



**Corporation of the Town of Ingersoll
Council Agenda
Regular Meeting of Council
Town Centre, Council Chambers
Monday, November 12, 2018, 6:00 p.m.**

Call to Order

Disclosures of Pecuniary Interest

Consent Agenda

Items listed under the Consent Agenda are considered routine or no longer require further discussion and are enacted in one motion. The exception to this rule is that a Council Member may request for one or more items to be removed from the Consent Agenda for separate discussion and vote.

November 12, 2018 – [Consent Agenda](#)

Resolution – Committee of the Whole (Councillor Bowman)

Special Staff Reports

- 1) Boundary Adjustment Update [A-036-18](#)
- 2) Council Orientation [C-031-18](#)
- 3) Application for a variance to By-law 01-3989 (Maximum number of dogs) [C-032-18](#)
- 4) Request for a Reduction in Auditorium Rate (STEM Camp) [CS-035-18](#)
- 5) Wellington Avenue Parking Restrictions [OP-030-18](#)
- 6) Level of Service Guidelines for the Public Works Department [OP-031-18](#)
- 7) 2019 Budget Public Consultation Update [T-024-18](#)

Delegations & Presentations – 6:30 p.m.

- 1) Carlo Cocchetto – Safety and Designated Parking Allowances on Thames St. S.

Correspondence & Resolution

Consideration of By-Laws

- 1) [By-Law 18-5024](#) – to adopt and confirm all actions and proceedings

Upcoming Council Meetings

Special Council Meeting, Council Orientation

Wednesday November 21, 2018, 9:00 a.m.
Ingersoll Golf and Country Club

Inaugural Meeting of Council

Monday December 3, 2018, 7:00 p.m.
Town Centre, Council Chambers

Regular Meeting of Council

Monday, December 10, 2018, 6:00 p.m.
Town Centre, Council Chambers

Council Committee Meetings

Please check the events calendar at www.ingersoll.ca in the event of changes to Committee meeting dates and times

Harvest Festival

4th Wednesday of the Month
Cheese and Agricultural Museum
6:30 p.m.

Ingersoll BIA

2nd Tuesday of the Month
Town Centre, JC Herbert Room
6:30 p.m.

Safe Cycling Committee

2nd Thursday of the Month
Town Centre, JC Herbert Room
6.30pm

Recreational Trails Committee

3rd Wednesday of the Month
Town Centre, JC Herbert Room
6:30 p.m.

Transportation Committee

4th Wednesday of Every Other Month
Town Centre, Engineering Board Room
10:00 a.m.

Museum Committee

3rd Thursday of the Month
Cheese Museum
6:30 p.m.

Police Services Board

4th Monday of the Month
Town Centre, JC Herbert Room
6:00 p.m.

Closed Session

- 1) Minutes of Closed Session Meeting on September 10, 2018

- 2) Minutes of Closed Session Meeting on October 9, 2018
- 3) Section 239 (2) (b) personnel matters about an identifiable individual, including municipal or local board employees.
- 4) Section 239 (2) (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

Adjournment



DEPARTMENT: Chief Administrative Officer

REPORT NO: A-036-18

COUNCIL DATE: November 12th, 2018

TITLE: Boundary Adjustment Update

OBJECTIVE: To seek direction to hold a special meeting of Council to review the status of the negotiation, discuss next steps, timing and projected completion and implementation estimates.

BACKGROUND: As Council is fully aware, it has been engaged with its neighbour, South West Oxford since 2015 and even before on discussion about a boundary adjustment.

Over the last four years, there have been numerous open meetings held with negotiation committees from each Municipality. The Ingersoll has strived to provide the whole of Council with timely and comprehensive reports, at open meetings of Council. Additionally, direction has been sought, from Council, on numerous occasions.

With some time having elapsed since the last full discussion it might be helpful to have a specific discussion on the issue at a special meeting dedicated to only this topic.

Staff are suggesting that Council consider calling a special meeting prior to Year End to have this refresher.

ANALYSIS: N/A

INTERDEPARTMENTAL IMPLICATIONS: N/A

FINANCIAL IMPLICATIONS:

RECOMMENDATION: **THAT** the Council of the Corporation of the Town of Ingersoll receives Report numbered A-036-18 as information.

AND FURTHER THAT Council provide direction to staff on the need for a special meeting to provide a review of the boundary adjustment negotiations and status.

CHIEF ADMINISTRATIVE OFFICER REPORT
REGULAR MEETING OF COUNCIL
November 12th, 2018

Prepared by: William J. Tigert, Chief Administrative Officer

ATTACHMENTS: N/A



DEPARTMENT: Clerk's

REPORT NO: C-031-18

COUNCIL MEETING DATE: November 12, 2018

TITLE: Council Orientation

OBJECTIVE: To provide information to Council and the public on the scheduled orientation training for the new term of Council.

BACKGROUND

Providing Council members, both new and returning, as well as Council Committee Board members with a solid foundation upon which to carry out their responsibilities is of the utmost importance to the Town of Ingersoll. Increasingly, municipalities are subject to a growing body of complex legislation, by-laws, and policies that establish Council's powers and limitations and governs and influences municipal operations and service delivery.

Previously, new terms of Council have been asked to participate in an orientation session to receive training and education on their roles and responsibilities. Staff recognize the importance of these sessions for building knowledge and establishing expectations and have also received positive feedback from past participants.

ANALYSIS

In recognition of the significance of Council's mandate to provide good government for the Town and the complex environment in which that mandate is to be fulfilled, staff have arranged for an orientation session for the new term of Council. The orientation session will focus on municipal governance and will be delivered by industry experts, Nigel Bellchamber and Fred Dean of Amberley Gavel.

All members of Council and Council's Committees are invited to participate in the orientation session which is scheduled for November 21, 2018, from 9:00 a.m. to 2:00 p.m. at the Ingersoll Golf and Country Club located at 51 Holcroft St. W. Additionally, Council candidates who ran in the 2018 Municipal election will be personally invited to

attend the session to encourage continued civic engagement and to foster interest in possible future roles on Council and its committees. This personal invitation furthers the Town's campaign initiative to promote engagement and education which commenced at the outset of the campaign period when all candidates were invited to participate in the Association of Municipalities of Ontario's 'So you want to run for Council' training module.

Members of the public are also invited to attend the orientation session to learn more about Council and its roles and responsibilities.

INTERDEPARTMENTAL IMPLICATIONS

All Department Heads will be required to attend the Council orientation session.

FINANCIAL IMPLICATIONS

The cost to facilitate Council orientation is part of the 2018 election budget, as it was in 2014.

RECOMMENDATION

THAT the council for the Town of Ingersoll receives report C- 031-18 as information;

ATTACHMENTS: None

Prepared by: Danielle Richard, Deputy Clerk

Approved by: William Tigert, CAO



DEPARTMENT: Clerk's Department

REPORT NO: C-032-18

COUNCIL MEETING DATE: November 12, 2018

TITLE: Application for a variance to By-law 01-3989 (Maximum number of dogs)

OBJECTIVE

To present Council with the necessary information to decide on a request for an exemption to By-law 01-3989 concerning the maximum number of dogs permitted to reside in any one dwelling unit or on any premises.

BACKGROUND

Council has received a request from Mr. Harry Murray (attached) requesting permission to allow an additional dog to reside on the property located at 52 North Town Line East. As detailed in the attached letter, the Murrays' request is proactive; no complaint has been received regarding the number of dogs on the property.

ANALYSIS

By-law 01-3989 at clause 3.1 states: "no person shall keep more than two dogs in any one dwelling unit or on any premises."

From time to time Council has approved exemption requests to clause 3.1 so long as the applicant agrees to enter into an agreement with the Town with the following conditions:

- That as each dog in excess of the two dog limit passes away no new dog shall be acquired and kept at the location;
- That in time there will be no more than two (2) dogs kept at this premise or any other premise in the Town of Ingersoll without permission of Council;
- That all other conditions of By-law No. 01-3989 be adhered to at all times.

If the applicant is willing to enter into an agreement, staff would recommend approval of the exemption request.

INTERDEPARTMENTAL IMPLICATIONS

None

FINANCIAL IMPLICATIONS

N/A

RECOMMENDATION

THAT report C-032-18 be received as information;

AND THAT Council approves the exemption to By-law No. 01-3989 to allow three dogs on the premise of 52 North Town Line East, subject to the applicants, Mr. and Mrs. Murray, entering into an agreement including the conditions detailed in this report.

ATTACHMENTS

Application for Exemption by Mr. Murray

Prepared by: Michael Graves, Director of Corporate Services, Clerk-Deputy CAO

Approved by: William Tigert, Chief Administrative Officer

Hi Danielle

We spoke during the week about our dilemma regarding our pets.

Just to explain how we came to where we are we had moved from a small town north of Toronto where the dog limit was 3 and no real limit on cats other than common sense.

We moved to Ingersoll 2 years ago with 2 dogs and a cat. Our one dog a 120 pound Golden doodle died last winter at 13 and we found the other dog we have a 20 pound Jackapoo who is now 12 was out of sorts. To remedy this we decided on another dog but much different than the Golden doodle due to the size. We decided on a Morkie teacup which has fully grown to a whopping 4 pounds and is a year old. The breed is so well behaved and friendly we decided to get another from the very same breeder with this latest to max out at 3 pounds who is now 4 months. After doing this we were told by a friend that there was a maximum on pets and we had gone over and best to contact the town before the town contacted us.

In no way do we think the laws don't apply to us but rather we just did not know the law was different here.

We are responsible pet owners who have fixed and chipped our pets with the exception of the latest as he has to be 8 months old first due to his size.

They have regular vet visits and all shots are up to date. The 2 smallest dogs and cat a 6 pound Russian Blue that is also 12 are indoor due to their size as they would make a quick meal for a hawk or coyote. The only time the Jackapoo goes out is to do his duty and then returns inside. We do not leave our pets outside or let them bark.

We also have no intention of breeding them as we get them fixed as soon as allowed. We heard about why the limit is now in place and wanted to make it clear ours are fixed. We also realize that if allowed to keep our pets that as the older 2 pass on there will be no more members of the family.

I have enclosed a picture of the dogs so that you may see how small they really are...as for the cat well....she is a cat and always hiding somewhere in the house.

Thank you for your help with this matter and look forward to your reply.

Regards

Brenda and Harry Murray

52 North Town Line East

Ingersoll





DEPARTMENT: Community Services

REPORT NO: CS-035-18

COUNCIL MEETING DATE: November 12, 2018

TITLE: Request for a reduction in Auditorium Rate

OBJECTIVE: To inform council of a letter of request from Sports Discovery Camp for a not for profit reduced rate for the Ingersoll Auditorium for nine days from August 6-16 2019.

BACKGROUND: Sports Discovery Camp is a not for profit organization the runs a STEM Camp. They are based out of Embro Ontario. Previously, they have hosted their summer camps at the Fusion Youth Centre and St. James Anglican Church. For the summer of 2019, they have expressed interest in hosting their summer camp at the Ingersoll Arena-Auditorium. The camp has sent a letter to council requesting a reduced rate for the rental.

ANALYSIS: The Town of Ingersoll runs our own summer camps at the Fusion Youth Center and the Victoria Park Community Centre the same weeks that the STEM Camp is requesting. Staff do not feel we should support a reduced rate to another camp that is in direct competition to the camps that are run by the Town itself. There are set fees for the rental of our facilities, and we can offer them the space at its regular rate.

INTERDEPARTMENTAL IMPLICATIONS: Sports Discovery Camp Rate Reduction Request

FINANCIAL IMPLICATIONS: With the approved council rates for the Auditorium being Monday – Thursday \$265 per day and Friday \$500 per day, the reduced rate would generate **\$1427.5** in revenue, the regular rate would generate **\$2855** in revenue.

RECOMMENDATION:

THAT the Council for The Town of Ingersoll receives report CS-35-18 as information.

DEPARTMENT REPORT NO. CS-035-18
REGULAR MEETING OF COUNCIL
Date Tuesday, November 12 2018

AND THAT Council does not approve the requested rate reduction.

ATTACHMENTS: none

Prepared by: Danny Roth, Manager of Facility Operations
 Kyle Stefanovic, Director of Community Services

Approved by: William Tigert, CAO

October 25, 2018

Town of Ingersoll
Town Council
130 Oxford St.
Ingersoll, ON
N5C 2V5

Dear Council,

I would like to introduce you to our not for profit organization Sports Discovery Camp.

"At Sports Discovery Camp our mission is to provide opportunities for campers to discover abilities they didn't know they had and to continue to build on qualities they already possess, through participating in various sports. We believe every child has the right to play sport in a safe and friendly environment and to learn important life values such as leadership and teamwork. We don't just build skills, we build people."

Sports Discovery Camp would like to bring our program to your community for two weeks during the summer of 2019 and we are looking for your help to keep this as cost effective for participants as possible. We are requesting the not for profit rental rates for your facility and sports' fields to run our programming. We at Sports Discovery Camp want to fill a void for those searching for a camp that provides multi-sports' development as well as growing leadership and team building skills for each participant. We are looking to rent the Ingersoll District Memorial Centre from August 6, 2019 to August 16, 2019 from 8:00am to 5:00pm Monday to Friday excluding holidays.

I would welcome the opportunity to discuss this further upon your request.

Sincerely yours,



Paul De Jong
Community Relations Director
519-475-6600



DEPARTMENT: OPERATIONS

REPORT NO: OP-030-18

COUNCIL MEETING DATE: November 12, 2018

TITLE: Wellington Avenue Parking Restrictions

OBJECTIVE

To obtain Council approval for parking restrictions on Wellington Avenue.

BACKGROUND

The Transportation Management Committee meets on a quarterly basis to discuss transportation and parking issues in the Town. The Committee met on September 18, 2018, and discussed the parking situation on Wellington Avenue.

ANALYSIS

At the September 18th meeting of the Transportation Management Committee meeting, the Committee reviewed a request from the Fire Department while performing their duties of By-law Enforcement. The officer had received a concern about a fire truck not being able to reach the fire hydrant at the end of the street because of the reduction of Wellington Avenue when there is parking on the street.

Wellington Avenue is a short dead end, very narrow street with sidewalks and multiple driveways on both sides. It also has a community mailbox. When vehicles are parked on one side and especially on both sides, it is difficult to drive down the street. This road becomes even more restrictive for emergency vehicles. Because of the narrow nature of the road, Public Works uses a loader to clear the street and with vehicles parked (and because it's a dead end street) it becomes difficult to maneuver both a garbage truck or snow plow; let alone an emergency vehicle.

The Fire Department is requesting that no parking be allowed on either side of the street. Nelson Street to the south, which is a similar street in width, has no parking on either side of the street.

The Transportation Committee is recommending that No Parking be by-lawed on both sides of the street in order to improve the safety for the residents of the street.

A notice indicating this recommendation was delivered to the residents of Wellington Avenue on October 24, 2018. As of this date, the Town has received seven comments, two in favour of the recommendation and four requesting that no parking be on one side only and one requesting no change but would be amenable to no parking on one side.

FINANCIAL IMPLICATIONS

The cost to install the No Parking signs is approximately \$300 and will come from the Public Works Operating budget.

RECOMMENDATION

THAT the Council for the Town of Ingersoll receives staff report OP-030-18 as information.

AND THAT No Parking on both sides of Wellington Avenue be by-lawed at the next regular Council meeting.

Prepared by: Sandra Lawson P.Eng., Town Engineer

Approved by: William Tigert, CAO



DEPARTMENT: OPERATIONS

REPORT NO: OP-031-18

COUNCIL MEETING DATE: November 12, 2018

TITLE: Level of Service Guidelines for the Public Works Department

OBJECTIVE

To provide Council with information regarding the changes to the Level of Service Guidelines for the Public Works Department.

BACKGROUND

The Public Works Department Level of Service Guidelines is meant to outline standards for the various activities performed by the Public Works Department. These guidelines will act as a basis for budget calculation and assist staff and Council in answering requests by residents.

These guidelines complement the adopted Minimum Maintenance Standards as printed in Subsection 44 of the Municipal Act 2001, as amended, but in no way try to supersede them. These guidelines outline asset preservation along with standards for items not covered under the adopted Minimum Maintenance Standards.

Ingersoll's roads are classified by Average Daily Traffic counts and posted speed limits. Currently Ingersoll highest class of road is 2, and its lowest class is 6. Road classification plays an important part in determining Minimum Maintenance Standards and Levels of Service for municipalities.

These guidelines are reviewed on an annual basis.

ANALYSIS

Over the last year, there have been several changes to the regulations governing the Minimum Maintenance Standards. These Standards were developed to provide municipalities with a defense against liability from actions arising with regard to levels of care on roads and bridges. The attached Levels of Service Guidelines have been updated according to the new regulations.

Some of the changes include:

- increased level of service on sidewalks
- increased level of service for the 45 cm area adjacent to each side of the sidewalk
- definition of a Significant Weather Event
- level of service for bicycle lanes

FINANCIAL IMPLICATIONS

This increased level of service may have financial implications on the sidewalk plowing budget depending on the number of winter events that occur on a weekend.

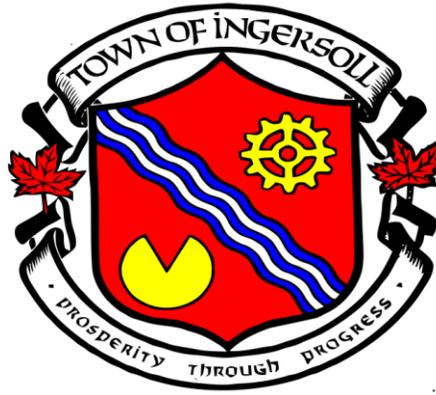
RECOMMENDATION

THAT the Council for the Town of Ingersoll receives staff report OP-031-18 as information

AND FURTHER THAT Council adopts the Level of Service Guidelines for the Town of Ingersoll Public Works Department.

Prepared by: Sandra Lawson P.Eng., Town Engineer

Approved by: William Tigert, CAO



LEVEL OF SERVICE GUIDELINES

FOR THE

TOWN OF INGERSOLL PUBLIC WORKS DEPARTMENT

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INTRODUCTION

This “Level of Service Guideline” document is meant to outline standards for the various activities performed by the Public Works Department. These guidelines will act as a basis for budget calculation and assist staff and Council in answering requests by residents.

These guidelines complement the adopted Minimum Maintenance Standards as printed in Subsection 44 of the Municipal Act 2001, as amended, but in no way try to supersede them. These guidelines outline asset preservation along with standards for items not covered under the adopted Minimum Maintenance Standards.

Ingersoll’s roads are classified by Average Daily Traffic counts and posted speed limits. Currently Ingersoll highest class of road is 2, and its lowest class is 6. Road classification plays an important part in determining Minimum Maintenance Standards and Levels of Service for municipalities.

**TABLE
CLASSIFICATION OF HIGHWAYS**

Average Annual Daily Traffic (number of motor vehicles)	Posted or Statutory Speed Limit (kilometers’ per hour)							
	91 - 100	81 - 90	71 - 80	61 - 70	51 - 60	41 - 50	1 - 40	
15,000 or more	1	1	1	2	2	2	2	
12,000 - 14,999	1	1	1	2	2	3	3	
10,000 - 11,999	1	1	2	2	3	3	3	
8,000 - 9,999	1	1	2	3	3	3	3	
6,000 - 7,999	1	2	2	3	3	3	3	
5,000 - 5,999	1	2	2	3	3	3	3	
4,000 - 4,999	1	2	3	3	3	3	4	
3,000 - 3,999	1	2	3	3	3	4	4	
2,000 - 2,999	1	2	3	3	4	4	4	
1,000 - 1,999	1	3	3	3	4	4	5	
500 - 999	1	3	4	4	4	4	5	
200 - 499	1	3	4	4	5	5	5	
50 - 199	1	3	4	5	5	5	5	
0 - 49	1	3	6	6	6	6	6	

O. Reg. 613/06, s. 1.

DEFINITIONS

In this document the following words when taken in context mean:

“Bicycle lane”	(a) a portion of a roadway that has been designated by pavement markings or signage for the preferential or exclusive use of cyclists, or (b) a portion of a roadway that has been designated for the exclusive use of cyclists by signage and a physical or marked buffer.
“Cm”	centimeters
“Day”	a 24 hour period
“Debris”	means any material (except snow and ice) or object on the roadway, (a) that is not an integral part of the roadway or has not been intentionally placed on the roadway by a municipality, and (b) that is reasonably likely to cause damage to a motor vehicle. O. Reg. 239/02, s.9 (2); O. Reg. 47/13,s.9.
“Emergency repair”	a repair that is not scheduled and requires a response as soon as practicable.
“Ice”	means all kinds of ice, however, formed
“Minimum Maintenance Standards”	means Ontario Regulation 239/02 Minimum Maintenance Standards as amended from time to time.
“Motor vehicle”	has the same meaning as in subsection 1(1) of the <i>Highway Traffic Act</i> , except it does not include a motor assisted bicycle.
“Non-paved surface”	means a surface that is not paved.
“Paved surface”	a surface with a wearing layer or layers of asphalt, concrete or asphalt emulsion.
“Roadway”	has the same meaning as in subsection 1 (1) of the <i>Highway Traffic Act</i> .
“Shoulder”	means a portion of a highway that provides lateral support to the roadway and that may accommodate stopped motor vehicles for emergency use.

“Shoulder drop off”	means the vertical differential, where the paved surface of the roadway is higher than the surface of the shoulder, between the paved surface of the roadway and the paved or non-paved surface of the shoulder.
“Substantial probability”	means a significant likelihood considerably in excess of 51 percent
“Surface”	the top of a roadway or shoulder.
“Surface Discontinuity”	means a vertical discontinuity creating a step formation at joints or cracks in the surface of a walk.
“Town”	the lands within the boundaries of the Corporation of the Town of Ingersoll or any of its representatives.
“Town Engineer”	the Engineer of the Corporation of the Town of Ingersoll
“Manager of Public Works”	the Manager of Public Works of the Corporation of the Town of Ingersoll.
“Town Foreman”	the Foreman of Public Works of the Corporation of the Town of Ingersoll.
“Regulatory sign”	has the same meaning as in the Manual of Uniform Traffic Control Devices published by the Ministry of Transportation.
“Warning sign”	has the same meaning as in the Manual of Uniform Traffic Control Devices published by the Ministry of Transportation.
“Weather”	means air temperature, wind and precipitation

GUIDELINES

BRIDGE MAINTENANCE

Purpose

The purpose of this policy is to establish the level of service for bridge maintenance.

Objective

To provide safety to the Public through preventative maintenance

Level of Service

- 1) The minimum level of service for repairing failed or damaged structural components is to deploy resources as soon as practicable after becoming aware of the fact the component is failed or damaged.
In cases where the repairs are of such a nature not to affect the integrity of the structure they will be carried out within regular maintenance schedules.
- 2) The minimum standard for inspecting structures will be as described in Ontario Regulation 104/97 Standards for bridges and in accordance with the Ontario Structure Inspection Manual. Structures may be inspected annually by the Manager of Public Works or designate for deficiencies and maintenance priorities.
- 3) Drains, decks and expansion joints will be cleaned each spring.
- 4) Damage to structures resulting from vehicle collision will be billed to offending parties where possible.

CATCH BASIN & STORM SEWERS MAINTENANCE

Purpose

The purpose of this policy is to establish the level of service for catch basin and storm sewer maintenance.

Objectives

- 1) To remove water from the road surface and channel it to the proper drainage system and outlet.
- 2) To prevent erosion and flooding of the road allowance.

Level of Service

- 1) Collapsed or broken storm sewers catch basin leads within the road allowance that cause settlements will be barricaded and then repaired as resources permit.
- 2) The minimum level of service for repairing noisy manhole or catch basin lids is 60 days after becoming aware of the fact the lid is noisy.
- 3) The minimum level of service for cleaning catch basin sumps is once every three years.
- 4) Catch basins will be inspected during scheduled sump cleaning. All deficiencies will be recorded and scheduled on a priority basis.
- 5) Catch basin and storm drain repairs required due to damage caused by contractors will be billed to the offending party.
- 6) No connection to catch basins or storm sewers shall be permitted from private property unless approved by the Town.
All connections, when permitted, shall have backwater preventers installed by the home owner on their property.
- 7) Any time there is a blockage in a private connection to the storm sewer system it is the responsibility of the owner to locate the problem. If the problem is on private property it is the owner's responsibility to repair or replace the private connection.

CULVERT MAINTENANCE

Purpose

The purpose of this policy is to establish the level of service for culvert maintenance.

Objective

- 1) To keep culverts clear and free of debris
- 2) To provide safety to the public through preventative maintenance

Level of Service

- 1) The minimum level of service for repairing failed or damaged culverts is to deploy resources as soon as practicable after becoming aware of the fact the culvert is failed or damaged. In cases where the repairs are of such a nature not to affect the integrity of the culvert they will be carried out with regular maintenance schedules.
- 2) The minimum level of service for inspecting culverts will be as described in Ontario regulation 104/97 Standards for bridges and in accordance with the Ontario Structure Inspection Manual.
- 3) Damage to culverts resulting from vehicle collision will be billed to offending parties where possible.
- 4) Application will be made by permit for each new entrance culvert installation. All installations will be carried out by the Public Works or approved contractor. The property owner will be responsible for the cost of the initial culvert installation and subsequent maintenance will be the responsibility of the Town.
- 5) Culverts shall be cleaned of debris when the useful end area of the culvert is constricted by more than 25%.

CURB & GUTTER MAINTENANCE

Purpose

The purpose of this policy is to establish the level of service for curb and gutter maintenance.

Objectives

- 1) to prevent water from eroding side slopes and shoulders
- 2) To channel water from the road surface to catch basins.
- 3) To protect lawns, boulevards and sidewalks from vehicles.

Level of Service

- 1) The minimum level of service for repairing heaved or settled curb and gutter sections in excess of 5 cm is 30 days, after becoming aware of the fact the curb and gutter is heaved. In times when concrete repairs are not possible repairs may be done using cold mix asphalt or grinding the area.
- 2) Repairs to concrete curb and gutter should be made using concrete, and in accordance to OPS Standards.
- 3) All new driveway entrances that require curb cuts shall be arranged by the Town with all costs being charged to the resident.
- 4) No driveway entrance will be permitted unless it is in accordance with the Town's entrance policy.

DEBRIS PICK-UP

Purpose

The purpose of this policy is to establish the level of service for debris and litter pick-up.

Objective

To keep roadside and boulevards clean.

Level of Service

- 1) The minimum level of service respecting debris on a roadway is to deploy resources as soon as practicable after becoming aware of the fact to remove the debris in accordance with Minimum Maintenance Standards.
- 2) The minimum level of service respecting debris on the shoulder is within 14 days after becoming aware of the fact the debris is there.
- 3) When Public Work's staff is directed by the Police to clean up debris caused by an accident, all time will be charged to the parties involved.
- 4) When residents place material on the roadway and that person can be identified, he/she will be asked to remove the debris. Upon failure to do so, the Police will be requested to take action as authorized by Section 134.1 of the Highway Traffic Act R.S.O. 1990.
- 5) Where contractors place debris, building material, gravel, etc. on the roadway they will be asked to remove or cleanup the material. Upon failure to do so the Police will be requested to take action as authorized by section 134.1 of the Highway Traffic Act R.S.O 1990.
- 6) Waste receptacles owned by the Town in the core area will be emptied three (3) times per week except weeks where a Holiday falls in or during times of heavy snowfall where Winter Control operations take priority.
- 7) Guidelines for residential curbside garbage pick-up are covered under the County of Oxford Waste bylaw.
- 8) Dead animals will be picked up by the Public Works Department on the roadway only (not on private property). Any animals that are living will have to be cared for by the owners or in the case of non-domestic animals dispatched by the police before disposal.

DITCHING

Purpose

The purpose of this policy is to establish the level of service for ditching.

Objectives

- 1) To remove surface water from the roadway and channel it to the proper drainage system.
- 2) To prevent erosion of shoulders and side slopes.
- 3) To drain the road base.

Level of Service

- 1) The minimum level of service for inspecting ditches will be an annual inspection for obstructions, debris, washouts, brush growth and proper water flow.
- 2) Repair to lawns and ditch banks that are required after ditching will be made using topsoil and seed.

DUST CONTROL

Purpose

The purpose of this policy is to establish the level of service for Dust Control.

Objective

- 1) To minimize dust created from non-paved roads.
- 2) To retain gravel fines on non-paved roads.

Level of Service

- 1) Calcium Chloride will be used as the dust control product unless other MOE approved products are available.
- 2) Non paved shoulders will not be treated for dust control unless directed by Council.
- 3) Dust control will be applied to areas of fresh gravel or on construction projects undertaken by Public Works where the surface is left unpaved longer than 5 days.

GRASS MOWING

Purpose

The purpose of this policy is to establish the level of service for grass mowing.

Objectives

- 1) To improve site lines at intersections.
- 2) To control noxious weeds and control brush.
- 3) To reduce the effort required to maintain roadside ditches and shoulders.
- 4) To reduce or eliminate drifting snow conditions.
- 5) To allow for proper water flow in storm retention ponds.

Level of Service

- 1) Cutting of roadsides using a tractor and mower will be carried out four (4) times during the summer months.
- 2) Grass cutting using string trimmers and hand mowers will be carried out every two (2) weeks beginning in June and ending in September.
- 3) Cutting of grass on Town owned lots maintained by Public Works will be carried out three (3) times during the summer months.
- 4) Trimming around guide beam, sign posts and similar obstructions will be carried out with string trimmers in areas cut by tractor/mower once per season.

LEAF PICK-UP

Purpose

The purpose of this policy is to establish the level of service for leaf pick-up.

Objectives

- a) To allow homeowners an economical means of composting leaves.
- b) To help ensure catch basins and storm water inlets are clear and operational.

Level of Service

- a) Leaves are to be raked to the edge of curb or shoulder by the homeowner for pick-up “not on the traveled portion of the roadway”.
- b) Leaf pick-up will begin on or about the third (3rd) week in October and will terminate at the end of the second (2nd) week in November unless winter weather requires the use of equipment.
- c) All streets will be picked up once per week during regular operations. Piles put out after the pick-up for that week will be collected the following week. All piles put out after the last week of pickup will not be collected.
- d) Only leaves will be picked up. Piles with limbs, shrubs, flowers, or topsoil will not be picked up until such items are removed.
- e) Narrow streets, areas of high vehicle and pedestrian traffic shall be given priority during pick-up operations.

MAILBOX REPLACEMENT

Purpose

The purpose of this policy is to establish the level of service for mail boxes damaged during road maintenance activities.

Objective

To re-install or replace mail boxes after damage from maintenance activities.

Level of Service

- 1) All mailboxes and posts damaged by Public Works due to maintenance activities will be replaced at no charge to the home owner. Installation of the box and post will be the responsibility of the homeowner.
- c) Supplied replacement boxes will be a standard size weather resistant steel rural type.
- d) Mailboxes that are of inferior design or strength will not be replaced.
- e) Mailboxes that are placed in locations other than specified by Canada Post will not be replaced.

PAVEMENT MARKINGS

Purpose

The purpose of this policy is to establish the level of service for pavement markings.

Objective

- a) To ensure that positive guidance is provided for drivers
- b) To supplement other traffic control devices by providing direction, stopping location parking information etc.

Level of Service

- a) All pavement markings will be in accordance with the Ontario Traffic Manual.
- b) All signalized intersections will have lane lines, stop lines, and crosswalk lines painted where applicable.
- c) All four ways stop intersections will have lane and stop lines painted.
- d) All multiple lane roadways will have directional dividing lines and lane lines painted. All other roads will not be center lined.
- e) Pavement markings in all Town lots or facilities may be painted upon request by the department responsible for the facility and is dependent on the availability of Public Works staff.
- f) On street parking stalls will be painted as required.

PROMOTIONAL TREES

Purpose

The purpose of this policy is to establish the level of service for promotional trees.

Objective

- a) To replace trees that have been removed during the annual tree removal contract.
- b) To provide a diversified species of street trees.

Level of Service

- a) Each year as budget permits, an ad will be placed in a local paper specifying the types of free trees to be offered by the Town.
- b) Priority for receiving a tree will be given to homeowners who lost a tree during the annual tree contract.
- c) Only one tree per household will be allowed.
- d) All trees are to be planted on the homeowner's front yard and not on town property unless approved by the Manager of Public Works.
- e) Species of trees may be selected using the following association guidelines for urban street trees:
 - a) Ontario Shade Council
 - b) Association of Canadian Arborists
 - c) Ministry of Natural Resources and Forestry

PUBLIC REQUESTS, QUERIES AND COMPLAINTS

Purpose

The purpose of this policy is to establish the level of service for public requests, queries and complaints.

Objective

- a) To ensure that all requests, queries and complaints are acted on in a prompt and efficient manner.
- b) To keep a record of requests, queries and complaints for use in claims or maintenance works.

Level of Service

- a) All requests, queries and complaints will be recorded on a form listing the person's name, address, phone number, date and all pertinent information. No record will be filed in situations where this information is not given.
- b) Anytime a request, query or complaint is made using abusive language or threatening tones, the person will be asked to discontinue. If they persist the conversation will be terminated.
- c) When requests, queries, or complaints are received by phone message or e-mail the resident will be called or contacted within 24 hours of receiving the message (i.e. the message is received Monday after a weekend then it would be 24 hours from that day).
- d) All requests, queries and complaints will be answered within 5 working days where practical. If additional time is needed to research the request the complainant will be notified of the timeframe required. All requests will be dealt with on a priority basis with public safety requests taking precedence.
- e) The sequence for dealing with requests, queries and complaints will be as follows:
 - a) Record the request, query or complaint
 - b) Investigation by Manager of Public Works or designate.
 - c) Record the appropriate recommendation on the form.
 - d) Give the complainant a verbal reply within 5 working days.
 - e) If the response given is not acceptable to the complainant then it will be referred to the Town Engineer for possible further action.

REPRESENTATIVE WINTER ROAD PATROL

Purpose

The purpose of this policy is to establish the representative winter road patrol route.

Objective

- 1) To establish the details regarding streets patrolled during a representative winter road patrol

Road

Road Name	Class	Length	Description
Pemberton	4	932m	Bridge, hill
North Town Line	4	256m	No curb or gutter
Beckett	5	175m	Subdivision low vol
Clarence	5	164m	Subdivision low vol
Kensington	5	175m	Low volume
North Town Line	3	2000m	Open north exposure
Bell	3	300m	Higher vol, arterial
Ingersoll North	4	1380m	Hill, 2 Bridges
Ingersoll South	4	1650m	4 lane west exposure
Thompson Road	4	550m	Curves, elevation
Culloden	3	480m	Higher volume
Clarke Road	4	1175m	Open N exposure, hill
Kirwin	5	900m	Low vol, hill
Pine	5	156m	Low vol
Wellington	4	400m	Hill
Clarke Road	4	705m	Open exposure, hill
Harris	3	860m	Higher vol
Canterbury	3	1060m	Higher vol, curve
Thames St S	3	860m	Main St, bridge
Carnegie	4	310m	Route to Mutual St.
Mutual St	4	405m	Bridge, hill

REPRESENTATIVE WINTER SIDEWALK PATROL

Purpose

The purpose of this policy is to establish the representative winter sidewalk patrol route.

Objective

- 1) To establish the details regarding sidewalks patrolled during a representative winter sidewalk patrol.
- 2) Ensure that winter side walk patrolling meets the O. Reg. 366/18, s. 15 of the Ontario Minimum Maintenance Standards

Road Section, Sidewalk

Street	Description
North Town Line	Flat exposed, prone to drifting
Ingersoll Street North	Hill
Clarke Road	Hill, sections exposed
Wellington St	Sheltered
Thames King to Thames River	Sheltered high foot traffic
Carnegie Thames to George	Flat

If it is determined by the municipality that the weather monitoring referred to in section 3.1 indicates that there is a substantial probability of snow accumulation on sidewalks in excess of 8 cm, ice formation on sidewalks or icy sidewalks, the standard for patrolling sidewalks is to patrol sidewalks that the municipality selects as representative of its sidewalks at intervals deemed necessary by the municipality.

ROUTINE, WINTER ROAD, WINTER SIDEWALK PATROLLING

Purpose

The purpose of this policy is to establish the level of service for patrolling.

Objective

- 1) To ensure that patrolling is completed in accordance with Section 3 of the Ontario's Minimum Maintenance Standards and the Table thereto.
- 2) To ensure that patrolling requirements occur in addition to that set out by O. Reg. 23/10,s3(1).

Level of Service

- 3) Patrolling of roadways to check for conditions as described in the Minimum Maintenance Standards will be done in accordance Section 3 of the Standards.
- 4) When weather monitoring indicates that there is a substantial probability of snow accumulation, ice formation or icy roadways patrolling of representative roads shall be done.
- 5) Patrolling shall be done by Public Works supervisors, casual workers and staff. Details of representative roads patrolled, air and pavement temperature, time of patrol, atmospheric and road conditions observed will be recorded.
- 6) If conditions observed by the patroller indicate the formation of ice, icy roads or snow accumulation, resources will be deployed until Minimum Maintenance Standards are met for snow accumulation and icy roadways.
- f) The standard for patrolling sidewalks is to patrol sidewalks that the municipality selects as representative of its sidewalks at intervals deemed necessary by the municipality. O. Reg. 366/18, s. 15.
- g) Patrolling a sidewalk consists of visually observing the sidewalk, either by driving by the sidewalk on the adjacent roadway or by driving or walking on the sidewalk or by electronically monitoring the sidewalk, and may be performed by persons responsible for patrolling roadways or sidewalk and maybe performed by persons responsible for patrolling roadways or sidewalks or by person responsible for or performing roadway or sidewalk maintenance.
- h)

TABLE PATROLLING FREQUENCY

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

O. Reg. 239/02, s. 3, Table; O. Reg. 23/10, s. 3 (2).

ROAD SURFACE REPAIRS

Purpose

The purpose of this policy is to establish the level of service for road surface repairs.

Objectives

- a) To eliminate hazards for vehicular traffic
- b) To protect the investment in the road surface

Level of Service

- a) Asphalt patching will take place within the roadway only. Driveways and driveway entrances will not be repaired except for the following:
 - a) Where street resurfacing causes water ponding in a laneway entrance or sidewalk;
 - b) Where utility companies have made repairs and asphaltting of the drive is required as part of the cut restoration;
 - c) During capital projects such as street reconstruction.
- b) Hot mix asphalt repairs will be limited by both weather and material availability. The normal season for hot mix asphalt production is from June 1st to November 1st.
- c) Potholes will be repaired as per Minimum Maintenance Standards Section 6.

Class of Highway	Surface Area	Depth	Time
1	600 cm ²	8 cm	4 days
2	800 cm ²	8 cm	4 days
3	1000 cm ²	8 cm	7 days
4	1000 cm ²	8 cm	14 days
5	1000 cm ²	8 cm	30 days

SHOULDER REPAIRS

Purpose

The purpose of this policy is to establish the level of service for shoulder maintenance.

Objectives

- 1) To safely accommodate emergency stopping of vehicles
- 2) To provide lateral support of road base and surface course
- 3) To increase the effective use of traffic lanes by encouraging vehicle operators to drive close to road surface edge.

Level of Service

- 1) The minimum standard respecting shoulder drop-off is to repair any drop-off deeper than that set out in the table for a distance greater than 20 continuous meters or more, within the specified period of time after becoming aware of the fact.

Class of Road	Depth	Response Time
2	8cm	4 days
3	8cm	7 days
4	8cm	14 days
5	8cm	30 days

The shoulder drop-off shall be deemed to be in a state of repair if its depth is less than or equal to that set out in the table.

SIDEWALK MAINTENANCE

Purpose

The purpose of this policy is to establish the level of service for sidewalk maintenance.

Objective

To provide safe sidewalk conditions for pedestrian traffic.

Level of Service

See Minimum Maintenance Standards O. Reg.239/02, s. 16.1

- a) The level of service respecting surface discontinuity is to repair the sidewalk, post temporary warning signs, or use other methods of alerting users where the height differential of the walk exceeds 2 cm after becoming aware of the fact. Repairs may consist of grinding, overlaying, or replacing sidewalk sections.
- b) The cost for repairing sidewalks due to damages caused by contractors or residents shall be billed to the appropriate party. All such repairs will be carried out by the Public Works Department or approved contractor.
- c) All sidewalks assumed by the Town will be inspected once per calendar year for maintenance needs. Inspections will be done no more than 16 months from the previous inspection. These inspections may be carried out as part of the Annual Sidewalk Grinding Program.
- d) All repairs will be dealt with on a priority basis and as budgets permit.

See Minimum Maintenance Standards O. Reg. 239/02 s16.2

- e) The standard for the frequency of inspecting an area adjacent to a sidewalk to check for encroachments is once per calendar year, with each inspection taking place not more than 16 months from the previous inspection.
- f) The area adjacent to a sidewalk that has been inspected in accordance with subsection (1) is deemed to be in a state of repair in respect of any encroachment present.
- g) For greater certainty, the area adjacent to a sidewalk begins at the outer edges of a sidewalk and ends at the lesser of the limit of the highway, the back edge of a curb if there is a curb and a maximum of 45 cm.
- h) The area adjacent to a sidewalk is deemed to be in a state of repair in respect of any encroachment present unless the encroachment is determined by a municipality to be highly unusual given its character and location or to constitute a significant hazard to pedestrians.

- i) If a municipality determines that an encroachment is highly unusual given its character and location or constitutes a significant hazard to pedestrians, the standard is to treat the encroachment within 28 days after making such a determination, and the encroachment is deemed in a state of repair for 28 days from the time of the determination by the municipality.
- j) For the purpose of subsection (4), treating an encroachment means taking reasonable measures to protect users, including making permanent or temporary repairs, alerting users' attention to the encroachment or preventing access to the area of the encroachment.

SIDEWALK PLOWING

Purpose

The purpose of this guideline is to establish the level of service for sidewalk sanding, salting and plowing.

Objective

To clear snow from the sidewalk surface for safe pedestrian passage.

Level of Service

- a) The minimum level of service for sidewalk plowing is to deploy resources to clear the snow accumulation after becoming aware the snow accumulation on a sidewalk is greater than 8 cm, within 48 hours of the cessation of the event.
- b) If after the storm has ended, the snow accumulation is greater than 8 cm. the minimum level of service is to clear the snow accumulation to a depth less than or equal to 8 cm. within 48 hours after becoming aware of the fact whenever reasonably practical.
- c) In time of staff shortages or heavy snowfalls priority will be given to Winter Control on the roadways.
- d) The use of salt may be limited on new sections of sidewalk for one (1) year from the date of installation due to proper concrete curing restrictions. These walks may be treated with sand as an alternative.
- e) This level of service does not apply to sidewalks not designated for Winter Control Operations or on walks at Town owned facilities.
- f) The minimum level of service for hours of Winter Control maintenance on sidewalks is Monday to Friday, 7:00 a.m. to 3:30 p.m. or until such time that a maximum snow accumulation of 8 cm is achieved.
- g) If snow accumulation is greater than 8 cm for a period longer than 48 hrs. resources will be deployed to plow sidewalks on weekends until such time the walks have a snow accumulation of 8 cm and are deemed in a state of repair.
- h) This level of service does not apply to sidewalks not designated for Winter Control Operations or on walks at Town owned facilities. The typical minimum level of service for hours of Winter Control maintenance on sidewalks is Monday to Friday, 7:00 a.m. to 3:30 p.m. or until such time that a maximum accumulation of 8 cm is achieved.

SIDEWALK SWEEPING

Purpose

The purpose of this policy is to establish the level of service for sidewalk sweeping.

Objective

To prevent the accumulation of loose objects on the sidewalks that may endanger pedestrian traffic.

Level of Service

- a) Sidewalk sweeping operations will begin in the spring in conjunction with street sweeping. All walks will be required to be free of snow and ice before this operation commences.
- b) Only sidewalks that either are directly adjacent to the road surface or have a hard surface boulevard will be swept.
- c) Walks in the Core Area will be swept monthly from April through October using backpack blowers.
- d) When requested through Council, sidewalks in the Core may be swept after such special events as Harvest Fest, Sidewalk Sales, etc.

SIGN INSTALLATION AND MAINTENANCE

Purpose

The purpose of this policy is to establish the level of service for sign maintenance.

Objective

- 1) To provide regulatory, warning and information signage that ensures that positive guidance is provided for drivers.
- 2) To provide information as to highway routes, directions, road/street destinations and points of interest.
- 3) Establish sign inspection is done in accordance with Regulation O. Reg. 23/10, s. 8; O. Reg. 47/13, s. 12 (1); O. Reg. 366/18, s. 13. of the Ontario Minimum Maintenance Standards

Level of Service

- i) All signs will be maintained as per Minimum Maintenance Standards, Section 11 or 12 whichever applies to the sign type in question.
- ii) The cost for repairing signs due to damages caused by contractors or residents shall be billed to the appropriate party. All such repairs will be carried out by the Public Works Department or approved contractor.
- iii) All signs will be installed as per the Ontario Traffic Manual.
- iv) Private signs that are placed on the roadway shall be in accordance to the Town's Sign bylaw. Any such signs that have not been approved under this bylaw will be removed at the owner's expense.
- v) Signs placed in the sight triangles shall be done in accordance with the Zoning Bylaw 4160, Sub Sec. 5.24
- vi) The standard for the frequency of inspecting regulatory signs or warning signs to check to see that they meet the retro-reflectivity requirements of the Ontario Traffic Manual is once per calendar year, with each inspection taking place not more than 16 months from the previous inspection.
- vii) Retro-reflectivity shall be measured by mechanical means

SIGNIFICANT WEATHER EVENT

Purpose

The purpose of this policy is to establish the definition of a significant weather event.

Objective

- 1) To establish the definition of a significant weather event and who can declare and rescind a significant weather event.

Definition

“Significant weather event” means an approaching or occurring weather hazard with the potential to pose a significant danger to users of the highways within a municipality.”

Significant weather events are not season specific and could include a singular weather type or a combination of different weather characteristics.

The Manager of Public Works or Town Foreman will issue significant weather event declarations via the Public Works social media platforms.

Once a significant weather event is declared the roads, sidewalks and bicycle lanes will be deemed to be in a state of repair until the declared end of the significant weather event at which time O. Reg. 47/13, s. 4; O. Reg. 366/18, s. 5 (5). O. Reg. 366/18, s. 7. will dictate.

SNOW ACCUMULATION BICYCLE LANES

Purpose

The purpose of this policy is to establish the level of service for addressing snow accumulation on bicycle lanes

Objective

- 1) To ensure snow and ice accumulation on bicycle lanes is addressed in accordance with Ontario's Minimum Maintenance Standards

Level of Service

- 2) The level of service for addressing snow accumulation in bicycle lanes is after becoming aware of the fact that the snow accumulation on a bicycle lane is greater than the depth set out in the Table to this section, to deploy resources as soon as practicable to address the snow accumulation; and
- 3) After the snow accumulation has ended, to address the snow accumulation so as to reduce the snow to a depth less than or equal to the depth set out in the Table to this section to provide a minimum bicycle lane width of the lesser of 1 metre or the actual bicycle lane width. O. Reg. 366/18, s. 7.
- 4) If the depth of snow accumulation on a bicycle lane is less than or equal to the depth set out in the Table to this section, the bicycle lane is deemed to be in a state of repair in respect of snow accumulation. O. Reg. 366/18, s. 7.

TABLE SNOW ACCUMULATION – BICYCLE LANES		
Column 1 Class of Highway or Adjacent Highway	Column 2 Depth	Column 3 Time
1	2.5 cm	8 hours
2	5 cm	12 hours
3	8 cm	24 hours
4	8 cm	24 hours
5	10 cm	24 hours

SNOW FENCE INSTALLATION AND REMOVAL

Purpose

The purpose of this policy is to establish the level of service for snow fence installation and removal.

Objectives

- a) To trap snow and deposit it before it accumulates on the roadway.
- b) To minimize windblown snow.

Level of Service

- a) Installation of snow fence shall be undertaken only where abnormal drifting occurs and at the discretion of the Manager of Public Works or designate.
- b) Property owners shall be notified before entering private property to erect snow fence;

NOTE: Authority to erect snow fence on private property is given to the Town under the authority of Section 60 of the 2001 Municipal Act.

- c) Snow fence shall be located no closer than 40 meters from the edge of the traveled portion of the roadway where possible.
- d) Snow fence will be erected no sooner than November 15th and removed no later than April 15th unless prior arrangements have been made with the property owner.

SNOW ACCUMULATION / ICE FORMATION / SNOW CLEARING

Purpose

The purpose of this policy is to establish the level of service for snow accumulation and ice formation on roadways.

Objectives

- a) To clear snow from road surface.
- b) To address ice on the road surface.

Level of Service

- a) Each year the Manager of Public Works will declare the season and hours of coverage for Winter Control Operations for the Town. This season will then be adopted by Town Council.
- b) During the months Winter Control is provided, the Public Works Department will have two employees on call 24 hours a day, 7 days a week to respond to winter events outside a normal workday. These employees will be dispatched using electronic devices.
- c) Public Works full time staff will be responsible for patrolling and deploying resources to address snow and ice covered roadways outside of normal working hours and weekends. Only predetermined routes will be maintained after hours unless directed by the Manager of Public Works or his designate.
- d) Snow plowed into laneway entrances will not be cleaned out by Public Works staff.
- e) All plow marks will be repaired in the spring using topsoil and seed when suitable topsoil is available.
- f) Un-assumed subdivision streets will not be maintained for Winter Control by Public Works unless prior arrangements have been made with the developer.
- g) Winging back areas to allow for more snow storage will be done during regular shifts and only after all streets have been maintained to their desired level of service.
- h) If it becomes evident that available resources are not sufficient to keep roads passable such roads may be closed by order of Police, Manager of Public Works (or designate), Town Engineer or Town Council as per Bylaw 03-4106.

- i) Snow in cul-de-sacs and dead end streets will be cleared using loaders and the snow will be piled on abutting lawns and boulevards. If storage space becomes limited on lawns and boulevards snow shall be placed in the middle of cul de sacs and removed at the departments' earliest convenience. During times of staff shortages or heavy snow accumulations, plow trucks may be used for these operations and snow will be plowed around the radius of the bulb.
- j) Subdivision and back streets which are Class 5 and 6 roads will not be plowed on weekends and holidays unless there is more than 10 cm of snow accumulation.
- k) Subdivision and back streets which are Class 5 and 6 roads will be maintained as snow packed at shall be treated with winter sand.
- l) All streets other than subdivisions and back streets shall
 - a) Will be plowed from curb to curb and shall be treated with coarse highway salt during the hours of 0400 - 1530 hrs. Monday to Friday.

2 lane roads will have the centers plowed each direction and will shall be treated with coarse highway salt from the hours of 1530 – 2300hrs, during weekends and holidays.
 - b) Culloden and Ingersoll Street South will be plowed curb to curb and shall be treated with coarse highway salt at all times.

Snow Clearing and Ice Formation will be maintained as per the Minimum Maintenance Standards Section 4 and 5.

TABLE
SNOW ACCUMULATION

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

O. Reg. 47/13, s. 4.

SNOW REMOVAL

Purpose

The purpose of this policy is to establish the level of service for snow removal.

Objective

- a) To improve visibility at intersections.
- b) To allow for snow storage on narrow streets.
- c) To remove snow in the Core Area at parking stalls and turns lanes.

Level of Service

- a) The level of service for snow removal in the core area is to clear snow accumulations in the portion of the roadway designated for parking after the snowfall has ended and when the depth is greater than that is set out in the Table. The minimum standard is to clear the snow accumulation to a depth less than or equal to the depth set out in the Table below within the time set out in the same table, after becoming aware of the fact the snow has reached that depth.

<u>Class of Road</u>	<u>Depth of Snow</u>	<u>Response Time</u>
Core Area	38 cm	48 hrs.

It should be noted that priority will be given to Winter Control operations on the traveled portion of the roadway during times of staff shortages or heavy snow accumulations.

- b) Narrow streets and areas of restricted visibility will be cleared at the discretion of the Manager of Public Works or designate. These areas will be cleared using snowblowers and blown on lawns where snow storage exists. Snow will be loaded and trucked away only at areas where there is no snow storage available.

STREET SWEEPING

Purpose

The purpose of this policy is to establish the level of service for street sweeping.

Objective

- a) to help ensure catch basin inlets are clear and operational
- b) to minimize material entering catch basins and storm sewers
- c) to enhance the life span of pavement markings
- d) to remove loose objects, e.g. gravel, etc. on the road surface that can endanger vehicles, pedestrians, and property

Level of Service

- a) Street sweeping operations will run from March to November when above freezing temperatures are anticipated for five (5) consecutive days and snow and ice has melted from gutters.
- b) During the initial post winter clean up all streets will be swept over their full width.
- c) After the initial Spring Cleanup streets will be swept as deemed necessary by the manager of Public Works and will consist of one pass down curb lines.
- d) Streets in the Core Area will be swept weekly from June to September.

TREE TRIMMING & REMOVAL

Purpose

The purpose of this policy is to establish the level of service for brushing, tree trimming and removal.

Objective

- a) To maintain site lines at intersections.
- b) To reduce or eliminate drifting snow conditions.
- c) To ensure safety to the Public by removing dead limbs and trees.
- d) To extend the useful life of trees by trimming and cabling.

Level of Service

- a) The minimum level of service for inspecting trees will be annual visual inspections from the street. Inspections will be carried out by the Manager of Public Works or designate.
- b) The minimum level of service for removing or trimming dangerous trees or limbs is to deploy resources as soon as practicable after becoming aware of the fact (Note: that trees are maintained using contractors so response times are determined by the availability of contractors).
- c) The level of service offered for stump removal is to grind stumps to a depth of 15 to 20 cm below grade and then fill excavation with topsoil then seed. Stumps will be included in the annual tree tender and not removed individually throughout the year.
- d) Wood from trees that are removed shall be offered first to the homeowner the tree abuts. If that homeowner doesn't want the wood then it will be taken to the Public Works Yard or other area to be disposed of. All wood taken by homeowners shall be for their own use and not for resale.
- e) Wood given to home-owners will be piled on their property. Staff will not go back to pick up logs once the home-owner has requested the wood.
- f) Entry onto private land to inspect trees and conduct tests on trees is allowed under the authority of Section 62 of the 2001 Municipal Act.
- g) Wood chips from chipping operations may be deposited on home-owners property when operations are carried out in close proximity.
- h) Brush and tree cleanup/removal after storms will only be carried out on Town owned trees. All brush from private trees is to be taken by the homeowner to the "Yard Waste & Brush Depot" (no curbside pickup).
- i) In cases where private trees fall on Town owned land and these trees cause a safety concern the portion of the tree causing the concern will be removed by Public Works

UTILITY CUT REPAIRS

Purpose

The purpose of this policy is to establish the level of service for utility cut repair.

Objective

- a) To ensure that utility cuts are repaired to the Town's standards.
- b) To ensure permission is granted to the utility company by the municipality to cut or excavate within the road allowance.
- c) To ensure the municipality has costs recovered for all time related to any such repairs.

Level of Service

- d) Anytime a utility repair is made within the road allowance the utility company will take out a "Road Allowance Excavation Permit" prior to the work. In cases of emergency repairs the utility company will take out a permit the first working day after the repair was made.
- e) All costs associated with the repair will be billed to the responsible utility.
- f) All repairs made will be carried out or arranged by the Ingersoll Public Works Department unless prior approval by the Manager of Public Works has been given.
- g) All compaction of backfill by the utility will be free of settlement for one year from the time of permanent asphalt surface repair. Any repairs required during this period will be billed to the utility responsible for the initial cut.
- h) Anytime a utility repair is made within the road allowance, the utility company will do so in accordance with By-Law No. 01-3975.
- i) Utility cuts will be repaired when appropriate materials are available.

WEATHER MONITORING

Purpose

The purpose of this policy is to establish the level of service for weather monitoring.

Objective

- 1) To ensure that weather monitoring reflects the Minimum Maintenance requirements of section 3.1 of the Minimum Maintenance Standards.

Level of Service

- 2) Weather monitoring will be conducted once (1) in a 24 hour period from May 1st through September 30th each year. From October 1st through April 30th each year, weather will be monitored three (3) times daily.
- 3) Public Works staff and supervisors will monitor weather electronically through the use of Value Added Weather Forecasting subscriptions. Forecasts are received four (4) times daily from Oct 1 until April 30 via email. The weather forecast will be used to determine if a patrol of representative roads is deemed necessary. Radio, television and internet weather forecasts will substitute subscription forecasts for the period of May 1st to September 31st
- 4) When a substantial probability of snow accumulation or ice formation on roadways is indicated as a result of weather monitoring, a patrol of representative roads will be deemed necessary.



DEPARTMENT: Treasury

REPORT NO: T-024-18

COUNCIL MEETING DATE: November 12th, 2018

TITLE: 2019 Budget Public Consultation Update

OBJECTIVE

The information contained in this report provides Council with the result of the 2019 budget public survey.

This report also recommends a timetable of 2019 budget public and Council meetings for consideration.

BACKGROUND

The Town was presented with an opportunity to collaborate on the 2019 budget planning process with County of Oxford and area municipalities through a County Wide Budget Consultation Online Survey. The survey was launched June 18, 2018, through a Speak Up, Oxford! and was supported by a communication rollout through news releases to all local print and broadcast media outlets, social media. The Survey was open for July and August.

The survey was designed to provide resident and business owners in the community an opportunity to express their opinion and participate in forming the Town's and County's 2019 budget priorities. The survey, containing 20 questions (10 questions Ingersoll related and ten questions related to the County's budget), outlines how property taxes were spent in 2018, and then asks respondents to indicate whether the same services should be enhanced, maintained or reduced in the upcoming year.

Participating residents were asked to rate their overall perception of the value received for Town tax dollars and how they would like to be involved in the budget process in the future. Each question allowed for comments, and there was a final question for additional open-ended comments to be received regarding the 2019 budget.

ANALYSIS

The information gathered through this survey is intended to assist Council and Staff in the preparation of the 2019 Budget and also in establishing effective ways to educate and engage our ratepayers in the municipal budget process.

The online survey had 91 respondents (75 people responded in the 2018 budget survey) representing the Town of Ingersoll. The survey provides a comment section for each question on service levels, as well as one final open-ended question for comments. The survey resulted in many questions and concerns, all of which will be addressed during 2019 Budget deliberations.

Comments Received

The survey provides a comment section for each service level, as well as one final open-ended comment question. The detailed comments provided in Attachment 1 to this report.

Value for Tax Dollars

80% respondents feel they are receiving excellent, good or fair value for their tax dollars, while 20% feel they are receiving poor or very poor value.

Service Levels

When asked if service levels should be enhanced, maintained or reduced, the majority of respondents indicated in every category that they would like to service levels to be **maintained**. The more notable areas that were identified for service level enhancements are illustrated in Table 1.

Table 1 – Service Level Enhancements

Service	Description of Services	% in Favour of Enhancement
Economic Development	Assistance to new and existing businesses to locate or expand in Ingersoll by fostering a positive environment for growth.	28%
Paratransit	Specialized public transit services to eligible residents.	25%
Park and Recreation	Recreation programs; managing and operating parks and recreation; facilities such as Arena, VPCC Centre, Seniors Centre, Fusion Youth Centre; public indoor pool; and supporting local sport and special event initiatives.	21%

The primary areas that were identified for service level reductions are presented in Table 2.

Table 2 – Service Level Reductions

Service	Description of Services	% in Favour of Reductions
General Government	Includes Council, CAO Office, Corporate Services (Finance, Customer Services, Information Technology); Human Resources; Economic Development; Fleet and Facilities	35%
Debt Repayment	Includes the payment of interest and principal on all outstanding debt.	23%
Park and Recreation	Recreation programs; managing and operating parks and recreation; facilities such as Arena, VPCC Centre, Seniors Centre, Fusion Youth Centre; public indoor pool; and supporting local sport and special event initiatives.	21%
Cultural Services	Includes the Museum, Art Gallery and festivals.	20%

Staff is proposing for Council's consideration a timeline of 2019 Budget meetings and advertising as outlined in Table 3. The timeline offers different opportunities for residents to provide input and to stay informed on the 2019 Budget process.

Table 3 - 2018 Budget Proposed Timeline

What	Where and When
Town Website –Comment section on the website for public input	November 1– November 30, 2018
Social Media –informing of proposed public budget meetings on Facebook and Twitter	November 15 th , 2018 – February 7 th , 2018
Public Budget Meeting - Tabling of the 2019 Budget – 1 st Draft	Where: Council Chambers When: December 12 th , 2018
Special Council Meeting – Review and approval of the 2019 Capital Budget	Where: Council Chambers When: December 20 th , 2018
Special Council Meeting – Review of the 2019 Operating Budget with Administration. Scope TO BE DETERMINED	Where: Council Chambers When: January 24 th , 2019
Special Council Meeting – Approval of the 2019 Operating Budget	Where: Council Chambers When: February 7 th , 2019

INTERDEPARTMENTAL IMPLICATIONS

None.

FINANCIAL IMPLICATIONS

None.

RECOMMENDATION

THAT the 2019 Budget Public Survey be received for consideration in budget deliberations.

ATTACHMENTS

2019 Budget Survey Results

Prepared by: Iryna Koval, Director of Finance, Treasurer

Approved by: William Tigert, CAO

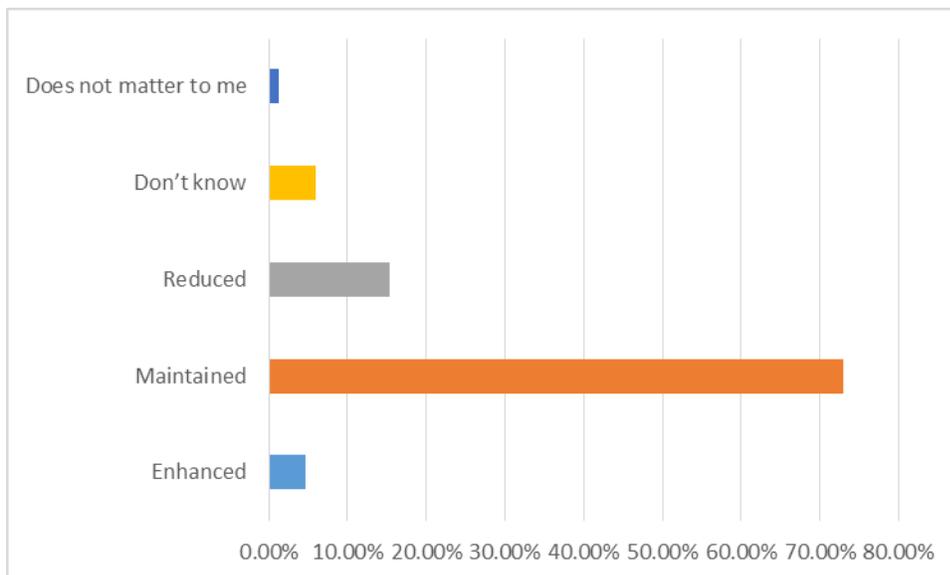
ATTACHMENT 1: 2019 BUDGET SURVEY RESULTS

Question 1. **Town Roads / Bridges, Storm Water Management**

Includes construction projects, maintenance, signage, street lighting, traffic signals, snow plowing and more on local roads, bridges, sidewalks, and Public Works fleet replacement and management.

This year, the average homeowner will pay \$645 in Town taxes to support roads, bridges, storm sewers, and PW fleet.

This service should be:	Responses, %	Number of Responses
Enhanced	4.71%	4
Maintained	72.94%	62
Reduced	15.29%	13
Don't know	5.88%	5
Does not matter to me	1.18%	1



Comments

#	Responses
1	What is the PW fleet?
2	Thomas street needs to be wider, the transport trucks are an absolute mess on the street. Whiting street from Holcroft to Clark side road needs to be two lanes and a bike path. Four lanes of traffic DO NOT work.
3	I would rather shovel my own sidewalk and have a pot hole or two and save tax money

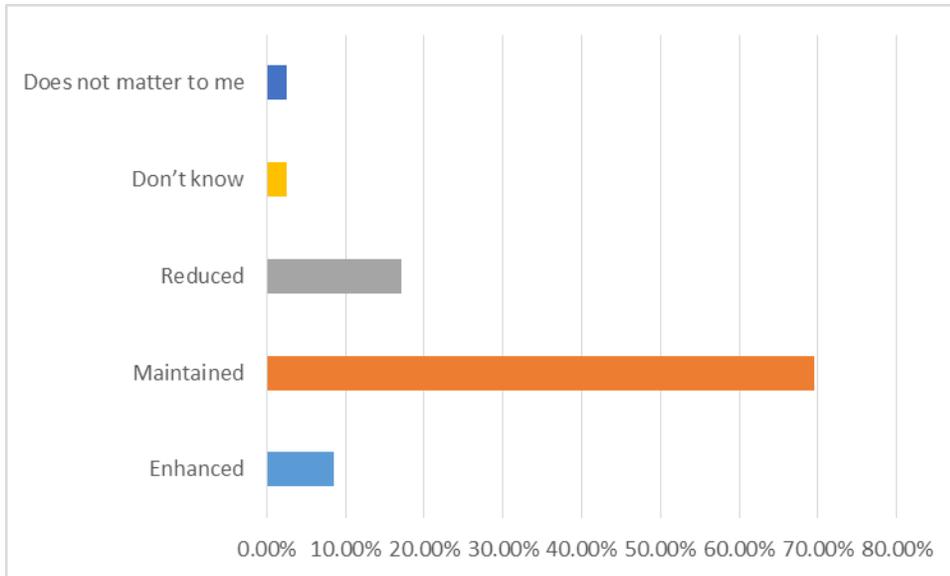
4	Need more staff to check on storm sewer drains as the ones I have noticed are covered in grass etc and to maintain the boulevards more than once or twice a year.
5	The Public Works Fleet replacement and management should be budgeted separately. How else can you monitor for any fraud, repairs etc.
6	I understand that a lot of services are contracted out, while a full staff is maintained. Also that we have to have the best equipment, which I don't think is frugal.
7	Bell street from Cashel st. to Magaret st. is rough since they put the new water main in, when, trucks go over the holes they dough on Bell st. it shakes the whole house, the pavement has sunk in by Cashel street.
8	Snow removal on sidewalks could be reduced. Some days I wondered why the worker was out.
9	I've seen the future plans for roads and bike infrastructure and am satisfied with the current plans.
10	TERMINATE Union contracts and hire NON-UNION WORKERS at 1/3 to 1/2 the cost! *** ELSE ***FORCE the Union people to PRODUCE and therefore EARN their pay cheques!
11	I have always though the town did a good job maintaining the roads & sidewalks, especially snow removal. Current level of service should be maintained.
12	Street lighting is awful.

Question 2. Protection to Persons and Property

Includes Fire, Police, Municipal By-law Enforcement, Licensing, Building Permit Services.

This year, the average homeowner will pay \$557 in Town taxes to support Protection Services.

This service should be:	Responses, %	Number of Responses
Enhanced	8.54%	7
Maintained	69.51%	57
Reduced	17.07%	14
Don't know	2.44%	2
Does not matter to me	2.44%	2



Comments

#	Responses
1	We have a big problem with petty theft in this town. It is getting out of hand and needs to get under control. Cars are being broken into multiple times a week, items are taken from properties (even holiday decorations). These are non-violent crimes, but its making this town feel unsafe to live in nonetheless. We need more police driving, walking, biking around town, at least as a deterrent. (note: just watch Ingersoll Unplugged group on Facebook, you hear about the thefts there).
2	Additional budget can be allocated to introduce a Municipal Tree Bylaw and enforce it. Woodstock and Tillsonburg have such a Tree Bylaw in place. The purpose of a Tree Bylaw is to protect Municipal Trees and recover costs for damage caused by individuals or businesses. Trees are an important natural resource and Ingersoll can do more to protect Municipal Trees by enacting an Ingersoll Tree Bylaw.
3	From what I have seen in the community discussion, break ins, vandalism and thief seem to be a recurring issue in this town.
4	By law enforcement is non existent in Ingersoll. I have wasted years trying to do the right thing
5	I would like to see the police OPP budget reduced and if anything see the fire budget increase. I see stats on the fire departments activities but would like to know more about the OPP's impact on crime rates and city safety improvement efforts
6	Policing for the town of Ingersoll is a joke. 1st the hours of policing is ridiculous and secondly a police car is hardly ever seen unless its shift change. Speeders have the town to themselves night and day. The best policing was when the town had its own force. Now we are just paying for the OPP's retiring pensions.

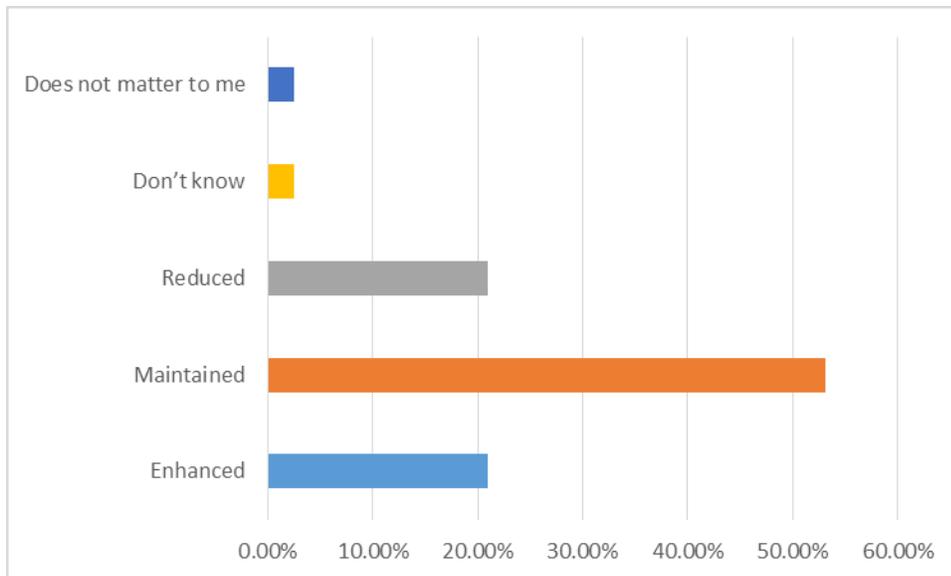
7	By Laws in this Town are frequently and blatantly ignored. More enforcement might help this.
8	More full time fire fighters
9	I am happy to have OPP service and want that to continue and fully support more officers on the road
10	Respects and Regards to the Police and Firemen. Parking and By-Law are silly but needed because of inconsiderate and thoughtless citizens??? ZERO BUILDING PERMIT COSTS??? THIS IS A LIE! A new house building permit is \$20,000!! This house on an ordinary street on an ordinary lot! The inspectors barely came to this new property and caused the building to be 3 months waiting for completion for their sign off! Nice try!
11	I have no problem with the OPP but I would prefer if we had our own police force. I like to see familiar faces policing our community.
12	Parking enforcement doesn't seem necessary. If it's a matter of revenue, perhaps the Town should considering issuing paid monthly lot permits rather than a full time salary.
13	Everything is good except policing. I'd like to see more police around town.

Question 3. Parks and Recreation

Includes capital improvements, operation and management of various parks and recreation facilities such as Arena, VPCC Centre, Seniors Centre, Fusion Youth Centre; public indoor pool; provide a wide range of recreation programs; support local sport and special event initiatives.

This year, the average homeowner will pay \$547 in Town taxes to support Park and Recreation Services and Facilities.

This service should be:	Responses, %	Number of Responses
Enhanced	20.99%	17
Maintained	53.09%	43
Reduced	20.99%	17
Don't know	2.47%	2
Does not matter to me	2.47%	2



Comments

#	Responses
1	Eliminate the Fusion Youth Centre to reduce the Park & Rec budget substantially. Fusion programs can be run by non-profit organizations with no Municipal funding - if they are deemed necessary. Otherwise close the facility.
2	This is a significant portion of taxes to pay for these services, yet the parks could do with more work, especially in the subdivisions. They seem to be lacking attention. This is as much as our Protective Services, I question why? Even cost of roads is not that much more than parks and recreation and normally road infrastructure is one of the largest costs to a municipality.
3	Have events in the parks. Stop blocking streets
4	Fusion centre is another joke! What a waste of money!
5	Some of the children's parks have maintenance needs to the new structures due to vandalism. The one in particular I can think of was Garnet Elliot park behind Laurie Hawkins, when we went last year one of the plastic panels at the top of the ladder near the tall slide was melted a bit while the other was missing, there were some burn marks on the swing rope and there was feces smeared all over the poles. We have not gone back since. As well, Lions park and a couple others could use a bit of an update so that more children visit (and also to cover the rust)
6	I am shocked and the number of parks and rec fields for a population this size.
7	We definitely need a new double pad arena. It will draw more people to the town if our sports facilities are up to par.
8	How about some longer hiking and running trails with a gravel surface surrounded by trees
9	I would like to see a multi-use outdoor facility downtown.
10	Baseball fields should have screened & shade protected areas for the baseball teams. Many others areas in Oxford County have this.

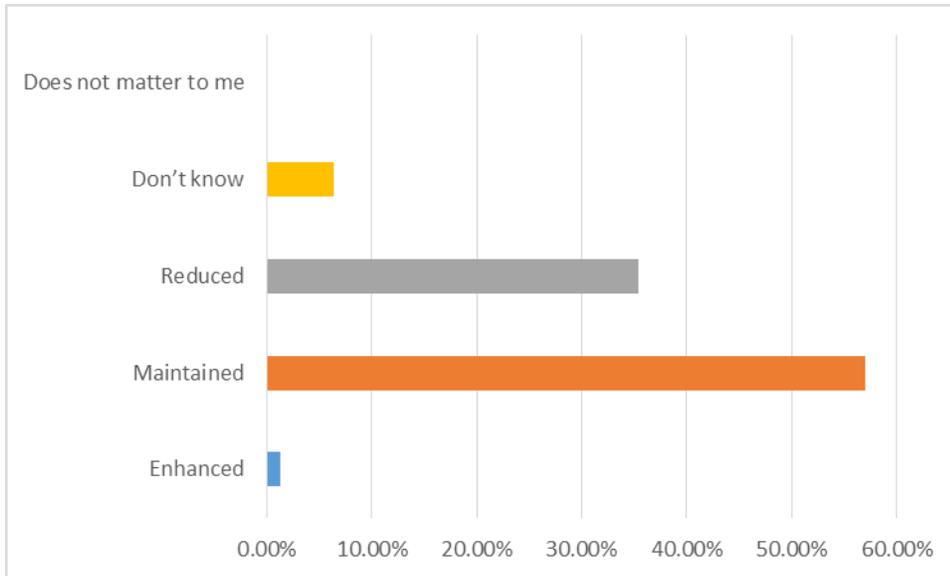
11	Staff could be better utilized for productivity. I would like to see the flower beds downtown maintained better.
12	I think it's disgusted that council doesn't support the dog park or fund it and bills them for maintenance. ALOT of people use that park. Also, what is happening with the emerald ash borer? Just ripping dead trees down isn't a solution!! If we don't have a good parks and RE plant, we won't have anything to offer residents. Vacant stores downtown, businesses leaving, we have to give them something. WE NEED A NEW ARENA
13	The cost of this service is too high for the services offered. What we have should be maintained at the least but at a better cost. Efficiencies need to be found as they do exist within the budget.
14	The park near me planted a number of trees but I have seen nothing new or updated in the playground equipment and I have been here since 1999. I hope the safety of the equipment is a major priority.
15	I'd like to see Ingersoll step up and encourage then entire community to get healthy and fit by participating is sports and leisure and subsidizing participation for ALL ages.
16	The arenas sit empty for most of the day and you have to pay HUGE money to use them. Organized Group Rentals are HUGE!! Use part-time NON-UNION labour and save a bucket full of money!
17	Town requires more infrastructure work completed before increasing or maintaining social services
18	I think the town does a good job of making our town look pretty.
19	I would be willing to see an increase for an outdoor pool.
20	FUSION YOUTH CENTRE is such a waste of money
21	Within the current costing

Question 4. General government

Includes Council, CAO Office, Treasury, Customer Services, Information Technology, Human Resources, Facilities and Property Tax Refunds.

This year, the average homeowner will pay \$290 in Town taxes to support General Government services.

This service should be:	Responses, %	Number of Responses
Enhanced	1.27%	1
Maintained	56.96%	45
Reduced	35.44%	28
Don't know	6.33%	5
Does not matter to me	0.00%	0



Comments

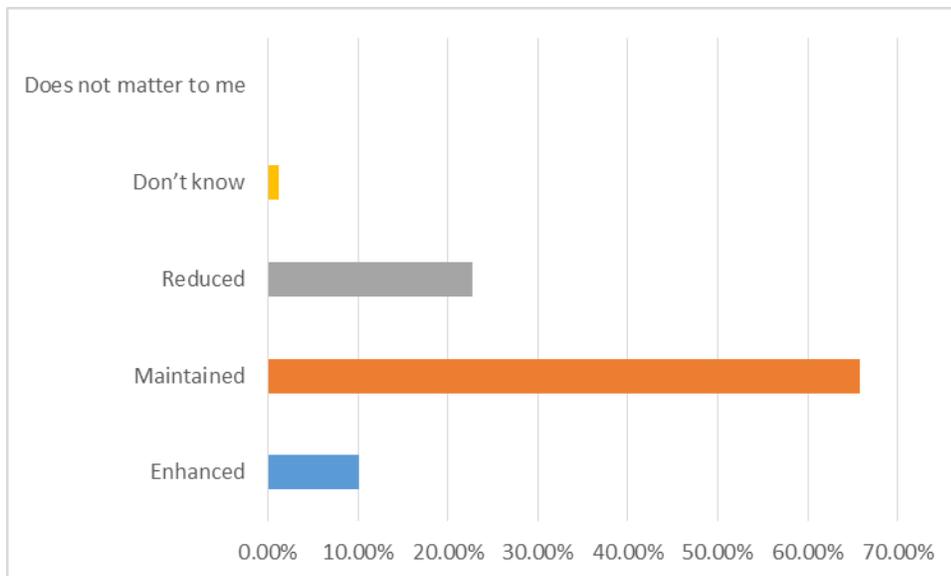
#	Responses
1	The CAO is an unnecessary expense and should be provided by one level of government (at the county level)
2	I'm sure positions could be re-evaluated for redundancy and reduced as needed.
3	Freeze hiring and reduce the payroll through attrition.
4	Not impressed about paying for lavish trips for a large group of council members and family on a yearly basis
5	Way too many employees at this location! Especially the one at the top. Paid way too much money for doing nothing
6	again I think we're top heavy in this department.
7	Does this include council wages? How much is council paid? Its likely not enough and that's why we get the same people over and over again and nothing improves.
8	Service levels are fine but the cost to provide these services seems high and cuts to the budget should be made.
9	I feel the municipal government is pretty heavy in terms of wages.
10	lemme calculate.... 11,000 population of Ingersoll ... lets estimate about 5000 homes ... 100 businesses ... all paying AT LEAST \$2600 MUNICIPAL TAXES ok ... $5100 * \$2600 = \$13,260,000$,,, with larger homes and businesses paying more ... lets guess at \$15,000,000 THERE IS TOO MUCH MONEY NOT GOING TOWARDS THE SERVICES OF THE PEOPLE WHO PAY THEIR TAXES BUT TOWARDS THE GOVERNMENT OFFICE EXPENSES!!!
11	Economic Development has not seen any growth; perhaps, it is time to abolish this department and return it to the CAO. Appears to be several mid-managers in this area and not sure if the town population requires this ratio
12	too many full time employees in the administrative office

Question 5. Debt Repayment

Includes the payment of interest and principal on all outstanding debt.

This year, the average homeowner will pay \$147 in Town taxes to cover debt payments.

This service should be:	Responses, %	Number of Responses
Enhanced	10.13%	8
Maintained	65.82%	52
Reduced	22.78%	18
Don't know	1.27%	1
Does not matter to me	0.00%	0



Comments

#	Responses
1	Reserves are currently being used in which tax monies are not intended for such use as its an ongoing issue in which monies can be better utilized.... how about industrial development which is NOT auto related in the event CAMI leaves. It happened in St Thomas and has hugely affected the city and Southwold township tax base! So much residential building occurring and very little if ANY industrial development being promoted in Ingersoll,
2	I chose reduced because I have been selecting "maintained" for most areas in this town, except for the policing needs to increase significantly. Therefore if one is going to increase, the \$\$ has to come from somewhere. Since no debt has incurred in the last couple of years (good job, by the way!) then perhaps we can take some from this area and put towards police. Maybe \$100 (leaving \$47 for debt repayment...note, assuming the interest rate isn't crazy)

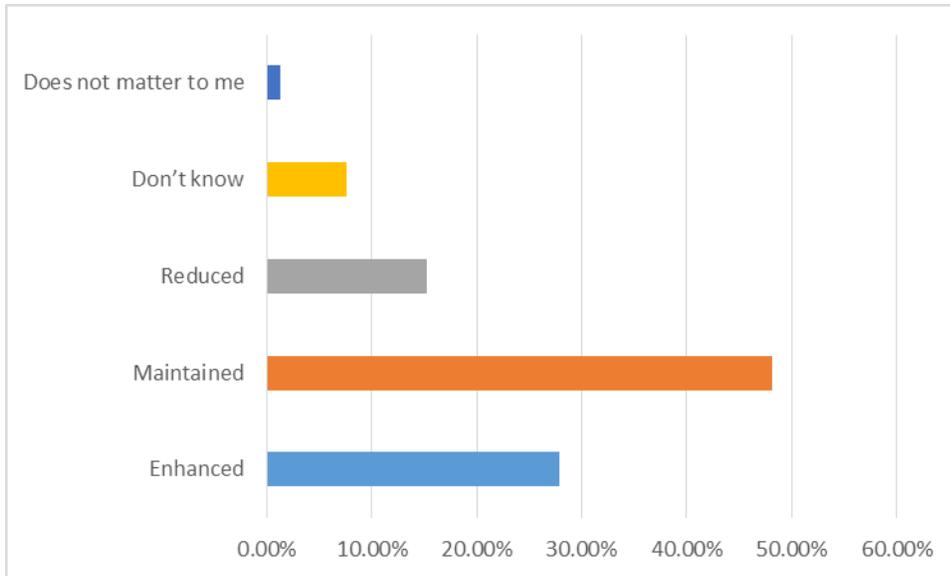
3	Pay off more debt and freeze unneeded capital projects such as a new arena/ice pads. A new arena and ice pad is a total waste of tax payer money.
4	Again, better spending policies should be implemented and maintained by current and future members... Budget forecast planning would also be beneficial for unexpected events.
5	Would like to see more funds put in reserves to help offset Capital dollars and less the debenture burden.
6	Dont spend money we dont have . If i ran my home budget the way you do you would take my home
7	Wasting too much money on the dump and also the so called recreation centre on north town line
8	Get rid of our debt to avoid the interest costs.
9	Make every effort to reduce town debt.
10	Don't make decisions that incur bad debt.
11	we need to keep working to reduce debt.
12	Debt will increase substantially with a new Rec centre.
13	in all areas we need to spend money like it was our own, that is live within our means.
14	Outstanding debts should be eliminated as rapidly as is fiscally responsible. "Spare" monies should be first directed toward debt. A low debt / debt free Town has a sound base in case of fiscal or other emergencies.
15	Hold the course on this one. LETS ALL WORK TOWARDS SURPLUS *** NOT *** DEFICIT!!
16	Great to hear that no new debt has been incurred since 2015. Didn't know that.
17	We have to pay our debt, but it does not say how that debt was incurred.
18	we shouldn't have debt, stop wasting money on the dump and the so called recreation centre at north town line

Question 6. Economic Development

Economic Development assists new and existing businesses to locate or expand in Ingersoll by fostering a positive environment for growth.

This year, the average homeowner will pay \$44 in Town taxes to support the Economic Development.

This service should be:	Responses, %	Number of Responses
Enhanced	27.85%	22
Maintained	48.10%	38
Reduced	15.19%	12
Don't know	7.59%	6
Does not matter to me	1.27%	1



Comments

#	Responses
1	Economic Development is very important to the vitality of the Town. Adding new Town owned industrial land, servicing existing industrial land and increased money for marketing (locally, nationally and internationally) are important. More jobs = more taxes = more opportunity to pay for and expand existing programs and services.
2	See Q 5 for comment referring to this question as well. This needs huge improvement to draw ppl to live, work and play in Ingersoll
3	Hmm...this was a tough one. I mean, its sad when you see a full block of empty stores in a town that was once a beautiful and active little town, but "marketing to external sources" has me concerned because I don't want anymore people moving here, I like it being small, and wish it could be smaller/less people again :)
4	Cami plant may not be there much longer. A lot of vacant stores in the town core.
5	Is it working? What business is coming here?
6	This needs to IMPROVE!! what development, or growth do we have now? our red tape and policies are chasing business away!
7	Main street is depressing. Restaurants are leaving. Stores are leaving. We have to do something to keep the downtown vital. Bringing people here and keeping local people shopping here is a must but how can you when everyone is leaving.. Is downtown rent too high?? And don't even get me started on how HORRIBLE that train station is.. maybe that is owned by VIA but COME ON its in your town and no one in their right mind would want to wait there!! Make it safe and attractive, clean up around it, tear that shitty old building down next to it. Light it up, have overnight parking. Its a shame what a hole that area is

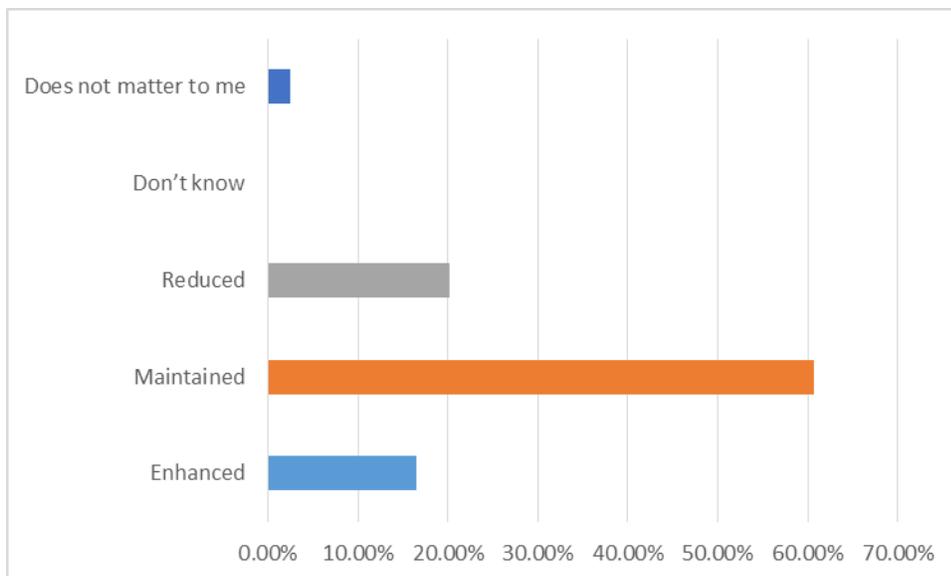
8	This cost is awful since Ingersoll has had little to no new commercial growth. If they want to earn their salary they need to actually develop some business here!
9	manufacturing jobs have left Ontario in spades since 1999. we need good paying jobs and not to bleed us dry through taxes. businesses need to be able to provide living wages for people. We should not be helping with our tax dollars to make the rich richer. we need our money to survive.
10	The town is growing, we have to spend money to make money.
11	as far as economic growth goes you don't try to establish new business or new companies it seems every other town city is growing except this town if you'd concentrate more on attracting companies who actually want to establish them selves here? it seems all you think about is the Canterbury folk festival etc; this really isn't going to help bring in new business.
12	Town does need to support Economic development, but carefully -- can easily spend wastefully on trips [etc]. One area of concern -- attracting business / etc to the downtown -- empty storefronts leave a negative initial impression to visitors or potential investors. Important to put something in those locations.
13	I'd like to see some more info on this
14	Abolish as no results have been seen. Town industrial lands sit vacant without servicing due to administrative, council and social services demands
15	Would love to see Ingersoll continue to grow and attract new business as Woodstock is doing.
16	BIA is suffering because it's severely under-resourced. If they are implementing a CIP they are going to need more resources to do so effectively.
17	piggy bank for festivals

Question 7. Cultural Services

Includes the Museum, Art Gallery and festivals.

This year, the average homeowner will pay \$33 in Town taxes to support the Museum and municipally funded festivals.

This service should be:	Responses, %	Number of Responses
Enhanced	16.46%	13
Maintained	60.76%	48
Reduced	20.25%	16
Don't know	0.00%	0
Does not matter to me	2.53%	2



Comments

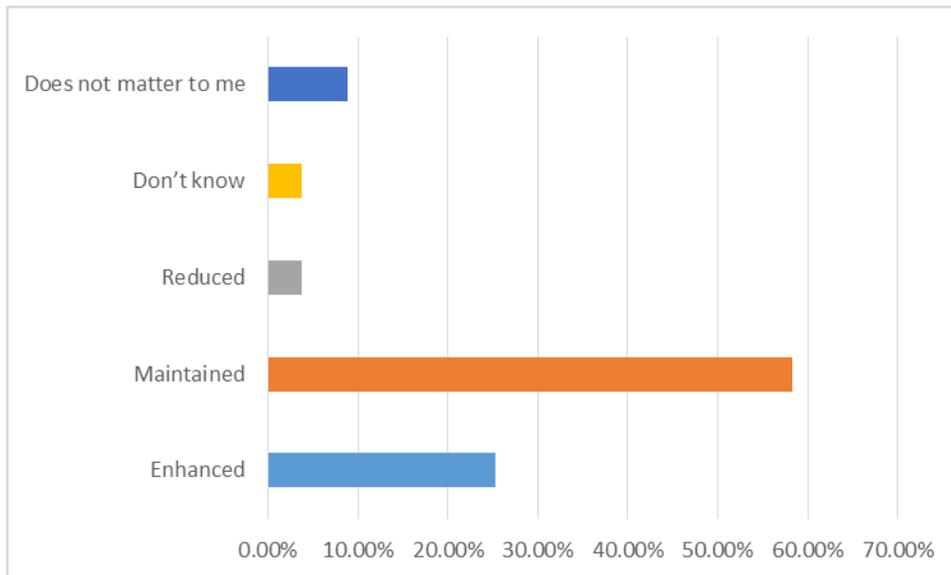
#	Responses
1	Festivals should be self sustaining funded by admission or corporate sponsorship/donation.
2	Ingersoll has become well known for its festivals and the great job the museum has done. Thank you.
3	Let everyone use the internet that they have at home
4	This may help town image and growth.
5	Libraries should be open Sundays. It's ludicrous that it's not when it's the day when most people could really utilize the services.
6	scrap the folk festival and put the money toward a new arena facility
7	doesn't seem unreasonable if a lot of people enjoy it
8	The festivals in Ingersoll are fantastic! It would be great to see them continue to grow and stay free!
9	These facilities are quite sound for a small Town. Certainly should not be reduced.
10	LIVE MUSIC IS DEAD IN ONTARIO!! Music improves EVERYONE'S lives but it takes a musician more than 5 years practice, study and confidence to be able to be of the caliber to perform in public. Children who take music lessons do better in Sciences, Maths and English through grade school and onwards. We need to IMPROVE and ENHANCE the opportunities for musicians and other artists to be able to brighten our lives with their creations.
11	The survey should include if any or what enhancements are required or suggested ant the cost to individual taxes.
12	If they've increased visits and are requesting an increase, it should be granted.
13	spend the money on active transportation networks

Question 8. Paratransit Services

The Town of Ingersoll is responsible for the delivery of specialized public transit services to eligible residents.

This year, the average homeowner will pay \$7 in Town taxes to support Paratransit Services.

This service should be:	Responses, %	Number of Responses
Enhanced	25.32%	20
Maintained	58.23%	46
Reduced	3.80%	3
Don't know	3.80%	3
Does not matter to me	8.86%	7



Comments

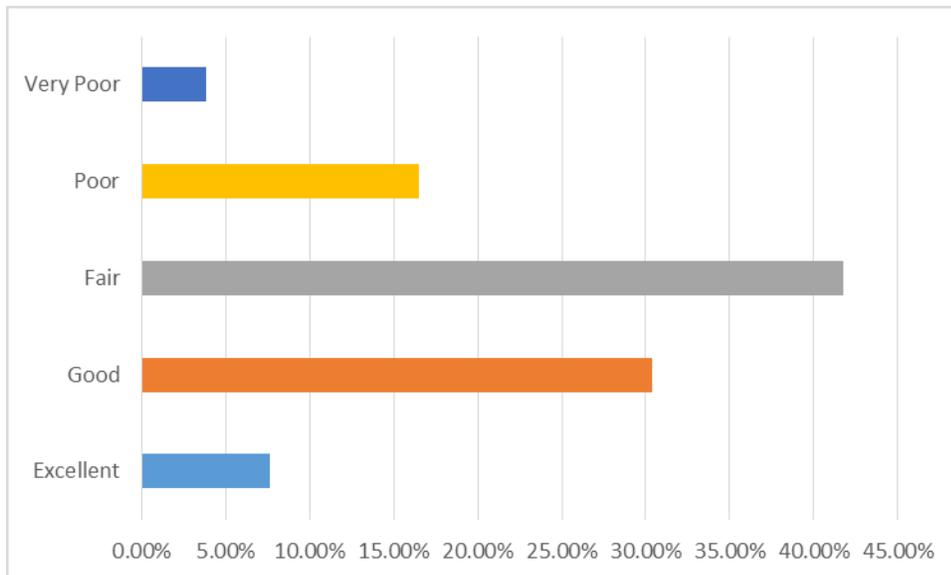
#	Responses
1	We are fortunate in Ingersoll for this service. Thank you!
2	This is a great opportunity for our seniors to be able to access. It needs to be made more available or advertised for the seniors to be made aware of.
3	Shut this service down. I pay to get myself to work and the doc. They can do the same
4	Need more opportunities to provide affordable transportations for those in need or those desiring to utilize public transit and longer hours too
5	A slight increase wouldn't hurt.
6	Why are we using cabs for this? Has anyone thought about contracting voyager for this service? Do we not have a mobility bus for this?
7	again if need grows then it should be enhanced. use common sense with the money and if we can afford it.

8	We are ready for a small bus service.
9	With the problems that pensioners have making ends meet financially, plus the costs of maintaining a vehicle as well as the physical ability to drive -- this service is of SUPREME importance to MANY TAXPAYERS and should be ENHANCED to better serve even more people.
10	A much needed and appreciated service by those of us who use it.
11	Are enhancements required?
12	Would like to see some form of transit available to everyone.

Question 9. Value

How would you rate the overall value received for your Town of Ingersoll tax dollars?

This service should be:	Responses, %	Number of Responses
Excellent	7.59%	6
Good	30.38%	24
Fair	41.77%	33
Poor	16.46%	13
Very Poor	3.80%	3
Don't know/does not apply	0.00%	0



Comments

#	Responses
1	As mentioned stop focusing on the “stop the dump” and get on with industrial and business development in Ingersoll. Good industrial land is being used for residential units. In saying this, there is a need for senior apartment complexes

	for rental options (not condo purchasing or low income/subsidized) as we are loosing ppl to Woodstock and Tillsonburg for apt living due to huge lack in Ingersoll!
2	Again, a tricky question. Overall, its good (the parks are maintained well, the snow plows are pretty good, garbage tags are a pain, but garbage is picked up, the parade is nice, etc) however I chose fair because again, the policing in this town is horrible. The older my daughter becomes (she's 3 1/2 now) the more concerned I am. We are even contemplating moving. Small towns are supposed to be safe. :(
3	I find taxes here quite high in comparison with surrounding areas. That being said if we don't have children in the school system we should not be paying school board tax
4	Still quite high compared with other towns
5	no monies should be going to religious organizations
6	There needs to be a better garbage service, such as the large bins that are picked up by the trucks. The garbage system is lacking here.
7	Coming from living in another large city (Oshawa) I am shocked at the price of my taxes for the services I receive. I pay that much in tax and still have to pay for my garbage!! I know OPP is more expensive than having a regional police department but their budget is huge. I would like to see OPP money funded towards fire instead of having a large volunteer force of foundation savers. The library services are below the standard I expect with my tax money. The selection is low and I now pay to use Woodstock due to this.
8	The work to stop the dump by the mayor and staff has been outstanding. I would support tax increases that were targeted towards stopping Walker/Carmeuse.
9	you base this survey on a house assessed at 250,000 not many of those that i know of. I feel as a whole we pay too much taxes. mine personally are over \$100 a week and i do not live in an extravagant house.
10	For the tax rates we should have better assets than what currently exist. Value for money is not there!
11	I understand the services we all enjoy costs money and we have some amazing festivals and our Police and Fire are fantastic. It would be nice to see Ingersoll and Oxford working to make governance more efficient and allocate surplus to building stronger, healthier communities.
12	I have e-mailed the city but did not get an answer from anybody.
13	Overall doing fairly well; more economic growth would help sustain / increase Ingersoll prosperity & thus add to tax base.
14	\$15,000,000 and I gotta pay for EACH garbage bag? Something smells like rotten fishy ... :D
15	No one likes to pay taxes, but we enjoy living in the town of Ingersoll. We think it is a good little town to live in.
16	Overall I think service delivery is good, but then taxes are very high and being a corner lot I pay more but don't receive any more service than a regular lot. Add to that the garbage bag tags and the value proposition is further diminished. I

	think policing costs are high given the lack of traffic enforcement in areas known to be common speeding zones, ie Wellington St
17	Taxes are very high compared to Essex County.

Question 10. Critical Projects/Issues

What issues or projects would you like to see addressed/included in the 2019 budget?

Comments

#	Responses
New Arena / Recreation / Parks / Trails / etc.	
1	I don't think a new arena is a necessity at this time, we need to get more industry first for employment
2	No new arena or complex.
3	Nothing pressing although is it really necessary to spend a great deal of money for a new community centre / arena -- some citizens literally never go there. The facility does seem busy, but is it really in a "must replace" state? Is an "perfect ice pad" really that important? Perhaps a greater amount of "user pay" is an fairer answer.
4	1. Eliminate all municipal funding of the Fusion Youth Centre. 2. Cancel plans for a new arena/ice pad. 3. Pay down the debt. 4. Enact an Ingersoll Municipal Tree Bylaw.
5	A new double pad sports complex.
6	Rec Centre is important to the community and needs to be addressed sooner than later.
7	We need a new arena. Get it done.
8	I would like to see the new sports complex built and built near North Town Line.
9	More funds given to libraries.
10	Improvement in access to Thames river, reduction in facilities cost and footprint in the town.
11	Would like to see the walking/ biking trails to continue to be expanded
12	The top priority would be a new arena which would include areas for other activities. Something similar to Dorchester's community centre. Definitely a walking track which will keep people healthier & reduce health care costs! If an arena is built, please make sure there is an abundance of parking & quick access to the 401.
13	Sifton Commercial - Clark Road. Would help bring business in and provide more jobs. Rec Centre - Clark Road. Best place for it, close to 401, close to hotels and places to eat and still close to the centre of town. Again would help bring people to town, jobs, etc. Will need good stores at the Sifton commercial location.
14	Charging more to children accessing Fusion. Monthly membership fee. \$5/ year for guitar lessons and everything else Fusion offers is great- for one demographic.
15	smoking in parks

16	Better lighting along the Lawson trail just south of Charles Street - there is a section there along the river that has no lights, and it does not feel safe.
17	Keep up the library not neglecting the purchase of actual (paper) books. Keep the park (King Street to Harris) as is; not building on it. A limited inter town bus service around the county eg. (town to town)
18	Cycling infrastructure
19	Conservation trails. Water access for fishing
20	Deal with the area around the train station take the methadone clinic off the main street contract out mobility busses if we don't have them SUPPORT THE DOG PARK OR I WONT SUPPORT YOU MY TAX DOLLARS SHOULD BE USED TO CLEAN AND MAINTAIN IT. Lets get the main street revitalized (if landlords are from Toronto do they understand area appropriate rent?!?!?). New Arena Off road cycling trails (there are a lot of people who don't want to cycle on the road with cars). Clean up the area under the Ingersoll street bridge, trim the weeds next to the water and make it a more enjoyable place to walk, chip the trails, add seating, make it safer. Keep the OPP. Put an indoor walking track in the new arena. Have an online suggestion box for people to be able to voice their concerns with the town and when a taxpayer sends the mayor an email asking what's being done about a problem, it might be a nice thing to have someone answer it. After all I do believe I pay a portion of your salary
21	Possible new Seniors Centre.
22	Want to see continued support for library services, recreational skating hours [including for seniors] and more art and creative activities across the community. Ingersoll has a 'river that runs through it' We could make much better use of this as a recreational walking area e.g. trails along the river, parks along the river. Could we improve our recycling and add composting pick up? Use the downtown parking lot for weekend activities and expanded markets, Make sure we add the trees back that were cut down in the parking lot lane. Turn it into a community meeting place with some yellow 'let's talk' benches etc.
Roads Infrastructure / Maintenance / Transportation Services	
1	Road maintenance
2	Better management of the new construction going on within the town and maintaining better roads within those areas... Safety is a huge concern especially with contractors flying around not abiding to stop signs. There are a lot of people that walk around the Kirwin area and we have almost been hit 3 times within the last couple months. Proper maintenance of property should also be governed... this area is completely lacking and needs some improvements.
3	Thomas street
4	Resurface the top coat on Bell street where needed.
5	Road improvements; increased transportation services
6	The walker road extension. It is a safety concern with only one way out. New bathrooms in Victoria park. The current ones are not enough for the amount of people that use the park
7	Repair to roads that are in rough shape
8	Better snow removal on sidewalks where there are no boulevards

9	Please make sure to keep the persons who plow our sidewalks in Winter. This is money well spent. I appreciate the freedom to walk.
10	All paved roads and walk ways should be maintained especially Smith pond this area is rather rough and sidewalks in the area of Wellington and Caffyn should be plowed of snow early in the morning this is especially difficult when small children need to walk to school the pine street needs to be plowed more there are times when you cannot find your way on the road it seems the main roads like wellington are done at least ten times a day and the sideroads are ignored something for you to think about over the summer?
11	Possibility of a local bus service to Woodstock or Tillsonburg in the future.
12	Pot holes
13	Rebuild/Resurface Charles St
14	Whiting street needs to be only two lanes of traffic from Holcroft to Clark side road and the other two lanes made into bicycle lanes stop wasting money on the dump stop wasting money on the project/recreation on north town line, use the area on Clark side road that we already own
None/ Status Quo	
1	None
2	No comment
3	NA
4	I can think of none
5	Nothing specific comes to mind. Please continue plowing our sidewalks in the winter. I love living in Ingersoll !!
6	None.
7	Nothing comes immediately to mind.
8	Status quo
Economic Development / Downtown Core / Affordable Rent	
1	Promoting and securing industrial companies to build and do business in Ingersoll! Senior apartment living/building residential units in Ingersoll!
2	I feel that something needs to be done to offer lower rent payments for both residents and small businesses in Ingersoll. I know a few different people that would love to set up a business here but the rent is not affordable. A spot that rents for \$600 in London rents for \$900 in Ingersoll and that doesn't make sense with an eighth of the population
3	Development down town to keep residents in town shopping Update arena to accommodate a walking track for winter use. Do not need 2 pads. We have facilities in neighbouring towns that we can utilize.
4	Infrastructure, new industrial business
5	More businesses coming to town. Continued expansion, home building. Really appreciate the splash pad, new playground at Victoria park. Loved the amazing super awesome fireworks show for Canada Day 2017. Wished there would have been on this year. Maybe new original floats/entries for the Christmas parade. Kind of the same old every year. Allow us to have a few chickens in our back yard for fresh eggs. Say no more than 4 or 5.

6	Trails - maintenance of parks - partnerships with neighbours - fewer consultants - seniors housing -using the planning act to ensure a variety of accommodations - diversifying our economy
Policing / Protection / Fire Services	
1	Issues that need to be addressed: - Petty theft/police visibility - TOO MANY drug addicts in this town! (which most likely is the cause of the petty theft)
2	There seems to be an increase in petty theft and vandalism in certain areas of Ingersoll. While I know this is an issue in every town/city/village, I think we need to take steps to slow it down before it becomes an even bigger issue. I know the police can't be everywhere, but maybe increased patrols in areas that are known to be targets for this kind of activity might help reduce the number of incidents.
3	Increase to library selection. Increase of a full time fire personnel by one. Green bin program
4	More effort made to stop people from riding their motorcycles and/or skidoos through Smith park and the rest of the park system. The sign for Smith Park Pond replaced (it blew over in a storm).
5	Keep control of the marijuana outlets, money may have to be dedicated to policing for checking intoxication levels of drivers until everyone knows what the safe level for driving is. Also education re marijuana to the community.
Landfill	
1	Get rid of Carmuse Landfill/Dump!
2	NO DUMP. Better Police presence outside of the station.
3	Continued and increased effort to stop the dump. We cannot let Carmeuse and Walker ruin our way of life.
Garbage / Recycling	
1	I really wish we could have the same type of recycling and garbage program as Lucan and Hamilton. They are so much easier to put out to the driveway and then we don't need to worry about the bag tags (which I hate and they seem out of date). Plus we don't need to worry about animals getting into the bags if we have to put them out at night (which a lot of people do since we have a lot of shift workers).
2	Cancel the spring large item pick up. Use funds saved to start a green waste pick up.
3	Reducing sewage and water costs!!!
Lowering Taxes	
1	Lowering of property taxes
2	Lowering tax rates
Other	
1	Needs of the many not the few
2	I would like to see more for human resources and taking care of what we have while developing as well.
3	How about the town releasing a small flyer with their projects and vision for the town as a whole, a police breakdown of what's happening on the crime scene, public works projects now and in future, etc, not just about the Canterbury festival and the arts as the [REDACTED] projects.

4	Bring back the free tree program.
5	Use the money wisely, hardworking people earned it. we would prefer it in our pockets. we don't want to burden our children with paying for debt when it was unnecessary or could have waited until we saved the money.
6	We need more - and better (not this outdated stuff) renewable energy projects that is totally in the publics hands. We need more and better protections for our water and environment. New -innovative - clean
7	?
8	Just keep paying down the debt to reduce the interest amount paid out.
9	Boundary Adjustment
10	Openly discuss and put on paper the county's relationship with Future Oxford. Provide a full-time staff person to act as the ambassador for the CSP, promote sustainability to the community at large (not just those who are already connected). Without a dedicated staff person, it appears everything is happening behind a curtain and people begin to lose trust on the process. Release Future Oxford partnership meeting minutes. Ensure young people are being intentionally engaged in the CSP so they too can be ambassadors.
Total Responses - 73	



**Corporation of the Town of Ingersoll
By-Law 18-5024**

**A bylaw to adopt and confirm all actions and proceedings of the Council of the
Town of Ingersoll at the Council meeting held on November 12, 2018**

WHEREAS Section 5 (3) of The Municipal Act, Chapter, S.O. 2001, c. M.25 as amended, states that a municipal power, including a municipality's capacity, rights, powers and privileges under section 9, shall be exercised by by-law unless the municipality is specifically authorized to do otherwise;

AND WHEREAS in many cases, action which is taken or authorized to be taken by Council or Committee of Council does not lend itself to or require an individual by-law

NOW THEREFORE, the Council of the Corporation of the Town of Ingersoll enacts as follows:

1. **THAT** all actions and proceedings of the Council of The Corporation of the Town of Ingersoll at the meeting held on November 12, 2018, are hereby adopted.
2. **THAT** the taking of any action authorized in or by the Council of The Corporation of the Town of Ingersoll are hereby adopted, ratified and confirmed.
3. **THAT** where no individual by-law has been or is passed with respect to the taking of any action authorized in or by the Council of The Corporation of the Town of Ingersoll, then this by-law shall be deemed for all purposes to be the by-law required for approving and authorizing the taking of the action.
4. **THAT** the Mayor and Officers of The Corporation of the Town of Ingersoll are hereby authorized and directed to do all things necessary to give effect to the recommendations, motions, resolutions, reports, action and other decisions of the Council and the Mayor and Clerk are hereby authorized and directed to execute all necessary documents in the name of The Corporation of the Town of Ingersoll and to affix the seal of the Corporation thereto.
5. **AND FURTHER THAT** this by-law shall become effective and shall come into force after third reading of the by-law.

READ a first and second time in Open Council this 12th day of November, 2018.

READ a third time in Open Council and passed this 12th day of November, 2018.

Edward (Ted) Comiskey, Mayor

Michael Graves, Clerk