



The Corporation of the City of Stratford  
Infrastructure, Transportation and Safety Committee  
Open Session  
AGENDA

**Date:** Monday, March 25, 2024

**Time:** 7:10 P.M.

**Location:** Council Chamber, City Hall

**Committee Present:** Councillor Burbach - Chair Presiding, Councillor Nijjar - Vice Chair, Mayor Ritsma, Councillor Beatty, Councillor Biehn, Councillor Briscoe, Councillor Henderson, Councillor Hunter, Councillor McCabe, Councillor Sebben, Councillor Wordofa

**Staff Present:** Joan Thomson - Chief Administrative Officer, Tatiana Dafoe - City Clerk, Taylor Crinklaw - Director of Infrastructure Services, Adam Betteridge - Director of Building and Planning Services, Neil Anderson - Director of Emergency Services/Fire Chief, Karmen Krueger - Director of Corporate Services, Tim Wolfe - Director of Community Services, Audrey Pascual - Deputy Clerk, Alex Burgess - Manager Ontario Works

To watch the Committee meeting live, please click the following link:

<https://video.isilive.ca/stratford/live.html>

A video recording of the meeting will also be available through a link on the City's website

<https://calendar.stratford.ca/meetings> following the meeting.

Pages

**1. Call to Order**

The Chair to call the Meeting to Order.

**2. Disclosure of Pecuniary Interest and the General Nature Thereof**

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

Name, Item and General Nature of Pecuniary Interest

**3. Sub-committee Minutes**

5 - 14

Sub-committee minutes are attached for background regarding the discussion held at the February 28, 2024 Sub-committee meeting.

**4. Delegations**

**4.1 Request for Delegation by Robert Ritz - "386 William Street - Street Access Request onto Joffre Street" (ITS24-004)**

Robert Ritz, Architect, will be speaking on behalf of Tom Drake, owner of 386 William Street. The Infrastructure, Transportation and Safety Committee will be asked to consider granting an easement over the lands governed by By-law 5050, being a conveyance of lands as public highway forming part of Joffre Street, to provide access from 386 William Street to Joffre Street.

**For the consideration of Committee.**

Motion by

**THAT Robert Ritz, Architect, on behalf of Tom Drake, Owner of 386 William Street regarding their request for an easement over lands governed by By-law 5050, be heard.**

**5. Report of the Director of Infrastructure Services**

**5.1 386 William Street – Street Access Request onto Joffre Street (ITS24-004)**

15 - 18

**Staff Recommendation:** THAT the request by the Owner of 386 William Street to be permitted legal street access onto Joffre Street, be denied as the City of Stratford continues to require the use of this parcel of property for municipal purposes.

Motion by

**Sub-committee Recommendation: THAT the request by the Owner of 386 William Street to be permitted legal street access onto Joffre Street, be denied as the City of Stratford continues to require the use of this parcel of property for municipal purposes.**

**6. Report of the Manager of Environmental Services**

**6.1 Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002)**

19 - 24

**Staff Recommendation:** THAT the Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002) be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.

Motion by

**Sub-committee Recommendation:** THAT the Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002) be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.

## 6.2 Drinking Water Quality Management Standard 2023 Management Review (ITS24-003)

25 - 47

**Staff Recommendation:** THAT the Management Review Minutes 2023 and Summary Table of Action Items 2023 attached to Report ITS24-003, be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.

Motion by

**Sub-committee Recommendation:** THAT the Management Review Minutes 2023 and Summary Table of Action Items 2023 attached to Report ITS24-003, be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.

## 7. For the Information of Committee

### 7.1 Department Update

A copy of the update has been posted to the City's website on the "Engineering Division" page.

### 7.2 Advisory Committee/Outside Board Minutes

48 - 55

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

- Active Transportation Advisory Committee Minutes of November 22, 2023
- Accessibility Advisory Committee Minutes of January 23, 2024

## 8. Adjournment

Meeting Start Time:

Meeting End Time:

Motion by

**Committee Decision: THAT the Infrastructure, Transportation and Safety  
Committee meeting adjourn.**



## The Corporation of the City of Stratford Infrastructure, Transportation and Safety Sub-committee MINUTES

Date: February 28, 2024

Time: 4:30 P.M.

Location: Council Chamber, City Hall

Sub-committee Present: Councillor Burbach - Chair Presiding, Councillor Nijjar - Vice Chair, Councillor Beatty, Councillor Hunter

Regrets: Councillor McCabe

Staff Present: Taylor Crinklaw - Director of Infrastructure Services, Johnny Bowes - Manager of Environmental Services, Joan Thomson - Chief Administrative Officer, Tatiana Dafoe - City Clerk, Neil Anderson - Director of Emergency Services/Fire Chief, Miranda Franken - Council Clerk Secretary

### 1. Call to Order

The Chair called the Meeting to Order.

Councillor McCabe provided regrets for this meeting.

Land Acknowledgment

Moment of Silent Reflection

The Chair read the City of Stratford Respectful Workplace Policy statement.

### 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

Councillor Hunter declared pecuniary interest on item 4.1, "386 William Street – Street Access Request onto Joffre Street (ITS24-004)." Councillor Hunter owns property on Joffre Street abutting 386 William Street. Councillor Hunter advised that while he does not have a pecuniary interest, there has been a dispute with the owner of 386 William Street in 2019 and recused himself out of an abundance of caution.

### **3. Delegations**

#### **3.1 ADDED - Request for Delegation by Craig Merkley on behalf of the Energy and Environment Advisory Committee**

Motion by Councillor Hunter

**THAT Craig Merkley be heard.**

**Carried**

Craig Merkley, member of the Energy and Environment Advisory Committee provided Sub-committee with a 2023 Update on the Committee's initiatives and activities. Highlights of the presentation included:

- the mandate of the Committee being to advise Council on related issues;
- there being three Working Groups: Ecological, ICI Waste Reduction, and Carbon Reduction;
- the focus of the Ecological Working Group being on four areas; shoreline work, native grasses project, invasive species issues and TJ Dolan Area;
- with respect to shoreline work the Committee having:
  - completed maintenance on native grass cribs planted along the shoreline behind William Street to remove invasive species;
  - working with summer students and retired Upper Thames River Conservation Authority employees to remove thistles, coltsfoot, bindweed and ragweed; and

- thinning the Red Dogwood planted in 2008 as part of Bio-engineering work.
- with respect to the Native Grass project:
  - a sample plot of big blue stem and small blue stem grass plugs being planted to gage the survival rate of the grasses;
  - native grasses being beneficial for biodiversity, filtering sediments, the roots creating corridors and once established they will maintain themselves;
  - a sample plot yielding 95% survival rate and 200 plugs being planted in June with neighborhood assistance;
  - challenges for this area being parking on the boulevard, drainage issues, bikes and weeding maintenance while plants are established;
  - signage being added outlining what the project is and why it is important;
  - a positive outcome of the project being a turtle nest being found in the boulevard with 64 eggs;
  - the eggs having been gathered, incubated, hatched and released at the John Street Weir in early September; and
  - to offset turtle fatalities crossing the Street, staff are looking at posting a yellow turtle crossing sign.
- with respect to the invasive species project:
  - phragmites, knotweed and periwinkle being the focus;
  - a \$5,000 grant from Invasive Species Council of Canada being obtained to deal with phragmites and knotweed by spraying;
  - there being plans to treat periwinkle in 2024;
  - periwinkle planted locally having taken over and there being a focus to raise awareness;
  - periwinkle being a problem in both the TJ Dolan area and Shakespearean Gardens.
- with respect to the TJ Dolan project:

- the focus being on the ecology within the area;
- there being concerns with side trails being created causing compaction, disruptions of nesting and feeding birds;
- bikes running over vegetation;
- reviewing other municipal solutions to address these issues;
- education being key to keep people on wood chip trails;
- lean-to's made out of materials from the forest floor causing issues; and
- materials being needed to build soil structure to improve integrity of the ground itself and the lean-to's having been dismantled and redistributed.
- in 2024, work will be continuing on the shoreline, in the TJ Dolan area and in the Native Grasses area;
- Invasive Species Council of Canada having been contracted to create a masterplan for the City;
- the masterplan being completed in the Spring of 2024 and being used to inform the invasive species work in the City and to create opportunity to apply for further funding; and
- additional work being completed with the Chestnut Council of Canada and Re-Leaf, planting rare species of chestnut seedlings in areas where mature American Chestnut was found to promote growth.

The Chair thanked Mr. Merkley, members of the Committee, and the Manager of Parks, Forestry and Cemetery for working in tandem and helping to move projects forward.

#### **4. Report of the Director of Infrastructure Services**

##### **4.1 386 William Street – Street Access Request onto Joffre Street (ITS24-004)**

**Staff Recommendation:** THAT the request by the Owner of 386 William Street to be permitted legal street access onto Joffre Street, be denied as the City of Stratford continues to require the use of this parcel of property for municipal purposes.



**Sub-committee Discussion:** The Chair noted that the addenda included a request from Tom Drake to defer his delegation and Report ITS24-004 for a minimum of two months.

A member stated this matter has been before Council many times, there does not appear to be substantial changes and that they did not believe it should be before Council.

The Director of Infrastructure Services provided the following information on the report:

- the report being brought before Sub-committee to consider the request of the owner of 386 William Street;
- City staff having been made aware of the owner's intent to sever the lot through an incomplete application to the Committee of Adjustment;
- Planning staff having identified an obstacle to obtaining a severance being the need to ensure legal street access;
- 386 William Street not having access to Joffre Street;
- the City owning the parcel of land between the road right of way and the subject property which acts as a land reserve;
- without this parcel acting as a land reserve, the adjoining properties having automatic access to the street and ability to add an additional driveway if desired;
- the establishment of a reserve being common practice employed by municipalities to ensure some control on how land is developed;
- multiple requests by the owner to be granted access onto Joffre Street having been denied by Council, most recently in 2018;
- City staff requiring this property for municipal purposes;
- Joffre Street having been fully reconstructed in 2016;
- Staff having made best efforts to meet current standards with the biggest obstacle being the turnaround at the end of the street;
- a significant amount of property from a minimum of two adjacent property owners being required to meet the current standards for the preferred bulb shape turn around which was not feasible;

- the preferred bulb standard permitting easier turning movements for a larger fleet and emergency vehicle use and better for facilitating winter operations;
- best efforts in 2016 resulting in construction of a hammerhead turnaround which is difficult to navigate and challenging to manage winter operations; and
- the addition of a driveway access would further impede the City's ability to manage winter events, a specialized and infrequently used piece of equipment like front end loader may be required to complete winter maintenance in the area which would add additional cost and difficulty to winter operations.

Motion by Councillor Beatty

**Sub-committee Recommendation: THAT the request by the Owner of 386 William Street to be permitted legal street access onto Joffre Street, be denied as the City of Stratford continues to require the use of this parcel of property for municipal purposes.**  
**Carried**

Councillor Hunter, having declared a pecuniary interest on this item, did not participate in the discussion or vote on this item.

## **5. Report of the Manager of Environmental Services**

### **5.1 Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002)**

**Staff Recommendation:** THAT the Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002) be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.

**Sub-committee Discussion:** The Manager of Environmental Services provided the following highlights from the report:

- this being an annual report to Council;
- staff being required through Ministry Regulations to ensure transparency between staff, management and the owner of the drinking water system with the owner being the Mayor and Council;

- one component examined is infrastructure and use which means staff undertake a comprehensive look at all elements related to the drinking water system in regards to maintenance, major projects reviewed, major projects completed and major infrastructure costs incurred during 2023;
- highlights from the report include;
  - there having been 16 water main breaks in 2023, significantly lower than the City average of 30;
  - there being no frozen water services due to mild winter; and
  - staff having replaced 28 lead water services as a result of reconstruction projects during the reporting project on Kinsey Street, Huron Street and Argyle Street.

Motion by Councillor Hunter

**Sub-committee Recommendation: THAT the Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002) be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.**

**Carried**

## **5.2 Drinking Water Quality Management Standard 2023 Management Review (ITS24-003)**

**Staff Recommendation:** THAT the Management Review Minutes 2023 and Summary Table of Action Items 2023 attached to Report ITS24-003, be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.

**Sub-committee Discussion:** The Manager of Environmental Services provided the following highlights from the report:

- this being a separate report from the previous item but being brought to Council for the same reason of transparency between the owner and management;
- this report being a comprehensive evaluation of the City's drinking water quality management system (QMS);

- this being a top management review looking at the Ministry of Environment annual inspection that occurred in 2023;
- there being an internal and external audit of our quality management drinking water system annually which includes best management practices, opportunities for improvement and operational performance highlighting any alarms received through the year, and any trending abnormal situations to be aware of; and
- the report including the minutes from the Top Management Review meeting.

Motion by Councillor Nijjar

**Sub-committee Recommendation: THAT the Management Review Minutes 2023 and Summary Table of Action Items 2023 attached to Report ITS24-003, be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.**

**Carried**

## **6. Department Update**

**Sub-committee Discussion:** The Manager of Environmental Services provided the following highlights on water:

- there being 7 water main breaks over the February 23-25 weekend bringing the 2024 total to 14;
- in 2023, the total water main break being 16, highlighting annual inconsistencies;
- factors for the breaks are undetermined; common reasons being temperature fluctuations, ground disturbances, pressure transits in the system and often older infrastructure;
- Water Staff being thanked for managing these water main breaks;
- World Water Day being held on March 22 and staff developing social media posts to raise awareness; and
- on March 22, World Water Day, staff hosting open house tours of the Waste Water Treatment Plant on West Gore Street, the Romeo Control Centre and the Dufferin Water Tower.

The Director of Infrastructure Services provided the following highlights from the update:

- an open house for residents will be held in the coming months to outline the plan for the Albert Street Reconstruction Phase 2 project from King Street to Front Street;
- Phase 1 restart likely happening in late April;
- Staff finalizing the design for the Erie Street Resurfacing project;
- intricacies between Ontario Street and St. Patrick Street being addressed before the project can be finalized;
- resurfacing for 2024 to include the Erie Street parking lot;
- the Moderwell Street Local Improvement Open House having been hosted on February 20 to outline implications of the local improvement;
- the open house having been well attended and staff having received good feedback, with a report being brought to the next Infrastructure, Transportation and Safety Sub-committee meeting; and
- the first fully electric piece of fleet being obtained and operational.

A question and answer period took place between Sub-committee members and staff regarding technological developments to offset watermain breaks. It was noted that:

- 5 hydrant pressure transmitters were installed in 5 quadrants of the City;
- transmitters constantly read the pressure in the system and email staff if a pressure transient occurs meaning a spike or drop in pressure;
- the system not being able to predict a watermain break but does help staff to understand why some areas are more susceptible;
- if a pressure transient occurs close to wells and there is an issue with the well, BFD (frequency drives from the pumps) can be adjusted; and
- technologies in place assisting but the system still being unpredictable.

## **7. Advisory Committee/Outside Board Minutes**

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

- Active Transportation Advisory Committee Minutes of November 22, 2023
- Accessibility Advisory Committee Minutes of January 23, 2024

**8. Next Sub-committee Meeting**

The next Infrastructure, Transportation and Safety Sub-committee meeting is March 27, 2024 at 4:30 p.m. in the Council Chamber, City Hall.

**9. Adjournment**

Motion by Councillor Beatty

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

**Carried**

Meeting Start Time: 4:30 P.M.

Meeting End Time: 5:02 P.M.



## MANAGEMENT REPORT

**Date:** February 28, 2024  
**To:** Infrastructure, Transportation and Safety Sub-Committee  
**From:** Taylor Crinklaw, Director of Infrastructure Services  
**Report Number:** ITS24-004  
**Attachments:** Map: Joffre Street Turnaround and Surrounding City Owned Parcel of Land

**Title:** 386 William Street – Street Access Request onto Joffre Street

**Objective:** To consider the request made by the Owner of 386 William Street to attain legal street access onto Joffre Street.

**Background:** The intent of this report is to bring forward a request by the Owner of 386 William Street to be given street access onto Joffre Street. The Owner has proposed his rear lot could be severed to make a new lot. Before this could be considered, the Owner would need legal access to Joffre Street, as the severed lot would need its own frontage onto a public street, a requirement to qualify for a building permit. The City became aware of the Owner's intent through his Planning application submission to the Committee of Adjustment. The application was deemed incomplete and has not moved forward at this time. In consultation with Planning Staff, the Owner was informed the likeliest biggest obstacle in obtaining a severance would be ensuring street right-of-way access for the proposed severed lot onto Joffre Street.

Currently, 386 William Street has no legal street access to the Joffre Street right-of-way. The City owns a parcel of land between the road right-of-way and the subject property, put in place in 1954 to effectively act as a reserve. Without this parcel acting as a land reserve, adjoining properties would have automatic legal rights to street access and the installation of a second driveway. As allowed under the Planning Act, R.S.O. 1990, c. P.13, the establishment of reserves is a common practice employed by municipalities to ensure some control in how land is developed. One of the most common examples of using a reserve is for lands that abut an arterial road like O'Loane Avenue. Ensuring safe and unhindered traffic flow, reserves are in place along O'Loane Avenue that restrict new developments access to the street to a select number of intersecting streets such Brown and Thomas Streets. This eliminates the potential hazard and burden generated because of a high number of private driveways accessing an arterial road.

The Owner has made multiple requests in the past to be given access onto Joffre Street. Previous requests have not been approved by Council, nor have requests to acquire the property from the City. In a report presented at the November 20, 2018, Infrastructure, Transportation and Safety Sub-Committee, access was requested via the City's Encroachment policy process. At that time the Infrastructure and Development Services Department advised that they did not recommend approval of the application for an encroachment for 386 William Street. The reasoning given was that the City still requires use of the property for municipal purposes, including snow storage. It was deemed that the proposed driveway encroachment and use of the property by the applicant would unreasonably interfere with the City's ongoing use of the property.

**Analysis:** Joffre Street was fully reconstructed in 2016. At the time Staff made best efforts to ensure the street met current standards. The biggest obstacle was the turnaround located at the end of the street. To meet the current standards of the preferred bulb shaped turnaround, a significant amount of frontage would need to be purchased by the City for at least two adjacent properties. The preferred bulb standard permits easier turning movements for large fleet and emergency use vehicles and is better able to facilitate winter control operations.

In 2016 the constructed hammerhead style turnaround was an operational and emergency services access improvement from what was there prior. However, this style of turnaround is also difficult to navigate and manage for larger fleet, particularly for winter maintenance. The addition of a driveway access would further impede the City's ability to manage winter events. A specialized and infrequently used piece of fleet, such as a front-end loader, may be required solely to address winter maintenance in this area.

Another concern is the potential precedent set by approving street access onto a turnaround that doesn't meet current standards. If all five properties that abut Joffre Street turnaround were permitted an additional driveway access, there would be the creation of five new driveways on this turnaround. This would significantly further impede winter maintenance to the point of requiring specialized equipment and more costly snow removal and hauling activities for each snow fall event.

A final concern is that any granted access advances the possibility for the creation of a new separate, standalone building lot. Although the Planning Division has not provided any evaluation or planning opinion (as noted earlier the Owner's Committee of Adjustment application was deemed incomplete and has not moved forward), any possible severed lot would not be comparable to surrounding/area properties regarding lot frontage and size (area).

### **Financial Implications:**

#### **Financial impact to current year operating budget:**

There is no anticipated impact to the current year operating budget.



**Financial impact on future year operating budget:**

If Council approves street access onto Joffre Street, it will result in additional operational and maintenance resources to maintain winter control services.

**Legal considerations:**

The Owner of 386 William Street has not succeeded in the past in his appeals to the provincial Courts regarding past Council decisions that deny his request for street access onto Joffre Street.

**Insurance considerations:**

If the Owner is permitted street access, the level of service for snow removal in the area is anticipated to be reduced, which could lead increased probability of claims.

**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.

**Alignment with One Planet Principles:****Health and Happiness**

Encouraging active, social, meaningful lives to promote good health and wellbeing.

**Culture and Community**

Nurturing local identity and heritage, empowering communities and promoting a culture of sustainable living.

**Material and Products**

Using materials from sustainable sources and promoting products which help people reduce consumption.

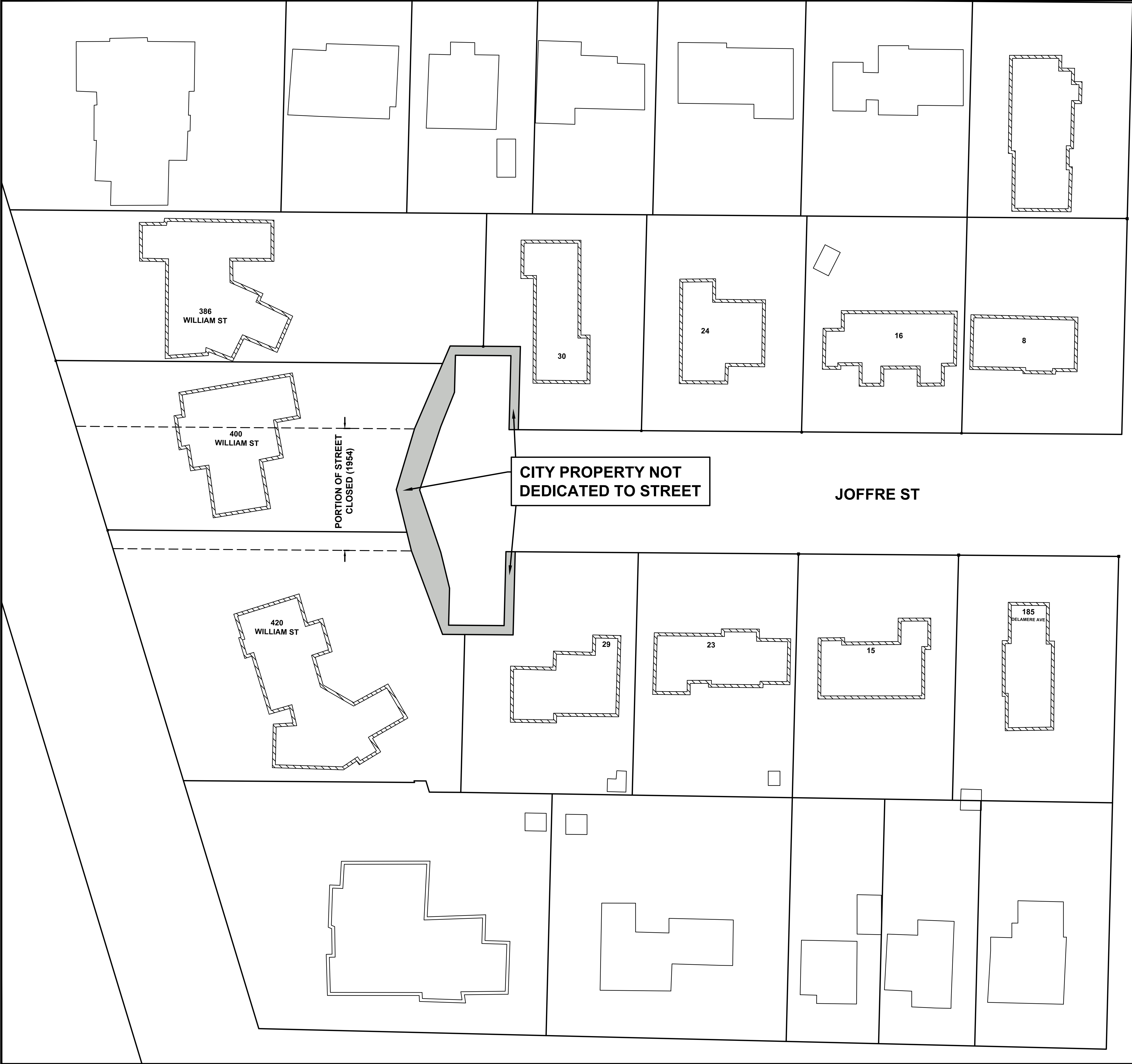
**Staff Recommendation: THAT the request by the Owner of 386 William Street to be permitted legal street access onto Joffre Street, be denied as the City of Stratford continues to require the use of this parcel of property for municipal purposes.**

**Prepared by:**

Taylor Crinklaw, Director of Infrastructure Services  
Adam Betteridge, MPA, MCIP, RPP, Director of Building and Planning Services  
Tatiana Dafoe, Clerk

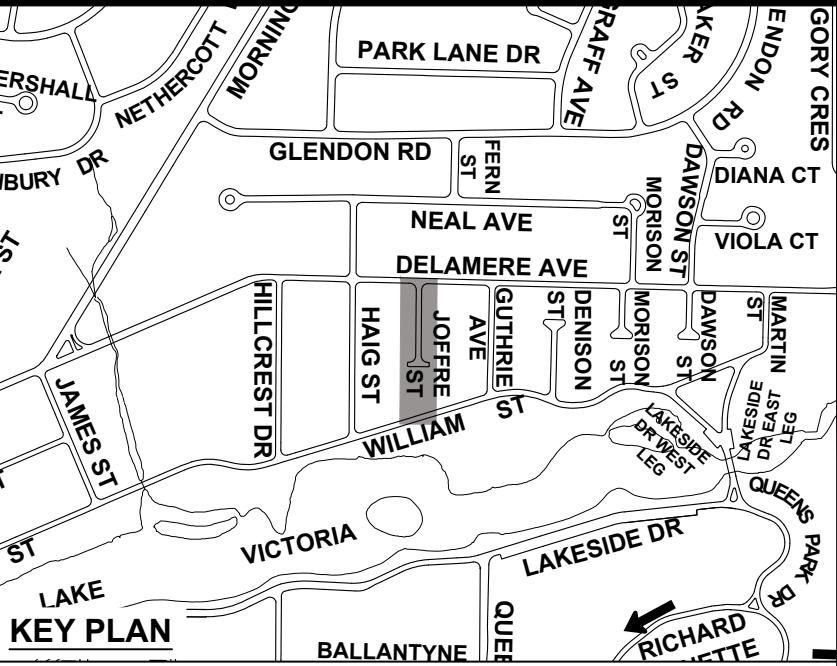
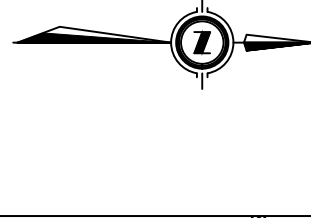
**Recommended by:**

Joan Thomson, Chief Administrative Officer



DELAMERE AVE

JOFFRE ST



**GENERAL NOTES**

THE POSITION OF POLE LINES, CONDUITS, WATERMANS, SEWERS AND OTHER UNDERGROUND AND ABOVE GROUND UTILITIES AND STRUCTURES ARE NOT NECESSARILY SHOWN ON THE CONTRACT DRAWINGS, AND WHERE SHOWN, THE ACCURACY OF THE POSITION OF SUCH UTILITIES AND STRUCTURES IS NOT GUARANTEED.

BEFORE STARTING WORK, THE CONTRACTOR(S) WILL PROVE THE POSITION OF ALL SUCH UTILITIES AND STRUCTURES AND WILL ASSUME LIABILITY FOR DAMAGE TO THEM.

ALL DIMENSIONS ARE IN METRES UNLESS OTHERWISE NOTED.

ALL DIMENSIONS RELATED TO CURB ARE FROM BASE OF CURB AT GUTTER.

**GEODETIC BENCHMARK ELEV. = 362.342m**

CITY OF STRATFORD MONUMENT No. 09620020067.  
CAP IN CONCRETE CURB LOCATED ON THE NORTH SIDE OF DELAMERE AVENUE OPPOSITE GUTHRIE AVENUE.

No.	DESCRIPTION	DATE	BY
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**REVISIONS**



THE CORPORATION OF THE CITY OF STRATFORD  
INFRASTRUCTURE AND DEVELOPMENT  
SERVICES DEPARTMENT

**JOFFRE ST**

**ROAD RECONSTRUCTION**

**JOFFRE ST - WILLIAM ST TO DELAMERE AVE**

SCALE:	1:300	0 5m 10m
DATE:	OCT. 16, 2015	
DRAWN BY:	N. SHELDON	
DESIGNED BY:	N. SHELDON	
REVIEWED BY:	T. CRINKLAW	
SHEET:	FIG. 1	



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## MANAGEMENT REPORT

**Date:** February 28, 2024  
**To:** Infrastructure, Transportation and Safety Sub-committee  
**From:** Johnny Bowes, Manager of Environmental Services  
**Report Number:** ITS24-002  
**Attachments:** Infrastructure Review 2023

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**Title:** Drinking Water Quality Management Standard 2023 Infrastructure Review

**Objective:** A requirement of the Ontario Drinking Water Quality Management Standard (DWQMS) Operational Plan is for the Quality Management System (QMS) representative to ensure annual infrastructure review results are conveyed to Top Management being the Director of Infrastructure Services, the Manager of Environmental Services, and the Owner (Council). This report fulfills that requirement.

**Background:** The DWQMS is mandated through the *Safe Drinking Water Act, 2002*, and promotes transparency between the Owner and the Water Operating Authority (Water Division). The Infrastructure Review is 1 of 21 Elements of the Quality Management System.

**Analysis:** The 2023 Infrastructure Review was conducted on December 12<sup>th</sup>, 2023. The Infrastructure Review looked at 3 components:

- Maintenance Review (November 1<sup>st</sup>, 2022 to November 30<sup>th</sup>, 2023)
  - Provided a summary of operational maintenance activities in the water distribution system.
- Major Projects Review (November 1<sup>st</sup>, 2022 to November 30<sup>th</sup>, 2023)
  - 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.

## **Financial Implications:**

### **Financial impact to current year operating budget:**

The attached Infrastructure Review Table identifies approximately \$88,000 of previously established operational and capital items that have already been funded through the 2022 and 2023 budgets. Most of the projects listed have been completed and as mentioned, were paid for from existing reserves. Although some projects are listed as “ongoing”, the costs associated with them were covered in 2023. The outstanding work for the ongoing project is implementation, which will be completed throughout 2024.

The required annual review of capital asset information will continue to assist in ensuring that assets are maintained or replaced when required, and that the rates collected from users are sufficient to cover these costs.

### **Legal considerations:**

Maintaining a Municipal Drinking Water License is a requirement to legally operate a drinking water system. Completing this annual infrastructure review and report to Council is needed to satisfy the requirements for a Municipal Drinking Water License renewal.

Costs would be incurred by the City of Stratford if we did not meet these requirements as the MECP would be required to retain experts (at the City’s expense) to conduct an investigation into the municipal drinking water system and raw water supply in order to allow us to continue to supply water.

## **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.

## **Alignment with One Planet Principles:**

### **Sustainable Water**

Using water efficiently, protecting local water resources and reducing flooding and drought.

**Staff Recommendation: THAT the Drinking Water Quality Management Standard 2023 Infrastructure Review (ITS24-002) be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.**

<b>Prepared by:</b>	Johnny Bowes, Manager of Environmental Services
<b>Recommended by:</b>	Taylor Crinklaw, Director of Infrastructure Services
	Joan Thomson, Chief Administrative Officer

# Infrastructure Review 2023

December 12<sup>th</sup>, 2023 – Hamlet Room

## Drinking Water System Name:

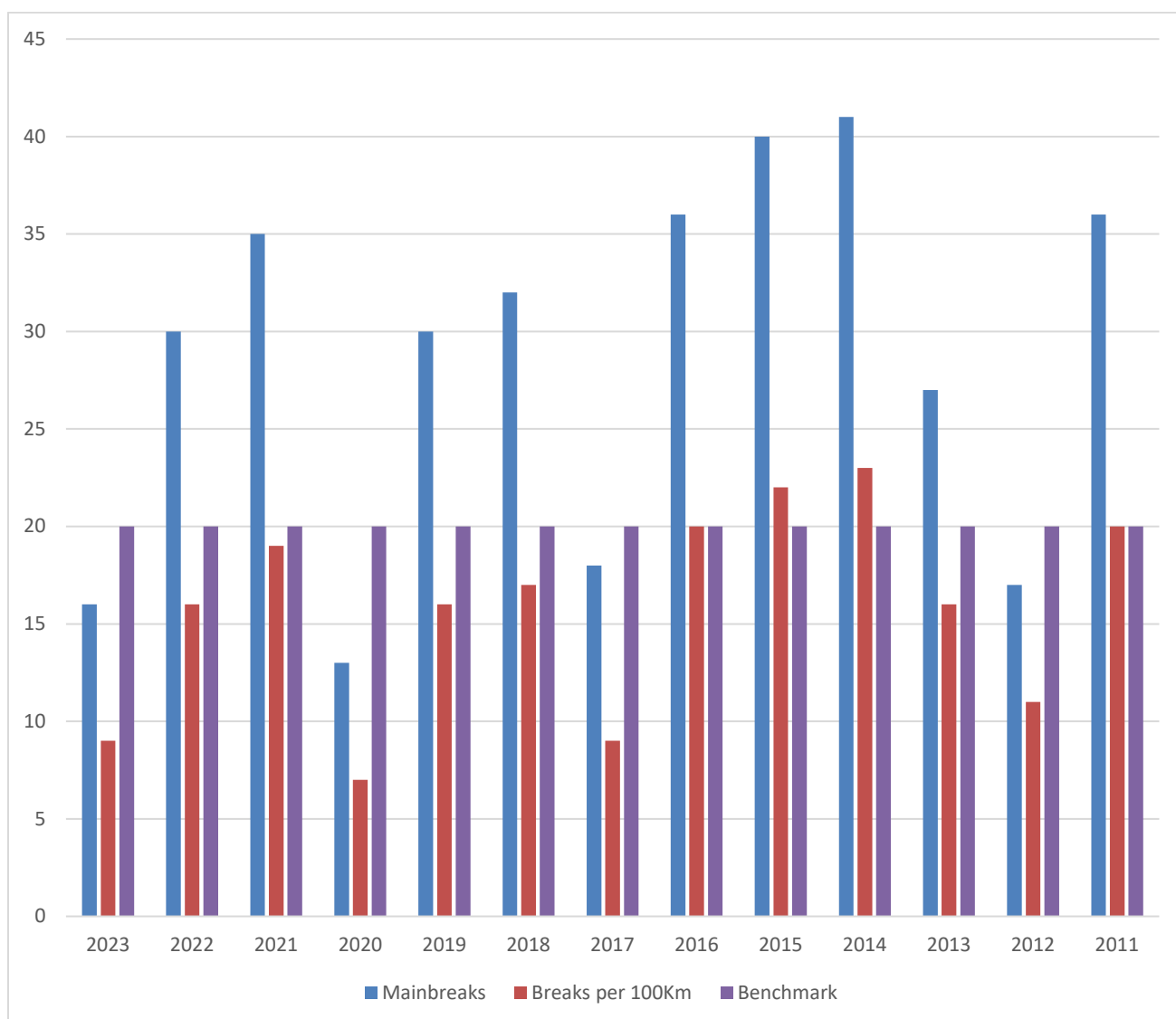
*Stratford Drinking Water System*

## Maintenance Review

November 1<sup>st</sup>, 2022 – November 30<sup>th</sup>, 2023

### 1. Number of Mainbreaks

- o 35 In 2021
- o 30 in 2022
- o 16 in 2023



# Infrastructure Review 2023

December 12<sup>th</sup>, 2023 – Hamlet Room

## 2. Frozen Services Response:

- 2022 – 2 frozen services (38 & 58 Norfolk Street)
  - i. Batch 1 – 9 services (Jan. 10 – April 11)
  - ii. Batch 2 – 72 services (Jan. 14 – April 11)
  - iii. Batch 3 – 126 services (Jan. 31 – April 11)
- 2023 – 0 Frozen Services
  - i. Batch 1 – 9 Services (December 22 – April 9)

## 3. Valve Program:

- Exercise program – 197 valves exercised in 2019
- Exercise program – 121 valves exercised in 2020
- Exercise program – 588 valves exercised in 2021
- Exercise program – 196 valves exercised in 2022
- Exercise program – 113 Valves exercised in 2023

## 4. Hydrants Checked 2023:

- Hydrant maintenance program – 8 Hydrant repairs
- Replaced 0 hydrant valves
- All public hydrants are operated to ensure hydrants are operational at a minimum of 1x per year, in conjunction with our flushing program.
- System wide hydrant leak survey completed in 2023

## 5. Water Loss:

- Water Loss 2019 – 12.1%
- Water Loss 2020 – 8.5% (flushing, fire department, main breaks, service leaks, frozen services, automatic flusher, dead-end flushing).
- Water Loss 2021 – 21% (Hydrant flushing, fire department, main breaks, large hydrant break on Griffith Rd, service leaks, frozen services, automatic flusher, dead-end flushing, Romeo Reservoir cleaning).
- Water Loss During Reporting Period – Unconfirmed 17% (requires annual data from FH at year end)

## 6. Lead Replacements Replaced (city side) or removed:

- 2 in 2019
- 0 in 2020
- 2 in 2021 (140 Norman Street & 151 Nelson Street)
- 28 in Reporting Period (11 on Huron Street, 16 Argyle Street, 1 Mackenzie Street)



## Infrastructure Review 2023

December 12<sup>th</sup>, 2023 – Hamlet Room

### Infrastructure Review 2022/2023

Project Name	Topic	Description of Project	Costing	Budget	Action Items	Target Date
Dufferin and Forman Water Tower Cleaning and Inspections	Water Distribution System Maintenance	Physical and CCTV inspections and condition assessments of the City's water towers.	\$8,200	2023 Operating	Under Review	Completed
Chlorine Valve Regulator Replacements	Water Treatment System Repair & Replacement	Replacement of 4 chlorine gas flow regulators and 2 remote flowmeters.	\$18,400	2023 Capital	None	Completed
System Wide Leak Detection Survey	Water Distribution System Maintenance	QMS program requires a 3-year system wide leak detection survey.	\$10,000	2023 Capital	None	Completed
Mornington PLC Upgrade	Water Treatment System Replacement	Replacement of existing PLC at the Mornington Treatment Well.	\$5,600	2023 Capital	None	Completed
Mag Meter Installations: FW6, Lorne and O'Loane Wells	Water Treatment System Replacement	Install new mag meters at FW6, Lorne and O'Loane Wells.	\$20,900	2023 Capital	None	Completed
Groundwater Program Review	Raw Water Supply	Geotechnical consultant retained to review and update our groundwater monitoring program.	\$14,000	2022 Operating	Awaiting report	Ongoing
Bottle Fill Station Installations	Public Drinking Water Accessibility	Installed public combo unit water bottle fill and foundation stations at SERC and The Boathouse.	\$10,000	2022 Capital	Shared cost with Community Services for installation of these units	Completed



# Infrastructure Review 2023

December 12<sup>th</sup>, 2023 – Hamlet Room

## Conclusions

- Valves - Program continues to evolve on an annual basis. An increase in development and capital commissioning plans took away time normally allotted for Valve PM.
- Well Program – In 2022 returned to a scheduled based system 5-10 years with a preliminary step-test component to determine if the well needs a full rehabilitation. Started with performance step testing on FW6, FW7 and Dunn Rd. This is to be further developed in 2023/2024 with the assistance from our geotechnical consultant.
- Installation of more bottle fill stations have resulted in less use of the portable “Water wagon”. The fill stations have been well received and is a cost savings internally.
- Water Loss – No concerns currently. Hydrant Distribution monitoring to improve analysis.
- Watermain Breaks – No concerns currently. Below benchmark. All procedures followed.





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## MANAGEMENT REPORT

**Date:** February 28, 2024  
**To:** Infrastructure, Transportation and Safety Sub-committee  
**From:** Johnny Bowes, Manager of Environmental Services  
**Report Number:** ITS24-003  
**Attachments:** 1. Management Review Minutes 2023, and  
2. Summary Table of Action Items 2023.

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**Title:** Drinking Water Quality Management Standard 2023 Management Review

**Objective:** A requirement of the Ontario Drinking Water Quality Management Standard (DWQMS) Operational Plan is for the Quality Management System (QMS) representative to ensure annual management review results are conveyed to Top Management, being the Director of Infrastructure Services, and the Manager of Environmental Services, and the Owner (Council). This report fulfills that requirement.

This report contains a summary of information that Top Management must review annually in accordance with the DWQMS.

**Background:** The DWQMS is mandated through the *Safe Drinking Water Act, 2002*, and promotes transparency between the Owner and the Water Operating Authority (Water Division). In combination with the Infrastructure Review, this forms 1 of 21 Elements of the Quality Management System.

**Analysis:** The 2023 Management Review was conducted on December 12<sup>th</sup>, 2023. The review allowed for a comprehensive evaluation of the City of Stratford's Drinking Water Quality Management System. It was a prescriptive review and identified action items and the respective corrective actions. The attached documents contain a summary of information that Top Management reviewed and includes, but is not limited to, findings from the 2023 Ministry of Environment, Conservation and Parks inspection, third party and internal audit findings, and operational performance. The review period was from November 1<sup>st</sup>, 2022 to November 30<sup>th</sup>, 2023.

## **Financial Implications:**

### **Financial impact on future year operating budget:**

In order to prepare for the 2024 DWQMS annual top management review, audits will be required by external 3<sup>rd</sup> parties. These fees are accounted for in the 2024 budget.

### **Legal considerations:**

Maintaining a Municipal Drinking Water License is a requirement to legally operate a drinking water system. Completing this annual DWQMS top management review and report to Council is needed to satisfy the requirements for a Municipal Drinking Water License renewal.

Costs would be incurred by the City of Stratford if we did not meet these requirements as the MECP would be required to retain experts (at the City's expense) to conduct an investigation into the municipal drinking water system and raw water supply in order to allow us to continue to supply water.

## **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.

## **Alignment with One Planet Principles:**

### **Sustainable Water**

Using water efficiently, protecting local water resources and reducing flooding and drought.

**Staff Recommendation: THAT the Management Review Minutes 2023 and Summary Table of Action Items 2023 attached to Report ITS24-003, be received by Council to fulfil the requirement of the Ontario Drinking Water Quality Management Standard.**

<b>Prepared by:</b>	Johnny Bowes, Manager of Environmental Services
<b>Recommended by:</b>	Taylor Crinklaw, Director of Infrastructure Services
	Joan Thomson, Chief Administrative Officer

## Management Review Minutes

### City of Stratford Drinking Water System

<b>Issue Date:</b>	2023-12-18
<b>Drinking Water System Name:</b>	City of Stratford Drinking Water System
<b>Owner and Location:</b>	The Corporation of the City of Stratford
<b>Review Period:</b>	November 1 <sup>st</sup> , 2022, through November 30 <sup>th</sup> , 2023

#### Meeting Information and Introduction

<b>Date/Time:</b>	December 18 <sup>th</sup> , 2023
<b>Location:</b>	Hamlet Room
<b>Attendees:</b>	<p><b>Top Management:</b> Taylor Crinklaw, Director of Infrastructure Services; Johnny Bowes, Manager of Environmental Services</p> <p><b>QMS Representative:</b> Joel Desrosiers, Environmental Services Technician</p> <p><b>Additional:</b> Todd Smythe, Supervisor of Environmental Services; Sean Beech, Supervisor of Environmental Services</p>
<b>Regrets:</b>	N/A
<b>Distribution:</b>	City Council
<b>Minutes Taken By:</b>	Johnny Bowes
<b>Introduction:</b>	<p>The purpose and objectives of the Management Review were reviewed as follows:</p> <p><u>Purpose:</u> To evaluate the continuing suitability, adequacy, and effectiveness of the QMS.</p> <p><u>Objectives:</u> The Management Review participants will review/discuss the standing agenda items and the data presented, identify deficiencies, make recommendations and/or initiate action plans to address identified deficiencies as appropriate.</p> <p>The Management Review includes a review of the DWQMS operational plan, SAI audit report(s), internal audit report(s) and other related operational documents/records as detailed in the meeting minutes. The information reviewed during the Management Review was provided/made available to attendees.</p> <p>This meeting covers all standing agenda items for the DWS noted above. Details of the discussion, any deficiencies identified, decisions made, and applicable action items related to each standing agenda item are described under the</p>



	<p>appropriate item number within the following table. Additional comments/discussion items are described under section 2.</p> <p>Any follow up on actions and/or additional actions required are detailed under item.</p>
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## Meeting Minutes

Item #	Documentation Reviewed/Discussion Points/Issues Raised/Action Taken to Date/Decisions Made	Actions Identified During Management Review	Responsibility/Assigned To	Target Date
1[a]	<p><b>Incidents of regulatory non-compliance:</b> A routine MECP inspection was conducted on June 5<sup>th</sup>, 2023 by Neville Rising. There were three no non-compliance identified and as such the inspection rating was 96.94%. Two recommendations were identified (refer to Item q). – discussed PTTW issue in detail and outcome with Lotowater involvement</p>	-	-	-
[b]	<p><b>Incidents of adverse drinking water tests:</b> There was an AWQI reported on August 9<sup>th</sup>, 2023 with a result of 1cfu/100mL TC at 777 Romeo St. (Weigh Scale). Up and down stream samples were collected as well resamples from the source. All samples came back negative, no further action required.</p> <p>Discussed installing sample stations in 2024 at sites like the landfill and WPCP.</p> <p>Water quality exceedances for Fluoride and Sodium were observed in samples taken in March 2023. Fluoride is naturally occurring in Stratford's drinking water supply source.</p> <p>Fluoride &amp; Sodium exceedances are reportable every 57 months and was reported in 2023. Next reportable exceedances will be in 2028.</p>	-	-	-
[c]	<b>Deviations from Critical Control Point limits and response</b>	The majority of	-	-

<p><b>actions:</b> There were twenty six CCP limits reached during the Management Review period. Since eLogbook's have been implemented CCPs are now being tracked using the e-logbook.</p> <p><b>Lorne Ave. Well:</b> Dec 6<sup>th</sup>, 2022 – Low cl2 alarm – due to well maint. Aug 6<sup>th</sup>, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p><b>Mornington Well:</b> May 4<sup>th</sup>, 2023 – Low cl2 alarm – Tanks did not switchover May 27<sup>th</sup>, 2023 – Low clearwell alarm – pump did not turn on for refresh June 16<sup>th</sup> 2023 – Low clearwell alarm – low lift pump did not turn on June 22<sup>nd</sup>, 2023 – Low cl2 alarm – analyzer required calibration July 2<sup>nd</sup>, 2023 – Low cl2 alarm – Tanks did not switchover July 23<sup>rd</sup>, 2023 – Low cl2 alarm – Tanks did not switchover November 22<sup>nd</sup>, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p><b>Romeo:</b> Dec 14<sup>th</sup>, 2022 – Low cl2 alarm – feed rate valve issue April 11<sup>th</sup>, 2023 – Low cl2 alarm – Replaced failed "T" in cl2 line July 26<sup>th</sup>, 2023 – Low cl2 alarm – Tanks did not switchover August 2<sup>nd</sup>, 2023 – High Clearwell alarm – All FWs we on at once for sampling September 16<sup>th</sup>, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p><b>Chestnut:</b> March 21<sup>st</sup>, 2023 – Low cl2 alarm – feed rate adjusted. June 18<sup>th</sup>, 2023– Low cl2 alarm – Tanks did not switchover July 7<sup>th</sup>, 2023 – Low cl2 alarm – communication issue</p>	<p>issues due to tank switchover. Looking into upgrading Cl2 equipment in 2024.</p>		
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	<p><b>Dunn:</b> June 17<sup>th</sup>, 2023 – Low cl2 alarm – Tanks did not switchover August 8<sup>th</sup>, 2023 – Low cl2 alarm – comm error on HMI Nov 26<sup>th</sup>, 2023 – Low cl2 – comm issue</p> <p><b>O’Loane:</b> April 12<sup>th</sup>, 2023 – Low cl2 alarm – Tanks did not switchover Sept 6<sup>th</sup>, 2023 – Flow rate Hi Alarm – due to well maint. Nov 23<sup>rd</sup>, 2023 – Low cl2 alarm – Tanks did not switchover</p> <p><b>Dufferin:</b> June 12<sup>th</sup>, 2023 – Hi Level Alarm – Filling Towers after cleaning Sept 26<sup>th</sup>, 2023 – Hi cl2 alarm – disabled and enabled alarm to reset</p> <p><b>Forman:</b> June 12<sup>th</sup>, 2023 – Hi Level alarm – Filling towers July 8<sup>th</sup>, 2023 – Low cl2 alarm – opened discharge valve for 10 mins of flushing.</p>			
[d]	<p><b>Effectiveness of the risk assessment process:</b> Once every calendar year a review of the Risk Assessment is required. on November 6<sup>th</sup>, 2023 the annual risk assessment was completed by Joel Desrosiers, Johnny Bows, Paul Ceppi, Dennis Carter, Todd Smythe, Sean Chandler.</p> <p>The risk assessment was revised to include up to date control limits and measures, ratings, and revision dates. Additional revisions include - raw water supply risk, vandalism.</p>	Johnny meeting with IT mgmt. to discuss physical security measures at the water sites. (fob installations etc)	JB	2024 end
[e]	<p><b>Internal and third-party Audit results:</b> The last External Audit was conducted on April 27<sup>th</sup>, 2023 by SAI</p>	-	-	-

	<p>Global for the Surveillance Audit. There was one significant OFI identified.</p> <p><b>1. Consider assessing the risk associated with vandalism and water supply shortfall.</b> Completed</p> <p>The last internal audit was conducted by Brigitte Roth on November 8<sup>th</sup> and 15<sup>th</sup>, 2023. There were no non-conformances identified and 3 opportunities for improvement. All OFI's will be reviewed, two are specific to document control and maintenance tracking. The other OFI was staff suggestions regarding vehicles and building space.</p>			
[f]	<p><b>Results of emergency response testing:</b> Emergency Response Training was completed on December 8<sup>th</sup>, 2023. Unidentified Water Loss Event was the topic. It was well received by staff with comments and feedback that will be reflected in the SOP.</p>	Update draft SOP with Comments from staff meeting	JB	Done
[g]	<p><b>Operational performance:</b></p> <ul style="list-style-type: none"> <li>Well Rehabilitation – <i>Continuing</i> step testing and retaining Lotimer Eng. For consulting services for our monitoring supply program.</li> <li>Work-Order System – <i>Transition to e.ris almost complete</i></li> <li>SCADA – <i>Sequence 4 alarms and Fibre Network</i></li> <li>Dead End Flushing Program – <i>Continuing</i></li> <li>Hydrant Flushing Program – <i>Continuing</i></li> <li>Hydrant Maintenance Program – <i>Continuing</i></li> <li>Valve Turning Program</li> <li>Inventory Tracking System – <i>Water Tech.</i></li> </ul> <p>Annual Fluoride Notice – <i>Completed for 2023</i></p>	-	-	-
[h]	<p><b>Raw water supply and drinking water quality trends:</b> The Raw Water Supply and Drinking Water Quality Trends Reports were reviewed.</p>	-	-	-



[i]	<p><b>Follow-up on action items from previous Management Reviews:</b></p> <ol style="list-style-type: none"> <li><b>To confirm if the volumetric capacity of the sodium silicate secondary containment is sufficient to contain all stored liquid in the event of a spill.</b> Containment to be inspected.</li> </ol> <p><b>It was noted within the CT calculations for several of the Treatment Plants, that the setpoints for free chlorine alarms and lock outs are very close to the concentration required to meet with adequate primary disinfection.</b> Currently trialing online continuous CT calculations for Chestnut &amp; Mornington to no longer use a ratio. Once CT calculators have been running under different operation conditions will</p> <ol style="list-style-type: none"> <li><b>The continuous online data reports did not include the water levels present within the reservoirs at the Treatment Plants.</b> Daily Chlorine Reports used from 24/72 hr. trending review have been revised to include reservoir levels for Chestnut, Mornington &amp; Romeo.</li> <li><b>Conduct verification checks on the portable chlorine analyzers on a weekly basis.</b> Manufacturer instructions does not indicate a required frequency and there has been no previous concerns with units reliability. Verifications will continue to be conducted quarterly.</li> <li><b>Install alarm systems within each facility that are connected to a dialing system to advise of any unauthorized entry.</b> Completed</li> <li><b>Install overflow screens and flap gates on the Forman and Dufferin water towers to meet with the requirements of Standard.</b> Completed</li> </ol>			
[j]	<b>Status of management action items identified between</b>	-	-	-

	<b>reviews:</b> No management action items were identified between the review periods			
[k]	<b>Changes that could affect the QMS:</b> Staffing <ul style="list-style-type: none"> <li>Operational Plan Revisions (QMS statement &amp; Letter, risk assessment)</li> <li>Addition of forms (new tracking system, training, etc.)</li> </ul>	-	-	-
[l]	<b>Consumer feedback:</b> Customer complaints are broken down into two systems. One system is Festival Hydro or City staff create service orders which are stored upon the Festival Hydro Daffron system and normally require staff to visit customer. The second system are customer complaints received by City Staff and resolved over the phone and no service order required. <ul style="list-style-type: none"> <li>1 Discolored Water</li> <li>5 Taste/Odor</li> </ul> <p>Staff will not use social media posts as data at this time, only formal complaints until another data collection method can be used for social media.</p> <p>Check "report an issue" from IT for water data that might not be captured in this report.</p>	-	-	-
[m]	<b>Resources needed to maintain the QMS:</b> There are adequate resources supplied to maintain the QMS. -External auditors will only be brought in when required	-	-	-
[n]	<b>Results of the infrastructure review:</b> Infrastructure Review Report & Action Items were reviewed.	-	-	-

[o]	<b>Operational Plan currency, content and updates:</b> The Operational Plan last revisions took place 2022-11-15 with significant updates to the existing plan. The Operational Plan was last endorsed in April 2023 by the new council.	-	-	-
[p]	<b>Staff suggestions:</b> Discuss direction for meters in the future.	-	-	-
[q]	<b>Review/consideration of any applicable Best Management Practices (BMPs):</b>  <b>1. Possible weekly analyzer calibration for handheld HACH kits</b> <b>2. Assess hatch within Romeo treatment plant</b>	-	-	-
2	Roundtable/Other:	-	-	-

### Details of Next Management Review Meeting

Next Management Review will be scheduled in 2024.

## Summary Table of Action Items 2023

Reference Number	Description of Issue/ Non-Conformance or Finding/ Recommendation	Date Action Created/ Issue Added to Table	Source	Type of Action Initiated	Root Cause	Best Management Practice Identified/Considered	Proposed Action	Summary of Actions Taken/Required	Responsibility/Assigned to	Target Date	Status	Verification/Effectiveness of Action
1	Lowering high risk ranking from 12 to 9 or 10.	2020-05-10	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise OP-07	Adjust OP-07 risk assessment ranking of high risk items	QMS Rep	2022-08-31	Completed	Form 08-011 revised to have high risk category changes from 12 to 10+ on 2022-06-23
2	Update Table 08-001 Summary of Critical Control Points	2020-06-24	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise OP-08 Table 08-001	Add CCP #3 distribution system chlorine residual (as identified in the latest Form 08-001 Risk assessment outcomes) and listing related CCL information	QMS Rep	2022-05-31	Completed	With new OP, details are now listed
3	Review & investigate 1st batch of frozen services	2020-11-25	Management Review	Corrective	Continual Improvement	N/A	Review & investigate issues	Determine if issues are on city side or property own side	Environmental Supervisor	2023-12-31	On-Going	On-going. Budgeting to try and lower services below frost line. In the meantime, we ask the properties to run their taps during the winter to avoid freezing. New Frozen Service Program implemented winter of 2022 to better track accumulative average temperature



4	Establish division-wide use of work orders for asset-based work	2021-06-04	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Use work orders and service requests division wide	Staff are using a combination of Service orders created by admin staff in the Dafron System as well as tracking all work in the e.Ris software. All work being done in the stations are recorded in the station logbook and field maintenance such as water distribution work, is captured in the Maintenance Logbook. In addition, all work not covered under the logbooks is being tracked using e.Ris forms (commissioning plans for example).	Environmental Manager	2023-12-31	Completed	In 2022 we used pearl work orders to track some maintenance activities. In 2023, we will be using a combination of e.Ris and Outlook calendar bookings as a means to track work – similar to a traditional work order system. This is now in place as of November 2023.
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5	Update APPX 17-001 Calibration & Maintenance Schedule Summary, dated November 21, 2016 to ensure the checking and calibrating of measuring instrumentation that forms part of the monitoring system for CT is aligned with the new requirements of the latest Municipal Drinking Water Licence's Schedule C Section 4.0 Calibration of CT Monitoring System.	2021-06-04	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise OP-17	Update appx 17-001 to ensure CT measuring equipment is meeting requirements within MDWL sec. 4	QMS Rep	2022-05-31	Completed	Revised OP-17 Rev. 0 2022-11-15 to include CT equipment. Reservoir Level transmitters being replace to allow for calibrations, free chlorine analyzers included in annual calibration list
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6	Establish division-wide use of work orders for asset-based work	2021-06-04	Other: Staff Feedback	Preventative	Continual Improvement	N/A	Use work orders and service requests division wide	Establishing division-wide use of work orders for asset-based work; and a service request system to better track required preventive maintenance and reactive maintenance.	Environmental Manager	5/31/2022	Completed	Staff are using a combination of Service orders created by admin staff in the Dafron System as well as tracking all work in the e.Ris software. All work being done in the stations are recorded in the station logbook and field maintenance such as water distribution work, is captured in the Maintenance Logbook. In addition, all work not covered under the logbooks is being tracked using e.Ris forms (commissioning plans, for example).
7	Each air vent and overflow associated with reservoirs and elevated storage structures are equipped with screens in accordance with the "Ten States Standards".	2021-11-04	Ministry Best Management Practice	Preventative	Continual Improvement	Best Management Practice Considered	Install screens	Install screens in accordance with the standard on all reservoir and vents	Environmental Supervisor	5/3/2022	Completed	Refer to #17

8	Ensure the Document Master List is referencing the most current versions of the QMS documentation	2022-03-29	Internal Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise OP-05	Revise Master List to ensure reference to the most current versions	QMS Rep	3/1/2023	Completed	After OP 2022 revision, Master List is obsolete. Translating of all Documents and SOP's to include revision history and # is on going
9	Various aspects of document control are not being adhered to	2022-05-05	Internal Audit: Major Non-Conformance	Corrective	Continual Improvement	N/A	Adhere to what's identified in OP-05 and update applicable documentation	i) Operational Check records in the Control Centre date back to 2014 and are out in the open. As per b.III & Section 2.3.5 of QMS 5, historic records should be stored to ensure they are protected and safe from harm. ii) Version Control of forms and associated SOPs needs to be readdressed for consistency with review dates and document history tables. iii) QMS Policy posted in Control Centre is not current. iv) QMS Rep's binders – not current for several documents (Watermain Disinfection Report, Emergency Contact List.)"	QMS Rep	10/1/2022	Completed	Transition of all Documents and SOP's to include revision history and # is on going, onsite documentation revised, removed, etc. as required.
10	No evidence at the time of the audit to show that relevant aspects of the QMS are communicated to essential suppliers	2022-05-05	External Audit: Major Non-Conformance	Corrective	Continual Improvement	N/A	Improve QMS communications to essential suppliers	Improve and provide evidence of QMS communications as identified in OP-13	QMS Rep	10/1/2022	Completed	QMS Letter for essential suppliers and QMS disclaimer has been sent to all essential suppliers and incorporated with our City contract specs.





<b>11</b>	Logbooks on e.RIS need clear identification of ORO/OIC	2022-05-05	External Audit: Opportunity for Improvement	Preventative	Continual Improvement	N/A	Update E.ris and provide training to staff	Include shifts for ORO and OIC's. Provide training to all staff on the use of the shifts	QMS Rep	10/1/2022	Completed	Shift logs for ORO and OIC implemented 2022-05-05, staff provided e.Ris training on 2022-01-28
<b>12</b>	The Owner / Operating Authority could not confirm if the volumetric capacity of the sodium silicate secondary containment floor grate system in the Romeo Treatment Plant was sufficient to contain all stored liquid in the event of a spill.	2022-11-07	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Identified	Determine if the volumetric capacity on containment	To determine if the volumetric capacity of the sodium silicate secondary containment floor grate system is sufficient to secure all liquids associated with its usage. In addition, it is recommended that the Owner / Operating Authority post the maximum allowable volume of the containment system as a means of ensuring appropriate storage of sodium silicate.	Environmental Manager	12/31/2022	On-Going	Researching options for new containment

<b>13</b>	It was noted within the CT calculations for several of the Treatment Plants, that the setpoints for free chlorine alarms and lock outs are very close to the concentration required to meet with adequate primary disinfection.	2022-11-07	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Reassess the alarm	Reassess the alarm and lock out setpoints for free chlorine at the Treatment Plant to determine if they should be increased to provide the Operating Authority more time to respond prior to lock out conditions	QMS Rep/ Water Tech	9/30/2023	Completed	Set points have been adjusted and changed to ensure lockouts are not too close to CT minimums. Updated CCP.
<b>14</b>	The continuous online data reports did not include the water levels present within the reservoirs at the Treatment Plants.	2022-11-07	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Revise data reports	Revise data reports to include water level measurements from the reservoirs	QMS Rep	9/30/2022	Completed	All required data provided to inspector. In addition daily reports have been revised to include reservoir levels for trending review
<b>15</b>	Conduct verification checks on the portable chlorine analyzers on a weekly basis	2022-11-07	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Identified	No proposed action	Verifications are conducted as required by manufactures instructions	QMS Rep	2022-09-30	Completed	Pocket colorimeters are verified on the quarterly biases by the Water Tech. The manufactures instructions does not state a required verification frequency

<b>16</b>	Install alarm systems within each of their Treatment Plants that are connected to a dialing system to advise the Operating Authority of any unauthorized entry.	11/7/2022	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Install security system	All well houses installed with alarms systems	Environmental Manager	2022-06-30	Completed	All wellhouses have been equipped with alarm systems for unauthorized entry
<b>17</b>	Install overflow screens and flap gates associated with the Forman and Dufferin water towers to meet with the requirements of Standard	11/7/2022	Ministry Best Management Practice	Corrective	Continual Improvement	Best Management Practice Considered	Install screens	Screens were installed on tower overflows as per the standards and photos forwarded to inspector	Environmental Supervisor	2022-08-03	Completed	Screens have been installed and photos forwarded to inspector
<b>18</b>	Determine low chlorine and low level alarm set points for Towers	2022-12-12	Management Review	Corrective	Continual Improvement	N/A	Set alarm set points	Once Dufferin Tower has been cleaned out, evaluate and set alarm set points for level and chlorine residuals for both Forman and Dufferin Towers	Environmental Manager & QMS	2023-06-30	Completed	Low 0.40 mg/L, High 2.00 mg/L



19	Provide staff with Contingency/ Emergency Response Training-	2022-12-12	Management Review	Corrective	Continual Improvement	N/A	Provide training	Provide training on new CP for Security Breach	QMS Rep.	2022-12-31	Completed	Annual training completed 2023-12-21 Security Breach
20	Obtain re-endorsement on revised OP	2022-12-12	Management Review	Corrective	Continual Improvement	N/A	Re-endorse	Obtain re-endorsement on revised OP	Environmental Manager	2023-03-30	Completed	Endorsement received for new OP
21	Consider assessing risk associated with vandalism/terrorism, low chlorine is distribution system and water supply shortfall as separate events.	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Consider risks	Revise Risk Assessment	Environmental Manager & QMS Rep.	2023-06-20	Completed	<ul style="list-style-type: none"> <li>- Vandalism/ Terrorism risks are tracked within the MECP Potential Hazard/ Event rating system.</li> <li>- Revised Risk assessment to clarify that the Tower low chlorine event is part of the distribution system (as per sampling requirements) though remains one Event under Tower as analyzers are regulatory.</li> <li>-Water Supply Shortfall added to Risk assessment and to be rated at 2023 Management Review</li> </ul>



22	Ensure timelines & responsibilities are consistent for action items within management review	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Ensure consistency	Ensure consistency	QMS Rep.	2023-06-20	Completed	Will be applied within 2023 management review
23	Ensure OFI's from 2022 IA are assets and logged within spread sheet	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Revise Spreadsheet	Revise Spreadsheet	QMS Rep.	2023-06-20	Completed	See Items below 24 & 25 of spread sheet
24	e.Ris Logbooks need clear identification of OIC/ORO (2022 EA Report)	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Improve Record Keeping	Improve Record Keeping	QMS Rep.	2023-06-20	Completed	<ul style="list-style-type: none"> <li>- Daily shifts of ORO and OIC's on site entered within 82 Erie logbook</li> <li>- SOP#400 ORO Designation, SOP#401 OIC Designation &amp; SOP#308 Long Weekend Requirements created</li> <li>- Training provided to staff on new procedures and requirements</li> </ul>
25	Ensure Document Master Lister is current (2022 EA Report)	2023-06-20	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Improve Record Keeping	Improve Record Keeping	QMS Rep.	2023-06-20	Completed	<p>Document Master List document made obsolete. All Forms, procedures, etc. have been revised to include revision numbers and history.</p>

<b>26</b>	Annual Report did not contain required information - Adverse Quality incident was not included in report.	2023-11-02	Ministry: Non-Compliance	Corrective	Staff Error	N/A	Ensure all required information is included in annual reporting.	Staff revised the annual report with the missing information and forwarded the revised document to Neville Rising as requested.	Environmental Manager	2023-08-11	Completed	Sent requested revisions to Neville Rising of the MECP on July 25, 2023
<b>27</b>	Summary Report for Council did not contain required information - Adverse Quality incident was not included in report	2023-11-02	Ministry: Non-Compliance	Corrective	Staff Error	N/A	Ensure all required information is included in annual reporting.	Staff revised the annual report with the missing information and forwarded the revised document to Neville Rising as requested.	Environmental Manager	2023-08-11	Completed	Sent requested revisions to Neville Rising of the MECP on July 25, 2023
<b>28</b>	Out of compliance with a condition of the PTTW	2023-11-02	Ministry: Non-Compliance	Corrective	Misinterpretation of the Permits to Take Water	N/A	Retrofit production wells to allow for manual measurements to be taken as prescribed in section 4.2 of the PTTW	The production wells will have to be retrofitted to be able to take manual measurements. This will involve installing new ports, tubing and pressure gauges.	Manager of ES	2023-12-12	On-Going	All wells required for this measurement have been put back into rotation on the weekly checks as of Nov 2023. FW 7 and Mornington need to be worked on to allow this reading. Update sent to MECP on Dec 12th 2023
<b>29</b>	Ensure Document Master Lister is current (2023 EA Report)	2023-18-11	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A	Improve Master Document List	Consider removing date references so master list does not become as easily outdated (revisions and dates reviewed)	QMS Rep	2024-03-30	On-Going	



30	Track Dates of long term maintenance items by asset (Tower cleanings)	2023-18-11	External Audit: Opportunity for Improvement	Corrective	Continual Improvement	N/A		Create tracking sheet for major maintenance of assets like tower cleaning	QMS Rep	2024-06-30	On-Going	
31	Review the City's "Report and Issue" database through IT to see if there are more customer complaints to record	2023-18-12	Internal Audit: Opportunity for Improvement	N/A	Continual Improvement	N/A	Improve Data Collection	Check with IT for data related to water complaints from residents via "report an issue" portal	ES Technician	2024-06-30	On-Going	



# Active Transportation Advisory Committee

## MINUTES

A meeting of the Active Transportation Advisory Committee (ATAC) was held on Wednesday, November 22, 2023, at 7:00 p.m., in the Mansbridge Room at the Stratford Rotary Complex.

**Committee Members Present:** David Daglish – Chair presiding, Councillor Burbach, Councillor Nijjar, John Lewis, Felicity Sutcliffe – Energy & Environment Advisory Committee Representative

**Staff Present:** Vicky Trotter – Recording Secretary, Nick Sheldon – Project Manager

**Also Present:** Bruce Graham – Avon Trail

**Regrets:** Tatiana Dafoe – Clerk, Pat Ranney – Cycle Stratford Representative, Ian Morton, Inspector Jason Clarke – Stratford Police Services

### 1. Call to Order

The Chair called the meeting to order at 7:05 p.m.

### 2. Declarations of Pecuniary Interest and The General Nature Thereof

None declared.

### 3. Adoption of Previous Minutes

**Motion by** Councillor Nijjar

**Seconded by** Councillor Burbach

**THAT the minutes from the Active Transportation Advisory Committee meeting dated September 25, 2023, be adopted as printed. Carried**



## **4. Business Arising from Previous Minutes**

### **4.1 T.J. Dolan Entrance Signage**

Felicity Sutcliffe provided an overview of the item as follows:

- signage for the T.J. Dolan and the Avon Trail has been located and reviewed;
- large entrance sign is in good condition, information panel requires updates;
- Energy and Environment Advisory Committee has included funds in their 2024 budget request for T.J. Dolan signage;
- recommend Avon Trail signs be placed on Devon Street at trail entrance, Confederation Park at the old train bridge and at the start of the trail at the T.J. Dolan; and
- the Avon Trail map for the signage needs to be updated to fit the vertical space.

Bruce Graham, Chair of the Avon Trail, provided the following information regarding the proposed signage:

- currently on Devon Street there is only a small sign and blaze on a tree which is easy to miss;
- Avon Trail group can update the map to allow it to be placed vertically;
- a blazing plan can be provided to the City should they agree to support blazing of the Avon Trail through the City; and
- there would be no cost to the City to have blazes installed.

Vicky Trotter, Recording Secretary, noted once all information has been received for the sign a final mockup can be completed and a quote obtained from Signs Ontario.

## 4.2 Bike Racks at Rear of City Hall

John Lewis stated he contacted the company the City has purchased post and ring bike racks from previously and confirmed they do not manufacture stand-alone racks. He obtained a quote from ABC Recreation for a squared triple arched bike rack in the amount of \$1,398.72 shipped.

**Motion by** John Lewis

**Seconded by** Councillor Nijjar

**THAT quotes be obtained from Green Spoke and Ontario Steel Solutions for a stand-alone bike rack for the rear of City Hall and be brought back to Active Transportation Advisory Committee for approval. Carried**

## 5. New Business

### 5.1 Avon Trail Blazing

**Motion by** Felicity Sutcliffe

**Seconded by** John Lewis

**THAT the Active Transportation Advisory Committee recommends to Stratford City Council that they permit and support the blazing of the Avon Trail through the City of Stratford. Carried**

### 5.2 2024 Projects and Funds

David Daglish, Chair, stated he is completing the required report on projects completed in 2023 and requested feedback from ATAC. A discussion took place noting the following projects were completed or started in 2023:

- June bike month event;
- social media plan;
- report card;
- Avon Trail signage; and
- bike rack for rear of City Hall.

### 5.3 Project Updates

A discussion took place regarding projects updates. Highlights of the discussion included the following:

- Transportation Master Plan has been approved by Council;
- speed reduction to 40km/hr has been tabled;
- sidewalk tender has been awarded;
- a future provincial update may allow for 40km/hr in residential areas without signage;
- 16 new pedestrian crosswalks proposed in the Transportation Master Plan; and
- Albert Street between Waterloo and Nile Streets is on schedule to be completed in the coming days.

### 6. Date of Next Meeting

The December 2023 Active Transportation Advisory Committee meeting has been cancelled. Meetings will resume in January 2024.

### 7. Adjournment

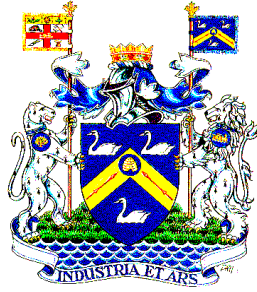
**Motion by** Councillor Burbach

**Seconded by** Councillor Nijjar

**THAT the November 22, 2023 ATAC meeting adjourn. Carried**

Start Time: 7:05 P.M.

End Time: 7:57 P.M.



## Accessibility Advisory Committee (AAC)

### MINUTES

A meeting of the Stratford Accessibility Advisory Committee (AAC) was held on Tuesday, January 23, 2024, at 11:30 a.m., in the Mansbridge Room at the Stratford Rotary Complex.

**Committee Members Present:** Roger Koert – Chair Presiding, Jamie Pritchard, Andy Mark, Geoff Krauter, Heather Contois, Councillor Bonnie Henderson, Diane Sims

**Staff Present:** Oonagh Vaucrosson – Accessibility, Diversity & Inclusion Coordinator, Casey Riehl – Recording Secretary

**Regrets:** Tatiana Dafoe – Clerk, Nathan Bottema – Project Engineer

#### 1. Call to Order

Roger Koert, Chair presiding, called the AAC meeting to order at 11:37 a.m.

Land Acknowledgment

Moment of Silent Reflection

#### 2. Declaration of Pecuniary Interest and the General Nature Thereof

None declared.

#### 3. Adoption of the Previous Minutes – December 5, 2023

**Motion by** Andy Mark

**Seconded by** Jamie Pritchard

**THAT the minutes from the Accessibility Advisory Committee meeting dated December 5, 2023, be adopted as printed. Carried**

Roger Koert Welcomed Oonagh Vaucrosson as the new Accessibility, Diversity & Inclusion Coordinator and members of the AAC introduced themselves.

**4. Infrastructure Services Update – Nathan Bottema, Project Engineer**

Deferred to next meeting.

**5. Site Plan Review Sub-Committee Update - Nathan Bottema, Project Engineer**

Deferred to next meeting.

**6. Business Arising from Previous Minutes**

**6.1 AAC Postcards – Jamie Pritchard**

Jamie Pritchard has received the new AAC postcards and distributed some to all AAC members. Mr. Pritchard will make sure some postcards are placed at Stratford Tourism, the Rotary Complex and the Library. Please let him know if you require any additional postcards or if you have suggestions for other locations to put them.

**6.2 Launch of the FADM with Perth-Huron Builders Association**

Geoff Krauter will follow up with representatives at the PHBA and include the new Accessibility, Diversity & Inclusion Coordinator in the e-mail to move forward with arranging a date to do a presentation of the FADM to their members.

**6.3 Annual AAC Accessibility Award – Diane Sims**

Diane Sims inquired about splitting the accessibility award into two categories, as discussed at the December AAC meeting. Giving the AAC the ability to present awards in an individual category and an award in a business/corporate/industrial category.

**Motion by** Diane Sims

**Seconded by** Geoff Krauter

**THAT the Accessibility Advisory Committee revise the annual Accessibility Award beginning in 2024, to permit at the discretion of the AAC, awarding recipients in two categories – “Individual” and “Business/Corporate/Industrial”.**

**Carried.**

The AAC will begin advertising for nominations for the accessibility award this year in June.

#### 6.4 Mobi-Mats – Roger Koert

Roger Koert updated the Committee that the Engineering Department approved the purchase of three Mobi-Mats using the AAC's budget line in their Engineering budget that is used for accessibility improvements. The three mats are 17ft, 33ft and 50ft long. The total for all three mats was approximately \$10,000.00 and they are being stored at the Public Works yard for use at future events.

Staff will contact the City's Events Coordinator to inform her that the mats are now available and can be included in the events and rental application as well as on the events page on the website.

#### 6.5 Police Station Update – Diane Sims

Diane Sims reported that she met with the Mayor and he assured her that there are funds allocated for the installation of a lift at the front entrance of the Police Station on George Street. The Police Department is currently investigating a new station or a renovation or addition to the current station. The lift would still need to be installed to the current building regardless, to bring the building up to accessibility standards by the January 1, 2025 AODA deadline.

Roger Koert noted the cost savings that there would have been when the AAC originally made the motion in 2007 to make the Stratford Police Station accessible.

## 7. New Business

#### 7.1 Developing an AAC Incentive Program – Roger Koert

Roger Koert will follow up with the Clerk regarding creating a new AAC incentive program for local businesses and using funds from the Committee's 2024 budget. The idea would be that annually, for National AccessAbility Week or as a special project, the AAC would create an incentive for built environment, possibly awarding three businesses \$500.00 each. The funds could be used towards completing projects such as the installation of automatic door openers, installation of a zero threshold entrance or the installation of a universal design washroom. This incentive program could be announced and launched during National AccessAbility Week.

Jamie Pritchard noted that the funds would be welcomed, as there are fewer grants available for accessibility projects than previously offered.

## 7.2 National AccessAbility Week Plans – Roger Koert

Roger Koert stated that promoting the launch of the FADM presentation or the announcement of an AAC incentive program or other plans could all be goals for AccessAbility week.

- ◆ Councillor Henderson suggested a wheelchair awareness event similar to the one a few years ago.
- ◆ Oonagh Vaucrosson suggested showcasing or highlighting some of the great accessibility improvements that have been made in Stratford and connecting it with the AccessMaps app in terms of the public building accessibility information for businesses.
- ◆ Diane Sims suggested the AAC could be in Market Square with their Committee banner and handing out the new postcards during the week.
- ◆ Jamie Pritchard suggested utilizing the AAC page on the City's website, promoting the week on the City's Facebook page, doing a media release and radio interviews and having the City proclaim National AccessAbility Week.

Please e-mail Roger Koert with any additional ideas or come prepared with your ideas for the February meeting.

## 8. Date of Next Meeting:

The next meeting of the AAC will be held on Tuesday, February 6, 2024, at 11:30 a.m. in the Mansbridge Room, Stratford Rotary Complex, 353 McCarthy Road, Stratford.

## 9. Adjournment

**Motion by** Jamie Pritchard

**Seconded by** Andy Mark

**THAT the January 23, 2024, Accessibility Advisory Committee meeting adjourn. Carried**

Start Time: 11:37 A.M.

End Time: 12:42 P.M.