



OPERATIONS COMMITTEE AGENDA

Operations Committee Meeting
Tuesday, April 2, 2013
Tom Davies Square

COUNCILLOR JACQUES BARBEAU, CHAIR

Claude Berthiaume, Vice-Chair

4:00 p.m. OPERATIONS COMMITTEE MEETING
COMMITTEE ROOM C-11

Council and Committee Meetings are accessible. For more information regarding accessibility, please call 3-1-1 or email clerks@greatersudbury.ca.

DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

COMMUNITY DELEGATIONS

1. Elm Street Traffic Calming 'Pilot Project'
(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)

5 - 6

- Jeff MacIntyre, Chair, Downtown Sudbury
- John Arnold, Chair, Downtown Village Development Corporation

(The Downtown Partners -- Downtown Sudbury BIA and Downtown Village Development Corporation will address the Operations Committee regarding the Elm Street Traffic Calming 'Pilot Project'.)

PRESENTATIONS

2. Report dated March 6, 2013 from the General Manager of Infrastructure Services regarding Elm Street - On Street Parking. **7 - 89**

(ELECTRONIC PRESENTATION) (RECOMMENDATION PREPARED)

- David Sheldsted, Director of Roads & Transportation Services

(An on-street parking pilot project was implemented on Elm Street from June 1, 2012 to September 7, 2012. During the pilot project, various studies were conducted to determine the impact on traffic operations and safety on Elm Street. In this report, staff present the findings of the various studies and provide comments and recommendations regarding the pilot project.)

CONSENT AGENDA

(For the purpose of convenience and for expediting meetings, matters of business of repetitive or routine nature are included in the Consent Agenda, and all such matters of business contained in the Consent Agenda are voted on collectively.

A particular matter of business may be singled out from the Consent Agenda for debate or for a separate vote upon the request of any Councillor. In the case of a separate vote, the excluded matter of business is severed from the Consent Agenda, and only the remaining matters of business contained in the Consent Agenda are voted on collectively.

Each and every matter of business contained in the Consent Agenda is recorded separately in the minutes of the meeting.)

CORRESPONDENCE FOR INFORMATION ONLY

- C-1. Report dated March 7, 2013 from the General Manager of Infrastructure Services regarding Handi Transit Issues. **90 - 121**

(FOR INFORMATION ONLY)

(This report provides a follow up regarding Handi Transit Issues.)

- C-2. Report dated March 7, 2013 from the General Manager of Infrastructure Services regarding Winter Control Operations Update - 2012. **122 - 123**

(FOR INFORMATION ONLY)

(This report provides the Committee with a financial update on winter operations up to December 31, 2012.)

- C-3. Report dated March 7, 2013 from the General Manager of Infrastructure Services regarding Winter Control Operations Update - January 2013. **124 - 126**

(FOR INFORMATION ONLY)

(This report provides the Committee with a financial update on winter operations up to January 31, 2013.)

- C-4. Report dated March 6, 2013 from the General Manager of Infrastructure Services regarding Downtown Streetlight Partnership. **127 - 127**
(FOR INFORMATION ONLY)

(The City of Greater Sudbury and their partner, the Sudbury Downtown Business Improvement Area (BIA), were recently notified that they were unsuccessful with the funding application to the Community Infrastructure Improvement Fund (CIIF). The Downtown Sudbury BIA has indicated that they want to continue with the streetlight program even though the additional funding is not available.)

REGULAR AGENDA

MANAGERS' REPORTS

- R-1. Report dated March 8, 2013 from the General Manager of Infrastructure Services regarding Underground Infrastructure Notification System Act. **128 - 133**
(RECOMMENDATION PREPARED)

(The Ontario Infrastructure Notification System Act will come into effect for all owners of underground infrastructure in June 2013 and for municipalities in June 2014, unless they are already members of Ontario 1 Call. As part of its operations, CGS is required to provide locates to anyone excavating where CGS infrastructure is in place. The City's underground infrastructure that must be located before excavation proceeds are water and sanitary sewer lines, storm sewers and the underground infrastructure for traffic lights. Currently the City does not provide locate services for storm sewers or underground infrastructure for traffic lights.)

- R-2. Report dated March 8, 2013 from the General Manager of Infrastructure Services regarding Valley East Wastewater Treatment Plant - Dechlorination Project: Full Plant Trial. **134 - 137**
(RECOMMENDATION PREPARED)

(This report provides background on Valley East Wastewater Treatment Plant - Dechlorination Project, the present status and the provision of engineering consultant services by AECOM.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD AND ANNOUNCEMENTS

NOTICES OF MOTION

ADJOURNMENT

BRIGITTE SOBUSH, DEPUTY CITY CLERK

FRANCA BORTOLUSSI, COUNCIL ASSISTANT

For Information Only

Elm Street Traffic Calming 'Pilot Project'

Presented To:	Operations Committee
Presented:	Tuesday, Apr 02, 2013
Report Date	Monday, Mar 04, 2013
Type:	Community Delegations

Recommendation

For Information Only

The Downtown Partners -- Downtown Sudbury BIA and Downtown Village Development Corporation will address the Operations Committee regarding the Elm Street Traffic Calming 'Pilot Project'.

Signed By

No signatures or approvals were recorded for this report.



Via email

City of Greater Sudbury
PO Box 5000, Stn A
Sudbury, ON

**ATTENTION: Brigitte Sobush
Deputy City Clerk**

Dear Brigitte:

RE: OPERATIONS COMMITTEE MEETING

I would like to take this opportunity, on behalf of the Downtown Partners - `Downtown Sudbury` BIA and the DVDC (Downtown Village Development Corporation) – to formally request the opportunity to make a presentation at the Operations Committee meeting, scheduled for Monday, March 18th ... 4pm.

The presentation will specifically address the **Elm Street Traffic Calming `Pilot Project`** that was undertaken in partnership with the City of Greater Sudbury for a three month period in the summer of 2012 ... the feedback, objectives, results, etc. gathered during that time and following the project. The presentation will be made by the Chairs of both organizations:

- Jeff MacIntyre, Chair - `Downtown Sudbury`
- John Arnold, Chair - `DVDC`

We thank you for this opportunity and, should you require any additional information at this time, please do not hesitate to contact me.

Sincerely,

Maureen M. Luoma
Executive Director

`Downtown Sudbury` BIA
7 Cedar St., Unit 102, Sudbury, ON P3E 1A2
Ph 705.674.5115 ... Fax 705.673.7586 ... www.downtownsudbury.com

Request for Decision

Elm Street - On Street Parking

Presented To: Operations Committee

Presented: Tuesday, Apr 02, 2013

Report Date Wednesday, Mar 06, 2013

Type: Presentations

Recommendation

THAT the City of Greater Sudbury not permit on-street parking on Elm Street between Lorne Street and Paris Street, and;

THAT the City's Transportation Study Report review the need and timing for the Ste. Anne Road extension and other road network improvements to reduce traffic volumes on Elm Street, in accordance with the report dated March 6, 2013 from the General Manager of Infrastructure Services.

Background

At the Traffic Committee meeting held on March 21, 2011, the Committee directed staff "to prepare a report regarding the proposal to allow on-street parking on Elm Street as proposed by the Downtown Village Development Corporation and Downtown Sudbury BIA".

As a result of the request, staff prepared a report that was presented to the Traffic Committee on June 17, 2011 (see Exhibit 'A2'). The report reviewed the impact of permitting parking along both sides of Elm Street from Lorne Street to Paris Street. Due to capacity problems at the signalized intersections and diversion of through traffic to residential areas, staff recommended that on-street parking not be permitted. Subsequently, the Traffic Committee agreed to defer this item until such time as the Downtown Master Plan had been completed. The Traffic Committee also agreed to a request by Councillor Caldarelli for a report with an option to consider on-street parking on one side of Elm Street from Lorne Street to Paris Street.

Subsequently, staff prepared a report that was presented to the Operations Committee on April 16, 2012 (see Exhibit 'B2'). At the City Council meeting on May 1, 2012, the pilot project was approved with parking permitted on Elm Street except during weekday rush hours from 7:30 a.m. to 9:00 a.m. and 4:00 p.m. to 6:00 p.m.

Following Council's decision, a pilot project was implemented on the south side of Elm Street, from Elgin Street to Lisgar Street from June 1 to September 7, 2012. The pilot project consisted of two hour free

Signed By

Report Prepared By

Dave Kivi
Co-ordinator of Transportation & Traffic
Engineering Services
Digitally Signed Mar 6, 13

Division Review

David Shelsted
Director of Roads & Transportation
Services
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Recommended by the Department

Tony Cecutti
General Manager of Infrastructure
Services
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Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Mar 11, 13

parking between the hours of 9:00 a.m. and 4:00 p.m., Monday to Friday. Parking was prohibited on weekdays during rush hours from 7:30 a.m. to 9:00 a.m. and from 4:00 p.m. to 6:00 p.m. Overnight and weekend parking was also permitted for a maximum four hour period. With existing parking prohibitions remaining in close proximity to the signalized intersections, a total of 18 on-street parking spaces were created for the pilot project.

A significant advertisement campaign was developed for the pilot project to advise the public of the free parking on Elm Street. Advertising the pilot project consisted of the following initiatives:

- Public service announcement distributed to all local news media (print, radio and television).
- Public service announcement posted on the City of Greater Sudbury website, Facebook account and via Twitter.
- Flyers and posters were developed and hand delivered to all local business establishments on or near the Elm Street pilot project, including the Downtown Sudbury BIA.
- Downtown Sudbury parking flyer was distributed by the City's Parking Section.
- Banners were hung from light standards through the parking area.
- The appropriate regulatory parking signs were installed along the route and were supplemented with painted lines on the concrete curb.
- A public service announcement was also distributed to the media at the end of the trial.

In order to determine the impact and effectiveness of the pilot project, staff conducted a number of studies both before and during the trial. These studies included a review of safety, operational impacts, public comments and parking enforcement. The results of staff's review are presented below. It is noted that during the pilot project, the City was undertaking a roadway rehabilitation project on Brady and Douglas Streets from Lorne Street to the CPR underpass. The project included lane closures and traffic delays that occurred concurrent with the pilot project. The Brady/Douglas Street corridor is a parallel route to Elm Street and the construction project would have an impact on the data that was collected during the trial.

Safety

It is difficult to assess the impact that the on-street parking has had on safety with only a three month trial. Some of the safety concerns related to parking include the following:

- Need for frequent lane changes.
- Difficult maneuvers to access and exit parking lane.
- Drivers and passengers exiting vehicles adjacent to busy through traffic lane.
- Congestion created results in vehicles stopping on railway tracks more often.

A review of the City's collision records from June 1 to September 7, 2012 revealed there was one collision that was directly related to the pilot project and a second collision that may have been related. The first collision occurred on Elm Street at Elgin Street where an eastbound vehicle in the curb lane changed lanes to bypass parked vehicles, striking a vehicle in the left lane. In the second collision, an eastbound tractor trailer was stopped in the curb lane just west of Lisgar Street. The back of the trailer was encroaching into the left lane and was struck from behind. While not indicated in the collision report, the tractor trailer may have been merging over into the curb lane just past the last parked vehicle.

The City also received many complaints about parking on Elm Street during the trial. One of the main concerns stated by residents was the safety hazards created by the on-street parking. Seventeen of the 70 complaints received indicated that they were concerned about the safety of permitting on-street parking.

Railway Crossing

Roads and Transportation Services received a letter on August 3, 2012 from Transport Canada regarding the Elm Street railway crossing (see Exhibit 'C2'). In the letter, Jeffrey Young of Transport Canada outlines two separate inspections where railway inspectors observed vehicle traffic queued from the Elm at Elgin Street intersection overhanging the railway tracks. This occurred twice during each inspection. Staff conducted an analysis of the queue lengths from this intersection using SimTraffic software. The results of the analysis indicate that from 3:00 p.m. to 4:00 p.m., the queue of vehicles from the intersection will overhang the railway crossing on two occasions during the hour.

Additionally, Transport Canada expressed safety concerns with the clearing of traffic queues after the passage of a train, stating "It should be pointed out that I can see the issue to traffic queuing over the tracks in both the eastward and westward directions becoming more intensified during the passage of a train when the traffic backs up while waiting for the train to clear the crossing. As the Elm Street crossing is a three track crossing, the risk of a second train approaching the crossing as the first train clears presents a greater risk of possible train/vehicle collision to traffic being stranded on the tracks". Since the time required to disperse this eastbound traffic will be increased with the reduced capacity of Elm Street, there will be an even greater risk of a possible collision between a vehicle and a train should parking be permitted on Elm Street.

Transport Canada also requested in their letter that the missing "Do Not Stop on Tracks" signs and painted stop bars be replaced at the railway crossing. These items have been replaced since receiving the letter.

Public Comments

One way to gauge public opinion for a trial project is to keep a record of calls and emails into the City's 3-1-1 system. Prior to initiation of the pilot project, the City's Call Centre was contacted to set up a system to track calls from the public that relate to the Elm Street Pilot Parking Project.

From June 1 to September 12, 2012, a total of 70 calls and emails were received by the City related to the pilot project. The 70 comments were received from 64 different people. In all of the cases, the comments were negative towards the project. Some of the common themes for the negative comments include the following:

- Creates traffic congestion and delay.
- Dangerous/unsafe.
- Vehicles parked illegally during rush hour.
- Ticketing too much.
- Ticketing too little.

Also, the complaints received by the City appear to come from residents from all areas of the City and even from visitors who live outside the City. The following table indicates the locations where the complaints originated.

Place of Resident for Calls to 3-1-1 Regarding On-Street Parking Pilot Project

Anonymous	6
Azilda	3
Copper Cliff	2
Dowling	1
Espanola	1

Estaire	1
Garson	1
Hanmer	1
Lavigne	1
Lively	2
Skead	1
Sudbury	40
Val Caron	3
Whitefish	1
Total	64

The Downtown Partnership (Downtown Subury BIA and DVDC) also collected comments from the public. They received a total of 216 letters/postcards of which 164 were in support of the pilot project and 52 were against. The cover letter from the Downtown Partnership and the other letters received are attached (Appendix 'B').

Traffic Volumes

City staff conducted traffic volume counts before and during the pilot parking project to determine if volumes or traffic patterns would be altered due to the on-street parking.

To compare the volumes, staff conducted peak hour turning movement counts at the intersection of Elm Street and Elgin Street in May and August of 2012. The counts were conducted for a total of 7 hours from 7:30 a.m to 9:30 a.m, 11:30 a.m. to 1:30 p.m, and 3:00 p.m. to 6:00 p.m.

The counts show that eastbound traffic volumes increased slightly by a total of 2 percent (85 vehicles) over the 7 hour count. While overall volumes remained relatively similar, it was noted that heavy truck traffic volumes increased from 54 vehicles in May to 70 vehicles in August, a 30 percent increase. It is suspected that the increase in truck volumes was influenced by road construction occurring on Brady Street. While a percentage of vehicles may have avoided Elm Street due to the on-street parking, it appears a similar percentage used Elm Street as a detour around the construction on Brady Street. The effect of the construction on Brady Street to traffic volumes is more evident when looking at the westbound traffic volumes. A comparison of the May and August traffic volume counts shows an increase of the overall volume by 11 percent (357 vehicles) and an increase of heavy truck volume by 26 percent (16 heavy trucks).

A comparison of the May 2012 count to a count conducted at the same intersection in May 2011 shows that eastbound volumes in 2012 were down five percent while westbound volumes were up two percent. Heavy truck volumes were nearly identical between the two counts. In the eastbound direction, there were three less trucks in 2012 and in the westbound direction there were two additional trucks in 2012. These small discrepancies between the 2011 and 2012 counts are typical and demonstrate the small fluctuations that occur on a daily basis.

Speed and Delay Studies

One way to measure the impact of on-street parking on Elm Street is to undertake speed and delay studies before and after the pilot project was implemented. City staff conducted a total of 26 vehicle runs on Elm Street, from Elgin Street to Lisgar Street. The runs were conducted in both directions between 9:00 a.m. and 4:00 p.m.

From the vehicle runs, the average speed is calculated by the sum of the total distance travelled divided by the time required to travel the total distance and dividing that by the number of runs conducted in the study. A summary of the results can be found in the following table:

Direction of Travel	Study Period	Average Speed (km/h)	Average Total Travel Time (s)
Eastbound	Before Pilot Project	18.7	60
	During Pilot Project	10.6	96
	Difference	- 8.1 km/h	+ 36 seconds
Westbound	Before Pilot Project	14.1	78
	During Pilot Project	10.0	102
	Difference	- 4.1 km/h	+ 24 seconds

The results from the speed runs were as expected. For eastbound traffic, the average operating speed was decreased by 43 percent from 18.7 km/h to 10.6 km/h. Travel time increased by 36 seconds (60 percent) after the introduction of parking. These results can be attributed to the decreased capacity of Elm Street and subsequent increase in traffic congestion. The increased delay to drivers can be represented as an annual dollar value. The following formula represents the annual dollar value for eastbound weekday traffic between the hours of 9:00 a.m. and 4:00 p.m.:

$$\text{Total Annual Cost} = \text{OCC} * \text{W} * \text{D} * \text{SV} * (\text{TTD} - \text{TTB}) / 3600 * \text{Average Canadian Wage}$$

OCC = average person occupancy rate = 1.2

W = weeks in a year = 52

D = days in a week = 5

SV = study volume (eastbound volume from 9 AM to 4 PM) = 3726

TTB = total travel time before pilot project

TTD = total travel time during pilot project

Average Canadian Wage (October 2012 - from Statistics Canada) = \$23.92

$$\text{Total Annual Cost} = 1.2 * 52 * 5 * 3726 * (96 - 60) / 3600 * \$23.92$$

$$\text{Total Annual Cost} = \$278,072 \text{ per year}$$

Based on the above calculation, the total annual cost of increasing the travel time of eastbound vehicles by 36 seconds is just over \$278,000.

From the above table, it is noted that westbound traffic also had a 4.1 km/h reduction (29 percent decrease) in the average speed and a 24 second increase (31 percent increase) in travel time. These results are likely due to the increase in traffic volume resulting from drivers avoiding the construction that was taking place on Brady Street. As noted in the Traffic Volume section, there was not an increase in volume for the eastbound direction.

Intersection Capacity

One of the main concerns expressed by staff regarding parking on Elm Street is the congestion and delay that would result along this major arterial roadway. Previous analysis indicated that during the peak periods, the volume of traffic would exceed the capacity of the roadway, long delays and rerouting of traffic would

occur. The decision to run the pilot project during the summer months, when traffic volumes are usually lower and to prohibit parking during the rush hours, helped lessen these concerns.

In order to determine the impact that the pilot project had on intersection capacity and delay, analysis before and during the pilot were conducted. Detailed turning movement counts were undertaken at the intersection of Elm Street and Elgin Street on May 9, 2012 and again on August 14, 2012 during the pilot project. These counts were analyzed using Synchro software and a summary of the results are presented in the following table:

Intersection Capacity Analysis – Elm Street at Elgin Street

Time Period	12:30 p.m. to 1:30 p.m.				3:00 p.m. to 4:00 p.m.			
Scenario	Before		During		Before		During	
Movement	Eastbound Through	Westbound Through	Eastbound Through	Westbound Through	Eastbound Through	Westbound Through	Eastbound Through	Westbound Through
Volume/Capacity Ratio	0.49	0.48	0.75	0.52	0.61	0.63	0.81	0.59
Total Delay (seconds)	22	24	35	25	23	25	39	26
Level of Service	B	C	D	C	C	C	D	C
95th percentile Queue Length (m)	40	46	97	50	54	52	109	57

As shown above, the time periods from 12:30 p.m. to 1:30 p.m. and from 3:00 p.m. and 4:00 p.m. were both analyzed. The results indicate that before parking was permitted, capacity, delay and level of service were good. Where parking was permitted on the south side of Elm Street, delays start to occur for eastbound through traffic. From 12:30 p.m. to 1:30 p.m., the level of service (LOS) goes from 'B' to 'D'. Later in the afternoon from 3:00 p.m. to 4:00 p.m., when traffic volumes are higher LOS goes from 'C' to 'D'.

While vehicle counts and capacity analysis were only undertaken at the intersection of Elm at Elgin Street, similar results would be expected at the Durham at Lisgar Street intersection. This is supported by the speed and delay studies that showed a 36 second increase in eastbound travel time from Elgin Street to Lisgar Street.

The above capacity analysis table also provides information regarding the typical maximum queue lengths that can be expected with and without parking. With parking on the south side of Elm Street, the queue length for eastbound traffic is 97 metres from 12:30 p.m. to 1:30 p.m. and 109 metres from 3:00 p.m. to 4:00 p.m. The queuing of vehicles is an important safety consideration as the at grade CP rail crossing is located approximately 110 metres west of Elgin Street. The results of staff's analysis indicate that during the

afternoon, the queue of eastbound vehicles can extend up to the tracks and sometimes over the tracks. This situation was confirmed by a Transport Canada official who indicated that on two occasions from 1:30 p.m. to 2:30 p.m. the queue of eastbound vehicles extended back from Elgin Street resulting in drivers stopping on the tracks. Vehicles stopping on the tracks are a serious concern that was discussed in the railway crossing section.

Occupancy Rates

City staff conducted two types of surveys during the pilot parking project to determine the utilization of the free parking being offered on Elm Street. One survey, conducted by staff driving on Elm Street at various times of the day, recorded the number of vehicles parked between Elgin Street and Durham Street and between Durham Street and Lisgar Street. The second survey had City staff record the license plate numbers of parked vehicles at three specific times of the day, 10:00 a.m., 12:00 p.m. and 2:00 p.m. A total of 74 site visits were made during the three month period.

A summary of the observed occupancy rates are as follows:

Area	Occupancy Rate			
	Morning	Noon	Afternoon	Daily Avg.
Elgin Street to Durham Street	56%	58%	36%	50%
Durham Street to Lisgar Street	27%	41%	32%	34%
Total – Elgin Street to Lisgar Street	41%	50%	34%	42%

As shown, the average daily occupancy rate is 42 percent.

In 2010, IBI Group conducted surveys to determine the utilization of all on-street parking spaces for the Strategic Parking Plan for the City of Greater Sudbury. The reported occupancy rates were for entire street lengths. A summary of the occupancy rates for on-street parking locations near Elm Street and a comparison to the pilot project occupancy rates are as follows:

Area	Daily Occupancy Rate	Elm Street Occupancy Rate	% difference
Cedar Street	90%	42%	-48%
Durham Street	75%		-33%
Larch Street	81%		-39%
Lisgar Street	82%		-40%

The free Elm Street parking pilot had occupancy rates of 33 percent to 48 percent less than the historical occupancy rates for paid on-street parking on nearby roadways. Some of the reasons for the low occupancy rates may include the following:

- Safety concerns.
- Difficulty parallel parking.
- Unfamiliarity with pilot program.
- Inconvenient location.
- Narrow lane widths.

If drivers had to pay for parking as they do on other downtown streets, it is likely that even lower occupancy rates would be experienced.

Fifty license plate surveys were conducted during July and August between 9:00 a.m. and 4:00 p.m. to determine how many different vehicles were utilizing the pilot parking project. The license plates for a total of 409 vehicles were recorded with 157 (38 percent) being repeat users of the pilot parking project. Thirteen vehicles (three percent) were found to have been parked in ten percent or more of the surveys conducted, and likely belong to business owners, staff or residents in the immediate area.

Road Maintenance

Elm Street is designated as an arterial road and is considered as a Class 1 to 3 road for the purpose of winter maintenance. During a winter snow storm the City applies salt to these major routes to help break the bond between the snow and ice and the road. Once five centimetres of snow has fallen, the City continuously plows these main roads in order to keep traffic moving. During the winter months the presence of parked vehicles along Elm Street would severely hamper snow clearing efforts. Snow windrows can be expected to develop between the parking lane and through traffic which can narrow the driving lane and make it difficult to enter and exit from the parking lane. If parking were permitted along Elm Street, an increase in the snow removal budget would be required.

Parking Enforcement

Elm Street parking restrictions were enforced during regular patrols by the service provider under contract to enforce parking restrictions and metered parking in the downtown area.

The officers hours of work are currently 8:30 a.m. to 4:30 p.m. Enforcement of the morning parking restrictions on Elm Street, prohibited parking between 7:00 a.m. and 9:00 a.m. were done in the first one half hour of the beginning of the shift, from 8:30 a.m. to 9:00 a.m. Enforcement of the afternoon parking restrictions, prohibited parking between 4:00 p.m. to 6:00 p.m. was conducted during the last half hour of the shift, from 4:00 p.m. and 4:30 p.m. Using the current hours of coverage of parking control officers, restrictions in place for a total of four hours only received one hour of parking enforcement. The two hours maximum parking during the permitted times, between 9:00 a.m. and 4:00 p.m. was conducted occasionally, however no violations of this regulation were observed.

During the pilot project the following parking infraction notices were served:

- 59 parking in the restricted areas from 4:00 p.m. and 4:30 p.m.
- 9 parking in the prohibited areas on Elm Street during the patrol shift of the parking officers.

The officers contracted to enforce parking in the downtown work the hours conducive to the effective paid parking times, at the parking meter or in the municipal parking lots, 9:00 a.m. to 6:00 p.m. This is also during the peak business hours of the day and parking is at more of a demand than at other times. Should the pilot project be continued, the cost of enforcement would increase to ensure that Elm Street is patrolled starting at 7:00 a.m. and continue until 6:00 p.m.

Conclusion

Based on a review of traffic operations, including safety, public comments, traffic delay/congestion, occupancy rates, and road maintenance concerns, staff recommends that the existing parking restrictions remain in place and that parking not be permitted along the south side of Elm Street between Elgin and Lisgar Streets. It is recommended that the City's Transportation Study Report review the need and timing for the Ste. Anne Road extension and other road network improvements to reduce the traffic volumes on Elm Street.



Request for Decision

Elm Street - Lorne Street to Paris Street, Sudbury, On-Street Parking

Presented To:	Traffic Committee
Presented:	Friday, Jun 17, 2011
Report Date	Wednesday, Jun 01, 2011
Type:	Managers' Reports

Recommendation

That on-street parking NOT be permitted on Elm Street between Lorne Street and Paris Street, and;

That the proposed Transportation Study Report review the need and timing for the Ste. Anne Road extension and other road network improvements to reduce traffic volumes on Elm Street, and;

That bicycle routes through downtown be planned based on recommendations contained in the Downtown Sudbury Master Plan that is currently being prepared and the proposed Transportation Study Report, all in accordance with the report from the General Manager of Infrastructure Services dated June 1, 2011.

Background:

At the Traffic Committee meeting held on March 21, 2011, the Committee directed staff "to prepare a report regarding the proposal to allow on-street parking on Elm Street as proposed by the Downtown Village Development Corporation and Downtown Sudbury BIA including bicycle lanes".

Elm Street between Lorne Street and Paris Street is designated as a secondary arterial roadway and forms part of a major east/west link in the City's road network (**see Exhibit 'A'**). At one time, Elm Street was also a major link in the provincial highway system providing a connection between Highway 17 East and West. In 1990, daily traffic volumes on Elm Street were 22,000, east of Durham Street. With construction of the Brady Street extension, and Highway 17 By-Pass in the 1990's, daily traffic volumes have been reduced to 20,500, east of Lorne Street, and 16,000, east of Durham Street. Traffic counts indicate that hourly traffic volumes are fairly consistent between 8:00 a.m. and 6:00 p.m. During the afternoon peak hour, traffic volumes range from 1,500 to 2,000 along Elm Street through downtown.

Between Lorne Street and Lisgar Street, Elm Street is constructed with four (4) lanes of traffic, and wide sidewalks on both sides. The road has an asphalt surface width of approximately 42 feet which results in lane widths of 10 to 11 feet which are narrow for an arterial roadway. As there are no left turn lanes within

Signed By

Report Prepared By

Dave Kivi
Co-ordinator of Transportation & Traffic
Engineering Services
Digitally Signed Jun 1, 11

Division Review

Robert Falcioni, P.Eng.
Director of Roads and Transportation
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Recommended by the Department

Greg Clausen, P.Eng.
General Manager of Infrastructure
Services
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Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Jun 1, 11

EXHIBIT: A2

this section of Elm Street, left turn prohibitions are in place at Elgin Street, Durham Street, and Frood Road, at certain times of the day. The intersection of Elm Street and Lisgar Street is widened to provide a westbound left turn lane.

In 2001 a report was presented to Council that recommended that on-street parking **not** be allowed on Elm Street due to the reduced Level of Service (LOS) as a result of the congestion of the corridor.

CAPACITY ANALYSIS

Existing Conditions

Based on existing turning movement counts at the signalized intersections from Lorne Street to Paris Street, staff has undertaken a capacity analysis for the afternoon peak hour for this section of Elm Street. The results of the capacity analysis are shown on Table 'A' below. As indicated, the major movements at the intersections are currently operating at a reasonable Level of Service (LOS) of 'B' to 'D'. The westbound through movement on Elm Street at Elgin Street is currently nearing capacity. Currently, average operating speed from Lorne Street to Paris Street is calculated at 19 km/h.

Scenario # 1 – Parking on Both Sides, No Diversion of Traffic

Staff completed a second analysis assuming that parking was permitted along both sides of Elm Street, between Lorne Street and Lisgar Street. The results of the analysis show that serious congestion will occur along Elm Street with Level of Service ranging from 'E' to 'F'. Average travel speed through the study area is estimated to be 11 km/h after parking is allowed.

Table A

SUMMARY OF INTERSECTION CAPACITY ANALYSIS PM PEAK HOUR					
Scenario	Parameters	Elm @ Elgin		Elm @ Durham	
		EBT	WBT	EBT	WBT
Existing	V/C	0.67	0.84	0.35	0.57
	Approach Delay	23.8	42.5	21.6	10.5
	LOS	C	D	C	B
	Maximum Queue Length	67	109	62	20
Parking on Both Sides with no diverted traffic	V/C	0.91	1.55	0.66	0.93
	Approach Delay	56.3	386.2	55.9	431.8
	LOS	E	F	E	F
	Maximum Queue Length	141	288	103	179
Parking on Both Sides with diverted traffic	V/C	0.73	0.85	0.41	0.42

EXHIBIT: A2

diverted traffic	Approach Delay	26.2	56.2	24.3	8.4
	LOS	C	E	C	A
	Maximum Queue Length	93	132	76.5	19
Level of Service (LOS)		Delay per Vehicle (Seconds)			
A		≤ 10			
B		>10 and ≤ 20			
C		>20 and ≤ 35			
D		>35 and ≤55			
E		>55 and ≤80			
F		>80			

The reduction of the Level of Service (LOS) is consistent with the analysis of the 2001 Council Report for on-street parking on Elm Street.

Scenario # 2 – Parking on Both Sides. With Diverted Traffic

Due to the high level of congestion and delay on Elm Street, created by the on-street parking, many drivers will choose to divert to alternate routes and by-pass the downtown all together. In order to determine the number of trips that may be diverted from Elm Street, and the alternate routes that would be taken, the City's Transportation Model was utilized. The Transportation Model was developed in support of the City's 2006 Official Plan, and is based on household surveys, and census tract information.

Exhibit 'B' shows the change in hourly traffic volumes on the road network after parking is permitted along both sides of Elm Street. As shown on the Exhibit, traffic volumes are significantly reduced on Elm Street in the westbound direction by 300 to 480 vehicles per hour (vph). Eastbound traffic is also reduced by 150 to 195 vph. While the reduced traffic volumes provide a benefit to capacity on Elm Street, the diverted traffic will adversely impact a number of other corridors in the City. Some of the routes that will be impacted include:

- Beech Street and Frood Road
- Brady Street, Douglas Street and Lorne Street south of Douglas Street
- College Street, Evergreen Lane/Davidson Street and Ste. Anne Road
- MacKenzie Street and Kathleen Street
- LaSalle Boulevard

While some of these roadways such as Brady Street are designated as arterial roads and are intended to carry commuter traffic from other areas of the City, many are not. Frood Road, College Street, MacKenzie Street, Kathleen Street and others are designated as collector roads with residential development on both sides. They are not intended to be used as cut through routes for drivers avoiding congestion along the City's major arterial roadways. It is estimated that 3,000 to 5,000 vehicle trips per day may be diverted away from Elm Street to these other roads.

The Transportation model indicates that capacity problems and congestion will occur on College Street as

well as parts of Elm Street and Brady Street if parking was permitted.

A more detailed capacity analysis was completed for the signalized intersections on Elm Street, with the volumes adjusted. Due to on-street parking, the results confirm that capacity problems will still occur if parking is permitted. Level of service for eastbound traffic on Elm Street will fall to “D” and “E”.

Based on the capacity problems that will be created, and diversion of traffic through residential areas, staff does not recommend that parking be permitted on Elm Street.

Parking Details

Based on as-built drawings, and a site review, it is estimated that approximately 44 parking spaces could be provided on Elm Street. Parking has not been included east of Lisgar Street due to the mid-block uncontrolled pedestrian crossing. Parking has also not been included on the north side of Elm Street, west of the CPR tracks, and adjacent to the planter boxes in front of the Rainbow Centre. Parking within close proximity to the signalized intersections (15 to 18 metres) is not permitted to provide very short right hand turn lanes, and allow for the turning movements of large trucks, fire trucks and busses.

There are currently a total of 3,490 public and private parking spaces within the downtown. The additional parking spaces on Elm Street would represent a 1.3 percent increase in total parking spaces.

Implementation of parking on Elm Street will require the installation of approximately 24 parking meters, or seven (7) to eight (8) pay and display machines. In addition, approximately 36 parking signs on 18 supports will be required.

Trains

Canadian Pacific Railway currently has a three (3) track, at grade, crossing of Elm Street, located west of Frood Road. This railway crossing currently causes substantial delays to traffic on Elm Street and intersecting streets. Reducing Elm Street to one (1) lane will result in greatly increased delays and create much longer traffic queues. The effects of the congestion will remain long after the train has cleared the crossing.

Ste. Anne Road Extension

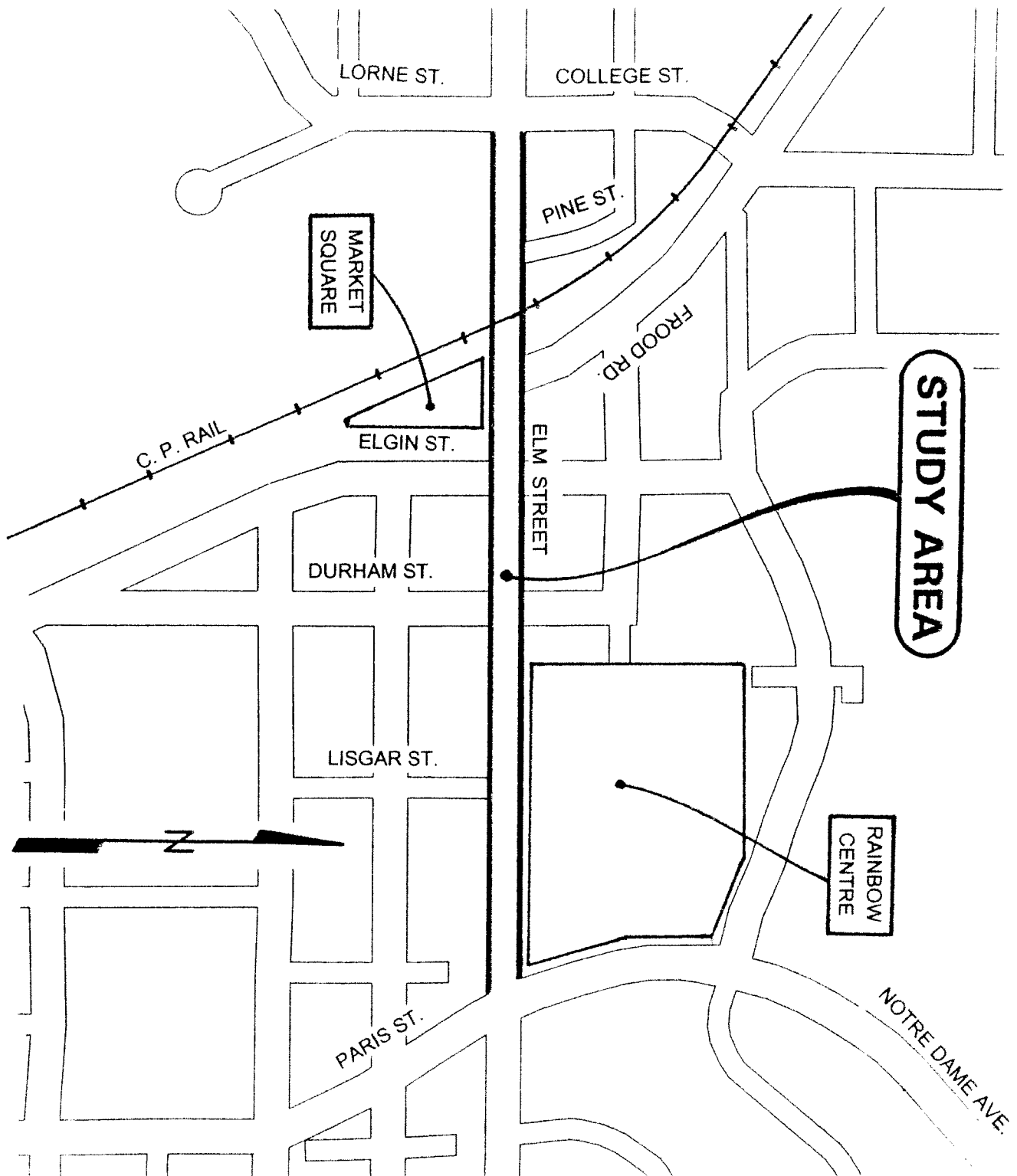
The 2005 Transportation Study indicates that the westerly extension of Ste. Anne Road to College Street will provide relief to Elm Street between Lorne Street and Frood Road. Moderate traffic reductions will also occur on Elm Street from Frood Road to Paris Street. The attached **Exhibit ‘C’** shows the change in traffic volumes that will result if Ste. Anne Road were extended and parking was permitted on both sides of Elm Street.

The 2005 Transportation Study recommended that the City “undertake detailed feasibility/operational studies for this improvement to address area growth or other localized operational deficiencies”.

There continues to be a desire to reduce traffic volumes on Elm Street through downtown to allow for on-street parking, and other right-of-way beautification initiatives. Therefore, staff recommends that the proposed Transportation Study Report review the need and timing for the Ste. Anne Road extension, and other road network improvements that may be required to reduce traffic volumes on Elm Street.

Bicycle Lanes

Due to the narrow cross-section and high traffic volumes on Elm Street, bicycle lanes are not recommended. The Downtown Sudbury Master Plan is currently reviewing bicycle routes and related infrastructure for downtown. Preliminary findings of the study indicate that bicycle lanes/paths be provided on the Ste. Anne Road/Frood Road/Elgin Street corridors to facilitate travel through the downtown. The proposed Transportation Study Report will also undertake a review of bicycle facilities in the City that will build on supporting documents such as the Sustainable Mobility Plan, and Bicycle Technical Master Plan. It is recommended that bicycle facilities through downtown Sudbury be planned based on the recommendations contained in the Downtown Sudbury Master Plan and proposed Transportation Study Report.




	ELM STREET		
	LORNE STREET to PARIS STREET		
	ON - STREET PARKING		
	NOT TO SCALE		2011-05-17

Exhibit B – Change in 2009 PM Peak Volumes with Parking on Both Sides

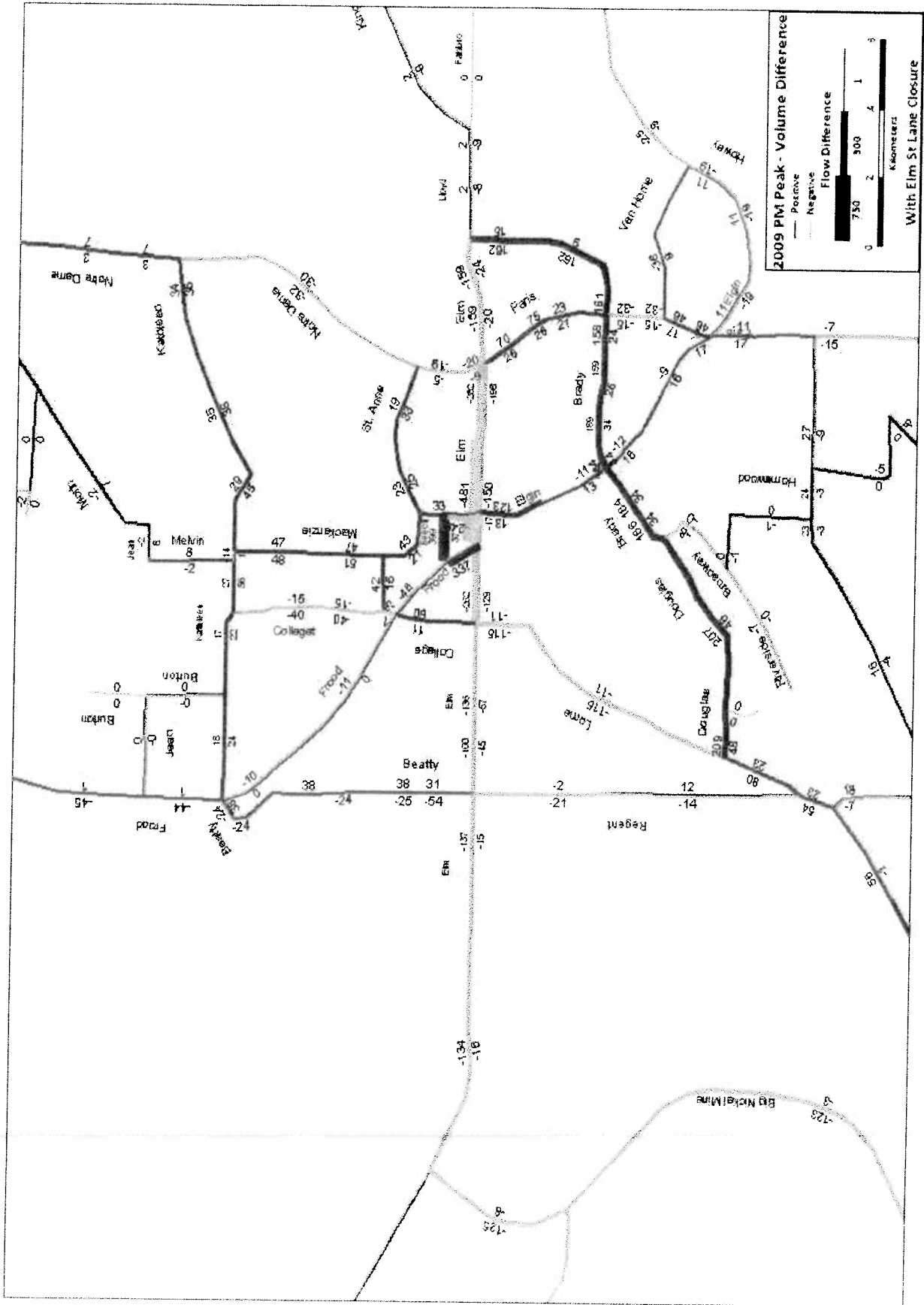
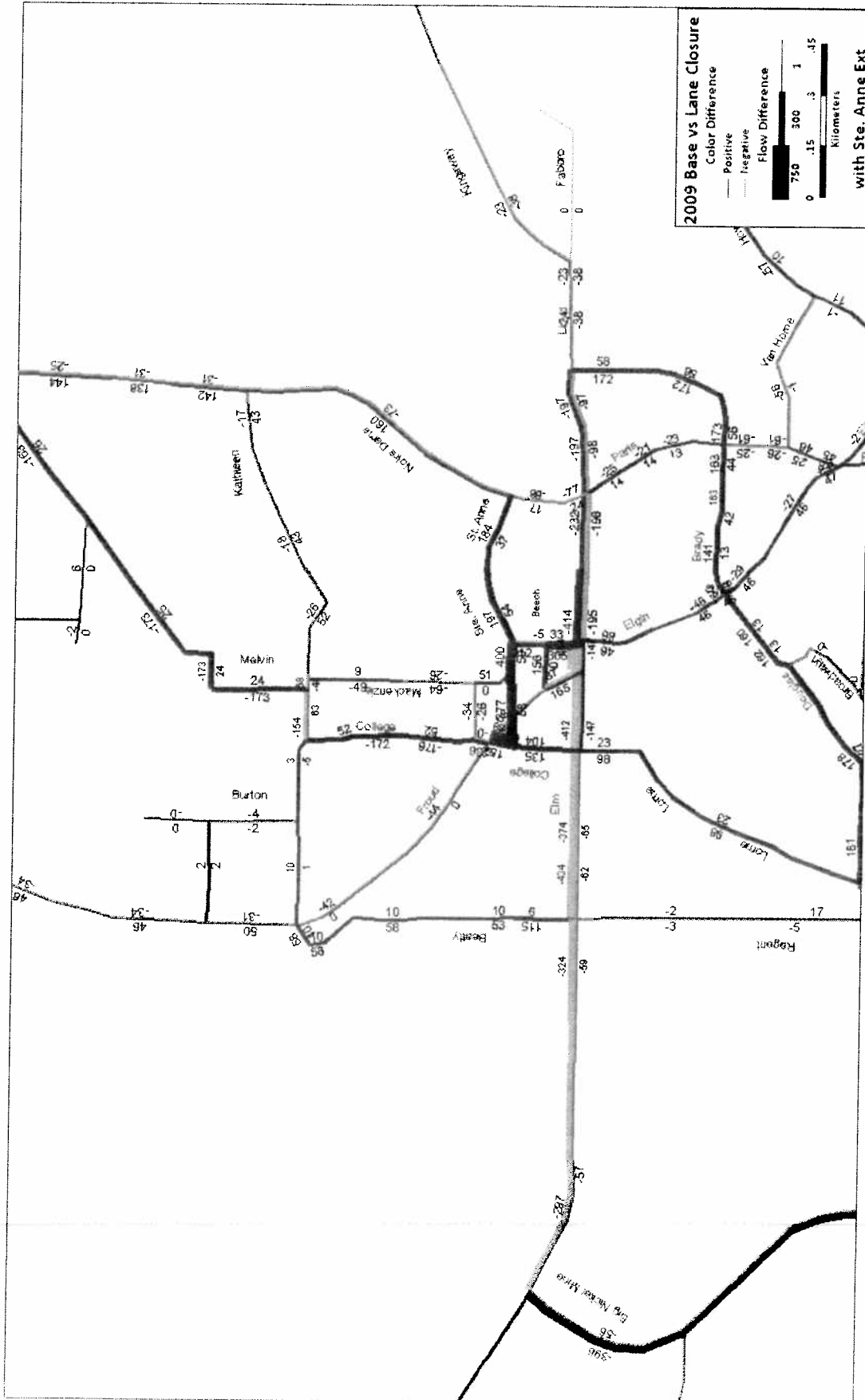


Exhibit C – Change in 2009 PM Peak Volumes with Parking on Both Sides and Ste. Anne Extension





Request for Decision

Elm Street - On-Street Parking

Presented To:	Operations Committee
Presented:	Monday, Apr 16, 2012
Report Date	Wednesday, Apr 04, 2012
Type:	Managers' Reports

Recommendation

That on-street parking NOT be permitted on Elm Street between Lorne Street and Paris Street, and;

That the proposed Transportation Study Report review the need and timing for Ste. Anne Road extension and other road network improvements to reduce traffic volumes on Elm Street, and;

That bicycle routes through the downtown be planned based on recommendations contained in the Downtown Sudbury Master Plan and the Transportation Study Report that is currently being prepared, all in accordance with the report from the General Manager of Infrastructure Services dated April 2, 2012.

Background

At the Traffic Committee meeting held on March 21, 2011, the Committee directed staff "to prepare a report regarding the proposal to allow on-street parking on Elm Street as proposed by the Downtown Village Development Corporation and Downtown Sudbury BIA including bicycle lanes".

As a result of the request, staff prepared a report dated June 11, 2011 that was presented to the Traffic Committee on June 17, 2011 (**see Appendix 'A'**). The report reviewed the impact of permitting parking along both sides of Elm Street from Lorne Street to Paris Street. Due to capacity problems at the signalized intersections and diversion of through traffic to residential areas, staff recommended that on-street parking not be permitted. Subsequently, the Committee agreed to a motion by Councillor Landry-Altmann to defer this item until such a time as the Downtown Master Plan has been completed. The Committee also agreed to a request by Councillor Caldarelli for a report with an option to consider on-street parking on one (1) side of Elm Street from Lorne Street to Paris Street.

As the issue of on-street parking along Elm Street is linked to the Downtown Master Plan, staff asked that IBI Group review the possibility of providing parking along one (1) side of Elm Street. IBI Group prepared the City's Strategic Parking Plan in 2010, and the Transportation Position Paper prepared in support of the Downtown Master Plan. In both of these documents, on-street parking on both sides of Elm Street is not recommended owing to the traffic congestion that would likely occur.

Signed By

Report Prepared By

Dave Kivi
Co-ordinator of Transportation & Traffic
Engineering Services
Digitally Signed Apr 4, 12

Division Review

David Shelsted, MBA, P.Eng.
Director of Roads & Transportation
Services
Digitally Signed Apr 4, 12

Recommended by the Department

Greg Clausen, P.Eng.
General Manager of Infrastructure
Services
Digitally Signed Apr 4, 12

Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Apr 5, 12

In a memorandum dated July 22, 2011, IBI Group submitted the results of their updated review (**see Appendix 'B'**). Their analysis is based on traffic counts taken by the City in July 2011. As indicated by IBI Group, the typical nominal capacity of a single lane of traffic on a roadway in a downtown area is 600 vehicles per hour. Overall, traffic volumes are lower on Elm Street west of Lisgar Street than they are west of Elgin Street. Therefore, IBI Group recommended that the "least risk" option from a transportation perspective is to conduct a pilot project that would consist of allowing parking on the south side of Elm Street (eastbound lane), between Elgin Street and Lisgar Street during the summer months. The summer was chosen for the pilot project as traffic volumes are generally lower. This recommendation is consistent with a recommendation contained in the Draft Downtown Sudbury Master Plan that was presented to the Planning Committee on January 23, 2012.

Additional Analysis and Recommendation

As indicated by IBI Group, the theoretical capacity of a single lane of traffic on a downtown street is approximately 600 vehicles per hour (VPH). The counts taken in July 2011 indicate that eastbound volumes west of Lisgar Street are near or exceed 600 VPH for most of the afternoon.

The analysis conducted by IBI Group looked at the roadway in general, and not at the affected intersections. The previous intersection analysis contained in the staff report dated June 1, 2011 indicated that with only one (1) lane, the intersection of Elm Street and Durham Street will experience capacity problems in the eastbound direction unless drivers choose to take alternate routes to avoid Elm Street.

Also, the analysis prepared by IBI Group did not consider the impacts of trains at the at-grade rail crossing located west of Elgin Street. It is acknowledged that permitting parking east of the tracks, on the downstream side, will have less of an impact on traffic operations than if it was on the upstream (west) side. However, it will still take much longer for vehicle queues to dissipate and for operations to return to normal after the train has passed with only a single lane for traffic on the downstream side.

Based on a review of traffic operations, staff recommends that the existing parking restrictions remain in place, and that parking not be permitted along the south side of Elm Street between Elgin Street and Lisgar Street. Should Council decide to implement on-street parking along Elm Street as recommended in the Downtown Sudbury Master Plan, it should be implemented as a pilot project. The pilot project would occur during the summer months (June 1st to August 31st) on the south side of Elm Street between Elgin Street and Lisgar Streets. It is estimated that approximately 18 parking spaces can be created in this area. These 18 parking spaces represent a 0.5 percent increase in available parking downtown. It is also recommended that the maximum time limit for parking be set at a maximum of two (2) hours. This should ensure a turnover of the parking spaces, and is consistent with maximum time allowed at parking metres. It is estimated that the cost of installing the required parking control signs for the pilot project is \$2,500.

If the pilot project is approved for implementation, staff will review the impact of the pilot project on traffic operations and safety, and report back to the Operations Committee in the fall 2012.



**Request for Decision
Elm Street - Lorne Street to Paris Street,
Sudbury, On-Street Parking**

Presented To: Traffic Committee
Presented: Friday, Jun 17, 2011
Report Date: Wednesday, Jun 01, 2011
Type: Managers' Reports

[show/hide decisions](#)

Decisions

Report dated May 27, 2011 was received from the General Manager of Infrastructure Services regarding Elm Street - Lorne Street to Paris Street, Sudbury, On-Street Parking.

The Committee agreed to a motion by Councillor Landry-Altmann to defer this item until such a time as the Downtown Master Plan has been completed.

The Committee also agreed to a request by Councillor Caldarelli for a report with an option for considering on-street parking parking on one side of Elm Street from Lorne Street to Paris Street and peak hour lane exchange.

Recommendation

That on-street parking NOT be permitted on Elm Street between Lorne Street and Paris Street, and;

That the proposed Transportation Study Report review the need and timing for the Ste. Anne Road extension and other road network improvements to reduce traffic volumes on Elm Street, and;

That bicycle routes through downtown be planned based on recommendations contained in the Downtown Sudbury Master Plan that is currently being prepared and the proposed Transportation Study Report, all in accordance with the report from the General Manager of Infrastructure Services dated June 1, 2011.

Background:

At the Traffic Committee meeting held on March 21, 2011, the Committee directed staff "to prepare a report regarding the proposal to allow on-street parking on Elm Street as proposed by the Downtown Village Development Corporation and Downtown Sudbury BIA including bicycle lanes".

Signed By

Report Prepared By

Dave Kivi
Co-ordinator of Transportation
& Traffic Engineering Services
Digitally Signed Jun 1, 11

Division Review

Robert Falcioni, P.Eng.
Director of Roads and
Transportation Services
Digitally Signed Jun 1, 11

**Recommended by the
Department**

Greg Clausen, P.Eng.
General Manager of
Infrastructure Services
Digitally Signed Jun 1, 11

Elm Street between Lorne Street and Paris Street is designated as a secondary arterial roadway and forms part of a major east/west link in the City's road network (**see Exhibit 'A'**). At one time, Elm Street was also a major link in the provincial highway system providing a connection between Highway 17 East and West. In 1990, daily traffic volumes on Elm Street were 22,000, east of Durham Street. With construction of the Brady Street extension, and Highway 17 By-Pass in the 1990's, daily traffic volumes have been reduced to 20,500, east of Lorne Street, and 16,000, east of Durham Street. Traffic counts indicate that hourly traffic volumes are fairly consistent between 8:00 a.m. and 6:00 p.m. During the afternoon peak hour, traffic volumes range from 1,500 to 2,000 along Elm Street through downtown.

Recommended by the C.A.O.
 Doug Nadorozny
 Chief Administrative Officer
Digitally Signed Jun 1, 11

Between Lorne Street and Lisgar Street, Elm Street is constructed with four (4) lanes of traffic, and wide sidewalks on both sides. The road has an asphalt surface width of approximately 42 feet which results in lane widths of 10 to 11 feet which are narrow for an arterial roadway. As there are no left turn lanes within this section of Elm Street, left turn prohibitions are in place at Elgin Street, Durham Street, and Frood Road, at certain times of the day. The intersection of Elm Street and Lisgar Street is widened to provide a westbound left turn lane.

In 2001 a report was presented to Council that recommended that on-street parking **not** be allowed on Elm Street due to the reduced Level of Service (LOS) as a result of the congestion of the corridor.

CAPACITY ANALYSIS

Existing Conditions

Based on existing turning movement counts at the signalized intersections from Lorne Street to Paris Street, staff has undertaken a capacity analysis for the afternoon peak hour for this section of Elm Street. The results of the capacity analysis are shown on Table 'A' below. As indicated, the major movements at the intersections are currently operating at a reasonable Level of Service (LOS) of 'B' to 'D'. The westbound through movement on Elm Street at Elgin Street is currently nearing capacity. Currently, average operating speed from Lorne Street to Paris Street is calculated at 19 km/h.

Scenario # 1 – Parking on Both Sides, No Diversion of Traffic

Staff completed a second analysis assuming that parking was permitted along both sides of Elm Street, between Lorne Street and Lisgar Street. The results of the analysis show that serious congestion will occur along Elm Street with Level of Service ranging from 'E' to 'F'. Average travel speed though the study area is estimated to be 11 km/h after parking is allowed.

Table A

SUMMARY OF INTERSECTION CAPACITY ANALYSIS PM PEAK HOUR

Scenario	Parameters	Elm @ Elgin		Elm @ Durham	
		EBT	WBT	EBT	WBT
Existing	V/C	0.67	0.84	0.35	0.57
	Approach Delay	23.8	42.5	21.6	10.5
	LOS	C	D	C	B

	Maximum Queue Length	67	109	62	20
Parking on Both Sides with no diverted traffic	V/C	0.91	1.55	0.66	0.93
	Approach Delay	56.3	386.2	55.9	431.8
	LOS	E	F	E	F
	Maximum Queue Length	141	288	103	179
Parking on Both Sides with diverted traffic	V/C	0.73	0.85	0.41	0.42
	Approach Delay	26.2	56.2	24.3	8.4
	LOS	C	E	C	A
	Maximum Queue Length	93	132	76.5	19

Level of Service (LOS)	Delay per Vehicle (Seconds)
A	≤ 10
B	>10 and ≤ 20
C	>20 and ≤ 35
D	>35 and ≤55
E	>55 and ≤80
F	>80

The reduction of the Level of Service (LOS) is consistent with the analysis of the 2001 Council Report for on-street parking on Elm Street.

Scenario # 2 – Parking on Both Sides, With Diverted Traffic

Due to the high level of congestion and delay on Elm Street, created by the on-street parking, many drivers will choose to divert to alternate routes and by-pass the downtown all together. In order to determine the number of trips that may be diverted from Elm Street, and the alternate routes that would be taken, the City's Transportation Model was utilized. The Transportation Model was developed in support of the City's 2006 Official Plan, and is based on household surveys, and census tract information.

Exhibit 'B' shows the change in hourly traffic volumes on the road network after parking is permitted along both sides of Elm Street. As shown on the Exhibit, traffic volumes are significantly reduced on Elm Street in the westbound direction by 300 to 480 vehicles per hour (vph). Eastbound traffic is also reduced by 150 to 195 vph. While the reduced traffic volumes provide a benefit to capacity on Elm Street, the diverted traffic will adversely impact a number of other corridors in the City. Some of the routes that will be impacted include:

- Beech Street and Frood Road

- Brady Street, Douglas Street and Lorne Street south of Douglas Street
- College Street, Evergreen Lane/Davidson Street and Ste. Anne Road
- MacKenzie Street and Kathleen Street
- LaSalle Boulevard

While some of these roadways such as Brady Street are designated as arterial roads and are intended to carry commuter traffic from other areas of the City, many are not. Frood Road, College Street, MacKenzie Street, Kathleen Street and others are designated as collector roads with residential development on both sides. They are not intended to be used as cut through routes for drivers avoiding congestion along the City's major arterial roadways. It is estimated that 3,000 to 5,000 vehicle trips per day may be diverted away from Elm Street to these other roads.

The Transportation model indicates that capacity problems and congestion will occur on College Street as well as parts of Elm Street and Brady Street if parking was permitted.

A more detailed capacity analysis was completed for the signalized intersections on Elm Street, with the volumes adjusted. Due to on-street parking, the results confirm that capacity problems will still occur if parking is permitted. Level of service for eastbound traffic on Elm Street will fall to "D" and "E".

Based on the capacity problems that will be created, and diversion of traffic through residential areas, staff does not recommend that parking be permitted on Elm Street.

Parking Details

Based on as-built drawings, and a site review, it is estimated that approximately 44 parking spaces could be provided on Elm Street. Parking has not been included east of Lisgar Street due to the mid-block uncontrolled pedestrian crossing. Parking has also not been included on the north side of Elm Street, west of the CPR tracks, and adjacent to the planter boxes in front of the Rainbow Centre. Parking within close proximity to the signalized intersections (15 to 18 metres) is not permitted to provide very short right hand turn lanes, and allow for the turning movements of large trucks, fire trucks and busses.

There are currently a total of 3,490 public and private parking spaces within the downtown. The additional parking spaces on Elm Street would represent a 1.3 percent increase in total parking spaces.

Implementation of parking on Elm Street will require the installation of approximately 24 parking meters, or seven (7) to eight (8) pay and display machines. In addition, approximately 36 parking signs on 18 supports will be required.

Trains

Canadian Pacific Railway currently has a three (3) track, at grade, crossing of Elm Street, located west of Frood Road. This railway crossing currently causes substantial delays to traffic on Elm Street and intersecting streets. Reducing Elm Street to one (1) lane will result in greatly increased delays and create much longer traffic queues. The effects of the congestion will remain long after the train has cleared the crossing.

Ste. Anne Road Extension

The 2005 Transportation Study indicates that the westerly extension of Ste. Anne Road to College Street will provide relief to Elm Street between Lorne Street and Frood Road. Moderate traffic reductions will also occur on Elm Street from Frood Road to Paris Street. The attached **Exhibit 'C'** shows the change in traffic volumes that will result if Ste. Anne Road were extended and parking was permitted on both sides of Elm Street.

The 2005 Transportation Study recommended that the City "undertake detailed feasibility/operational studies for this improvement to address area growth or other localized operational deficiencies".

There continues to be a desire to reduce traffic volumes on Elm Street through downtown to allow for on-street parking, and other right-of-way beautification initiatives. Therefore, staff recommends that the proposed

Transportation Study Report review the need and timing for the Ste. Anne Road extension, and other road network improvements that may be required to reduce traffic volumes on Elm Street.

Bicycle Lanes

Due to the narrow cross-section and high traffic volumes on Elm Street, bicycle lanes are not recommended. The Downtown Sudbury Master Plan is currently reviewing bicycle routes and related infrastructure for downtown. Preliminary findings of the study indicate that bicycle lanes/paths be provided on the Ste. Anne Road/Frood Road/Elgin Street corridors to facilitate travel through the downtown. The proposed Transportation Study Report will also undertake a review of bicycle facilities in the City that will build on supporting documents such as the Sustainable Mobility Plan, and Bicycle Technical Master Plan. It is recommended that bicycle facilities through downtown Sudbury be planned based on the recommendations contained in the Downtown Sudbury Master Plan and proposed Transportation Study Report.

Supporting Documents

1. Exhibit A - Elm Street-Lorne Street to Paris Street (pdf)
2. Exhibit B - Elm Street-Change in 2009 PM Peak Volumes with Parking on Both Sides (pdf)
3. Exhibit C - Elm Street-Change in 2009 PM Peak Volumes with Parking on Both Sides and Ste (pdf)



IBI Group
5th Floor – 230 Richmond Street West
Toronto ON M5V 1V6 Canada
tel 416 596 1930
fax 416 596 0644

Memorandum

To/Attention	Jason Ferrigan	Date	July 22, 2011
From	Brian Hollingworth	Project No	28852
cc	Dave Kivi, David Kalviainen, David Shelsted, Ross Burnett	Steno	tpw
Subject	Elm Street On-Street Parking		

Background

Over the past several years, there has been a growing discussion on the merits of permitting on-street parking on Elm Street within Downtown Sudbury. Specifically, businesses along Elm Street feel that on-street parking would increase their attractiveness to a broader customer base.

The feasibility of on-street parking on Elm Street was first examined in 2010 as part of the Strategic Parking Plan for the City of Greater Sudbury. In that City-wide parking plan, it was recommended that as a general policy, on-street parking be maximized. In addition to addressing the high demand for on-street parking, it was noted that *"increased capacity of on-street parking means that parking supply increases without using more land or major construction."* However, with respect to Elm Street, on-street parking was not recommended owing to the traffic congestion that would likely occur with only one lane in each direction. It was also noted that if an alternative route through the Downtown for Highway 55 is created via College Street and Ste. Anne Road, Elm Street would become a candidate for on-street parking.

Downtown Master Plan Recommendations

Through the Downtown Master Plan exercise, the desire for increased on-street parking was re-emphasized by a number of stakeholders, including businesses on Elm Street. The **Draft** Downtown Sudbury Mobility and Infrastructure Study (which was prepared by IBI Group as part of the overall Master Plan) included a recommendation to "provide on-street parking wherever possible with simple pricing structures that are responsive to parking demand." With regard to Elm Street, the mobility study noted that *"on-street parking could be permitted on one or both sides of the street as a pilot project. This would become permanent when the Ste Anne Road/College Street connection is completed. Initially the parking could be free to avoid the need for new meters."*

Analysis

Given that both the City-wide Parking Plan and the Downtown Master Plan acknowledge the desire to provide on-street parking on Elm Street, but caution about the potential traffic impacts and need for a diversion route, the City requested that additional analysis of the options and impacts be undertaken. The analysis presented herein supplements the analysis undertaken by City staff and documented in the report to council on June 1, 2011.

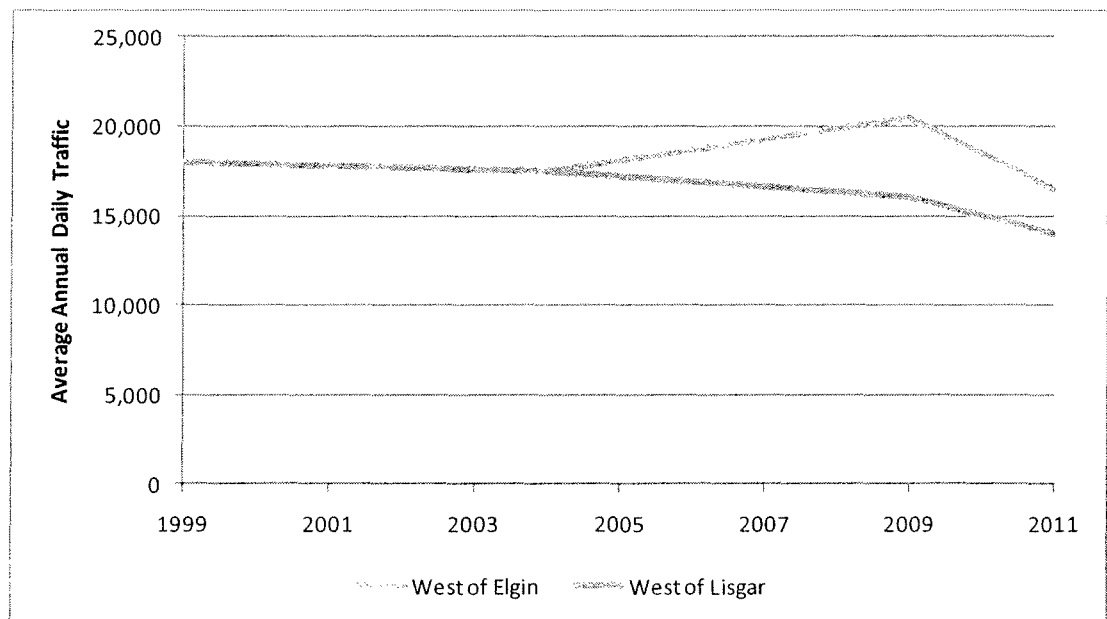
Jason Ferrigan

Historic Traffic Levels

The historic traffic levels along Elm St are shown in Exhibit 1. It shows that traffic levels west of the intersection with Lisgar have been steadily declining over the past 12 years, and are now 22% lower than in 1999. Traffic levels west of Elgin are 9% lower than 12 years ago, although traffic levels were highest in 2009.

It is reasonable to expect that traffic levels have stabilized and that the most recent counts from 2011 are representative of near term future conditions.

Exhibit 1: Historic AADT Levels

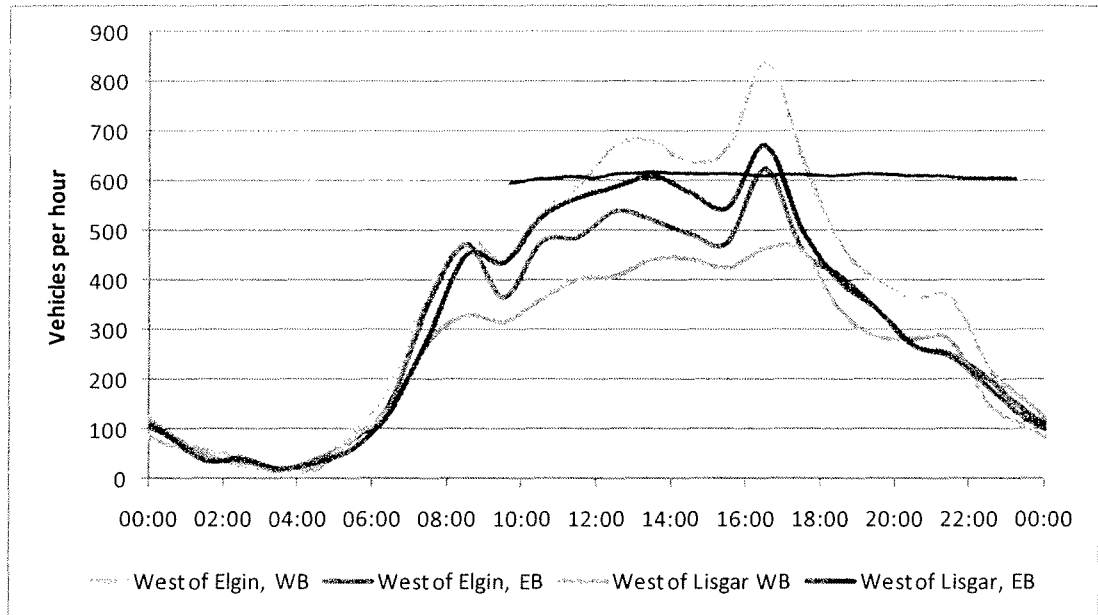


Temporal Distribution

The hourly traffic volumes by time of day at the two locations on Elm St are shown in Exhibit 2. They show that volumes are generally highest in the PM peak period, and that volumes during the day are generally higher than in the AM peak period. The exhibit also shows that westbound traffic volumes on Elm St west of Elgin are above 600 vehicles per hour (the typical nominal capacity of a single lane in a downtown area) from noon until 18:00. However, eastbound traffic volumes west of Elgin and west of Lisgar rise significantly above 600 vehicles per hour for only a single hour in the day.

Jason Ferrigan

Exhibit 2: Traffic Volumes by Time of Day



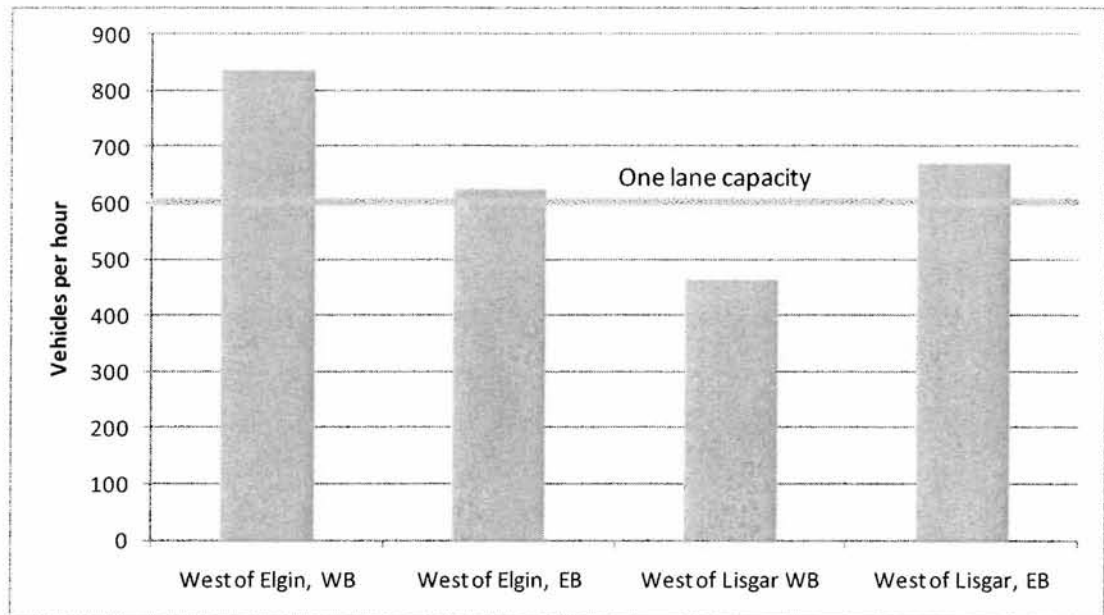
Volumes in Relation to Capacity

Traffic volumes in the busiest hour at the two locations are shown in Exhibit 2. The horizontal orange line (at 600 vehicles per hour) indicates the typical maximum capacity of a single lane in a downtown urban environment. The exhibit shows that current volumes on Elm Street west of Elgin exceed the capacity of a single lane, especially westbound. Similarly, the eastbound volumes on Elm St west of Lisgar also exceed the capacity of a single lane. Accordingly, it is reasonable to expect that if lanes are reduced by allowing on-street parking, there will be some congestion and/or need for traffic diversion.

It should be noted that this simple analysis does not account for the impacts of trains at the at-grade crossing west of Elgin Street, an issue that has been raised by City staff.

Jason Ferrigan

Exhibit 3: Elm St Peak Hour Volumes



Identification of Alternatives

If parking is to be provided on Elm Street, there are several potential options including:

- Allowing parking on both sides of the street
- Allowing parking only during the off-peak hours
- Allowing parking on one-side of the street
- Allowing parking only on a portion of the street.

Any of the above could be implemented as a pilot project to test the impacts on traffic.

Recommended Alternative

As a pilot project, it is recommended that a "least-risk" option (from a traffic perspective) be pursued. This would consist of allowing parking on the south side of Elm Street (eastbound lane). Parking would be limited to the sections between Elgin Street and Lisgar Street. Staff estimate that this would provide for approximately 18 on-street spaces.

As a pilot project, the parking would be free such that the cost of installing metres is avoided. Time limits would need to be set to limit parking to 1 hr or 2 hrs to ensure it is not simply used by employees.

The rationale for this alternative is as follows:

- Traffic volumes are lower in the eastbound direction
- Avoids issues with queuing due to train crossings
- Rainbow Centre on the north side has on-site parking

Jason Ferrigan

Consistency with Previous Recommendations

As noted previously the Strategic Parking Plan, which has been presented to Council, did not recommend on Elm Street until the College St/Ste. Anne Road connection was completed. This recommendation was based on the proposal to provide on-street parking on both sides of the street on a permanent basis. A pilot project was not considered at that time.

Conversely, the Downtown Master Plan is supportive of allowing on-street parking on Elm Street, but under a different set of conditions; namely:

- That on-street parking be provided as a pilot project to test the impacts on traffic level of service. Ideally the pilot would occur during the summer when volumes are lower.
- That parking is permitted only on the south side between Elgin and Lisgar

It is also noted that since the Strategic Parking Plan was completed, there have been additional calls for on-street parking by businesses on Elm Street, expressed during consultations for the Downtown Master Plan. In addition, largely guided by the Downtown Master Plan consultation activities, there is also a growing Vision for the downtown to become more walkable and vibrant environment with a reduced emphasis on vehicle movement. An increase in parking activity and congestion levels is not inconsistent with that Vision.

From: "Young, Jeffrey" <jeffrey.young@tc.gc.ca>
To: 'David Shelsted' <David.Shelsted@city.greatersudbury.on.ca>, 'Dave Kivi' <dave.kivi@greatersudbury.ca>, 'Tony DeSilva' <Tony.DeSilva@greatersudbury.ca>
Date: 8/3/2012 12:48 PM
Subject: Elm Street Railway Crossing - Mile 79.43 Cartier Subdivision - CP Rail - Traffic Queuing Issues
CC: "Lee, Scott" <Scott.Lee@tc.gc.ca>, "Williams, Duwayne" <Duwayne.Williams@tc.gc.ca>, Allan Mielke <Allan_Mielke@cpr.ca>, 'NormandThibert' <Normand_Thibert@cpr.ca>

4900 Yonge Street
North York, Ontario
M6N 1A3

August 3, 2012

Mr. David Shelsted, P. Eng
Director of Roads and Transportation Services
City of Greater Sudbury
1800 Frobisher Street
PO Box 5000
Station A
Sudbury Ontario P3A 5P3

Dear Sir,

On Thursday July 19th, 2012, the undersigned Railway Safety Inspector conducted monitoring activities at the Railway Crossing at Grade, Mile 79.43 Cartier Subdivision and Elm Street in the City of Sudbury.

During the monitoring activities, which were conducted between 1335 and 1430, the following observations were made;

- a) Four instances of westbound vehicle stopping the left hand lane of Elm Street to turn left into the "Surplus Liquidators" establishment. Subsequent traffic behind the left hand turning vehicle stopped so that they were fowl of the railway tracks.
- b) Two instances where eastbound vehicular traffic queued from the traffic signals at Elgin Street to the railway tracks, so that traffic stopped fowl of the railway tracks.
- c) One instance where westbound vehicle traffic queued from the traffic signals at Lorne Street to the railway tracks, so that traffic stopped fowl of the railway tracks.
- d) One instance where two trespassers were observed walking between the rails of the tracks from a point from the north to Elm Street.

Further to the above monitoring activities, on August 1, 2012, a regulatory inspection of the Crossing Works at the Elm Street crossing was conducted by the undersigned inspector. During the inspection, the following was observed;

- a) Two additional instances were vehicular traffic queued from the traffic lights at Elgin Street to a point where the traffic was standing foul of the railway tracks.
- b) The white painted stop bars on the west side of the crossing are missing.
- c) The road way signage indicating to traffic to "Do Not Stop On Tracks" which have been located at this crossing historically are missing.

In conversation with CP Rail, it is my understanding that the City of Sudbury is conducting a pilot program where by vehicles are being permitted to park in the right hand lane of Elm Street during non rush hour periods between Elgin and Durham Street. As this practice effectively reduces the roadway from a four lane road to a two lane road, a natural traffic bottleneck occurs which may be contributing to the eastbound traffic queuing onto the railway tracks.

During the pilot project, and before parking be made permanent, it is recommended that the City of Sudbury undertake a traffic study to determine the frequency and severity that any new parking arrangement may have on vehicle traffic queuing onto the railway tracks on Elm Street.

The observed westbound traffic queue from the traffic lights at Lorne Street to the railway tracks was not as frequent as the eastbound traffic queue during the periods that traffic was observed. However, in conversation with CP Rail, during rush hour traffic, the westbound traffic queues from Lorne Street to the railway tracks on a regular basis. The City may also wish to further study the westbound traffic queuing issue as well to determine if any mitigating measures can be taken.

It should be pointed out that I can see the issue to traffic queuing over the tracks in both the eastward and westward directions becoming more intensified during the passage of a train when the traffic backs up while waiting for the train to clear the crossing. As the Elm Street crossing a three track crossing, the risk of a second train approaching the crossing as the first train clears presents a greater risk of possible train/vehicle collision to traffic being left stranded on the tracks.

Currently, CP Rail has a permanent 10 Mile per Hour slow order on the Elm Street crossing until the crossing is occupied. As trains due not whistle for this crossing, and until the traffic queuing issues are resolved, it is my opinion that the permanent 10 MPH slow order remain. I will communicate my opinion to the Railway.

I request that the City of Sudbury provide comment to the above within 30 days to the undersigned. I am willing to meet with the City as well as the Railway in an effort to find any solutions or address any concerns.

Sincerely,

Jeffrey Young, CET
Regional Railway Signal Systems Inspector
Transport Canada - Surface
4900 Rue Yonge Street
North York, Ontario M2N 6A5

Telephone: (416) 973-5902
Fax: (416) 973-9907
Cell: (416) 985-5754
Email: Jeffrey.Young@tc.gc.ca

DOWNTOWNSUDBURY.com**RECEIVED**

March 1, 2013

MAR 04 2013

City of Greater Sudbury
 PO Box 5000, Stn A
 Sudbury, ON P3A 5P3

OFFICE OF
 CHIEF BUILDING OFFICIAL

ATTENTION: GUIDO MAZZA
 Director of Building Services/Chief Building Official

Dear Guido:

RE: ELM ST. TRAFFIC CALMING

On behalf of the 'Downtown Partnership' ('Downtown Sudbury' BIA and the DVDC), I am enclosing letters of support (164) that have been collected both during and following the Elm St. Traffic Calming 'Pilot Project' undertaken during the three month period June-August, 2012. Letters received not supporting the project are also enclosed (52).

The project was initiated as a 'Pilot Project' as recommended through the Downtown Master Plan, with the primary objective of **traffic calming**. There is no question that the project was successful in meeting this as it did indeed slow traffic, even with key alternate routes (Brady St) under construction.

It is important to point out that, while the City has collected numerous statistics related to traffic flow, delays, etc., as a result of the addition of on-street parking, this project was not intended as simply a 'parking project' (although the addition of parking spaces in our downtown is critical at this time). As is outlined as a key premise in the Downtown Master Plan, the goal and philosophy behind this project (and all projects within the Plan) is about creating a strong **pedestrian friendly** core – one that encourages economic development and compliments the Healthy Communities initiatives.

While we understand the various concerns that have been raised, we also feel that moving forward with the philosophy of the Downtown Master Plan is critical. If the key concern is in fact that there is deemed to be no alternate routes to by-pass the core, we would respectfully request that the Ste. Anne's extension – or the Larch St. extension – be moved to a 'top priority' in the action list with the objective of completion within the next five years.

Yours truly,



Jeff MacIntyre
 Chair
 Enc.

August 22nd, 2012

Ms. Maureen Luoma

Executive Director, Downtown Sudbury

7 Cedar Street, Unit 102

SUDBURY, Ontario, P3E 1A2

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

RE: Parking on Elm Street

Dear Ms. Luoma

We fully support the decision to create parking on the south-east bound lane of Elm Street. On-street parking is very convenient and both of us park there at least four times a week for about 30 minutes each time while we visit various downtown businesses. The businesses we frequented all mentioned that this parking option was very helpful and beneficial to them. We have met several citizens who wholeheartedly agreed with us and who enjoyed the convenience as well.

We are also drivers who use Elm Street and for the first couple of days we needed to remind ourselves to change lanes as the right lane was now reserved for parking. However, it did not take long for us or others to get used to the change as we rarely see any congestion or backed up traffic. It seems that traffic has slowed down to a safer level and it is now much more pleasant to go through town, as a driver, a cyclist and as a pedestrian. The elimination of a fast-moving highway through our centre of town is a move in the right direction and a decision that most forward-looking cities have adopted years ago. We highly recommend the change and hope that this and other traffic-slowing and life enhancing methods will be expanded and adopted permanently.

Sincerely

Hervé Sauvé *U. Sauvé*

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Ms. Maureen Luoma

Downtown Sudbury

7 Cedar St.

Sudbury, Ontario P3E 1A1

Re: Downtown Parking

Dear Maureen,

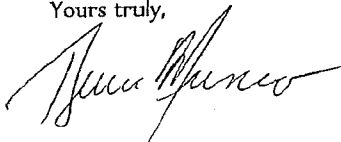
I understand the City is looking at the parking issue along Elm Street. As a resident of Sudbury for many years I have always looked forward to being able to shop downtown as almost every business downtown is locally owned. In contrast, the Big Box stores and mall stores are almost exclusively owned by U.S. and Canadian conglomerates and any profits generated leave our city.

There used to be a very convenient lot at the corner of Cedar and Elgin Street but that lot was sold to the owners of the Scotia Tower for their parking. The City was kind enough to give an option of metered parking at Market Square. Although Market Square moved the parking another 100 yards outside the convenient parking, it was at least a compromise. Last year, with the sale of Market Square to the university, a number of parking spots were eliminated from the downtown.

It would be great to bring back the convenience of the on-street parking on Elm Street. It would benefit the retailers and shoppers alike. It could slow the traffic conveniently such that people would use Brady Street as it was intended....to divert the traffic away from the downtown core. I think the trial that was done in the summer proves that the on-street parking works. If I could offer a suggestion though; proper signage would go a long way to making drivers aware, and then they could make their choice of routes to travel.

Let's give the shoppers that would like to support local businesses an opportunity to do so.

Yours truly,



Bruce Munro

Ms. Maureen Luoma
Downtown Sudbury
7 Cedar St.
Sudbury, On., P3E1A1

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Re: Downtown Parking

Dear Maureen,

I understand the City is looking at the parking issue along Elm Street. We are a local company who employ a number of residents of who live in the Greater City of Sudbury. For many years we have supported locally owned businesses which are located in the downtown area. In contrast, the Big Box stores and mall stores are almost exclusively owned by U.S. and Canadian conglomerates and any profits generated leave our city.

There used to be a very convenient lot at the corner of Cedar and Elgin Street but that lot was sold to the owners of the Scotia Tower for their parking. The City was kind enough to give an option of metered parking at Market Square. Although Market Square moved the parking another 100 yards outside the convenient parking, it was at least a compromise. Last year, with the sale of Market Square to the university, a number of parking spots were eliminated from the downtown.

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Let's give the shoppers and local companies that would like to support local businesses an opportunity to do so.

Yours truly,



Charmaine Gazdic
Vice-President Group Sales & Consulting
Schuster Boyd McDonald

Ms. Maureen Luoma

Downtown Sudbury

7 Cedar St.

Sudbury, Ontario P3E 1A1

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Re: Downtown Parking

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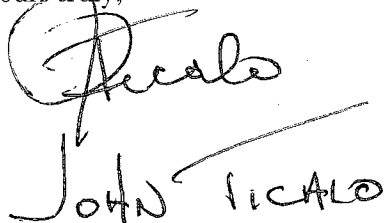
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Let's give the shoppers that would like to support local businesses an opportunity to do so.

Yours truly,


JOHN PICCOLLO

Ms. Maureen Luoma

Downtown Sudbury

7 Cedar St.

Sudbury, Ontario P3E 1A1

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Re: Downtown Parking

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Let's give the shoppers that would like to support local businesses an opportunity to do so.

Yours truly,



TOM QUERNEY



428 Westmount Ave
Unit 1A
Sudbury, ON
P3A 5V8
Ph: 705-222-2086
F: 705-222-8368

Ms. Maureen Luoma

Downtown Sudbury

7 Cedar St.

Sudbury, Ontario P3E 1A1

Re: Downtown Parking

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

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There used to be a very convenient lot at the corner of Cedar and Elgin Street but that lot was sold to the owners of the Scotia Tower for their parking and last year, with the sale of Market Square to the university, a number of parking spots are to be eliminated from the downtown and I fear the parking situation to be heading in reverse to its mandate to enable downtown to flourish with people and finance.

It would be great to bring back the convenience of the on-street parking on Elm Street. It would benefit the retailers and shoppers alike, not to mention slow the traffic conveniently such that people would use Brady Street as it was intended. I think the trial that was done in the summer proves that the on-street parking works... I can prove that alone with my 2 random visits to Records on Wheels for some impulse purchases and having had the ability to meet the person responsible for my newly opened office supply account at Querney'. If I could offer a suggestion though; proper signage would go a long way to making drivers aware, and then they could make their choice of routes to travel.

Thank you for your consideration,

Yours truly,

Steven C McNeil

A Division of the Morris Group of Companies

RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Dear Mayor and Councillors,

I would like to register my support for the implementation of permanent on-street parking, at off-peak hours, between Lorne and Paris on Elm St.

A very successful parking pilot project took place in the Summer of 2012 despite the lack of adequate signage and the short duration of the project. Many building owners are reporting that the change was very positive and are asking that the project be continued and made permanent.

Thank you for recognizing and supporting how important it is to calm traffic in our downtown core and to provide increased on-street parking options.

Many property owners along Elm St. are presently investing, and about to invest, millions of dollars into buildings along Elm St. They need your support. To introduce permanent parking on Elm St. will lead to increased revenues for the City not only from the meter revenue and from the reduction of large truck use that creates excessive wear and tear on the streets, but most importantly, from the increased assessments that will arise by providing this amenity to the buildings along Elm St.

Sincerely,

PATSG, SALZILLO

PAT'S FASHIONS
66 ELM STREET, UNIT 101
SUDBURY, ON P3C 1R8
705-586-3525

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

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Sincerely,

D. G. Glowsky
Appraisals North Realty

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

Dear Mayor and Councillors,

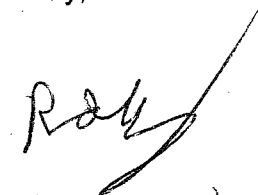
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Sincerely,



INDEPENDENT LIVING
SUDBURY-MANITOULIN

RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

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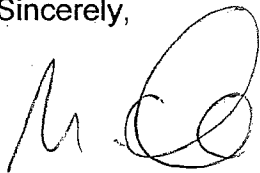
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Sincerely,



KWIK COPY DESIGN + PRINT CENTRE

RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

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Sincerely,



Elm News
59 Elm St

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

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Sincerely,



RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

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Sincerely,

Marianne Lee
Lee & Bloom

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

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Sincerely,

A handwritten signature in black ink, appearing to read "John C. ...", with a long horizontal line extending to the right.

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

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Sincerely,

Danell Moss

B.J. Little Redent's & Reptile's

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

Dear Mayor and Councillors,

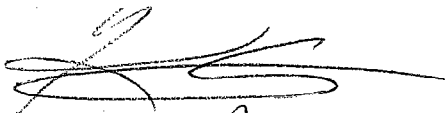
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Sincerely,



KIRK PETROSKI

PRESIDENT

SymboTune

El Mercado

RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Dear Mayor and Councillors,

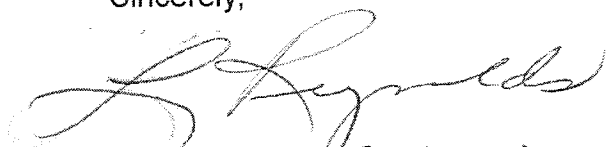
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Sincerely,



LYNNE REYNOLDS

RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

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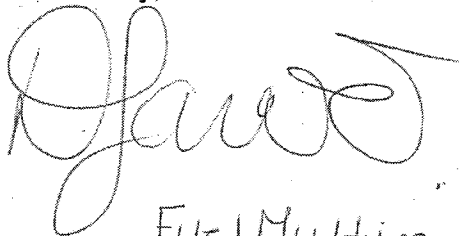
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Sincerely,


Fuel Multimedia

La Boulangerie du Village

104 Durham St.
Sudbury ON P3E 3M7

RECEIVED

January 15th, 2013

MAR 04 2013

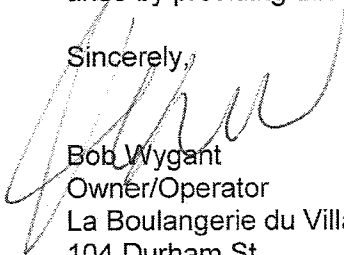
OFFICE OF
CHIEF BUILDING OFFICIAL

Attention: Mayor Matchuck and City Councillors,

As a downtown business owner, I would like to register my strong support for the implementation of permanent on-street parking, at off-peak hours, between Lorne and Paris on Elm St. A very successful parking pilot project took place in the Summer of 2012 despite the lack of adequate signage and the short duration of the project. Many building and business owners are reporting that the change was very positive and are asking that the project be continued and made permanent.

Thank you to Mayor and Council for recognizing and supporting how important it is to calm traffic in our downtown core and to provide increased on-street parking options. Many property owners along Elm St. are presently investing, and about to invest, millions of dollars into buildings along Elm St. They need your support. To introduce permanent parking on Elm St. will lead to increased revenues for the City not only from the meter revenue and from the reduction of large truck use that creates excessive wear and tear on the streets, but most importantly, from the increased assessments that will arise by providing this amenity to the buildings along Elm St.

Sincerely,



Bob Wygant
Owner/Operator
La Boulangerie du Village
104 Durham St.
Sudbury, ON P3E 3M7
Tel. 705.675.5000

Ilyas & Ruby Essajee
231 River Oaks Blvd. West
Oakville ON. L6H 3V2

Date: March 8th, 2011

RECEIVED

MAR 04 2013

To: Downtown Village Development Corporation
88 Durham St.
Sudbury, Ontario
P3E 3M6

OFFICE OF
CHIEF BUILDING OFFICIAL

I am the owner of the former "Silverman " building at 67 Elm St. in Sudbury and have been following the efforts of the Downtown Village Development Corporation to facilitate new residential projects in the downtown core.

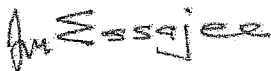
I am aware that their new business plan is focused on residential and business attraction and job creation in downtown Sudbury. I believe that this direction is extremely important for the future health of the downtown.

Should financial incentives, beyond the present T.I.F. program, become available they would help to make this project financially viable and I would undertake to develop the residential conversion project on the second and third floors of my building. Such a project would create 12-14 spacious 1 and 2 bedroom apartments and require an investment of 2.5 to 3 million dollars.

To make this residential conversion project viable, I would also require parking spaces to be made available on Elm St. or in the parking lot directly behind my building to accommodate the needs of residential tenants.

Parking on Elm St. will also help me to retain my existing commercial tenancy that is presently in need of on-street parking for its customers.

I would like to express my support for the efforts of the Downtown Village Development Corporation and ask that their mandate to facilitate residential development, business attraction and job creation in downtown Sudbury be supported.



Ilyas Essajee

Owner, 67 Elm St.
Phone Number: (905) 845 2491
E-Mail: ilyas.essajee@amec.com

Date: March 7, 2011

To: Downtown Village Development Corporation Board of Directors
88 Durham St.
Sudbury, Ontario
P3E 3M6

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

I am writing to express support for the Downtown Village Development Corporation's new business plan which seeks to facilitate the development of several hundred new residential units in Sudbury's historic downtown core over the next three years. We believe that an organization with such a focus will be a major benefit to property owners interested in undertaking new construction as well as conversion projects.

We will need to invest between 1.5 and 2 million dollars to create up to 10 upscale apartments. Our project seeks to create urban loft style apartments and to preserve a landmark heritage building. It will serve to provide an appealing life style option not presently available in downtown Sudbury.

We encourage the City of Greater Sudbury to consider some of the financial incentives being recommended by the Downtown Village Development Corporation that would help to make our project viable.

We also request that parking spaces be made available on Elm Street. We are attempting to lease our main floor commercial space and finding the lack of on-street parking to be a major barrier. We have completed floor plans and will begin immediately as soon as the right market conditions prevail.

Janice Lee

September 26 2012

Dear Editor and Local Citizens:

I would like to voice our support for the Elm Street pilot parking project which has now concluded.

The downtown heart of our community only benefits from activities that promote stopping and shopping. While this action in itself is no magic pill any activity that stimulates consumer vendor interaction provides the first step to rejuvenating our downtown.

I could not argue that "all change is good" but I would state with clarity that "no change is death". While some may feel that Elm Street is a quick artery from one side of our community to the other and would use it as they would any super highway, I say; slow down, stop, smell the roses, heck, buy some roses or do some of your other shopping in your downtown community.

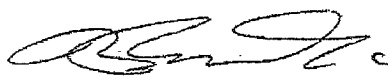
We all need time to adapt to new ideas. Many times we dismiss issues too quickly only later to regret we didn't give it a chance.

Sudbury's Downtown is in flux; the new Architectural School and planed residential developments will encourage more entrepreneurs to invest in our community. In turn, this will provide a destination for those who are looking for a unique living and shopping experience.

This process takes time. New ideas that support the downtown community today will only help generate better ideas tomorrow.

It all starts with that first step. It may seem wobbly and open to criticism but, I hope it is the first of many that will help generate the needed momentum that can drive shared prosperity to our transitioning community.

Sincerely Yours.



Daniel Brouillette H.B.Com. MBA
VP Marketing/Communications
Options for Homes Greater Sudbury

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL



130 Elm St., Sudbury, ON P3C 1T6 Tel: (705) 560-9770 Fax: (705) 560-9800

City of Greater Sudbury
200 Brady Street
P3A 5P3

Re: Elm Street Parking

To whom it may concern;

As a business on Elm Street I wish to express my support for Elm Street parking. I believe it is very important to make this parking permanent as it provides valuable and convenient on street parking for businesses in the area.

An additional benefit to Elm Street parking is that it slows down and calms the traffic on Elm Street. This will then reduce noise and increase the desire for pedestrian traffic which is vital to the success of businesses on the Elm.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Arnold". The signature is written in a cursive style and is located below the word "Sincerely,".

Ron Arnold
President

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL



Coalition for a
Liveable
Sudbury

Making connections. Working toward sustainability.

RECEIVED

November 14, 2012

MAR 04 2013

City of Greater Sudbury
P.O. Box 5000 Station A
200 Brady Street
Sudbury ON P3A 5P3

OFFICE OF
CHIEF BUILDING OFFICIAL

Re: Adoption of parking on Elm Street

To whom it may concern:

This summer, the City held a pilot project putting parking on Elm Street in the downtown. This pilot project was received favourably by downtown businesses and others, and was observed to calm traffic and make the area more pedestrian friendly.

Many examples have demonstrated that improving conditions for pedestrians leads to more foot traffic, and more drop-in customers for businesses, leading to higher sales, and a more vibrant street atmosphere that attracts yet more people.

The Coalition for a Liveable Sudbury urges the City to extend the Elm Street parking project, and to work towards further pedestrian and cycling improvements in the downtown. These steps are supportive of the Downtown Master Plan, and a vibrant downtown for our City.

Regards,

Naomi Grant, Chair
Coalition for a Liveable Sudbury
78 Roxborough Drive
Sudbury, Ontario
P3E 1J7
email: grant_naomi@hotmail.com



RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

LARCHÉ COMMUNICATIONS INC.
c/o KICX 91.7 FM
80 Elm Street
Sudbury, Ontario
P3C 1R8

From the office of:

Mick Weaver
General Manager, General Sales Manager

Phone: 705-671-7330 ext. 302
Fax: 705-671-7320
E-mail: mick.weaver@kicx917.com

December 4, 2012

City of Greater Sudbury
200 Brady Street
P3A 5P3

Re: Elm Street Parking

To whom it may concern;

As a business on Elm Street I wish to express my support for Elm Street parking. I believe it is very important to make this parking permanent as it provides valuable and convenient on street parking for businesses in the area.

An additional benefit to Elm Street parking is that it slows down and calms the traffic on Elm Street and eliminates most of the heavy truck traffic coming through downtown. This will then reduce noise and increase the desire for pedestrian traffic which is vital to the success of businesses on the Elm.

As a broadcaster with a street level studio on Elm Street heavy truck activity is picked up by our microphones and limits our ability to do live broadcasts on the street level. We have noticed the difference in the short trial period and would love to see this become a permanent service for downtown.

Yours truly,

Mick Weaver
General Manager/General Sales Manager
KICX 91.7FM Hot New Country

RECEIVED

MAR 04 2013



Stonegate Properties

OFFICE OF
CHIEF BUILDING OFFICIALSeptember 5th, 2012

Dear Editor,

Re: Elm Street Parking

I understand that there is some discussion within the local community regarding allowing parking on Elm Street.

An affiliate of our company has owned a building at 66 Elm Street for a number of years, during which time, as a frequent visitor to Sudbury, I have had an opportunity to get to know the downtown.

I have been impressed in general terms at the efforts at revitalization that have been made by both the municipality and other stakeholders.

As we own buildings in different towns across Ontario, we get an opportunity to look at and compare how different municipalities deal with parking issues in their downtown areas, and creating adequate parking at minimal or no cost is an essential component. Clearly, Sudbury has a long way to go in achieving this goal.

In many ways Sudbury is fortunate, in that the downtown is fairly small, and therefore the possibilities for improvement may be easier to achieve.

Businesses making the commitment to operate in the downtown area are faced with many challenges, of which parking is a major one. In addition, by not allowing parking on Elm Street, the area is essentially being split in two, which creates added problems and is not helpful to local residents or business in general.

It would certainly seem logical and quite obvious to me that at the very least, parking should be allowed on this street, both to assist business and build community, and also to connect all of the areas downtown, rather than dividing them, as is now the case.

I would certainly understand if parking were restricted during certain hours, perhaps early morning or late afternoon, but I believe that if the municipality is serious about helping the downtown to grow, allowing parking on this street will achieve a number of positives with minimal negative impact on traffic.

In our time, a balanced approach to these issues is always the most helpful.

Stonegate Properties Inc.

Malcolm Friedland

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January 16th 2013

Dear Mayor and Councillors,

I would like to register my support for the implementation of permanent on-street parking, at off- peak hours, between Lorne and Paris on Elm St.

A very successful parking pilot project took place in the Summer of 2012 despite the lack of adequate signage and the short duration of the project. Many building owners are reporting that the change was very positive and are asking that the project be continued and made permanent.

Thank you for recognizing and supporting how important it is to calm traffic in our downtown core and to provide increased on-street parking options.

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Sincerely,



Bara Ugorgel

Jan 24th 2013

RECEIVED

January 16th 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Dear Mayor and Councillors,

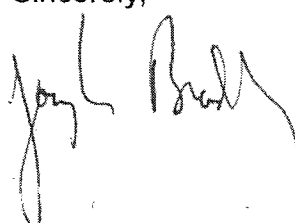
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Sincerely,

 (Joe Bradbury)



Cinéfest Sudbury
International Film Festival / Festival international du film

March 21, 2011

Katleen Poulin
73 Elm Street, Sudbury

Dear Katleen,

One of the key objectives of the newly introduced Cinéfest Sudbury Visitor Experience Initiative is to establish a highly visible and accessible storefront box office. In search of a new office location, 73 Elm was short listed as a possibility. However, one of the deciding factors in not choosing this location was the lack of close proximity parking that would allow patrons, ticket purchasers and volunteers a quick in-and-out service.

Should you require additional information, I can be reached at 705-688-1234.

RECEIVED

Sincerely,

MAR 04 2013

**OFFICE OF
CHIEF BUILDING OFFICIAL**

Tammy Frick
Festival Director
tammyfrick@cinifest.com



March 17, 2011

Downtown Village Development
Corporation
7 Cedar Street, Suite 102
Sudbury, ON P3E 1A2

Attn: Susan Thompson

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

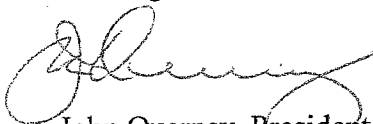
This letter is a request that Council for the city of Greater Sudbury prioritize the immediate creation of on-street parking for Elm Street. As a long standing retailer in downtown Sudbury, I can speak to the importance of such an initiative.

The availability of street parking on Elm Street would have a major impact on customer service, increased drop-in traffic and would help other property owners attract business to their commercial spaces.

Moreover, I support the efforts of the Downtown Village Development Corporation to facilitate private sector investment in residential conversion and new construction projects in the downtown. This, along with their focused business attraction program will lead to the creation of hundreds of jobs over the next three years while stabilizing and growing the tax base in the City of Greater Sudbury.

A strong and vibrant downtown core sends a positive signal about Sudbury as a place to invest, live and grow.

Best regards,



John Querney, President

3/18/2011

RECEIVED

Susan Thompson
Downtown Village Development Corporation
88 Durham St.
Sudbury, Ontario

MAR 04 2013
OFFICE OF
CHIEF BUILDING OFFICIAL

Dear Susan;

As an owner of the Mackey Building in downtown Sudbury, we are grateful of the efforts of the Downtown Village Development Corporation to help facilitate new business as well as new residential facilities in the downtown core.

As we have discussed, we love the history that this building has and the historical value it has to the city of Sudbury, as well as the potential for creating residential units on the top floors and commercial live/work units on the main floor. Our challenge is that to create the upscale facility in the current building (while preserving the history of Sudbury) adds the financial burden of renovation which is far more costly to new construction. However the long-term sustainability is the benefit to the renovation for the City.

If financial incentives were to become available we would consider up to 45 upscale contemporary suites as well as live/work units which have become extremely popular in the Greater Toronto Area.

All this said, parking continues to be a problem. A solution to this would be to allow parking on Elm Street, which virtually does not cost the city but benefits the local businesses and is a start to resolve the parking issues for people who wish to live in the downtown core.

Please, do what you can to get us parking on Elm Street in an effort to revitalize the downtown core and bring business back to the "city centre" so that our project could become viable.

Sincerely,

Janice Schier

JANICE SCHIER

416-133-2118 • JSCHIER@SYMANTICO.COM

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January, 2013

Dear Mayor Matichuk and City Council:

RE: ELM STREET TRAFFIC CALMING PROJECT

I would like to register my support for the implementation of permanent on-street parking, at off-peak hours, between Lorne and Paris on Elm St.

A very successful parking pilot project took place in the Summer of 2012 despite the lack of adequate signage and the short duration of the project. Many building owners are reporting that the change was very positive and are asking that the project be continued and made permanent.

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Sincerely,

A handwritten signature in cursive script, appearing to read "M. Pulster", is written diagonally across the lower half of the page.

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

January, 2013

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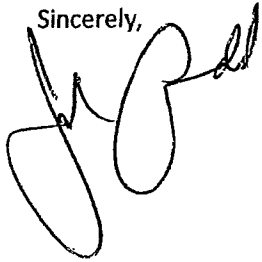
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Sincerely,

A handwritten signature in black ink, appearing to be "J. Matichuk", written over the word "Sincerely,".

RECEIVED

MAR 04 2013

**OFFICE OF
CHIEF BUILDING OFFICIAL**

January, 2013

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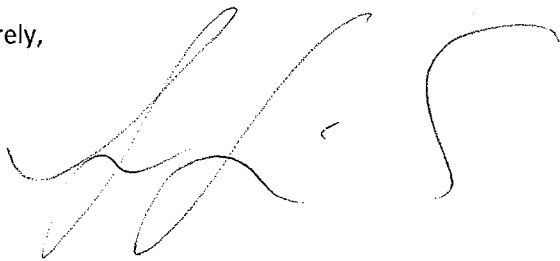
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RECEIVED

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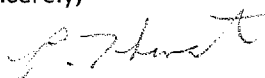
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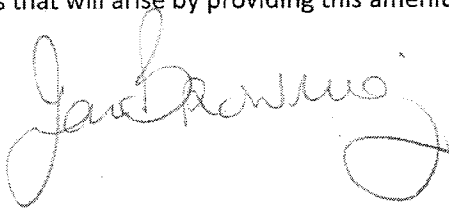
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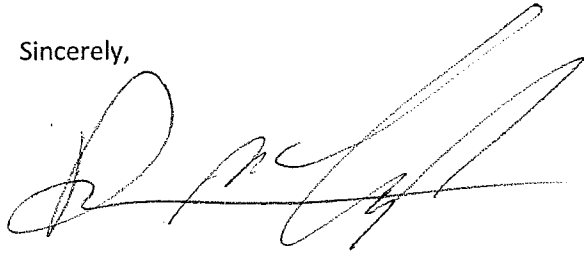
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Sincerely,



Brian McLaughlin

RECEIVED

January, 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Dear Mayor Matichuk and City Council:

RE: ELM STREET TRAFFIC CALMING PROJECT

I would like to register my support for the implementation of permanent on-street parking, at off-peak hours, between Lorne and Paris on Elm St.

A very successful parking pilot project took place in the Summer of 2012 despite the lack of adequate signage and the short duration of the project. Many building owners are reporting that the change was very positive and are asking that the project be continued and made permanent.

Thank you for recognizing and supporting how important it is to calm traffic in our downtown core and to provide increased on-street parking options.

Many property owners along Elm St. are presently investing, and about to invest, millions of dollars into buildings along Elm St. They need your support. To introduce permanent parking on Elm St. will lead to increased revenues for the City not only from the meter revenue and from the reduction of large truck use that creates excessive wear and tear on the streets, but most importantly, from the increased assessments that will arise by providing this amenity to the buildings along Elm St.

Sincerely,

Deborah Frouse

RECEIVED

MAR 04 2013

**OFFICE OF
CHIEF BUILDING OFFICIAL**

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Sincerely,


JOANNE CHEVRIER

RECEIVED

January, 2013

MAR 04 2013

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Sincerely,

A handwritten signature in black ink, appearing to be 'J. Matichuk', with a long horizontal line extending to the right.

RECEIVED

MAR 04 2013

**OFFICE OF
CHIEF BUILDING OFFICIAL**

February 1, 2013

Dear Mayor Matichuk and City Council:

RE: ELM STREET TRAFFIC CALMING PROJECT

I would like to register my support for the implementation of permanent on-street parking, at off-peak hours, between Lorne and Paris on Elm St.

I feel that the pilot parking project that took place in the Summer of 2012 was extremely successful despite the short duration of the project. The feedback from our customers was very positive and I believe that the project should certainly be continued and (even better) be made permanent.

With the construction of The Laurentian School of Architecture now underway, (which will be a wonderful addition to downtown Sudbury) the downtown is certainly in need of more parking. Thank you for recognizing and supporting how important it is to provide increased on-street parking options.

Another great benefit of on-street parking on Elm St. is the traffic calming effect. I am a business/building owner on Elm St. & certainly found the parking project to be beneficial to business. Our customers loved having the ability/option to park on Elm! I also reside in a loft apartment above my business with my family, including my 12 year old son. We all love living downtown & the ease with which we can walk to the businesses/places/activities we frequent. Therefore, I personally feel that the safety aspect of calming the traffic on Elm is also a great benefit. I feel, as I'm sure you do, that our downtown Sudbury should be a vibrant, clean, & safe city, accessible to all. Calming traffic on Elm & increasing parking in the city will go a long way to helping realize this goal.

I understand that many other property owners along Elm St. are presently investing, and about to invest, into buildings along Elm St. This is exciting & they need your support. To introduce permanent parking on Elm St. would certainly help the businesses along Elm St. (new & old alike) to succeed, but also, will lead to increased revenues for the City from the meter revenue.

Sincerely,



Stephanie Jutzeler
The Spa at 61 Elm
(705)586-7722

RECEIVED

January, 2013

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

Dear Mayor Matichuk and City Council:

RE: ELM STREET TRAFFIC CALMING PROJECT

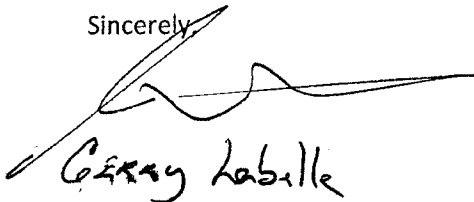
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Sincerely,



Gerry Labelle

January, 2013

RECEIVED

MAR 04 2013

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Sincerely,



Records on Wheels.
Elm St.

RECEIVED

March 25th, 2011

MAR 04 2013

**OFFICE OF
CHIEF BUILDING OFFICIAL**

Dear Susan;

I have been following all the comments on Facebook regarding the parking issue on Elm St.

I am a baking/catering business that for the time being runs a commercial kitchen out of my home. I would like to find a location downtown sometime this year.

The other day I spoke to Katleen Poulin about a spot in her building on Elm St. when the renovations are done. The one big issue on Elm St. is the lack of parking, therefore the lack of traffic needed to make my business successful.

I want to open a café/bakery/deli in that location, but of course it depends on a lot of foot traffic. Elm St. the way it is now is not attractive for my kind of business that depends on walk in traffic. Elm St. needs a major renovation including parking of course, but also trees, benches etc. that will make that area a draw for people to walk to. As it is now, I don't even want to go for a walk along Elm St. It's really sad looking. This I believe must happen sooner than later. Elm St. is really shabby looking right now.

I admire people like Katleen Pouling who want to restore these old buildings back to their glory. Sudbury has sadly demolished many of the old buildings that used to grace our downtown. The ones that are left should be protected by the city even if not owned by them, by not allowing renovations that would harm the character of the building...look at the old Kresge's building...really sad looking.

Parking is the number one problem right now affecting Elm St. Without that no business like mine will even consider that area.

I want to urge the councillors to take this very seriously. In Ottawa they have selective parking along major arteries. You can't park during morning and evening high traffic times, but during the day it's parking for anyone. It works great there and should work here just as well. I also would suggest banning large

semi-trucks from using Elm St. There are a lot of different routes they can take without coming right downtown.

I realize I've touched on other topics, but they are all related. One won't work without the other.

Please help us get the downtown working like it should.

Pat Charles

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80 Sunrise Ridge Dr.
Sudbury, Ontario
P3B 0A9
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patty@thepattycakes.ca
www.thepattycakes.ca

my/sudbury
includes PattyCakes

MONDAY AM. 05/11/2012

TO: DOWNTOWN SUDBURY ^{FAX} 705-673-7586
OFFICE OF THE MAYOR/MEMBERS OF COUNCIL
^{FAX}

Appendix 'B'

RE: REQUEST FOR SUPPORT for DOWNTOWN ELM STREET PARKING -
TRIAL CLOSURE OF ONE LANE WE DO NOT SUPPORT FOR REASONS BELOW

To the City of Greater Sudbury Mayor and Council,

As a downtown business and/or property owner, I wish to strongly request that the parking on Elm St. become permanent. The pilot project this past summer was extremely successful in its objective of traffic calming and is the beginning of strengthening the pedestrian friendly environment so many are working towards. Please assist those of us who are trying to revitalize the downtown core and to help provide that vibrant urban lifestyle that is so badly needed.

Best regards,

NO, ~~WE~~ DO NOT.

NO PEOPLE AVOIDED
ELM - WHO SHOULD
HAVE BEEN ENCOURAGED
TO DRIVE BY/THROUGH.
RE-ASSESS ONE WAY ON
DURHAM TO ENCOURAGE
TRAFFIC (NOW ONLY NORTH
BOUND TO ENCOURAGE
CIRCULATION ACCESS.

& RECOMMENDING THAT

CITY STAFF IS ACCURATE IN SAYING WE NEED TO
COMPLETE PERIPHERAL ROADWAY(S) BEFORE IMPLEMENTING
THIS REDUCTION TO ONE (1) LANE ON ELM, E.G. ST ANNE'S RD -
MACKENZIE TO FLOOD CONNECTION (LONG RECOMMENDED).

(ONE ELM) THE INVESTMENT GROUP/BLOG ~~OWNER~~ ^{ELM ST} OWNER(S) OF A BLOG
LACK PARKING IN BACK (LANEWAY & LOT) TO REALIZE THEIR PLAN,
THEIR INTEREST, PLUS THAT OF CONTINGENT BUSINESS (WHOSE
DELIVERY TRUCKS USING ELM PARKING) SHOULD FIND ANOTHER
OPTION TO SOLVING THEIR PROBLEM, AND NOT PARKING ON ELM
WHICH IS DISRUPTIVE TO THE SMOOTH FLOW OF TRAFFIC.
BY ACCORDING TO THEIR NEED WE ARE CREATING A PROBLEM FOR
THE PUBLIC AT LARGE.

John Rutherford (RUTHERFORD)
BLACK CAT (96 DURHAM)
(35 YEARS RETAILING
IN THE DOWNTOWN
ON ~~ELM~~ DURHAM ST)

TEL 705-673-6718

RECEIVED

MAR 04 2013

OFFICE OF
CHIEF BUILDING OFFICIAL

For Information Only

Handi Transit Issues

Presented To:	Operations Committee
Presented:	Tuesday, Apr 02, 2013
Report Date	Thursday, Mar 07, 2013
Type:	Correspondence for Information Only

Recommendation

For Information Only

Background

The former City of Sudbury provided Handi Transit services to its citizens for many years. With the amalgamation of the former City of Sudbury and its surrounding municipalities in 2001, a five year harmonization plan was created to unify the various handi transit service providers, dispatch service, hours of operation, fare structures etc. and to ensure that our handi transit system was parallel to the services offered on the conventional system.

In October 2002, council approved an RFP to harmonize service delivery by eliminating boundaries as well as creating a central dispatch. Leuschen Brothers Limited were awarded the initial RFP, thus providing numerous benefits with respect to fare collection, vehicle dispatching between service areas, dealing with customer complaints, data collection and paying invoices.

A rider satisfaction survey conducted in 2005 by Oracle Research in conjunction with the Accessibility Advisory Committee concluded that the handi transit service was well received overall by riders. This satisfaction level has resulted in a tangible outcome; namely an almost doubling of Handi Transit ridership from 42,626 rides in 2003 to 82,851 rides in 2005. Coupled with the increased accessibility of the conventional transit system through such initiatives as increased accessible fleet vehicles, accessible bus stops and real time information has allowed the freedom of mobility to an ever growing demographic. Taking geographical service areas and overall increasing average age of population, a continuing marked increase in demand for handi transit service has materialized. We are now reaching the service requirement levels that are reflective of the demand of our community.

In 2012 Council awarded a new Request for Proposal for delivery of Handi Transit service to Leuschen Bros. Limited and Student Transportation of Canada Inc. for an initial term of six years and the possibility of two additional one year terms ending on May 4th, 2020. Part of their proposal included working with the City to find and implement efficiencies in the delivery of this service. Following initial discussions with the service

Signed By

Report Prepared By

Roger Sauvé
Director of Transit & Fleet Services
Digitally Signed Mar 7, 13

Division Review

Roger Sauvé
Director of Transit & Fleet Services
Digitally Signed Mar 7, 13

Recommended by the Department

Tony Cecutti
General Manager of Infrastructure Services
Digitally Signed Mar 7, 13

Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Mar 11, 13

provider, it was determined that input from the users and stake holders would be crucial to the process.

In an effort to gather all relevant information staff met with the service provider, users and stakeholder groups. In November 2012 public input sessions were held with users and stakeholders. Information gathered by all participants would be critical to the development of policies and procedures which could provide customers with a more efficient and effective service. Linda Whiteside, Chair of the Accessibility Advisory Panel, attended all meetings.

Several themes emerged from the meetings such as:

- Defining the service
 - o What is Handi Transit?
 - o Who are our customers?
 - o Expectations of the Bus operator
- Barriers on the Conventional system
 - o What barriers prevent handi transit customers from using the conventional system?
 - o Are Handi transit customers aware that the conventional buses are 100% accessible?
 - o Have handi transit customers tried the conventional transit system?
- Qualifications to use the handi transit system
 - o Should the qualification process change?
 - o Are the qualifications in line with the definition of the service?
 - o Does the current qualification system provide opportunity for abuse?
 - o Should customers have to reapply after a period of time?
- Booking and completion of trips
 - o Customers would like more notice of their pick up times. How much time is required and as a result are they prepared to book appointments with more notice (more than 48 hours)?
 - o Current booking procedures: good, bad, length of time on phone, are customers aware of all their options (on-line)?
 - o How accurate are the pickup times?
 - o What can be done by the service provider to eliminate waiting times for both the driver and the customer?
 - o Would customers be in favor of service changes which could increase service and reduce travel time such as; curb side drop off?
 - o What are the expectations beyond the curb?
- Priority consideration for bookings

- o Should the order be changed? To what?
- Fare parity: should we have the same fare structure on both systems?
 - o Are there opportunities to use both the conventional and handi transit systems
- Questions regarding the treatment from handi transit operators as well as cab drivers?

With these themes in mind, staff met with Oraclepoll Research Ltd. and asked them to conduct a customer opinion survey. The objective the survey would be to identify operational issues which in turn could drive policy change to improve the handi transit system. In February 2013 Oraclepoll Research conducted a telephone survey of 292 active riders. This poll surveyed areas such as Perceptions of Handi Transit, Curbside Drop Off, Conventional Bus Service, Confirmation & Booking, Delays, Trip Priority, Fare Structure, Taxi Service and Overall Satisfaction. The results of this survey can be viewed in appendix A of this report.

During the past several months, staff has contacted many other municipalities who provide a similar service in order to determine best practices that have been successfully implemented.

With the information in hand, staff is now in the process of preparing some recommendations to bring forward to the Accessibility Advisory Panel for consideration and the Operations Committee for approval.

As a City, we are clearly committed to following the standards set out by the Accessibility for Ontarians with Disabilities Act (AODA). Our policies and procedures when dealing with accessibility need to be outlined in a proactive plan which has as an objective to alleviate the pressure on the Handi Transit system while significantly removing barriers for the disabled community.

February 2013

Handi-Transit Rider Survey

Prepared for



By



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Objective

The following represents the findings of a public opinion survey of Handi-Transit riders in the City of Greater Sudbury.

The survey was conducted by Oraclepoll Research Ltd for the City of Greater Sudbury, Transportation Services Division.

Methodology and Logistics

A total of 292 riders were surveyed between the days of February 5th and February 14th 2013. Respondents were surveyed from a database of current Handi-Transit riders provided to Oraclepoll by the City of Greater Sudbury.

The surveys were conducted using a mixed mode approach to data collection including computer-assisted techniques of telephone interviewing (CATI), computer assisted web/online interviewing (CAWI) and in person interviews. A total of 5 in-person interviews were conducted, 4 were completed online and 283 by telephone.

Initial calls to riders were made from 5:30 p.m. to 9:00 p.m. with call-backs of no-answers and busy numbers made on a (staggered) daily rotating basis up to 7 times (from 10:00 a.m. to 9:00 p.m.) until contact was made. If no contact was made after the 7th attempt the number was discarded. In addition, telephone interview appointments were made / attempted with those respondents unable to complete the survey when contacted.

As well, respondents unwilling to complete a phone survey were offered the online method and the personal or face to face option. A total of 20% of all calls were monitored for quality assurance and the management of Oraclepoll Research supervised 100%.

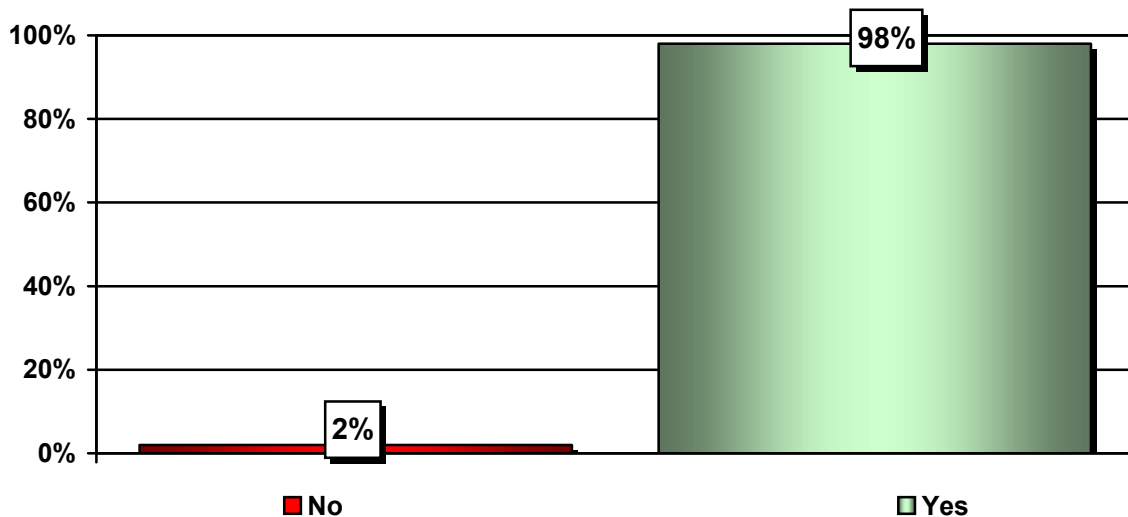
Executive Summary

PERCEPTIONS OF HANDI-TRANSIT

Respondents were first read the following and were then asked a follow up question as to whether they considered the statement accurate or not.

"The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system."

"In your opinion, is this an accurate description of the service provided?"

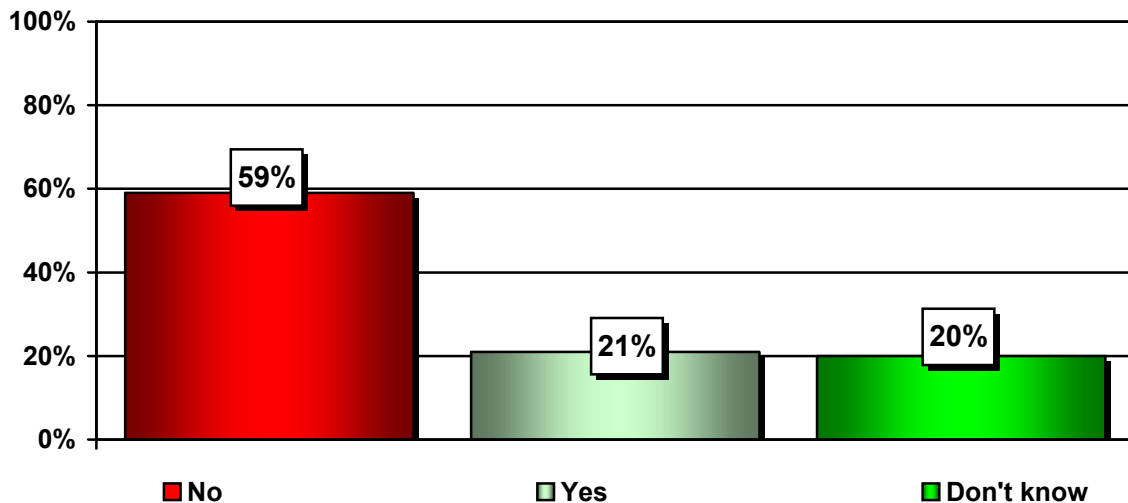


Most Handi-Transit customers surveyed or 98% agreed that the above noted statement was an accurate description of the service that it provides.

When then asked **what the qualifications should be for users of Handi-Transit**, a total of 72% said physical or mobility issues, while 18% named the distance from a regular bus stop, 8% said an inability to use regular transit, 1% cognitive impairment, while 2% did not know.

Respondents were then asked if they felt there were some people using Handi-Transit that should not.

"Do you feel that there are some people using Handi-Transit that should not?"

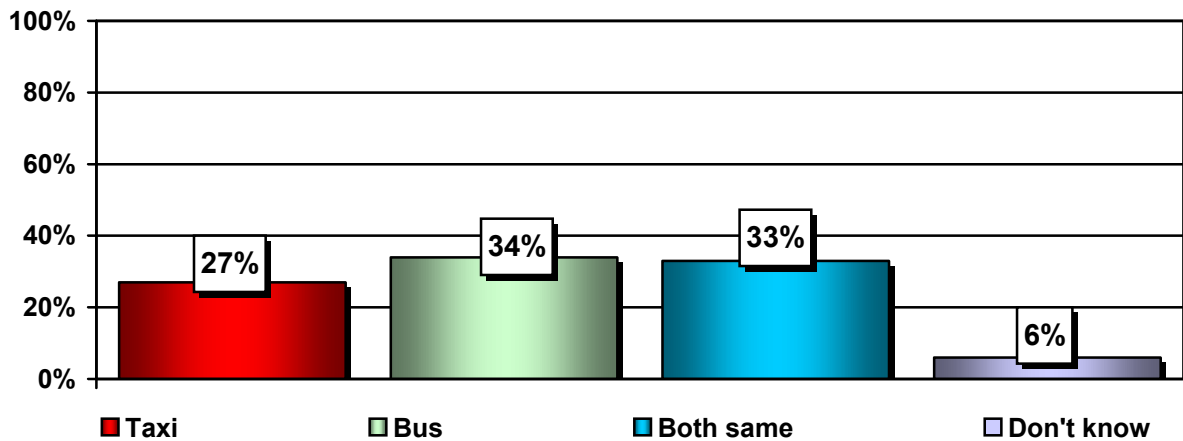


Almost six in ten riders or 59% do not feel that there are some people using Handi-Transit that should not, compared to only 21% that do, while two in ten or 20% were unsure or did not know.

A question was asked about how often respondents felt Handi-Transit users should be reassessed. The most named frequency was every three years or less by 34%, followed by 11% that named every 4-5 years and 1% every 6-7 years. A total of 33% were of the opinion that users should never be reassessed, while 13% stated that it would depend on the circumstance and 8% had no opinion.

A perception question was asked as to whether users considered Handi-Transit to be more like a taxi or a bus service.

"Do you consider Handi-Transit service to be more like a taxi service or a public transit or bus service?"

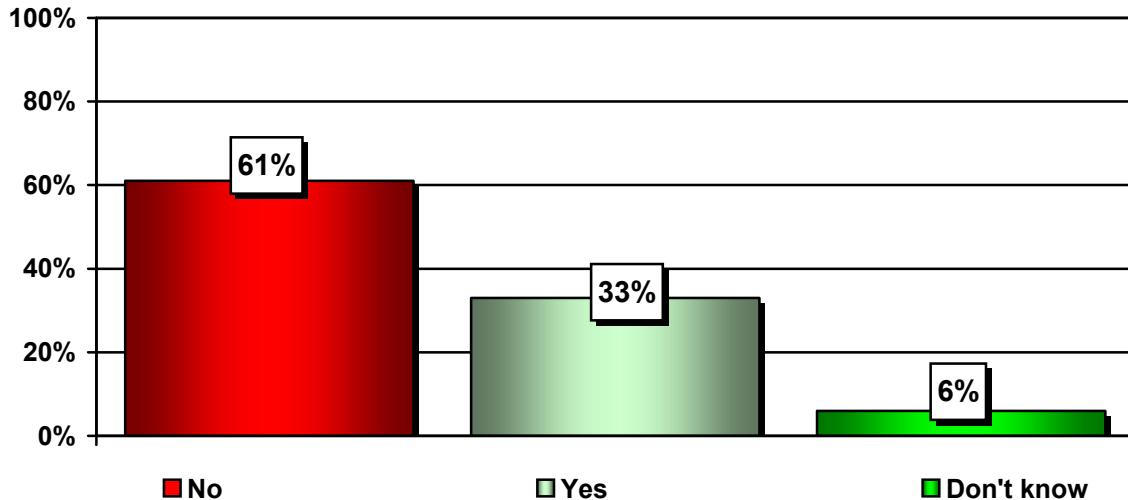


There was a split of opinion on how the service is viewed with 27% seeing it as a taxi, 34% a bus and 33% both a taxi and bus service equally, while 6% were unsure.

CURBSIDE DROP OFF

All respondents were first asked the following question about **possible curbside off**.

"In an effort to reduce travel time and to increase service hours, would you be in favor of curbside drop off?"



A 61% majority would not be in favor of curbside drop off, one third (33%) would be and 6% did not know.

Those respondents that were **not in favor of curbside drop off or did not know** were then asked about **what barriers they saw** with respect to it. Winter safety concerns were cited by 24% not in support of curbside drop off, closely followed by 22% that said the distance, while 13% named their wheelchair, 12% mobility issues, 11% perceived dangers and 8% were unsure. Other comments included vision impairment (5%), difficulties stepping over a curb (4%) and a lack of convenience (3%).

CONVENTIONAL BUS SERVICE

A series of questions were asked about **conventional transit or bus service usage as well as obstacles and the barriers to its use.**

■ Respondents were first asked about **when they last used regular City Transit service.** A total of 59% said more than three months ago, 25% said never and 1% could not recall. Among more recent users, 9% said within the last week, 2% 2-4 weeks prior and 4% 1-3 months ago.

■ Users of City Transit (excluding the 24% that claimed to have never used it) were **questioned about the perceived travel time on Handi-Transit compared to regular bus service.** A total of 49% said that Handi-Transit travel time is shorter, 17% longer, 23% claimed the travel times are equal and 11% did not know.

■ City Transit riders were also asked **if they had ever experienced barriers or other issues related to using regular bus service** of which half or 50% said yes, 44% no and 6% were unsure.

- **The half of City Transit users that experienced a barrier were asked to explain the problem they encountered.** A total of 24% named the distance to the bus stop, 15% mobility problems getting around, 14% problems with the bus accommodating wheelchairs/walkers, 11% driver courtesy/service, 10% wait times or schedules and 8% safety concerns getting on/off. Other concerns included a lack of seating (6%), their visual impairment (6%), snow at bus stops, while 5% had no comment.

■ Respondents that have **not used City Transit (25%) were asked to explain what prevents them from using conventional bus service.** One-quarter or 25% said mobility issues, 21% the distance to the bus stop, 11% safety concerns getting on or off the bus, 8% no bus service in their area, 8% cognitive issue, while 8% did not know. Other mentions included, being used to rides or Handi-Transit, 4% their wheelchair/walker, 4% have never tried, 3% named a visual impairment and 1% winter conditions.

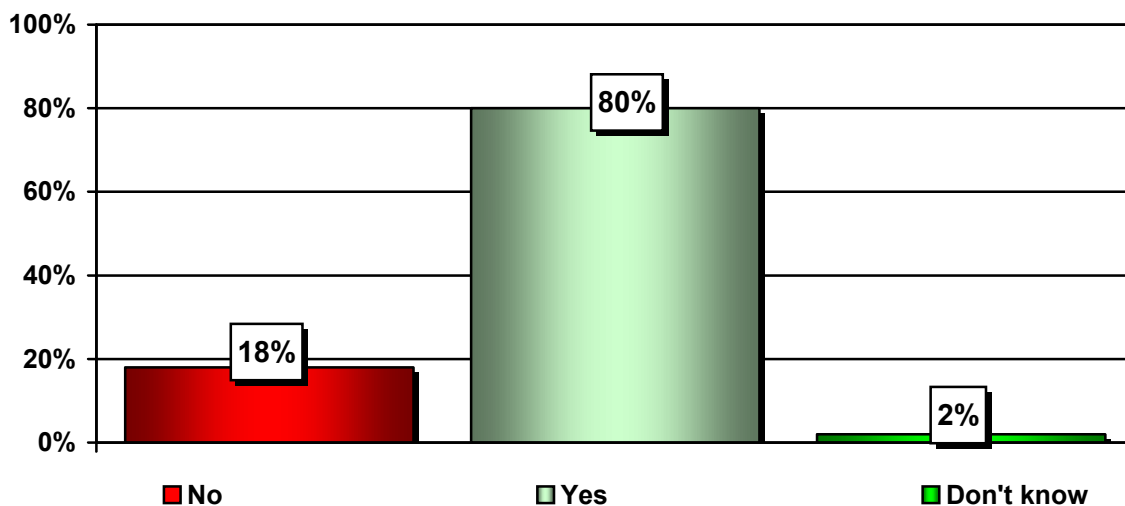
■ **All respondents were then asked if they were aware that all City Transit buses are fully accessible to the physically challenged.** More than seven in ten or 71% said that they were aware of this, compared to 26% that were not, while 3% answered do not know.

CONFIRMATION & BOOKING

Respondents were first read the following and were then asked a follow up question about **confirmation the night before**.

"Handi-Transit requires that customers book their appointment 48 hours in advance and then confirms their pick up time the night before the appointment."

"Does providing confirmation the night before meet your needs as a rider?"



80% of Handi-Transit riders are satisfied with receiving confirmation the night before, compared to only 18% that are not, while 2% had no opinion.

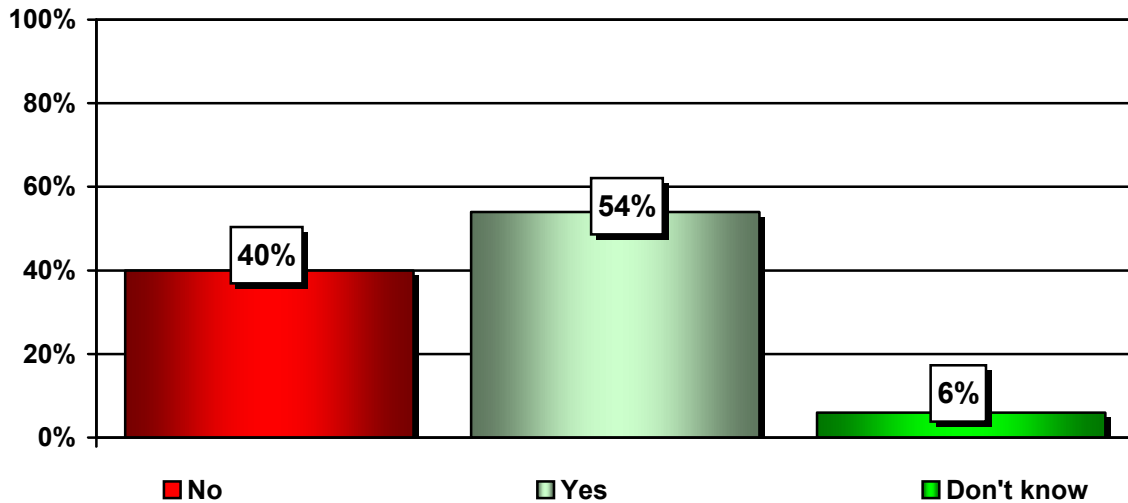
When then asked about **how much time they typically require for confirmation of a pick up**, most or 40% said 24 hours or the day before, followed by 16% that said one hour or less, 11% the night before and 7% within 48 hours. Other responses included within 2-12 hours (5%), more than 48 hours (2%), while 2% said none was needed, 1% that it depends and 16% did not know.

The way that most **Handi-Transit riders typically book their pick ups** are by telephone (96%), while only 1% use both email and phone, 1% email only and 2% could not recall.

Respondents that stated they **do not typically book appointments by email were asked if they were aware that they can book Handi-Transit appointments by email**. A total of 74% of these riders said that they were not aware, only 24% claimed to be aware and 2% did not know.

All Handi-Transit riders surveyed were then asked the following about **booking more than 48 hours in advance**.

"Would you be willing to book more than 48 hours in advance in order to get an earlier pick up time notice?"



More than half of respondents would be willing to book more than 48 hours in advance in order to get an earlier pick up time notification, 40% would not and 6% were unsure.

Another query was posed asking about the **awareness of using the cancellation line to check bookings**. Only 40% were aware of this option, 58% were not and 1% responded do not know.

DELAYS

A series of questions were posed about **delays and Handi-Transit.**

<i>“During a typical trip how long, if at all, is the average delay when waiting for other customers to be picked up?”</i>	%
None	16%
Up to 5 minutes	29%
5 – 10 minutes	29%
10 – 15 minutes	7%
15 plus minutes	9%
Don't know	10%

The most common time delays were within the 10 minute threshold, as 29% said up to five minutes and 29% 5 – 10 minutes, while only 16% named times longer than this including 10 – 15 minutes (7%) and 15 minutes or longer (9%). A total of 16% said they typically have no delays and 10% were unsure.

When asked about **what they considered to be an appropriate wait time for a customer for a scheduled pick-up,** almost half or 49% said 5 minutes or less, followed by 23% that claimed 6 – 10 minutes and 9% 10 – 15 minutes. There were 10% of respondents that said the pick up should be immediate, while 3% claimed that the driver should wait until the customer is ready and 6% did not know.

Another open ended question asked **about what riders felt could be done to reduce wait times from either the driver or passenger to make the system more efficient.** Most respondents or 60% said that they did not know and a further 5% said nothing could be done. Among those with an opinion, 11% stated the customer should be ready for pick up, 6% that the driver should show up on time, 5% that there needs to be more buses, 4% that riders should be reminded the night before, 3% coordinate/prioritize trips better, 3% have an easier booking/notification system, 2% that special needs riders should have help to get on and 1% that the system should operate more like a regular bus service.

RATINGS

Handi-Transit riders were then asked to **rate their satisfaction with bookings in each of the following areas.**

<i>"I would now like you to rate your satisfaction with booking Handi-Transit pick-ups in each of the following areas. Please use a scale from one very dissatisfied to five very satisfied?"</i>	Total Dissatisfied	Neither satisfied nor dissatisfied	Total satisfied	Don't know
*The length of time waiting for an operator	13%	19%	63%	5%
*Satisfaction with the operator's helpfulness and courtesy	3%	6%	88%	3%
The ease of scheduling appointments	11%	6%	77%	6%
Scheduling pick up times that meet your needs	9%	10%	75%	7%
The accuracy of pick up times	7%	7%	82%	4%

*** Asked only to those that book by telephone or by email & telephone**

Among those that typically book by telephone a high 88% are satisfied with the operator's helpfulness and courtesy but the satisfaction level drops to 63% for the length of time waiting for an operator.

With respect to the **other three indicators (asked to all riders to rate)**, there was a high level of satisfaction (82%) for the accuracy of the pick up times, next followed by the ease of scheduling appointments (77%), while a lower but three-quarters majority (75%) that were satisfied with scheduling pick up times that meet their needs.

TRIP PRIORITY

All respondents were read the following preamble outlining **trip priorities and were then asked if it should be changed or not.**

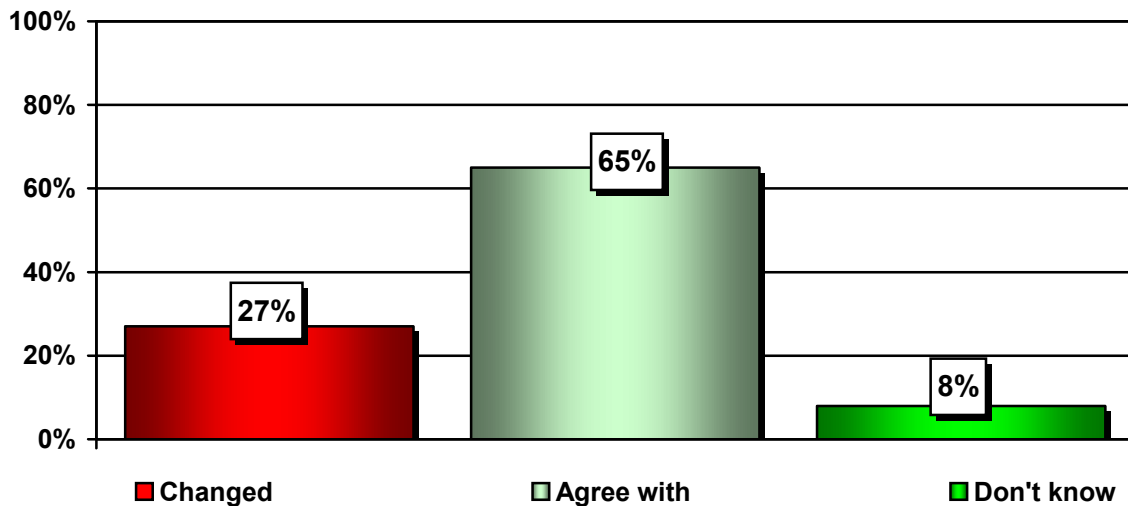
“The current trip priority for Handi-Transit in Urban areas is...”

- (a) work***
- (b) education***
- (c) medical***
- (d) and other needs***

“...while for commuter areas it is...”

- (a) medical***
- (b) work/education***
- (c) and other needs***

“Do you agree with this trip priority or do you think it should be changed?”



Most or 65% of riders agree with the current trip priority compared to 27% that feel it should be changed, while 8% did not know.

The 27% of Handi-Transit customers that feel the trip priority should be changed were then asked how it should be amended. Most responses or 76% related to having medical needs being a priority in both cases. Other comments related to having work as a priority in both instances (8%), having all priorities as equal (5%), no difference between urban and commuter areas (3%), being dependent on client needs (3%), on a first booking basis (1%), while 5% were unsure.

FARE STRUCTURE

All of those surveyed were read the following preamble about the **conventional fare structures and then asked if it should apply to Handi-Transit users.**

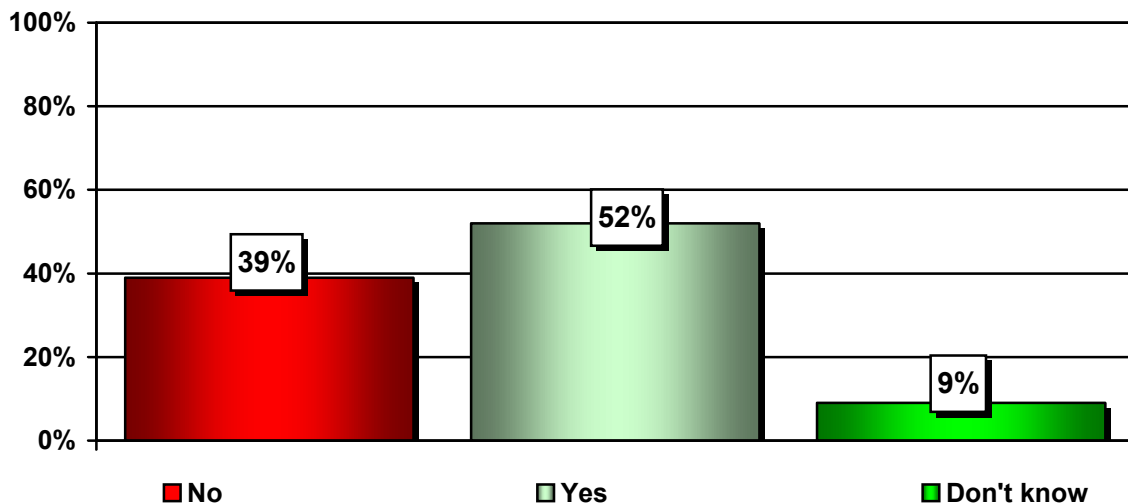
"The following is the conventional transit fare structure..."

- **Cash** 2.80
- **Child** 2.10
- **Older Adult (55)** 2.10
- **Pensioner**
- **Adult 5 or 10 Ride Cards at 2.10 per ride**
- **Child, Older Adult or Disability Pensioner 5 or 10 ride cards at 1.60 per ride**

"The fare structure for 31 day passes is as follows..."

- **Adult** 78.00
- **Student** 72.00
- **Older Adult and Pensioner** 47.00

"Would you be in favor of the (this) same fare structure on the Handi-Transit system?"



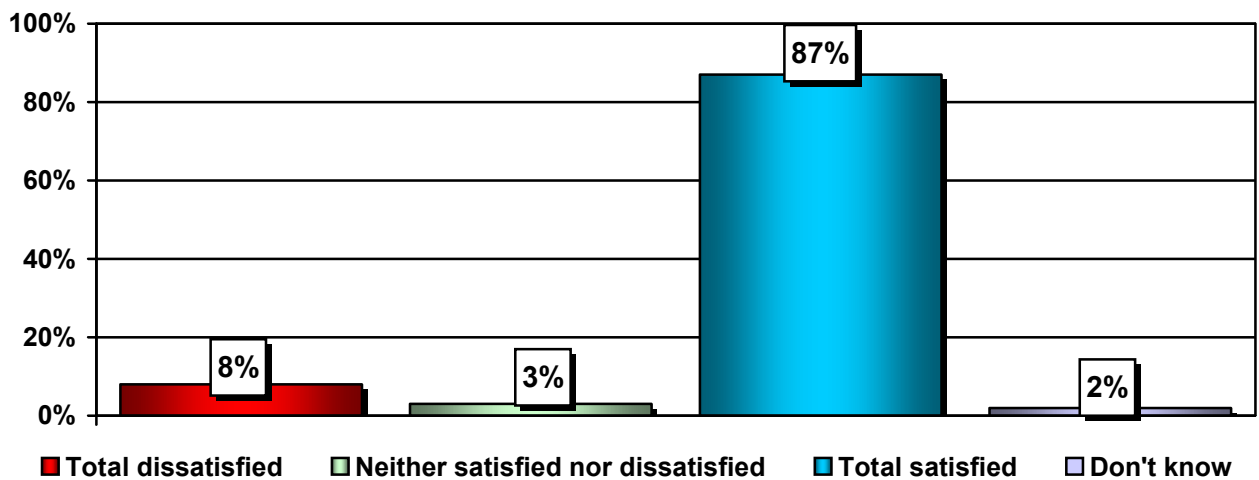
Slightly more than half of Handi-Transit riders or 52% would be in favor of the same fare structure while 39% would not be and 9% did not know or were unsure.

TAXI SERVICE

All riders were first asked **if they have ever used a taxi cab as part of their Handi-Transit service** of which 72% said that they have.

The 72% of those that have used a taxi cab as part of Handi-Transit were then asked to **rate their satisfaction with the service**.

"Overall, how would you rate your satisfaction with this taxi service?"

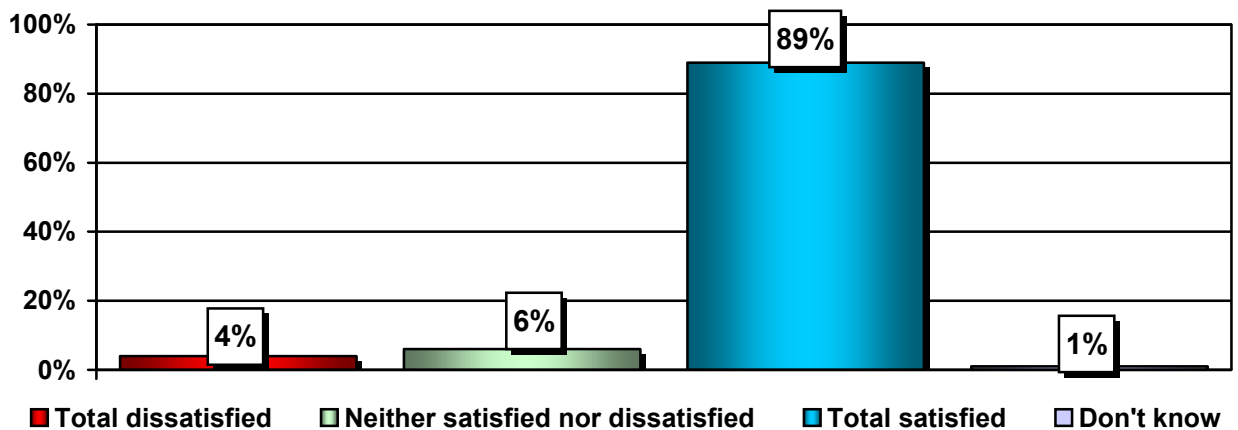


There is high level of satisfaction with taxi service (87%) in relation to those dissatisfied with it (8%). A total of 3% had a neutral opinion (neither satisfied nor dissatisfied) and 2% had no opinion.

OVERALL SATISFACTION WITH HANDI-TRANSIT

All respondents were asked to **rate their overall satisfaction with Handi-Transit service.**

"Overall, how would you rate your satisfaction with Handi-Transit service?"



A high 89% of Handi-Transit riders claimed to be either satisfied or very satisfied with the service, only 4% were dissatisfied or very dissatisfied, 6% had a neutral opinion (neither satisfied nor dissatisfied) and 1% did not know.

RESULTS BY QUESTION

The goal of Handi-Transit is to provide transportation to persons who have physical disabilities and are unable to use the regular transit system.

Q1. In your opinion, is this an accurate description of the service provided?

	Frequency	Percent
Yes	286	97.9
No	6	2.1
Total	292	100.0

Q2. In your opinion, what should the qualifications be for users of Handi-transit service?

	Frequency	Percent
Physical / mobility	209	71.6
Distance from a bus stop	52	17.8
Unable to use conventional transit	22	7.5
Don't know	7	2.4
Mental / cognitive disability	2	.7
Total	292	100.0

Q3. Do you feel that there are some people using Handi-Transit that should not?

	Frequency	Percent
No	173	59.2
Yes	60	20.5
Don't know	59	20.2
Total	292	100.0

Q4. How often should users be reassessed?

	Frequency	Percent
Every 3 years or less	98	33.6
4-5 years	32	11.0
6-7 years	4	1.4
Never	97	33.2
Depends on circumstance	38	13.0
Don't know	23	7.9
Total	292	100.0

Q5. In an effort to reduce travel time and to increase service hours, would you be in favor of curbside drop off?

	Frequency	Valid Percent
Yes	97	33.2
No	178	61.0
Don't know	17	5.8
Total	292	100.0

**IF NO OR DON'T KNOW
IF YES**

**ASK Q6
SKIP TO Q7**

Q6. What are the barriers that you see with curb side drop off?

	Frequency	Percent
Winter safety (Snow, slippery sidewalks etc)	46	23.6
Distance	43	22.1
Use a wheelchair / walker	25	12.8
Mobility issues	23	11.8
Dangerous / not safe	21	10.8
Don't know	16	8.2
Visual impairment	9	4.6
Difficulty stepping up / over curb	7	3.6
Not convenient	5	2.6
Total	195	100.0

Q7. Do you consider Handi-Transit service to be more like a taxi service or a public transit or bus service?

	Frequency	Percent
Taxi	80	27.4
Public transit / bus	98	33.6
Both the same	97	33.2
Don't know	17	5.8
Total	292	100.0

Q8. When have you last used, if ever, conventional or regular City Transit bus service?

	Frequency	Percent
Never	72	24.7
Within the past week	26	8.9
2-4 weeks	6	2.1
1-3 months	12	4.1
More than three months ago	173	59.2
Don't know	3	1.0
Total	292	100.0

IF NEVER SKIP TO Q12

Q9. Do you believe the travel time on Handi Transit is longer, shorter or equal to the travel time on the conventional transit service?

	Frequency	Percent
Longer	37	16.8
Shorter	109	49.5
Equal	50	22.7
Don't know	24	10.9
Total	220	100.0

Q10. Have you ever experienced any barriers or issues related to using conventional transit or bus service?

	Frequency	Percent
Yes	109	49.5
No	97	44.1
Don't know	14	6.4
Total	220	100.0

**IF YES
IF NO OR DON'T KNOW**

**ASK Q11
SKIP TO Q13**

Q11. What barriers or issues have you encountered?

	Frequency	Percent
Distance / Bus stop too far away	26	23.9
Physical mobility issues	16	14.7
Problems with / Accommodating wheelchairs / walkers	15	13.8
Poor driver courtesy / Service	12	11.0
Scheduling / Wait times	11	10.1
Safety issues / Getting on or off	9	8.3
Visually impairment	6	5.5
Lack of seats / Availability	6	5.5
Don't know	5	4.6
Snow / No snow removal at stops	3	2.8
Total	109	100.0

SKIP TO Q13

Q12. What prevents you from using conventional transit or bus service?

	Frequency	Percent
Mobility issues	18	25.0
Distance to bus stop	15	20.8
Safety issues / Getting on and off	8	11.1
No service available	6	8.3
Cognitive / Mental issues	6	8.3
Don't know	6	8.3
Used to rides / Handi Transit	4	5.6
Wheelchair / Walker issues getting on buses	3	4.2
Never tried / No experience	3	4.2
Visual impairment	2	2.8
Winter weather / Conditions	1	1.4
Total	72	100.0

Q13. Were you aware that all conventional public transit buses in the City of Greater Sudbury are fully accessible to the physically challenged (with no stairs and wheel chair ramps)?

	Frequency	Percent
Yes	207	70.9
No	77	26.4
Don't know	8	2.7
Total	292	100.0

Handi-Transit requires that customers book their appointment 48 hours in advance and then confirms their pick up time the night before the appointment.

Q14. Does providing confirmation the night before meet your needs as a rider?

	Frequency	Percent
Yes	234	80.1
No	52	17.8
Don't know	6	2.1
Total	292	100.0

Q15. How much time do you typically require for confirmation of a pick up time?

	Frequency	Percent
Within 24 hours / Day before	116	39.7
Don't know	48	16.4
One hour or less	46	15.8
Night before	32	11.0
Within 48 hours	21	7.2
Within 2 - 12 hours	15	5.1
More than 48 hours	6	2.1
None needed	5	1.7
Depends on situation / individual	3	1.0
Total	292	100.0

Q16. Would you be willing to book more than 48 hours in advance in order to get an earlier pick up time notice?

	Frequency	Percent
Yes	157	53.8
No	118	40.4
Don't know	17	5.8
Total	292	100.0

Q17. Were you aware that you can use the cancellation line to check your bookings?

	Frequency	Percent
Yes	118	40.4
No	170	58.2
Don't know	4	1.4
Total	292	100.0

Q18. During a typical trip how long, if at all, is the average delay when waiting for other customers to be picked up?

	Frequency	Percent
No	46	15.8
Up to 5 minutes	84	28.8
5 to 10	86	29.5
10 to 15	21	7.2
15 plus	26	8.9
Don't know	29	9.9
Total	292	100.0

Q19. In your opinion, what can be done to reduce wait times from either the customer or driver in order to create a more efficient system?

	Frequency	Percent
Don't know	176	60.3
Customers need to be ready for pick up	32	11.0
Show up on time / Quicker service	16	5.5
Nothing / Fine as is	15	5.1
More buses	13	4.5
Call again right before pick up	11	3.8
Coordinate / Prioritize trips better	10	3.4
Easier booking / notification	10	3.4
Some customers need special help to get on / off	7	2.4
Make it like transit / bus service	2	.7
Total	292	100.0

Q20. What is an appropriate wait time for the Handi-Transit driver to wait for a customer for a scheduled pick up?

	Frequency	Percent
Immediate	29	9.9
5 minutes or less	143	49.0
6-10 minutes	67	22.9
10-15 minutes	26	8.9
Until they are ready	10	3.4
Don't know	17	5.8
Total	292	100.0

Q21. How do you typically book Handi-Transit pick ups?

	Frequency	Percent
Phone only	281	96.2
Don't know	5	1.7
Both email and phone	4	1.4
Email only	2	.7
Total	292	100.0

IF EMAIL ONLY OR DON'T KNOW

ASK Q24

IF PHONE ONLY OR BOTH EMAIL & PHONE

ASK Q22

I would now like you to rate your satisfaction with booking Handi-Transit pick-ups in each of the following areas. Please use a scale from one very dissatisfied to five very satisfied.

Q22. Length of time on the phone waiting for an operator

	Frequency	Percent
Very dissatisfied	14	4.9
Dissatisfied	23	8.1
Neither satisfied nor dissatisfied	55	19.3
Satisfied	78	27.4
Very satisfied	102	35.8
Don't know	13	4.6
Total	285	100.0

Q23. Satisfaction with the operator's helpfulness and courtesy

	Frequency	Percent
Very dissatisfied	4	1.4
Dissatisfied	4	1.4
Neither satisfied nor dissatisfied	18	6.3
Satisfied	44	15.4
Very satisfied	207	72.6
Don't know	8	2.8
Total	285	100.0

Q24. The ease of scheduling appointments

	Frequency	Percent
Very dissatisfied	14	4.8
Dissatisfied	17	5.8
Neither satisfied nor dissatisfied	19	6.5
Satisfied	67	22.9
Very satisfied	158	54.1
Don't know	17	5.8
Total	292	100.0

Q25. Scheduling pick up times that meets your needs

	Frequency	Percent
Very dissatisfied	11	3.8
Dissatisfied	15	5.1
Neither satisfied nor dissatisfied	28	9.6
Satisfied	80	27.4
Very satisfied	138	47.3
Don't know	20	6.8
Total	292	100.0

Q26.The accuracy of the pick up times

	Frequency	Percent
Very dissatisfied	8	2.7
Dissatisfied	12	4.1
Neither satisfied nor dissatisfied	20	6.8
Satisfied	87	29.8
Very satisfied	152	52.1
Don't know	13	4.5
Total	292	100.0

SKIP TO Q28 IF RESPONDENTS AT Q21 NAME EMAIL OR BOTH EMAIL AND PHONE

Q27. Were you aware you can book online appointments through email?

	Frequency	Percent
Yes	70	24.5
No	211	73.8
Don't know	5	1.7
Total	286	100.0

PREAMBLE

The current trip priority for Handi-Transit in Urban areas is...

- (e) work
- (f) education
- (g) medical
- (h) and other needs

...while for commuter areas it is...

- (d) medical
- (e) work/education
- (f) and other needs

Q28. Do agree with this trip priority or you think it should be changed?

	Frequency	Percent
Agree with it	189	64.7
Should be changed	79	27.1
Don't know	24	8.2
Total	292	100.0

IF AGREE WITH IT

SKIP TO Q30

IF SHOULD BE CHANGED

ASK Q29

IF DON'T KNOW

SKIP TO Q30

Q29. How would you like it changed?

	Frequency	Percent
Medical should be a priority (in both cases)	60	75.9
Work should be a priority (in both cases)	6	7.6
Every priority should be equal	4	5.1
Don't know	4	5.1
Should be no difference between urban and commuter	2	2.5
Should be dependent on clients needs	2	2.5
Should be first come first serve	1	1.3
Total	79	100.0

PREAMBLE

The following is the conventional transit fare structure.

- Cash 2.80
- Child 2.10
- Older Adult (55) 2.10
- Pensioner 2.10 currently receiving one of the following:
Ontario Disability Support Program (O.D.S.P.)
Association for Children with Severe Disabilities (A.C.S.C.)
Canada Pension Plan Disability (C.P.P.D.)
War Veterans Pension
Registered with the C.N.I.B.
- Adult 5 or 10 Ride Cards at 2.10 per ride
- Child, Older Adult or Disability Pensioner 5 or 10 ride cards at 1.60 per ride

The fare structure for 31 day passes is as follows

- Adult 78.00
- Student 72.00
- Older Adult and Pensioner 47.00

Q30. Would you be in favor of the (this) same fare structure on the Handi Transit system?

	Frequency	Percent
Yes	151	51.7
No	114	39.0
Don't know	27	9.2
Total	292	100.0

Q31. Overall how would you rate your satisfaction with Handi-Transit service? Please use a scale from one very dissatisfied to five very satisfied.

	Frequency	Percent
Very dissatisfied	10	3.4
Dissatisfied	3	1.0
Neither satisfied nor dissatisfied	16	5.5
Satisfied	77	26.4
Very satisfied	184	63.0
Don't know	2	.7
Total	292	100.0

**Q32. Have you ever used a taxi cab as part of
Handi-transit service?**

	Frequency	Percent
Yes	210	71.9
No	78	26.7
Don't know	4	1.4
Total	292	100.0

IF YES ASK Q33
IF NO SKIP TO D1
IF DON'T KNOW SKIP TO D1

**Q33. Overall how would you rate your satisfaction with this taxi
service?**

	Frequency	Percent
Valid Very dissatisfied	8	3.8
Dissatisfied	8	3.8
Neither satisfied nor dissatisfied	7	3.3
Satisfied	35	16.7
Very satisfied	148	70.5
Don't know	4	1.9
Total	210	100.0

The following questions are of a personal nature and involve the collecting of demographic data. This information is statistically important for this survey and please be assured once again that all individual responses are kept in strict confidence.

D1. Which of the following age groups may I place you in?

	Frequency	Percent
18-24	11	3.8
25-34	14	4.8
35-44	20	6.8
45-54	32	11.0
55-64	57	19.5
Over 65	153	52.4
Refused	5	1.7
Total	292	100.0

D2. You don't have to answer this question, however we would like to ask what is your combined family income?

	Frequency	Percent
Under \$20,000	111	38.0
Under \$35,000	54	18.5
Under \$50,000	24	8.2
Under \$75,000	7	2.4
Under \$100,000	8	2.7
Over \$100,000	9	3.1
Don't know / Refused	79	27.1
Total	292	100.0

For Information Only

Winter Control Operations Update - 2012

Presented To:	Operations Committee
Presented:	Tuesday, Apr 02, 2013
Report Date	Thursday, Mar 07, 2013
Type:	Correspondence for Information Only

Recommendation

For Information Only

Background

This report provides the financial results for winter roads operations during 2012. The result is that winter roads operations were approximately \$700,000 under budget for the full year as shown below in Table 1.

Signed By

Report Prepared By

Shawn Turner
Manager of Financial & Support
Services

Digitally Signed Mar 7, 13

Division Review

David Shelsted
Director of Roads & Transportation
Services

Digitally Signed Mar 7, 13

Recommended by the Department

Tony Cecutti
General Manager of Infrastructure
Services

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Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer

Digitally Signed Mar 7, 13

Table 1
2012 Winter Control Summary
For the Year Ending: December 31, 2012

	Budget	Actual	Variance
Administration & Supervision	2,081,259	2,172,533	(91,274)
Sanding/Salting/Plowing	6,065,348	5,968,048	97,300
Snow Removal	929,486	364,476	565,010
Sidewalk Maintenance	834,440	839,632	(5,192)
Winter Ditching/Spring Cleanup	1,448,650	1,413,515	35,135
Miscellaneous Winter Roads	3,814,025	3,743,385	70,640
TOTAL	15,173,208	14,501,589	671,619

2012 Winter Control Activities

As shown in Table 2 below, the City received 309 centimetres or 116 percent of the average annual snowfall. Snowfall in 2012 was characterized by infrequent large volume events separated by periods of warm, wet weather. Consequently, there was little requirement for snow removal. As a result winter roads operations were approximately \$700,000 under budget. This was primarily a result of under expenditures for snow removal and sanding/salting/plowing.

TABLE 2
2012 Snowfall

	Jan.	Feb.	Mar.	Apr.	Nov.	Dec.	Total
Normal 30 year avg. (cm)	64	50	39	18	32	64	267
2012 Actual (cm)	98	42	45	32	20	72	309
% of Actual to Normal	153	84	116	177	63	113	116

Summary

In summary, winter control operations for 2012 were approximately \$700,000 under budget. As per policy, the surplus in winter roads operations will be contributed to the Roads Winter Control Reserve Fund.

For Information Only

Winter Control Operations Update - January 2013

Presented To:	Operations Committee
Presented:	Tuesday, Apr 02, 2013
Report Date	Thursday, Mar 07, 2013
Type:	Correspondence for Information Only

Recommendation

For Information Only

Background

This report provides the projected financial results for winter roads operations during the month of January 2013. The projected result for the month of January is an \$800,000 over expenditure as shown in Table 1. Certain estimates were necessary to account for outstanding invoices.

Signed By

Report Prepared By

Shawn Turner
Manager of Financial & Support
Services

Digitally Signed Mar 7, 13

Division Review

David Shelsted
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Recommended by the Department

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Doug Nadorozny
Chief Administrative Officer

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Table 1
2013 Winter Control Summary
For the Month Ending: January 31, 2013

	Annual Budget	January		
		Budget	Actual	Variance
Administration & Supervision	2,147,679	363,102	367,543	(4,441)
Sanding/Salting/Plowing	6,081,302	1,349,277	2,262,151	(912,874)
Snow Removal	647,163	172,618	103,298	69,320
Sidewalk Maintenance	826,050	165,206	220,181	(54,975)
Winter Ditching/Spring Cleanup	1,422,730	53,134	32,263	20,871
Miscellaneous Winter Roads	3,930,654	520,837	453,544	67,293
TOTAL	15,055,578	2,624,174	3,438,980	(814,806)

January Winter Control Activities

As shown in Table 2 below, the City received 81 centimetres or 127 percent of the average January snowfall. Additionally, the City also received approximately 40 millimetres of precipitation in the month of January amidst 2 freeze/thaw cycles. As a result there were 7 general callouts (city crews and contractors) during the month of January. The over expenditure for the month is largely a result of sanding/salting and plowing related to the higher than average snowfall, icy conditions created by the precipitation, and extreme cold weather that required constant sanding.

Conversely, snow removal activities were under budget by \$70,000 in January as accumulation levels were tempered by the precipitation and did not reach the requirements for snow removal.

TABLE 2
2013 Snowfall

	Jan.	Feb.	Mar.	Apr.	Nov.	Dec.	Total
Normal 30 year avg. (cm)	64	50	39	18	32	64	267
2013 Actual (cm)	81						
% of Actual to Normal	127						

Summary

In summary, winter roads operations for January, 2013 resulted in an over expenditure of approximately \$800,000 or 130% of the monthly budget. As per policy, any annual over expenditure in winter roads operations may be funded from the Roads Winter Control Reserve Fund.

For Information Only

Downtown Streetlight Partnership

Presented To: Operations Committee

Presented: Tuesday, Apr 02, 2013

Report Date: Wednesday, Mar 06, 2013

Type: Correspondence for Information Only

Recommendation

For Information Only

Background

As part of the 2013 Roads Capital Budget the Downtown BIA Streetlight Improvements project was approved with a budget of \$700,000. The City had filed an application for funding of \$233,333 through the Community Infrastructure Improvement Fund (CIIF) with the remaining funding from the Sudbury Downtown Business Improvement Area (BIA) Association in the amount of \$233,333 and the City's share of \$233,334.

Unfortunately, the City was not successful in securing funding through the CIIF program.

The Downtown BIA Streetlight Improvements project consists of replacing old HPS streetlights with new decorative LED streetlights. This program is supported in the Downtown Master Plan. It also results in energy efficient lighting and reduced maintenance.

The Downtown BIA has indicated that they are still willing to partner with the City, on a 50/50 cost share basis, to continue the Downtown BIA Streetlight Improvement project.

The project will have a budget of \$466,667, and will continue as funding from the Downtown BIA is made available. The location of the improvements will be made through a joint decision of the City and the Downtown BIA.

Signed By

Report Prepared By

David Shelsted
Director of Roads & Transportation Services
Digitally Signed Mar 6, 13

Division Review

David Shelsted
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Digitally Signed Mar 6, 13

Recommended by the Department

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General Manager of Infrastructure Services
Digitally Signed Mar 6, 13

Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Mar 6, 13

Presented To:	Operations Committee
Presented:	Tuesday, Apr 02, 2013
Report Date	Friday, Mar 08, 2013
Type:	Managers' Reports

Request for Decision

Underground Infrastructure Notification System Act

Recommendation

That the City of Greater Sudbury authorize staff to proceed with Option 3 (Outsource and Join the Locates Alliance Consortium) to meet current service level deficiencies and the new legislated requirements for locate services during the spring of 2013 in order to be able to meet expected construction season peaks in 2013; and

That the City of Greater Sudbury join the Locate Alliance Consortium (LAC); and

That locate services be outsourced to an external service provider to meet the City of Greater Sudbury infrastructure locate obligations through a competitive acquisition process that fully complies with the purchasing bylaw; and

That Staff be authorized to draw any deficit from the respective reserve funds.

Signed By

Report Prepared By

Nick Benkovich
Director of Water/Wastewater Services
Digitally Signed Mar 8, 13

Recommended by the Department

Tony Cecutti
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Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
Digitally Signed Mar 11, 13

Finance Implications

Under Option 3, the unbudgeted estimated operating costs ranges from \$189,000 to \$243,000 and will be absorbed into the 2013 operating budget, if possible. If there is a deficit at year end in either Water and Wastewater or Roads, it will be funded from the Water and Waste Water Capital Financing Reserve Funds and Roads Capital Financing Reserve Fund respectively.

The one-time outlay of \$10,000 to join the LAC will also be funded from the operating budget.

For 2014, the associated annual costs will be reflected in the operating budget.

Background

It is standard business practice when excavation is to take place to locate underground infrastructure to prevent damage or avoid injuries from potential contact with the underground infrastructure. As part of its operations, CGS is required to provide locates to anyone excavating where CGS infrastructure is in place. The City's underground infrastructure that must be located before excavation proceeds are water and sanitary sewer lines, storm sewers and the underground infrastructure for traffic lights. Currently the City

does not provide locate services for storm sewers or underground infrastructure for traffic lights.

Historically, locate requests to CGS have been processed and provided by internal staff resources. Recently, as demands have increased for both locates and core W/WW work functions, locate service standards have suffered prompting an increasing number of concerns being expressed by local excavators whose schedules and projects have been delayed while locates are being processed.

The building inadequacy of the present locate processes coupled with imminent legislation that prescribes new service standards requires prompt implementation of an improved way for CGS to provide locates to excavators.

The new system must not only provide value for money, bring CGS standards into line with local excavators' expectations and industry norms but also set the stage to smoothly transition into compliance with looming legislated standards.

Existing Legislation

Presently there are three existing pieces of Ontario legislation that define requirements for locating infrastructure prior to excavating:

- Occupational Health & Safety Act, Construction Projects Regulation 22/04:
Requires that an employer shall ensure the services in the area of the excavation are located and marked;
- Technical Standards and Safety Act, Oil and Gas Pipeline Systems Regulation 210/01:
Requires that no person shall excavate without first ascertaining from the license holder the location of the pipelines;
- Electricity Act, 1998:
Requires that prior to excavating an excavator shall ascertain from the distributor the location of any distribution line that the excavation may interfere with.

New Provincial Legislation

The *Ontario Underground Infrastructure Notification System Act, 2012* was passed by the Ontario Legislature in June 2012 and came into effect via a phased implementation schedule that began June 19 2012. The new requirements are scheduled to come into effect for all owners of underground infrastructure except municipalities in June 2013 and for municipalities in June of 2014.

Requirements of the Act

Of particular significance to CGS, this new legislation prescribes the response time to locate requests as set out below.

- Emergency Locate Requests:
Defined as a loss of an essential service by a utility and an excavator work crew is either on site or has been dispatched, or there is an imminent safety hazard requiring a locate response within two hours. Such requests are to be forwarded to the member utility by Ontario 1 Call within fifteen (15) minutes.
- Priority Locate Requests:
Defined as an emergent situation that requires a locate request to be completed within five business days. Such requests are to be forwarded to the member utility within twelve (12) hours.
- Standard Locate Requests:
Defined as planned work where a locate request is required within five (5) business days and forwarded to the member utility within twenty-four (24) hours.

The legislation also requires locates for storm sewers and traffic light underground infrastructure. The City does not currently meet the prescribed response times and does not locate storm sewers or traffic light underground infrastructure. CGS will be unable to meet these requirements as the business function is currently structured.

Ontario 1 Call

The new legislation also creates Ontario 1 Call that is a statutory, not-for-profit corporation that will operate a call centre where inbound calls will be excavators requesting excavations and outbound calls to member utilities and municipalities to arrange the requested locate. Every municipality in Ontario who owns or operates underground infrastructure will be required to become a member of Ontario 1 Call. At the present time it has not been clearly established as to whether municipalities will be required to pay a membership fee.

Impact on CGS

CGS must become a member of Ontario 1 Call by June of 2014. Members of Ontario 1 Call are required to meet the service standards for providing locates to excavators within prescribed times as above. The number of locate requests is variable in nature and is expected to change by season with the peak season for expected locate requests from May until November of each year. The following graph shows CGS's locate request statistics and it is projected that there will be 5,400 locate requests in 2013. The increase in the projection is due to increased education activity about completing locates before excavating by regulatory authorities. In addition, other municipalities have informed CGS that upon becoming members of Ontario 1 Call, their locate requests increased by about 30%.

Options To Meet New Legislated Requirements

As previously mentioned, CGS currently has difficulty meeting the demands for locate services and does not have the resources to meet the new legislated requirements. In developing a strategy to provide improved locate services and consistently comply with these new requirements, staff considered three possible options. In evaluating these options consideration was given to factors such as costs, sustainability, impact on core work and consistency of compliance with legislated requirements. A summary of options is presented below:

1. Continue to perform locates with City staff

CGS locate requests are received and processed by CGS dispatchers and relayed to field staff. The field work portion of the locates are currently performed by certified operators from Water and Wastewater Services and Construction Services staff. None of the staff who currently provide locates do this as their sole function and when demand for locates is high other core work of these functions is left undone.

The 2013 projection for locate requests is 5,400 most of which will occur in the peak period of May to November. For this number of locates, it is anticipated that CGS will require 6 temporary employees for seven months. The labour, training and administrative support costs would be approximately \$275,000. In addition, these employees would require a vehicle and the cost of leasing these vehicles for the temporary period would be approximately \$42,000. Other equipment such as locating equipment, computers and software is required at an estimated annual charge of approximately \$7,500. In addition, CGS will be required to purchase software that allows the City to communicate with Ontario 1 Call at a cost of \$50,000. The total cost of this option is \$324,500 in annual operating costs and a onetime cost for the software to communicate with Ontario 1 Call of \$50,000.

This strategy would reduce the burden on dispatchers and free up two existing certified operators from Water and Wastewater Services in the peak season who currently perform locates to work on other core programs. As a result there are no potential savings. In the non-peak periods, the existing certified operators from Water and Wastewater Services would perform locates.

Since this option proposes temporary employees, it is of note that staff attempted to recruit two utility locators on a limited basis during 2012 and was unable to find successful applicants. Given that locates may be requested on a 24 / 7 basis and the significant seasonal variability in the number of locate requests, recruitment of suitably qualified staff on an ongoing basis will likely be difficult and this could compromise the City's ability to comply with the legislated requirements and thereby detract staff from their core work programs. Even if qualified staff could be recruited, barriers in the Collective Bargain Agreement (CBA) require that premium rates be paid for locates provided outside normal dayshift hours and any work on weekends.

2. Outsource to External Service Provider

Due to the mandated service standard and unpredictability of the volume of locate requests from day to day, contracting the work to an external locate provider has advantages. Such companies are subject matter experts who are better set up to manage variable or unpredictable locate work flows.

Outsourcing would also reduce CGS costs by eliminating the requirement for the City to purchase software to communicate with Ontario 1 Call as this relationship will be managed by the successful bidder. Based on the projected volume of locate requests for 2013 of 5,400 and an estimated average cost of \$35 to \$50 per locate (provided by another utility based on their experience) the expected cost to outsource the locate function is between \$189,000 and \$270,000. The actual cost of a locate will not be known until CGS undertakes a procurement process.

3. Outsource and Join the Locates Alliance Consortium (LAC)

The Locate Alliance Consortium (LAC) is a group of utility owners who work together to create best practices and find ways to provide the best value for money through synergies. A LAC exists in several regions in Ontario, and Sudbury falls within the Northern Ontario region. All LAC members outsource their work to a contractor (through competitive processes) who is willing to abide by the terms and conditions developed by the LAC.

One of the key terms of a LAC is that of a tiered pricing structure wherein the cost of a locate to an individual utility is reduced when other utilities are located at the same time. To illustrate (based on experience of another utility), where the average cost for a single locate in Option 2 above for outsourcing is \$35 to \$50, in this option where two or more utilities are located at the same time by the same service provider the average cost of each locate is approximately \$35 to \$45. Based on the anticipated 5,400 locate requests for 2013 and assuming an average price per locate of \$35 to \$45 the cost to the City would be in a range of \$189,000 to \$243,000.

There is a onetime cost related to belonging to LAC of approximately \$10,000.

Financial Impact

Option 1 has unbudgeted estimated operating costs of \$324,500, and if possible, will be absorbed into the 2013 operating budget. If there is a deficit at year end in Water and Wastewater and Roads Services, it will be funded from the Water and Waste Water Capital Financing Reserve Funds and Roads Capital Financing Reserve Fund respectively.

The initial one-time outlay for software of \$50,000 will be funded proportionately from the Water and Wastewater Capital Financing Reserve Funds and Roads Capital Financing Reserve Fund.

Option 2 has unbudgeted estimated operating costs ranging from \$189,000 to \$270,000, and if possible, will be absorbed into the 2013 operating budget. If there is a deficit at year end in Water and Wastewater and Roads Services, it will be funded from the Water and Waste Water Capital Financing Reserve Funds and Roads Capital Financing Reserve Fund respectively.

Option 3 has unbudgeted estimated operating costs ranging from \$189,000 to \$243,000, and if possible, will be absorbed into the 2013 operating budget. If there is a deficit at year end in Water and Wastewater and Roads Services, it will be funded from the Water and Waste Water Capital Financing Reserve Funds and Roads Capital Financing Reserve Fund respectively.

The initial one-time outlay of \$10,000 will be funded proportionately from the Water and Wastewater Capital Financing Reserve Funds and Roads Capital Financing Reserve Fund.

The service delivery method will be evaluated during the course of 2013 and for 2014, the associated annual costs will be reflected in the operating budget.

Recommendations

Following analysis of the various options to meet the new requirements staff recommends the following:

1. Move forward in a proactive manner by implementing a solution to meet current service level deficiencies and the new legislated requirements for locate services during the spring of 2013 in order to be able to meet expected construction season peaks in 2013;
2. Join the Locate Alliance Consortium (LAC);

The LAC provides a time proven framework developed in the private sector for utility owners to provide best value for money, collaborate on best practices, and hold locate providers accountable for the quality of their work as a team. The LAC has a well developed QA / QC program and reports on key performance indicators to effectively manage the locate service providers (LSP's).

There are also mechanisms in place for LAC members to take advantage of lower rates from locate providers by having one locate provider perform several locates while they are already onsite. The analysis of the three options above demonstrates that the option where the municipality joins LAC and outsources locate services results in the option providing the greatest value for money to CGS.

3. Outsource to an external service provider to meet CGS infrastructure locate obligations through a competitive acquisition process that fully complies with the purchasing bylaw.

The CGS locate requirements impact on both Water and Wastewater Services and Road Services. Since CGS has not been providing locates for storm sewers and underground traffic light infrastructure, there are no historical records to establish what portion of the cost will apply to Roads and to Water Wastewater. Generally it is anticipated that the split will be approximately 30% to Roads and 70% to Water and Wastewater. Actual costs will be tracked by division and adjusted at year end to reflect the actual costs for Roads and Water and Wastewater. The 2013 budget does not have an allocation for these costs. It is recommended that the required funding for 2013, if possible, will be absorbed into the 2013 operating budget. If there is a deficit at year end, it will be funded from the Water and Waste Water Capital Financing Reserve Funds and Roads Reserve Funds respectively. Annual costs for 2014 will be included in the 2014

operating budget. The initial one-time outlay for software will be funded proportionately from the Water and Wastewater Capital Financing Reserve Funds and Road Capital Financing Reserve Fund.

Presented To:	Operations Committee
Presented:	Tuesday, Apr 02, 2013
Report Date	Friday, Mar 08, 2013
Type:	Managers' Reports
File Number:	Valley East WWTP

Request for Decision

Valley East Wastewater Treatment Plant - Dechlorination Project: Full Plant Trial

Recommendation

That the City of Greater Sudbury accept the report dated March 8, 2013 from the General Manager of Infrastructure Services regarding the Valley East Wastewater Treatment Plant - Dechlorination Project: Full Plant Trail; and

THAT the City of Greater Sudbury approve the recommendation by staff to continue with the full plant trial, including consulting engineering services to be provided by AECOM, for Paracetic Acid as an effluent disinfectant to meet Environment Canada regulations for the elimination of toxic effluent from the Valley East Wastewater Treatment Plant in accordance with the said report.

Finance Implications

To date, the project cost, which includes lab testing, temporary equipment, chemical purchases, and consultant fees, totals approximately \$180,000. The anticipated additional cost to complete the full plant trial, including: meetings with the MOE, chemicals, equipment, sampling, and consultant services is approximately \$150,000. Funding for the full plant trial will come from the capital funds previously committed to the dechlorination project.

Signed By

Report Prepared By

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Facilities Engineer
Digitally Signed Mar 8, 13

Division Review

Nick Benkovich
Director of Water/Wastewater Services
Digitally Signed Mar 8, 13

Recommended by the Department

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Recommended by the C.A.O.

Doug Nadorozny
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INTRODUCTION

In October of 2006, the City of Greater Sudbury (CGS) received notice from Environment Canada of a new requirement to prepare, by June 15, 2007, a Pollution Prevention (P2) Plan for the elimination of toxic effluent from all CGS wastewater treatment plants discharging flows in excess of 5,000 cubic metres per day. Chlorinated effluent is considered as a toxin under this rule. Legislation required that implementation of the P2 Plan was to be completed by July 15, 2010. The rule only applied to the Sudbury Wastewater Treatment Plant (Sudbury WWTP) and the Valley East Wastewater Treatment

Plant (Valley East WWTP). The Sudbury WWTP dechlorination project was completed in 2010. The process to eliminate toxic effluent from the Valley East WWTP is continuing to move forward, with Environment Canada's approval.

A new chemical process technology, using Peracetic Acid (PAA) for wastewater effluent disinfection, has emerged since the completion of the P2 Plan. Initial review of this technology suggested it had potential at the Valley East WWTP, and at significantly lower capital cost than the conventional disinfection technologies identified in the P2 Plan. The capital savings by implementing this technology is estimated at approximately \$2,000,000.

Staff are recommending a full plant trial to prove that:

- the desired results can be achieved;
- to better estimate the life cycle costs of the product; and
- to determine the long term process parameters required for successful operation.

Based on the success of this technology, it may have the potential to be utilized at other CGS wastewater treatment plants during future disinfection process upgrades, thereby significantly reducing future related capital costs.

BACKGROUND

Earth Tech, now AECOM, who was the most knowledgeable of the local consultants about the Valley East WWTP, was retained under a Blanket Order, as per the CGS Purchasing Policy, to complete the P2 Plan. The resulting Plan identified two potentially viable technologies, ultraviolet (UV) light disinfection and chlorination/dechlorination, and recommended further study of these technologies. The P2 Plan, along with a request to extend the project completion deadline to July of 2011, was submitted to Environment Canada. Environment Canada had initially denied this request, which meant that a recommended technology needed to be selected and implemented immediately. Since the time frame for implementation was short AECOM was, again, retained under a Blanket Order to further investigate the two technologies; recommend the appropriate technology; and provide a preliminary design report.

The effluent characteristics at the Valley East WWTP and the existing process layout presented challenges for both technologies. A preliminary capital cost for each alternative was estimated at over \$3,000,000, with significant annual operating costs. Operational concerns were also raised about the complexity and safety of the proposed systems. During this review phase a new chemical process technology, using Peracetic Acid (PAA) for wastewater effluent disinfection, emerged. Initial review of this technology suggested it had potential at the Valley East WWTP, and at significantly lower capital cost (a capital cost savings of approximately \$2,000,000), than the conventional disinfection technologies identified in the P2 Plan.

PAA has been widely used in the food industry and health services industry as a disinfectant. It has not been used widely in the municipal wastewater industry due to its relatively high chemical purchase price. However, its use as a disinfectant in the municipal wastewater sector has recently attracted interest due to the potential low capital cost and minimal operating requirements. It is also of interest to government authorities because it is, essentially, biodegradable and therefore not toxic to the environment.

Positive test results from initial testing of the product in laboratory simulations provided enough confidence in the product for staff to approach Ontario's approval authority, the Ministry of the Environment (MOE), and ask them to consider the use of PAA at the Valley East WWTP. With the assistance of the consultant, the chemical supplier and some significant discussions with the MOE, we obtained MOE approval for a side stream trial at the plant. Environment Canada also granted the City an additional extension to December 31, 2013. This side stream trial commenced in the Fall of 2011 and continued through to the Spring of 2012. The results of the testing clearly indicated that PAA is a viable and cost-effective disinfection technology worthy of further study. Initial capital costs are estimated at \$1,200,000.

Staff, the consultant, and the chemical supplier are presently working with the MOE to develop a protocol for completing a virus inactivation study, after which a full plant trial can be conducted. The purpose of the full plant trial is:

- to prove that the desired results can be achieved;
- to better estimate the life cycle costs of the product; and
- to determine the long term process parameters required for successful operation.

The full plant trial is a common next-step for introducing a new process technology prior to starting detailed design of a facility.

Although we are confident that this innovation will lead to a new way of doing business for the City, and that it is a more sustainable solution for the Valley East WWTP, and possibly for other CGS wastewater treatment plants, it is evident that the implementation process will be somewhat more complex than conventional engineering projects. It is possible that further testing will not support the economic viability. However, if the full plant trial shows that the product is viable, the next steps include detailed design followed by construction procurement, construction, commissioning and training. If the product is not viable, a similar detailed design phase and construction phase would be required for one of the alternative conventional technologies. A request to Environment Canada for an extension to our implementation deadline would also be required.

Due to the substantive capital cost savings (approximately \$2,000,000) identified by implementing this technology, staff supports the recommendation to continue with the full plant trial. This new direction and the pending deadline for implementation of the PAA disinfection process requires that we retain AECOM at a value in excess of the Blanket Order limit of \$25,000 and requires staff to seek Council's approval to continue with the

services of AECOM, at least to the completion of the full-plant trial and subsequent report, which is estimated to take approximately one year. This does not include the review and comment period(s) required by the MOE, which may add more time. Successful operation of the full plant trial will also allow the City to continue to use the temporary facility to ensure compliance with the federal regulation until the permanent system can be constructed. Staff will issue a request for proposals to retain a consultant for detailed design, contract administration and inspection of the permanent PAA disinfection system.

In the event that the MOE does not approve the use of PAA as a disinfectant at the Valley East WWTP or if the volume of chemical required to meet the MOE's requirements is more than practical, staff will either request an extension to Environment Canada to give time to implement an alternative solution or operate the temporary PAA disinfection system until another solution can be implemented. This will also involve the development of a preliminary design report; issuing a request for proposals for detailed design; and construction of the alternative solution. Staff will provide Council with an update on the project at the conclusion of the full plant trial.