



Media Release: Monday, August 9, 2021, 4:30 p.m.

Regional Municipality of Waterloo

Committee of the Whole

*** Addendum Agenda**

Tuesday, August 10, 2021

*Closed Session at 8:15 a.m.

9:00 a.m.

Meeting to be held electronically

1. Declarations of Pecuniary Interest under the “Municipal Conflict of Interest Act”

2. Motion to go into Closed Session

That a closed meeting of Committee of the Whole be held on Tuesday, August 10, 2021 at 8:15 a.m., electronically, in accordance with Section 239 of the “Municipal Act, 2001”, for the purposes of considering the following subject matters:

- a) receiving of advice that is subject to solicitor-client privilege in relation to proposed or pending acquisition of land in the City of Cambridge
- b) receiving of advice that is subject to solicitor-client privilege and a position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the municipality
- c) *labour relations

3. Motion to Reconvene into Open Session

4. Presentations

4.1 Verbal Update, COVID-19

5. Delegations

Should you require an alternative format please contact the Regional Clerk at Tel.: 519-575-4400, TTY: 519-575-4605, or regionalclerk@regionofwaterloo.ca

5.1 Isabella Stefanescu, Director, Globe Studios, re: Municipal Investment in Arts Creative Facilities and Property Taxes

*** 5.2** Re: **CSD-HOU-21-15**, Responding to Unsheltered Homelessness and Encampments (Information) (Item 8.8 on Regular Agenda)

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1. Jeff Willmer, A Better Tent City
2. Paule Charland, Unsheltered Campaign
3. Aleksandra Petrovic, Executive Director, Social Development Centre Waterloo Region
4. Kevin White and Martin Asling, Waterloo Region Yes in my Backyard (WRYIMBY)
5. Toby Collins, St. Mary's Church
6. Heather Majaury, Kitchener
7. Arlene Thomas, Kitchener
8. Daniel Allan, Kitchener
9. Jack Cooper, Kitchener

The following delegations registered after the deadline and have 3 minutes each to speak:

10. Katy Pfeiffer, Kitchener
11. Xochitl Gomez, Kitchener

~ 15-minute Break ~
(approximately 10:30 a.m.)

***Staff Presentations:**

Strategic Focus – Healthy, Safe and Inclusive Communities

8.7 **CSD-HOU-21-16**, Encouraging the Creation of Affordable Housing (Information) (Staff Presentation)

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8.8 **CSD-HOU-21-15**, Responding to Unsheltered Homelessness and Encampments (Information)

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Consent Agenda Items

Items on the Consent Agenda can be approved in one motion of Committee to save time. Prior to the motion being voted on, any member of Committee may request that one or more items be removed from the Consent Agenda and voted on separately.

6. Request to Remove Items from Consent Agenda**7. Motion to Approve Items or Receive for Information****Strategic Focus - Thriving Economy**

- 7.1 **PDL-CPL-21-35**, Amendment to Regional Municipality of Waterloo Controlled Access By-Law #58-87 for Access to Regional Road #54 (Lackner Boulevard), City of Kitchener

Page 8**Recommendation:**

That the Regional Municipality of Waterloo approve an amendment to Controlled Access By-Law #58-87 for a permanent access and a temporary construction access on the west side of Regional Road #54 (Lackner Boulevard) approximately 60 metres south of Victoria Street North (RR #55), for the property municipally addressed as 1445 Victoria Street North as outlined in Report PDL-CPL-21-35, dated August 10, 2021.

- 7.2 **PDL-CPL-21-36**, Amendment to Regional Municipality of Waterloo Controlled Access By-law #58-87 for Access to Regional Road #28 (Homer Watson Boulevard), City of Kitchener

Page 12**Recommendation:**

That the Regional Municipality of Waterloo approve an amendment to Controlled Access By-law #58-87 for two new permanent right-in/right-out commercial accesses on the east side of Regional Road #28 (Homer Watson Boulevard) for two properties known municipally as 120 Bullock Street and 20 Pearson Street, Kitchener, as outlined in Report PDL-CPL-21-36, dated August 10, 2021.

Strategic Focus – Environmental and Climate Action

- 7.3 **PDL-CPL-21-37/TES-WAS-21-23/TES-WMS-21-06**, Comments on Environmental Registry Ontario Posting ERO#019-2785 - Proposed updated Land Use Compatibility Guideline and ERO Posting #019-2768 – a Guideline to address odour mixtures in Ontario (Information)

Page 18

- 7.4 **TES-WAS-21-20**, Notice of Completion for Spring Valley Sewage Pumping Station Upgrades

Page 27**Recommendation:**

That the Regional Municipality of Waterloo accept the Spring Valley Sewage Pumping Station Upgrades – Project File Report as summarized in Report TES-WAS-21-20 dated August 10, 2021; and

That the Regional Municipality of Waterloo publish the Notice of Completion for the Spring Valley Sewage Pumping Station Upgrades and provide the Project File Report for a public review and comment period, in accordance with the Municipal Engineers Association’s Class Environmental Assessment process.

- 7.5 **TES-WAS-21-21**, Update on Accelerated Recommissioning of the Parkway Water Supply System (Information)

Page 30

- 7.6 **TES-WAS-21-22**, State of the Region’s Water Supply Update (Information)

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- 7.7 **TES-WMS-21-05**, Blue Box Regulation (O. Reg. 321-21) Update (Information)

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Strategic Focus – Responsive and Engaging Public Service

- 7.8 **COR-TRY-21-73**, Investment Position at June 30, 2021 (Information)

Page 40

- 7.9 **PDL-CAS-21-12**, Waterloo Area Ombuds Office Annual Report for 2019-2020 and 2020-2021 (Information)

Page 45

- 7.10 **COR-TRY-21-72**, Quarterly Summary of Tenders/Quotations, Requests for Proposals and Consultant Selections Approved by the Chief Administrative Officer (Information)

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Regular Agenda Resumes

8. Strategic Focus - Thriving Economy

Strategic Focus – Sustainable Transportation

- 8.1 **TES-TRS-21-10**, Transit-Supportive Pedestrian Improvements on Water Street (Regional Road 24) in the City of Cambridge

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Recommendation:

That the Region of Waterloo amend Traffic and Parking By-law 16-023, as amended, to remove three parking spaces on Water Street South (Regional Road 24) as follows:

- a) Remove from Schedule 1, No Parking Anytime, on the west side of Water Street from 46 metres north of Bruce Street to 17 metres south of Bruce Street;
- b) Add to Schedule 1, No Parking Anytime, on the west side of Water Street from 46 metres north of Bruce to 22 metres south of Bruce Street;
- c) Add to Schedule 1, No Parking Anytime, on the west side of Water Street, from Warnock Street to 15 metres south of Warnock Street;

in the City of Cambridge, as outlined in Report TES-TRS-21-10, dated August 10, 2021.

- 8.2** [TES-DCS-21-22](#), Project Approval Report for a Roundabout at Line 86 (Regional Road No. 86) and Floradale Rd (Regional Road 19), Woolwich Township

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Recommendation:

That the Regional Municipality of Waterloo approve the Recommended Design Alternative for a proposed single lane roundabout at Line 86 (Regional Road No. 86) and Floradale Road (Regional Road 19) in the Township of Woolwich, as described in Report TES-DCS-21-22, dated August 10, 2021.

- 8.3** [TES-TRP-21-13](#), Continued Standardization and Revised Upset Limit for the Purchase of Traffic Signal Controllers

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Recommendation:

That the Regional Municipality of Waterloo authorize the Manager, Procurement/Chief Purchasing Officer to enter into negotiations with Econolite Canada Incorporated (Econolite) for the supply of traffic signal controllers at an annual upset limit of approximately \$900,000 plus applicable taxes as set out in report TES-TRP-21-13 dated August 10, 2021.

- 8.4** [TES-TRP-21-15](#), Bleams Road and Wilmot Centre Road Traffic Control Review, in the Township of Wilmot (Information)

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~ 30-minute Lunch Break ~
(approximately 12:30 p.m.)

Strategic Focus – Healthy, Safe and Inclusive Communities

- 8.5 **CSD-SEN-21-01**, Update on Ontario’s Long - Term Care COVID-19 Commission Recommendations and response at Sunnyside Home (Information) (Staff Presentation)
Page 78
- 8.6 **PHE-IDS-21-05**, A Review Consumption and Treatment Services (January to December 2020) (Information) (Staff Presentation)
Page 83
- 8.7 **CSD-HOU-21-16**, Encouraging the Creation of Affordable Housing (Information) (Staff Presentation) (***moved to follow Delegations**)
Page 86
- 8.8 **CSD-HOU-21-15**, Responding to Unsheltered Homelessness and Encampments (Information) (***moved to follow Delegations**)
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Strategic Focus – Responsive and Engaging Public Service

- 8.9 **COR-CFN-21-30**, 2022 Plan and Budget Timetable
Page 101

Recommendation:

That the Regional Municipality of Waterloo take the following action with respect to the 2022 Plan and Budget as set out in report COR-CFN-21-30 dated August 10, 2021:

- a) Approve the 2022 Plan and Budget Process timetable as set out in Appendix B; and
- b) Forward a copy of Report COR-CFN-21-30 to the Waterloo Region Police Services Board and to the Area Municipalities in Waterloo Region.

Strategic Focus – Healthy, Safe and Inclusive Communities

- 8.10 **PDL-LEG-21-39/CSD-HOU-21-17**, Direction to Proceed with Consideration of Proposed Surplus Designation Re: a. 1388 Highland Road West, Kitchener; and b. 30 Lauris Avenue, Cambridge
Page 106

Recommendation:

That the Regional Municipality of Waterloo:

- a) Declare surplus to the needs of the Region, the portion of the property municipally known as 1388 Highland Road West, Kitchener, that is not required to widen the subject road allowance to the maximum width prescribed by the Regional Official Plan, as detailed in Report PDL-LEG-21-39/CSD-HOU-21-17, dated August 10th, 2021, pursuant to the Region's property disposition by-law and to the satisfaction of the Regional Solicitor;
- b) If so declared, to proceed with preparing the property, as outlined in Report PDL-LEG-21-39/CSD-HOU-21-17, for the issuance of a Request for Proposal (RFP) to private and non-profit developers for the disposition of the subject lands for nominal consideration in exchange for the development of affordable housing rental units;
- c) Authorize the Chief Financial Officer to transfer property acquisition costs in the amount of \$1,647,955 from capital project #05752 Highland Rd W, Highland Hills Mall Entrance to Ira Needles Blvd to a new Housing Services property acquisition capital project, and that the property acquisition costs be funded from the Housing Capital Reserve;
- d) Declare surplus the property municipally known as 30 Lauris Avenue, Cambridge, as detailed in Report PDL-LEG-21-39/CSD-HOU-21-17, dated August 10th, 2021, pursuant to the Region's property disposition by-law and to the satisfaction of the Regional Solicitor; and
- e) If so declared, that staff be directed to bring a subsequent report outlining potential future use(s) for this property for the development of affordable housing and options for disposition.

9. Information/Correspondence

9.1 [Council Enquiries and Requests for Information Tracking List](#)

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9.2 [Association of Local Public Health Agencies \(aLPHa\)](#) re: A Cautious and Measured Reopening

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10. Other Business

11. Next Meeting – September 14, 2021

12. Adjourn

Region of Waterloo
Planning, Development and Legislative Services
Community Planning

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Amendment to Regional Municipality of Waterloo Controlled Access By-Law #58-87 for Access to Regional Road #54 (Lackner Boulevard), City of Kitchener

1. Recommendation:

That the Regional Municipality of Waterloo approve an amendment to Controlled Access By-Law #58-87 for a permanent access and a temporary construction access on the west side of Regional Road #54 (Lackner Boulevard) approximately 60 metres south of Victoria Street North (RR #55), for the property municipally addressed as 1445 Victoria Street North as outlined in Report PDL-CPL-21-35, dated August 10, 2021.

2. Purpose / Issue:

a) To approve a temporary construction access and permanent access for the proposed Circle K Gas Station with convenience store and a car wash at the southwest corner of Victoria Street North & Lackner Boulevard (1445 Victoria Street North), in the City of Kitchener.

3. Strategic Plan:

The proposed access location will help meet Strategic Objective 1.1 – Create a competitive business-supportive community to help attract, retain and grow employers, talent and investments in Waterloo Region.

4. Key Considerations:

a) Lackner Boulevard is a Controlled Access - Prohibited Regional Road. The control of access to the Regional Road network ensures the safe and efficient movement of through traffic, while providing necessary access for construction and development activities on private property. There an existing access on Regional Road 55 (Victoria Street), the proposed access location at on Lackner Boulevard meets the Region's practice for permitting two accesses to a corner lot which will have a gas station.

- b) The subject land will house a new gas station and car wash, and requires access to Regional Road #54 (Lackner Boulevard) to facilitate truck movements to/from the site.
- c) Regional Road Access Permits will be required to construct the temporary and permanent accesses to Lackner Boulevard.
- d) Prior to the issuance of the Regional Road Access Permit, an amendment to Regional Municipality of Waterloo By-law #58-87 is required by Regional Council.

5. Background:

Regional By-law #58-87 "A By-law to Designate and Regulate Controlled – Access Roads" was enacted to control the construction or alteration to a Regional Road by an access. An amendment to the By-law is required prior to the issuance of a Regional Road Access Permit by Regional staff. A primary function of a Regional Road is to provide for through traffic. Lackner Boulevard is a Controlled Access - Prohibited Regional Road as identified in the Schedules of the By-law.

6. Area Municipality Communication and Public/Stakeholder Engagement:

City of Kitchener staff are in agreement with the proposed access.

7. Financial Implications:

The developer will be responsible for all costs related to the construction of the proposed temporary construction access to Region of Waterloo standards.

8. Conclusion / Next Steps:

Subject to Council approval, Regional staff will work with Clerk to bring forward a by-law to amend Regional By-law #58-87 and issue Region of Waterloo Access Permits to allow works within the Regional right-of-way on Lackner Boulevard.

9. Attachments / Links:

[Appendix A](#): Key Map showing the location of the subject development

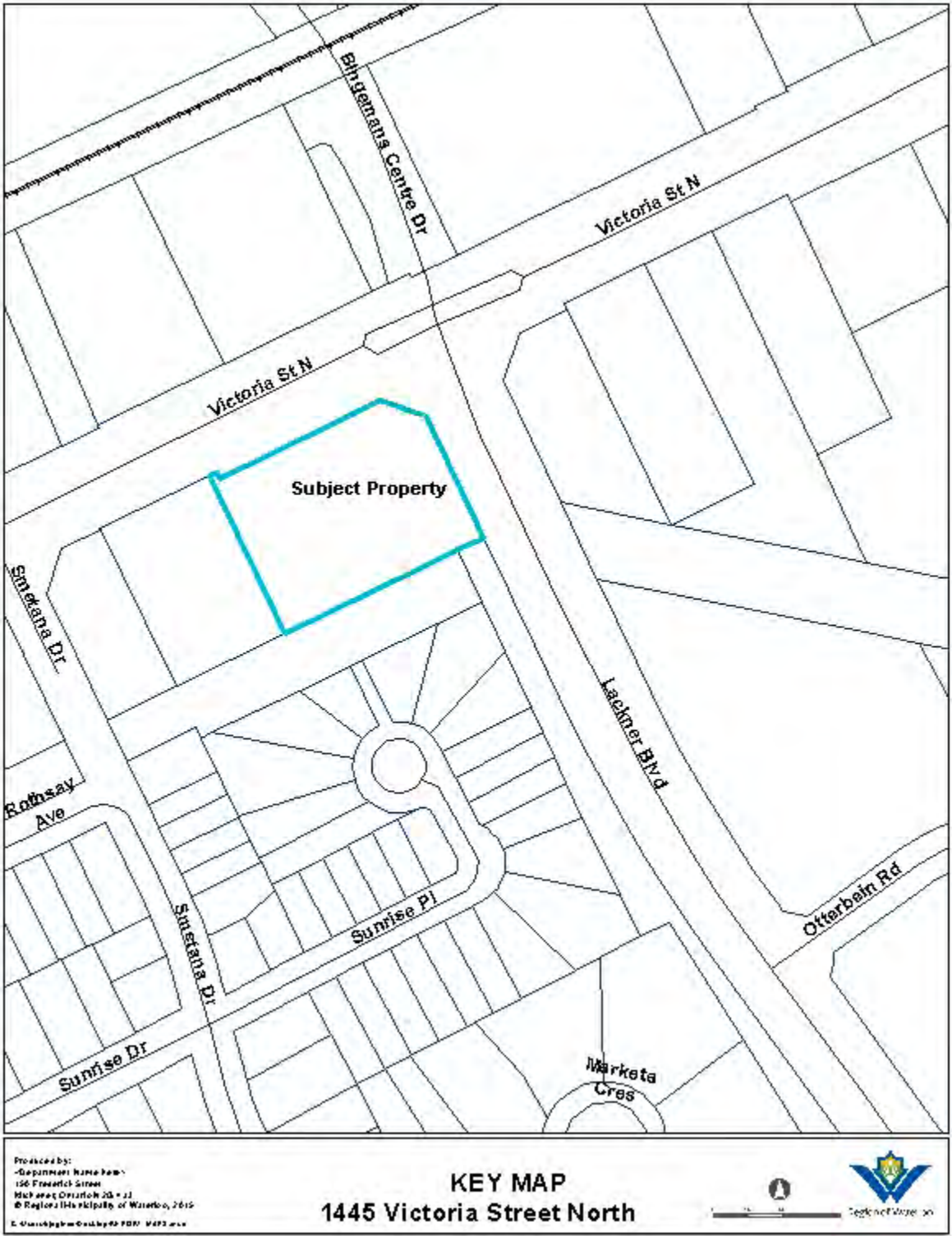
[Appendix B](#): Location of the proposed permanent commercial access and the temporary construction access; and the proposed amendment to Controlled Access By-Law #58-87

Prepared By: Joginder Bhatia, Corridor Planning
Richard Parent, Manager, Corridor Planning

Reviewed By: Kate Hagerman, Acting Director, Community Planning

Approved By: Rod Regier, Commissioner, Development, Planning and Legislative Services

Appendix A: Key Map showing the location of the subject development



Appendix-B



Produced by:
 (Department Name here)
 150 F. J. ... Street
 Kitchener, Ontario N2G 4...
 © Regional Municipality of Waterloo, 2015
 C:\Users\bj...@waterloo.ca\p\LOC\2021\PL-16-16-2021

LOCATION PLAN
PROPOSED AMENDMENT BY-LAW #58-87



Region of Waterloo
Planning, Development and Legislative Services
Community Planning

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Amendment to Regional Municipality of Waterloo Controlled Access By-law #58-87 for Access to Regional Road #28 (Homer Watson Boulevard), City of Kitchener

1. Recommendation:

That the Regional Municipality of Waterloo approve an amendment to Controlled Access By-law #58-87 for two new permanent right-in/right-out commercial accesses on the east side of Regional Road #28 (Homer Watson Boulevard) for two properties known municipally as 120 Bullock Street and 20 Pearson Street, Kitchener, as outlined in Report PDL-CPL-21-36, dated August 10, 2021.

2. Purpose / Issue:

To approve a permanent right-in/right-out only access to 120 Bullock Street, Kitchener and a permanent right-in/right-out only access to 20 Pearson Street, Kitchener. Both access locations will facilitate the construction, and future operation of an industrial warehouse development at the southeast corner of Homer Watson Boulevard and Bleams Road in the City of Kitchener at the former Kitchener Frame site.

3. Strategic Plan:

The two permanent right-in/right-out only access locations meet Strategic Objective 1.1 – Create a competitive business-supportive community to help attract, retain and grow employers, talent and investments in Waterloo Region.

4. Key Considerations:

- a) Homer Watson Boulevard is a Controlled Access - Prohibited road. The control of vehicular access to the Regional Road network ensures the safe and efficient movement of through traffic while providing necessary access for construction and development activities on private property. The two permanent right-in/right-out only access locations meet the Region's practice of permitting accesses to properties fronting Regional Roads with limited access.

- b) The two permanent right-in/right-out only access locations will facilitate the development and operation of the industrial warehouse development.
- c) A Regional Road Access Permit will be required to construct each of the proposed right-in/right-out only access locations to Homer Watson Boulevard.
- d) Prior to issuance of the Regional Road Access Permits, an amendment to Regional Municipality of Waterloo By-law #58-87 is required by Regional Council.

5. Background:

Regional By-law #58-87 “A By-law to Designate and Regulate Controlled – Access Roads” was enacted to control the construction or alteration to a Regional Road by an access. An amendment to the By-law is required prior to the issuance of a Regional Road Access Permit by Regional Staff. A primary function of a Regional Road is to provide for thru traffic. This section of Homer Watson Boulevard is a Controlled Access - Prohibited Regional Road as identified in the Schedules of the By-law.

6. Area Municipality Communication and Public/Stakeholder Engagement:

City of Kitchener staff are in agreement with the two permanent right-in/right-out only access locations, and the development site is currently going through the City of Kitchener Site Plan control process.

7. Financial Implications:

The developer will be responsible for all costs related to the construction of the two permanent and temporary construction right-in/right-out only access locations to Region of Waterloo standards.

8. Conclusion / Next Steps:

Subject to Council approval, Regional staff would updated Regional By-law #58-87 through Clerks and issue Region of Waterloo Access Permits to allow for the planning approvals of the Site Plan adjacent to Homer Watson Boulevard.

9. Attachments / Links:

[Appendix A: Key Map](#) showing the location of the property.

[Appendix B: Permanent Right-In/Right-Out Access for 120 Bullock Street](#) to Homer Watson Boulevard for Amendment to Controlled Access By-law #58-87.

[Appendix C: Permanent Right-In/Right-Out Access for 20 Pearson Street](#) to Homer Watson Boulevard for Amendment to Controlled Access By-law #58-87.

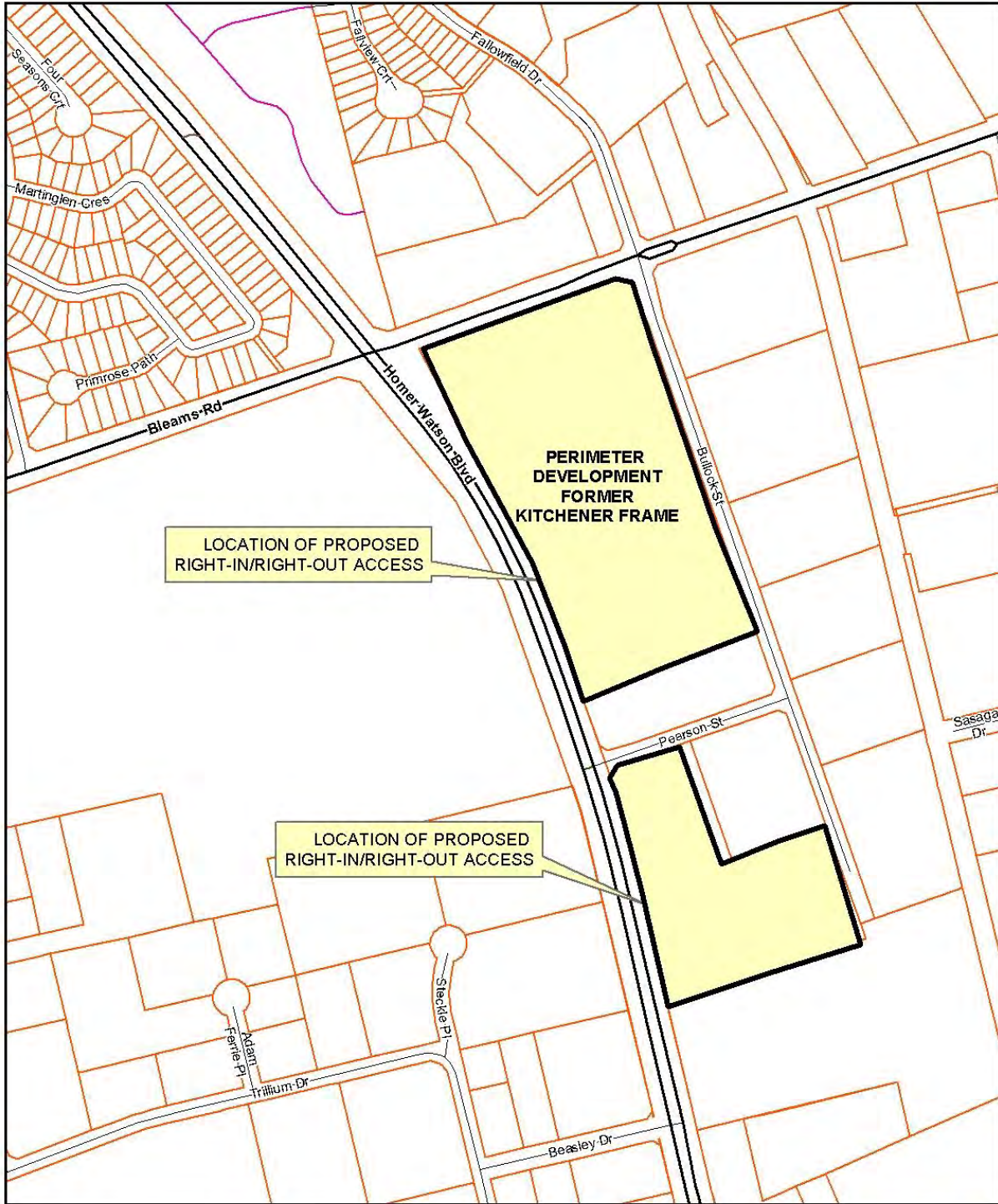
Prepared By: Jason Wigglesworth, Transportation Planner, Corridor Planning

Richard Parent, Manager, Corridor Planning

Reviewed By: Kate Hagerman, Acting Director, Community Planning

Approved By: Rod Regier, Commissioner, Planning Development and Legislative Services

Appendix A: **Key Map** showing the location of the property.

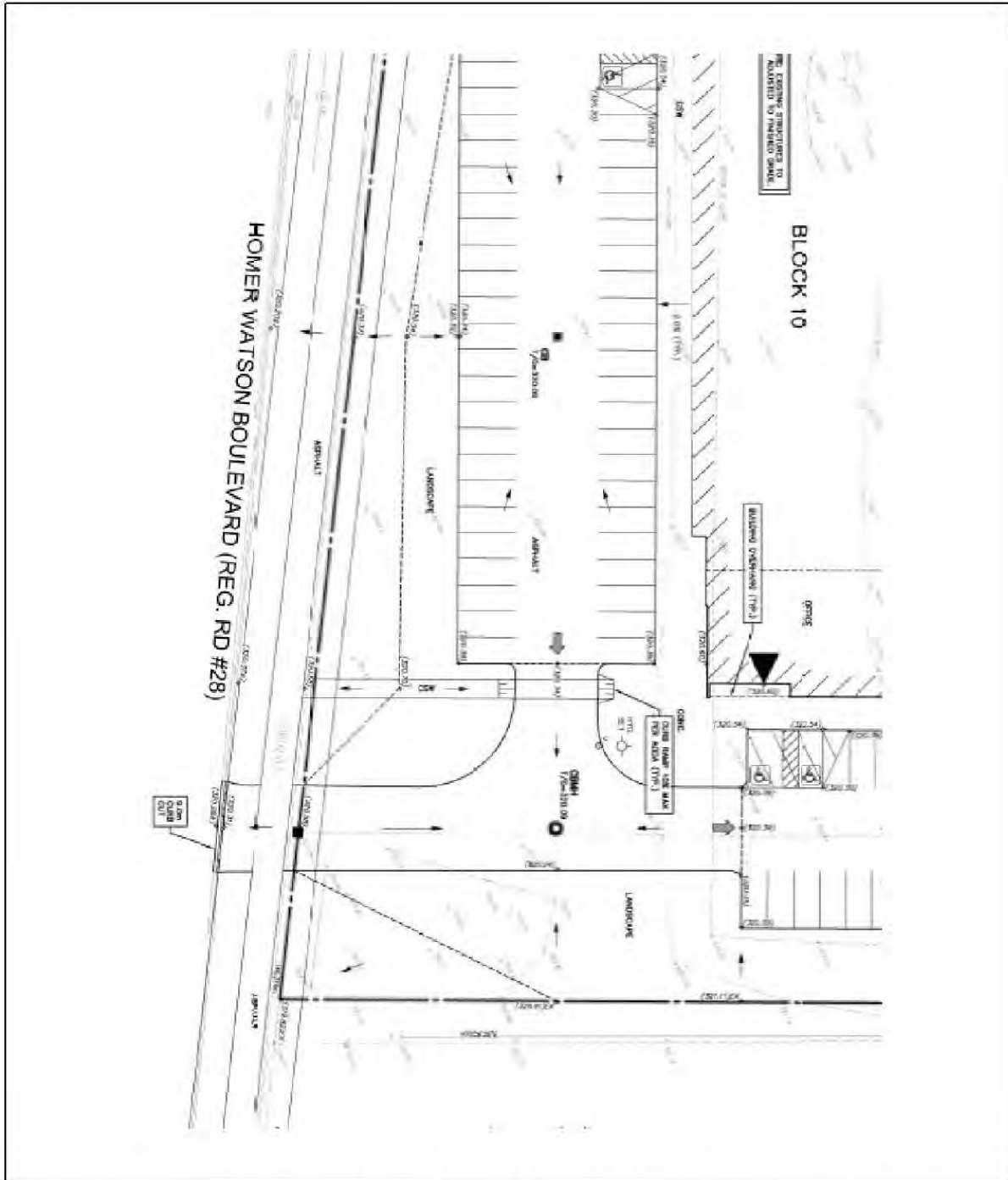


Produced by:
 Corridor Planning
 150 Frederick Street
 Kitchener, Ontario N2G 4J3
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 H:\PI\Asset Maps for Reports\120 Bullock Homer Watson Business Park Key Map.mxd

KEY MAP




Appendix C: Permanent Right-In/Right-Out Access for 20 Pearson Street to Homer Watson Boulevard for Amendment to Controlled Access By-law #58-87.



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 Corridor Planning
 150 Frederick Street
 Kitchener, Ontario N2G 4J3
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**Permanent Right-In/Right-Out Access for 20 Pearson Street
 To Homer Watson Boulevard for Amendment
 to Controlled Access By-law #58-87**



H:\P\Wason Maps for Reports\120 Bullock Homer Watson Business Park Detailed Map Links

Region of Waterloo**Planning, Development and Legislative Services****Community Planning****Transportation and Environmental Services****Water Services****Waste Management**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Comments on Environmental Registry Ontario Posting ERO#019-2785 - Proposed updated Land Use Compatibility Guideline and ERO Posting #019-2768 – a Guideline to address odour mixtures in Ontario.

1. Recommendation:

For information.

2. Purpose / Issue:

This report provides Regional Staff's response to postings on the Environmental Registry of Ontario addressing how municipalities and planning authorities address land use compatibility when planning for sensitive uses and major facilities and a related posting offering guidance on how to anticipate, prevent and address odour issues that could be of concern to local residents.

3. Strategic Plan:

The attached comments support the Region's 2019-2023 Strategic Plan Focus Areas for a Thriving Economy and Environment and Climate Action.

4. Key Considerations:

The Province has requested comments with respect to Environmental Registry Ontario Posting ERO#019-2785 – Proposed Updated Land Use Compatibility Guideline and ERO Posting #019-2768 – a Guideline to address odour mixtures in Ontario. These postings impact the Region's role as both an approval authority and commenting agency for Planning Act applications as well as being the owner and operator of major facilities (Wastewater Treatment Plants, Biosolids Residual Facility, Landfill, Airport).

Regional staff submitted Attachment A to the Province in response to these postings, which included the following key comments:

- a) Major Facilities are uses that require separation from sensitive uses such as manufacturing, waste management and wastewater treatment facilities. The proposed Land Use Compatibility Guideline increases the Area of Influence (AOI) for specific types and classes of Major Facilities. It is anticipated this will result in an increased number of need and compatibility studies submitted in support of Planning Act applications creating additional demand on staff resources to review reports and respond to requests for information.
- b) The proposed Land Use Compatibility Guideline will restrict uses within the Minimum Separation Distance (MSD). This has the potential to conflict with other development objectives such as density targets in Major Transit Station Areas. Some flexibility should be provided to the approval authority to help ensure strategic policy can be met while balancing land use compatibility objectives.
- c) The proposed Land Use Compatibility Guideline only applies to new or expanding sensitive uses near aggregate operations and refers to the Provincial Policy Statement (2020) to assess land use compatibility as well as the licensing process under the Aggregate Resources Act. New or expanding aggregate operations that require a Planning Act application should be subject to the Guideline, or alternatively the Province should provide more detailed direction on assessing land use compatibility relative to aggregate operations.
- d) The proposed Land Use Compatibility Guideline applies to new or expanding sensitive uses near an Airport. There are other federally regulated processes for the establishment or expansion of an Airport facility.
- e) The proposed Odour Mixture Guideline requires the preparation of new documentation including prescribed forms, an Odour Technical Benchmark Report and an Odour Best Management Practice Plans for the Region's landfill, 13 Wastewater Treatment Plants and the Biosolids residual facility. This has the potential to be a significant and costly undertaking for which no budget is currently allocated.
- f) A number of points of clarification on the proposed Guidelines are required and detailed in the attached submission.

5. Background:

The Province is seeking feedback on a new land use compatibility guideline (based on updates to the Ministry D-series guidelines) for municipalities to use when making land use planning decisions under the Planning Act. They are also seeking feedback on a related Guideline to address odour mixtures that provides guidance on how to

anticipate, prevent and address odour issues that could be of concern to local residents.

The purpose of the Land Use Compatibility Guideline is to help municipalities ensure compatibility between major facilities and more sensitive land uses. The objective of the Guideline is to help to prevent impacts from noise, dust, odour and other potential sources of adverse effects from industries and clarify when compatibility studies are needed. The Guideline will also help to protect major facilities and protected employment areas from encroaching sensitive uses to help ensure their long term economic viability.

The proposed updated Land Use Compatibility Guideline will apply to Planning Act applications for a new or expanding sensitive use (e.g. residential) proposed near an existing or planned major facility or if a new or expanding major facility is proposed near existing or planned sensitive land uses.

Key updates to the Guideline include the following:

- Increased Area of Influence (AOI) associated with specific types and classes of major facilities.
- Increased Minimum Separation Distance (MSD) for specific types and classes of major facilities.
- A Compatibility Study is required for a new or expanding major facility or sensitive land use proposed in an AOI or MSD.
- Sensitive uses are not allowed in the MSD of a major facility.
- A Need Assessment is required to assess alternative locations.
- Guidance on how to incorporate land use compatibility policies into Official Plans and as part of Planning Act approvals.
- Guidance related to new or expanding sensitive uses near airports and aggregate operations.
- Guidance related to land use on or near landfills.

The proposed Guideline to address odour mixtures in Ontario provides guidance on how major facilities, development proponents and other members of the regulated community can anticipate, prevent and address odour issues. It is intended to help ensure more regulatory certainty for facilities, better coordinate with land use planning and more effectively remediate issues.

It includes:

- Clarification on requirements for facilities applying for an Environmental Compliance Approval.
- Clarification for facilities preparing an Odour Study.
- Tools to anticipate and prevent odour issues.
- A process for assessing, mitigating and minimizing odour impacts when a new

development is proposed.

- Additional resources for facilities assessing odours.
- Consideration for laboratories that assess odours.

Area Municipality Communication and Public/Stakeholder Engagement:

Discussions with Area Municipal staff were held prior to preparing the staff response and the submitted comments have been shared with Area Municipal staff.

6. Financial Implications:

Nil.

7. Conclusion / Next Steps:

Regional staff will monitor any changes to guidelines and implement as required.

Attachments / Links:

[Attachment A](#): Review Comments, ERO Posting #019-2785 and #019-2768 dated July 2, 2021.

Prepared By: **Amanda Kutler**, Manager, Development Planning

Linda Churchill, Senior Engineer, Waste Management

Reviewed By: **Kate Hagerman**, Acting Director, Community Planning

Nancy Kodousek, Director, Water Services

Mike Greenhill, Manager, Engineering & Infrastructure, Waste Management

Approved By: **Rod Regier**, Commissioner, Planning, Development and Legislative Services

Thomas Schmidt, Commissioner, Transportation and Environmental Services

Attachment A: Review Comments, ERO Posting #019-2785 and #019-2768 dated July 2, 2021



PLANNING, DEVELOPMENT
AND LEGISLATIVE SERVICES
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Fax: 519-575-4466
www.regionofwaterloo.ca

July 2, 2021

Mr. Sanjay Coelho
Senior Policy Analyst
Environmental Policy Branch
Ministry of the Environment, Conservation and Parks
40 St. Clair Avenue W., 10th Floor
Toronto, ON M4V 1M2

Dear Mr. Coelho:

**Re: ERO # 019-2785 and ERO # 019-2768
Review Comments
Draft Land Use Compatibility Guideline (March 2021) and
Draft Guideline to Address Odour Mixtures in Ontario**

Thank you for the opportunity to comment on the draft Land Use Compatibility Guideline (March 2021) and draft Guideline to Address Odour Mixtures in Ontario. Regional staff provide the following comments for the Ministry's consideration. The Guidelines have been reviewed from the perspective of the Region's role as an approval authority and commenting agency under the Planning Act and as the owner and operator of several Major Facilities.

The Compatibility Guideline will replace a number of existing D-series guidelines including:

D-1 Land Use Compatibility,
D-2 Compatibility Between Sewage Treatment and Sensitive Land Use,
D-4 Land Use on or Near Landfills and Dumps, and
D-6 Compatibility Between Industrial Facilities and Sensitive Land Uses.

Policy Implications

- 1) To apply the Compatibility Guideline to a Major Facility such as transportation infrastructure and corridor, e.g., a Major Transit Station Area (MTSA) would be counter productive to the intensification policies and density targets established in the Growth Plan. The Region has 24 existing and proposed MTSA's of which 26% of the land area within these MTSA's are for employment uses. To apply the

proposed minimum separation distance (MSD) associated with these lands will hinder the MTSA density targets from being achieved.

Similarly, application of the MSD on development proposed within Growth Centres will also have an impact on density targets. We acknowledge Section 2.1.2 of the guideline provides for the establishment of alternate AOIs by planning authorities to achieve other planning objectives; nevertheless the Guideline states the MSD must still be maintained. Consideration should be given to re-visiting this section of the Guideline further where conflicts in policy may arise. **Where such conflicts objectives arise (e.g. density/intensification implications in MTSA's or Urban Growth Centres), municipalities should have some discretion in being able to reduce MSDs.**

- 2) As an upper-tier municipality, the Regional of Waterloo Official Plan requires that lower-tier Official Plans contain detailed policies to address land use compatibility. The guideline suggests that AOIs and MSDs be implemented by way of Official Plan policy. This can become problematic as any reduction will require an Official Plan amendment, which would be onerous and time consuming for proponents and the municipality. **Regional staff suggest that AOIs and MSDs not be included in Official Plans.**
- 3) As required in the Growth Plan for the Greater Golden Horseshoe, the Region just recently completed an employment area lands exercise to propose Regional Employment Area (REA) and Provincially Significant Employment Zones (PSEZ) for designation in the Regional Official Plan as part of its Municipal Comprehensive Review. It is not known what impact the proposed Guideline will have on the proposed REA and PSEZ designations if a new Guideline is released by the Province for use at this time. It is also not known whether the Ministry of Municipal Affairs and Housing will require an update to the designations should a new Guideline be released for use after a Regional Official Plan amendment has been submitted to the Ministry for review and approval. **MECP should include a transition policy within the new Guideline.**
- 4) The footnote under Table 1 states that AOI and MSD only applies to new or expanding sensitive land use proposals near major aggregate operation. The *Major Facilities* definition in this Guideline and the PPS includes resource extraction activities e.g. aggregate operations. Having taken into consideration the licensing process under the Aggregate Resources Act, Planning Authorities must still ensure that proposals requiring Planning Act approvals (e.g. Zoning By-law Amendment to establish a new aggregate operation in close proximity to sensitive land uses) are consistent with the PPS. We recognize there are limited locations where aggregate can locate however where sensitive uses are in proximity **these guidelines should apply to new or expanding aggregate operations, or alternatively, the Province should develop more detailed guidelines to address land use compatibility specifically for new or expanding aggregate operations.**

Comments on the Draft Guideline

- 5) Section 1.5.3 – **This section should also recognize that the Guideline applies to legal non-conforming uses.** For example, expansion of a manufacturing facility if permitted under its legal non-conforming status.

This section also provides a list of Planning Act tools to which the Guideline would apply. The last bullet point reads, “Site plan control and other planning approvals”. **It should be clarified what other planning approvals are applicable.**

In the Region of Waterloo, the assessment of land use compatibility for the most part is undertaken by the Region of Waterloo. The bullet list of planning instruments subject to the Guideline include minor variances and site plans. These two Planning Act applications are currently not subject to the D-6 Guidelines by the Region or any of the 7 lower-tier municipalities in the region. **Adding these new applications will require additional staff time and resources.** Even if peer reviewed by a third party at the applicant’s cost, there is still an administrative function that needs to be carried out by Region or lower-tier municipal staff.

- 6) Sections 2.7 and 2.8 Compatibility Study and Demonstration of Need – It is not clear who is qualified to complete compatibility studies and demonstration of need studies; and who at the planning authority would be qualified to review such studies. **The Ministry should provide terms of reference and clarify the qualifications required to prepare these studies. Evaluation criteria should also be provided to assist in the review of these reports.**
- 7) It is acknowledged land use compatibility is an issue across the Province. Reference is made to the Growth Plan for the Greater Golden Horseshoe in the Guideline (Section 3.7, para. 1 for example). **The Ministry should clarify if the Guideline only applies to the Greater Golden Horseshoe or to the entire Province.**
- 8) The Guideline provides for 5 classes of industrial facilities along with various Area of Influence (AOI) and Minimum Separation Distance (MSD). It is not clear why 5 classes have been provided where Table 2 and Table 3 must be used to determine the MSD. In such cases there are only 3 MSDs: Class 1 at 200m, Class 2 at 300m and Classes 3, 4 & 5 at 500m. Consideration should be given to reducing the number of Classes.
- If the number of Classes is not reduced, Table 3 should be updated to provide clear and distinct characteristics for each class of a major facility in order for municipalities to be better able to determine the class of a major facility.**
- 9) It is also not clear why a Class 1 facility requires a MSD of 200m in Table 2, this would seem excessive in the case of a wholly enclosed facility. **Consideration should be given to reducing the MSD for lighter employment uses where wholly enclosed.**

General Comments

- 10) Little reference is made to vibration and air quality as compatibility issues/concerns to be addressed (except in Appendix B of the Guideline). **More emphasis on vibration and air quality should be added in the body of the Guideline.**
- 11) The new Guideline will potentially mean additional time and resources will be needed to implement the Guideline requirements. **The Ministry should provide additional training to help familiarize staff with the Guideline.**

Odour Guideline Comments

The following comments are specific to the Region's Landfill operations.

Overall, the proposed guidelines will require additional resources in the form of staff and consulting time, however with a consistent approach to odour management may benefit the landfill residents group as well as those who do complain about odours.

- The land use compatibility guideline stipulates a 2 km areas of influence (AOI) for landfill sites and compatibility studies are required within the AOI. This means there will likely be additional studies for staff review as that is a greater area than is currently used so this will mean additional staff time/effort as well as potential information requests and requirements.
- This will likely result in the need for expanding the requirement for odour warning clauses for new development within the 2 km AOI.
- The odour mixtures guideline looks like there will be additional reports and benchmarking for facilities which also will require updates on a regular basis. **It is anticipated additional staff time as well as consultant time and costs will be required although much of the information is already contained in the landfill air quality reports, there will be additional reports that will be required.**
- On a positive note, staff thinks having the formal process and reporting will be a benefit when having to address odour complaints with the public. It will also provide a consistent format to report odours.

The following comments are specific to the Region's Wastewater Treatment Plants and Biosolids Residual facility.

- The initial preparation of the prescribed forms, Odour Technical Benchmark Report (OTBR), Best Management Practice Plans (BMPP) has the potential to be a significant and costly undertaking, especially for our municipality with 13 Wastewater Treatment Plants and 1 Biosolids Residual Facility. **This money has not been allocated in any budget and our consultant has estimated that the**

preparation of these plans to be approximately \$50K per OTBR and \$30K per BMPP report, based on the general information available at this time.

- There are a number of questions raised as a result of the review of the proposal and further clarification is required on the following:
 - If implemented, when would these changes come into effect? Will there be a transitional period?
 - How are odours dealt with that are outside of the control of the facility? Either weather related (temperature inversion) or other odour producing facilities within the area of influence (collection systems, industry, agriculture)?
 - Will the MECP need to sign off on these plans for each facility in Ontario?
 - How will climate change influence these proposed regulatory changes?

Should you have any questions, please do not hesitate to contact the undersigned.

Yours truly,



Rod Regier
Commissioner
Planning, Development
and Legislative Service



Thomas Schmidt
Commissioner
Transportation and
Environmental Services

Region of Waterloo
Transportation and Environmental Services
Water Services

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Notice of Completion for Spring Valley Sewage Pumping Station Upgrades

1. Recommendation:

That the Regional Municipality of Waterloo accept the Spring Valley Sewage Pumping Station Upgrades – Project File Report as summarized in this Report TES-WAS-21-20 dated August 10, 2021; and

That the Regional Municipality of Waterloo publish the Notice of Completion for the Spring Valley Sewage Pumping Station Upgrades and provide the Project File Report for a public review and comment period, in accordance with the Municipal Engineers Association’s Class Environmental Assessment process.

2. Purpose / Issue:

The Region has completed a Schedule ‘B’ Municipal Class Environmental Assessment to identify upgrades for the Spring Valley Sewage Pumping Station to ensure the continued reliable operation of the station. A Project File Report has been prepared to document all phases of the study process and will be available for 30-day public review. A Notice of Completion will be issued to inform stakeholders and the public that the report will be available from August 24, 2021 to September 23, 2021 on the Region’s website. The Notice of Completion will be sent to those included on the project contact list and advertised in the local newspaper.

3. Strategic Plan:

The Spring Valley Sewage Pumping Station Upgrades supports the Environment and Climate Action focus area in the 2019-2023 Strategic Plan by protecting our water resources (Objective 3.4).

4. Key Considerations:

- a) **Preferred upgrades:** The project team has completed the evaluation process and identified the preferred upgrades based on technical investigations, public consultation, and input from stakeholders. The preferred upgrades include constructing a new pumping station on an adjacent parcel of land, located north of the existing site. The proposed site of the new pumping station is currently an undeveloped parcel owned by the City of Kitchener.
- b) **Public consultation:** Public consultation was conducted for affected stakeholders including local residents, City of Kitchener, Ministry of Environment Conservation and Parks, Grand River Conservation Authority and Indigenous communities (Haudenosaunee Confederacy, Mississaugas of the Credit First Nation, and Six Nations of the Grand River).

A meeting was conducted on March 29, 2021 with Six Nations of the Grand River. An overview was provided of the study, including the field investigations, evaluation process, and preliminary preferred solution. Comments were received regarding the projects proximity to the Grand River and potential impacts to Indigenous treaty rights based on ongoing litigation and land claims. Region representatives indicated that upgrades to the facility would result in improved protection for the Grand River.

5. Background:

The Spring Valley Sewage Pumping Station Upgrades was initiated to identify recommendations to ensure the continued reliable operation of the station. The objectives of the long-term improvements are to meet future servicing requirements, increase operating flexibility and reliability, and meet current industry standards and best practices. The preferred upgrades include constructing a new pumping station on an adjacent parcel of land, located north of the existing site. The proposed site of the new pumping station is currently an undeveloped parcel owned by the City of Kitchener.

An opportunity to provide input was provided for the public and stakeholders at key milestones in the project, including two Public Consultation Centres: Public Consultation Centre 1 held in June 2019 and Public Consultation Centre 2 held virtually from January 27, 2021 to February 26, 2021.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Area Municipality Communication: The project Steering Committee, which provides oversight for the alternatives development and evaluation process, includes two members of the City of Kitchener Council, and two City of Kitchener staff members. Two Steering Committee Meetings were conducted throughout the project to obtain feedback at key project milestones.

Public/Stakeholder Engagement: Two Public Consultation Centres were held for this project (June 2019 and January 2021). Public and stakeholder feedback received through the consultation process was considered in the decision making process. A meeting was held with representatives of the Six Nations of the Grand to discuss the project and obtain feedback.

7. Financial Implications:

The approved 2021-2030 Wastewater Capital Program includes a budget of \$20,002,000 between 2021 and 2028 for the design and construction of the Spring Valley Sewage Pumping Station Upgrades (Project #08329) to be funded from the Wastewater Capital Reserve (73%; \$14,601,500), growth related debentures (14%; \$2,800,000) and the Wastewater Development Charge Reserve Fund (13%; \$2,600,500). More detailed cost estimates will be developed through the detailed designs of the projects.

8. Conclusion / Next Steps:

Feedback received during the 30-day public review period of the Project File Report will be reviewed by the project team. If necessary, the Project File Report will be updated to address comments received. After comments for the Project File Report have been addressed, the Schedule 'B' Class Environmental Assessment will be complete. Detailed design for the preferred solution is scheduled to begin in 2022.

9. Attachments / Links

[Attachment A](#) – Spring Valley SPS Figures (DOCS 3756823)

Prepared By: Nicole Sapeta, Senior Engineer, Water Services

Pam Law, Manager of Engineering and Planning, Water Services

Reviewed By: Nancy Kodousek, Director, Water Services

Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services

Region of Waterloo**Transportation and Environmental Services****Water Services**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Update on Accelerated Recommissioning of the Parkway Water Supply System

1. Recommendation:

For Information.

2. Purpose / Issue:

The Parkway Water Supply System (WSS) consisting of three groundwater wells and a water treatment plant was temporarily shut down in March 2021 as a precautionary measure due to the detection of chromium in one of the groundwater supply wells. Through the accelerated implementation of several key projects, the WSS is to return to service using the two unimpacted supply wells to ensure sufficient capacity to meet potential high water demands this summer. Water Services staff in consultation with Purchasing staff initiated these projects using the emergency provisions of Section 22 of the Purchasing By-law.

3. Strategic Plan:

This update report supports the Environment and Climate Action focus area in the 2019-2023 Strategic Plan by protecting our water resources (Objective 3.4).

4. Key Considerations:

The Parkway Water Supply System consists of three groundwater wells (K31, K32 and K33), a treatment plant with disinfection and a water storage reservoir. Under normal operating conditions, the water pumped from these three wells enters the water treatment plant where the water is blended together and subsequently undergoes both primary and secondary disinfection before entering the distribution system. To facilitate the recommissioning of the system, the two unimpacted wells will be pumped to the reservoir for treatment and the chromium impacted supply well (K32) will be pumped to the sanitary sewer. To enable this operation, a new sanitary line will be constructed to allow K32 to discharge to the City of Kitchener's existing sanitary sewer, additional monitoring wells will be constructed and repairs to the reservoir will be required. Details on these projects are as follows:

a) Sanitary Sewer Connection

K32 connection to the sanitary sewer and disconnection from the water supply system is being completed using contingency funding under the approved contract for the Schneider Creek Bridge Construction (T2020-164). The value of this work is \$164,000.

b) New Monitoring Wells Installation and Additional Monitoring

Four new monitoring wells are being installed around the Parkway wells to improve the understanding of the extent of chromium in the groundwater, and to facilitate monitoring of chromium and water levels as the supply wells are brought back into operation. The work is to be completed under the supervision of Stantec Consulting Limited, who had previously been awarded a project to study the impact of winter road and parking lot maintenance on the water quality in the wells (CS 2019-18). The cost estimate to complete this work is approximately \$428,000, which includes the cost of a drilling contractor, construction supervision, and water quality sampling in the new and three existing monitoring wells.

c) Repairs to the Reservoir

An inspection of the Parkway reservoir was completed while the facility was offline in order to plan for future asset renewal requirements. As part of this inspection, some immediate repairs to the construction joints and internal coating system were identified. These repairs were required to be completed prior to bringing the reservoir back online. The value of this work is \$360,000.

Water demand in the Region is typically higher in the summer related to outdoor water use and during extended periods of low precipitation and/or high temperatures, so that meeting demands can be challenging. Having this system available to operate during peak summer demands is critical. Approval to initiate and complete these projects was provided in Section 22 of the Purchasing By-law (16-032) which states that the Chief Purchasing Officer may acquire any goods or services that are required by the Region to respond to an emergency.

5. Background:

The Parkway Water Supply System located on Manitou Drive provides approximately five per cent of the drinking water to the City of Kitchener. The drinking water supplied from this system meets the required regulatory standards and is safe for consumption, but recently, tests of the treated water detected the presence of low levels of chromium. As a precautionary measure, the system was temporarily shut down to collect additional information and the two unimpacted supply wells will be returned to service.

7. Area Municipality Communication and Public/Stakeholder Engagement:

Region of Waterloo Public Health & Emergency Services, Health Protection & Investigation have been consulted and have indicated their support of the approach recommended for the Parkway WSS. They have reviewed this report.

The Ministry (MECP) are working collaboratively with the Region and are supportive of the approach recommended for Parkway WSS. The City of Kitchener has been contacted for approval of discharge into the sanitary system.

8. Financial Implications:

The Region's approved 2021-2030 Water Capital Program includes a budget of \$9.9M in 2021 for the Facilities Upgrades (Project #04893). The total value of the work being completed to return the Parkway WSS into service is \$952,000 funded from the Water Capital Reserve (73%; \$695,000) and the Development Charges Reserve Fund (27%; \$257,000). The remaining project funds will be available for other infrastructure upgrades.

9. Conclusion / Next Steps:

Water Services is undertaking several projects to bring the Parkway WSS back into service including connecting K32 to the sanitary sewer, installing additional groundwater monitoring wells and completing urgent repairs to the reservoir. Once all these projects are complete, Water Services will initiate a staged re-start of the supply wells which will include monitoring of the chromium concentrations in the supply wells, all nearby monitoring wells and the treated reservoir.

Attachments / Links:

Nil

Prepared By: Eric Hodgins, Manager Hydrogeology and Water Programs

Pam Law, Manager Engineering and Planning

Reviewed By: Nancy Kodousek, Director Water Services

Approved By: Thomas Schmidt, Commissioner Transportation and Environmental Services

Region of Waterloo**Transportation and Environmental Services****Water Services**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: State of the Region's Water Supply Update

1. Recommendation:

For information.

2. Purpose / Issue:

The intent of this report is to make Council aware of some challenges facing our unique water supply system as we begin work on the upcoming Water Supply Master Plan. The report will highlight the latest water demand trends and changes and impacts we will need to address in order to provide a sustainable water supply to our growing community.

3. Strategic Plan:

This update report supports the Environment and Climate Action focus area in the 2019-2023 Strategic Plan by protecting our water resources (Objective 3.4).

4. Key Considerations:**Region of Waterloo Water Supply System**

The Region's water supply is one of the most unique supply systems in Ontario and requires heightened levels of protection. Water is supplied by 120 groundwater wells as well as one surface water supply that receives water from the Grand River. Water is provided 80 per cent from groundwater and 20 per cent from surface water. The heavy reliance on local aquifers requires a robust protection plan, particularly in reducing salt and chlorides and careful management and monitoring to ensure a sustainable water supply is available to support growth.

Water Supply Master Plan and Water Charter

Water Services will be undertaking a Water Supply Master Plan (WSMP) update starting at the end of 2021. The purpose of the project will be to look at the updated long-term drinking water needs for Waterloo Region and develop an approach to meet them.

In advance of starting the Master Plan Water Services will be developing a Project Charter. This charter will engage stakeholders from various departments within the Region as well as key external stakeholders including the GRCA and the Ministry of Environment, Conservation and Parks. The intent of the charter will be to ensure that the scope of the Master Plan aligns with the Strategic Plan to support the thriving and growing community while protecting the environment, including our water resources.

Current Status of Water Needs

The Region is in the process amending the Regional Official Plan (ROP). Water Services is working closely with Planning staff to provide input on potential impacts of new growth on our water resources.

The new ROP projections for 2051 represent a 14 percent and 21 per cent increase in population and employment respectively as compared to what was planned for in the 2015 WSMP. Another important change since the previous WSMP was completed is that overall community water consumption has begun to increase again after years of declining due to water efficiency measures. Peak water demands in the summer months also appear to be increasing, as Waterloo Region sees more extended days of hot weather due to climate change.

Through the Region's asset management program, more preventative maintenance and replacement is being completed to increase the reliability and longevity of our system and to reduce the risk of unexpected failure. This work is critical but it requires water facilities to be taken offline more frequently thus reducing water supply capacity.

Future of the Region's Water

In order to plan for additional growth in the Region, adapt to the impact of climate change and account for downtime of water supplies for maintenance it is critical to protect our existing sources and possibly search for new water supplies in the future.

The quality and quantity of our existing water supplies require protection. The items that follow are key considerations to be included in the Master Plan:

- Quantity
 - o Limit development in key water recharge areas
 - o Look for more aggressive water conservation/reuse opportunities
- Quality
 - o Classify new development as "Salt Free" or "Salt Reduced" zones
 - o Reduce salt use in existing urban areas
 - o Continue implementation of Source Protection policies

As future population projections continue to rise, it will trigger the need for new water supplies. Water Services will be updating the Tier 3 groundwater supply model to identify how much water can be sustainably taken from local aquifers. As part of the WSMP update, future populations, water demand trends and aquifer sustainability will be examined to determine if future water demands can be met through local sources. Depending on the results, alternate supplies, such as a pipeline from Lake Erie, may need to be considered.

5. Background:

The Region updates the WSMP every 5 – 7 years in order to review any changes that may have occurred since the last update and to ensure that solutions are identified to support future water supply needs. The last WSMP was completed in 2015 and can be found on the Region's website:

<https://www.regionofwaterloo.ca/en/living-here/resources/Documents/water/plans/WS2015MarchWaterSupplyMasterPlan.PDF>

6. Area Municipality Communication and Public/Stakeholder Engagement:

Area Municipalities and Public/Stakeholders will be engaged throughout the development of the Water Supply Master Plan.

7. Financial Implications:

N/A

8. Conclusion / Next Steps:

Water Services staff will continue to be involved in the ROP amendment process to ensure that protection of local water resources is highlighted. A more in depth analysis of future water supply needs and local supply capabilities will be completed as part of the WSMP and Tier 3 model updates scheduled to start by the end of this year. Updates on key findings from these studies will be brought forward to council at later dates.

9. Attachments / Links:

Nil

Prepared By: Pam Law, Manager Engineering and Planning, Water Services

Reviewed By: Nancy Kodousek, Director of Water Services

Approved By: Thomas Schmidt, Commissioner of Transportation and Environmental Services

Region of Waterloo**Transportation and Environmental Services****Waste Management Division**

To: Committee of the Whole
Meeting Date: August 10, 2021
Report Title: Blue Box Regulation (O. Reg. 321-21) Update

1. Recommendation:

For information.

2. Purpose / Issue:

The purpose of this report is to inform Committee of the Whole of the Province's approval of the finalized Blue Box Regulation (O. Reg. 321-21) on June 3, 2021, under the Resource Recovery and Circular Economy Act, 2016 (RRCEA), which makes producers of products and packaging fully responsible for the operation of the municipal Blue Box program.

3. Strategic Plan:

This supports the Corporate Strategic Plan's Environment and Climate Action Focus Area Strategic Objective 3.3: Direct more waste away from landfill, improve recycling and better manage organic waste.

4. Key Considerations:

Transitioning all of Ontario's existing municipally operated blue box programs to full producer responsibility will occur over a three-year period between 2023 and 2025. Numerous blue box transition consultation sessions, facilitated by the Ministry of Environment, Conservation and Parks (MECP), were undertaken throughout 2020 and 2021 that assisted in the development of the new Blue Box regulation.

In general, the final regulation appears consistent with the draft regulation that the MECP released on October 19, 2020. Comments on the draft regulation were provided to the MECP through staff report TES-WMS-20-04, dated December 8, 2020 and helped formalize the finalized regulation.

The new regulation will enact several changes to the Blue Box program in Ontario, including:

- establishing a common curbside blue box collection system across Ontario which

will service all municipalities and First Nation communities;

- expanding the type of materials which are accepted in the Blue Box program to include recyclable packaging, single-use packaging-like products and single-use food and beverage service products including straws, cutlery and plates;
- offering blue box collection services to several additional sources, such as multi-unit residential buildings, schools, some public spaces, not-for-profit retirement and long-term care homes;
- implementing a consistent, province wide promotion and education program to increase awareness about collection, reuse, recycling and recovery of materials; and,
- establishing weight-based recovery targets based on the quantity of material supplied into Ontario that producers will be required to meet.

The following table presents a summary of key activities and dates.

Activity	Timeline
Final regulation released by the Ministry.	June 3, 2021
Producers prepare to take over operational and financial control of the blue box program in accordance with regulatory obligations.	January 2021 to December 2022
Initial Transition Report – Municipalities provide data on existing eligible services.	September 2021
Municipalities transitioning in 2024 submit detailed transition plan.	August 31, 2022
Municipalities gradually transition operational and financial control of blue box program to producers with 1/3 of municipalities to transition each year.	January 2023 to December 2025 Region's transition date is March 4, 2024.

Under the new regulation and framework, municipalities no longer have an obligation/regulated role to provide Blue Box collection and processing services (including promotion and education) as this will now lie solely with producers. Given the scale, complexity and still many unknowns related to the transition, it would be prudent to determine if it would be mutually beneficial to be a “service provider” to producers for blue box collection at the curb and/or for processing of materials at the Region owned recycling centre. Further dialogue with producers will be undertaken to understand what terms and conditions would be required to administer blue box collection/transfer/processing contracts on behalf of producers

and this information brought back to Committee for discussion before any final decisions are made on whether the Region would benefit from providing service.

Potential Changes Post-transition (i.e. 2026 and beyond):

Some sites currently serviced by the Region are not included in the new producer responsibility framework and therefore are not eligible during transition in 2024. These sites include, for example:

- Businesses designated in the downtown areas
- Churches
- For-profit nursing and retirement homes

However, it should be noted that any residences (apartments) above businesses are considered eligible and therefore included in the new regulation.

Staff will be creating a list of those properties where recycling collection currently takes place but are considered ineligible under the new regulation to determine the level of impact. This information will inform future decisions around whether the Region may wish to continue to provide these services at ineligible sites at an additional cost.

Although the new system introduces a standard list of items accepted in the recycling program province-wide, it should be noted that some existing items accepted in the Region's program, such as plastic sandwich bags and hard/soft cover books, are not listed as designated materials.

While frequency of collection and type of containers will remain the same during the transition process, producers will have the ability to implement significant changes to the blue box program to improve efficiency and drive diversion up starting in 2026. These changes could include:

- type of recycling container/receptacle (i.e. potential switch to carts or bags),
- frequency of collection (i.e. bi-weekly vs weekly); and,
- alternative collection system (i.e. deposit return, community drop off bins or mail-in options)

Waste management services in most public areas such as parks, trail systems and public spaces would also be impacted as all or some of these locations may be eligible for recycling services post transition.

5. Background

Currently, Ontario municipalities with a population of at least 5,000 are required to provide a Blue Box management system and producers of Blue Box materials (i.e. Loblaws, Unilever, Proctor & Gamble, Coca-Cola, etc.) are required to compensate municipalities for roughly 50 per cent of the costs to operate the program on an annual basis.

In 2016, the Province of Ontario signalled its intent to transition the Blue Box program to full producer responsibility by passing the RRCEA, whereby producers of blue box products and packaging would be fully responsible for the Blue Box program, both operationally and financially. The Resource Productivity and Recovery Authority (RPRA) was also created in 2016 and acts as Registrar to oversee reporting and compliance of programs governed by the RRCEA.

6. Area Municipality Communication and Public/Stakeholder Engagement:

As noted above, the new Blue Box regulation will expand access and management of recyclables to schools, long-term care and retirement homes (not-for-profit) as well as parks, transit stops and public spaces post transition (i.e. after 2025). Over the coming months, staff will continue to reach out to affected local stakeholders (i.e. school boards, area municipalities, etc.) to clarify potential impacts and how best to proceed in a collaborative and consistent manner to ensure as seamless and effective implementation as possible.

7. Financial Implications:

There are no direct financial implications associated with this report. Financial implications arising from transition to full producer responsibility will be communicated to Committee as details on the transition process are confirmed.

8. Conclusion / Next Steps:

The Region is required to submit to RPRA an initial report containing the status of eligible sites by September 2021 and this will easily be accomplished utilizing existing collection data.

A detailed transition plan must also be submitted to RPRA by August 31, 2022. This plan will be informed by discussions with producers with the final decision on what role the Region will undertake at transition (and beyond) to be approved by Council. In this regard, Staff will continue to provide updates and will seek Committee input/approval prior to finalization of the detailed transitioning plan.

Attachments / Links:

Media Release Ontario enhancing blue box program – Ministry of the Environment, Conservation and Parks <https://news.ontario.ca/en/release/1000259/ontario-enhancing-blue-box-program>

Prepared By: Deanna Dakin, Supervisor, Contracts and Service (Interim)

Reviewed By: Jon Arsenault, Director, Waste Management Services

Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services

Region of Waterloo**Corporate Services****Treasury Services**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Investment Position at June 30, 2021

1. Recommendation:

For information

2. Purpose / Issue:

To provide an update on the Region's investment position at June 30, 2021 for both the General and Sinking Fund Investment Portfolios.

3. Strategic Plan:

The Region's prudent use of investment maturity laddering and regular monitoring of cash flows align with the Corporate Strategic Plan objective to ensure the Region provides value for money and long term financial sustainability under Focus Area 5 - Responsive and Engaging Public Service.

4. Key Considerations:

a) Investment Policy Governance

Section 418 of the Municipal Act, Ontario Regulation 438/97 and the Region's Consolidated Investment Policy govern investing activities at the Region of Waterloo. Provincial regulations establish the type of investments the Region can hold while the Region's Consolidated Investment Policy establishes limits for the allowable investments. Investments are verified to comply with the Region's Consolidated Investment Policy at the time of purchase.

b) General Investment Portfolio

The Region's General Portfolio is comprised of reserves, reserve funds and operating funds and investments within this portfolio are comprised of holdings ranging from high interest savings accounts to long term bonds and debentures. Variations in the book balance for the General Portfolio reflect the timing of the Region's capital expenditures and funding. General Portfolio holdings as of June 30 are summarized below and detailed in Appendix A.

General Portfolio (\$ M)	2019	2020	2021
Cash balances	\$124.7	\$213.6	\$259.8
Investment balances	145.9	149.4	197.0
Total Book Value	\$270.6	\$363.0	\$456.8
Annualized average rate of return (investments only)	2.78%	2.60%	2.19%
Annualized average rate of return (total portfolio)	2.95%	2.30%	1.41%

c) Sinking Fund Portfolio

Sinking Fund debentures are characterized by the entire principal amount maturing at the end of the term. Semi-annual interest-only payments are made to bond holders, and annual contributions are made to the Sinking Fund which along with interest earned will be sufficient to retire these debentures upon maturity. Sinking Fund Portfolio holdings as of June 30 are summarized below and detailed in Appendix B.

Sinking Fund Portfolio (\$ M)	2019	2020	2021
Cash balances	\$5.6	\$8.0	\$5.1
Investment balances	42.0	49.2	52.8
Total Book Value	\$47.6	\$57.2	\$57.9
Annualized average rate of return (investments only)	3.87%	3.70%	3.19%
Annualized average rate of return (total portfolio)	3.79%	3.34%	3.01%

d) Investment/Disposal of Own Securities

During the first 6 months of 2021, the Region did not invest in any of its own securities in either fund. In the Sinking Fund portfolio, two investments in own securities matured.

e) Commentary on 2021 mid year results

General portfolio balances fluctuate due to the timing of cash inflows and outflows for both operating and capital programs. Cash balances at mid-year 2021 increased over 2020 due to the pre-financing of certain capital projects in 2021 to take advantage of low interest rates and the receipt of Safe Restart Agreement funds in 2020 allocated for use in 2021.

Fluctuations in interest rates have a direct impact on the rate of return on the Region's investment portfolios. Staff monitor cash flow levels closely and utilize investments such as short term Guaranteed Investment Certificates and the High Interest Savings Account to maximize the rate interest earned on cash holdings. The reduction of the Bank of Canada Target Rate by 1.5% in March 2020 coupled with the Region's higher cash balances have reduced the portfolio's annualized average rate of return.

The Sinking Fund portfolio has a temporary minor compliance variance relating to the investments in Bank of Montreal bonds. These holdings will fall back into compliance in November when \$4.1 million of current holdings retire.

In 2020, there was a maturity of \$8.9 million of sinking fund debentures contributing to the lower portfolio increase compared to prior years. In November 2021, there will be another maturity of \$9.4 million of sinking fund debentures. The remaining \$224 million of Sinking Fund debentures outstanding are maturing in 2032-2033 and 2043-2044.

5. Background:

Nil

6. Area Municipality Communication and Public/Stakeholder Engagement:

Nil

7. Financial Implications:

Nil

8. Conclusion / Next Steps:

Nil

9. Attachments / Links:

[Appendix A](#): General Investment Portfolio at June 30, 2021

[Appendix B](#): Sinking Fund Portfolio at June 30, 2021

Prepared By: Lori McDonald, Financial Analyst

Tricia Alpaugh, Manager, Treasury Services

Reviewed By: Cathy Deschamps, Director, Treasury Services/Deputy Treasurer

Approved By: Craig Dyer, Commissioner, Corporate Services/Chief Financial Officer

August 10, 2021

Report: COR-TRY-21-73

Appendix A – General Investment Portfolio at June 30, 2021
(Alternate formats available upon request)

This table summarizes the General Investment holdings classified by eligible investments:

Investment Policy Category	Portfolio Amount	%	Maximum Per Issuer	Maximum Per Category
Provincials				
Ontario	\$ 7,631,054	4%	50%	50%
Alberta	\$ 12,044,763	6%	25%	25%
Other Provincials				
Manitoba	\$ 10,956,625	6%	15%	
New Brunswick	3,022,439	2%	15%	
Newfoundland	11,151,069	6%	15%	
Saskatchewan	2,004,670	1%	15%	
Total Other Provincials	\$ 27,134,804	14%		40%
Schedule I Banks				
TD/Canada Trust	\$ 3,007,175	2%	12%	
CIBC	14,209,535	7%	12%	
Bank of Nova Scotia	9,102,441	5%	12%	
Bank of Montreal	20,774,916	11%	12%	
Royal Bank	20,075,774	10%	12%	
National Bank	4,000,000	2%	12%	
Laurentian Bank	10,000,000	5%	12%	
Total Schedule I Banks	\$ 81,169,842	41%		50%
Municipal				
Region of Waterloo	\$ 8,207,203	4%	50%	50%
Other Municipalities				
Region of Niagara	\$ 9,372,489	5%	10%	
Region of Peel	1,999,710	1%	10%	
City of Toronto	3,984,386	2%	10%	
Region of York	3,991,636	2%	10%	
City of Ottawa	5,000,383	3%	10%	
City of Guelph	5,521,731	3%	10%	
BC Mun Finance Authority	5,448,881	3%	10%	
City of Vancouver	1,998,345	1%	10%	
City of Montreal	3,013,271	2%	10%	
Quebec City	5,096,160	3%	10%	
Total Other Municipalities	\$ 45,426,992	23%		35%
Total Bond Investments	\$ 181,614,657	92%		
Investment Funds				
ONE Money Market Fund	\$ 803,648	0%	50%	
ONE Bond Fund	14,537,751	7%	50%	
Total Investment Funds	\$ 15,341,398	8%		
Total Investment Portfolio	\$ 196,956,056	100%		
Cash and Cash Equivalents	\$ 259,844,803			
Total Portfolio	\$ 456,800,858			

Appendix B – Sinking Fund Portfolio at June 30, 2021
(Alternate formats available upon request)

This table summarizes the Sinking Fund holdings classified by eligible investments:

Investment Policy Category	Portfolio Amount	%	Maximum Per Issuer	Maximum Per Category
Ontario	\$ 15,122,372	28.7%	50%	50%
Other Provincials				
Manitoba	\$ 6,114,070	11.6%	15%	
Newfoundland	4,836,985	9.2%	15%	
New Brunswick	3,272,421	6.2%	15%	
Quebec	3,159,024	6.0%	15%	
Nova Scotia Power (Provincially Backed)	\$ 1,640,726	3.1%	15%	
Total Other Provincials	\$ 19,023,226	36.1%		40%
Schedule I Banks				
CIBC	\$ 4,634,277	8.8%	12%	
Bank of Montreal	7,651,638	14.5%	12%	
Laurentian Bank	3,500,000	6.6%	12%	
Total Schedule I Banks	\$ 15,785,916	29.9%		50%
Municipal				
Region of Waterloo	\$ 765,915	1.5%	50%	50%
Total Bond Investments	\$ 50,697,428	96.1%		
One Equity Fund Investments	\$ 2,058,457	3.9%		
Total Investment Portfolio	\$ 52,755,885			
Cash and Cash Equivalent	5,169,781			
Total Portfolio	\$ 57,925,666			

Region of Waterloo
Planning, Development and Legislative Services
Council and Administrative Services

To: Committee of the Whole
Meeting Date: August 10, 2021
Report Title: Waterloo Area Ombuds Office Annual Report for 2019-2020 and 2020-2021

1. Recommendation:

For Information.

2. Purpose / Issue:

The Region's agreement with the Waterloo Area Municipal Ombuds Office (Ombuds Office) requires that an annual report on the activities be reported to Council.

This report is for information purposes and provides a breakdown of inquiries and complaints received by the Ombuds Office between June 1, 2019 and May 31, 2021

3. Strategic Plan:

The work of the Ombuds Office directly aligns with Focus Area 5 of the Strategic Plan – Responsive and Engaging Public Service. The Ombuds Office enables the citizens of the Region of Waterloo to have confidence and trust in the decision-making abilities of the Region by having an independent office provide assistance on service related matters.

4. Key Considerations:

The Ombuds Office is independent of Council

The Ombuds Office is independent of the Region of Waterloo and is an appointed officer. The role of the Ombuds Office is to investigate complaints and concerns about the administration of municipal government.

The Annual Report

The annual report describes the work conducted by the Ombuds Office from June 1, 2019 to May 31, 2020 and June 1, 2020 to May 31, 2021, these two reports were combined into one document due constraints with the COVID-19 pandemic. As in the past, the report contains inquiries and complaints.

An inquiry, as defined by the Ombuds Office, is contact with a person about an issue, which may or may not fall within the Office's jurisdiction. A complaint, as defined by the Ombuds Office, is an allegation that may or may not be within the jurisdiction of the Ombuds Office, but which requires further fact finding to determine in what way the Office may assist. It involves the completion of the Complaint, Consent and Confidentiality Submission Form. The number of complaints and inquiries are outlined in Appendix A of the report.

Five formal complaints were received between June 2018 and May 2021. All of the complaints were resolved by the Ombuds Office through initial review or discussions with staff. Staff are made aware of complaints during the Ombuds Office's fact finding process and are able to make process changes as necessary.

The Contract Period of the Ombudsperson Services with Agree Inc.

May 2022 will signify the end of the contract period with Agree Inc. Council and Administrative Services will be producing a report on options available to Council on Ombudsperson services in the fall of 2021.

5. Background:

Pursuant to section 223 of the "Municipal Act, 2001", municipalities may appoint an Ombuds. Under the Municipal Act, the Ombuds reports to Council. The function of the Ombuds Office is to investigate, in an independent manner, any decision or recommendation made or act done or omitted in the course of the administration of the municipality. If an independent Ombudsperson is not appointed by Council then the function of the Ombudsperson defaults to the Ontario Ombudsman.

6. Area Municipality Communication and Public/Stakeholder Engagement:

n/a

7. Financial Implications:

An annual retainer is provided to the Ombuds Office for their services; this retainer is shared with the participating partners and is based on population count. The Region's portion of fees paid to Agree Inc. are covered within the overall Council and Administrative Services budget.

8. Conclusion / Next Steps:

The expected final annual report from Agree Inc. will come forward in 2022.

Council and Administrative Services will bring forward a report with options related to Ombudsperson services to Council in the Fall of 2021 as result of the ending of the current contract in May 2022.

9. Attachments / Links:

Appendix A: Summary of inquiries and Complaints for a period of June 1, 2018-May 31, 2021.

Appendix B: Annual Reports for June 1, 2019 – May 31, 2020 and June 1, 2020 – May 31, 2021. (DOCS #3710524)

Prepared By: Jessica Rudy, Council/Committee Support Specialist

Reviewed By: William Short, Director, Council & Administrative Services/Regional Clerk

Approved By: Rod Regier, Commissioner, Planning, Development & Legislative Services

Appendix A

Inquiries for 2019-2021

- June 1, 2019 to May 31, 2020

A total of seven inquiries were received in this period which were resolved at Early Resolution. Three of those matters related to Waterloo Region Housing (WRH). Two pertained to construction while the remaining two pertained to Labour and Employment and Transit.

- June 1, 2020 to May 31, 2021

A total of two inquiries were received in this period which were resolved at Early Resolution. One was in relation to WRH and the other pertaining to Regional Council.

Complaints for 2019-2021

- June 1, 2019 to May 31, 2020

One complaint was received during this time period pertaining to WRH and was solved through shuttle diplomacy.

- June 1, 2020 to May 31, 2021

Two complaints were received during this time period both pertaining to WRH and were solved through shuttle diplomacy.

Type of contact	June 1, 2018 – May 31, 2019	June 1, 2019 – May 31, 2020	June 1, 2020 – May 31, 2021
Inquiries	<p>7 Inquiries received and were resolved at Early Resolution:</p> <ul style="list-style-type: none"> • 3 Waterloo Region Housing • 2 pertaining to Labour and employment • 1 pertaining to garbage collection • 1 pertaining to Ministry of Community & 	<p>7 Inquiries received and were resolved at Early Resolution:</p> <ul style="list-style-type: none"> • 3 Waterloo Region Housing • 2 pertaining to Construction • 1 concerning Labour and employment • 1 regarding Transit 	<p>2 Inquiries received and were resolved at Early Resolution:</p> <ul style="list-style-type: none"> • 1 Waterloo Region Housing • 1 pertaining to Regional Council

Type of contact	June 1, 2018 – May 31, 2019	June 1, 2019 – May 31, 2020	June 1, 2020 – May 31, 2021
	Social Services		
Complaints	<p>2 Complaints received and followed up on by the Ombuds Office:</p> <ul style="list-style-type: none"> • 1 pertaining to Ontario Works - resolved through shuttle diplomacy • 1 pertaining to Waterloo Region Municipalities Insurance Pool – resolved through initial review 	<p>1 Complaints received and followed up on by the Ombuds Office:</p> <ul style="list-style-type: none"> • 1 concerning Regional Housing – Resolved through shuttle diplomacy 	<p>2 Complaints received and followed up on by the Ombuds Office:</p> <ul style="list-style-type: none"> • 2 pertaining to Waterloo Regional Housing – solved through shuttle diplomacy

Region of Waterloo**Corporate Services****Treasury Services (Procurement)**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Quarterly Summary of Tenders/Quotations, Requests for Proposals and Consultant Selections Approved by the Chief Administrative Officer

1. Recommendation:

For Information

2. Purpose / Issue:

To provide Council with the details of the tenders/quotations, proposals and consultant proposals awarded by the Chief Administrative Officer (CAO) under authority of the Purchasing By-law from April 1, 2021 to June 30, 2021.

3. Strategic Plan:

Award of these contracts meets the 2019-2023 Corporate Strategic Plan objective to ensure regional programs and services are efficient, effective and provide value for money under Strategic Focus Area 5, Responsive and Engaging Government Services.

4. Key Considerations:

The criteria for CAO approval are set out below:

- a) Administrative awards of tenders between \$150,001 and \$1,000,000 can occur if the following criteria are met: a minimum of three compliant bids are received, award to the lowest bidder, and the bid amount is within budget.
- b) For proposals between \$150,001 and \$1,000,000, the criteria to enable an administrative award are that the proposal is compliant, that it best meets the criteria as established, that at least three compliant proposals are submitted, and price is within budget.

- c) For consultant proposals between \$150,001 and \$500,000, the criteria to enable an administrative award are that the proposal is compliant, that it best meets the criteria as established, and the price is within budget.

5. Background:

The Region's Purchasing By-law authorizes the Region's CAO to award certain tenders, Request for Proposals (RFPs) and Consultant Proposals based on specified criteria.

Administrative awards allow for an efficient and timely procurement process. A summary report is submitted on a quarterly basis to the Administration and Finance Committee outlining all tenders, RFPs and consultant proposals approved by the Chief Administrative Officer.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Nil

7. Financial Implications:

All awards are consistent with the procurement by-law, including sufficient funding in the approved operating and/or capital budgets, as applicable.

8. Conclusion / Next Steps:

Nil

9. Attachments / Links:

[Appendix 1: CAO Tender/Quotation Awards](#)

[Appendix 2: CAO Request for Consultant Proposal Awards](#)

Prepared By: Tina Reay, Supervisor, Procurement

Reviewed By: Cathy Deschamps, Director, Treasury Services/Deputy Treasurer

Approved By: Craig Dyer, Commissioner, Corporate Services/Chief Financial Officer

Appendix 1: CAO Tender/Quotation Awards

Tender/Quotation Number & Name	Successful Bidder Company Name	Tender Price (Excludes HST)
T2021-131 Elmira WWTP Effluent Flow Meter and UV Upgrades, Elmira, ON	Glover-Hill Inc.	\$821,927.88
T2021-135 Water Collection – Various Region of Waterloo Properties (for a one (1) year term)	Waste Management of Canada Corporation	\$459,770.00
Region of Waterloo Electric Vehicle (EV) Charging Stations	Autochargers.ca Corporation	\$218,977.20
	Services Flo Inc.	\$33,080.00
T2021-133 Emergency Medical Supplies (for a one (1) year term)	Medline Canada Corporation	\$175,871.52
	Allied Medical Instruments Inc.	\$66,555.55
	EMRN Medical Equipment	\$63,995.96
	Medical Pharmacies Group Limited	\$13,298.60
	Particepts Medical Solutions	\$8,120.90
	Nu-Life Medical and Surgical Supplies, Inc.	\$2,815.66
Q2021-1103 Well W10 Upgrades, 165 Fischer-Hallman Road North, Waterloo	Xterra Construction Inc.	\$173,610.00
T2021-139 Rooftop Noise Mitigation – Grand River Transit, 85 Chandler Drive, Kitchener	Ross & Anglin Ontario Ltd.	\$706,555.00
T2021-145 Miscellaneous Bus Parts (for a one (1) year term)	The Aftermarket Parts Company, LLC	\$186,366.98
	Transaxle Parts Cambridge Inc.	\$13,799.45
	CBM N.A. Inc.	\$4,987.32
	Fleet Brake Parts & Service	\$4,542.46

T2021-157 Balcony Repairs – Sunnyside Supportive Housing (under PQ2021-01)	Zero Defects	\$362,359.00
T2021-140 Winter Liquid Tank Farm – Heidelberg Roads Yard, 2828 Kressler Road	Xterra Construction Inc.	\$322,084.31

Appendix 2: CAO Request for Consultant Proposal Awards

Consultant Proposal Number & Name	Successful Bidder Company Name	Proposal Price (Excludes HST)
C2021-13 Airfield Pavement Rehabilitation	Avia NG	\$299,893.00
C2021-02 New Hamburg to Baden Transmission Watermain	GM BluePlan Engineering Limited	\$460,284.00
C2021-07 Stage 2 – Grand River Transit (GRT) Conestoga Station at Conestoga Mall	IBI Group Professional Services	\$328,010.90
C2021-12 Ayr Wastewater Treatment Plant (WWTP) Upgrades	Associated Engineering (Ont.) Ltd.	\$356,169.03
C2021-11 Kitchener East-Side 450 mm Watermain Project, Brookmead Street to Ottawa Street	CIMA Canada Inc.	\$321,345.00
C2021-08 Stage 2 – King Street/ Coronation Boulevard (Regional Road 8) from Water Street North to Bishop Street, City of Cambridge	WalterFedy	\$270,840.60
C2021-20 Cambridge East and Waterloo North – Groundwater and Surface Water Monitoring Programs	Stantec Consulting Ltd.	\$289,316.00

Region of Waterloo**Transportation and Environmental Services****Transit Services**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Transit-Supportive Pedestrian Improvements on Water Street (Regional Road 24) in the City of Cambridge

1. Recommendation:

That the Region of Waterloo amend Traffic and Parking By-law 16-023, as amended, to remove three parking spaces on Water Street South (Regional Road 24) as follows:

- a) Remove from Schedule 1, No Parking Anytime, on the west side of Water Street from 46 metres north of Bruce Street to 17 metres south of Bruce Street;
- b) Add to Schedule 1, No Parking Anytime, on the west side of Water Street from 46 metres north of Bruce to 22 metres south of Bruce Street;
- c) Add to Schedule 1, No Parking Anytime, on the west side of Water Street, from Warnock Street to 15 metres south of Warnock Street;

in the City of Cambridge, as outlined in Report TES-TRS-21-10, dated August 10, 2021.

2. Purpose / Issue:

To promote active transportation, improve access to transit service, and encourage transit ridership growth, a pedestrian refuge island is planned on Water Street South at its intersection with Bruce Street and a curb extension is planned at its intersection with Warnock Street. In order to accommodate the construction of these improvements, the removal of three (3) on-street parking spaces on Water Street would be required, as outlined in the recommendation.

3. Strategic Plan:

The recommendation supports Sustainable Transportation Objective 2.1 (enhance the transit system to increase ridership and ensure it is accessible and appealing to the public), and Objective 2.3 (increase participation in active forms of transportation).

4. Key Considerations:

A new pedestrian refuge island at Bruce Street would make crossing the road easier for pedestrians by allowing them to cross in two stages, and focus on one direction of traffic flow at

a time. A new curb extension at Warnock Street would provide a shorter crossing distance for pedestrians, and additional space for streetscaping. The pedestrian refuge island and curb extension would also act as traffic calming measures to slow traffic, and would repurpose surplus pavement width for pedestrian use.

Taken together with a wider, multi-use pathway from the Grand River Pedestrian Bridge to Warnock Street, these crossing improvements would enhance the pedestrian environment in the vicinity of the Ainslie Street Terminal (one block east on Ainslie Street) and future Stage 2 ION Downtown Cambridge Station (on Bruce Street). They would improve access between the west side of the Grand River and the east side, where additional transit options are available/planned.

These improvements are part of a previously approved initiative within the Region's Transit Supportive Strategy (TSS) for the City of Cambridge.

Figure 1 shows the proposed pedestrian refuge island and on-street parking stall to be removed at Bruce Street. Figure 2 shows the proposed curb extension at Warnock Street and the two on-street parking stalls to be removed.

Figure 1 – Proposed Pedestrian Refuge Island at Bruce Street

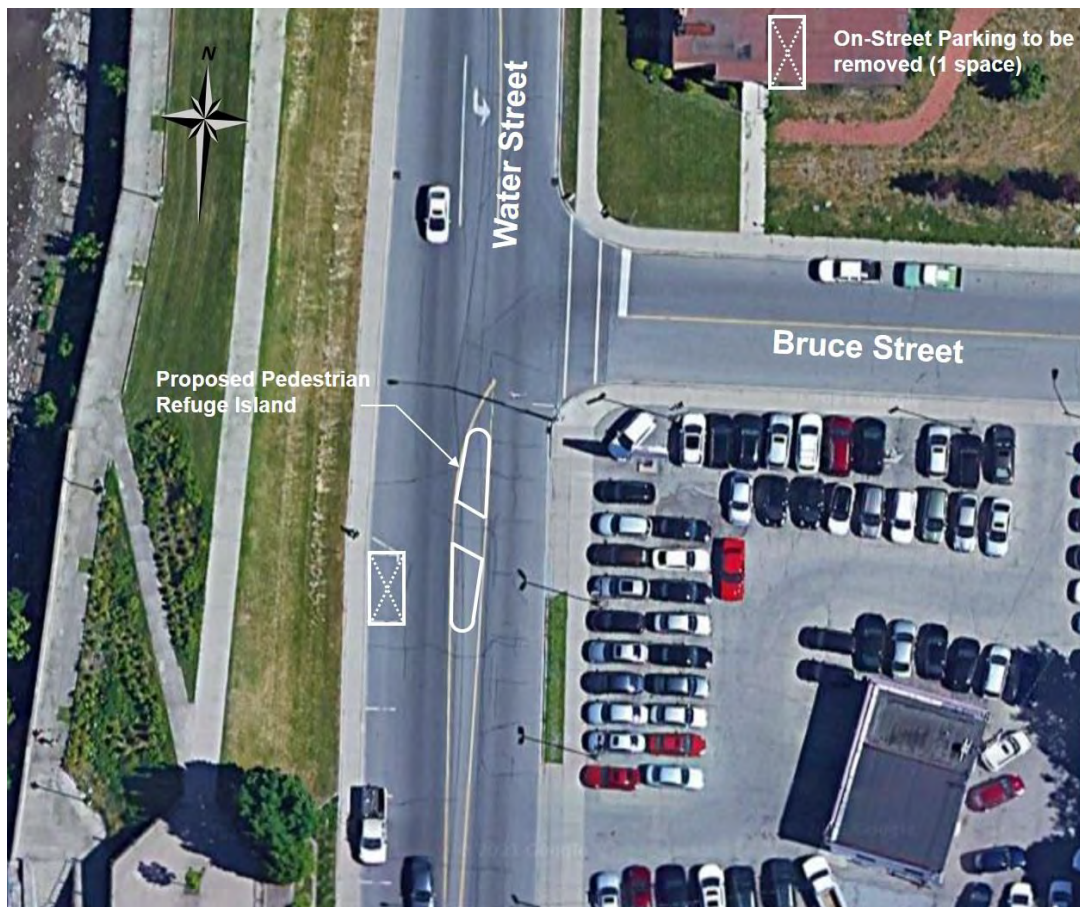
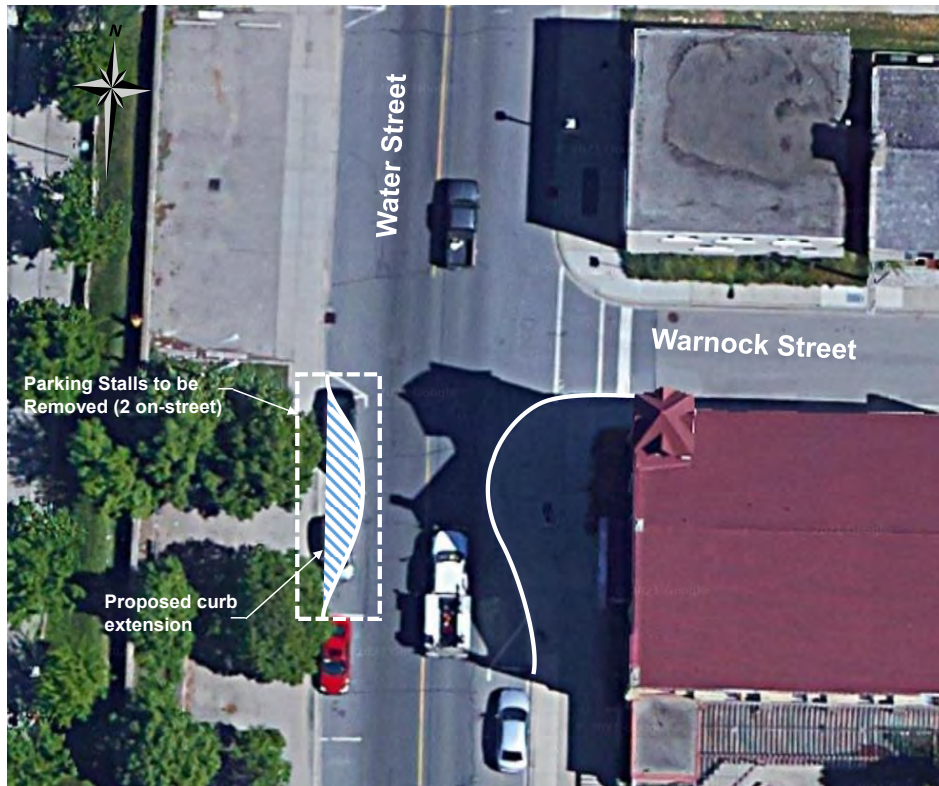


Figure 2 – Proposed Curb Extension at Warnock Street



5. Background:

The approved 2019 Implementation Plan for the Regional Transit Supportive Strategy – Cambridge included improvements here as part of an initiative titled ‘Enhance Pedestrian and Transit Infrastructure in Galt’. Following approval, staff developed a design for the crossing improvements and reached out to the stakeholders noted below in order to finalize the design. At this point, the improvements have been provisionally included in construction tender T2021-130 Various Roads and Active Transportation Improvements, which was approved by Council on June 30, 2021.

In August 2019, on-street parking was similarly removed on Water Street South near the City’s new Idea Exchange Library and Community Centre, to allow the construction of curb extensions (see Report TES-TRP-19-12).

6. Area Municipality Communication and Public/Stakeholder Engagement:

The Grand River Conservation Authority (GRCA), City of Cambridge, and Downtown Cambridge Business Improvement Association (BIA) were consulted and are supportive of the improvements and resulting removal of three parking spaces on Water Street.

All required permits have been received by the GRCA for this work, which falls within the Grand River floodplain. Multiple City staff were actively engaged in development of the plans through the TSS Working Group.

One property owner at 75 Water Street South would be directly impacted by the pedestrian refuge island, as the receiving ramp of the crossing on the east side of the street would necessitate replacement of an old dropped curb access to their property that is not currently being used. The property owner was consulted and provided written confirmation agreeing to this change.

Regional staff also undertook a public survey between June 16, 2021 and June 30, 2021 to obtain feedback regarding the proposed removal of the parking stalls. The survey was available online at [Parking on Water Street, Cambridge](#), and was hand-delivered to property owners in the immediate area. Of the six (6) responses received, all were in support of Regional staff's recommendation.

Staff in Transportation and Design and Construction were consulted and engaged to facilitate the public survey and design the modifications, and are in agreement with the recommendation in the report.

7. Financial Implications:

The total cost to construct the curb extension, pedestrian refuge island, and associated roadway and trail improvements is estimated to be \$103,900 (including contingency and taxes). The Region's Approved 2021-2030 Capital Program includes a budget of \$2,000,000 for the Cambridge Transit Supportive Strategy (project #67010) to be funded from the Regional Transportation Master Plan Reserve Fund. This budget is sufficient to fund this work. This initiative was approved in Report PDL-CPL-19-19/TES-TRS-19-09, Proposed 2019 Implementation Plan for the Regional Transit Supportive Strategy – Cambridge.

8. Conclusion / Next Steps:

If approved, Council and Administrative Services staff will prepare the amending by-law and Design and Construction staff will instruct the contractor to schedule the proposed works on Water Street. These infrastructure improvements are planned for construction in fall 2021 through tender T2021-130.

9. Attachments / Links:

Nil

Prepared By: Eric Pisani, Supervisor, Transit Development

John Cicuttin, Manager, Transit Development

Reviewed By: Peter Zinck, Director, Transit Services

Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services

Region of Waterloo
Transportation and Environmental Services
Design and Construction

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Project Approval Report for a Roundabout at Line 86 (Regional Road No. 86) and Floradale Rd (Regional Road 19), Woolwich Township

1. Recommendation:

That the Regional Municipality of Waterloo approve the Recommended Design Alternative for a proposed single lane roundabout at Line 86 (Regional Road No. 86) and Floradale Road (Regional Road 19) in the Township of Woolwich, as described in Report TES-DCS-21-22, dated August 10, 2021.

2. Purpose / Issue:

A single lane roundabout is recommended at Line 86 and Floradale Road to address safety concerns and reduce delays to motorists.

3. Strategic Plan:

Approval of the Recommended Design Alternative meets the 2019-2023 Corporate Strategic Plan objectives under Strategic Focus Area 2, Sustainable Transportation to improve road safety for all users – drivers, cyclists, pedestrians, horses and buggies.

4. Key Considerations:

The recommended roundabout would replace temporary traffic signals that were installed as an interim measure.

The main issues raised by the public and adjacent property owners have been summarized into the following themes: passage of large agricultural equipment; volume of commercial truck traffic; volume of horse and buggy traffic; and, cost and impacts of roundabout construction.

The roundabout, including the entrance and exit to the roundabout would be designed geometrically to accommodate all users that have been identified. The Region has constructed other roundabouts in rural settings (recently at Hergott Rd and Ament Line) where agricultural equipment, commercial trucks, and horse and buggies frequently use the roundabout with no concerns.

August 10, 2021

Report: TES-DCS-21-22

A roundabout also provides a gateway feature for traffic entering Elmira from the west and will enhance traffic calming as traffic enters Elmira.

5. Background:

The original intersection was a 2 way stop on Floradale Rd and through traffic on Line 86. Temporary traffic signals were subsequently installed as an interim measure. The intersection has experienced some serious collisions in the past and had 3 fatalities between 2002 and 2011. Based on consideration of safety performance, traffic capacity and total life-cycle costing, staff are recommending the implementation of a single lane roundabout because a roundabout would result in fewer injury collisions and fewer delays to motorists than the existing traffic signals.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Area Municipality Communication: A meeting was held with Woolwich Township Ward 1 Councillor Patrick Merlihan, Ward 2 Councillor Fred Redekop, and Mayor Sandy Shantz and staff from both the Region of Waterloo and Woolwich Township to review the scope and timing of the project. The Township of Woolwich attendees were in favour of the roundabout.

Public/Stakeholder Engagement: Letters were mailed to property owners within the immediate vicinity of the intersection. Meetings were held with each of the impacted property owners. Signs within the project limits were installed to direct the public to the Region of Waterloo's EngageWR website. The Engage website recorded that a total of 141 users participated in the survey and provided input.

Further information regarding the public consultation and responses is provided in Attachment A.

7. **Financial Implications:** The Region's approved 2021-2030 Transportation Capital Program includes a budget of \$180,000 in 2021 and \$1,030,000 in 2022-2025 for Line 86/ Floradale Road Roundabout (project #07558) to be funded from the Regional Roads Development Charges Reserve Fund.

8. Conclusion / Next Steps:

Subject to Council approval, Regional staff would initiate the property acquisition process, finalize detailed design and coordinate required utility relocations, with construction planned for 2023

August 10, 2021

Report: TES-DCS-21-22

Attachments / Links:

- [Attachment A](#) Key Plan
- [Attachment B](#) Preliminary Design Drawing
- [Attachment C](#) Survey Responses Report (DOCS #3697954)
- [Attachment D](#) Public Consultation and Responses

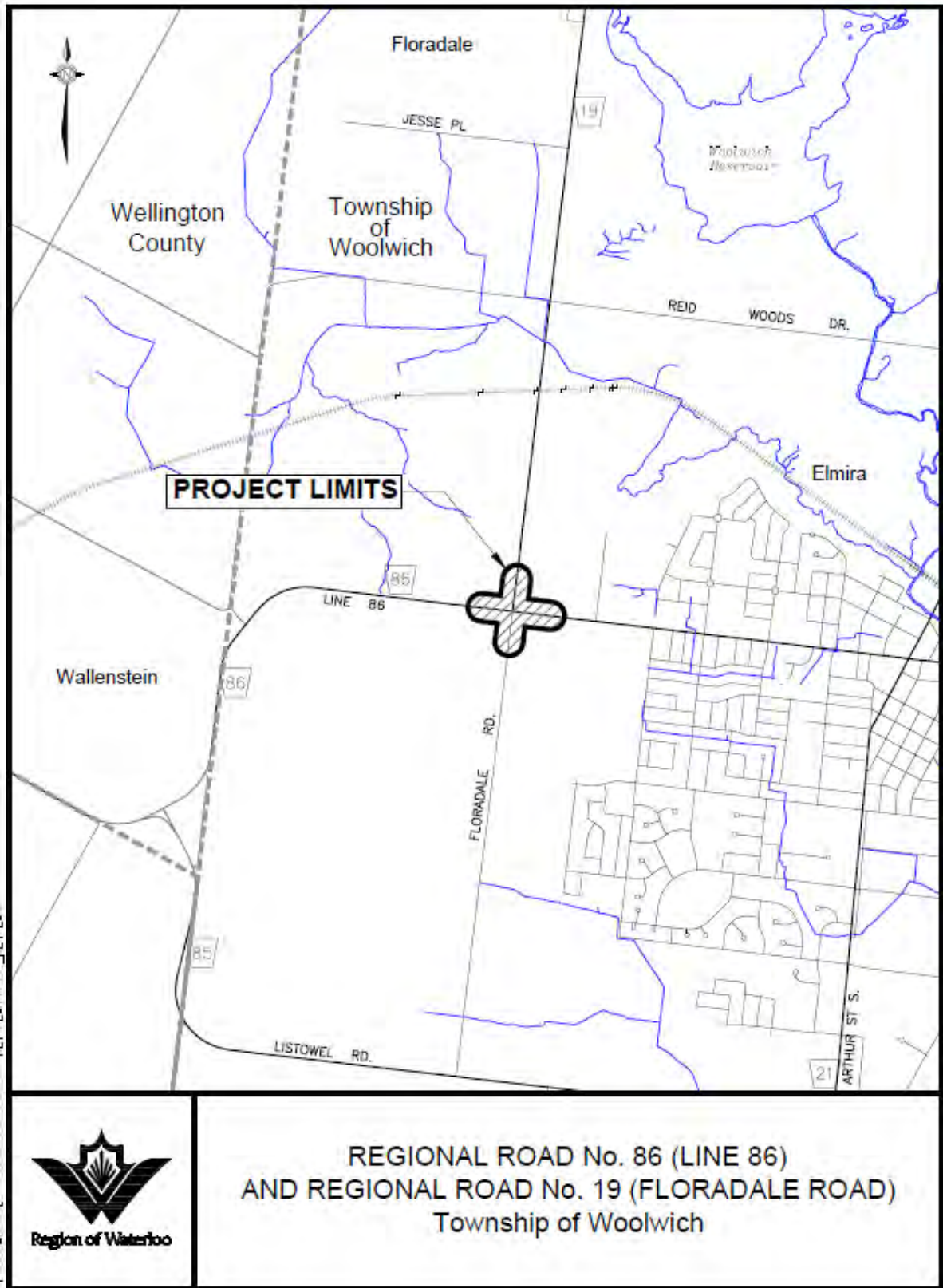
Prepared By: Jeff Nyenhuis, Senior Engineer, Design and Construction

Marcos Kroker, Head, Design and Construction

Reviewed By: Phil Bauer, Director, Design and Construction

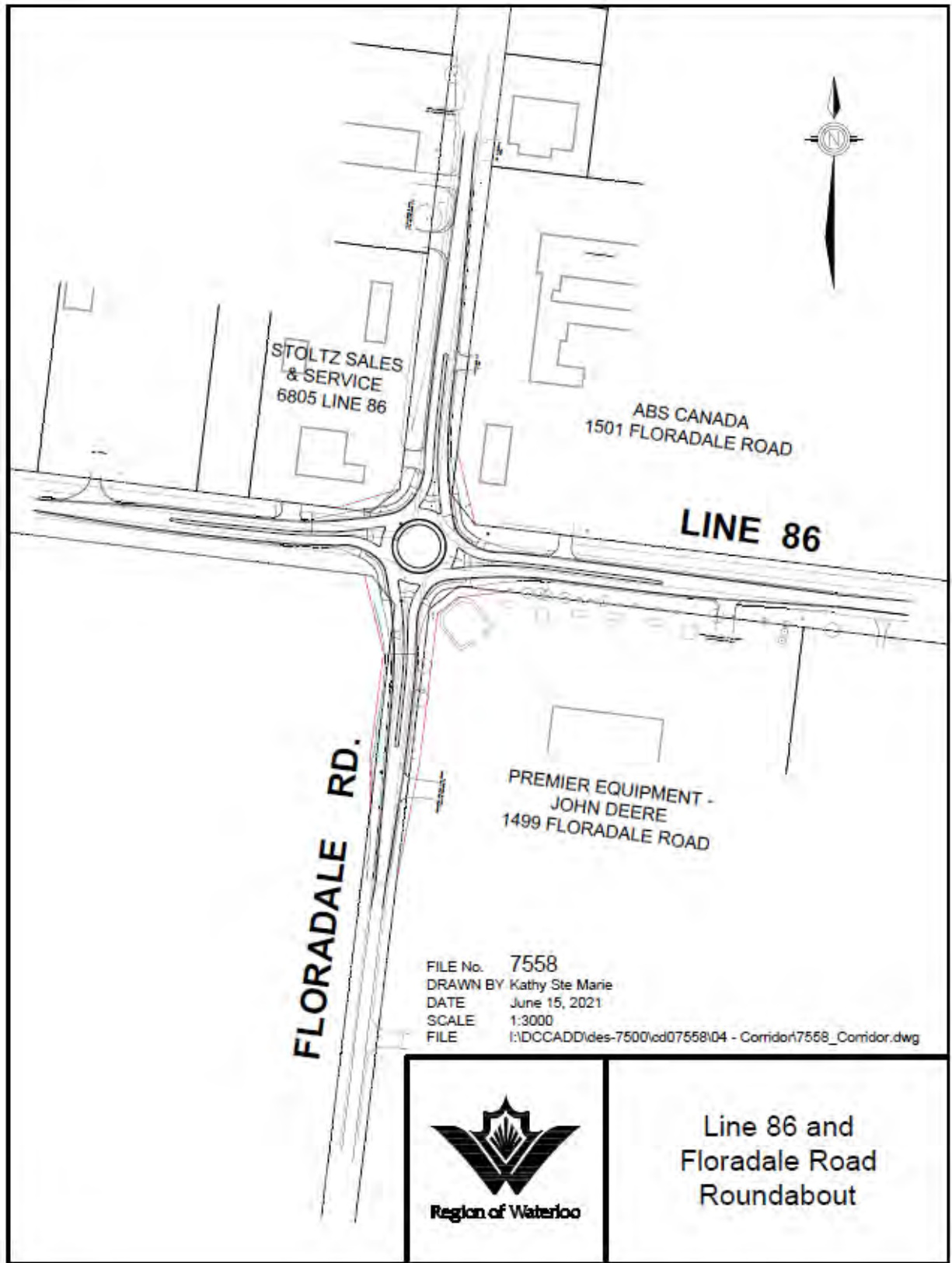
Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services

Attachment - A Key Plan



REGIONAL ROAD No. 86 (LINE 86)
 AND REGIONAL ROAD No. 19 (FLORADALE ROAD)
 Township of Woolwich

Attachment B - Preliminary Design Drawing



Attachment D - Public Consultation and Responses

The Region of Waterloo proposes to construct a roundabout at Line 86 and Floradale Road in 2023 to address safety concerns that have been identified. Please refer to Appendix 'A' for a project Key Plan.

Please refer to Appendix 'B' for the preliminary design.

As part of the preliminary design process for this project, staff sought public input on the roundabout. Letters were delivered to property owners within the immediate vicinity of the intersection on May 18, 2021.

Meetings were held with each of the impacted property owners as follows:

- Stoltz Sales and Services (6805 Line 86) – May 28, 2021
- Premier Equipment (1499 Floradale Road)– June 3, 2021
- Witco Holdings Inc. (1501 Floradale Road and agricultural lands at southwest corner – June 15, 2021

Project notification signboards were placed at all four legs of the existing intersection from May 25th to June 14th, 2021.

Project information was available on the Region's Engage website, including contacts for appropriate Region of Waterloo staff, and the opportunity to subscribe for project updates. The Engage website provided the opportunity to participate in a public survey regarding the project.

A meeting was held with Woolwich Township Staff and Councillors on June 1, 2021. In discussions with Woolwich staff, it was agreed that additional efforts should be made to consult with the local Mennonite community.

Telephone discussions were held with two representatives the local Mennonite community on Monday June 7, 2021. It was agreed that information about the proposed roundabout would be shared at future Church services in the Community. Contact information was provided for the Region of Waterloo Project Manager to allow members of the Mennonite community to call and share feedback on the project.

Main Issues Raised by the Public and Adjacent Property Owners

The Engage website recorded that a total of 141 users participated in the survey and provided input. A complete record of the survey responses received is contained in Appendix 'C'. From the Engage website there were 59 respondents in favour of implementing a roundabout at this location. The main issues raised by the public and adjacent property owners have been summarized into the following themes:

a) Passage of Large Agricultural Equipment

Regional staff met with both Stoltz Sales and Service (Case IH) and Premier Equipment (John Deere) to discuss this project. Both of these businesses have detailed knowledge of the size and mobility of large agricultural equipment that would require passage through this roundabout location. At each of these meetings, this topic was thoroughly discussed. Staff noted that the roundabout, including the entrance and exit to the roundabout would be designed geometrically to adequately accommodate large agricultural equipment. Roundabout design will include mountable curb and gutter with an adjacent asphalt surface behind the curb to provide the required width's for large agricultural equipment. Both Stoltz Sales and Service (Case IH) and Premier Equipment (John Deere) did not express concern regarding the proposed roundabout project provided there is adequate width for large agricultural equipment to pass through. The Region has constructed other roundabouts in rural settings (recently at Hergott Rd and Ament Line) where agricultural equipment frequently uses the roundabout with no concerns.

b) Volume of Commercial Truck Traffic

It is typical for commercial truck traffic to make use of roundabout intersections throughout the Region of Waterloo. The proposed single lane roundabout, including the entrance and exit to the roundabout would be designed geometrically to adequately accommodate all types of large commercial vehicles. Roundabout design will include a turning apron with a mountable curb on the central island to compensate for a larger vehicle's off-tracking and reduce the points of conflict in the roundabout.

c) Volume of Horse and Buggy Traffic

One of the advantages of a roundabout is the lower speeds of all vehicles using the roundabout. The operating speed of the roundabout would be designed in the range of 24 km/hr to 34 km/hr. Horse drawn vehicles would enter at a point where motorized vehicle speeds are low and thereby, motorized vehicles would have adequate stopping distance to accommodate horse drawn vehicles.

Discussions were held with representatives from the local Mennonite communities on June 7, 2021. The Mennonite representatives acknowledged that their community members might need time to adjust to the change of a roundabout as it will be unfamiliar at first, but no safety concerns were noted. Contact information was provided for the Region of Waterloo Project Manager to allow members of the Mennonite community to call and share feedback on the project. No phone calls were received from members of the Mennonite Community.

d) Cost and impacts of Roundabout Construction

Regional staff acknowledge there is an immediate cost for roundabout construction at this location. The proposed roundabout would reduce injury collisions, reduce delays, have lower life-cycle costs, and reduce idling times resulting in fuel savings and reduced vehicle emissions.

Traffic that uses this intersection will be impacted during roundabout construction. Upon completion of detailed design, construction staging and appropriate detours will be established based on a detailed assessment of construction scope and traffic management options. Regional staff will work with Woolwich Township staff and emergency services personnel to develop staging and detour plans and will effectively communicate these plans to the public well in advance of construction.

Region of Waterloo**Transportation and Environmental Services****Transportation**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Continued Standardization and Revised Upset Limit for the Purchase of Traffic Signal Controllers

1. Recommendation:

That the Regional Municipality of Waterloo authorize the Manager, Procurement/Chief Purchasing Officer to enter into negotiations with Econolite Canada Incorporated (Econolite) for the supply of traffic signal controllers at an annual upset limit of approximately \$900,000 plus applicable taxes as set out in report TES-TRP-21-13 dated August 10, 2021.

2. Purpose / Issue:

The previous five year agreement with Econolite as outlined in Report TES-TRP-15-16 has recently expired and staff wish to continue the standardization of traffic signal controllers (TSC) by extending the agreement for another five year period. In order to continue to support the Transportation Capital Program, there is also a necessity to increase the annual upset spending limit for TSC from \$700,000 to \$900,000.

3. Strategic Plan:

This report addresses the Region's Strategic objective 2.4: Improve road safety for all users - drivers, cyclists, pedestrians, horse and buggies operators.

4. Key Considerations:**a) Benefits of Extending the Sole-Source Agreement With Econolite**

The Region has utilized the Econolite TSC since the late 1980's and somewhat exclusively since the mid 1990's. Currently all 524 traffic control signals in operation in the Region are equipped with the Econolite TSC, some of which have been in operation 20 years. Econolite is known as an industry leader by providing a high quality and reliable product. Historically, the Region has confirmed that standardization of traffic signal equipment has many operational benefits.

Standardization ensures consistent programming, material stock and spare part inventories. A standardized traffic signal network simplifies the technical knowledge base required for operating and maintaining TSC, thereby reducing hardware failures and operating costs.

In previous years, Regional staff has compared the technical abilities of various TSC. The Econolite TSC scored the best in terms of functionality, ease of operating and best matched the Region specifications. Econolite TSC are cost competitive with TSC from other suppliers and staff believe the Econolite product continues to provide the best value to the Region.

b) Reasons for Increased Annual Upset Limit

Since the inception of the Region's traffic signal program, the number of traffic signals that make up the Region's network of signalized intersections has expanded every year. The larger network of traffic signals operated by the Region consequently requires a larger replacement / maintenance program. In addition to the TSC replacement program, temporary traffic signals that support the Region's road reconstruction program, new warranted traffic signals as well as replacements due to unexpected damage, etc., are also contributing to the expansion of the TSC replacement program. The Region anticipates that it will require approximately \$900,000 in 2021 to meet the current demands for new and replacement TSC. If the Region fails to increase the current upset limit by \$200,000, the Region may have to delay the installation of some new traffic control signals.

c) Purchasing By-law

The Region's Purchasing by-law, Part VII Purchase by Negotiation, Section 21(1) states that the Chief Purchasing Office may acquire any good or services through negotiation where (i) the acquisition is required or is beneficial in regard to the standardization of goods or services for the Region.

5. Background:

The Region currently operates 524 traffic signals, all of which are controlled by Econolite traffic signal controllers (TSC). The life expectancy of TSC is approximately 10–15 years. Staff must regularly replace TSC because of age and damage caused by lightning and traffic collisions. In 2015, the Region's initial replacement program upgraded approximately 15 TSC annually.

Staff had experienced an ongoing increase in the number of projects requiring TSC therefore, on September 15, 2015, Regional Council approved the Chief Purchasing Officer to enter into a procurement agreement with Econolite for the supply of traffic signal controllers (TSC) and ancillary equipment at an annual upset limit of \$400,000

plus applicable taxes as described in Report TES-TRP-15-16. The term of this agreement was not to exceed five years.

On August 22, 2017, Regional Council approved an increase to the upset limit from \$400,000 to \$700,000 as described in Report TES-TRP-17-16.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Nil

7. Financial Implications:

The traffic signal controllers and ancillary equipment to be purchased for the Transportation Capital Program is estimated to be approximately \$900,000 annually. The Region's Approved 2021-2030 Transportation Capital Program includes a budget of \$350,000 annually to be funded from the Transportation Capital Reserve. The balance of the purchases are to be funded from individual capital projects as required subject to budget availability.

8. Conclusion / Next Steps:

Subject to Council approval, the contract will start August 19, 2021 for a five (5) year term ending June 30, 2026.

9. Attachments / Links:

[Attachment A](#) – Report TES-TRP-17-16 (DOCS 3762216)

[Attachment B](#) – Report TES-TRP-15-16 (DOCS 3762239)

Prepared By: Egerton Heath, Supervisor, Traffic Systems Management

Bob Henderson, Manager, Transportation Engineering

Reviewed By: Steve van De Keere, Director, Transportation

Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services

Region of Waterloo**Transportation and Environmental Services****Transportation**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Bleams Road and Wilmot Centre Road Traffic Control Review, in the Township of Wilmot

1. Recommendation:

For information.

2. Purpose / Issue:

This report provides a summary of the Region's review of operations at the Bleams Road / Wilmot Centre Road intersection, in the Township of Wilmot.

3. Strategic Plan:

The report supports Strategic Objective: 2.4 Improve safety for all users - drivers, cyclists, pedestrians, horse and buggies.

4. Key Considerations:

a) Existing Conditions

Wilmot Centre Road is a north / south roadway with one lane in each direction. Bleams Road is an east / west roadway with one lane in each direction. Wilmot Centre Road approaching Bleams Road is stop-controlled on both approaches to Bleams Road, where Bleams Road is free flow. The posted speed limit on Bleams Road is 80 km/h. Wilmot Centre Road has a posted speed limit of 80 km/h south of Bleams Road, and 60 km/h north of Bleams Road. The Average Annual Daily Traffic (AADT) entering the intersection is approximately 4,800 vehicles per day.

b) Collision History and Analysis

The collision history at this intersection over the last 5 years is as follows:

2016: 4;
2017: 1;
2018: 4;
2019: 3; and
2020: 3.

The majority of collisions at this intersection involved a motorist stopping at the stop sign on Wilmot Centre Road, and then failing to yield the right-of-way to motorists on Bleams Road, resulting in an angle or turning movement collision. The majority of collisions appear to involve northbound motorists on Wilmot Centre Road.

c) Recent Countermeasures to Enhance Road Safety

In early 2020, staff undertook a review of collisions at the Bleams Road / Wilmot Centre Road intersection to determine if any road safety countermeasures could enhance road safety at this intersection. Regional staff recognized a pattern of collisions involving motorist stopping for the stop sign on Wilmot Centre Road, then proceeding before they were struck by an approaching motorist on Bleams Road. The majority of these collisions involved northbound motorists on Wilmot Centre Road.

Regional staff identified that the existing hydro pole line, when stopped at the stop bar looking east may be a contributing factor to collisions at the intersection. As such, staff implemented a number of safety countermeasures to minimize collisions with the identified pattern of collisions. These measures are listed below:

- A “tigertail” marker was added on the post below the southbound stop sign on Wilmot Centre Road in July 2019 to enhance the visibility of the stop sign, and one below the northbound stop sign on Wilmot Centre Road in May 2020;
- In June 2020, stop bars on Wilmot Centre Road were relocated closer to Bleams Road to enhance visibility of approaching motorists on Bleams Road;
- The edge-line radius was extended and enhanced on all four corners at the intersection to provide better guidance to motorists in making their turn, with the intention motorists would not feel as rushed to do so with the additional guidance; and
- In December 2020, amber flashers were added atop of the intersection ahead warning signs in both directions on Bleams Road to warn motorists to anticipate possible crossing vehicles.

Attachment A shows the re-location of the stop bars on Wilmot Centre Road at Bleams Road.

To date the Region is only aware of one collision occurring at this intersection since completing these intersection improvements in December 2020. The Region is optimistic that these measures will continue to yield positive results. The Region has committed to monitoring the efficacy of these improvements at this intersection and will use this information to expand its knowledge and expertise in the area of road safety.

d) Review of Additional Traffic Control at Bleams Road / Wilmot Centre Road

Regional staff assessed the need for an all-way stop at this location using the warrant methodology as per the Ontario Traffic Manual (OTM). The OTM All-Way Stop (AWS) warrant methodology takes into account vehicle volumes on both the major and minor

roads as well as the three-year collision history. Based on an assessment using the OTM methodology, the Bleams Road / Wilmot Centre Road intersection does not meet the volume warrants for an all-way stop.

The criteria used to establish the need for all-way stop includes collision history, vehicular / pedestrian / cycling volumes and a detailed assessment of the roadway characteristic.

An all-way stop control may be considered when:

- Less restrictive measures have been tried and found to be inadequate;
- Total traffic volume entering the intersection exceeds 500 vehicles per hour over eight hours;
- Combined vehicle and pedestrian volume on the minor street exceeds 200 for the same eight hours;
- The volume split between the main / side street does not exceed 70 / 30; or
- There is an average of four collisions per year for a three-year period susceptible to correction with installation of an all-way stop.

Applying the Region's most current traffic and pedestrian volume to the all-way stop control volume warrant determined that pedestrian and traffic volumes fall below the required criteria. All eight one-hour periods typically counted for in this assessment fall below the minimum volume needed for both the total (500 vehicles per hour) and minor street volume (200 vehicles per hour).

Reviewing the intersection collision history determined that Region's all-way stop collision warrant was also not met as no three-year period had a history of 12 or more collisions correctable with the installation of an all-way stop.

e) Importance of Warrants for Assessing Need for New Traffic Control

OTM warrants for additional traffic control adopted by the Region were developed by transportation industry experts utilizing extensive research and experience. In all cases, these warrants were designed to strike a balance between safety and delay to users. For example, traffic signals can reduce delay for side-street traffic and can be effective in reducing angle and turning collisions. However, this is accomplished at the cost of increased delay to main-street traffic and generally increased overall collisions. In general, the installation of new traffic signals leads to reduced overall safety at an intersection. Regional staff believe that it is important to follow warrants for additional traffic control to:

- Apply consistent practice with respect to the installation of new control;
- Maintain public belief in the process of deciding which intersections get additional control and which don't; and

- Promote an efficient and environmentally-friendly Regional transportation network.

f) Expansion of the All-Way Stop Pilot Program

Regional Council has approved an expansion to the all-way stop pilot program. The intersections were selected by Regional staff based on the Region's original candidate list of intersections to be considered for the all-way stop pilot project. These intersections included:

- Fountain Street at Menno Street, Township of Woolwich;
- Hergott Road at Lobsinger Line, Township of Wellesley;
- Bleams Road at Sandhills Road, Township of Wilmot; and
- Erbsville Road at Conservation Drive, City of Waterloo.

Based on the Region's knowledge and experience, the installation of an AWS at these four additional locations would most likely result in the greatest reduction of societal collision costs involving angle and turning-movement collisions, as per Attachment B. One drawback of the installation of unwarranted all-way stop control is the disruption of the flow of traffic and the introduction of delays to drivers on the main roads. This disruption leads to increased fuel consumption and noise, dust and emissions pollution. Staff strongly advise that the over-use of "unwarranted" stop control, particularly at locations where drivers do not see much conflicting traffic, may lead to the eventual non-compliance of stop signs due to the frustration of observing very little traffic at the intersection.

When originally contemplating an all-way stop control pilot study, the Bleams Road at Sandhills Road intersection ranked 5th and the Bleams Road at Wilmot Centre Road intersection ranked 10th at the time of the review as per Attachment B. The Bleams Road at Wilmot Centre Road intersection was not considered for the expanded all-way stop control pilot because the Region had recently made enhancements to the intersection to improve safety at this intersection which are yielding positive results. More importantly, the Region can learn from this study to enhance road safety at other intersections in the Region. As indicated in OTM guidance, all-way stop control should only be considered after less restrictive measures have been tried and proven inadequate.

5. Background:

At its regularly scheduled meeting on April 13, 2021, the Region's Committee of the Whole requested that staff bring back a report regarding Bleams Road / Wilmot Centre Road intersection detailing the current operations at the intersection.

6. Area Municipality Communication and Public/Stakeholder Engagement:

The Township of Wilmot is in agreement with the Region to continue monitoring the effectiveness of the improvements made to the intersection, and if necessary, would be in agreement of the installation of an all-way stop.

7. Financial Implications:

Nil.

8. Conclusion / Next Steps:

Regional staff is committed to monitoring the recent road safety improvements implemented at the intersection. Regional staff is optimistic that the improvements made to this intersection will continue to yield positive results at this intersection. Attachment C shows the current sign locations and their sizes installed at and approaching the intersection of Bleams Road and Wilmot Centre Road.

It is critical that the Region continue to monitor the road safety countermeasures recently introduced to the Bleams Road and Wilmot Centre Road intersection in order to gain additional information on the subject of road safety. Pending the results at this location, the Region may apply similar enhancements to enhance road safety at other intersections that may be experiencing similar collision trends. Not having the information would potentially delay improving safety at these intersections. Regional staff is therefore not recommending the installation of all-way stop control at the Bleams Road and Wilmot Centre Road intersection at this time. The Region will consider an all-way stop control at this intersection should the results of the improvements made at the intersection prove inadequate.

9. Attachments / Links:

[Attachment A](#): Re-location of Stop Bars on Wilmot Centre Road at Bleams Road

[Attachment B](#): 5-Year Societal Cost Savings with the Installation of an AWS at the top 10 Locations within the Region

[Attachment C](#): Location and Sizes of Warning Signs and Stop Signs at Bleams Road and Wilmot Centre Road

Prepared By: Satinderjit Bahia, Engineering Technologist

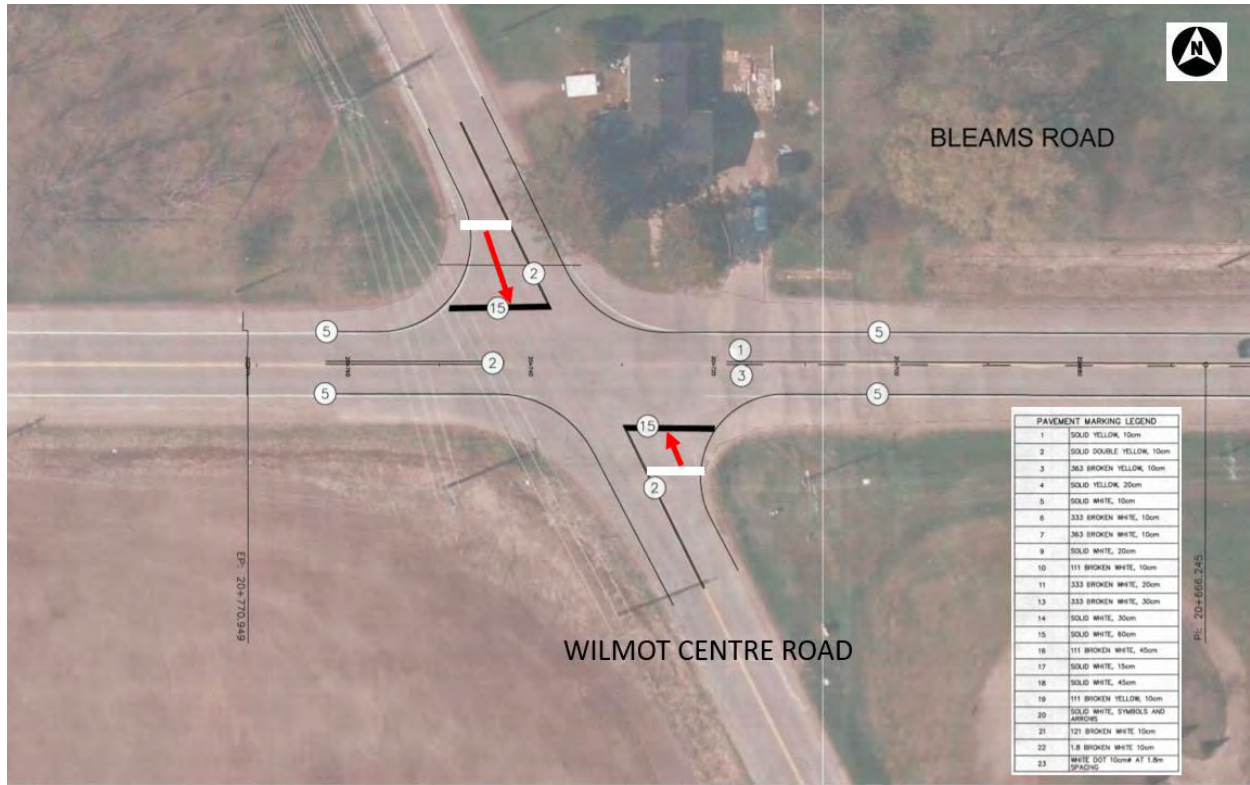
Bob Henderson, Manager, Transportation Engineering

Reviewed By: Steve van De Keere, Director, Transportation

Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services

Attachment A

Re-location of Stop Bars on Wilmot Centre Road at Bleams Road



Attachment B

5-Year Societal Cost Savings with the Installation of an AWS at the top 10 Locations within the Region

Rank	GEO_ID	STREET_1		STREET_2	5-Year Societal Cost (Turning + Angle)	Predicted AWS (Turning + Angle)	5-Year Societal Cost Savings
1	3872	ERB'S RD	AT	Sandhills Rd	\$312,500.00	\$87,500.00	\$225,000.00
2	3925	QUEEN ST	AT	Huron Rd	\$221,500.00	\$62,020.00	\$159,480.00
3	29528	FOUNTAIN ST	AT	Menno St	\$221,500.00	\$62,020.00	\$159,480.00
4	969	HERRGOTT RD/Herrgott R	AT	LOBSINGER LN	\$211,500.00	\$59,220.00	\$152,280.00
5	5072	BLEAMS RD E	AT	Sandhills Rd	\$196,500.00	\$55,020.00	\$141,480.00
6	4247	ERBSVILLE Rd	AT	Conservation Dr	\$196,500.00	\$55,020.00	\$141,480.00
7	12495	EBYCREST RD	AT	BRIDGE ST	\$196,500.00	\$55,020.00	\$141,480.00
8	5922	NOTRE DAME DR	AT	Wilby Rd	\$191,500.00	\$53,620.00	\$137,880.00
9	7096	NOTRE DAME DR	AT	Berlett's Rd	\$181,500.00	\$50,820.00	\$130,680.00
10	5018	BLEAMS RD	AT	WILMOT CENTRE RD	\$161,000.00	\$45,080.00	\$115,920.00

Attachment C

Location and Sizes of Warning Signs and Stop Signs at Bleams Road and Wilmot Centre Road



Region of Waterloo
Community Services Department
Seniors' Services

To: Committee of the Whole
Meeting Date: August 10, 2021
Report Title: Update on Ontario's Long - Term Care COVID-19 Commission Recommendations and response at Sunnyside Home

1. Recommendation:

For information

2. Purpose / Issue:

This Report provides an update on Ontario's Long-Term Care COVID-19 Commission's Final Report and highlights actions taken to date at Sunnyside Home to respond to the Commission's 85 recommendations.

3. Strategic Plan:

This report supports the Strategic Plan focus area of Healthy, Safe and Inclusive Communities.

4. Key Considerations:

- a) COVID-19 had devastating effects on the residents of long-term care homes in Ontario with tragic outcomes at many homes, particularly older homes with ward accommodations.
- b) Municipal homes did significantly better than other settings in terms of overall COVID cases and overall resident deaths.
- c) The Ontario Long -Term Care COVID-19 Commission made 85 recommendations related to long-term care (LTC) operations and oversight. Many of these recommendations are to the provincial government; however, some pro-active actions have already been taken at Sunnyside Home.
- d) Ongoing support and resources are still required from all levels of government to achieve the recommendations of the Commission's Final Report.

5. Background:

The COVID-19 pandemic had a devastating impact on the residents of LTC homes in Ontario and across Canada. Canada experienced some of the highest numbers of COVID-19 deaths of LTC residents in comparison to other developed nations during the first and second waves of the pandemic. In some homes, particularly older, ward style homes (4 per room), the consequences were devastating with enormous illness and loss of life. Many homes were unprepared to initiate an effective pandemic response, had inadequate personal protective equipment, weak infection control practices and lacked support or expertise to keep their residents safe. LTC Residents were initially overlooked by the healthcare system and many lost their lives unnecessarily.

Things became so bad in the second wave that the army was called in to several LTC homes due to the large number of staff vacancies caused by illness and absences. The army released a devastating report on its findings and this along with public outcry triggered the launch of Ontario's Long-Term Care COVID-19 Commission.

In an article in the Lancet published January 16, 2021, Paul Webster cited the results of an investigation led by Dr. Nathan Stall, a Geriatrician at Mount Sinai Health in Toronto. "Dr. Stall noted in a recent investigation into the quality of care and rates of mortality in the 623 Ontario LTC homes that 'very early on during the COVID-19 pandemic, some of the worst outbreaks were happening in for-profit, privately owned homes.' Stall and colleagues found that the incidence of COVID-19 was higher among residents in for-profit facilities than those in other homes and in facilities with an outbreak, 6.5% of all residents in for-profit facilities died of COVID-19, whereas 5.5% died in non-profit facilities and 1.7% in municipal homes.

Stall also emphasized that community-based spread of COVID-19 is the key driver of outbreaks in long-term care facilities of all ownership types. He also notes that not all for-profit homes have performed badly during the pandemic."

As Dr. Stall and others have noted, resident outcomes for municipal sector homes were much better than the average. A recent report from AdvantAge Ontario indicated that during waves 1 and 2, there were 3322 LTC resident deaths from COVID-19 (1706 in wave 1 and 1616 in wave 2). Of these only 202 (91 in wave 1 and 111 in wave 2) occurred in municipal homes (less than 6%) although municipal homes operate 21% of all LTC beds. Further analysis is needed to determine the reasons for these differences but while physical layout and ward style rooms played a significant role it does not tell the whole story. Municipal Homes also may have had better outcomes due to more stable staff teams with generally higher rates of pay. Additional municipal resources have also been provided in areas such as Infection Control and pandemic supply stores.

Sunnyside Home's outcomes during the pandemic reflect this. Whereas the home experienced 12, COVID-19 outbreaks during waves 1 and 2 and multiple "suspect" outbreaks, the primary trigger of outbreaks was staff illness contracted in the community or through close contact. There has been no spread of COVID-19 within the home or programs to date.

The devastating results in many other LTC homes in Ontario prompted the provincial government to authorize the Long-Term Care COVID-19 Commission. The Commission was tasked to examine what went wrong and make recommendations to ensure that a tragedy of this magnitude could not happen again. In a sweeping 322-page report, the Commission made 85 recommendations to improve the LTC system in Ontario.

The recommendations are in nine sections and included are actions taken by Sunnyside in each area.

1) **Pandemic Preparedness:** Sunnyside Home had a pandemic response plan created during previous influenza outbreaks. This plan was used as the basis to create a revised plan to address the COVID-19 pandemic. As part of this plan, Sunnyside had retained a significant stockpile of Personal Protective Equipment (PPE) including masks, goggles, gowns, gloves and hand sanitizer. During the initial onset of the pandemic when PPE was scarce, Sunnyside was able to implement the use of effective PPE early on. This supply was added to as the pandemic continued with support from the Region of Waterloo Purchasing division.

2) **Infection Prevention and Control:** Sunnyside had an existing Infection Control Coordinator on staff who ensured an adequate supply of PPE was maintained and implemented COVID-19 infection control best practices such as physical distancing, barriers, screening and testing early on. This role has been supported through Regional funding over and above that of provincial LTC funding and was critical in leading Sunnyside's successful pandemic response.

3) **Health Care System Integration:** Sunnyside continues to work closely with health care partners in the hospital sector, Ontario Health, the Ministries of LTC and Health as well as Public Health. These relationships have been enhanced and strengthened throughout the pandemic and staff continues to support further Health Care System Integration in Waterloo Region.

4) **Improving Resident-Focused Care and Quality of Life:** Sunnyside has been a system leader in developing person-centred models of care prior to and throughout the pandemic. In spite of pandemic restrictions, staff at Sunnyside were able to facilitate numerous virtual and window visits for residents and their loved ones and support essential caregivers in testing, vaccinations and scheduling of care visits.

Sunnyside has also been a leader in implementing person-centred, emotion-focused models of care to create an improved resident experience and achieve better health and

psychological outcomes for residents. The Butterfly approach was being implemented at Sunnyside just prior to the onset of the pandemic and had to be put on hold during phases 1 and 2. The process towards certifying Sunnyside as a Butterfly Home is now back on track with a targeted date of completion for the summer of 2022. This certification will bring a world-class model of person-centred care to Sunnyside making it the first Butterfly Home in Waterloo Region and among the first in Ontario. Person-centred approaches to care such as Butterfly were highlighted as important emerging best practices to be adopted by LTC and supported by government in the Commission's report.

5) **French Language Services:** Sunnyside Home has a significant number of French speaking staff to support those residents who speak French as their primary language. In addition to French Language Services, Sunnyside has also been working to provide enhanced equity supports to vulnerable populations such as 2SLGBTQ+ and diverse cultural and religious groups through staff training, peer supports, ecumenical and non denominational spiritual supports and more diverse and varied meal plans.

6) **Human Resources:** remains a challenge for all LTC operators, including Sunnyside Home. The Region of Waterloo HR department has been critical in providing support for ongoing recruitment to critical positions such as PSWs, RPNs, RNs, Food and Environmental Services staff. Some of the methods used are open and active postings, community based advertising, support for staff training and certification and mentorship. The Region was also able to support Sunnyside during the height of the first wave with redeployed staff from across the Corporation.

7) **Funding:** remains a challenge for Sunnyside as it does for all LTC operators. LTC funding has been inadequate for many years and the pandemic has made this increasingly evident. The province provided increased COVID-19 prevention and containment funding during the pandemic to address this including funding for testing, infection control, screening, PPE and a wage enhancement for PSWs. The province has also committed to working towards 4 hours of direct care per LTC resident per day and has introduced "A Better Place to Live, A Better Place to Work, Ontario's Long Term Care Staffing Plan to be implemented between 2021 and 2025. Full details of this plan are expected soon. Staff also continue to work with Finance to ensure that all new funding is used appropriately and explore alternate revenue streams to minimize the impact on the Regional levy.

8) **Increased Accountability:** Sunnyside staff continues to work with the Ministry of Long Term Care to ensure all accountability requirements are met regarding reporting and transparency. Throughout the pandemic, Sunnyside regularly provided public updates on its webpage, sent email, telephone and written communications to residents and families and held regular family and resident town halls through Zoom. This level of communication was highly appreciated by residents and families as evidenced by Sunnyside's satisfaction survey results for 2020. Overall satisfaction rates are 97% and

this has increased during Sunnyside's pandemic response.

9) **Comprehensive and Transparent Compliance and Enforcement:** Sunnyside continues to report all critical incidents and any complaints to the Ministry of Long-Term Care in a timely manner and has a very good compliance record. Sunnyside will continue to work with the Ministry as changes are made to the compliance process and will continue to advocate through AdvantAge Ontario for a supportive, evidence based and transparent inspection process.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Sunnyside staff continues to provide regular public updates on the Regional Sunnyside Web page, by mail, telephone and through written communications to stakeholders, residents and families. These communications highlight Sunnyside's pandemic response as well as any updates to provincial legislative changes.

7. Financial Implications:

There are no financial implications to this Report

8. Conclusion / Next Steps:

The Ministry of Long Term Care is currently reviewing the findings from the Commission's Report and it is anticipated that further actions and funding announcements will be provided in the coming months. As these announcements are made, further updates will be provided to Council. Staff will continue to ensure that all legislative requirements are met for the safe operation of Sunnyside Home.

9. Attachments / Links:

http://www.ltccommission-commissionsld.ca/report/pdf/20210623_LTCC_AODA_EN.pdf

[https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(21\)00083-0/fulltext](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(21)00083-0/fulltext)

Prepared and Reviewed By: Connie Lacy, Director, Seniors' Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

Region of Waterloo
Public Health and Emergency Services
Infectious Diseases, Sexual Health and Harm Reduction

To: Committee of the Whole
Meeting Date: August 10, 2021
Report Title: A Review Consumption and Treatment Services (January to December 2020)

1. Recommendation

For information.

2. Purpose / Issue

This briefing note provides a review of the Consumption and Treatment Services site from January to December 2020.

3. Strategic Plan:

This report addresses the Region's Corporate Strategic Plan 2019-2023, Focus Area 4: Healthy, Safe and Inclusive Communities and Strategic Objective 4.4: Prevent and reduce problematic substance use and its consequences.

4. Key Considerations:

a) Importance of the CTS Review

The CTS site at 150 Duke Street West in Kitchener opened in October 2019. To understand the early impact of this site, Region of Waterloo Public Health staff conducted a rapid review of the first full year of operations (January to December 2020) including key service delivery data and stakeholder feedback regarding site successes, challenges, and the impact of the COVID-19 pandemic.

b) Research Approach

A mixed methods approach was used to conduct this review, including the following:

- Analysis of key service delivery data collected at the CTS for the first full year of operations (January to December 2020) related to client demographics, substances used and security needs.

- Interviews with 33 CTS clients.
- Surveys or interviews with 13 CTS staff, 10 members of the Community Advisory Group, and six community safety partners including the Waterloo Region Police Service, City of Kitchener, and site security.
- As with all Public Health research, the CTS rapid review received approval from the Region of Waterloo Public Health Research Ethics Board.

c) Findings

To review the findings, see Appendix A: A Review Consumption and Treatment Services (January to December 2020) Infographic.

5. Conclusion / Next Steps:

Despite the challenges of the COVID-19 pandemic, the CTS has been well received. It has been successful in supporting clients to use substances safely, and reversing potentially fatal overdoses, while increasing access to multiple support services. Although there were concerns the site would have a negative impact on the community, feedback and data has shown concerns related to the site have been minimal and the site has not required significant policing or security staff attention. Problem solving among partners remains ongoing to proactively address concerns should they arise.

As part of the community engagement plan for the CTS, Public Health will share the Consumption and Treatment Services (CTS) Review (January to December 2020) Infographic with the key partners including the Ministry of Health, Health Canada, the CTS Community Advisory Group, and the general community.

6. Background:

Opioid overdose-related deaths continue to rise across Canada. In 2020, 2426 opioid-related deaths were reported in Ontario, reflecting a 60% increase compared to 2019 (1516)¹. Opioid-related deaths also continue to rise in Waterloo Region, with 102 suspected overdose deaths in 2020 compared to 62 in 2019.

The Ontario Ministry of Health established the CTS program to complement and enhance existing harm reduction programming in response to the growing public health concerns related to opioid use and overdose.

CTS are part of a health care service that allows people to use their own substances under the supervision of medically trained workers. Individuals are also provided with sterile consumption supplies, education on safer consumption, overdose prevention and

¹ Source: Office of the Chief Coroner (OCC). Ontario Preliminary Annual Opioid Mortality Summary - Data effective April 6, 2021.

intervention, medical and counselling services, and referrals to drug treatment, housing, income support and other services.

Research has demonstrated the benefits of CTS for communities and people who use substances. These services have four main goals:

- Save lives by reducing the number of fatal and non-fatal drug overdoses.
- Reduce the spread of infectious diseases like HIV and hepatitis C amongst people who use substances.
- Connect people who use substances with primary health care services, addictions treatment, and social services like housing and other supports.
- Create a safer community by reducing substance use in public spaces and providing options for proper needle disposal.

The CTS located at 150 Duke Street West, Kitchener is open 9 a.m. to 9 p.m. seven days a week, including holidays. The site is operated by Sanguen Health Centre in partnership with Region of Waterloo Public Health.

7. Stakeholder Engagement

Public Health staff spoke with 62 participants from key stakeholder groups including clients, the CTS staff, members of the Community Advisory Group, and community safety partners to understand the early impact of the CTS.

8. Attachments / Links

[Appendix A: A Review Consumption and Treatment Services \(January to December 2020\) Infographic \(DOCS #3762477\)](#)

Prepared By: **Amy Venner**, Health Promotion & Research Analyst
Jeremy Turner, Project Coordinator, Harm Reduction

Reviewed By: **Grace Bermingham**, Director, Child, Family and Dental Health
David Aoki, Director, Infectious Diseases, Sexual Health and Harm Reduction
Rabia Bana, Associate Medical Officer of Health

Approved By: **Hsiu-Li Wang**, Commissioner & Medical Officer of Health

Region of Waterloo
Community Services
Housing Services

To: Committee of the Whole
Meeting Date: August 10, 2021
Report Title: Encouraging the Creation of Affordable Housing

1. Recommendation:

For information.

2. Purpose / Issue:

This report provides Council with information on how the Region and other municipalities are using incentives to encourage the creation of affordable housing in response to the growing need for affordable housing.

3. Strategic Plan:

This report addresses the Region's Corporate Strategic Plan 2019-2023, Focus Area 4: Healthy, Safe and Inclusive Communities.

4. Key Considerations:

- a) The pandemic has heightened the need for affordable housing and provided an opportunity for a renewed focus on affordable housing development. This has become a top priority for the Region of Waterloo given the impacts of the pandemic, the rising cost of rent and home prices, and the increasing waiting lists for affordable and supportive housing.
- b) As of July 8, 2021, there were 6695 households on the waiting list for affordable housing in Waterloo Region, and 367 individuals experiencing homelessness on the Region's Prioritized Access to Housing Support list.
- c) Compared to the 117 new affordable homes developed from 2018-2020, the 517 currently in development signal a significant shift in prioritizing the creation of affordable housing. Incentives for developing affordable housing are crucial to the financial viability of each new development project. As the Region accelerates the development of affordable housing, incentives are an increasingly important tool for maximizing the number of new homes created.
- d) While affordable homes are foundational to ending homelessness, pairing

affordability with housing support measures promotes recovery from homelessness and its root causes (e.g., impaired mental health, addiction, poor physical health, etc.), and longer-term housing stability. Regional investments in affordable housing must be paired with dedicated and sustained Ministry of Health funding to end homelessness in Waterloo Region. The Region will continue to advocate to the provincial government for this crucial funding for the creation of supportive housing (see CSD-HOU-21-06).

5. Background:

Creating more affordable housing to achieve housing affordability and stability for all are foundational components of realizing the strategic directions and actions of the 10-Year Housing and Homelessness Plan, and the objectives in Focus Area 4 of the Regional Strategic Plan. With the growing recognition that funding investments from other levels of government to address this issue effectively have been inadequate, Regional Council has approved a \$20M strategic investment in affordable housing over 2021/2022. In addition to the funding investment, the Region will also provide surplus Regional land for affordable housing development.

Regional investments of capital funding and surplus lands form the basis of the Affordable Housing Framework (see CSD-HOU-21-05/PDL-ECD-21-05), an ambitious strategy to develop up to 2500 new units of affordable housing over the next five years. This represents a significant acceleration in the pace of developing affordable housing from generating 50 units per year to 500 units per year. This ambitious plan needs support from the community, including municipal partners, developers, funders and service providers, all of whom are coming to the table. While funding and land are integral to facilitate the development of more affordable housing, incentives for affordable housing provide support with financial viability, and help to maximize the number of affordable units and thus the community impact of each project.

Region staff surveyed several municipalities to identify incentives and initiatives to encourage the creation of affordable housing. Selected municipalities are either similar in size or located in close proximity to Waterloo Region, and represent a combination of lower and upper tier. Incentives and initiatives commonly used to encourage the development of affordable housing across surveyed municipalities include the following:

- Providing development charge grants or deferrals;
- Waiving planning and building permit fees;
- Allocating municipal funds for new affordable housing through a tax levy;
- Adding affordable housing as a line item in development charge by-law;
- Using planning tools such as a Community Improvement Plan;
- Exercising land strategies (e.g., disposition/acquisition); and
- Redeveloping existing social/community housing sites.

General findings from the information collected indicate that municipalities are increasingly turning to these incentives to encourage affordable housing development:

Community Improvement Plans

A Community Improvement Plan (CIP) is a tool under Section 28 of the Planning Act that permits a municipality to implement policy or invest funding in a specifically defined project area. Some municipalities are creating CIPs to implement incentives for affordable housing. The City of Cambridge has an Affordable Housing CIP that exempts projects from planning and building permit fees, allows the deferral of development charges, and provides a tax increment grant. The City of Hamilton released a Housing for Hamilton CIP in 2019 that provides a framework for giving development charge grants for affordable housing. The City of London implemented an “Affordable Housing Development Toolkit” through a CIP in January 2020. One incentive in their toolkit provides a re-payable loan for affordable housing development. The Cities of Brampton and Mississauga also identified plans to develop CIPs for affordable housing. The Region of Waterloo is able to provide development charge grants and other similar incentives to private and non-profit developers through its Capital Facilities By-law.

Land Strategies

Developing affordable housing by leveraging land strategies is an emerging practice growing in use among municipalities. The City of Toronto, for example, has used surplus properties to develop new affordable homes. The City of Ottawa has also turned to land strategies including a recent acquisition of strategically located land from the Federal government to complete a major mixed-income community development. While relatively new and less common in practice, land strategies used by surveyed municipalities to facilitate new affordable housing include combinations of the following:

- Identifying parcels of land with high resale value and leveraging the proceeds of land sales or leases;
- Leveraging land value contribution to buy affordable housing through a procurement and land disposition process;
- Entering into long term land leases;
- Implementing a “housing first land use policy” to ensure any lands declared surplus are considered for affordable housing prior to disposition;
- Acquiring strategically located lands;
- Implementing a land portfolio approach to manage an inventory of land for disposition and acquisition; and
- Developing a capital revolving reserve fund for affordable housing to facilitate the aforementioned land strategies.

Sustainable Funding through Tax Levy

Municipal investments in affordable housing through the tax levy offers a sustainable

source of funding to facilitate longer-term plans and strategies. While allocating municipal funds for new affordable housing was a practice in less than half of municipalities surveyed, some noted it is under consideration to support CIPs and other incentives for affordable housing.

Redevelopment of Social Housing Sites

There is a growing recognition by municipalities of the opportunities to build more affordable housing by redeveloping and intensifying affordable housing properties that they owned and operate. This redevelopment approach avoids the additional costs of land acquisition and offers opportunities to add more housing units as well as on-site community spaces for use in response to the needs of tenants (e.g., service providers, childcare facilities). Almost all municipalities surveyed are using this approach to develop new affordable housing.

Based on the overall findings from surveyed municipalities and with the introduction of the Affordable Housing Framework, the Region of Waterloo is rapidly expanding the use of incentives and initiatives to accelerate and maximize the development of affordable housing. While providing development charge grants is a more established practice, investing Regional funding into affordable housing development, using surplus land for affordable housing (see COR-TRY-21-22), redeveloping Waterloo Region Housing sites (see CSD-HOU-19-18) and considering land acquisition (see CSD-HOU-21-05/PDL-ECD-21-05) are all new territory for the Region. These strategies are however aligned with practices in other municipalities. With the implementation of each incentive and initiative, Regional staff is documenting learnings and engaging in co-learning with other municipalities in an effort to solidify strategic, best practice approaches for the future.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Nil.

7. Financial Implications:

The financial impacts for the options listed in this report to create affordable housing will need to be determined in conjunction with the strategy, and will be presented in a future report.

8. Conclusion / Next Steps:

The Region of Waterloo is among numerous municipalities prioritizing the development of affordable housing in response to a growing need. An increasing focus on innovative solutions and incentives for creating and maintaining affordable housing, supports municipalities in accelerating and maximizing the development of new homes. By prioritizing regional and municipal resources to expedite the development of affordable housing, there is an opportunity for municipalities to develop a longer-term strategy that leverages federal and provincial grant programs rather than solely relying on them. This

has been a significant focus of the Region of Waterloo along with other municipalities across the province.

Regional staff, in collaboration with area municipalities, will explore opportunities to pilot programs to create affordable housing through policy development and funding opportunities and seek amendments to current practices. These include updating Development Charge By-laws to exempt affordable housing, program formats to prioritize and provide financial incentives, and allocating funding generated through development to provide loans to develop affordable housing, and creating agreements with developers seeking relief from parking requirements. Staff will report back with recommendations.

9. Attachments / Links:

[Appendix A: Results of Municipal Incentives for Affordable Housing Scan](#)

Prepared By: Ashley Coleman, Social Planning Associate

Reviewed By: Ryan Pettipiere, Director, Housing Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

Appendix A: Results of Municipal Incentives for Affordable Housing Scan

Municipality	Provide Development Charge grants or deferrals for affordable housing	Waive planning and building permit fees for affordable housing development	Allocate municipal funds for new affordable housing through a tax levy	Affordable housing is a line item in development charge by-law	Use a Community Improvement Plan to incent affordable housing development	Prioritize surplus land for affordable housing	Acquire new land for affordable housing	Redeveloping former Ontario Housing Corporation properties
Guelph	✓	✓	✓	x	x	x	x	x
Halton Region	✓	✓	x	✓	x	x	x	✓
Hamilton	✓	✓	x	✓	✓	✓	x	x
London	✓	x	✓	x	✓	✓	✓	✓
Oxford County	✓	✓	✓	✓	x	✓	✓	✓
Peel Region	✓	✓	x	✓	✓	✓	✓	✓
Simcoe County	✓	x	x	✓	x	✓	✓	✓
Region of Waterloo	✓	x	✓	x	x	✓	✓	✓
York Region	✓	x	x	x	x	✓	x	x

Region of Waterloo
Community Services
Housing Services

To: Committee of the Whole
Meeting Date: August 10, 2021
Report Title: Responding to Unsheltered Homelessness and Encampments

1. Recommendation:

For information.

2. Purpose / Issue:

This report outlines the Region's approach to responding to unsheltered homelessness and encampments, including efforts to keep people safe from COVID-19 and a focus on solutions that end homelessness.

3. Strategic Plan:

Efforts to respond to unsheltered homelessness and build the community's capacity to end chronic homelessness aligns with the Region of Waterloo 2019-2023 Corporate Strategic Plan, Focus Area 4: Healthy, Safe, and Inclusive Communities.

4. Key Considerations:

- a) As Service Manager and Community Entity for housing and homelessness, the Region of Waterloo will continue to provide strong leadership in prioritizing the creation of new affordable and supportive housing to end homelessness.
- b) Managing homelessness, including funding and sanctioning encampments, is expensive. The Region does not have a mandate from the Federal or Provincial government to invest funding in managing homelessness. The Region has mandates to invest in programs that end homelessness.
- c) There is limited evidence in the research to conclude that sanctioned encampments work to end homelessness (see Appendix A). Evidence suggests that prioritizing investments in Housing First programs supports efforts to end homelessness and is trauma and evidence-informed, person-centered, and cost-effective.
- d) The Region will fund the interim housing site on University Avenue (operated by The Working Centre) through August 2022 with the dedication and support

of community partners and service providers. The site provides interim housing and supports for up to 80 people who were formerly experiencing unsheltered homelessness, representing an expansion of services funded by time-limited Provincial and Federal COVID funding.

- e) There are available emergency shelter spaces for all those in the region who need them. There is a focus on identifying and removing barriers to emergency shelter access, which is critical to support people experiencing unsheltered homelessness to move indoors and towards permanent housing.
- f) There are 517 new affordable homes in development, 154 of which are supportive homes dedicated to ending homelessness. These new supportive homes will increase the number of fixed-site supportive homes funded through the Region of Waterloo from 217 to 371, a 71% increase. These new homes will prioritize those with the longest experiences of homelessness and highest support needs through the Region's coordinated access system. The Home-Based Support Program provides an additional 127 individuals with in-home support for housing stability and recovery from homelessness.
- g) Despite the pandemic and the limited supply of affordable housing, programs in the Housing Stability System, including emergency shelters, have maintained a strong focus and commitment to housing-focused solutions. These efforts saw 402 individuals supported into permanent affordable housing in 2020/21, and ended chronic homelessness for families in 2020.

5. Background:

The COVID-19 Pandemic and Unsheltered Homelessness

The COVID-19 pandemic has exacerbated the need for affordable and supportive housing to help people achieve housing stability and recover from homelessness. The prevalence of encampments during the pandemic is a symptom of this unmet need, with concerns about the health and safety of community members living outside. Many factors result in encampments including housing affordability challenges, systemic oppression, physical and mental health issues and substance use, and barriers to emergency shelter access.

The number of people experiencing unsheltered homelessness is difficult to report accurately. Service providers use a shared database, the Homeless Individuals and Families Information System (HIFIS), to collaborate on individual service and housing plans. These plans are developed for everyone experiencing homelessness – whether unsheltered, emergency sheltered, or couch surfing – who accesses programs and services. Plans include service interactions and information about the last known sheltering location.

Although the sheltering situation of homelessness is fluid and can change daily, HIFIS data from June 2021 shows that the average number of people accessing emergency shelter on a given night was 206, and the number of people experiencing chronic homelessness in the region was 339. HIFIS data from July 2021 identifies 105 people with a last known housing type as encampment, makeshift/street or vehicle. Almost all of these individuals (92%) are experiencing chronic homelessness. As the sheltering circumstances of individuals experiencing homelessness shifts frequently and given that not everyone experiencing unsheltered homelessness connects in with programs, available data may not provide an accurate representation of the true number of people experiencing unsheltered homelessness.

Available encampment response data was provided by the Cities of Cambridge, Kitchener, and Waterloo, summarizing the number of encampment sites that city by-law responds to annually. The City of Cambridge data is tracked differently and through complaints made to by-law, thus the numbers may reflect multiple complaints for the same encampment. Encampment data from the four townships is not included due to report time constraints.

	2017	2018	2019	2020	2021 (Jan-July)
City of Cambridge	83	54	275	343	365
City of Kitchener	43	109	83	70	31
City of Waterloo	24	27	50	40	30

Region staff will conduct a Point-in-Time (PiT) Count in September 2021 to determine the depth of homelessness in the region on a given night. The Region is mandated to complete PiT Counts by the Federal and Provincial governments, contributing community-level information to the picture of homelessness nationally and provincially. The PiT Count is a data collection strategy that serves to identify the characteristics of those experiencing homelessness, enhance system planning and program development, measure progress toward ending homelessness, and increase public awareness about homelessness. PiT Count data also serves to confirm the data about those experiencing homelessness as recorded in HIFIS. Previous PiT Counts were conducted by the Region in 2014 and 2018.

During the pandemic, the Region and community partners implemented many program expansions and initiatives to help keep people experiencing homelessness safe and connected to the network of community, social, and housing services in the community (see CSD-HOU-21-13). These efforts prioritize the health and safety of people staying outside, with a collaborative approach to bring community members indoors.

The role of street outreach is to support people who are experiencing homelessness to

link in with community systems and resources. Through building and maintaining relationships, street outreach staff help people connect to housing and other services, link to emergency shelters, and invest in community inclusion and connectedness. Street outreach services have expanded during the pandemic, playing a vital role in enabling connections to services, including helping people end their homelessness.

Responding to Unsheltered Homelessness and Encampments

Region staff has been working with area municipal staff, police, street outreach providers, and community partners to develop a coordinated encampment response protocol. As outlined in the protocol, staff take a service-first approach in connecting with people experiencing unsheltered homelessness and living in encampments, including working with people to understand their housing and service needs and facilitating voluntary referrals to programs (e.g., available emergency shelter spaces). This approach involves balancing the needs of all stakeholders, including those experiencing unsheltered homelessness, rather than taking a zero-tolerance approach that serves to isolate further and disconnect these vulnerable community members.

A Better Tent City (ABTC), since its inception, has been and remains a community-led initiative outside of the Region's formal Housing Stability System. This community-led spirit has allowed ABTC to achieve self-identified goals and operating principles for residents and leadership, which could not have been achieved within the Region's Emergency Shelter Framework (see CSD-HOU-17-07). While ABTC leadership explores a location to continue this community initiative, Region staff and community partners connect with residents using an approach consistent with the encampment response protocol. This approach includes providing leadership and coordination in developing a by-name list of encampment residents and individualized housing and service plans.

Balancing demand and limited resources across the Housing Stability System is challenging. Investing in ABTC or sanctioning encampments directs resources away from programs and services in the Housing Stability System that focus on connecting people to permanent housing which is the answer to homelessness. ABTC has been able to operate and expand relatively autonomously with minimal funding and resource support from the Region and area municipalities. The Region's 10-Year Housing and Homelessness Plan outlines the strategic directions and actions needed to achieve housing affordability and end homelessness in Waterloo Region. Supported encampments are not part of the Region's strategic directions or actions to address or end homelessness and are mechanisms that perpetuate homelessness.

The interim housing on University Avenue has been a very effective initiative to support people experiencing unsheltered homelessness to move into a safe indoor space. Through the dedicated work of the Working Centre and community partners, over 80 people are accessing low barrier interim housing with support options on-site. Efforts to

connect people living at the site to permanent housing are ongoing.

As the causes of unsheltered homelessness are many and complex, there is no one-size-fits-all solution in responding to it. The persistence of unsheltered homelessness during the pandemic has reinforced the role of all levels of government, community partners, businesses, and community members in creating solutions-focused responses. While ensuring access to emergency shelter, interim housing, service hubs, and warming centers are vital to protect the safety and well-being of people experiencing unsheltered homelessness, these are not solutions that end homelessness. Region staff is monitoring and evaluating innovative approaches to supporting those experiencing unsheltered homelessness to connect to permanent housing (e.g., University Avenue). Region staff also intend to canvas interested Consolidated Municipal Service Managers and post-secondary institutions to explore the funding and implementation of a Canadian research study to identify promising practices in ending unsheltered homelessness.

System Enhancements to Reduce Unsheltered Homelessness and Encampments

The need for affordable and supportive housing to end chronic homelessness is greater than what is currently available. There has been an increasing focus on identifying system enhancements to reduce unsheltered homelessness and encampments in Waterloo Region, including:

- Accelerating the development of up to 2500 new affordable homes, some of which will be supportive homes for those with the longest experiences of homelessness and most complex needs;
- Creating space in supportive housing programs by providing participants housing options with choice and independence;
- Ensuring people experiencing unsheltered homelessness are connected to the Region's coordinated access system to be prioritized and offered housing support as options become available;
- Identifying obstacles to emergency shelter access and exploring changes to shelter programs to remove barriers;
- Continuing to monitor emergency shelter occupancy, ensuring there is always available shelter space for those who need it;
- Exploring the policy direction of the community housing waiting list to ensure it is meeting the needs of community members while meeting Provincial directives;
- Enhancing quality of life by understanding the holistic needs of community members and responding through integrated service delivery and supports that follow community members from an experience of homelessness into housing;
- Focusing on the continuation of service hub models that offer connections to services and basic needs supports; and
- Continuing to advocate to the provincial government for specific and sustained

health funding for housing supports to help people experiencing homelessness achieve housing stability and recover from homelessness.

These system enhancements focus on connecting people experiencing unsheltered homelessness to shelter and housing, helping to mitigate gaps in service identified through interviews with those experiencing unsheltered homelessness in June 2020, along with participant interviews conducted in 2018. The gaps in service identified by those we serve relate to harm reduction, the storage of belongings, service restriction practices, availability of low barrier housing options, meeting the needs of couples and those with pets, and the provision of specialized addiction and mental health supports. Fear of COVID-19 in emergency shelters was an added complexity for those experiencing homelessness in the last year. Region staff and community partners are sensitive to the harm and trauma that can be caused in asking people experiencing unsheltered homelessness why they do not access emergency shelter. As such, efforts are made to minimize this approach in favour of consulting with street outreach and emergency shelter providers in what they are hearing from participants, and in using historical information gathered by the Region and partners.

Investing in Permanent Housing to End Homelessness

The Region's approach to addressing and ending homelessness is rooted in a Housing First approach. As such, programs and services in the Housing Stability System focus on connecting people with permanent housing and the supports they need to stay housed as quickly as possible and with no preconditions (e.g., abstinence). The Housing First approach prioritizes the highest level of choice and independence in permanent housing and is rooted in a strengths-based, harm reduction philosophy. To the greatest extent possible and within funding mandates, the Region invests in programs that link people to permanent housing and by doing so, end homelessness.

Through the Region's strategic investment of \$20M in affordable housing and with the support of funding from the provincial and federal governments, up to 2500 new affordable and supportive homes will be created over the next five years. The Region continues to advocate to the provincial government for housing support funding to pair with affordability, providing people with the supports required (e.g., mental and physical health, substance use, nursing, and personal supports) to recover from homelessness (see CSD-HOU-21-06).

The Region's approach to expanding a range of housing choices is consistent with the right to adequate housing. The Region supports the realization of a right to adequate housing as the Service Manager by meaningfully connecting with people experiencing homelessness to identify their housing and support needs and providing people experiencing homelessness with support to secure alternative places to live. There is also ongoing work to recognize how Region-funded programs affect people's access to adequate housing. Responses to unsheltered homelessness and encampments through

a human rights lens will continue as people are supported to realize the right to housing.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Through the Region's role as Service Manager and Community Entity, Region staff regularly engage with area municipalities, service providers, and community partners on work to achieve affordability for all and end chronic homelessness. Through a Municipal Housing and Homelessness Leads Committee, Region staff remain closely connected with area municipalities in the collective work of addressing housing and homelessness related issues in the region.

7. Financial Implications:

The financial impacts related to the need homelessness and build the community's capacity to end chronic homelessness are incorporated in the annual operating budgets for Housing Services and is summarized as follows:

Housing Services Homelessness Operating Budget (in \$000s)	Operating Budget		2021 Net Levy
	<u>Expenses</u>	<u>Revenues</u>	<u>Impact</u>
<u>Programs</u>			
Reaching Home/CCI (Federal)	\$ 1,067	\$ 1,067	\$ -
CHPI (Provincial)	10,683	10,683	-
Home for Good (Provincial)	1,555	1,555	-
Housing Stability (Region)	2,466	-	2,466
One-time funding (pandemic) *	<u>18,186</u>	<u>18,186</u>	<u>-</u>
	<u>\$ 33,957</u>	<u>\$ 31,491</u>	<u>\$ 2,466</u>

* One-time funds includes 2020 unspent funds carried forwarded to 2021, \$6.6M for Social Services Relief Funds Phase 3 announced March 29, 2021 and federal funds for Reaching Home Phase 3 of \$4.2M as announced as part of the 2021 Federal budget.

8. Conclusion / Next Steps:

As Service Manager and Community Entity for housing and homelessness, the Region of Waterloo will continue to provide strong leadership in accelerating the development of affordable and supportive housing and prioritizing investments in housing support to end homelessness. Continuing to strengthen the existing housing stability system by investing in Housing First programs is the most effective way to end homelessness. Identifying promising practices in ending unsheltered homelessness in a Canadian context will support the ongoing work to ensure a place to call home for all in Waterloo Region and across Canada.

9. Attachments / Links:

[Appendix A](#): Research Consulted on Unsheltered Homelessness and Encampments

Prepared By: Ashley Coleman, Social Planning Associate

Chris McEvoy, Manager, Housing Policy and Homelessness Prevention

Reviewed By: Kelly-Anne Salerno, Assistant Director, Housing Services

Ryan Pettipiere, Director, Housing Services

Approved By: Douglas Bartholomew-Saunders, Commissioner, Community Services

Appendix A: Research Consulted on Unsheltered Homelessness and Encampments

Cohen, Rebecca et al., U.S. Department of Housing and Urban Development (2019). Understanding Encampments of People Experiencing Homelessness and Community Responses: Emerging Evidence as of Late 2018. Extracted June 23, 2021, from [Understanding Encampments of People Experiencing Homelessness and Community Responses](#)

Dunton, Lauren et al., U.S. Department of Housing and Urban Development (2020). Exploring Homelessness Among People Living in Encampments and Associated Cost. Extracted June 23, 2021, from [Exploring Homelessness Among People Living in Encampments and Associated Cost](#)

Farha, Leilani and Kaitlin Schwan, UN Special Rapporteur (2020). A National Protocol for Homeless Encampments in Canada. Extracted June 23, 2021, from [A National Protocol for Homeless Encampments Canada](#)

Goering, Paula et al., Mental Health Commission of Canada (2014). National Final Report, Cross-Site At Home/Chez Soi Project. Extracted June 23, 2021, from [National At Home/Chez Soi Final Report](#)

Gulliver-Garcia, Tanya, Canadian Observatory on Homelessness (2013). Housing First in Canada: Supporting Communities to End Homelessness. Extracted June 24, 2021, from [Housing First in Canada](#)

OrgCode Consulting Inc. and Canadian Alliance to End Homelessness (2020). Encampment Webinar Series. Extracted June 23, 2021, from [Encampment Webinar Series](#)

OrgCode Consulting Inc. (2020). Ending Homelessness for People Living in Encampments in Canada. Extracted June 24, 2021, from [Encampment Toolkit](#)

Region of Waterloo**Corporate Services****Corporate Finance**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: **2022 Plan and Budget Timetable**

1. Recommendation:

That the Regional Municipality of Waterloo take the following action with respect to the 2022 Plan and Budget as set out in report COR-CFN-21-30 dated August 10, 2021:

- a) Approve the 2022 Plan and Budget Process timetable as set out in Appendix B; and
- b) Forward a copy of Report COR-CFN-21-30 to the Waterloo Region Police Services Board and to the Area Municipalities in Waterloo Region.

2. Purpose / Issue:

This report recommends a timetable for the 2022 Plan and Budget process. Direction from Council is required to guide staff activities over the next two months as the budget is prepared. Staff propose a budget review schedule that would see approval of user rate budgets in November 2021 and the tax supported budget in December 2021.

3. Strategic Plan:

The annual budget aligns resources to the organization's strategic vision and numerous initiatives set out in the Corporate Strategic Plan. The annual budget, in part, sets the pace to deliver on the results outlined in the Plan. The organization has made considerable progress against its priorities and staff are in the process of developing the 2022 Plan to align the annual budget to build on these successes.

4. Key Considerations:

- a) The 2022 Plan and Budget will build on 2021 successes and will be guided by the Region's Strategic Plan, and will include:
 - **Annual Business Plans:** Regional staff are currently developing annual business plans to support delivery on Council's mandate for the Region as set out in the 2019-2023 Strategic Plan. The business plans will continue to build

- on areas where the Region delivers world-class services and prioritize opportunities to achieve world-class in others. Staff will bring forward draft priorities for 2022 based on the Strategic Plan and the results of community engagement and service levels may be adjusted where appropriate (e.g. Public Transit routes and service hours and the continued implementation of the Paramedic Services Master Plan). Certain program and funding expansions are under consideration, and the 2022 budget will reflect new and expanded capital infrastructure including new facilities (e.g. Northfield Drive Bus Maintenance and Storage facility, new Police Central division at 200 Frederick Street, Kitchener, etc.). Additionally, climate implications of projects in the capital program will be considered as an initial step in the development of a Climate Action Plan during 2022.
- **Efficiencies and innovation:** Staff will assess and identify opportunities to implement efficiencies to fund the highest priorities for residents, including innovating to shift resources to these areas of highest need with a goal to minimize any impacts to service delivery.
 - **Continued investment in key Strategic Priority areas as follows:**
 - The supply and range of affordable housing, including the proposed affordable housing levy
 - Protecting the most vulnerable citizens in our community
 - Increasing and ensuring equity in policies, planning, services and decision-making
 - Stimulating the local economy and targeted support for the business community, and
 - Investments in technology that support the modernization of back-office processes to achieve administrative efficiency and improvements
 - Continuing to ensure the Region's full budget is aligned with achieving the strategic vision and the needs of the community
- b) **2022 Budget Guideline:** On June 30, 2021 Council directed staff to develop the 2022 preliminary operating budget within a range of a 2-3% increase.
- c) **Inflation:** Inflation forecasts from major banks and the federal government for 2021 range from 2.8% to 3.0%, and for 2022 range from 2.2% to 2.6% as outlined in Appendix A. Inflation has been markedly higher since March 2021, with the most recent Consumer Price Index (CPI) reading for June at 3.1% for Canada and 3.2% for Ontario on a year-over-year basis.
- d) **2022 Budget Timeline:** The proposed timetable for the 2022 Plan and Budget process is set out in Appendix B. Staff are recommending a two-stream approach, with the user rate budgets targeted for approval on November 22, 2021 and approval of the tax supported budget scheduled for December 15,

2021. Staff acknowledge the need for flexibility with respect to budget schedule and Council has the option to adjust the timeline as the budget progresses through the approval process.

5. Background:

Nil

6. Area Municipality Communication and Public/Stakeholder Engagement:

Staff are reviewing options for public engagement for the 2022 Plan & Budget and will report back on a proposed strategy in September. The engagement plan will be designed to ensure community needs and aspirations are heard and reflected in the decision-making process.

7. Financial Implications:

The Regional tax levy comprises an average of 55% of the residential property tax bill and 42% of the commercial/industrial tax bill. Total tax supported operating expenditure in 2021 exceeds \$1.0 billion with a Regional property tax levy of \$581 million, of which \$395 million (68%) is for direct Regional Services and \$185 million (32%) is for Police Services. Total budgeted water and wastewater operating revenue in 2021 is \$142 million. A 1% change in total regional taxes in 2022 equates to \$5.9 million, representing an increase of \$21 for a typical residence.

8. Conclusion / Next Steps:

Staff will prepare and present the 2022 Plan and Budget based on Council's guideline and the timeline as approved through this report.

9. Attachments / Links:

[Appendix A: Inflation Data](#)

[Appendix B: Proposed 2022 Plan and Budget Process Timetable](#)

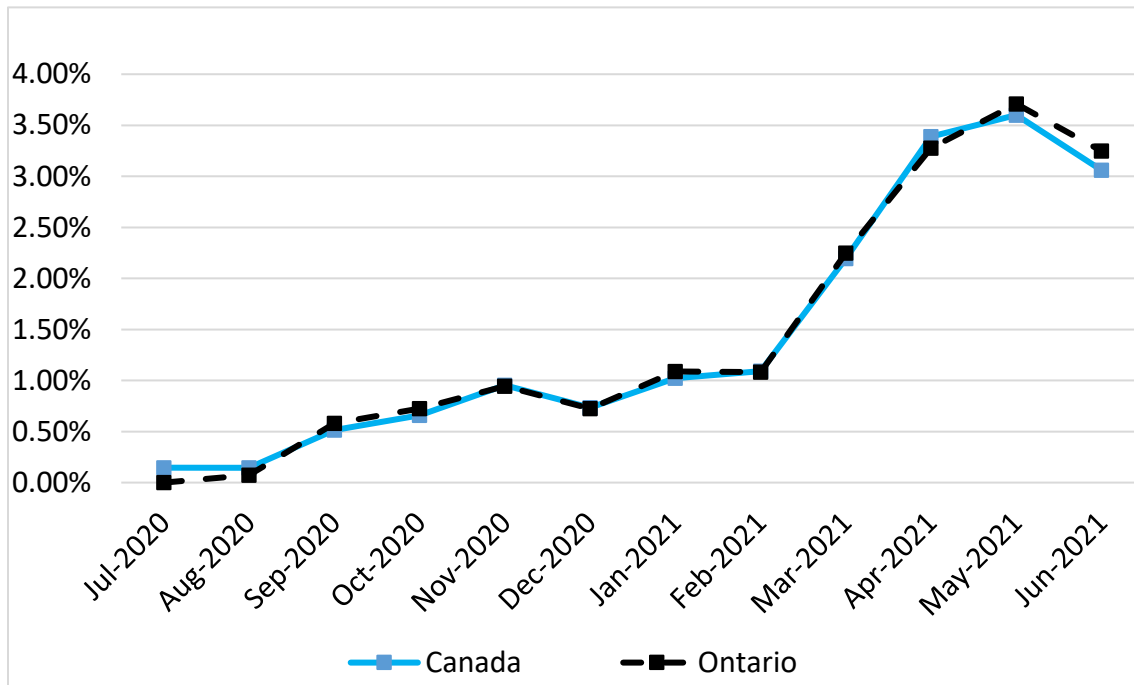
Prepared By: Chris Wilson, Manager, Corporate Budgets

Reviewed By: Cheryl Braan, Director, Financial Services and Development Financing

Approved By: Craig Dyer, Commissioner, Corporate Services/Chief Financial Officer

Appendix A – Inflation Data

Consumer Price Index (CPI) – Previous 12 months



Inflation Projections

Source	2021 Inflation Projection	2022 Inflation Projection
Canadian Imperial Bank of Commerce <i>Economics Forecast Update, July 2021</i>	2.9%	2.2%
National Bank of Canada <i>Monthly Economic Monitor, July-August 2021</i>	2.9%	2.5%
Royal Bank of Canada <i>Economic Forecast Detail–Canada, July 2021</i>	3.0%	2.4%
Scotiabank <i>Global Outlook and Forecast Tables, June 2021</i>	2.8%	2.6%
TD Bank <i>Canadian Quarterly Economic Forecast, June 2021</i>	2.9%	2.5%
Bank of Canada <i>Monetary Policy Report, July 2021</i>	3.0%	2.4%

Appendix B – Proposed 2022 Plan and Budget Process Timetable

Purpose of the Budget Committee Session	User Rate Budget	Tax Supported Budget
Council discussion on the 2022 Business Plan including priorities and focus areas	September	
Staff report on Public Engagement Strategy	September	
2022 Plan & Budget Overview	October 20	
User Rate Operating Budget and Capital Program: <ul style="list-style-type: none"> • Detailed Budget Review • GRCA presentation 	November 1	
Tax Supported Operating Budget and Capital Program: Overview		November 1
Approval of User Rate Budgets	November 22	
Tax Supported Budget Update: Detailed Budget Review		November 22
Police Services Presentation		November 29 (to be confirmed)
Police Services Board Budget Approval (as per PSB Report 2021-133, 2022 Budget Timelines)		December 15 (morning)
Final Budget Day: <ul style="list-style-type: none"> • Approval of 2022 Operating Budgets and Capital Programs for Tax Supported Programs • Approval of 2022 User Fees and Charges 		December 15 (afternoon / evening)

Region of Waterloo**Planning Development and Legislative Services****Legal Services****Community Services****Housing Services**

To: Committee of the Whole

Meeting Date: August 10, 2021

Report Title: Direction to Proceed with Consideration of Proposed Surplus Designation Re:
a. 1388 Highland Road West, Kitchener; and
b. 30 Lauris Avenue, Cambridge

1. Recommendation:

That the Regional Municipality of Waterloo:

- a) Declare surplus to the needs of the Region, the portion of the property municipally known as **1388 Highland Road West, Kitchener**, that is not required to widen the subject road allowance to the maximum width prescribed by the Regional Official Plan, as detailed in Report PDL-LEG-21-39/CSD-HOU-21-17, dated August 10th, 2021, pursuant to the Region's property disposition by-law and to the satisfaction of the Regional Solicitor;
- b) If so declared, to proceed with preparing the property, as outlined in Report PDL-LEG-21-39/CSD-HOU-21-17, for the issuance of a Request for Proposal (RFP) to private and non-profit developers for the disposition of the subject lands for nominal consideration in exchange for the development of affordable housing rental units;
- c) Authorize the Chief Financial Officer to transfer property acquisition costs in the amount of \$1,647,955 from capital project #05752 Highland Rd W, Highland Hills Mall Entrance to Ira Needles Blvd to a new Housing Services property acquisition capital project, and that the property acquisition costs be funded from the Housing Capital Reserve;
- d) Declare surplus the property municipally known as **30 Lauris Avenue, Cambridge**, as detailed in Report PDL-LEG-21-39/CSD-HOU-21-17, dated August 10th, 2021, pursuant to the Region's property disposition by-law and to the satisfaction of the Regional Solicitor; and
- e) If so declared, that staff be directed to bring a subsequent report outlining

potential future use(s) for this property for the development of affordable housing and options for disposition.

2. Purpose / Issue:

This report requests the approval of Regional Council to declare two properties surplus to the needs of the Region for consideration for the development of affordable housing. The two properties include 1388 Highland Road West, Kitchener, and 30 Lauris Avenue, Cambridge.

3. Strategic Plan:

This report addresses the Region's Corporate Strategic Plan 2019-2023, Focus Area 4: Healthy, Safe and Inclusive Communities, Strategic Objective 4.2: to make affordable housing more available to individuals and families.

4. Key Considerations:

a) 1388 Highland Road West, Kitchener

This property was purchased as part of the Highland Road West road widening project. Since only a portion of this property along its frontage will form part of the widened Highland Road West road allowance, the remaining approximately one acre of remnant lands is available for consideration to be declared surplus. Once the ongoing Highland Road West widening construction project is complete in late 2021, a reference plan will be obtained from an Ontario Land Surveyor to delineate the lands. This property is also subject to a local municipality holding provision and staff will request to the local municipality that this holding provision be removed.

Property details including zoning and a map illustrating its location are attached hereto as Appendix "A".

b) 30 Lauris Avenue, Cambridge

In February 2017, Council authorized the acquisition of the vacant former school lands at 30 Lauris Avenue for the purpose of developing affordable housing. Through the WRH Master Plan which was approved in late 2019, it was identified that Waterloo Region Housing ("WRH") would not develop the property. It is recommended that the property be considered for the development of affordable housing outside of WRH.

Property details including zoning and a map illustrating its location are attached hereto as Appendix "B".

Staff are in the process of developing potential options for disposition and future uses including affordable housing. It is recommended that Council proceed with consideration to declare this property surplus at this time so that Council is well-positioned to move expediently at such time as Council decides upon the preferred

disposition and future use of this property.

5. Background:

The growing need for affordable housing has highlighted the importance of strategic Regional investments to create housing stability and achieve affordability for all. The amount of affordable housing in Waterloo Region is currently inadequate and addressing this issue is a major focus of Council. On May 11, 2021, the Affordable Housing Framework outlined the development of an innovative strategy to accelerate the development of affordable homes over the next five years (CSD-HOU-21-05/PDL-ECD-21-05). The strategy encompasses strategic funding investments by the Region and a leveraging of federal and provincial grant programs to supplement these efforts in the creation of up to 2500 new affordable homes. The strategy also includes the use of lands surplus to the needs of the Region for the purposes of developing affordable housing, furthering efforts to achieve affordability for all.

1388 Highland Road West, Kitchener

Proposed Disposition of the Subject Lands – Request for Proposals to Develop Affordable Rental Housing

The 10-Year Housing and Homelessness Plan (10-Year Plan) 2014-2024 identifies new opportunities to create and maintain affordable housing. Action 1.7 of the 10-Year Plan, “develop a housing-first policy to ensure that Regional surplus land is considered for the development of affordable housing, prior to the consideration of divestment” provides direction for considering Region surplus lands for affordable housing before divestment.

As part of an inventory of Region surplus land identified as potential affordable housing sites and the development of a land disposition policy specific to those sites, 1388 Highland Road West has been identified for the development of affordable housing, and to inform the broader process of considering regional surplus land. It is recommended that 1388 Highland Road West be used to develop affordable housing rental units through a Request for Proposal (RFP).

Request for Proposals

A public RFP for the development of affordable housing will be open to private and non-profit developers. The Region will convey the subject land for a nominal charge to the successful proponent in exchange for the development of affordable rental housing. A selection committee comprised of staff from Community Planning, Housing, Facilities, and Treasury Services will evaluate the submissions based on selection criteria including:

- Percentage of affordable housing units above a minimum of 30% and depth of affordability (affordable is defined at rents at or below 80% of Median Market

Rent);

- Length of affordability commitment above a minimum agreement of 25 years, with a preference for in perpetuity;
- Integration into the community (e.g. through design excellence and use of high-quality materials);
- Number and types of units proposed;
- Energy efficiency features above minimum building code requirements;
- Accessibility features above minimum building code requirements;
- Provision of on-site laundry facilities;
- Commitment to providing a smoke-free building; and
- Commitment to provide training of skilled labour to apprentices and/or un/underemployed individuals, and/or to incorporate youth employment opportunities during construction.

Timing and Release of the RFP

The Request for Proposal – Highland West Affordable Housing Project will be posted on the Region’s website in the first half of 2022. Region staff will issue a press release in advance to raise public awareness of the RFP posting and include supporting information on the website. An evaluation team will review and evaluate the submissions based on the selection criteria. The successful proponent will be presented to Community Services Committee and Regional Council in the spring of 2022. In all cases, the proposed development identified by the successful proponent will be subject to the City of Kitchener development approval process and design standards. Issues related to building design, site access, parking and landscaping will be reviewed to meet municipal standards. A copy of the final approved plan will be provided on the Region’s website for information. The successful proponent will also be required to enter into an agreement(s) with the Region to provide for implementation of its proposed affordable rental housing development and secure the Region’s contribution of the subject land.

Community Engagement

Region staff will form a communications and community engagement project team that include City of Kitchener staff. The focus of the project team has been to develop communication tools and feedback mechanisms to engage the community on elements of the project, including input on green space and other design features. Community engagement will continue throughout the project as informed by a detailed communication plan and community feedback and will include EngageWR page and community meetings. The successful proponent will be encouraged to engage the community on design elements of the project.

30 Lauris Avenue, Cambridge

Staff propose to bring a subsequent report outlining potential future use(s) for this 3711332

property for the development of affordable housing and options for disposition.

6. Area Municipality Communication and Public/Stakeholder Engagement:

Notice of the Region's intention to consider declaring the subject properties surplus at an upcoming open Council meeting was published in local newspapers, in accordance with the Region's Property Disposition By-Law.

Given that the recommended disposition of both of the subject properties may pertain to a Regional municipal purpose, i.e. affordable housing, and pursuant to direction from the Housing and Homelessness Steering Committee, the surplus declaration was not circulated externally, including to the respective local municipalities in which the properties are situated.

7. Financial Implications:

For 1338 Highland Road West, Kitchener, the Region owned land will be disposed of for the purpose of an affordable housing development, and the Region will forego proceeds of sale as a result. The 1.1 acre property was originally purchased for approximately \$1.8M for the purposes of a roads expansion project, funded from the Transportation RDC Reserve. As approximately 1 acre (91%) of the property is being redirected to affordable housing, staff recommend transferring the proportionate cost of the acquisition (\$1,647,955) from project #05752 Highland Rd W, Highland Hills Mall Entrance to Ira Needles Blvd to a new housing project and funding these costs from the Housing Capital Reserve.

For 30 Lauris Avenue, Cambridge, there will be no immediate financial implications. Financial implications will be identified as part of the options that are brought forward in a future report.

8. Conclusion / Next Steps:

The Region of Waterloo is committed to making housing affordable for all because we believe communities thrive when everyone has a place to call home. Encouraging affordable housing development aligns with the 10-Year Housing and Homelessness Plan through Strategic Direction 1, to create more affordable and community housing. As these surplus declarations and related planning processes occur, the next steps include Regional staff bringing forward subsequent reports related to the dispositions with options for Council's consideration.

9. Attachments / Links:

[Appendix A](#)- Location Map of Lands: 1388 Highland Road, Kitchener

[Appendix B](#)- Location Map of Lands: 30 Lauris Avenue, Cambridge

Prepared By: Charlotte Karger, Property Agent

Cory Shantz, Solicitor (Corporate)

Jennifer Murdoch, Manager, Housing Programs and Development

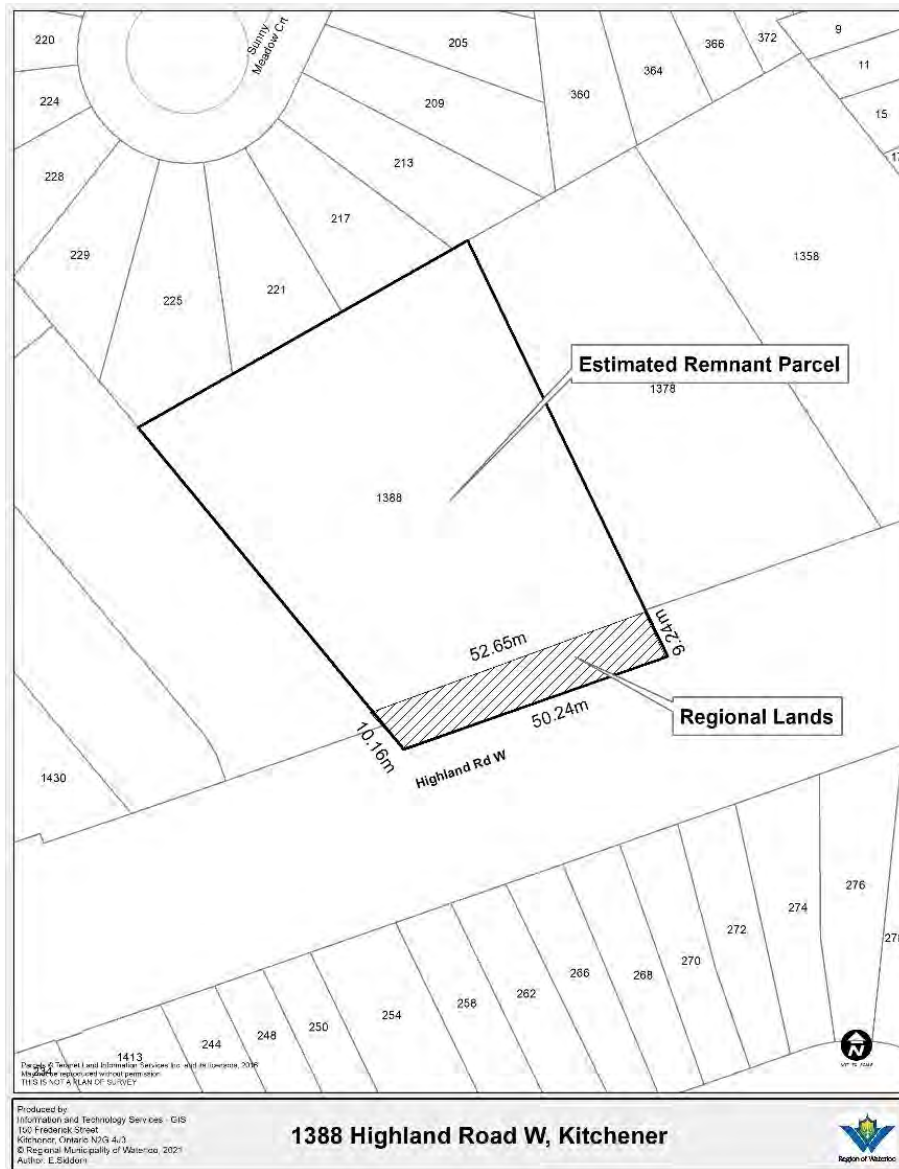
Reviewed By: Ryan Pettihere, Director, Housing Services, Community Services

Tom Penwarden, Manager, Real Estate Services

Approved By: Richard Brookes, Acting Regional Solicitor, Director of Legal Services

Douglas Bartholomew-Saunders, Commissioner, Community Services

Appendix A - Location Map of Lands



Lot Size Before Region Road Allowance Widening: 1.1 acres (Irregular)

Zoning: Residential Nine Zone with holding Provisions for Services and Roadworks – R9 7HSR

Official Plan High Rise Residential

Restrictions/
Encumbrances: None registered

Appendix B - Location Map of Lands



Lot: 2.81 acres (Irregular)

Zoning: N1/R4 Institutional and Residential

Official Plan Low/medium residential

Restrictions/
Encumbrances: None registered

Council Enquiries and Requests for Information

Regional Council

Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
April 21, 2021	Council	That the Region of Waterloo form an ad hoc steering committee with councillors and supported by staff to determine specifics related to Community Benefits Agreements/Workforce Development Agreements and report back in September.	Ad-hoc Committee and Corporate Services	September 2021
June 30 2021	M. Harris	That staff provide a report on the application for a Ministerial Zoning Order in Blair and any implications from a Regional perspective	Planning, Development and Legislative Services	August 2021

Community Services Committee:

Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
Nov. 5, 2019	S. Strickland	That staff provide an information report on what other municipalities are doing to encourage the creation of affordable housing.	Community Services	August 2021
Nov. 5, 2019	Committee	That the Mooregate Crescent location in the Waterloo Region Housing (WRH) Master Plan, be subject to further review with respect to location and financing	Community Services	Fall 2021

Planning and Works Committee:

Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
June 18, 2019	G. Lorentz	Waste Enforcement options with Local Municipalities	Waste	Fall 2021

Committee of the Whole:

Meeting date	Requestor	Request	Assigned department	Anticipated response date
March 9, 2020	Committee	That staff prepare a report outlining options for, and implications of, accelerating the automated speed enforcement program	Planning, Development and Legislative Services; and Transportation and Environmental Services	May-2021
June 22 2021	Committee	That staff report back to Council with a more detailed Memorandum of Understanding with the City of Kitchener to advance technical work for 15 Charles Street (former Transit Terminal) and adjacent parking lot owned by the City.	Planning, Development and Legislative Services	November 2021

Budget Committee:

Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
January 20, 2021	Councillor Galloway	Prepare a report on a way forward for a community conversation regarding an upstream funding approach.	CAO's Office	Spring 2021

Meeting date	Requestor	Request	Assigned Department	Anticipated Response Date
January 20, 2021	Councillor Vrbanovic	Prepare a staff report about the implementation of one (1) mobile Automated Speed Enforcement camera/unit, including POA staffing resources and potential revenues.	TES and Provincial Offences Admin (POA)	Mar-2021
January 20, 2021	Councillor Jowett	Report back to Council on the proposed investments and an implementation plan to support businesses in 2021 and 2022.	Economic Development (PDLS)	Mar-2021

alPHa's members are
the public health units
in Ontario.

alPHa Sections:

Boards of Health
Section

Council of Ontario
Medical Officers of
Health (COMOH)

Affiliate

Organizations:

Association of Ontario
Public Health Business
Administrators

Association of
Public Health
Epidemiologists
in Ontario

Association of
Supervisors of Public
Health Inspectors of
Ontario

Health Promotion
Ontario

Ontario Association of
Public Health Dentistry

Ontario Association of
Public Health Nursing
Leaders

Ontario Dietitians in
Public Health

July 27, 2021

Dr. Kieran Moore,
Chief Medical Officer of Health
21st Floor, 393 University Ave,
Toronto, ON M5G 2M2

Dear Dr. Moore

Re: A Cautious and Measured Reopening

On behalf of the Association of Local Public Health Agencies (alPHa) and its member Medical Officers of Health, Boards of Health and Affiliate organizations, we are writing today to urge a cautious and measured approach to reopening the province as we strive to vaccinate as many Ontarians as possible.

As the leaders of Ontario's local public health system, we extend our thanks to you and the Government of Ontario for leadership that has enabled us all to reduce the impacts of COVID-19. It has been a long road but together we have brought Ontario's daily cases down dramatically since the peak of the third wave and have fully vaccinated nearly 70% of our eligible population. It hasn't been easy, and challenges remain, but we can all be proud of the work Ontarians have done to get to this point.

Continued management of the pandemic and capable leadership will be crucial to enabling a strong and sustainable recovery of society and the economy. As we look to other jurisdictions such as the United Kingdom, Israel, and the Netherlands - countries that are experiencing a surge of cases despite relatively high vaccination rates – it is clear that Ontario remains vulnerable to the more infectious and severe variants that are emerging, especially within our unvaccinated population.

A cautious and measured approach to reopening will still be required as we make every effort to maximize vaccine coverage of the eligible population. With 80% of eligible Ontarians having received at least one dose, we can be confident that this will be the minimum number of fully vaccinated individuals in the very near future. We must remember however that 20% of the Ontario population is still nearly 3 million and includes every individual under the age of 12. We must also acknowledge that even this is very likely well below the threshold for herd immunity for this particular virus, which has been estimated to be as high as 90%.

As we look to the next phase of the response, we strongly recommend that the following approaches be taken to carefully manage the ongoing threat of COVID-19 while regaining the many benefits of an open economy.

1. Maintain Infection Prevention Measures in Public Places and Workplaces

As the province of Ontario moves to open more fully it is important that we maintain certain measures to control transmission, given that we are unlikely to achieve herd immunity in the foreseeable future. We fully recognize and support the importance of a more open economy, noting its measurable influence on many of the determinants of health. However, the experience of other countries has shown that the need for ongoing infection prevention measures will remain at least until we are able to make an evidence-based decision that they are no longer necessary.

- Wearing masks in public indoor and enclosed spaces regardless of vaccination status
- Screening all employees every workday/shift for symptoms of COVID-19
- Maximizing ventilation including by moving operations outdoors where possible
- Retaining capacity limits and other measures that allow for physical distancing within the available space of the business where practicable
- Maintaining a workplace safety plan
- Maintaining paid sick leave to reduce workplace attendance for COVID cases

These measures will allow businesses to resume full operations, while keeping the population safe, and employees healthy enough to work.

2. Continue an All-of-Society Vaccination Effort

Ontario's success vaccinating nearly 70% of its eligible population with two doses in a little more the last 100 days is thanks to a multi-provider effort: public health, hospitals, pharmacies, primary care, and emergency medical services all playing a part.

The province's vaccination taskforce has hinted at potentially narrowing COVID-19 vaccination efforts to just primary care and pharmacies. While this may be reasonable farther into the future, we believe that Ontario and its economy will be best protected if opportunities to get vaccinations are maximized.

As we move to the next phase of the vaccine roll-out, engaging and convincing complacent and hesitant Ontarians to get their shot will succeed only with ongoing efforts from all of these providers. Each has regular contact and trust with different segments of the population. Public health (like many of its community partners such as social service agencies) serves many populations who do not have links to other health care; primary care providers have relationships with families that can be leveraged to convince whole households to get immunized; pharmacies provide many local access points to vaccination in the community; hospitals can immunize any unvaccinated patients who fall into their care. Workplaces, post-secondary learning institutions and community associations can also be leveraged to assist in a variety of ways.

3. Policy Measures to Increase Vaccine Uptake

Public policy plays an essential role in maximizing vaccine coverage, ensuring that the reopening of our society and our economy can get to a sustainable footing sooner. We believe that policy measures that incentivize vaccination should be considered to give complacent or hesitant Ontarians a nudge to seek their vaccine. The approach taken with long term care facilities serves as an excellent example of what can be pursued in other venues such as acute care facilities, home care, primary and secondary schools, colleges, and universities.

Similarly, workplaces should be encouraged to have in place policies that encourage and support the vaccination of their employees. We note that both the OMA and RAO have called for mandatory vaccination of health care workers as a duty of care to their patients. The province has struck an excellent balance with long term care, requiring these facilities to have policies that document the vaccination of staff and encourages them through education to be vaccinated. Such an approach would be helpful to augment vaccination in these other venues, achieving enhanced safety from COVID-19 in other public service and workplace settings.

The development of a vaccination certificate has been proposed by the Ontario COVID-19 Science Table on this topic¹ as an incentive for Ontario's eligible population to become fully vaccinated, and to allow for businesses and services to continue to open more safely during periods of increased transmission. While their report notes a lack of evidence on the impact of such on vaccination coverage or on COVID transmission, the report does cite vaccination certificates as a possible means of enabling businesses, services, and public venues to remain open for in person attendance for those who are vaccinated during higher levels of COVID transmission. It also notes concerns that have been raised regarding equity of access both to vaccinations and for such services with this approach (such as for persons of lower income, members of racial minorities, blue collar shift workers). However, it is likely that the call for this approach will increase with the increase in transmission that is being predicted in the weeks and months to come. As such it would be prudent for the province to consider and further investigate the potential for this approach.

4. Develop policy to ensure the opening and continued operations of in-person schooling

The pandemic has greatly impacted children and youth, with Ontario schools being shut down longer than other jurisdictions in Canada. Policy is critical to ensuring the opening and continued operations of in-person schooling. Schools are not only important for the education and health of students but enable parents and guardians to participate in the workforce. It is beyond the scope here to comment on the comprehensive report by the Ontario COVID-19 Science Advisory Table, we would stress that the early months of school re-opening will be a critical time period to maintain preventive measures within schools and the broader community.

As children under 12 cannot yet be vaccinated, schools will be uniquely vulnerable to COVID-19 outbreaks this fall. While illness in children tends to be milder on average, children can transmit to others particularly within households.² We strongly support and thank the government for extending school-focused public health nurses for the coming school year. These dedicated resources to prevent and contain outbreaks are key to ensuring schools continue to operate. They will also play important roles in contributing to the catch-up of vaccinations in Grade 7/8 students, future childhood COVID-19 vaccinations, and supporting school mental health initiatives.

We look forward to reviewing and commenting on the Province's comprehensive plan to get students back to school, learning in person full time when it is released.

5. Maintain Local Resources for Pandemic Control

Local efforts in this pandemic around contact tracing, managing outbreaks, and testing have slowed the spread of COVID-19. As we reopen and rely less on restrictions in society to control COVID-19, we increasingly rely on local contact tracing and outbreak management, as well as immunizations.

As the winter approaches and COVID-19 can spread more easily, we may again see outbreaks in long-term care, congregate settings, and workplaces. Case, contact and outbreak management will be critical to reducing the risk of continued spread. Local resources need to be preserved and possibly augmented for these purposes.

¹ <https://covid19-sciencetable.ca/sciencebrief/covid-19-vaccine-certificates-key-considerations-for-the-ontario-context/>

² <https://www.nejm.org/doi/full/10.1056/NEJMc2031915>

In the last 16 months, public health, even more so than the hospital sector, has had to cancel most routine services, diverting over 80% of our resources to the pandemic response. Like hospitals, which will need years to catch-up on their surgical backlog, public Health will need years to make up lost ground in virtually every program area outlined in the Ontario Public Health Standards. Significant lost opportunities for health, including chronic disease prevention, addictions and mental health, healthy child growth and development, and childhood immunizations, must be recovered.

There is a great need for a commencement of the recovery of local public health programs to address these needs, and to identify priority areas early in the recovery process. Sufficient and stable funding invested in local public health capacity will be essential to keep infections low while we work to vaccinate as many people as possible, continue to contain infectious through the winter season, and allow public health to catch-up on critical services that have been interrupted by the pandemic.

The coming months will present important opportunities for our province, but the risks cannot be ignored. If we succeed in keeping cases low and vaccination rates high, Ontario has the potential to see a sustained return to more normal economic and social life. But the potential for resurgence remains and decisions made in the coming weeks will determine which scenario Ontario experiences. As the front-line of Ontario's public health response to this pandemic, we believe the recommendations in this letter will give us the best chance to seize the opportunities while minimizing the risk.

Our members, as Ontario's front-line and pre-eminent public health experts, are more than willing to provide further advice and input to ensure the success of Ontario's COVID-19 response and recovery and we look forward to an invitation to discuss this with you further. To schedule a meeting, please have your staff contact Loretta Ryan, Executive Director, alPHa, at loretta@alphaweb.org or 416-595-0006 x 222.

Sincerely,



Dr. Paul Roumeliotis,
alPHa President



Dr. Charles Gardner,
Chair, Council of Ontario Medical
Officers of Health (COMOH)



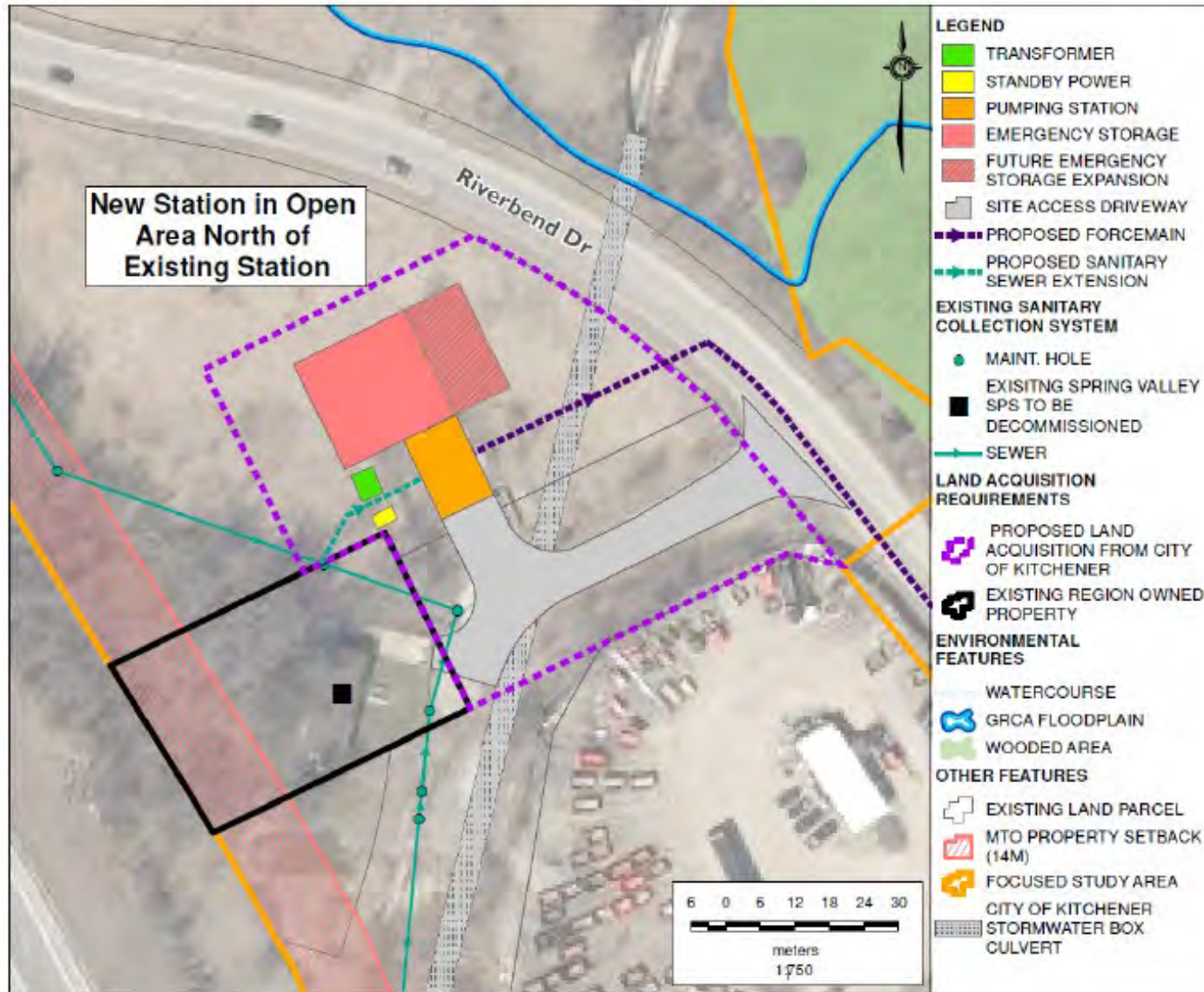
Wess Garrod,
Chair, Boards of Health Section

COPY: Alison Blair, Associate Deputy Minister, Pandemic Response and Recovery

The Association of Local Public Health Agencies (alPHa) is a not-for-profit organization that provides leadership to the boards of health and public health units in Ontario. alPHa advises and lends expertise to members on the governance, administration and management of health units. The Association also collaborates with governments and other health organizations, advocating for a strong, effective and efficient public health system in the province. Through policy analysis, discussion, collaboration, and advocacy, alPHa's members and staff act to promote public health policies that form a strong foundation for the improvement of health promotion and protection, disease prevention and surveillance services in all of Ontario's communities.



Attachment A: Location of Existing Spring Valley SPS



Attachment B: Recommended Location for New Spring Valley SPS



Annual Reports

Region of Waterloo — June 1, 2019 – May 31, 2020
June 1, 2020 – May 31, 2021



Waterloo Area
Municipal Ombuds Office

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ABOUT OUR OFFICE

Waterloo Area Municipal Ombuds Office

What is an Ombudsman?

An ombudsman is an Officer of Council responsible for looking into whether administrators are properly applying the by-laws and policies of the municipal corporation. While the ombudsman has no power to overturn decisions, they do make recommendations and can bring matters to the highest levels of the Region for consideration.

The ombudsman has the authority to consider complaints that administrators are misusing their power, failing to use their discretion or acting unfairly. They will conduct a thorough and fair investigation and make findings based on evidence.

An ombudsman will also provide information and guidance to citizens and work between Regional administration and individuals to solve problems informally when possible.

An ombudsman provides an Annual Report to Council with recommendations for any changes to policies or practices that he or she feels are needed.

Jurisdiction

The Waterloo Area Municipal Ombuds Office derives its legal authority from the Ombudsman Act of Ontario, which under section 14 (4.3) sets out the jurisdiction of the municipal Ombudsman. In effect the Municipal Ombudsman has all of the same rights to investigate as would the Provincial Ombudsman.

Our Philosophy

“Partnering With”, rather than “Oversight Of” is our approach to the work. We view Complaints as a Resource that municipalities can learn and grow from. We are remedial and not punitive in our orientation toward both complainants and institutional respondents.

Scope of Services

Matters that ARE within the Ombuds' Mandate to Investigate are:

1. Where the Region/City or Township has not followed appropriate procedures in arriving at a decision;
2. Where the Region/City or Township has acted in a way that is contrary to its own rules, procedures or By-laws;
3. Where the Region/City or Township has made a decision that is outside of its powers to make;
4. Where the Region/City or Township has failed to take a specific action that it is required to under its rules, procedures or By-laws;
5. Any decision or recommendation made, act done or omitted to be done in the course of the administration of the Region/City or Township, so long as it does not fall under the list of matters that are *not within our mandate to investigate (see below)*.

Matters that are NOT within the Ombuds' Mandate are:

1. Any Region/City or Township decision, recommendation, act or omission in respect of which there is a right of appeal, review or objection to any court or tribunal, until that right of appeal, review or objection has been exercised, or the time for the exercise of that right has expired;
2. Cases where the inquirer has not taken their complaint to the Region/City or Township first;
3. Decisions, recommendations, acts or omissions of a legal advisor or counsel to the Region/City or Township;
4. Complaints regarding closed meetings of Council;
5. Complaints that are within the mandate of the Integrity Commissioner;
6. Complaints where the subject matter is deemed to be trivial, frivolous, vexatious or an abuse of the Ombuds Office process or which are not made in good faith, in the opinion of the Ombuds Office;
7. Issues related to labour and employment matters;
8. Cases *where more than one (1) year has passed* since the inquirer learned of the facts on which the complaint or inquiry is based, unless special circumstances exist.

Process

Inquirers must provide (within one year as above) a completed and signed Complaint Form with consent to disclose such evidence and information as is necessary to conduct a full, fair and impartial inquiry or investigation. Complaints and Inquiries **must** originate with the affected party; the Ombuds does not accept complaints from interested, but unaffected third parties.

Initial Review

An Initial Review is conducted to decide whether a file may be investigated. During the Review, the following questions are considered:

- Did the inquirer already go through the Region/City or Township's internal complaint process? If not, the inquirer will be referred to the appropriate Region/City or Township office;
- Is the complaint or concern within the Ombuds Office's mandate?

Inquirers and the respondent, where appropriate, are advised of the outcome of the Initial Review.

An Initial Review may result in the inquirer and the Region/City or Township being advised that the issue may be investigated. It may also result in an Initial Review Letter advising the Inquirer (and respondent if appropriate) that the file is being closed because the inquiry is not within the Ombuds Office mandate, together with a referral to the appropriate body to lodge a complaint, wherever possible.

Early Resolution

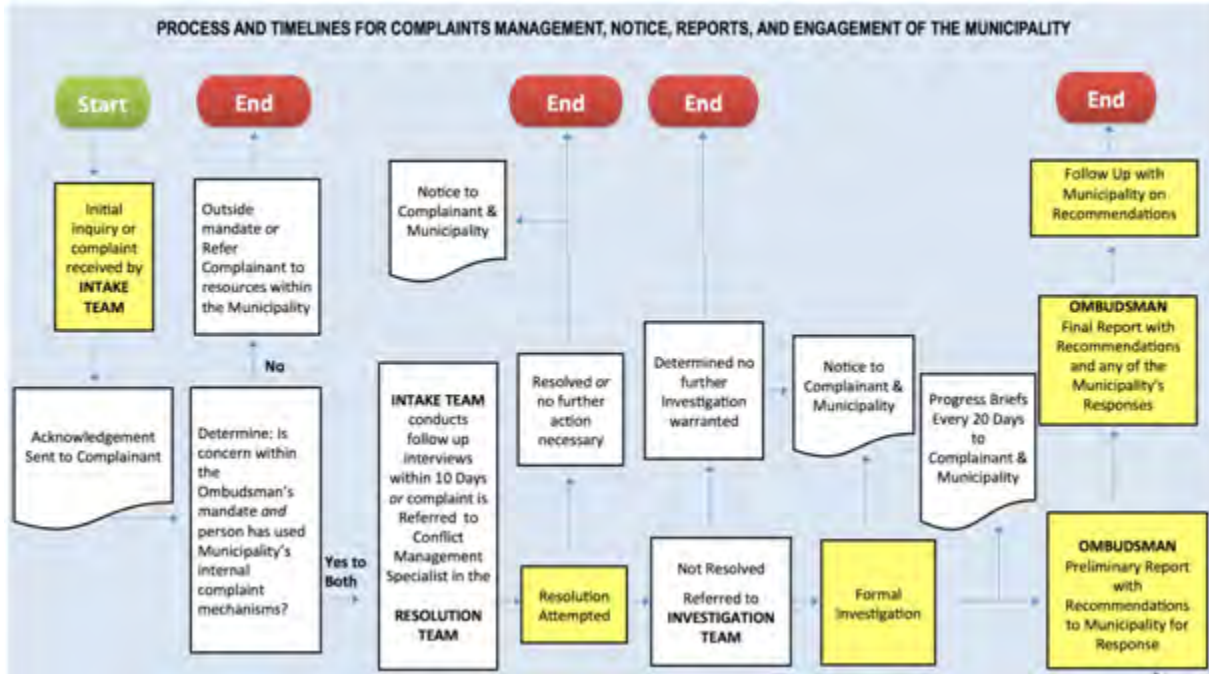
For inquiries that proceed, the Investigator will review all of the documentation that was provided by both the inquirer and the Region/City or Township. If the Investigator believes that the issue(s) may be able to be resolved consensually, the matter may be referred for early resolution through a Conflict Management Professional.

Investigation

If a resolution is not possible, the matter will be referred back to the Investigator who will continue investigating the complaint and who may contact the inquirer and the Region/City or Township to schedule interviews and gather information.

The Report will contain the Investigator's findings, either recommending a remedy for the concern to the Region/City or Township or rejecting the complaint. In either case, the Report will contain reasons for the decision. Ombuds Offices cannot order a municipality or an inquirer to take any steps, but may make recommendations with persuasive reasons. Such recommendations are often followed.

Process Flowchart



Privacy at Waterloo Area Municipal Ombuds Office

Waterloo Area Municipal Ombuds Office collects personal information from Inquirers and Member Regions, Cities or Towns for the purpose of resolving disputes. Waterloo Area Municipal Ombuds Office ensures that the personal information of our clients remains confidential and secure. This Privacy Policy (“Policy”) describes the ways Waterloo Area Municipal Ombuds Office is committed to ensuring that all private and confidential information is protected for the Inquirer and the Member Region, City or Town. This Policy is intended to ensure that the privacy of individuals is protected in the use, collection, disclosure, and storage of personal and/or confidential information by Waterloo Area Municipal Ombuds Office. This Policy complies with and supplements the guidelines and mandates of Canada’s federal private sector privacy law, the Personal Information Protection and Electronic Documents Act.

Waterloo Area Municipal Ombuds Office will manage personal information in an open and transparent way. This Policy is available to anyone free of charge.

Waterloo Area Municipal Ombuds Office Commitment

Waterloo Area Municipal Ombuds Office is committed to keeping all personal information private and confidential. With written consent, we will collect personal information from the Member Region, City or Town and the Inquirer in order to investigate the complaint. Any and all information collected from the Member Region, City or Town and the Inquirer will only be used for the purpose of determining the proper resolution and/or recommendations. Waterloo Area Municipal Ombuds Office is committed to protecting the security of the files it maintains and there are security measures implemented in order to maintain the security.

Information Collected

While the personal information that Waterloo Area Municipal Ombuds Office collects depends on the nature of the complaint, the personal information may include your home address and telephone number, and any and all personal and identifiable information that is obtained by the region, city or town about the Inquirer. We collect personal information from the Inquirer, the Member Region, City or Town, and others as necessary, to facilitate the investigation and resolution of a complaint. We will limit the amount and type of personal information we collect by ensuring we only collect such information that is reasonably necessary and directly related with the complaint in dispute. All personal information will be collected by lawful and fair means.

Accountability

Waterloo Area Municipal Ombuds Office is accountable for all personal information in its possession or control. Policies and procedures have been established to comply with this Policy.

Consent Required

We will not collect, use, or disclose any personal information without first obtaining consent, except where required or permitted by law. Consent may be withdrawn at any time. Further assistance in resolving the complaint may not be available if consent is withdrawn.

Use of Personal Information

Waterloo Area Municipal Ombuds Office will only use or disclose your personal information for the intended and identified purposes and reasons for which the information was collected, except where required and permitted by law. Waterloo Area Municipal Ombuds Office will take such reasonable steps as necessary to ensure that the personal information collected is accurate, complete, relevant, and up to date. We will inform individuals of the purpose for which personal information will be used before or when they consent to its collection.

Access to Personal Information

A person may access their personal information held by Waterloo Area Municipal Ombuds Office that has been provided to us and is in our possession. Parties should contact their region, city or town directly to access their personal information provided to us by that Member Region, City or Town in the course of our dispute resolution process.

Website

Our online website www.civicombuds.ca is hosted on servers that are owned and managed by a third party.

Security

Waterloo Area Municipal Ombuds Office has taken the proper and necessary steps to ensure all information pertaining to our clients' files is secured and protected against theft, unauthorized use, modification, and loss. Security-protected databases are used to store online files, and specific security measures are used to ensure the files are monitored through multiple security scans of the online content as well as numerous checks to prevent common website hacks like cross-site scripting, SQL injection, brute-force password attacks, etc.

Breach of Privacy

A complaint about a breach of privacy must be in writing, and directed to Waterloo Area Municipal Ombuds Office. The individual making the privacy complaint must give Waterloo Area Municipal Ombuds Office sixty (60) days to respond.

THE OMBUDSMAN'S MESSAGE

June 1, 2019 to May 31, 2020

This Report is the fourth to the Region of Waterloo. The Waterloo Area Municipal Ombuds Office began operation on September 1, 2016 and provides service to the Region, the City of Waterloo and the Townships of Wilmot, and Woolwich. This reporting period runs from June 1, 2019 to May 31, 2020, a period of twelve (12) months.

The Ombuds Advisory Committee meets periodically when there are business issues to discuss or to receive the Annual Report.

The office received eight (8) inquiries between June 1, 2019 and May 31, 2020. This is one less than last year's usage when nine (9) inquirers sought out the office in twelve (12) months. We were surprised to observe that there was a slight decrease in the usage of the office this year over last. We find that often, as people use the office word gets out and the volume builds over time. Several of the larger municipalities, including Waterloo experienced an increase in usage last year.

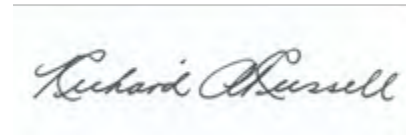
Seven (7) of those inquiries did not provide us with a completed Complaint, Consent and Confidentiality form. Three (3) matters pertained to Waterloo Regional Housing (WRH) several of which had to do with ongoing issues with WRH. For the most part we found that WRH were attending to their responsibilities however there was some urgency on the complainant's part. This was brought to the attention of WRH. One inquiry was from a business unhappy with disruption caused because of construction. Information and a referral were provided.

One case became a formal complaint, formalized by filing a Complaint, Consent and Confidentiality Form. This individual had been unsuccessful in trying to get on an emergency shelter list. We were able to help by connecting them to the right person at WRH, who assisted in determining their eligibility.

Because the Office is accessible and easily discovered by using an internet search, we do still tend to receive complaints of a general nature which are outside our jurisdiction. Our belief is that, with the cities of Cambridge and Kitchener not participating in the Waterloo Area Municipal Office's mandate, jurisdiction becomes fractionalized from the public's point of view, making the Waterloo Area Municipal Ombuds Office appear bureaucratic at times.

Less surprising to us are the inquiries we receive concerning services or decisions of the City of Kitchener. As the largest city in the Region, it is not surprising that a Kitchener resident would expect that a Municipal Ombuds Office for the Waterloo Area would assist with difficulties in dealing with the municipal government there. For that reason, we include a brief description of some of these inquiries, as we have in previous years.

We continue to look for ways to keep this service useful and relevant to citizens of the Regional Municipality of Waterloo.

A handwritten signature in cursive script that reads "Richard A. Russell". The signature is enclosed in a thin black rectangular border.

Richard A. Russell B.A., LL.B., C. Med. C. Arb.
Ombudsman, Waterloo Area Municipal Ombuds Office

Region Summary – 2019 - 2020



Region of Waterloo – June 1, 2019 – May 31, 2020:

Inquiries: Seven (7)

The Ombuds Office defines an inquiry as a contact with a person about an issue which may or may not fall within the Office's jurisdiction. These are often in the nature of "touches" where we act as a conduit from the Inquirer to the appropriate resource to resolve their issue(s). The threshold is that with inquiries the individual is not asked to provide a Complaint, Consent and Confidentiality Submission Form which permits us to talk with persons on the other side of a complaint. Typically, these are dealt with by our Intake & Early Resolution Consultant with little input from the Ombudsperson.

1. A business owner along King Street North contacted our office regarding the road construction and obstruction to their business. They had not contacted anyone at the City or Region. Our office contacted the Region who advised us that there is a link to the Region's website, which outlined the process to submit a claim with respect to the interruption of business due to construction. The Region also provided us with contact information for a Senior Solicitor, within the Region, so that we could pass along to the business owner, advising that this Solicitor would be able to assist them with their claim.
2. We received a telephone inquiry with respect to Construction and Development within the Region of Waterloo. The Inquirer was concerned with Council approving construction within the Region. Our office provided the Inquirer with contact information to the Region's Building Department to commence addressing their concerns.
3. Our office receives multiple telephone messages left in the evening & on weekends from a Complainant. Their complaint and concerns presented each time are not within our office's jurisdiction and we have advised limitations of our office on numerous occasions. The Complainant continues to contact our office. When we are able to reach the Complainant by telephone to have discussions with respect to their complaints, they seem to be satisfied with our explanations and suggestions on who to approach for assistance.
4. We received a voicemail complaint about the Grand River Transit System, stating that the buses will not stop and pick them up. They left their name and a telephone number. The telephone number left was for the Region's family support office and there is no one who works there with the name left on our voicemail.

5. An employee from the Region of Waterloo contacted our office with respect to issues they were having with an Elected Official. They were advised by the Integrity Commissioner that the complaint was not within their office's jurisdiction. We advised the employee that issues related to labour and employment matters are also not within our mandate. We referred them to their Human Resources Department.
6. A Resident in Waterloo Regional Housing called to advise our office that they were not receiving assistance from Regional Housing with respect to a dispute the Complainant was having with their neighbour. Upon further discussion with the Resident, our office was advised that the Complainant was attending a meeting at the end of the week with Conflict Resolution Staff from the Region. We explained that our office was an office of last resort. We provided some information on ensuring they exhaust all internal measures through the Region and provided some suggestions on how to approach things at the meeting with the Conflict Resolution Staff.
7. Our office received a call from a concerned friend of someone who lives in Waterloo Regional Housing. We advised that our office was an office of last resort and that if the concerns were already brought forward to the Region's internal complainant process, they could then approach our office. We provided them with a Complaint, Consent and Confidentiality form via email and never received a signed complaint form.

Complaints: One (1)

A Complaint is defined by the Ombuds Office as an allegation that may or may not be within the jurisdiction of the Waterloo Area Municipal Ombuds Office, but which requires further fact finding to determine in what way the Office may assist. It involves the completion of the Complaint, Consent and Confidentiality Submission Form outlining in writing the nature of the complaint, and giving the Office permission to begin to gather information, disclose information to civic officials, facilitate discussions, make suggestions and recommendations, as well as to investigate as required.

1. Our office received a completed on-line Complaint, Consent and Confidentiality form outlining concerns that despite numerous attempts by the Complainant to contact someone at Regional Housing, they were not receiving a response. The Complainant was attempting to get on the emergency shelter list and felt they were being denied due to previous rent arrears. Our office was able to assist in connecting the Complainant with the appropriate person at Regional Housing who assisted in confirming their eligibility for community housing with Special Priority status.

City of Kitchener

Inquiries: Five (5)

1. We received a telephone call from a Resident in the City of Kitchener who had a concern with their water bill. We advised them that our office does not handle inquires for the City of Kitchener and provided them with contact information for the Ontario Ombudsman's Office.
2. Our office received a telephone call from a person who was visiting the City of Kitchener from out of Town. They received a parking ticket and wanted to have the ticket reversed. We provided them with contact information for the City of Kitchener's By-Law office and explained that our office did not have jurisdiction over the City of Kitchener.
3. A voice mail message was left complaining about the taxicab service in the City of Kitchener. No return telephone number was left.
4. A resident from the City of Kitchener called regarding a permit they had requested from the City. They were advised that the City of Kitchener could not locate the permit in their files. Our office provided them with contact information for a specific person at the City of Kitchener who would be able to assist them.
5. A City of Kitchener Resident called with respect to a seven (7) year battle they were having with respect to zoning. They advised they went through the City's internal process. Our office explained that we do not have jurisdiction over the City of Kitchener and provided them with contact information for the Ontario Ombudsman's Office.

General Inquires: Five (5)

1. An email complaining about the Township of North Dumfries Building Department was received in our office. The email outlined that the complaint was with respect to an order to comply issued for construction without a building permit. We recommended they go back to Township and advised our office does not have oversight for the Township of North Dumfries.
2. The Office of the Ontario Ombudsman called to inquire if we handle complaints with respect to the City of Kitchener. We advised them that we do not.
3. A person living in PEI was trying to get in touch with the Ontario Ombudsman's Office and could not reach them on the 1-800 number listed on their website. Our office called the Ontario Ombudsman's office asking them to contact the Complainant in PEI.
4. Our office received a complaint about a Parole Officer who was instructing the Complainant to file his parole papers with a different office. We asked the Complainant to speak with his Parole Officer to get further information on why there was a change in filing his documents with a different office.
5. A call came in with respect to a complaint about their Insurance Company. Our office advised them to contact the Insurance Ombudsman.

THE OMBUDSMAN'S MESSAGE

June 1, 2020 to May 31, 2021

This Report is the fifth to the Region of Waterloo. The Waterloo Area Municipal Ombuds Office began operation on September 1, 2016, and provides service to the Region, the City of Waterloo and the Townships of Wilmot, and Woolwich. This reporting period runs from June 1, 2020, to May 31, 2021, a period of twelve (12) months.

The Ombuds Advisory Committee meets periodically when there are business issues to discuss or to receive the Annual Report.

The office received four (4) inquiries between June 1, 2020, and May 31, 2021. This is four (4) less than last year's usage when eight (8) inquirers sought out the office in twelve (12) months. We were not especially surprised to observe that there was a major decrease in the usage of the office this year over last. During the entire time covered by this time period the Region, like most of Ontario, was disrupted by the province's response to the COVID pandemic. Several of the larger municipalities, including the City of Waterloo experienced a decrease in usage last year.

Two (2) of those inquiries did not provide us with a completed Complaint, Consent and Confidentiality form. One of the complaints came from a resident at Waterloo Regional Housing. They were worried about neighbours dealing drugs and causing a disruption. They did not feel the Housing Office was taking them seriously. We asked for them to complete our Complaint, Consent and Confidentiality form, so we could inquire into the matter, but this was not forthcoming. Another inquiry pertained to Regional Council. They believed that a decision was voted on and passed without all of the relevant information being considered. We asked that a Complaint, Consent and Confidentiality form be completed. One was never received.

Two (2) cases became formal complaints, formalized by filing a Complaint, Consent and Confidentiality Form. The first involved a resident in Waterloo Regional Housing (WRH) who was distressed about moving to a new building. The Complainant had provided a physician's letter, advising that the new location would cause anxiety for her. Our inquiries disclosed that WRH had not received the doctor's note. We were given permission to forward it on to WRH. Once the letter was in their hands, they were able to work out a location that would best provide for her needs.

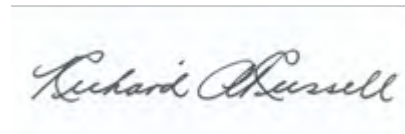
Another Complaint was never completely documented, our Complaint, Consent and Confidentiality Form was received, but their complaint was not included, instead, they

advised that they would call in their many concerns. The complainant continued to be ill-defined and for the most part outside of the Office's jurisdiction.

Because the Office is accessible and easily discovered by using an internet search, we do still tend to receive complaints of a general nature which are outside our jurisdiction. Our belief is that, without the cities of Cambridge and Kitchener participating in the Waterloo Area Municipal Office's mandate, jurisdiction becomes fractionalized from the public's point of view, making the Waterloo Area Municipal Ombuds Office seem less than helpful at times.

Less surprising to us are the inquiries we receive concerning services or decisions of the City of Kitchener. As the largest city in the Region, it is not surprising that a Kitchener resident would expect that a Municipal Ombuds Office for the Waterloo Area would assist with difficulties in dealing with the municipal government there. For that reason, we include a brief description of some of these inquiries, as we have in previous years.

We continue to look for ways to keep this service useful and relevant to citizens of the Regional Municipality of Waterloo.

A rectangular box containing a handwritten signature in cursive script that reads "Richard A. Russell".

Richard A. Russell B.A., LL.B., C. Med. C. Arb.
Ombudsman, Waterloo Area Municipal Ombuds Office

Region Summary – 2020 - 2021



Region of Waterloo – June 1, 2020 – May 31, 2021:

Inquiries: Two (2)

The Ombuds Office defines an inquiry as a contact with a person about an issue which may or may not fall within the Office's jurisdiction. These are often in the nature of "touches" where we act as a conduit from the Inquirer to the appropriate resource to resolve their issue(s). The threshold is that with inquiries the individual is not asked to provide a Complaint, Consent and Confidentiality Submission Form which permits us to talk with persons on the other side of a complaint. Typically, these are dealt with by our Intake & Early Resolution Consultant with little input from the Ombudsperson.

1. Our office received a call from a Complainant living in Waterloo Regional Housing. They had concerns that their neighbours were dealing drugs and there was always a lot of noise. They felt that Waterloo Regional Housing was not taking their concerns seriously. We emailed a Complaint, Consent and Confidentiality form and a completed form was never received.
2. Our office received a call with respect to a decision made by the Region of Waterloo's Council. The Complainant felt that they did not take all evidence into consideration when passing a vote. They did not disclose what the vote was regarding. Our office emailed the Complainant to provide our Complaint, Consent and Confidentiality form. A completed form was never received.

Complaints: Two (2)

A Complaint is defined by the Ombuds Office as an allegation that may or may not be within the jurisdiction of the Waterloo Area Municipal Ombuds Office, but which requires further fact finding to determine in what way the Office may assist. It involves the completion of the Complaint, Consent and Confidentiality Submission Form outlining in writing the nature of the complaint, and giving the Office permission to begin to gather information, disclose information to civic officials, facilitate discussions, make suggestions and recommendations, as well as to investigate as required.

1. We received a call from a resident living in Waterloo Regional Housing who was quite distressed about being moved to a new location. Upon receipt of their completed and signed Complaint, Consent and Confidentiality form our office contacted Waterloo Regional Housing. The Complainant had indicated that a letter from their doctor was provided advising the new location would cause great stress and difficulty for the Complainant. Waterloo Regional Housing had not received a copy of this letter. Our office received permission from the Complainant to forward the letter from their Physician to Waterloo Regional Housing. Upon receipt of the letter, the Region was able to work with the Complainant and arrange for a new location that would best suit her needs. Our file was closed.
2. After receiving multiple voicemail messages left in the evening & on weekends from a Complainant, we received a signed Complaint, Consent and Confidentiality form stating that they would call in with their concerns, as there are too many to write down. We continue to receive messages after hours and over the weekends. Their complaint and concerns presented each time are not within our office's jurisdiction and we have advised limitations of our office on numerous occasions. Complainant continues to contact our office. When we are able to reach the Complainant by telephone to have discussions with respect to their complaints, they seem to be satisfied with our explanations and suggestions on who to approach for assistance.

City of Kitchener

Inquiries: Five (5)

1. We received an email with respect to concerns over the lack of educational support for a disabled child attending a school in the City of Kitchener. Our office responded to advise the Complainant that our office does not have jurisdiction over education and provided them with detailed information and links for a Special Education Advisory Committee in the Region of Waterloo and the Ontario Ombudsman's Office.
2. The Ontario Ombudsman's Office emailed to inquire if it was within our mandate to review complaints with respect to the Waterloo Region Small Business Centre (SBEC).

The SBEC is run out of the City of Kitchener. The Cities of Kitchener, Cambridge and Waterloo provide a staff person to SBEC. The Region only provides an annual funding allotment to the SBEC to support their work and they do not provide any staff. The Region of Waterloo has a funding agreement with them. Matthew Chandy who is the Region's Ec. Dev person, sits on their Board of Advisors. The staff report to the Executive Director of the Centre who is staff from the City of Kitchener. Kitchener staff including the Executive Director, report to the Director of Economic Development at the City of Kitchener.

As the SBEC is run in Kitchener's building and there is Kitchener staff, we advised the Ontario Ombudsman's Office they would have greater jurisdiction.

3. A resident in the City of Kitchener called our office with concerns about the hydro lines behind their property. Corporations are not within our office's mandate unless the individual Council in question has specifically included them in the Agreement or in writing subsequently. None of the Councils have done so to date.

As their concerns relate to the City of Kitchener and the local Hydro provider, we advised that this complaint would fall within the scope of the Ontario Ombudsman's Office. We provided a website link outlining details on how to contact them, along with their telephone number.

We recommended that when they contacted the Ontario Ombudsman's Office, they advise them that had already contacted our office and we informed them that each municipality had decided to limit the role of our office to "strictly municipal matters" and did not include the various electricity distributors in the mandate.

4. A resident in the City of Kitchener called leaving a message asking for assistance in getting a child tax benefit payment for her new baby. She explained she was on ODSP and receiving the child tax benefit for her other children. Our office returned her call, leaving a detailed message with the suggestion to work with her ODSP Case Worker to get assistance in applying for the child tax benefit for her new child.

5. A detailed email from a Complainant in the City of Kitchener was received outlining their concerns with respect to the installation of water mains that have impacted the homeowner's property. They expressed concerns about the increase in their water bill and the installation of a gas meter. Our office called the Resident to explain this was not within our office's jurisdiction and provided them with contact information for the Ontario Ombudsman's Office.

General Inquiries: Fifteen (15)

1. We received a call regarding a complaint about the Canadian Emergency Response Benefit and referred the caller to the appropriate government office.
2. A call came through to our office with respect to the Management of Conestoga College in Cambridge. We explained that Colleges were not within our Office's jurisdiction and advised them to go through the College's internal complaint process before approaching the Ontario Ombudsman's Office.
3. We received a complaint with respect to the City of Cambridge, regarding a sewer back-up into their home. They had a claim opened with the City and felt they were not acting fast enough. Our office advised them to work through the City's internal complaint process and once done, they could contact the Ontario Ombudsman's Office as we were no longer the Ombudsman for the City of Cambridge.
4. A complaint was called into our office regarding the Mayor of Cambridge. The Complainant was referred to the Integrity Commissioner.
5. We received a call from a parent with concerns regarding the Waterloo Region District School Board. The caller was provided with contact information for the Ontario Ombudsman's Office, as the School Board is not within our office's jurisdiction.
6. A voicemail message was left stating they had an issue with the police. When our office returned the Complainant's call, they advised us the issue was resolved.
7. We received a call from a Resident in Waterloo who said the Police had come into their apartment stating they had a warrant. They were told that they had been seen damaging some equipment in the building. The Complainant felt the Police were racial profiling. We explained the limitations of our office and provided them with contact information for the Office of the Independent Police Review Director (OIPRD).
8. A call came in from a person in distress who had been asked to leave the House of Friendship in Waterloo. They asked for assistance in helping them get back into the shelter to obtain their medication and belongings. We received their verbal permission to contact the Shelter. Our office spoke with the Shelter Manager asking for their assistance in how we could help facilitate. They knew of the individual and assured our office that they were working with them to get them crisis support and housing. The Shelter Manager was personally going to get in touch with the individual.

9. We received a voicemail message providing a claim number and a telephone number to return their call. The number left was incorrect. A second message citing the same claim number was left along with the correct telephone number. Our office returned their call and left a message asking what the claim number referred to, as our office does not have a claim number matching the one provided. No further calls were received.
10. An email was received outlining several concerns with respect to COVID-19 and the handling of the pandemic response by the Mayor of Waterloo and the Medical Officer of Waterloo. The Complainant felt that the pandemic is false and fabricated. They were referred to the Ontario Ombudsman's Office.
11. A voicemail message was left by someone upset that they received duplicate bills for their car insurance. Our office returned their call and referred them to their Insurance Company's Ombudsman's Office.
12. Several voicemail messages were left by someone asking for a return call. There were no details provided about their concerns. Each time our office received a message, we returned their call and left a voicemail asking for further details on how we could assist. They eventually stopped calling.
13. A Resident living in Oakville called our office with a complaint about a local charity. They explained in the voicemail message that they had been referred to our office by the Attorney General's Office. Our research indicated that complaints about non-profit agencies are overseen by the CRA and the Attorney General's office. We contacted the Ontario Ombudsman's Office to see who they would refer the Complainant to. They indicated that this was a grey area and it could be something their Office would look into, depending on if the organization is Incorporated Provincially or Federally. They suggested that our office provide the Complainant with their contact information to assist. We in turn called and left a detailed message outlining how to contact the Ontario Ombudsman's Office.
14. Our office took a call from a resident in the Region of Waterloo who was trying to evict a tenant. The lease had expired, and the tenant allowed a new person to move into the property. They explained they had been trying to contact the Landlord and Tenant Board and have not had any response. We suggested they contact the Ontario Ombudsman's Office, who has oversight of the Landlord and Tenant Board.
15. A call was received in our office looking for assistance in helping to get a refund for their airline tickets through CAA. Explained this was not within our office's jurisdiction.



Waterloo Area
Municipal Ombuds

Contact Information

<http://www.civcombuds.ca>

36 Dundas Street, Dundas, ON L9H 1A2

Local: 905-627-2033 | Toll Free: 1-888-224-2488

Fax: 905-627-5362

Email: ombuds@civcombuds.ca

Public Survey: Please Provide Your Comments

SURVEY RESPONSE REPORT

15 May 2021 - 13 June 2021

PROJECT NAME:

Proposed Roundabout at Line 86 (Regional Road 86) & Floradale Road
(Regional Road 19), in the Township of Woolwich



SURVEY QUESTIONS

Q1 | What do you like about a proposed roundabout at this location?

Anonymous

5/26/2021 01:34 PM

test

Anonymous

5/26/2021 04:41 PM

Nothing, this should have been left as a 2 way stop sign

Anonymous

5/26/2021 07:27 PM

It will speed up traffic. Much safer than lights.

Anonymous

5/27/2021 04:43 PM

I don't see the need for it. The traffic lights work efficiently. I travel through this intersection about twice a week and have actually admired how well-timed the lights are with minimal waiting for them to change.

Anonymous

5/27/2021 10:28 PM

A roundabout would keep traffic moving better along Line 86 compared to the current traffic light. It would also make left turns easier and eliminate the need to cross a lane of oncoming traffic. Currently if you are driving along Floradale Road you often need to wait a quite while at a red light before you can go. A roundabout seems much more efficient.

Anonymous

5/28/2021 06:56 PM

Everything. I prefer roundabouts over traffic lights everytime.

Anonymous

5/31/2021 06:25 AM

It will make traffic flow more smoothly i beleive

Anonymous

5/31/2021 06:26 PM

Good idea to keep traffic flowing and less accidents.

Elmiran

6/01/2021 04:21 PM

It's safer, allows traffic to flow more freely and slows traffic down entering Elmira

Anonymous

6/01/2021 10:59 PM

wont have to STOP at lights to get to work every day...

Anonymous

6/02/2021 03:34 PM

absolutely nothing

Anonymous

6/02/2021 03:34 PM

Keeps traffic moving

Anonymous

6/02/2021 03:34 PM

Flow of traffic

Anonymous

6/02/2021 03:35 PM

Nothing.

Anonymous

6/02/2021 03:45 PM

NOTHING, Bad decision, please no round about here, lights work great!

Anonymous

6/02/2021 03:54 PM

Nothing

Anonymous

6/02/2021 03:55 PM

uncertain

Anonymous

6/02/2021 03:59 PM

I do not like anything about this proposed roundabout

Anonymous

6/02/2021 03:59 PM

It would keep traffic moving

Anonymous

6/02/2021 04:01 PM

Nothing, I think it's foolish.

Anonymous

6/02/2021 04:02 PM

Everything about the roundabout would be great. It's really frustrating when your coming from Floradale Rd on the 86, you can never catch a green because it turns red so fast. A side note to that is, when trying to turn left onto the 86 it's frustrating for the people behind you that just want to go straight. Having to wait, just to have the light turn red.

Anonymous

6/02/2021 04:04 PM

Keep the traffic moving.

Anonymous

6/02/2021 04:04 PM

Good idea

Anonymous

6/02/2021 04:07 PM

It will help traffic flow and be much safer.

Anonymous

6/02/2021 04:11 PM

Continous traffic flow

Anonymous

6/02/2021 04:12 PM

No Red lights, Forces traffic to slow down

Anonymous

6/02/2021 04:16 PM

I do not think it should be added. Lights were just put up in this location, so not sure why it needs to change. And I heard this was already attempted once and it was denied - why are they trying again?

Anonymous

6/02/2021 04:33 PM

Less time waiting at the light

Anonymous

6/02/2021 04:45 PM

Nothing!

Anonymous

6/02/2021 05:11 PM

Would keep the flow of traffic better

Anonymous

6/02/2021 05:11 PM

Not having to sit at red light with no opposite traffic. Will help slow down traffic.

Anonymous

6/02/2021 06:12 PM

Nothing

Anonymous

6/02/2021 06:33 PM

I don't like it

Anonymous

6/02/2021 06:41 PM

A round about there would NOT work as previously discussed

Anonymous

6/02/2021 06:51 PM

Nothing. Stoplights were already installed here to make it easier for Floradale traffic to cross safely through to Listowel road. The lights are working fine, and in fact have nicely slowed/calmed the traffic coming into the west end of Elmira.

Anonymous 6/02/2021 07:01 PM	Current intersection is terrible. The lights help, but are not enough to manage traffic flows.
Anonymous 6/02/2021 07:09 PM	It would be nice for passenger vehicle traffic
Anonymous 6/02/2021 07:10 PM	Easier to navigate and keeps traffic flowing
Anonymous 6/02/2021 07:14 PM	Nothing
Anonymous 6/02/2021 07:17 PM	Nothing. A Roundabout on a road frequently used by the Mennonite community (Horse and Buggies), as well as large farm equipment will likely lead to more headaches and money wasted.
Anonymous 6/02/2021 07:50 PM	Not needed here, since new lights have been installed
Anonymous 6/02/2021 07:53 PM	Very bad idea for farmers and the mennonite community.
Anonymous 6/02/2021 08:09 PM	Slows traffic down
Anonymous 6/02/2021 08:09 PM	I think this is a bad idea
Anonymous 6/02/2021 08:09 PM	Better traffic flow and slower speeds
Anonymous 6/02/2021 08:13 PM	Love it - less accidents
Anonymous 6/02/2021 08:17 PM	Improved safety at an accident prone intersection. Speed control for traffics coming into Elmira. Less waiting for north south traffic
Anonymous 6/02/2021 08:31 PM	Consistent flow of traffic if used properly
Anonymous	Very much so. Great idea. Will

6/02/2021 08:40 PM

decrease speed through the area
and make traffic flow better.

Anonymous

6/02/2021 09:32 PM

Flow of traffic? However, I drive
through this intersection at "rush
hour" twice a week and there's
usually between 0-4 cars stopped at
the light at a time. It's not like the
lights are causing any sort of traffic
jam

Anonymous

6/02/2021 10:20 PM

Nothing

Anonymous

6/02/2021 10:24 PM

Nothing. This is Finally a safe
intersection with a set of traffic lights.
What ON EARTH are you thinking?
This idea was quashed a few years
ago. Why are you trying again??

Anonymous

6/02/2021 10:41 PM

No waiting at lights

Anonymous

6/02/2021 11:25 PM

I can't find anything positive about
putting a roundabout there I'm sorry.
I'm still not sure why you'd want to
change it.

Anonymous

6/03/2021 12:24 AM

noy needed

Anonymous

6/03/2021 02:51 AM

Smooths out traffic flow. St Jacobs
roundabout greatly reduced waiting
time sitting at the intersection with no
traffic going through.

Anonymous

6/03/2021 07:16 AM

I believe a round about is a good
idea if it is large enough to handle
trucks and farm equipment. There
are two farm dealership located here.

Anonymous

6/03/2021 07:32 AM

I do not like anything about it. A
waste of time and money.

Anonymous

6/03/2021 07:44 AM

I don't like anything about the
proposal-the roundabout is not
needed.

Anonymous

6/03/2021 07:52 AM

It would smooth out the bump going
straight across Floradale road

Anonymous

6/03/2021 08:16 AM

Nothing

Anonymous

6/03/2021 08:23 AM

Nothing

Anonymous

6/03/2021 09:13 AM

I don,t like this idea at all & I can,t believe your are wasting our tax payers money The lights do a wonderful job & that is all we need.

Anonymous

6/03/2021 09:16 AM

Don't think it is needed. Lights work perfectly fine

Anonymous

6/03/2021 10:09 AM

nothing!

Anonymous

6/03/2021 10:46 AM

Really not much to like about the roundabout idea since the lights were installed. No need then to spend more dollars. Let's stop the waste of taxpayer dollars if it works now fairly well.

Anonymous

6/03/2021 10:59 AM

May quicken drive time.

Anonymous

6/03/2021 05:27 PM

I don't There's no need for the amount of traffic. It's only busy at rush hour.

Anonymous

6/03/2021 07:06 PM

Honestly nothing I like the stop lights... the only benefit might be not waiting as long...

Anonymous

6/03/2021 07:40 PM

Nothing. I think it is a foolish idea. The traffic lights there work well.

Anonymous

6/03/2021 08:27 PM

Decrease in serious accidents.

Anonymous

6/03/2021 09:31 PM

Love the safety and improved traffic flow. Some round abouts in the area already that show they work with our communities unique needs and drivers.

Anonymous

Makes it easier to travel on Floradale

6/03/2021 10:18 PM

Rd.

Anonymous

Nothing

6/04/2021 06:50 AM

Anonymous

Hoping it slows traffic coming into Elmira. Also the intersection does not seem busy enough to have traffic lights though the speeds are too high and traffic too busy to safely manage with stop signs.

6/04/2021 08:08 AM

Anonymous

A roundabout would keep the traffic flowing.

6/04/2021 10:04 AM

Anonymous

Roundabouts are safer than traffic lights. Also better traffic flow. The lights take a long time to change.

6/04/2021 11:52 AM

Anonymous

I do not like anything about the round about proposal.

6/04/2021 11:59 AM

Anonymous

It can be a dangerous intersection. Round a bouts will help fix this. Also, traffic flow will be improved on 86.

6/04/2021 04:41 PM

Anonymous

slow down traffic coming into new subdivision area much safer!!

6/04/2021 06:29 PM

Anonymous

Nothing.

6/05/2021 08:03 AM

Anonymous

nothing

6/05/2021 01:22 PM

Anonymous

Traffic will flow better in both high and low volume periods

6/05/2021 03:31 PM

Anonymous

smoother traffic flow. less serious accidents

6/05/2021 06:43 PM

Anonymous

I like how it is right now. This is a rural intersection that serves more than motor vehicles. It would be ignorant to block farming equipment from accessing the town of Elmira - a town founded in agriculture.

6/06/2021 11:14 AM

Anonymous

6/06/2021 05:29 PM

Great idea

Anonymous

6/06/2021 09:16 PM

It'll keep traffic moving and not have to wait at a red light when no other cars are there; possibly creating someone going through; especially at night. And can reduce severe accidents.

Anonymous

6/07/2021 08:34 AM

Slowing of traffic and constant traffic flow (But the lights already help significantly with this)

Anonymous

6/07/2021 06:32 PM

Nothing

Anonymous

6/07/2021 06:34 PM

It will allow traffic to flow better.

Anonymous

6/07/2021 06:35 PM

NOTHING

Anonymous

6/07/2021 06:35 PM

It might take a little less time than waiting for a light to change

Anonymous

6/07/2021 06:35 PM

No roundabout needed. We are roundabout happy spending tax payers dollars when there is broader issues.

Anonymous

6/07/2021 06:36 PM

Traffic flow is smoother with a roundabout

Anonymous

6/07/2021 06:36 PM

The traffic light works. You don't fix something that works with a roundabout.

Anonymous

6/07/2021 06:37 PM

Nothing

Anonymous

6/07/2021 06:42 PM

Continuous traffic flow at safe speeds

Anonymous

6/07/2021 06:45 PM

Absolutely nothing.

Anonymous

Nothing

6/07/2021 07:02 PM

Anonymous

6/07/2021 07:40 PM

not needed-waste of money traffic lights are better easier for truckers to get through with lights

Anonymous

6/07/2021 07:43 PM

it will get rid of the "launch pad" that the intersection has now. will also reduce collisions and other accidents. roundabouts are a lot safer

Anonymous

6/07/2021 07:43 PM

It would get rid of the lights

Anonymous

6/07/2021 08:07 PM

Keep traffic flowing

Anonymous

6/07/2021 08:35 PM

Nothing

Anonymous

6/07/2021 09:19 PM

I don't like the idea. Not enough traffic to justify it.

Anonymous

6/07/2021 10:31 PM

Better flow of traffic, less stopping at lights due to single car coming up to cross street.

Anonymous

6/07/2021 11:28 PM

yes

Anonymous

6/08/2021 02:23 AM

A roundabout will eliminate traffic delays and keep traffic flowing in all directions. Roundabouts are also safer and reduce high speed collisions.

Anonymous

6/08/2021 05:48 AM

Nothing, not necessary!

Anonymous

6/08/2021 06:02 AM

Nothing. Lights are fine.

Anonymous

6/08/2021 07:19 AM

Continued Traffic flow

Anonymous

6/08/2021 07:29 AM

I do not like the idea of a proposed roundabout at this location. The traffic lights have been doing a great

job controlling the traffic problems that used to occur at this intersection. The lights have only been put in a short time ago and to replace them now is an expense we do not need.

Anonymous

6/08/2021 08:57 AM

Nothing

Anonymous

6/08/2021 10:05 AM

Nothing. I appreciate roundabouts in general, but in this location it is not practical. The stoplights were only installed a year or two ago, and they seem to help traffic flow and reduce accidents substantially. Just let them work.

Anonymous

6/08/2021 10:13 AM

Nothing, I think it's a bad idea!

Anonymous

6/08/2021 10:14 AM

I don't

Anonymous

6/08/2021 10:14 AM

It would ease traffic flow, yes, but I am not entirely sure the volume of traffic in this area warrants a round about at this intersection. I also think there are other concerns that should be considered.

Anonymous

6/08/2021 10:28 AM

Definitely safety! A roundabout slows people down at that crazy intersection. That intersection is an accident waiting to happen. Also, I use that intersection frequently and a roundabout is far more efficient than having to wait at the lights.

Anonymous

6/08/2021 10:46 AM

Not waiting for light to change to proceed in an empty intersection

Anonymous

6/08/2021 12:20 PM

No need for a round about the lights work perfectly fine

Anonymous

6/08/2021 12:26 PM

nothing

Anonymous

I think it is a terrible idea for Line 86

6/08/2021 04:26 PM

& Floradale Road. I think the traffic lights work just fine.

Anonymous

6/08/2021 05:51 PM

This will decrease waiting time while vehicles, especially larger ones such as transports, turn off of 86 onto Floradale road.

Anonymous

6/08/2021 08:47 PM

Safety - almost been in accident at this intersection a couple of times. Will slow down traffic.

Anonymous

6/09/2021 07:37 AM

We have lived in Floradale and it only took 30 years to get the lights up and they work awesome. Why ruin a good thing.

Anonymous

6/09/2021 10:42 AM

Nothing, it seems like a horrible idea

Anonymous

6/09/2021 07:19 PM

I cannot think of any positives to a roundabout at this location.

Anonymous

6/09/2021 08:26 PM

Nothing really

Anonymous

6/10/2021 12:48 PM

I don't like anything about this proposed location. Lights were installed only a couple of years ago and this is total waste of tax payer dollars.

Anonymous

6/10/2021 04:24 PM

Nothing

Anonymous

6/10/2021 08:05 PM

Nothing

Anonymous

6/11/2021 02:17 PM

Nothing.

Anonymous

6/12/2021 09:43 AM

It would seem like a reasonable amount of land or space available to accommodate a round-about. I would improve traffic flow immensely.

Anonymous

6/12/2021 10:07 AM

Will keep traffic moving at this well-used intersection. Will reduce greenhouse gases from idling at

traffic light.

Anonymous

6/12/2021 01:53 PM

Roundabout not as safe as traffic lights currently there.

Optional question (135 response(s), 6 skipped)

Question type: Essay Question

Q2 | What challenges to you see with a proposed roundabout at this location?

Anonymous

5/26/2021 01:34 PM

test

Anonymous

5/26/2021 04:41 PM

Causes major problems for horse and buggy

Anonymous

5/26/2021 07:27 PM

May be a challenge for big trucks.

Anonymous

5/27/2021 10:28 PM

Closures due to construction would be inconvenient for a little while. There is a fair amount of truck traffic along these roads that must be considered. This is also one of the main routes to Elmira for the horse-and-buggy Old Order community, so there must be enough space to accommodate them. It appears this factor was overlooked when the medians on Line 86/Church St W in Elmira were installed a few years ago, as the medians make it dangerous to pass the buggies and impede traffic flow. This situation must be avoided in a new roundabout.

Anonymous

5/28/2021 06:56 PM

None

Anonymous

5/31/2021 06:25 AM

Just the detour while its being built

Anonymous

5/31/2021 06:26 PM

Lots of farm equipment go through the area so would need to be big enough.

Elmiran

6/01/2021 04:21 PM

None

Anonymous

6/01/2021 10:59 PM

Keep the lights instead because I have seen no accidents at the corner since they were installed (work at the intersection). With a roundabout more accidents will happen with people not slowing down. There are also too many different motor vehicles, buggies and also LARGE farm equipment that all travel at different speeds which is going to get dangerous. I have seen too many of there are designed too small for normal vehicles.

Anonymous

6/02/2021 03:34 PM

farm equipment , buggies having a difficult time with this .

Anonymous

6/02/2021 03:34 PM

Some people just don't like roundabouts

Anonymous

6/02/2021 03:34 PM

Farm traffic navigation.

Anonymous

6/02/2021 03:35 PM

Farm equipment not fitting through.
Transport Trucks not fitting through.
The dangers to horse and buggy traffic using this area.

Anonymous

6/02/2021 03:45 PM

Farm equipment, horse and buggies, traffic causing backups in Elmira, Elmira is too small to reroute traffic through (again)

Anonymous

6/02/2021 03:48 PM

Why did the Region spend all the money to turn it into an intersection if they're now going to turn it into a roundabout?

Anonymous

6/02/2021 03:54 PM

Large farm equipment and trucks with 2farm dealerships asking for trouble when you mix horse and buggy's into it also

Anonymous

6/02/2021 03:55 PM

roundabouts serve some areas well -
- but do not serve pedestrian traffic

	not farm equipment
Anonymous 6/02/2021 03:59 PM	Tractors and farmers will not fit into the roundabout. The Mennonites will be put into more danger with them in roundabout
Anonymous 6/02/2021 03:59 PM	There are a lot of horse & buggies in that area more than St Jacobs I feel, that is a concern as well as all the farm equipment, a real concern
Anonymous 6/02/2021 04:01 PM	The big TRUCKS! The working tractors with implements that can take up more than a lane! The lack of space for a big enough roundabout that would be needed. Two big farm service companies on each corner. The red light is fairly new, let us use it. Floradale Road traffic is lighter, I've never had a problem here.
Anonymous 6/02/2021 04:02 PM	None other then potential tractors getting through.
Anonymous 6/02/2021 04:04 PM	VERY concerned that this won't work for the farm equipment in that immediate area.
Anonymous 6/02/2021 04:04 PM	Driver education and space to accomodate horse and buggy and large farm equipment
Anonymous 6/02/2021 04:07 PM	None.
Anonymous 6/02/2021 04:11 PM	Will it would be wide enough for transportation trucks to go through.
Anonymous 6/02/2021 04:12 PM	Large equipment needs to flow through it
Anonymous 6/02/2021 04:16 PM	Lots of horse and buggies, and large farm equipment use this intersection. The lights work JUST fine.
Anonymous 6/02/2021 04:33 PM	I don't see any cars and trucks go through them fine people will have to make room for buggies and tractors

Anonymous

6/02/2021 04:45 PM

How are the two farm equipment dealerships at that intersection supposed to get farm equipment through a roundabout? We want local businesses to succeed, not be hampered in doing business.

Anonymous

6/02/2021 04:48 PM

The region tends not to consider the increased danger to horse and buggies using the round about. Church Street in Elmira has already been poorly designed for their use. Traffic calming measures and curbs that are useful in typical urban areas do not work well on routes utilized by buggies. The 'bike' lanes are great for the weekend tourists who peddle through town, but not for the regular buggy users of this route who live in our community. This will further aggravate an already dangerous route. The round about will be also be too small for the trucks (like St. Jacobs).

Anonymous

6/02/2021 05:11 PM

The wider equipment may have some issues but if the roundabout is built to accommodate then it shouldn't be a problem

Anonymous

6/02/2021 05:11 PM

I needs to large enough for farm equipment and take Mennonite horse and buggies into account.

Anonymous

6/02/2021 06:12 PM

All lanes in the roundabouts in the area presently are too narrow. This is an intersection that has a lot of large agricultural machinery moving through it. This presents a hazardous situation for these machines and operators. The present traffic lights are much safer for these machines and traffic. Let's not make the same mistake made on Church Street with the centre medians which force these machines to use the sidewalk to get through. A roundabout at this location is a huge mistake.

Anonymous

6/02/2021 06:33 PM

Trucks and farm equipment

Anonymous

6/02/2021 06:41 PM

Farm equipment and such would not be able to maneuver around it

Anonymous

6/02/2021 06:51 PM

Where to begin. a) obviously, the ag dealerships on opposite corners of the intersection are selling, servicing and shipping HUGE machinery, so it would create issues for both the businesses and local farmers. b) buggies - planners already screwed up Church street by adding boulevards making it difficult for the cars, trucks, ag vehicles and buggies as well as cyclists to smoothly navigate/pass. There are constant bottlenecks. This will just extend the problem further out to this intersection. Case in point, buggies used to use 85 to access Waterloo/St. Jacobs/Conestoga, but now have had to find alternate routes as the St Jacob roundabout is not safe with the truck and car traffic. c) I have witnessed many people whipping through the st. jacobs roundabout at speed, and would expect the same slalom effect from the Listowel/Elmira crowd. d) truck traffic (and school buses) - 86 is a major highway. Truck drivers have had experiences many accidents at the st. Jacob's roundabout due to car drivers not giving them sufficient space for navigating the turn. e) winter... this corner is fairly exposed, and gets slippery in winter. a circular track isn't going to make it safer. Now if you really want to improve the intersection, how about planting some trees as a shelter belt to reduce the wind effects and benefit the planet too? I'll stop there... point is that this isn't Ira Needles with all the little urban SUVs zipping around

to the Boardwalk. Out here we need to share the roads with large working vehicles and commuter traffic, but also, due to our community, horses and buggies, as well as young Mennonite cyclists as well as sporting cyclists.

Anonymous

6/02/2021 07:01 PM

Farm equipment, buggies, cyclists and safety with the vehicle traffic.

Anonymous

6/02/2021 07:09 PM

I don't think it will work for the amount of farm equipment that use this intersection

Anonymous

6/02/2021 07:10 PM

None. It's would be great to have one their.

Anonymous

6/02/2021 07:14 PM

Agricultural and large truck traffic is almost more common then passenger vehicles so this will be more of a delay and a headache for farmers and drivers.

Anonymous

6/02/2021 07:17 PM

Roundabout is frequently used by large farming equipment, feed trucks and horse and buggies. Roundabouts are very dangerous to those in the mennonite community as impatient members from the public try to pass in an unsafe manner (something I have observed at the St Jacobs roundabout). As large farm equipment and buggies use this intersection frequently, it is likely to become backed up. The lights that are currently in place work just fine.

Anonymous

6/02/2021 07:50 PM

Horse & buggy route, forces them into traffic, farm machines can't negotiate round abouts

Anonymous

6/02/2021 07:53 PM

Terrible for large farm equipment and the horse and buggy traffic

Anonymous

6/02/2021 08:09 PM

More noise from big trucks speeding up going by the subdivisions on church street.

Anonymous

Moving buggies, bikes, and tractors

6/02/2021 08:09 PM

through safely.

Anonymous

None

6/02/2021 08:09 PM

Anonymous

None

6/02/2021 08:13 PM

Anonymous

None. This should go ahead

6/02/2021 08:17 PM

Anonymous

Large farm equipment trying to enter Stoltz and John Deere. Horse and buggy traffic

6/02/2021 08:31 PM

Anonymous

Size of roundabout is always the question. Make it large enough to accommodate for tractor trailers and farm equipment.

6/02/2021 08:40 PM

Anonymous

Certain machinery not fitting safely. Also, there are SO many accidents at roundabouts. Maybe I'm wrong, but I haven't heard of a single accident at this intersection since the lights were put in

6/02/2021 09:32 PM

Anonymous

Truck Drivers, farm equipment, horse and buggies and the list goes on. Not something that is necessary for our community.

6/02/2021 10:20 PM

Anonymous

Equipment companies on both sides requiring large spaces for moving vehicles - trucks, tractors, etc. Roundabouts are awful for truckers (full-sized transports) and this corner sees an abundance of these. Also so ridiculously dangerous for our neighbourhood horse-and-buggy traffic. Who's idea is this anyhow?

6/02/2021 10:24 PM

Anonymous

Traffic backups with tractors, buggies, and transport trucks - this will be a nightmare.

6/02/2021 10:41 PM

Anonymous

I see major problems with the tractors and trailers and larger machinery trying to get thru the tight

6/02/2021 11:25 PM

roundabouts. They are an essential part of this community. I hear the farmers and Mennonites concerns and think their opinions should be considered above all others.

Anonymous

6/03/2021 12:24 AM

farmer equipment large trucks

Anonymous

6/03/2021 02:51 AM

More farm, bike, buggy and truck traffic than most other roundabouts. Need to be sure of sight lines to avoid distractions that prevent drivers from noticing this traffic. Merge lanes will be used as race lanes for passing. Need to find a way to reduce that.

Anonymous

6/03/2021 07:16 AM

Dealing with farm vehicles and trucks. The stupidty of the bicycle looby. How many bikes actually go down Hlghway 86. This is already pre-ordained and you might as well not oppose this. Elections cannot come soon enough so that we can fire staff as well.

Anonymous

6/03/2021 07:32 AM

Unnecessary financial challenge

Anonymous

6/03/2021 07:44 AM

Interrupting businesses around the intersection Harder for cyclists to pass through Harder for large farming equipment to pass through

Anonymous

6/03/2021 07:52 AM

Traffic flow with large machinery The intersection being closed for construction

Anonymous

6/03/2021 08:16 AM

Access problems for farm equipment, trucks, trailers and emergency vehicles. Vehicle backups due to drivers who can't use roundabouts properly.

Anonymous

6/03/2021 08:23 AM

They just put lights there. It would be a waste of money.

Anonymous

6/03/2021 09:13 AM

The dealerships with the large farm equipment already have said this is

not an option and a light is much safer we don,t have that much traffic to worry about

Anonymous

6/03/2021 09:16 AM

Farm equipment using it

Anonymous

6/03/2021 10:09 AM

There are 2 farm equipment Dealers at this intersection, diagonally across from each other. It would have to be a very big roundabout to have enough room for extra large vehicles. There is a lot of transport traffic through there as well. You would be using agricultural land which should not be used for roads but rather kept for agricultural purposes.

Anonymous

6/03/2021 10:46 AM

If necessary in the first place, size is important and affects upon the nearby businesses. I have NO connection to them.

Anonymous

6/03/2021 10:59 AM

Large farming equipment may not be able to move through easily. Having 2 tractor stores right there, may slow down traffic. Along with the mills around, there are always large trucks at these lights currently. I foresee a lot of slowdowns

Anonymous

6/03/2021 05:27 PM

We will see the same backup with slow moving horse and buggy a and farm machinery like coming out of town on Church St.

Anonymous

6/03/2021 07:06 PM

It's seems super unnecessary

Anonymous

6/03/2021 07:40 PM

There are businesses on 3 corners. It is a busy intersection and traffic will disrupted during construction.

Anonymous

6/03/2021 08:27 PM

Line 86 is an east/west arterial truck/agricultural equipment thoroughfare. How do you build a round about large enough to facilitate truck traffic while keeping speeding motorists in check?

Anonymous 6/03/2021 09:31 PM	None. Maybe a couple loud squeaky wheels complaining about it.
Anonymous 6/03/2021 10:18 PM	Big farm equipment blocking everything up. If you make the roundabout too small I can imagine it will increase the number of accidents.
Anonymous 6/04/2021 06:50 AM	More accidents. St Jacob's round about is closed often due to accidents. Way more than when lights were there.
Anonymous 6/04/2021 08:08 AM	None if built properly to fit large trucks.
Anonymous 6/04/2021 10:04 AM	This roundabout would be very close to the businesses that are currently located here.
Anonymous 6/04/2021 11:52 AM	Minimal. Just the inconvenience of the construction.
Anonymous 6/04/2021 11:59 AM	No roundabout in the region is big enough to deal with the large farm equipment that is on the roads not mention having to be serviced. To many people use the roundabouts like a little racetrack to shoot around and race past the car in front. Add the mix of horse and buggies and farm equipment, impatient drivers and bicycles and it is a recipe for a disaster and multiple accidents!
Anonymous 6/04/2021 04:41 PM	Better traffic flow.
Anonymous 6/04/2021 06:29 PM	people getting used of it..no other issues
Anonymous 6/05/2021 08:03 AM	Construction delays, and tax dollars being spent in wasteful ways
Anonymous 6/05/2021 01:22 PM	The waterloo region roundabouts are already a night mare, poorly planned and do not take into account the fact

that farm equipment and commercial vehicles use them.

Anonymous

6/05/2021 03:31 PM

None

Anonymous

6/05/2021 06:43 PM

keep roundabout large enough for big trucks

Anonymous

6/06/2021 11:14 AM

It will devastate the agricultural businesses proximal to that intersection by preventing access for equipment requiring work. It's really sad that the round about is being proposed again. Nothing has changed since the last time WR tried this nonsense. I think WR may be opening itself up to aggressive litigation by the businesses that are going to lose most of their business and/or a PR disaster because the people who live in the area will see this project as an another attack on their rural way of life.

Anonymous

6/06/2021 05:29 PM

None, as long as it is a wide enough radius for large trucks to navigate it

Anonymous

6/06/2021 09:16 PM

Possibly a problem for the horse and buggies and big tractors and farm equipment.

Anonymous

6/07/2021 08:34 AM

Farm equipment and trucks use this road a lot, a round a bout would not make this easy The lights were out in already, why add more cost to change something that is working When is construction going to happen? We can't have this road closed off during busy farm season, there just is not a good way around for farmers to get into the dealers

Anonymous

6/07/2021 06:32 PM

It is an intersection used by alot of trucks, extremely large farm equipment cars and a lit of horses and buggy, it is just not practical for the area. Makes zero sense. There will be horses killed and many

	injuries because of it
Anonymous 6/07/2021 06:33 PM	There are a lot of very large trucks going thru that intersection. I think a roundabout will be a challenge for them and slow traffic down more.
Anonymous 6/07/2021 06:34 PM	No issues. Roundabouts are common throughout Waterloo Region.
Anonymous 6/07/2021 06:35 PM	Large trucks and farm equipment - look on north west corner and south east corner and try to envision those major pieces of farm equipment negotiating a roundabout
Anonymous 6/07/2021 06:35 PM	It's right next to a trucking company, many issues come when trucks and cars share a roundabout
Anonymous 6/07/2021 06:35 PM	The truck traffic is too great and will cause more frustration and back log. Leave the lights as is
Anonymous 6/07/2021 06:36 PM	Must be wide enough for farm vehicles
Anonymous 6/07/2021 06:36 PM	Traffic becoming slow with the large equipment that goes through it and it taking a longer time getting through the intersection to go straight across Floradale Rd with the steady stream of traffic on the highway
Anonymous 6/07/2021 06:37 PM	Slower traffic due to large volume of transport trucks. Also considerable volume of large farm equipment.
Anonymous 6/07/2021 06:42 PM	Lots of truck and farm equipment traffic, but should not be an issue as long as the roundabout is big enough
Anonymous 6/07/2021 06:45 PM	I can see there being alot of accidents.
Anonymous 6/07/2021 07:02 PM	Large farm equipment/transport along side horse and buggies will pose more problems and congestion. I'd like to see the stoplights stay - they work just fine.

Anonymous

6/07/2021 07:40 PM

motorists do not slow down cuts
down on space for traffic -truckers
need more room to get around
cement in middle of road a costly
waste eye sore for tourists

Anonymous

6/07/2021 07:43 PM

none as long as large trucks and
farm vehicles are taken into
consideration

Anonymous

6/07/2021 07:43 PM

It's not in the right place...should be
further west at 86 and the bypass

Anonymous

6/07/2021 08:07 PM

None!

Anonymous

6/07/2021 08:35 PM

Transport trucks and farm equipment
are too big to maneuver the small
roundabouts in Waterloo region. Add
horses and buggies, and that's even
worse. People drive unsafely through
roundabouts - using the outside lanes
as a passing lane, not signalling
correctly, etc. The Waterloo
roundabouts need to be bigger with
designated right turn lanes to
accommodate all types of traffic
using this intersection. Traffic lights
are better if the roundabouts are of
similar design to the disaster at
Sawmill and Arthur.

Anonymous

6/07/2021 09:19 PM

Waste of money. Far to much truck
traffic on that route.

Anonymous

6/07/2021 10:31 PM

Frequently used by horse & buggy
which is cumbersome with
roundabouts for both drivers and
horse/buggy.

Anonymous

6/07/2021 11:28 PM

farm machinery and big trucks
coming through

Anonymous

6/08/2021 02:23 AM

Public acceptance will be a
challenge. There is a lot of space
available but may require some
expropriation.

Anonymous

Disruption during construction. Very

6/08/2021 05:48 AM

costly, and again not necessary!

Anonymous

6/08/2021 06:02 AM

Farm vehicles plus horse and buggies plus transport trucks are not good companions on a roundabout. Plus not a lot of space to build one.

Anonymous

6/08/2021 07:19 AM

None

Anonymous

6/08/2021 07:29 AM

The disruption of the construction is a major issue. Trucks and Large machinery do not need to contend with a roundabout here. The lights are serving the intersection well.

Anonymous

6/08/2021 08:57 AM

Lots of tractor trailers use that road and horse and buggys ..most people coming into a roundabout are looking left so they don't need to stop..problem is all horse and buggys stop..this causes a lot of problems..better to just stop at the lights

Anonymous

6/08/2021 10:05 AM

There is too much farm equipment traffic at this location, with two dealerships right at the corner, and many local farmers using Floradale road to get from one location to another. This equipment is not able to safely use a roundabout.

Anonymous

6/08/2021 10:13 AM

The farmers with machinery and hay wagons won't be able to get around it!

Anonymous

6/08/2021 10:14 AM

Difficult for farmers to navigate with large equipment -diverting them to narrow side roads

Anonymous

6/08/2021 10:14 AM

There is a regular use of this route by residents with horse and buggies. With the way some other residents of our Region use roundabouts in general (having seen some pedestrians almost struck by speeding vehicles not considerate of other road users) I'm concerned that horse, buggies and their occupants

	may be put at risk. Has this been taken into consideration?
Anonymous 6/08/2021 10:28 AM	None. If there is room to build a roundabout, it should be done.
Anonymous 6/08/2021 10:46 AM	Horse and buggy traffic, large farm vehicles and transports will slow and block traffic in roundabout!
Anonymous 6/08/2021 12:20 PM	Closing this inspection is going to be more of a headache
Anonymous 6/08/2021 12:26 PM	not enough room for large trucks and machinery
Anonymous 6/08/2021 04:26 PM	There are far too many large vehicles that travel Line 86 at this intersection and they will have to slow down significantly to navigate a roundabout. This will cause traffic problems.
Anonymous 6/08/2021 05:51 PM	Rerouting traffic during construction.
Anonymous 6/08/2021 08:47 PM	Personally no challenges - can understand that it could be difficult for large farm machinery (that shouldn't be on road anyway)
Anonymous 6/09/2021 07:37 AM	Vehicles will just keep right on going, no yielding nothing. May slow the huge machinery and tractor trailers down but not any vehicle. You should be concentrating on figuring out something to do in Floradale to calm the traffic down there and stop the huge farm machinery from speeding through on the narrow street. Someone is going to get killed. Thank goodness no one was walking on the sidewalk May 20 when the oversized loads of forms went through and the axle broke on the one wagon. And clean the street a little more often from all the dirt from all the machinery. When it rains it isn't even safe to walk down the

sidewalk without getting sprayed from vehicles. Something needs to be done before someone is killed with the increase in traffic because of the new Premier business on the corner. No one likes to slow down and I don't think the police even know there is a town called Floradale as you rarely see them stopping anyone especially the tractors with their huge loads behind them and the machinery that takes up the whole street and don't even know enough to slow down. Where are people supposed to drive? On our lawns like they do? It's just too bad the farmers have the right nowadays to control our narrow street and drive as they please. Something needs to be done there before money is wasted on a roundabout.

Anonymous

6/09/2021 10:42 AM

The safety of the Mennonite community and large trucks

Anonymous

6/09/2021 07:19 PM

Truck traffic will be greatly impacted. There are many large trucks using this intersection and the lack of maneuverability for any large truck in a roundabout will make it very difficult for both the truck, and other vehicles. Roundabouts have become a 'race' for vehicles to get past the trucks and even to pass other passenger vehicles at more than acceptable speeds. Has the horse and buggy population, in this area, even been considered.

Anonymous

6/09/2021 08:26 PM

Large trucks, farm equipment

Anonymous

6/10/2021 12:48 PM

There are two tractor dealerships with large equipment, trucks use this stretch of road and horse and buggies. Modes of transportation not best suited to a round about.

Anonymous

6/10/2021 04:24 PM

Would not like one

Anonymous

6/10/2021 08:05 PM

With two tractor dealerships and large equipment it can be a challenge to navigate around a roundabout. There are a lot of older order Mennonites and would be in the roundabout with traffic. The lights were installed only a few years ago. It is a waste of money to now spend more on a roundabout and remove the infrastructure added for the lights. If traffic is diverted then it would be on country roads with narrow shoulders.

Anonymous

6/11/2021 02:17 PM

Hindrance to semis and farm equipment.

Anonymous

6/12/2021 09:43 AM

There will no doubt be some challenges with the above ground "electrical" and underground "telephone" infra structure. This can easily be overcome with some good engineering and design work.

Anonymous

6/12/2021 10:07 AM

Horse and buggy and transport trucks use this route frequently.

Anonymous

6/12/2021 01:53 PM

Heavy equipment has trouble navigating roundabouts.

Optional question (137 response(s), 4 skipped)

Question type: Essay Question

Q3 | What new information should the project team consider for this design?

Anonymous

5/26/2021 01:34 PM

test

Anonymous

5/26/2021 04:41 PM

Horse and buggies will have a hard time getting through roundabout, look at the st. Jacobs one, nothing but a nightmare for cars and buggies

Anonymous

5/26/2021 07:27 PM

If the roundabout doesn't happen, the hump in the intersection needs to be taken care of. A big safety concern right now.

Anonymous

5/27/2021 10:28 PM

Ensure there would be enough space for both truck traffic and horse and buggys to travel through safely

Anonymous

5/31/2021 06:25 AM

Make it like the one in st jacobs with extended 2 lanes taking into account heavy transport truck traffic

Anonymous

5/31/2021 06:26 PM

Big enough for farm equipment

Elmiran

6/01/2021 04:21 PM

Keep it simple, single lane. Should change speed limit to 50 from the intersection to Elmira.

Anonymous

6/01/2021 10:59 PM

STOP WASTING MONEY ON SOMETHING THAT IS WORKING! If this does go forward please actually STOP & THINK about what is going to use it! The roundabout would be at an intersection of 2, yes 2 farm equipment dealers. They have equipment coming and going from both everyday. The equipment is NOT getting any smaller so put some common sense into the design that a combine does not have to run on curbs or take out signage to use it or a 60 foot or more in length combine head pulled by a tractor or truck will be using it (there WILL be equipment using it, only way to get to the dealerships). Please keep the dealerships in mind because it is us as employees at the dealerships that will have to deal with the nasty customers that are having to use the roundabout that does not work. Also 86 highway sees a lot of large transport trucks everyday. Why mess with something that is working.

Anonymous

6/02/2021 03:34 PM

scrap this round about idea , i doubt you live or travel these roads its just

a disaster waiting to happen , leave it with stop lights as it is !!! you already made a mess of Church street with all the medians in there just leave things alone you have done enough damage and you probably don't even live here ..

Anonymous

6/02/2021 03:34 PM

A lot of farm equipment uses this intersection.

Anonymous

6/02/2021 03:35 PM

Do not put a roundabout here. Lights were installed less than 5 years ago. They are adequate for controlling and maintaining traffic here. A roundabout is not capable of handling farm equipment traffic that needs to fit through this intersection and be repairs by the 2 agricultural services businesses here.

Anonymous

6/02/2021 03:45 PM

The lights were just out in 2 or 3 years ago, you took tax payers money and put them in, which work great. Now you want to waste more tax payers money for a roundabout, NO thank you. If this happens I expect you to refund every tax payer the cost for the lights. STOP WASTING TAX PAYERS MONEY

Anonymous

6/02/2021 03:48 PM

Why is a roundabout superior now? What's wrong with the lights that are currently installed? What advantages will be felt by changing this from a light to a roundabout?

Anonymous

6/02/2021 03:54 PM

Scraping it

Anonymous

6/02/2021 03:55 PM

explore design options that will ensure farm equipment can easily travel around it and that pedestrians are able to use it safely - ensure it works and is safe for this unique community

Anonymous

6/02/2021 03:59 PM

How big they are going to make it. The safety of all who use it. Is it

	necessary since there is new lights they just put in
Anonymous 6/02/2021 03:59 PM	Size of farm equipment that would be using the round about
Anonymous 6/02/2021 04:01 PM	Scraping it. Sorry, I don't think it's a good idea, I don't mean to be rude.
Anonymous 6/02/2021 04:04 PM	Farm equipment!
Anonymous 6/02/2021 04:04 PM	See above comment
Anonymous 6/02/2021 04:11 PM	Look into how big the inner circle should be, possibly the same size of the Arthur Street / Sawmill Road roundabout.
Anonymous 6/02/2021 04:16 PM	None, it shouldn't happen.
Anonymous 6/02/2021 04:33 PM	Maybe two lanes one for cars and other for truck tractors and buggies
Anonymous 6/02/2021 04:45 PM	The width of large farm equipment and the fact that farm equipment cannot be disassembled to fit through a roundabout in an affordable manner just to get to the dealership to be repaired. Having to disassemble farm equipment adds costs that farmers - the people who grow our food - cannot afford.
Anonymous 6/02/2021 04:48 PM	Horse and buggies and farm equipment need to be an absolute priority at this intersection. At section 4 it is clear this has not been taken into consideration. You have considered bicycles, but not tractors or buggies. I also wonder how many Old Order Mennonites using this road on a regular basis have been consulted. As your project team is aware they do not have the internet and have no access to this survey.

Anonymous

6/02/2021 06:12 PM

See above.

Anonymous

6/02/2021 06:33 PM

The lights work perfect leave them there

Anonymous

6/02/2021 06:41 PM

If anything HAS to be there put a set of lights

Anonymous

6/02/2021 06:51 PM

see previous comment; ag vehicles, buggies, speeders, trucks/school buses, winter navigation/traction

Anonymous

6/02/2021 07:01 PM

None

Anonymous

6/02/2021 07:09 PM

If a roundabout must go in, please please make sure to make lanes extra wide that combines, sprayers, tractors, etc can make it through

Anonymous

6/02/2021 07:10 PM

Winder lanes if possible

Anonymous

6/02/2021 07:14 PM

Expand and put turn lanes in opposed to round about.

Anonymous

6/02/2021 07:17 PM

Consider the fact that it will be a waste of tax dollars. Use common sense and give your head a shake.

Anonymous

6/02/2021 07:50 PM

What is there is working, don't spend money fixing whats working

Anonymous

6/02/2021 07:53 PM

We just installed the lights - please leave them as is.

Anonymous

6/02/2021 08:09 PM

Leave it the way it is, much better with a stop light then stop sign.

Anonymous

6/02/2021 08:09 PM

Wide lanes for farm equipment and tractor trailers

Anonymous

6/02/2021 08:13 PM

Wide for tractors

Anonymous

Eased curves to allow moderate

6/02/2021 08:17 PM

speeds through it.

Anonymous

6/02/2021 08:31 PM

Leave as a traffic light

Anonymous

6/02/2021 08:40 PM

See above

Anonymous

6/02/2021 09:32 PM

Tax dollars could be spent much more wisely on stuff that actual needs to be done.

Anonymous

6/02/2021 10:20 PM

It would need to be a very large one due to all of the trucks, farming equipment. I still say that it is also not far to the other businesses that surround this area.

Anonymous

6/02/2021 10:24 PM

Rely on the arguments from previous attempts. Why wasn't that enough any more.

Anonymous

6/02/2021 10:41 PM

Trucks, buggies and massive tractors needing to navigate it. The number of days each year that the St Jacobs roundabout has accidents.

Anonymous

6/02/2021 11:25 PM

You should consider widening the road for turning lanes instead. Not two lanes just turning lanes 😊

Anonymous

6/03/2021 12:24 AM

leave as is with lights

Anonymous

6/03/2021 02:51 AM

Drivers heading east into Elmira will want to speed up to make up for being slowed down. Suggest 50km speed limit starting at roundabout. Also suggest bike lanes be added from roundabout to Barnswallow so bikes can get safely out of the way of those who feel entitled to make up for slowing down.

Anonymous

6/03/2021 07:16 AM

The team should consider the horse drawn vehicle traffic safety in the design.

Anonymous

6/03/2021 07:32 AM

Why do you need it

Anonymous

6/03/2021 07:44 AM

They should leave the road alone.
The streetlight is working

Anonymous

6/03/2021 07:52 AM

It needs to be 1 huge. Lane.

Anonymous

6/03/2021 08:16 AM

Instead of a roundabout, has the team considered just adding turning lanes, or dedicated right turn lanes, such as in Arthur

Anonymous

6/03/2021 08:23 AM

No roundabout would be good.

Anonymous

6/03/2021 09:13 AM

none because it should not happen
put the money into fixing up the roads so we can travel smoothly on them & not all the pot holes

Anonymous

6/03/2021 09:16 AM

Make sure visibility is good in all directions. Not like the one outside of Drayton. That is dangerous

Anonymous

6/03/2021 10:09 AM

The Region installed traffic lights there within the last year or 2 which seem to be controlling the flow nicely. Why spend more money unnecessarily. There is some cycling traffic, Old Order Mennonite mostly. I am not aware of any pedestrian foot traffic.

Anonymous

6/03/2021 10:46 AM

Nothing. It just does not need to happen. Let's stop trying to make it happen. It seems that roundabouts must be the answer the powers to be have for many intersections in this region.

Anonymous

6/03/2021 10:59 AM

Large machines moving through smoothly

Anonymous

6/03/2021 05:27 PM

Make it easier for transport trucks and big farm machinery since there are two farm equipment business at the corner.LP

Anonymous

6/03/2021 07:06 PM

Just keep the lights...

Anonymous

6/03/2021 08:27 PM

The Arthur Street/Sawmill Road roundabout is a failure. How will a proposed round about at Line 86/Floradale Road be any different?

Anonymous

6/03/2021 09:31 PM

Nothing beyond the obvious. Should consider: typical traffic, some heavy trucks, farm equipment, buggies, cyclists.

Anonymous

6/03/2021 10:18 PM

Farmers are have slow, large, pieces of equipment that will bog down the lanes. In winter I could see snow and ice accumulation causing more accidents than keeping the light as it is.

Anonymous

6/04/2021 06:50 AM

Accidents at other round about a compared to when lights where at those intersections

Anonymous

6/04/2021 08:08 AM

Please consider extending the 50kmh limit zone that starts closer to Elmira all the way to the roundabout. We already deal with too much speed on 86 coming into town as it is, if cars are going to get back up to 80kmh after the roundabout then drop to 50kmh less than a km later they aren't fully slowing to that limit. A limit switch to 50 right at the roundabout won't prompt drivers to get back up to speed so quickly and hopefully they'll actually follow that 50kmh into town.

Anonymous

6/04/2021 10:04 AM

I have really appreciated the traffic lights that have been installed at this location. It has made a huge difference with the flow of traffic.

Anonymous

6/04/2021 11:52 AM

Size of vehicles using the roundabout.

Anonymous

6/04/2021 11:59 AM

Yes because you are in love with roundabouts does not mean they should be scattered everywhere in the region!

Anonymous

6/04/2021 04:41 PM

There is a heavy amount of transport trucks coming down 86, as well as tractors . The round a bout needs to be a large enough diameter so these large vehicles don't need to slow down so much as to back up traffic. Cycling lanes also need to be included, as there are a lots of cyclists that ride down floradale road.

Anonymous

6/04/2021 06:29 PM

ensure that tractor trailers, large farm equipment can easily maneuver thru.. don't make too small for size of vehicles using it regularly .

Anonymous

6/05/2021 08:03 AM

1. How many fatal accidents have happened in the last 25 years at the intersection? 2. How many of those fatal accidents were the result of human error (or animal freak-out, in the case of a Horse-and-Buggy), which had nothing to do with the construction of the roadway whatsoever? And if you don't have that information, wouldn't it be useful to do that research to make an informed decision about whether it was even necessary to change? 3. When a fatal accident happens at an intersection in Woolwich township, is the township more or less liable than had the accident happened at a Round-about? If neither (because most accidents are the result of human error), than it seems like a make-work project, that has negligible impact on WT tax-payers lives, beyond screwing them out of their own money for useless capital projects that mainly employ people from outside Woolwich Township. 4. Has a cost-benefit analysis (from the Township's fiscal perspective) been completed at the St. Jacobs round-about (or any other roundabout for that matter) over the last ten years to understand whether fiscally, the township is actually better off from

having made the change. Because if we have more accidents, but fewer fatal accidents, it tells me we're relying on Firefighting, police, and paramedic resource more often, which cost more. We're ripping up designs and rebuilding intersections with lots of high priced construction workers. And if I had to guess, no one has any data whatsoever to know the actual cost-benefit analysis (because presumably no one studied how much we were spending on Emergency Services and on-going maintenance when roundabouts were just intersections.

5. As a resident of Woolwich Township, if you knew there was a 1-in-1,000,000 chance you'd die at this Church St./Floradale Rd. intersection in a car accident, but there was a 1-in-1,000 chance you'd die because you're forced to wait an extra 5 minutes because you've had a heart attack and the ambulance is coming from St. Jacobs (a village of 2,500 people), while you, in your town of 10,000 -- 4 times bigger! -- has to wait for those paramedics to arrive, which means your arrival at hospital is delayed more than 10 minutes, where would you want your tax dollars invested? I'll tell you where I'd want my tax dollars spent. I think it's pretty obvious. I understand one is Regional and one is a Township matter, but personally, I see much greater value in the Township spending our money working with the Region to install ambulance service into Elmira over another largely useless roundabout.

6. 25 years ago a teenager was killed on his bicycle on Church St, when he was hit from behind by a vehicle. Since that time, Woolwich Township has flooded that corner of the township with cookie cutters and

vehicle traffic, and failed to install acceptable safety measures for cyclists along that roadway. I can't get behind this kind of needless infrastructure foolishness, when you ignore other more important safety issues in the Township that have pre-existed for a generation.

Anonymous

6/05/2021 03:31 PM

High volume of tractor trailers so keep it big like St Jacobs

Anonymous

6/06/2021 11:14 AM

I suggest they review the previous attempt. If there has been no material change to the circumstances then they are wasting precious tax payer dollars. If they are going to make a much bigger round about, then agricultural equipment must be included in the design. In stead of retrofitting traffic circles into inappropriate places, the region should focus on traffic circles in areas that are just being developed.

Anonymous

6/06/2021 09:16 PM

Please make sure it is large enough to be functional for the intersection. The St Jacobs one needed to be redone and it's much better now for vehicles to come out of the intersection.

Anonymous

6/07/2021 08:34 AM

Size of vehicles that use this intersection regularly would need to be considered. Speak to the tractor dealers located at this intersection

Anonymous

6/07/2021 06:34 PM

Should allow for farm equipment to move easily through the intersection.

Anonymous

6/07/2021 06:35 PM

The safety record of this intersection since lights have been installed

Anonymous

6/07/2021 06:35 PM

Transport trucks. Round abouts can be confusing The businesses on the corners- The lights work fine, why change them. Cost! Construction once again at this corner

Anonymous

6/07/2021 06:35 PM

None

Anonymous

6/07/2021 06:36 PM

Buggy traffic

Anonymous

6/07/2021 06:36 PM

The large equipment and people wanting to go straight through on Floradale

Anonymous

6/07/2021 06:37 PM

Leave the lights, they are working great!

Anonymous

6/07/2021 06:42 PM

Make it large

Anonymous

6/07/2021 06:45 PM

There should be no roundabout...there are lights there now and that has helped alot. The roundabout over by St. Jacobs is always having accidents...it is a horrible roundabout and this one will be as well. Its a total waste of time and money.

Anonymous

6/07/2021 07:40 PM

ask surrounding businesses for there input ask tractor trailer drivers, farmers with big machinery use the money more other projects needed etc fixing some streets and roads in town

Anonymous

6/07/2021 07:43 PM

transport trucks, farm equipment/vehicles, horse and buggies

Anonymous

6/07/2021 07:43 PM

Road should be narrower to slow traffic and it should be proposed at 86 and the bypass

Anonymous

6/07/2021 08:07 PM

N/a

Anonymous

6/07/2021 08:35 PM

See above.

Anonymous

6/07/2021 09:19 PM

Make it big. As a truck driver I don't understand why they make such small ones on truck routes.

Anonymous

6/07/2021 10:31 PM

Large trucks use that road frequently.

Anonymous

6/07/2021 11:28 PM

lots of room for big vehicles

Anonymous

6/08/2021 02:23 AM

N/A

Anonymous

6/08/2021 05:48 AM

The traffic lights are very effective. I am sure that the public that go through this intersection daily are not the ones initiating this. Purely political as usual. A grave misuse of tax payers money!

Anonymous

6/08/2021 06:02 AM

Move the roundabout to the Listowel road bypass further along 86. It has more issues than the current intersection. Leave Floradale road alone.

Anonymous

6/08/2021 07:19 AM

Time line, road closures

Anonymous

6/08/2021 07:29 AM

The intersection works well as is. The lights are relatively new here and are working well to stop the previous problems with this intersection.

Anonymous

6/08/2021 10:05 AM

I think that people proposing a roundabout here should have to drive through a roundabout at their choice of location driving a combine harvester or a crop sprayer. This might change their minds.

Anonymous

6/08/2021 10:14 AM

This is a very large Mennonite community. It is difficult for buggies to pass through safely with heavy traffic. A large shoulder could possibly make this easier and move buggies out of harms way.

Anonymous

6/08/2021 10:14 AM

Safety for all users of this route (including horse and buggy users, large farming tractors and related equipment).

Anonymous

6/08/2021 10:28 AM

You need to make this survey easier to find! Paste a link on your roundabout information page, and elsewhere.

Anonymous

6/08/2021 10:46 AM

That intersection has industry and extremely high amounts of farm vehicle traffic because of the neighbouring companies within .5 km

Anonymous

6/08/2021 12:20 PM

How often is it actually backed up or traffic slowed down. Think of the headaches during construction for the smaller gain over the lights....possibly flashing lights to slow drivers to have have to hammer on the brakes similar to Northfield and church

Anonymous

6/08/2021 12:26 PM

the lights are working fine

Anonymous

6/08/2021 04:26 PM

You must consider the size of vehicles that travel through this intersection and whether they can manage going through a roundabout with ease.

Anonymous

6/08/2021 09:14 PM

I don't feel a roundabout is necessary at this time. I use this intersection several times a week and have found the lights are much safer and efficient than when there were only stop signs. I turn left from Eldale and Barnswallow daily and the break in traffic from the lights makes it easier to do so (the wait on Barnswallow can be long at times). I would like to see the speed limit reduced on Church street with the 80km limit not starting until past the lights. Turning from Eldale can be difficult with cars speeding up in that area.

Anonymous

6/09/2021 10:42 AM

The safety of the Mennonite community and their horses

Anonymous

6/09/2021 07:19 PM

This question does not make much sense. 'New information' to whom,

Anonymous

6/10/2021 12:48 PM

and from whom?

This is a rural area and what works in cities does NOT always work in rural areas. When you try to compare apples and oranges when considering these type of projects it doesn't work. It's a HUGE waste of tax payer money when lights were only installed a couple of years ago. Construction would make it challenging for the many old order Mennonites to get around in addition to the tractor dealerships at this intersection. With the recent Better Tent City considerations, this money could be better spent on helping the homeless or providing subsidized/affordable housing in the Region.

Anonymous

6/10/2021 04:24 PM

Scraping it

Anonymous

6/10/2021 08:05 PM

Invest the money in improving roads in the area that are currently in poor condition. Roundabouts can be a good solution, however, what works in the city doesn't always work in rural areas especially with the demographics of area residents.

Anonymous

6/11/2021 02:17 PM

Nothing

Anonymous

6/12/2021 09:43 AM

Due to the tight quarters of the proposed round- about I suggest looking at the feasibility of placing both electrical and underground services with a need for a above ground placement be put into the center of the round-about and then surrounded by shrubbery for visual and or protection to equipment.

Anonymous

6/12/2021 10:07 AM

Project team should consider lowering the maximum posted speed between the roundabout and Elmira from 80 km/h to 60 km/h. Project

team should also consider a two lane roundabout or right-hand slip lanes.

Anonymous

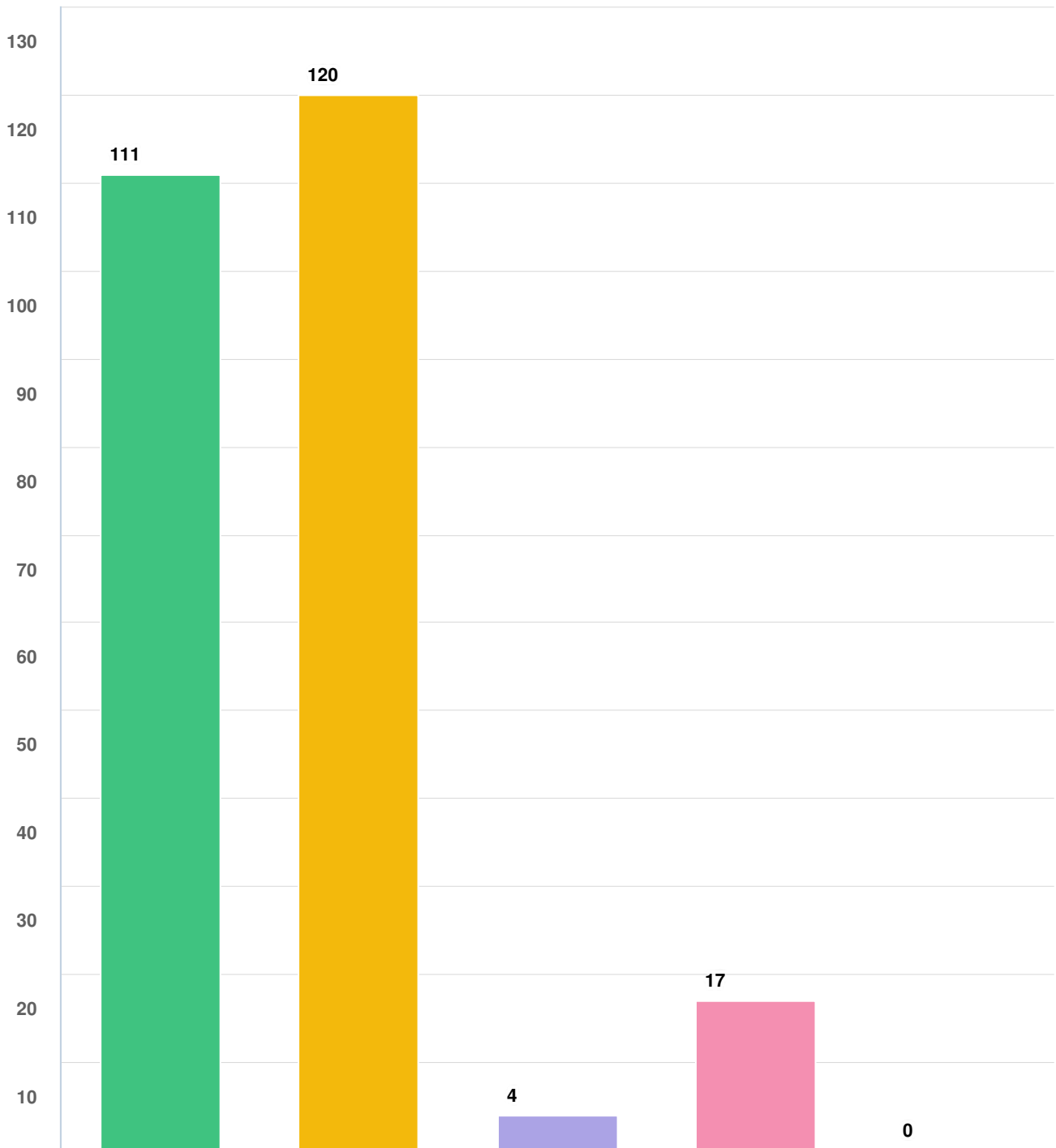
6/12/2021 01:53 PM

The installation of the traffic lights seems to have eliminated any serious accidents at this intersection - well done.

Optional question (117 response(s), 24 skipped)

Question type: Essay Question

Q4 Please describe yourself as you relate to the project area. Please select all that apply:



Question options

- I live in the Elmira/ Floradale area
- I drive through this intersection
- I walk through this intersection
- I cycle through this intersection
- I own a property at this intersection

Optional question (139 response(s), 2 skipped)

Question type: Checkbox Question



Report: TES-TRP-17-16

Region of Waterloo

Transportation and Environmental Services

Transportation

To: Chair Tom Galloway and Members of the Planning and Works Committee

Date: August 22, 2017

File Code: T08-70/MTCS

Subject: Revised Upset Limit for the Purchase of Traffic Signal Controllers

Recommendation:

That the Regional Municipality of Waterloo approve an increase to the annual upset limit for the purchase of traffic signal controllers and ancillary equipment from \$400,000 to \$700,000 from Econolite Canada Incorporated (Econolite) plus applicable taxes as required, as described in Report TES-TRP-17-16 dated August 22, 2017.

Summary:

On September 23, 2015, Regional Council approved the Chief Purchasing Officer to enter into negotiations with Econolite Canada Incorporated for the supply of traffic signal controllers (TSC) and ancillary equipment at an annual upset limit of \$400,000 annually plus applicable taxes as described in Report TES-TRP-15-16. The term of this arrangement was not to exceed five (5) years.

Based on annual spending since 2015, the cost of providing traffic signal controllers to support the Transportation Capital Program, which includes the traffic controller replacement program, road reconstruction and expansion projects, new warranted signals as well as replacements due to unexpected damage, etc., has increased. The projected annual cost for the traffic control equipment for 2017 and subsequent years is more than the current upset limit of \$400,000.

Therefore in order to continue to facilitate the growing Transportation Capital Program, staff is recommending an increase in the annual upset cost from \$400,000 to \$700,000. Staff continue to believe this sole-source arrangement with Econolite is providing best value for the Region.

The Region has previously purchased Econolite TSC under Part VII, Section 21-I of the Region's Purchasing By-law, which allows the Chief Purchasing Officer to acquire goods or services through negotiation where the acquisition is beneficial in regard to the standardization of goods or services for the Region.

Report:

1.0 Background

On September 23, 2015, Regional Council approved the Chief Purchasing Officer to enter into negotiations with Econolite Canada Incorporated for the supply of traffic signal controllers and ancillary equipment at an upset limit of \$400,000 annually plus applicable taxes as described in Report TES-TRP-15-16, attached as Appendix A. The term of this arrangement was not to exceed five (5) years. As per Report TES-TRP-15-16, Econolite was recommended by staff as the sole-source provider of traffic signal controllers because of the high quality and competitive price of the Econolite products and the benefits of standardization of the equipment. Also, Econolite was the selected product line to meet key functional data upload, download and real-time monitoring specifications of the Region's new ARIA traffic signal control system.

2.0 Reasons for Increased Annual Cost

The \$400,000 annual upset limit outlined in Report TES-TRP-15-16 was developed using historical annual traffic signal controller and ancillary equipment purchase trends for the Transportation Capital Program prior to 2015. Since the original Council approval in 2015, the Region's annual costs for the supply of traffic signal controllers (TSC) and ancillary equipment has increased to the point in which the original \$400,000 upset limit is no longer sufficient. The number of traffic signal controllers needed to complete the annual Transportation Capital Program has increased. In addition, the unit cost per traffic signal location has increased due to a number of reasons. The main reasons the annual cost increased were as follows:

- Econolite was the selected product line to meet key functionality of the Region's new ARIA Traffic Management System upgrade completed in early 2017 which required replacement of a number of antiquated field controllers;
- 252 of the 500 existing TSC are not able to function using evolving data communication protocols;
- Increased number of intersections requiring new traffic signals;
- For new installations, the initial installation of temporary traffic signals prior to permanent installation of traffic signals or roundabouts;
- Road reconstruction/expansion projects are requiring more temporary traffic

controller equipment installations to maintain traffic throughout the construction period;

- Limited number of usable recycled traffic signal equipment available for temporary installations;
- Unpredictable number of signal controller cabinets damaged from motor vehicle collisions and weather related damage like lightning strikes;
- The cost to manufacture traffic signal control equipment due to the fluctuating Canadian dollar; and
- New Regional requirements to add Uninterrupted Power Supply (UPS) units in specific traffic controller cabinets at signalized locations, also known as “battery backup units”.

3.0 Benefit of Sole-Sourcing to Econolite

Staff have reviewed the previous reasons for the sole-source procurement of TSC from Econolite and have concluded that these reasons are still valid, which are:

- TSC components are not easily interchangeable and not fully compatible between different manufacturers;
- Ensures consistent methods of programming TSC and Traffic Management System for staff;
- Minimized variation of spare part and material stock inventories;
- Econolite provides advanced staff training;
- GrandInq installed the Econolite Centracs Traffic Management System for the new light rail transit system, including Econolite TSC, which the Region will operate and maintain;
- Econolite continually provides ongoing enhancements to operational compatibility and integration with the Region’s Traffic Management System;
- Continued no-charge support for the majority of legacy products;
- Existing TSC plant manufactured by Econolite; and
- No major advancements of competitor’s product.

4.0 Recommendation

Based on the high quality, excellent service and competitive price of the Econolite TSC and in order to provide a well functioning and reliable transportation network, the Region recommends the continued sole-source procurement of the Econolite TSC and ancillary traffic control equipment as per the terms of Report TES-TRP-15-16.

Staff is recommending an increase in the annual upset spending limit from \$400,000 to \$700,000.

Staff will continue to monitor and evaluate the performance and value of using the Econolite equipment compared with competitors' products to ensure the Region continues to receive the best possible return on its investment.

Corporate Strategic Plan:

This report addresses the Region's Strategic Focus Objective 2.4 – Optimize road capacity to safely manage traffic and congestion.

Financial Implications:

The annual cost for traffic signal controllers and ancillary equipment is estimated to be \$700,000. The 2017 Transportation Capital Program includes adequate funds to purchase the required equipment to complete the program including:

Roads Rehabilitation Reserve:

- \$200,000 annually for traffic signal controller replacements; and
- \$275,000 annually for traffic signal modernization.

Development Charge Reserve Fund:

- \$150,000 for traffic controller field timer component installation for the Traffic Signal Control System upgrade; and
- Balance to be funded from individual capital projects.

Other Department Consultations/Concurrence:

Corporate Services, Procurement

Attachments

Appendix A – Report TES-TRP-15-16

Prepared By: Egerton Heath, Supervisor Traffic Systems Management

Approved By: Thomas Schmidt, Commissioner, Transportation and Environmental Services



Report: TES-TRP-15-16

Region of Waterloo
Transportation and Environmental Services
Transportation

To: Chair Tom Galloway and Members of the Planning and Works Committee

Date: September 15, 2015 **File Code:** T08-50

Subject: Standardization of Traffic Signal Controllers

Recommendation:

That the Regional Municipality of Waterloo authorize the Manager, Procurement to enter into negotiations with Econolite Canada Incorporated for the supply of traffic signal controllers and related control equipment at an annual cost not to exceed \$400,000 as outlined in report TES-TRP-15-16.

Summary:

Nil

Report:

1. Background

The Region currently operates 480 traffic signals, all of which are controlled by traffic signal controllers (TSC). The life expectancy of TSC is approximately 10–15 years. Staff must regularly replace TSC because of age and damage caused by lightning and traffic collisions. Currently the Region has a yearly replacement program to upgrade approximately 15 TSC. Approximately 5 TSC are also replaced through the traffic signal modernization program. The Region also installs approximately 5 new TSC annually due to intersections warranting new traffic signals.

The Region has previously purchased Econolite TSC under Part VII, Section 21-I of the Region’s Purchasing By-law which allows the Chief Purchasing Officer to acquire goods or services through negotiation where the acquisition is beneficial in regard to the standardization of goods or services for the Region. The previous term with Econolite

September 15, 2015

Report: TES-TRP-15-16

Canada has recently expired and staff wish to re-establish the “sole-source” arrangement with Econolite Canada.

As the cost to supply TSC is expected to exceed \$100,000 the Chief Purchasing Officer is required to obtain Regional Council approval to enter into negotiations with Econolite Canada for the supply of TSC.

2. Benefits of Standardization

TSC components are not easily interchangeable and fully compatible between different manufacturers. The use of various TSC supplied by different manufacturers has a negative impact on operating functionality, documentation, training, staff proficiency, material stock, maintenance and operating cost.

Over the years the Region has confirmed that standardization of traffic signal equipment has many operational benefits. Standardization ensures consistent methods of programming and spare part inventories. It also simplifies the technical knowledge required for operating, maintaining and troubleshooting TSC thereby reducing training requirements, operational risk and service cost.

Currently, all of the TSC operated by the Region have been supplied by Econolite. In maintaining uniformity throughout the traffic signal network, fewer hardware failures and lower operating cost have been realized.

3. Justification for Sole-Sourcing to Econolite Canada

Regional staff has conducted bench testing and functional analysis of various TSC. The Econolite TSC scored the best in terms of functionality, ease of operating and best matched the Region specifications.

Over the past years the TSC supplied by Econolite has undergone considerable enhancements to improve its operational compatibility and integration with the Region's traffic signal control system.

The Region and Econolite have spent considerable effort over the past 20 plus years to improve TSC functionality and reliability through hardware and software upgrades to meet changing industry requirements. The Econolite product line offers easy “plug and play” migration with newer TSC versions allowing for retention of current investments in software development.

Econolite has offered the Region access to proprietary firmware and software information. This has reduced the need for additional peripheral equipment and unconventional rewiring of electrical paneling and systems.

Econolite offers free support for products that are no longer being sold. Downward compatibility and conformance to industry standards of Econolite's TSC avoids early

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September 15, 2015

Report: TES-TRP-15-16

obsolescence of existing equipment and increases the expected equipment service life.

Econolite provides excellent delivery, response time for equipment repair, free-of-charge certification courses, seminars and 24/7 support.

In 2010, Regional Council approved funds for the upgrade of the Region's traffic signal control system, scheduled to be operational by early 2016. Econolite was the selected product line to meet key functional data upload, download and real-time monitoring specifications of the new traffic signal control system.

In addition, Grandlinq is preparing to purchase an Econolite Centrac Traffic Management System for the new light rail transit system, including Econolite TSC, which the Region will operate and maintain.

Econolite TSC are cost competitive with TSC from other suppliers and staff believe the Econolite product provides best value to the Region when considering its cost and the quality of the product.

Given the high quality and competitive price of the Econolite TSC and the benefits of continuing to use Econolite to ensure the standardization of the Region's control system, staff is recommending that Council authorize the Manager, Procurement to enter into negotiations with Econolite Canada Incorporated to supply TSC and related control equipment. The annual cost of this sole-source arrangement is not expected to exceed \$400,000. The term of this arrangement is not to exceed five (5) years.

Staff will continue to monitor and evaluate the performance and value provided by Econolite in comparison with other vendors to ensure the Region continues to receive best value for TSC.

Corporate Strategic Plan:

This report addresses the Region's Strategic Objective 2.2 - Develop, optimize and maintain infrastructure to meet current and projected needs.

Financial Implications:

The Transportation Capital Program includes \$200,000 annually for traffic signal controller replacements and \$275,000 annually for minor traffic signal modernizations funded from the Roads Rehabilitation Reserve Fund.

All new warranted traffic signals are added to the Transportation Capital Program as need arises and are funded from the Development Charge Reserve Fund.

September 15, 2015

Report: TES-TRP-15-16

Other Department Consultations/Concurrence:

Corporate Services, Procurement

Attachments

Nil

Prepared By: Egerton Heath, Supervisor Traffic Systems Management

Approved By: Thomas Schmidt, Commissioner, Transportation and
Environmental Services

**Report:** TES-TRP-15-16

Region of Waterloo

Transportation and Environmental Services

Transportation

To: Chair Tom Galloway and Members of the Planning and Works Committee

Date: September 15, 2015 **File Code:** T08-50

Subject: Standardization of Traffic Signal Controllers

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Other Department Consultations/Concurrence:

Corporate Services, Procurement

Attachments

Nil

Prepared By: Egerton Heath, Supervisor Traffic Systems Management

Approved By: Thomas Schmidt, Commissioner, Transportation and
Environmental Services

Consumption and Treatment Services (CTS)

Review (January to December 2020)



What was the impact of Consumption and Treatment Services in 2020?

The Consumption and Treatment Services site (CTS) at 150 Duke Street West in Kitchener has been open since October 2019. To understand the early impact of this site, Region of Waterloo Public Health staff analyzed data collected at the CTS for the first full year of operations (January to December 2020) related to client demographics, substances used and security needs. Public Health staff also spoke with 62 participants from key stakeholder groups including clients, the CTS staff, members of the Community Advisory Group, and community safety partners.

5,797

total visits to the CTS in 2020



averaging

15.8

visits per day

47%

of visits occurred between the hours of noon and 5 p.m.

858



different individuals accessed the site in 2020.

The majority of clients (60%) were **between the ages of 20 to 39.**

Only 1% of clients were younger than 20 years old.

62%

identified as male

24%

identified as female

1%

identified as trans or other gender

13%

of clients chose not to identify their gender

99%



of people injected their substance over ingesting or snorting.

Most clients used **crystal meth (45%)** or **fentanyl (37%)**. Staff observed opioid overdoses in clients regardless of whether the drug clients thought they were using was an opioid (fentanyl) or a stimulant (crystal meth).

The COVID-19 pandemic impacted the number of clients seen at the CTS in 2020.

Average monthly visits in January to March (pre-pandemic)

764



389



Average monthly visits in April to December (during pandemic)

Security and emergency responses at the CTS

- The CTS staff responded to 188 overdoses in 2020. Only one overdose-related call to 9-1-1 was needed.



- There were **no overdose-related deaths** in the CTS.

- The CTS staff called 9-1-1 for other medical emergencies such as cardiac arrest, seizures, and mental health emergencies 11 times.



- In 2020, security intervention was only required 12 times in or outside the site. The CTS staff are trained to de-escalate emotionally charged situations and work with security staff if needed.



What was the impact of Consumption and Treatment Services in 2020?

Access to wrap around services

In 2020, the CTS provided on-site and off-site referrals including:

“ We see community members benefit in all areas of their well being from having a safe place to use substances ... engagement and knowledge of services available is amazing when clients are being supported in ways they never were prior.

– CTS staff member ”

Social services:
640 referrals



Mental health:
2060 referrals

Primary care:
506 referrals

Addiction treatment:
138 referrals

How did the COVID-19 pandemic impact the CTS?

COVID-19 resulted in fewer people accessing the CTS in 2020 for the following reasons:



Fewer people could be in the building at one time to support physical distancing guidelines.



The number of consumption booths was **reduced by half**.



Changes to community services in response to the pandemic made it **difficult for clients to access** them (e.g. shift to virtual services, changes to hours of operation, changed service locations).



People experiencing homelessness were relocated to shelter spaces in other areas, making the trip to the CTS a challenge.



The CTS staff showed resiliency, flexibility, and compassion throughout the COVID-19 pandemic.

- All staff worked to address challenges that were rapidly changing and complex.
- Staff expressed deep concern for clients who are at increased risk of poor health outcomes should they contract COVID-19, and who also could not access services as easily as before the pandemic.



What did clients say about the CTS?

When asked about what is working well at the site, having strong relationships with staff, feeling safe and valued, and having access to health care came through in clients' responses:

So many people in the community won't even give eye contact but here it's different. You hear me. I feel I matter and what I have to say matters. I feel like I'm a person here."

"I know all the nurses and trust them with my life."

"They're helping me set my goals and reach them."

"The people who need these services are able to use safely and cleanly, out of the public eye."

"If it weren't for the CTS being opened, there would have been a lot more deaths due to accidental overdose."

When asked about what could be improved at the CTS, clients said:

- They'd like the site to be open 24 hours a day.
- They'd like to smoke substances at the site.
- They are concerned about others seeing them enter the site due to community stigma.



What feedback did the Community Advisory Group have about the CTS?

Members of the CTS Community Advisory Group include neighbours in close proximity to the site including City of Kitchener, Downtown Kitchener BIA, Kitchener Public Library, Wilfrid Laurier University, schools, child care centres, neighbourhood associations, nearby neighbours, and faith organizations.

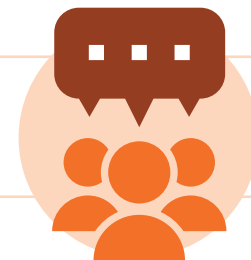
CTS Community Advisory Group survey results

80% of Community Advisory Group members agreed or strongly agreed that the CTS feels like part of the community. The remaining 20% neither agreed nor disagreed or chose not to respond.

90% agreed or strongly agreed the CTS and its partners are responsive to addressing concerns with the CTS and 10% chose not to respond.

When asked if the CTS has negatively impacted the community,

70% disagreed or strongly disagreed. The remaining 30% neither agreed nor disagreed or chose not to respond.



Community Advisory Group members said **more CTS locations and more rehabilitation services are needed in Waterloo Region** to support people who use substances.

Community Safety Partner feedback

Community safety

Region of Waterloo Public Health and Sanguen Health Centre partner with the City of Kitchener, Waterloo Regional Police Service and Region of Waterloo security partners to support a collaborative and transparent approach to safety and security issues at the CTS.



When asked about the first year of operations, the following themes emerged:

- Extensive planning prior to opening of the site helped address many concerns about possible negative community impact.
- Developing positive relationships with clients has been a valuable and compassionate approach leading to fewer onsite issues.
- Regular and collaborative problem solving among safety and security partners has been very helpful in proactively addressing issues.

“ There haven't been significant issues. They've worked well in the community. We haven't had the doom and gloom that I think was initially envisioned when we were first bringing a CTS site.

– safety and security stakeholder ”

“ The assumption for the neighbourhood originally is that there would be call after call and resources would be dragged down and used specifically for that site. It was actually the opposite of that ... if you do it properly, plan properly, this is the result.

– safety and security stakeholder ”

Conclusion

Despite the challenges of COVID-19, the CTS has been well received. It has been successful in supporting clients to use substances safely, and reversing potentially fatal overdoses, while increasing access to multiple services. Although there were concerns the site would have a negative impact on the community, feedback and data has shown concerns related to the site have been minimal and the site has not required significant policing or security staff attention. Problem solving among partners remains ongoing to proactively address concerns should they arise.

We would like to thank all research participants, including the staff of the CTS whose compassion and expertise has created a welcoming and safe health care environment for people at risk of overdose; and the clients who were willing to share their thoughts about having the CTS available to them. We would also like to thank Waterloo Regional Police Service and other safety partners for their ongoing support and participation in this work. Finally, we are grateful for members of the Community Advisory Group who have made a significant contribution to the operation of the site and its fit with the surrounding community.

For more information call 519-575-4400, visit regionofwaterloo.ca/ph or email CTS@regionofwaterloo.ca. To request an alternate format of this document, call 519-575-4400 or TTY: 519-575-4608.