be in a state of repair with respect to any ice which forms or is present until 48 hours after the declaration of the end of the significant weather event.
3. Following the end of the weather hazard in respect of which a significant weather event was declared, the City of Stratford shall:
 - a. Declare the end of the significant weather event when it deems it is appropriate to do so; and
 - b. Address the prevention of ice formation on sidewalks, or treat icy sidewalks, as is normally expected.

3.4.4 Private Property and Sidewalk Clearing

Snow clearing on private properties is the responsibility of the respective owners.

The City of Stratford is responsible for clearing City sidewalks, apart from properties outlined in By-law 225-2005.

3.5 Winter Patrol

During the winter maintenance season, the City of Stratford carries out a winter patrol on a route of representative roads seven days a week, including Statutory Holidays.

The purpose of the patrol is to monitor and record weather and road conditions, to identify when a winter event response is required. In this case, winter maintenance operators and equipment are mobilized.

In the event of, or anticipation of, a winter event, the route of representative roads may be modified, insofar as reasonably practicable, depending on the type and severity of winter event or the direction from which the storm approaches. The patrol person will be familiar with local conditions in their patrol area and prepare a condition log of road and weather conditions as well as any actions taken during the shift. The winter patrol schedule parallels the designated winter season.

3.6 Operations

3.6.1 Staffing and Hours of Work

The Public Works Department has implemented scheduled shifting. Shifts include:

- Days – 7:30am to 3:30pm
- Afternoons – 3:30pm to 11:30pm
- Midnights – 11:30pm to 7:30am
- Weekends – Friday to Monday 7:30am to 5:30pm

The City of Stratford adheres to the hours of service dictated by the Highway Traffic Safety Act, O. Reg. 555/06.

Some of the key responsibilities associated with the management and supervision of winter operations for the winter season are:

- Public Works will receive issues and concerns of the citizens regarding snow and ice control efforts.
- Designated members of the Public Works management team, as well as lead hand employees will be responsible for making operational decisions.
- Manager of Public Works will be responsible for shift scheduling.
- Public Works will (when physically possible) be responsible for providing appropriate signage and or barricade in the event a road must be closed due to severe winter conditions.
- Manager of Public Works will ensure notice is given to the Corporate Communications Lead advising of operations, conditions and road closures.

Training

The City of Stratford provides winter operations training for all internal staff involved in the delivery of winter services. Current winter operations training for in-house staff include:

- Equipment Circle Check
- Equipment Calibration
- Record Keeping
- Health and Safety
- Level of Service – policies, practices and procedures
- Identification of Plow Routes – including variations for year to year and issues identified along the route
- De-icing chemicals – application procedures, rates, storage and handling
- Yard and Equipment maintenance
- Wing Truck Operation

- Parking Lot snow pile locations
- Winter Road Inspection Reports
- Core Corner Snow Removal
- Fleet GPS software

Callout Procedures

Operational decisions will be made by the Manager of Public Works or his/her designate with the aid of available forecasting, Level of Service policy, Maintenance Standards, patrolling, etc. However, it should be emphasized that decisions will be subjective and external input, whether in this plan or elsewhere, merely acts as an aid in determining if a call out of staff and equipment by the Manager of Public Works to respond to a winter event is warranted. It is vital therefore that the Manager of Public Works records the prevalent conditions and relevant information when he/she devise a course of action.

A designated employee will contact staff as per the shift schedule and the direction given by a member of the Management Team or a designated lead hand. In the absence of the Manager of Public Works, a Supervisor of Public Works shall be his/her designate. The department will adhere to the Public Works Call Out Guideline.

3.6.2 Weather Monitoring

Weather monitoring frequency is prescribed by O. Reg. 47/13, s.3. and O. Reg. 366/18 s.4.. From October 1st to April 30th, the standard is to monitor the weather, both current and forecast to occur in the next 24 hours, once every shift or three times per calendar day, whichever is more frequent.

In order to determine an effective winter event response and allocate the appropriate resources, the City of Stratford supplements their general observations with weather information from various sources, including:

- Observations from municipal staff;
- Communications with staff in adjacent municipalities; and
- Ontario Good Roads Association Weather Tracking Service.

3.6.3 Winter Maintenance Facilities

The City of Stratford provides winter maintenance services from the following facilities:

Facility Name	Address	Phone Number	Year Built
Public Works Salt Shed	303 King St., Stratford ON N5A 4S5	N/A	2004
Public Works Garage	303 King St., Stratford ON	519-271-0250	1970

	N5A 4S5		
City Snow Dump	3285 Lorne Ave., Stratford ON N4Z 4S5	N/A	N/A

3.6.4 Equipment – Winter Maintenance Fleet

The City of Stratford winter operations fleet consists of a combination of road and sidewalk snow clearing equipment:

- 3 Combination plow/sander units
- 2 Articulated loaders with plow and wing attachment
- 1 Articulated loader with one-way blade
- 1 Kubota tractor with blade and box scraper
 - Used for Market Square, City parking lots and multi-use paths.
 - Special composite blades will be used when clearing Market Square to help protect the brickwork.
- 6 Articulated sidewalk machines
 - Able to plow and treat the sidewalk at the same time, with blower attachments used during heavier winter events
- 2 Road sanders
 - Used for the core area and City parking lots, and to treat roadways behind the loaders and grader
- Snow blower attachment for front end loader
 - Used to cut back snowbanks on city streets
- Rental grader with a wing, and 4 standby rental graders if needed
- Contractor dump trucks and blower
 - Used for hauling snow from core area and City parking lots.
- Contractor graders, loaders, sanders and skid steer.
 - Arranged as needed
- Shovels
 - City employees use to hand shovel and salt all corners in the core area
- Walk-behind snow blower for core corners during heavy events

3.6.5 Winter Material Used Annually

Primary Material	Solid or Liquid	Brand Name or Supplier	Details
Salt (NaCl)	Solid	Compass Materials	N/A
Sand	Solid	Lafarge	In-house mix added: 40% Salt (NaCl)

Salt (NaCl)	Liquid	Denmar Brines	Solution comes pre-mixed with salt (Nacl) 23.3%
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3.6.6 Patrol Routes

The winter patrol routes within the City are outlined in Appendix 1.

3.6.7 Plow Routes

The road and sidewalk plow routes within the City are outlined in Appendix 2.

3.6.8 Maintained Parking Lots

The City of Stratford provides winter maintenance services to the following parking lots:

- York St. Lot, 30 York St., Stratford
- Cobourg Lot, 31 Cobourg St., Stratford
- Erie St. Lot, 91 Erie St., Stratford
- Kalbfleish Lot, 128 Erie St., Stratford
- Cooper Lot, 105 St. Patrick St., Stratford
- Albert Lot, 18 Albert St., Stratford
- Hudson's Alley, 17 George St., Stratford
- Waldie's Lane, 20 George St., Stratford
- Police Lot, 100 St. Patrick St., Stratford
- Downie St. Lot, 290 Downie St., Stratford

3.6.9 Communications

Maintaining reliable internal communications is a critical component of winter operations. The City of Stratford uses the following:

- Two-way communications (radios, cell phones, etc.) are equipped in all winter maintenance vehicles.
- Call centre, which serves as the main hub for incoming and outgoing calls from staff, emergency services and the general public.
 - All citizens issue concerning snow and ice control efforts will be routed to the Public Works Management Team, who will determine appropriate follow-up responses.
- External communication to the general public, via:
 - Media press releases.
 - Information posted to the municipality's website (www.stratford.ca).

3.6.10 Road Closures

In the event a road must be closed due to a severe winter storm, Stratford Police and/or the OPP will request road closure signs be placed. Appropriate signage and barricades are located at the Public Works Yard.

Upon receiving a request from Stratford Police and or OPP to close a road to traffic, the Manager of Public Works or his/her designate will organize manpower and equipment to place the signs and barricades. The Manager of Public Works or his/her designate will contact the Corporate Communications Lead to inform the public over social media outlets.

3.6.11 Snow Removal and Disposal

When the accumulation of piled snow impedes traffic on the road and/or sight lines at intersections, municipal staff remove and haul snow to the City Snow Dump location.

The decision to initiate the hauling operation will be dependent upon the depth and accumulation of snow. This operation will typically be conducted after other higher priority post-storm activities have been completed. Under normal circumstances, hauling of the snow in the central business district will take place overnight.

3.6.12 Winter Operations After the Winter Season Ends

Upon the end of the identified Winter Season, regularly scheduled winter patrols will cease, though staff will continue monitoring and recording weather forecasts, for appropriate response.

4 Plan Improvements

The current winter maintenance policies, practices and procedures form the baseline or benchmark upon which improvements can be made to improve winter operations and/or the use and management of road salt.

5 Monitoring and Updating

Safe and sustainable winter operations include, as one of its fundamental tenets, the monitoring and updating of winter operations plans, policies, practices and procedures (the “four Ps”) of the City of Stratford in an ongoing manner. To that end, the following continuous improvement cycle is used to refine the “four Ps” annually:



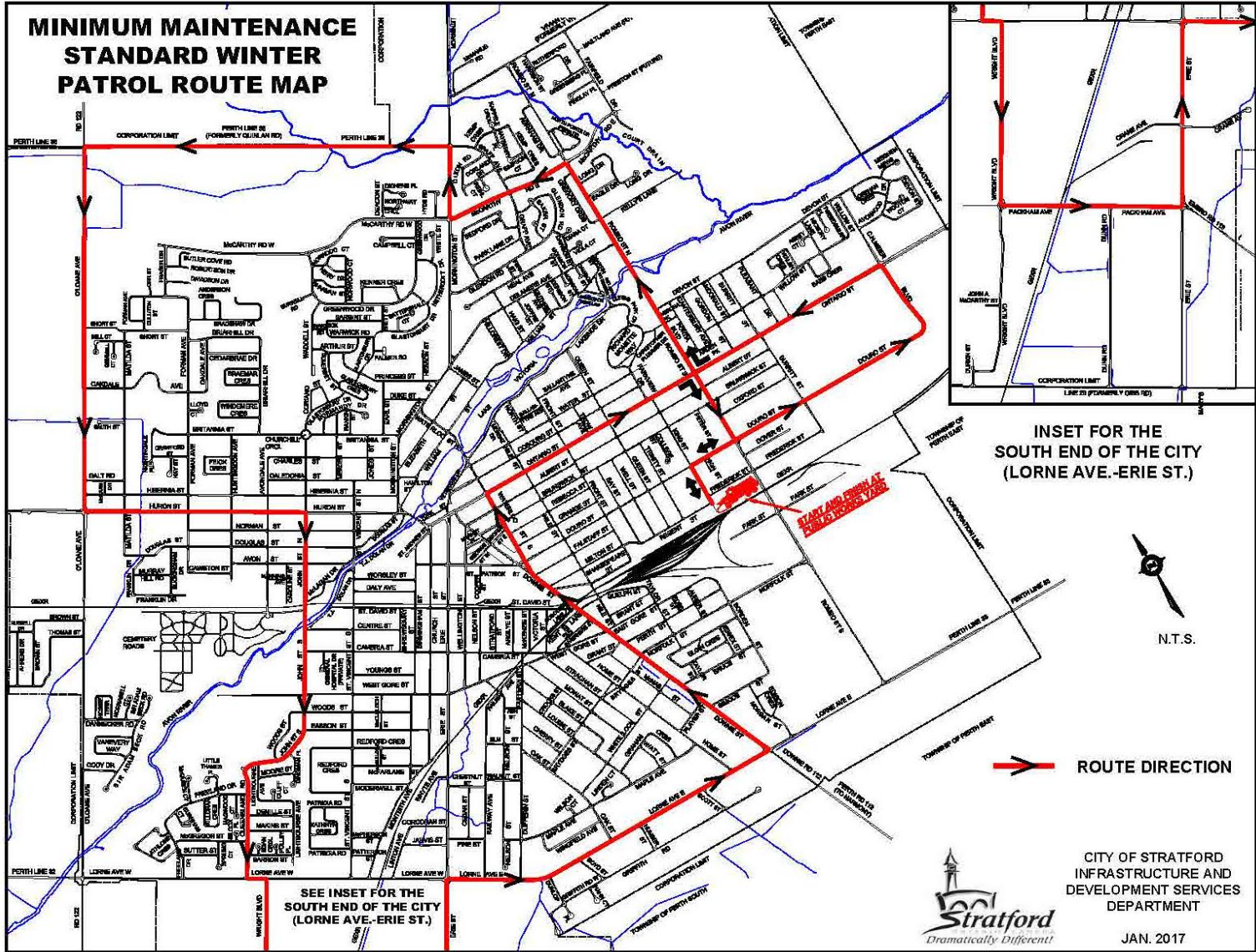
Each year at the end of the winter season, a meeting to review winter operations will be held with all winter operations staff to itemize all issues that arose during the winter season and discuss how these issues may be resolved. Prior to the start of the next winter season and with sufficient lead time to implement any changes, the City of Stratford shall train staff on the changes to equipment and/or winter maintenance policies, practices, and procedures.

The winter season of 2020-2021 will be the benchmark year. Year over year achievement using the performance measures listed below will be measured against said benchmark year. Performance measures will be used to determine whether the objectives of the Winter Operations Plan and/or winter maintenance policies, practices, and procedures have been met.

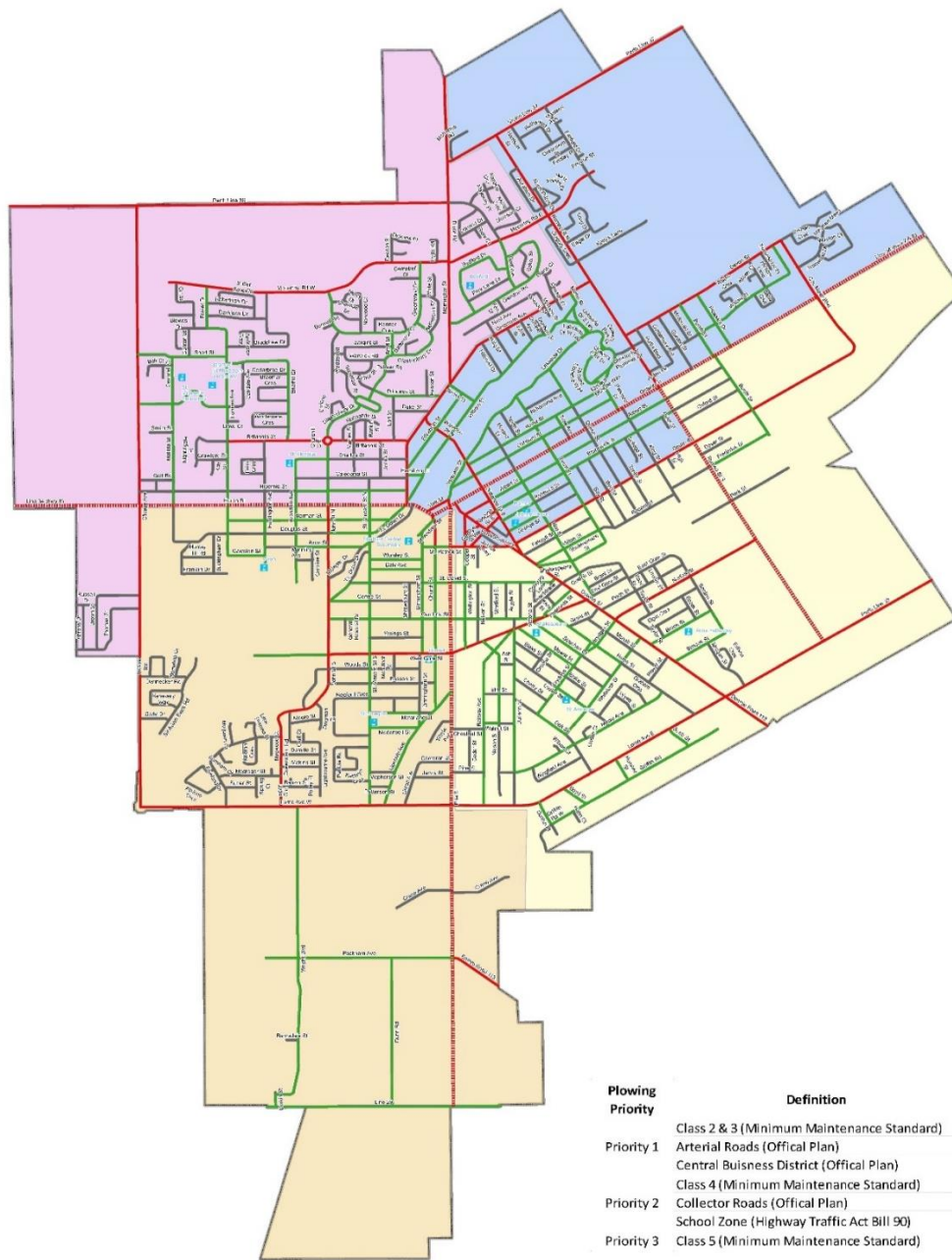
Monitoring the severity of the winter season:

- Total snow accumulation
 - Last Season: 145cm
 - This Season:
- Freezing rain events
 - Last Season: 2
 - This Season:
- Total salt purchased
 - Last Season: 3726 tons
 - This Season:

Appendix 1: Winter Road Inspection Patrol Route



Appendix 2: Road and Sidewalk Routes



Legend

Schools

Plowing Class

Priority 1

Priority 1 Echelon

Priority 2

Priority 3

Snow Plow Boundaries

NE

NW

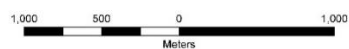
SE

SW

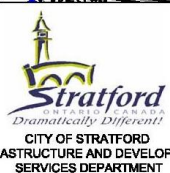
City Limit

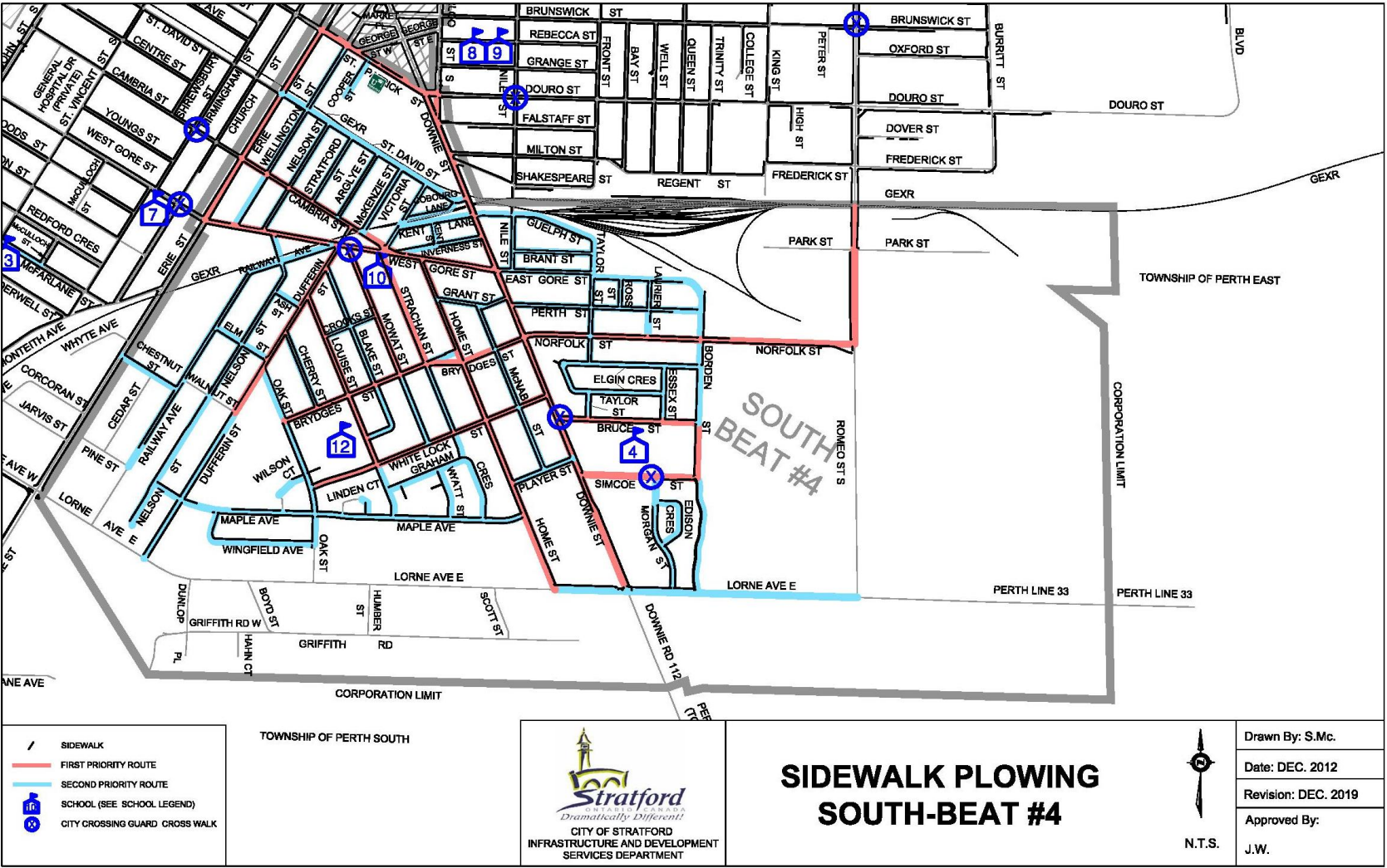
Snow Plow Routes

Plow Boundaries	Total Lane Km	Priority 1 Lane Km	Priority 2 Lane Km	Priority 3 Lane Km
North East	96.14	38.84	29.83	27.89
South East	101.73	30.79	31.34	39.2
South West	102.79	28.7	35.73	38.35
North West	102.58	34.13	24.28	44.19
Total	403.24	132.46	121.18	149.65



Corporate Services Department
IT Services Division
November 2020

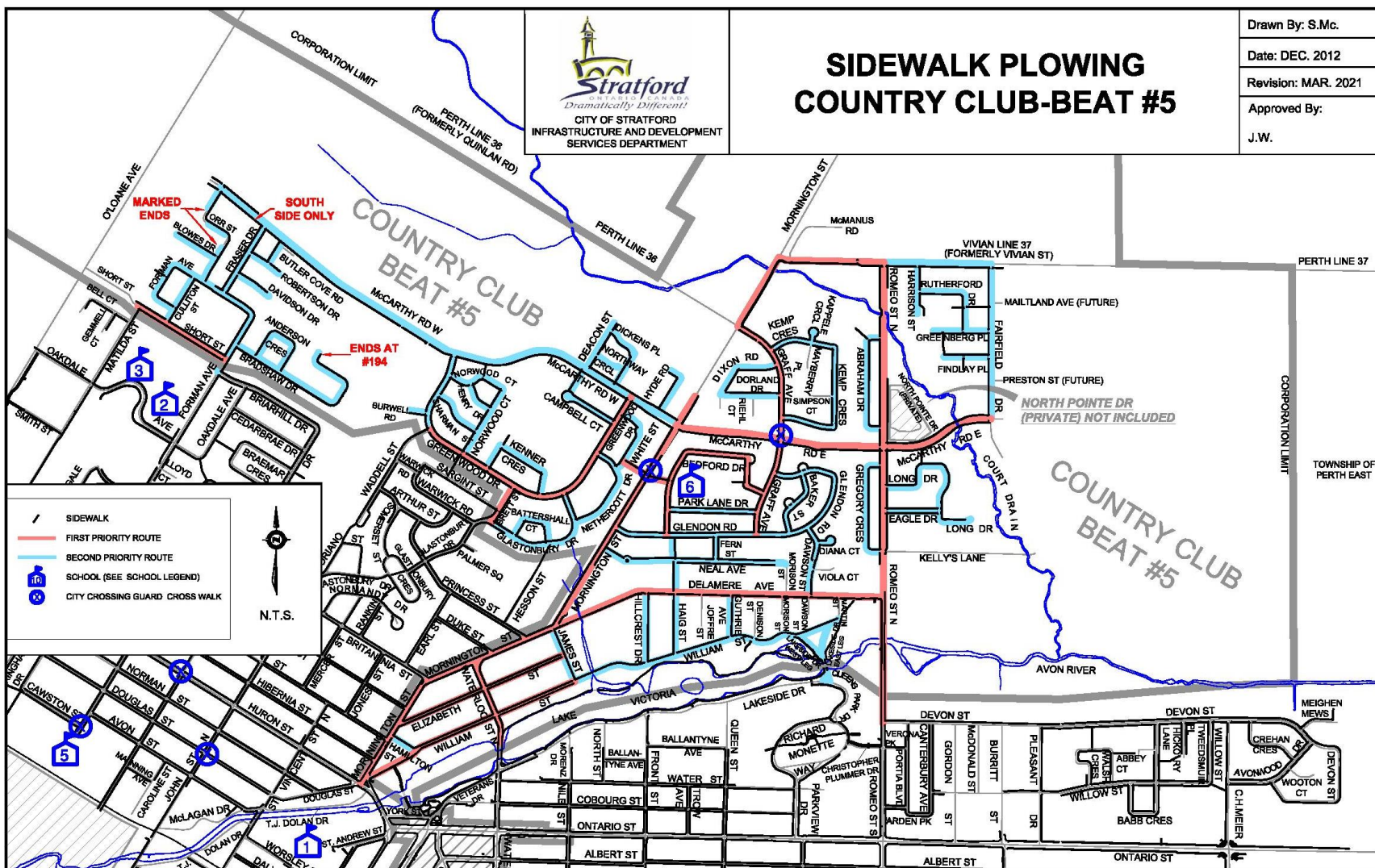




SIDEWALK PLOWING SOUTH-BEAT #4



Drawn By: S.Mc.
Date: DEC. 2012
Revision: DEC. 2019
Approved By: J.W.





A meeting of the Active Transportation Advisory Committee (ATAC) was held on January 27, 2021 at 7:03 p.m., electronically.

Committee Present: David Daglish – Chair presiding, Councillor Burbach – Vice-chair, Councillor Vassilakos, *Bernard Goward, Stephen Barlow, Wayne Sjaarda, John Zelek and Lee Chandler

Staff Present: Tatiana Dafoe – City Clerk and Nancy Bridges – Recording Secretary

Also Present: Laura Edgar - HPPH

MINUTES

1. Call to Order

The Chair called the ATAC meeting to order at 7:03 p.m.

2. Declarations of Pecuniary Interest and the General Nature Thereof

None declared.

3. Welcome New Members

Councillor Burbach welcomed John Zelek and Lee Chandler to the Committee and members took turns introducing themselves.

4. Election of 2021 Chair and Vice-chair

Staff declared nominations for the Chair of the Active Transportation Advisory Committee open.

Wayne Sjaarda nominated David Daglish.

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

Motion by Councillor Burbach, seconded by Councillor Vassilakos

THAT the nominations for the 2021 Active Transportation Advisory Committee chair be closed. Carried

David Daglish indicated that he would allow his nomination to stand.

Motion by Wayne Sjaarda, seconded by Councillor Burbach

THAT David Daglish be elected as the 2021 Chair of the Active Transportation Advisory Committee. Carried

Staff declared the nominations for Vice-chair of the Active Transportation Advisory Committee open.

Wayne Sjaarda nominated Councillor Burbach.

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

Motion by Councillor Vassilakos, seconded by Lee Chandler

THAT nominations for the 2021 Active Transportation Advisory Committee Vice-chair be closed. Carried

Councillor Burbach indicated she would allow her nomination to stand.

Motion by Councillor Vassilakos, seconded by David Daglish

THAT Councillor Burbach be elected as the 2021 Vice-chair of the Active Transportation Advisory Committee. Carried

*Bernard Goward now present at the meeting.

5. Adoption of Previous Minutes

Motion by Councillor Vassilakos, seconded by Councillor Burbach

THAT the ATAC minutes dated December 16, 2020 be adopted as printed. Carried**6. Annual Review of Terms of Reference**

There were no comments or questions about the terms of reference for the Committee.

7. Business Arising from Previous Minutes**a. Comments from Bernard Goward relating to previous meeting**

Due to technical difficulties during the December 16, 2020 meeting Bernard Goward was not able to provide comments relating to the Active Transportation map.

Mr. Goward noted he had two suggestions for the map design that were mostly directed at pedestrians but could relate to cyclists as well. The first was to include existing laneways between private properties in the City on the map. These laneways tend to provide shortcuts for pedestrians and he recommended they be marked on the map with a different colour to differentiate between other trails/walkways.

The second recommendation involved including historical points of interest such as historic buildings, noteworthy tombstones, etc. Mr. Goward noted that Stratford Tourism Alliance (now Destination Stratford) has excellent walking tour pamphlets that could be used for reference.

Councillor Vassilakos stated she liked the idea of approaching Destination Stratford for assistance. She noted a collaboration between them and Cycle Stratford would be ideal. She will reach out to Destination Stratford and provide an update at the February meeting. She stated the Committee has allocated funds for the map and wondered if enlisting the help of a professional service would help create the best product. Laura Edgar from HPPH noted the crowd sourcing tool Happymaps.org would be a good resource.

John Zelek stated that developing a map that is usable will be difficult and it is important to ensure that it does not become overwhelming for the user. He noted that Halliburton has a good map as an example.

Councillor Burbach indicated that she liked the simple concept of the Don Valley trail map (Toronto) as it resembles a subway map.

Wayne Sjaarda noted he was involved with the creation of maps for Cycle Stratford but felt that in order to develop a more complex map it would require the help of a professional designer.

Mr. Goward inquired if the map would be paper or digital. Councillor Burbach clarified that the end goal would be to develop both types of maps. Mr. Goward noted the Avon Trail created a digital map using Ondago. It was noted by Laura Edgar that the Committee should have a rough draft prior to enlisting the help of a professional designer.

Councillor Vassilakos stated the Committee should review current maps from Destination Stratford, Avon Trail, Cycle Stratford and reach out to the Engineering Department for a map of their updated projects.

Councillor Vassilakos, Bernard Goward, Lee Chandler and Wayne Sjaarda volunteered to be part of a working group that will complete research and come up with ideas to present to the entire Committee.

b. Report Card Design

Councillor Burbach noted there needs to be a decision on what parameters will be included in the report card to accurately measure success. She recommended collecting data on the number of people walking and cycling in certain areas as well as the number of individuals using transit.

The Committee agreed that Saanich had a good example of a simple, easy to read, informative report card. The top priorities to be included in the report card are:

- Are current routes being used by the public?
- How well does transit integrate with active transportation?
- Accident data
- Celebrate more than just infrastructure achievements

David Daglish inquired if the report card should be done after the completion of the Bike and Pedestrian Master Plan review. Councillor Burbach noted the report card should be completed and then it can be modified once the Master Plan is complete as it may take a while for the review to be finalized.

The Committee noted the report card will be an education piece for the public and Council to understand how the Committee is progressing. They also noted it will be interesting if the COVID-19 pandemic has affected the safety of pedestrians.

8. New Business

None.

9. Next Meeting Date – Wednesday, February 24, 2021 at 7:00 p.m., electronically.

10. Adjournment

Motion by Councillor Burbach, seconded by Councillor Vassilakos
THAT the January 27, 2021 ATAC meeting adjourn. Carried

Start time: 7:03 P.M.

End time: 8:05 P.M.



A meeting of the Stratford Accessibility Advisory Committee (AAC) was held on Tuesday, February 2, 2021 at 11:30 a.m., electronically.

Committee Present: Peter Zein – Chair Presiding, Councillor Bonnie Henderson, Diane Sims, Susan Lavender, Judy Hopf

Staff Present: Tatiana Dafoe – City Clerk, *Marion McKeen – County of Perth, Tyler Sager – Manager of Legislative Services/Clerk (County of Perth), *Dan Sykes – Development Coordinator, Casey Riehl – Recording Secretary

Absent: Peg Huettlin, Geoff Krauter, Laurie Maloney-Devlin

Minutes

1.0 Call to Order

The Chair called the AAC meeting to order at 11:32 a.m.

2.0 Disclosure of Pecuniary Interest and the General Nature Thereof

None declared.

3.0 Adoption of the Previous Minutes

Motion by Judy Hopf, seconded by Susan Lavender

THAT the minutes from the Accessibility Advisory Committee meeting dated January 5, 2021 be adopted as printed.
Carried

4.0 Infrastructure & Development Services Update – Dan Sykes, Development Coordinator

- The Mornington Street connecting pathway from Graff Avenue to McCarthy Road is still scheduled to be completed in 2021.
- Development Services staff's \$50,000.00 request for the 2021 annual accessibility budget has been approved by Council.
- Council approved the TJ Dolan accessible trail project.
- Staff has been working on the bridge replacements/improvements and are nearing completion. Dan Sykes will inquire with the inspector if he can provide some

pictures to the members to show them the locations and scope of work being completed.

- Mr. Sykes has discussed sign placement at the access aisles with the traffic department, however feedback from the AAC may be helpful in arranging the sign order on the poles. Peter Zein explained that by putting the “no parking” sign on the existing pole; drivers do not see it when they are parking. Mr. Sykes will investigate further and possibly arrange a site visit.

*Dan Sykes departed the meeting at 11:41 a.m.

5.0 Parking

Tatiana Dafoe reported that she forwarded the AAC’s concerns regarding snow clearing at accessible parking spots and at the curb between the sidewalk and access aisles to the Public Works department. The Manager of Public Works will relay the request to operators to ensure that they are checking these spots. They will do their best to clear these areas in a timely manner.

Ms. Dafoe explained that there are no current plans to update parking spots in the Albert Street lot. If the Committee would like to see a change, she recommends the Committee make a motion for consideration by Stratford City Council. The motion would request direction be given to staff to investigate the specific updates to the accessible spaces in the Albert Street lot.

6.0 Transit

Judy Hopf reported that it does not appear that mobility bus drivers are enforcing the requirement to wear a mask while using the service. With respect to snow clearing at transit stops, the members advised they are not using the system due to the pandemic and do not have any issues to report.

Councillor Henderson reported that in 2021 there will be 15 additional bus shelters added and they will be the 5 X 10 ft. size and the benches in them will not have dividers in the middle. She has also reported that the on-demand bus system has started on Saturdays/Sundays and has received positive feedback.

Judy Hopf inquired if Councillor Henderson had any updates regarding the bus stop/shelter in the Zehrs parking lot. Councillor Henderson will inquire with the Transit Manager on the status of that stop. Judy Hopf will draft a letter to Zehrs for the Chair to sign, requesting they investigate a more accessible stop on their property. Staff will forward it to the business owner.

7.0 Site Plan Review Sub-Committee Feedback Reports – T. Sager/M. McKeen

Marion McKeen shared an overview of the feedback reports for the five site plan reviews the Sub-Committee consulted on in 2020. There were very few reviews last year and Ms. McKeen expects the reviews will pick up in 2021.

An issue was raised regarding residential site plan reviews and the role of the AAC to provide feedback for developers. Peter Zein noted that in the AAC's current Terms of Reference it states:

"that the Committee is to advise Council on matters to improve opportunities for persons with disabilities, and to provide for involvement in the identification, removal and prevention of barriers to full participation in the community."

In his opinion, this should not limit the committee to City-owned properties or businesses, it should include residential developments. Diane Sims agreed that the Terms of Reference do appear to allow for the AAC to comment on residential developments. Judy Hopf stated that it is a difficult position for the AAC to not put themselves in a situation of reviewing developments and then having developers state their building is accessible, due to the fact that the AAC reviewed plans. Additional concerns were expressed that the Committee cannot speak to members of staff or private developers.

Tatiana Dafoe reported that the City's Chief Building Official is currently finishing the review of the Facilities Accessibility Design Guidelines and if complete, will attend the March AAC meeting to have a discussion on the document and also the mandate and role of the committee. The AAC will have an opportunity to review the updates and provide feedback on the guidelines. Ms. Dafoe stated City facilities can be constructed to the standards in the document and that the document would be given to provide developers. She stated private developers are not required to follow the standard as they are only required by law to follow the standards in the Ontario Building Code Act. She encouraged Committee members to consider asking other accessibility committees to lobby the Provincial Government to improve the Ontario Building Code's minimum standards if there are concerns related to accessibility and private developments in the City. Ms. Dafoe assured members that they can contact staff at any time with questions and concerns. She recommends starting with herself or a Manager or Director initially for them to direct staff. It is important to follow proper processes and to not contact developers directly.

Diane Sims suggested that the Stratford AAC could hold an accessibility workshop or forum for developers. Councillor Henderson recommended connecting with the Stratford and Area Builders Association. Ms. Sims will do some research on other AAC Terms of Reference from municipalities of similar size to Stratford, as well as other larger centres as examples of what Stratford could strive towards. Marion McKeen

reported that staff continues to be in contact with ONAP and other AAC's for discussions and sharing information.

Tyler Sager encouraged all the AAC members to please contact himself, Marion McKeen or Tatiana Dafoe with any accessibility concerns or issues for them to help address them.

8.0 Report from Council on Accessibility Issues – Councillor Henderson

Councillor Henderson reported that at the January 25, 2021 Council meeting, Council gave final approval that the Comprehensive Zoning By-law will be updated to increase the size of Type B accessible parking spots from 2.4m to 2.8m wide. She also reported that the accessible trail on the north side of the river starting from James Street is being extended another 60m westward and the work will begin shortly.

9.0 Business Arising from Previous Minutes

(a) Update on Stratford Accessibility Guidelines – Tatiana Dafoe, City Clerk
As reported above.

(b) Update on AAC Stand Banner – Tyler Sager, Manager of Legislative Services/Clerk, County of Perth

The banner is complete and Tyler Sager will pick it up and deliver it to the Clerk's Office at City Hall to store. He will take a picture of the banner and send it to members. Judy Hopf suggested the AAC could get a booth at the Saturday Farmer's Market to hand out information and display the banner. Councillor Henderson also suggested that the banner could be displayed at various entrances – farmer's market, SLAAA, City Hall, mall.

(c) Accessible Housing By-Law Review – P. Zein/G. Krauter/D. Sims

Diane Sims reported that she has contacted the Accessibility Co-ordinator for the City of Oshawa. They have a 10-member committee and 6 are disabled. The Stratford AAC is a 9-member committee, and is required to have the majority of the members being persons with disabilities.

*Marion McKeen departed the meeting at 12:58 p.m.

Ms. Sims reported that Oshawa does not have an accessible housing by-law; however they have lobbied Council to remind them of the deficiencies they are seeing in the City. They have been able to get tax deferrals for builders who will address accessibility concerns. The Clerk suggested if the AAC would like to move ahead with this idea, a recommendation be made to Council by the AAC that a tax-deferral program be pursued and include background information and examples from other municipalities. Diane Sims and Councillor Henderson will work together to research this initiative and report back to the Committee.

10.0 New Business**(a) Annual Review of Terms of Reference**

As discussed above. The Committee will continue to review their mandate at the next meeting.

(b) Ontario and Queen Street Property Development – Judy Hopf

Judy Hopf inquired if developers are beginning work again on the property at the corner of Ontario and Queen Streets. Councillor Henderson reported that they have held their first public meeting regarding the 4-story development.

(c) Ontario Community Support Program Extended until 2022

Councillor Henderson forwarded an e-mail with information regarding the extension of the Ontario Community Support Program to 2022.

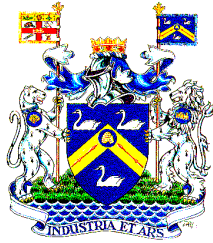
11.0 Next Meeting – Tuesday, March 2, 2021 at 11:30 a.m., electronically**12.0 Adjournment**

Motion by Diane Sims, seconded by Judy Hopf

THAT the February 2, 2021 Accessibility Advisory Committee meeting adjourn. Carried

Start Time: 11:32 A.M.

End Time: 1:09 P.M.



A meeting of the Energy & Environment Advisory Committee was held on February 4, 2021 at 4:00 p.m., electronically.

Members Present: Emily Chandler –Chair Presiding, Councillor Jo-Dee Burbach, Vanni Azzano, Mike Jorna, Sammie Orr, Anna Stratton, Geoff Krauter, Anita Jacobsen, Emily Skelding, Councillor Bonnie Henderson, Mike Sullivan

Staff Present: Tatiana Dafoe – City Clerk, Kate Simpson – Waste Reduction Coordinator, Casey Riehl – Recording Secretary

Also Present: *Jack Gibbons – Ontario Clean Air Alliance

Regrets: Craig Merkley

MINUTES

1.0 Call to Order

The Chair called the meeting to order at 4:00 p.m.

2.0 Disclosure of Pecuniary Interest and the General Nature Thereof.

None declared.

3.0 Delegate: Jack Gibbons, Ontario Clean Air Alliance Municipal Support for Ontario's Gas Plant Phase-out

Jack Gibbons introduced himself and shared a Powerpoint presentation on the Ontario Clean air Alliance's campaign to promote the phase-out of the Ontario gas fired power plants. They are looking for support in the form of a resolution from the City of Stratford. Mr. Gibbons was available to answer questions.

Mike Sullivan inquired if Mr. Gibbons could provide natural gas costs. Mr. Gibbons explained that with the current natural gas plants, the total cost is \$0.14/Kwh, but if you just look at the fuel costs of just ramping them up, the cost is \$0.03/Kwh. Mr. Sullivan

inquired if we are still paying for gas plants to run, when electricity is cheaper than \$0.03. Mr. Gibbons reported that, yes it is true that they are paid whether they run or not. However, of the 20-year contracts signed with gas plants during the phase-out of coal plants, 80% of those contracts will have expired by 2030.

Anna Stratton inquired if the ideal situation would be a combination of wind and solar with Quebec as a backup. Mr. Gibbons agreed that there needs to be a backup for wind and solar and Quebec wind, solar and surplus water power is available to import. Ms. Stratton also inquired if the Province of Ontario has cancelled wind and solar contracts. Mr. Gibbons agreed that projects have been cancelled, however according to the International Energy Agency wind and solar are now the lowest cost services of new electricity supply. The IEA forecasts that 95% of the world's new power capacity during the next five years will be renewables. Ontario is going in the total opposite direction from the rest of the world. The Government of Ontario is focusing their spending on gas fired power plants, not renewables.

Councillor Burbach inquired if the Kitchener resolution has been circulated to other municipalities as a consent agenda item. Mr. Gibbons was not aware if it was circulated. He will provide examples of resolutions adopted by 11 municipalities. He has also provided a draft resolution for Stratford.

Sammie Orr inquired if municipalities would have to change a lot of infrastructure to move to solar and/or wind energy. Mr. Gibbons reported that a lot of the power plants are already hooked up to the Hydro One high voltage transmission grid, which does not require any action by a municipality. Many residents already have solar panels that can be hooked up to the grid and local municipalities are already doing this for them.

Mike Jorna stated he supports eliminating fossil fuel generation of electricity, however, he is concerned that while this plan looks good currently, what if a large amount of other things are switched over to electricity, such as cars. Would the demand outweigh the supply Quebec can provide. Mr. Gibbons reported that electric cars will not have as much of a demand on electricity as people think. As an example, if a million cars in Ontario became electric, it would raise the electricity demand by 2%. If all cars in Ontario went electric, it would raise it 17%.

Councillor Henderson stated that there are approximately 12 projects in Stratford that have solar panels on their homes and the City has 3-4 projects located in Stratford. Councillor Burbach stated she had solar panels installed on her roof with a previous government program and hooking into the Festival Hydro grid was very easy.

Vanni Azzano stated that a lot of the lowest costs are with programs that provincially no longer exist, such as energy efficiency, solar and wind. Mr. Gibbons agreed it is not rational. There are many low cost alternatives that are also very clean.

Emily Chandler inquired if Mr. Gibbons would like to see a motion from the Committee recommending that Stratford City Council endorse the phase-out of coal fired plants by 2030. Mr. Gibbons agreed and also the support of an interim cap of the annual greenhouse gas pollution from the gas plants at 2.5 mega tons, which is the level they achieved in 2017. There is also a petition online in support of the phase-out that Ontario residents can sign (ontarioclimateaction.ca).

Anna Stratton assumed the role of chair at the meeting at 4:23 p.m.

Mike Jorna urged members not to just focus on the cost per kilowatt hour. By 2030 costs will not drive the agenda, it will be what we are doing on the planet. He believes the resolution should focus on this goal.

Anna Stratton reviewed the draft resolution provided by the Ontario Clean Air Alliance. Mike Jorna suggested members review the draft resolution and discuss any revisions they would like to make at the March meeting.

Motion by Mike Jorna, seconded by Emily Skelding

THAT The Energy & Environment Advisory Committee defer consideration of the request to endorse the recommendation to phase out Ontario's gas plants to the next Committee meeting. Carried

*Jack Gibbons departed the meeting at 4:32 p.m.

4.0 Adoption of the Previous Minutes

Motion by Councillor Burbach, seconded by Anita Jacobsen

THAT the minutes from the Energy & Environment Advisory Committee meeting dated January 7, 2020 be adopted as printed. Carried

5.0 Updates from Carbon Reduction & Ecological Working Groups

Ecological Update

- Vanni Azzano updated the Committee that the working group would like to request staff attend an upcoming meeting to provide an update on the City of Stratford's salt

management plan.

- Work on the north shoreline of the Avon River began yesterday and continued today.
- The working group would like to see more tree plantings around Stratford. School plantings are on hold for now. They will inquire with some options to plant more trees on commercial/industrial land around the city. Perhaps wildflowers instead of trees, as sometimes expansion of businesses are an issue with planting trees.
- Will follow up if the Tree Trust has a commercial/industrial program.
- The group has discussed the future of the John Street Weir and the possibility of a multi-use bridge with a pathway across it.

Carbon Reduction Update

- Anna Stratton shared the notes from the working group's last meeting.
- The group will continue to send posts to Mike Beitz to share on social media once per month.
- They are also collecting ideas for future webinars. She asked members to please send their ideas to Emily Skelding to be included. Tatiana Dafoe, City Clerk, stated that if it was a city initiative, staff would assist the group in setting up a webinar.
- The group would like to invite the Climate Change Coordinator to an upcoming E&E meeting to review her report and share any feedback she has received to date.

6.0 Business Arising from Previous Minutes

(a) Update on Climate Action Plan

Tatiana Dafoe, City Clerk, reported that staff are finalizing the document and she will e-mail the Committee when she has confirmation on a date that it is going to Council.

Mike Sullivan inquired if the City's 10% greenhouse gas emissions reduction between now and 2030 is a set goal or if it can be changed. He stated it is very low and should be closer to the Canada average of 30%. Councillor Burbach noted that the 10% decrease is based on 2017 figures, whereas a lot of the other data is using a measuring point from the early 2000's. Tatiana Dafoe will provide members with additional information on how Stratford is calculating their reduction figures.

(b) 2021 Project Plans and Budget Update

LID Project (Stratford Skate Park) – Vanni Azzano

Vanni Azzano reported the engineer on the project is currently working on the design.

Avon River Shoreline Project

As reported above in Ecological Update.

Invasive Species Update

Emily Chandler reported that members are working with the Stratford Field Naturalists and the UTRCA to put together a webinar to be held in June.

(c) Nature Canada – Mike Sullivan

Mike Sullivan reported that Canadian Forestry Services will be doing a call for proposals soon, seeking interest from organizations that can do plantings this spring or fall. There is an outline of six principle organizations must follow. Mr. Sullivan will watch for the request for proposal to be released. Councillor Burbach noted that this program will work nicely with the upcoming Tree Power event. She also noted that there is not as much area available on public land to do tree plantings; however there is a substantial amount available on private land for homeowners who are interested, as well as commercial/industrial land. Mike Sullivan also discussed previous tobacco farmland being reforested and if reforesting farmland in this area might be a possibility. Vanni Azzano stated that the high cost of farmland in this area makes it difficult to pursue an option such as this. Councillor Henderson inquired if local farmers could be encouraged to plant additional tree lines or add to existing ones. Councillor Burbach noted there are wind break programs for private land owners to help plant trees, as well as initiatives to help connect woodlots.

(d) Smart Energy Conference Update – Mike Sullivan

Mike Sullivan did not attend the recent energy conference, however is planning to attend the April one.

(e) Energy Efficient Building Requirements – Mike Sullivan

Mike Sullivan shared a draft proposal for City Council requesting that they no longer issue building permits for anything that is not a passive house or passive building standard. He would like Council to adopt a policy that only development proposals for buildings that meet passive house standards will be accepted and permitted. He suggested if there was reluctance from developers to come to Stratford and build, a way to encourage this would be to offer lower development charges and property taxes to offset the cost of building a passive house.

Geoff Krauter inquired if the City has the ability to adjust or lower development charges for programs such as building to net zero standards? Councillor Burbach

noted that the City can adjust the charges, however she is not clear on what a discount type model would look like. Councillor Burbach has just recently joined an organization called Climate Caucus, which is for councillors and mayors. They do have working groups in many different areas and there may be an opportunity for her to discuss development policies and legislation on passive developments with other municipalities. Tatiana Dafoe suggested the Committee could put forward a motion referring it to staff to review and investigate the details of a net zero development policy for Council to have all the information, including the financial implications of reducing the development charges and property taxes.

Motion by Mike Sullivan, seconded by Mike Jorna

THAT the Energy & Environment Advisory Committee requests an investigation into adopting a policy that the City of Stratford will only accept development proposals for homes, apartments and other dwelling units that meet Passive House Standards (PHIUS), and that such developments be net zero ready, be referred to staff;

AND THAT the Energy & Environment Advisory Committee recommends that the City consider time-limited 10% reductions in development charges and property taxes for any such buildings in order to offset the potential additional cost of construction. Carried

(f) Re-Usable Container Program for Stratford – Sammie Orr

Sammie Orr reported that a community meeting is being organized for February 23, 2021 at 3:30 p.m. A representative from the health unit will also be attending.

7.0 New Business

(a) Annual Review of E&E Terms of Reference

Deferred to next meeting.

(b) Nomination of (2) E&E Members to Serve on ATAC (1-year terms)

There are currently no volunteers to serve on ATAC. The E&E Committee will relist nominations at a future meeting.

(c) Ground Source Heating – Mike Jorna

Mike Jorna discussed how Stratford could get rid of fossil fuels for the existing dwellings in the city. He suggested the possibility of using ground source heat, not only in new developments, but within the infrastructure of the existing roads. He

questioned whether ground heating plates could be added during road reconstruction projects. Stubs could be run to the property line of each home and as each of the heating systems at these homes needs to be replaced, they could hook into this heat source.

Mr. Jorna inquired if a staff representative from the Engineering Department, who is involved with the road rebuilds, could attend a future Committee meeting to discuss the possibility of this. Anna Stratton suggested having a geo-thermal expert attend a future meeting. Tatiana Dafoe advised she would contact the Director of Infrastructure & Development Services to gain some initial input and advice. As the current director is retiring there may be a delay in scheduling the presentation until the position is filled. Anna Stratton also suggested a representative from Festival Hydro could be invited to a meeting to discuss options. Vanni Azzano reported that residents in assisted living can participate in an energy audit done on their appliances, bulbs, insulation, etc. They will provide a report and will help replace and upgrade some of these items to assist in reducing energy use.

(d) Acceptable Take-out Containers for Recycling – Kate Simpson

Kate Simpson reported that she is working with Sammie Orr on a campaign for what take-out containers are accepted in Stratford's recycling program. They are collecting pictures of all the various containers and indicating where they should go, either recycle, compost or if they are garbage. She asked members to please forward photos of anything they get so they can use them as examples.

(e) Reducing Food Waste Campaign – Kate Simpson

Kate Simpson reported she has started working with the CFUW on ideas on how to promote reducing food waste. The CFUW will put together an educational document that can be shared on the City's social media outlets. Ms. Simpson will request they put together a proposal and attend an upcoming Committee meeting to discuss with the members.

9.0 Upcoming Events

Tree Power Event – April 9-10, 2021

10.0 Next Meeting Date – March 4, 2021 – 4:00 p.m., electronically

Energy & Environment Committee
February 4, 2021

11.0 ADJOURNMENT

Motion by Geoff Krauter, seconded by Mike Sullivan

THAT the February 4, 2021 Energy & Environment Advisory Committee meeting adjourn. Carried

Meeting Start Time: 4:00 P.M.

Meeting End Time: 5:46 P.M.