



OPERATIONS COMMITTEE AGENDA

Monday, April 19, 2021

Tom Davies Square

Councillor McIntosh, Chair

2:00 p.m. Open Session, Council Chamber / Electronic Participation

City of Greater Sudbury Council and Committee Meetings are accessible and are broadcast publically online and on television in real time and will also be saved for public viewing on the City's website at: <https://agendasonline.greatersudbury.ca>.

Please be advised that if you make a presentation, speak or appear at the meeting venue during a meeting, you, your comments and/or your presentation may be recorded and broadcast.

By submitting information, including print or electronic information, for presentation to City Council or Committee you are indicating that you have obtained the consent of persons whose personal information is included in the information to be disclosed to the public.

Your information is collected for the purpose of informed decision-making and transparency of City Council decision-making under various municipal statutes and by-laws and in accordance with the Municipal Act, 2001, Planning Act, Municipal Freedom of Information and Protection of Privacy Act and the City of Greater Sudbury's Procedure By-law.

For more information regarding accessibility, recording your personal information or live-streaming, please contact Clerk's Services by calling 3-1-1 or emailing clerks@greatersudbury.ca.

1.	Call to Order	
2.	Roll Call	
3.	Declarations of Pecuniary Interest and the General Nature Thereof	
4.	Presentations	
4.1.	Traffic Signal System Renewal Project Update This presentation by Ryan Purdy, Traffic and Transportation Engineering Analyst, provides an update on the Traffic Signal System Renewal Project.	
4.2.	Winter Control Operations Update – February 2021 This presentation by Miranda Edwards, Relieving Roads Operations Engineer, provides information regarding winter maintenance activities financial results for the month of February 2021.	3
5.	Members' Motions	
6.	Correspondence for Information Only	
6.1.	Progressive Enforcement and Compliance Method This report provides information regarding the current progressive enforcement and compliance system for solid waste infractions and measures taken to handle properties with reoccurring solid waste infractions.	8
7.	Addendum	
8.	Civic Petitions	
9.	Question Period	
10.	Adjournment	

Winter Control Operations Update – February 2021

Presented To:	Operations Committee
Meeting Date:	April 19, 2021
Type:	Presentations
Prepared by:	Chris Gainham Linear Infrastructure Services
Recommended by:	General Manager of Growth and Infrastructure

Report Summary

This presentation by Miranda Edwards, Relieving Roads Operations Engineer, provides information regarding winter maintenance activities financial results for the month of February 2021.

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Financial Implications

This report provides the estimated financial results for the period ending February 28, 2021. The estimated results for February 2021 is a surplus of approximately \$2.29 million when compared to the draft 2021 year-to-date budget. The actual year-to-date results may differ as certain estimates were necessary to account for outstanding invoices and the 2021 budget has not yet been approved by Council.

Background

The City of Greater Sudbury's winter maintenance service levels are defined in Council approved winter control service policies as well as guidelines within the Minimum Maintenance Standards (MMS), O.Reg. 239-02.

The total snow accumulation for February 2021 was lower compared to the ten-year average (2011-2020) for the same period of time, resulting in less expenditures than budgeted for this period. During the month of February, there were two (2) winter events that required the full deployment of City crews and Contractors.

This report provides the estimated financial results for the period ending February 28, 2021. The estimated results for February 2021 is a surplus of approximately \$2.3 million when compared to the draft 2021 year-to-date budget. The actual year-to-date results may differ as certain estimates were necessary to account for outstanding invoices, and the 2021 budget has not yet been approved by Council.

Weather Statistics

As shown on table 1, in February there were two (2) major snow events that required full deployment of all available City and Contractor snow plowing equipment, but these events were not declared significant events. Table 1 highlights the statistical information for the 2021 winter season from Environment Canada including the 10-year average (2011-2020) for snowfall. The total snow accumulation for the 2021 calendar year to date is 0.70 meters or 2.31 feet. The 10-year average for the same January and February period is 1.41 meters or 4.63 feet. This represents a 50% decrease.

Table 1 – Weather Statistics (February 2021)

Month	Snow Accumulation (cm)	10 Year Average (cm) (2011-2020)	Percentage Increase/Decrease (Compared to 10 Year Average (%))	Major Snow Events	Rain/Freezing Rain Event
Jan	21.6	79.9	-73.0%	0	0
Feb	48.7	61.3	-20.6%	2	0
Mar					
Apr					
May					
Jun-Sep					
Oct					
Nov					
Dec					
Totals	70.3	141.2	-50.0%	2	0

Note: All weather data taken from Environment Canada website for weather station Sudbury A.

Winter Control Service Categories

1) Roadway Snow Plowing/Sanding/Salting

Includes work activities such as plowing, sanding, salting, anti-icing roads and winter stockpile management.

Status Update

For the February 2021 reporting period there were two (2) major snow events, requiring full deployment of City staff and/or Contractors. The response required to keep our routes clear and safe resulted in a decrease in snow plowing/sanding/salting activities from the anticipated levels for the month of February.

Challenges

No significant challenges in this reporting period.

2) Snow Removal

Includes work activities such as bus stop clearing, snow removal with loaders, snow dump operation and snow bank removal in the downtown centres. The lower than anticipated snowfall resulted in a decrease in anticipated snow removal activities for February.

Status Update

Snow removal requirements were minimal through the month of February 2021.

Challenges

No significant challenges in this reporting period.

3) Winter Sidewalk Maintenance

Includes work activities such as sidewalk plowing and sanding.

Status Update

For the February 2021 reporting period there were two (2) major snow events, requiring full deployment of City staff and/or Contractors. The response required to keep sidewalks walkable and safe resulted in maintenance activities lower than the anticipated levels for February.

Challenges

No significant challenges in this reporting period.

4) Roadway Snow Plowing with Graders/Loaders/4x4s

Includes work activities such as snow plowing with graders, 4x4s and loaders, municipal parking lot maintenance and snow fence maintenance.

Status Update

For the February 2021 reporting period there were two (2) major snow events requiring full deployment of City staff and/or Contractors for this service area. The response required to keep our routes clear and safe resulted in a significant decrease in snow plowing activities from the anticipated levels for February.

Challenges

No significant challenges in this reporting period.

5) Winter Ditching/Spring Clean Up

Includes work activities such as winter ditch maintenance and spring clean-up with sweepers/flushers on roads and sidewalks.

Status Update

For the February 2021 reporting period there were two (2) major snow events. During February, LIS staff were completing activities related to opening-up culverts/culvert steaming to ensure our surface drainage assets are ready to perform as intended to convey spring melt, and it is expected that this activity is on budget.

Challenges

No significant challenges in this reporting period.

6) Miscellaneous Winter Maintenance

Includes work activities such as property restoration (plow damage), pothole patching, winter road patrol, employee standby, equipment standby, health and safety training (snow school), fringe benefits and tool repairs.

Status Update

Pothole patching and Contractor standby are the main activities that have been utilized under this category during this reporting period. These activities are under anticipated levels for the month of February.

Challenges

No significant challenges in this reporting period.

Financials

The estimated financial results for the period ending February 28, 2021 are summarized below. As depicted in table 2, February 2021 is estimating a surplus of approximately \$2.3 million when compared to the draft 2021 year-to-date budget. The actual year-to-date results may differ as certain estimates were necessary to account for outstanding invoices and the 2021 budget has not yet been approved by Council.

Table 2 – Financial Results

2021 Winter Summary As at February 28, 2021					
	Draft Annual Budget	2021 YTD			
		Draft Budget	Actual	Variance	% Change YTD
Snow Plowing/Sanding/Salting	7,919,410	3,844,764	2,592,091	1,252,673	67%
Snow Removal	1,081,503	544,571	387,918	156,653	71%
Winter Sidewalk Maintenance	1,219,250	609,625	466,485	143,140	77%
Snow Plowing - Graders/Loaders/4x4s	1,156,817	647,561	244,067	403,494	38%
Winter Ditching/Spring Clean Up	2,816,050	445,517	427,956	17,561	96%
Miscellaneous Winter Maintenance	7,814,865	2,361,412	2,044,951	316,461	87%
Totals	22,145,462	8,453,450	6,163,467	2,289,982	73%

Table 3 – Miscellaneous Winter Maintenance Budget Breakdown

2021 Miscellaneous Winter Maintenance	
Expense Type	Draft Annual Budget (millions)
Employee Benefits	1.63
Asphalt Patching	1.52
Internal Recoveries (HR, Finance, IT)	0.78
Standby (Contractor Services)	0.79
Health & Safety	0.17
Other (Roads Patrol, Emergency Response, Tool Repair, Property Restoration, etc.)	0.57
Administration & Supervision	2.35
Total	\$ 7.81

Table 4 portrays a summary of the winter maintenance activities for the 2020/2021 winter season which shows an estimated under expenditure of approximately \$3.2 million.

In summary, favourable weather conditions in the 2020/2021 winter season would suggest that costs attributable to winter maintenance for the 2021 fiscal year are tracking well below budget allocations.

Table 4 – 2020/2021 Winter Season Financial Summary

2020/2021 Winter Season Summary			
February, 2021			
	Draft Season Budget	Season Actual	Variance
Snow Plowing/Sanding/Salting	6,510,230	4,823,095	1,687,135
Snow Removal	724,296	441,665	282,631
Winter Sidewalk Maintenance	1,003,173	784,368	218,805
Snow Plowing - Graders/Loaders/4x4s	909,687	495,294	414,393
Winter Ditching/Spring Clean Up	479,527	521,107	(41,580)
Miscellaneous Winter Maintenance	4,594,898	3,973,055	621,843
Totals	14,221,811	11,038,584	3,183,227

Resources Cited

None.

Progressive Enforcement and Compliance Method

Presented To:	Operations Committee
Meeting Date:	April 19, 2021
Type:	Correspondence for Information Only
Prepared by:	Robyn White Environmental Services
Recommended by:	General Manager of Growth and Infrastructure

Report Summary

This report provides information regarding the current progressive enforcement and compliance system for solid waste infractions and measures taken to handle properties with reoccurring solid waste infractions.

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Financial Implications

Costs associated with the enforcement and compliance system referred to in this report are within the existing operating budget.

Purpose

This report provides a follow-up to the report on “Collection of Large Furniture and Appliances” presented to the Operation’s Committee on July 9, 2018 whereby Staff were directed to develop a progressive enforcement system to deal with waste management issues (OP2018-20). The report provides details on the current enforcement and compliance methods and recommends an additional measure to handle properties with recurring infractions of the waste management by-law.

Background

The Environmental Services Division is responsible for the delivery of roadside waste collection services in accordance with the Waste Management By-law 2006-280 and its amendments. Issues related to waste placed at the roadside are handled by the division’s staff. The Field Officer position was created to conduct proactive field inspections, respond to complaint driven problems and resolve issues through education and enforcement activities.

Residential properties that are eligible for roadside collection are currently permitted:

- Two (2) approved bags / containers / bundles per residential unit, every other week;
- Unlimited weekly quantities of Blue Box recyclables and Green Cart organics;
- Unlimited quantities of leaf and yard trimmings every other week; and
- Unlimited quantities of eligible large furniture, appliance and electronic items from low density residential properties (6 units or less). Residents are encouraged to request a pick-up using Greater Sudbury's Waste Wise App, the on-line Waste Wise tool or by calling 311.

Current Enforcement and Compliance Method

Enforcement for items placed out too early, incorrectly or for items not eligible for collection is typically complaint driven, where complaints are received through the Active Citizen Request (ACR) system. Other enforcement activities result from proactive measures such as routine field inspections and review of collector notes.

The current enforcement and compliance method takes into account all the relevant factors relating to the property and the situation in order to ensure the most effective approach is taken in each instance, both for remedying the problem and discouraging repeat offences. This includes property history, the nature of the waste at the roadside and whether there is potential for the problem to worsen if not dealt with quickly. The steps taken to ensure compliance range from education, to requesting compliance verbally or the issuance of a formal written notice.

Depending on the issue, staff will provide literature and/or letters to advise the resident why a service or part of a service was not completed. If the issue is more serious in nature, the Field Officer will attend the subject property to investigate. The Field Officer will document issues at the property with notes and photos. While on site, the Field Officer will attempt to speak to the resident to inform them of the infraction and work towards voluntary compliance to rectify the concern. Where voluntary compliance cannot be attained, the Field Officer may issue an Order to Clean (Remove).

The Field Officer will follow the steps below to educate residents and property owners, and ensure compliance with solid waste collection requirements:

Step One - Education and Voluntary Compliance

The Field Officer will attempt to resolve a problem by making contact with the property owner or tenants in person, by phone, by email or by making use of various educational materials. The goal of this process is to obtain voluntary compliance in a positive and timely manner.

When the Field Officer attends a property and is unable to make in person contact with the property owner or tenant, a door hanger (refer to Appendix A) is left at the property. The door hanger will indicate that a staff member has attended the residence to speak with them, the time that they attended, the nature of the problem and what action must be taken to resolve the issue. The Field Officer also attaches their business card to the door hanger so they may be contacted to further discuss the matter. To ensure compliance, a re-inspection of the property typically occurs within a few days.

Step Two – Enforcement and Compliance

In the event of non-compliance, the Field Officer will issue a formal written notice referred to as an Order to Clean. The Order is a letter that is hand delivered to local property owners, sent by registered mail to out-of-town property owners or posted in a conspicuous place on the property. The letter outlines the requirement for the removal of item(s) by a specified date and time, which in most cases provides a minimum of 24 hours, to remove the waste. In the event of non-compliance by the specified date and time, the waste is removed at the property owner's expense.

The property owner is also advised that reoccurrences of solid waste infractions may be subject to an officer

re-inspection fee, the clean-up of waste without prior notice and the suspension of waste collection services.

Step Three - Progressive Enforcement

Upon continued infractions or where the roadside waste poses a particular health or safety concern, the requirement to provide an owner with 24 hours to complete the clean-up is rescinded. This allows Staff to perform a clean-up on the same day thereby further reducing the amount of time waste is at the roadside. At this point, an officer re-inspection fee, set by the User Fee By-Law, is included in the waste removal costs billed back to the property owner.

The property file is reviewed to determine whether waste collection services should be suspended due to continued infractions.

Step Four - Suspension

When a property continues to contravene the Solid Waste by-law, despite enforcement efforts, a notice of suspension of waste collection services is issued to the property owner. Upon suspension of roadside collection services, the property owner is responsible for arranging the removal of waste from the property at the owner's expense.

Property owners may submit a written request to reinstate roadside waste collection services that have been suspended. This request must include a proposal outlining the steps that the property owner has and will continue to take to mitigate issues and manage the property without further recurrence of infractions. Reinstatement requests are handled on a case-to-case basis. Staff will consider the property owner's proposal and provide suggestions to assist them to develop a plan that can be implemented to resolve the specific problems encountered at the property. Once the proposal has been accepted, an agreement is provided to the property owner for signature prior to reinstating the roadside collection services.

Any infraction after reinstatement may result in immediate re-suspension without further notice.

Analysis

The current enforcement and compliance system has yielded positive success in terms of voluntary compliance from residents. The issue resides with properties that have reoccurring infractions, most of which are rental or multi-unit properties. These properties strain resources and frustrate neighboring property owners.

Enforcement and Compliance Data – 2019 and 2020

2020.

Table 1 2019 and 2020 Field Officer Inspections, Orders and Suspensions

	2019		2020	
	Number	Percent	Number	Percent
Total Number of Field Inspections Conducted	2653	100%	3318	100%
Number of Field Inspections Resolved through Voluntary Compliance/Education	2484	94%	3188	96%
Number of Field Inspections where Orders were issued	169	6%	130	4%
Number of Order non-compliances where the property was cleaned at the owners expense	55	33%	31	24%
Number of Orders with non-compliance at rental properties where the property owner did not live at the property	29	53%	29	94%
Number of Orders with non-compliance at a multi-unit property	30	55%	25	81%
Number of suspensions due to continued infractions	5	100%	4	100%
Number of suspensions with no infractions after suspension	2	40%	1	25%
Number of suspensions where waste services were reinstated and there were no pursuant infractions	2	40%	2	50%
Number of suspensions where waste services were reinstated and there were pursuant infractions – suspension was reissued	1	20%	1	25%

The current enforcement and compliance system could be enhanced by requiring problematic properties to install and use an 'Approved Animal Resistant Waste Storage Container' (refer to Appendix B) to receive roadside collection services. This requirement will be included in Step Four (Suspension) of the enforcement and compliance process and could be required prior to suspension or incorporated into a reinstatement agreement.

Approved animal resistant waste storage containers may be purchased and installed for use at any property eligible to receive roadside waste collection services. In January 2021, Environmental Services implemented the animal resistant waste storage container rent-to-own and subsidy support programs to assist property owners to defer the upfront costs of purchasing the storage container.

If properly used, the storage container would store waste securely until collection day. This would minimize unsightly and torn garbage bags, reduce litter and alleviate health concerns.

Large Furniture and Appliances

Residents in low density residential properties (6 residential units or less) receive unlimited roadside collection of large furniture, appliances and electronics.

For many years, residents who wished to have a large furniture, appliance or electronic item collected were required to place the items at the roadside on their regularly scheduled collection day. Some large furniture items may be collected on the regular collection day along with the garbage bags. Other large furniture items and recyclable appliances and electronics are noted and collected by a separate collection vehicle.

With this system, frequently, items are placed to the roadside outside of collection day. This results in the items staying at the roadside for up to two weeks before collection is completed. For this reason, steps to gradually

transition residents from a collection day roadside placement program to a pick-up request program are already underway. As part of this transition strategy, advertisements focus exclusively on the pick-up request program and residents are no longer encouraged to place large furniture, appliances and electronics out on their regular collection day.

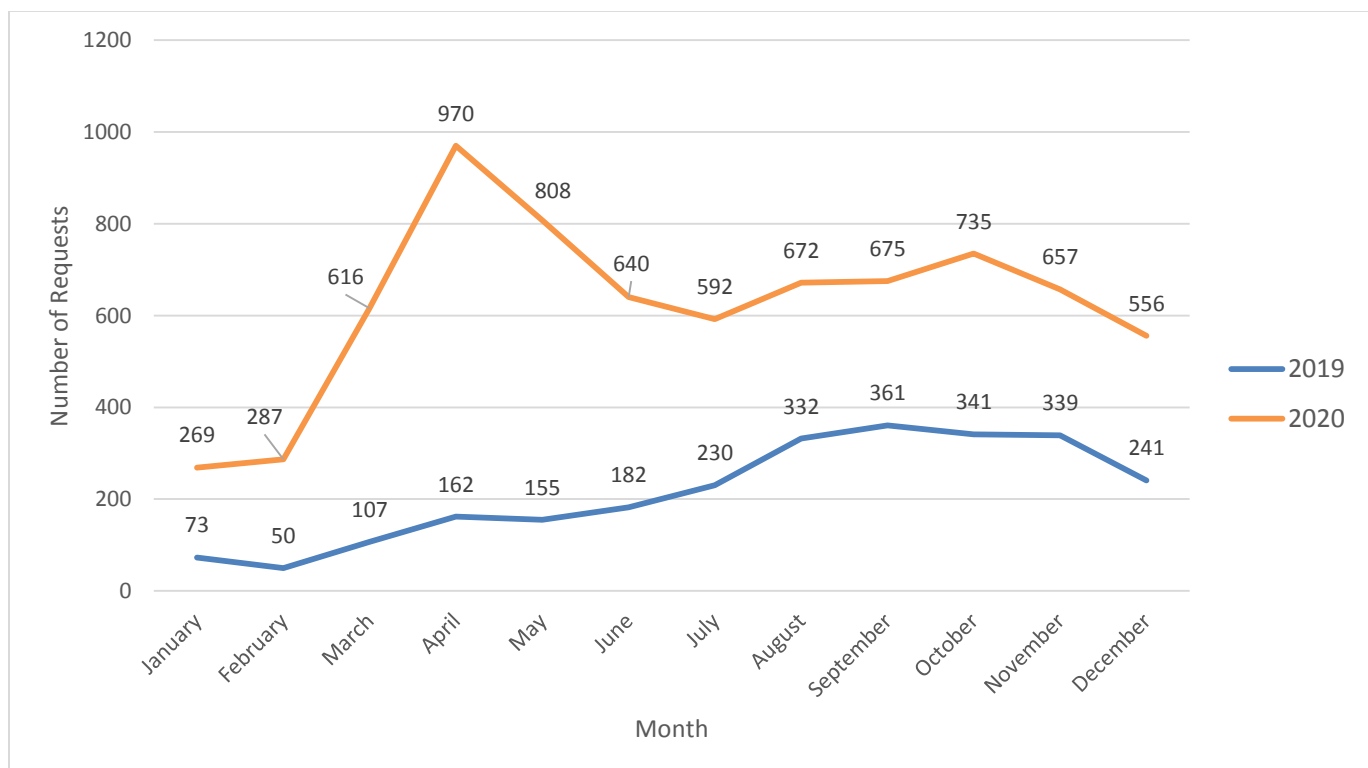
Pick-up requests:

- promote reuse and encourage donation of large items;
- only allow requests for an eligible item;
- only allow properties eligible for collection to enter a request;
- provide specific collection instructions (how and where to place the items);
- create a record of the request; and
- enable the City to easily transition the handling of large items once the Minister of the Environment, Conservations and Parks designates additional material under a producer responsibility system.

Staff recognize that change takes time to achieve. Therefore, the existing roadside placement collection system for large furniture, appliances and electronics is being maintained in the existing waste collection tender. In addition, the waste collection contractor is required to manage and collect items that come through the pick-up request system.

Large furniture, appliances and electronics placed roadside for an extended period can pose a problem. To address this problem, the service level for the collection of these items was enhanced to provide collection within 2 business days of receiving the request or noting the item at the roadside on the regularly scheduled collection day. This enhancement was implemented in February of 2021. It is expected that the enhanced service level will assist in removing these items in a more timely manner. Staff also expect to see improvements as residents continue to transition to making pick-up requests via the Waste Wise app, Waste Wise online tool or by calling 311. The pick-up request service has been available since November 2018 and since that time, new promotional material focus solely on the use of the pick-up request system to have these items collected. The increase in app usage to make a pick-up requests is detailed in Figure 1.

Figure 1 Number of Large Furniture, Appliance and Electronics Pick-Up Requests Made through the Waste Wise app Each Month in 2019 and 2020



The use of the pick-up request system has continued to increase over the course of the past two full years of

use. In 2019, a total of 2,573 Large Furniture, Appliance and Electronics pick-up requests were made, while 7,477 requests were made in 2020. Staff expect that residents will become accustomed to using the pick-up request system and that usage will continue to increase as this system becomes the norm for the collection of large furniture, appliances and electronics.

Conclusion / Next Steps

The current enforcement and compliance system for solid waste infractions operates successfully based on an extensive education & outreach program. Enhancements to the large furniture, appliances and electronics program have been implemented. The problem lies with a small number of properties, especially rental and multi-unit properties. The existing enforcement and compliance system is being enhanced by adding an additional measure that may require problematic properties to install and use an Approved Animal Resistant Waste Storage Container.

Resources Cited

City of Greater Sudbury, Operations Committee, Manager's Report, Collection of Large Furniture & Appliances – Item R-1, July 9, 2018

Accessed online:

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1257&itemid=14336&lang=en>

City of Greater Sudbury, Operations Committee, Manager's Report, Waste Collection Services – Additional Support Programs – Item R-1, March 2, 2020

Accessed online:

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1484&itemid=18133&lang=en>

City of Greater Sudbury, Operations Committee, Manager's Report, Waste Collection Services – Large Furniture, Appliances and Electronics – Item R-2, March 2, 2020

Accessed online:

<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1484&itemid=18134&lang=en>

Environmental Services Services de l'environnement

An Officer attended at
Un agent est passé(e) chez vous à

a.m. / p.m. | du matin / soir

date

to inspect / pour inspecter

No one was home. **Please contact:**
Il n'y avait personne chez vous.
Veuillez communiquer avec :



Page 14 of 17



Page 15 of 17

APPROVED



TyeDee Original (160 lbs.)
Dimensions: 48" wide x 30" high x 24" deep



TyeDee Bin XL (180 lbs.)
Dimensions: 60" wide x 30" high x 24" deep

TyeDee Bin Contact Information: Toll Free: 1 877.387.2467 | tyedeebin@maddocksengineering.com | www.tyedeebin.com

Approved Waste Storage Containers

A registered owner of a property to which residential roadside waste collection services are provided by the City may purchase a TyeDee Bin waste storage container and receive collection services from the container provided that:

1. The container is placed on the resident's own property no further than six feet from the edge of the road.
2. The resident's/property owner's address is clearly marked on the container.
3. The container is kept clean and in a sanitary condition.
4. The container is in good state of repair (this also means well painted).
5. The area around the container is kept clean and in a sanitary condition.
6. The container is completely accessible to the collection crews (i.e. not locked; not buried in snow or ice etc.).
7. The container is never placed in a location to impede road maintenance work.
8. The waste stored in the container must be placed in approved waste containers.

Please provide the City with a two week notice that you will be making use of a TyeDee Bin to store your residential waste. We will then add your address to our collection list.

For further information, please call City Services at 311 or visit our website at www.greatersudbury.ca/wastemanagement.

It starts with you! We'll take it from here.

APPROUVÉ



TyeDee Bin Original (160 lb)
Dimensions : 48 po de largeur x 30 po de
hauteur x 24 po de profondeur



TyeDee Bin XL (180 lb)
Dimensions : 60 po de largeur x 30 po de
hauteur x 24 po de profondeur

Coordonnées de TyeDee Bin: Sans frais: 1 877.387.2467 | tyedeebin@maddocksengineering.com | www.tyedeebin.com

Contenant de stockage
de déchets

17

Contenant approuvé de stockage des déchets

Le propriétaire enregistré d'un terrain desservi par la Ville pour la collecte en bordure de la rue des ordures ménagères peut acheter un contenant de stockage des déchets TyeDee Bin et recevoir des services de collecte des déchets de ce contenant à condition que :

1. le contenant soit placé sur le propre terrain du membre de la communauté au plus à six pieds de la bordure de la rue;
2. l'adresse du membre de la communauté / propriétaire du terrain soit bien indiquée sur le contenant;
3. le contenant soit tenu propre et en bon état sanitaire;
4. le contenant soit en bon état (cela signifie aussi bien peint);
5. la zone autour du contenant soit tenue propre et en bon état sanitaire;
6. le contenant soit complètement accessible aux équipes de collecte (c.-à-d. non verrouillé; non enfoui sous la neige ou la glace etc.);
7. le contenant ne soit jamais placé à un endroit où il nuirait aux travaux d'entretien des routes;
8. les déchets stockés dans le contenant soient placés dans des contenants pour déchets approuvés.

Veuillez donner à la Ville un avis de deux semaines que vous utiliserez un contenant TyeDee Bin pour stocker vos ordures ménagères. Nous ajouterons alors votre adresse à notre liste de collecte.

Pour de plus amples renseignements, veuillez communiquer avec les Services municipaux au 311 ou consultez notre site Web au www.grandsudbury.ca/gestiondesdechets.

si vous l'apportez! On peut s'en occuper.