

Finance, Administration and Operations Committee

Tuesday, October 16, 2012, 4:30 pm.
City Hall, Council Chambers

<u>Committee Members</u>	<u>Areas of Responsibility:</u>	
Councillor D. Beatty, Chair	Clerk's Office	CRCA
Councillor J. Earle	Environmental Services	Cemetery
Councillor J. Fullarton	Finance Department	Health Unit
Councillor D. LeSueur	Fire Department	Joint Services Committee
Councillor M. McFall	Human Resources Dept.	PLMG
Mayor D. Henderson, Ex-Officio	Operations Department	Police Services Board
	Airport Commission	Safe Communities Coalition
	Arena Advisory Board	St. Lawrence Lodge Management
	Brockville Municipal Accessibility Advisory Committee (BMAAC)	Board Volunteer Awards
		All legal matters [excepting the purchase and sale of land]

Agenda

Page

DISCLOSURE OF INTEREST

DELEGATION(S) AND PRESENTATION(S)

4 - 21

1. Arts Task Force

Mr. Howard Alexander, Chair, Arts Task Force will make a presentation to the Committee regarding Creative Economy.

22 - 47

2. Ted Woods

Fire Marque

(Councillor LeSueur)

Mr. Woods will make a presentation to the Committee regarding an insurance collection service for the Brockville Fire Department.

48 - 48

3. Kent Henderson,

1000 Islands International Regatta and Festival

Mr. Henderson will address the Committee regarding the 2013 event.

49 - 64

4. School Travel Planning Program

Suzanne Rivard, Health Promotion Specialist, Chair of LLG School Travel Planning Committee and Tawnya Boileau, School Health Coordinator, Leeds, Grenville and Lanark District Health Unit School Travel Planning Committee

Ms. Rivard and Ms. Boileau will address the Committee seeking support for the School Travel Planning Program.

The following link is a YouTube video that was produced by the Upper Canada District School Board to recruit schools: <http://www.youtube.com/watch?v=tg6NEsMb6po>

CORRESPONDENCE

Nil

STAFF REPORTS

65 - 66

**1. 2012-162-10
Transfer of Benefit Rebate
to Fiscal Policy Reserve**

THAT Council authorizes the transfer of the refund of the balance within the Group Benefit Unrestricted Deposit Account, in the amount of \$345,927.38, arising from the group benefit renewal negotiations in 2012, the Fiscal Policy Reserve.

67 - 84

**2. 2012-165-10
Water & Wastewater Systems
Quarterly Report
(Jul. - Sep. 2012)**

THAT Report 2012-165-10 Water & Wastewater Systems Quarterly Report (Jul. - Sep. 2012) be received for information purposes.

85 - 95

**3. 2012-167-10
2011 Performance Measures**

THAT the 2011 Performance Measurement Reports (Attachments 1 and 2 to Report 2012-167-10) be received; and

THAT Attachment 1 be authorized for publication on the City's website.

- 96 - 117 4. **2012-168-10**
**Proposed New By-law to Regulate
Residential Solid Waste Management**

THAT By-law 94-2000, a By-law to Regulate the Collection, Removal and Disposal of Municipal Solid Waste be repealed in its entirety and that a new By-law to Regulate Residential Solid Waste Management be created; and

THAT the By-law be in effect on November 5, 2012.

- 118 - 120 5. **2012-169-10**
DeCarle House Roof Repairs
- THAT repairs to the roof of the DeCarle house at Oakland Cemetery be completed; and*
- THAT the funds be transferred from the Building Maintenance Reserve Fund, account number 02-5-191950-6050 and that the expenditures be charged to account 9101005-9901003-3010.*

NEW BUSINESS

Nil

FAO - CONSENT AGENDA

REPORT OF THE ARTS TASK FORCE

His Worship, Mayor Henderson – ex-officio

Chair – Howard Alexander - Musician and Teacher
Co-Chair – Al Torrance - President Brockville Musicians' Association
Secretary – Deborah Dunleavy - Professional Performing Artist
Peter Dunn – Brockville Arts Centre
Bonnie Burke – Brockville Museum
Leigh Bursey – Member of City Council/Community Arts Advocate
Ed Van Den Enden – Donaldson Canada
Heather Savage – Entrepreneur and Artist

**“It ain’t show art,
it’s show biz!”**

- Lily Tomlin

“It would be a shame to lose out on the future because of a simple lack of imagination.”

Alysia Garmulewicz (Canadian Rhodes Scholar, Said School of Business, University of Oxford, Outdated priorities shackle Canada's economic future, Toronto Star, May 26, 2012)

The Creative Economy

“The Creative Economy”

first published in 2001 and revised in 2007.

John Hawkins (*as quoted on his website*)

- The creative economy brings together ideas about the creative industries, the cultural industries, creative cities, clusters and the creative class.
- The creative economy is based on a new way of thinking and doing. The primary inputs are our individual talent or skill.

“Brockville is well positioned to emerge as a regional leader in the Creative Economy.”

Insights, 2012 .Martin Prosperity Institute, Rotman School of Business, University of Toronto.

Brockville’s Potential for the Creative Economy

- Brockville has the highest “Creativity Index” in rural Eastern Ontario and 3rd highest of the 50 rural communities surveyed in the province.
- “It is important to focus on...arts and culture, recreation, and financial support and management occupations; all of which are below the provincial average and should be enhanced”.

*Benchmarking the Creative Economy in Rural Ontario,
published by the Martin Prosperity Institute.*

Arts Task Force Objectives

- To develop a framework to help Council achieve the objectives for the Creative Economy contained in the Strategic Plan
- To propose a Cultural Policy and Plan for the City of Brockville
- To promote a climate for the economic development of the arts and culture through employment in the Creative Economy
- To foster coordinated Arts and Cultural Activities through the establishment of an Arts Council
- To create through an Arts Council a mechanism for accessing and distributing grant money for individual artists and arts organizations currently not available to the City or its Cultural Institutions

Economic Impact

Direct impact is defined as:

- The initial contribution to GDP or employment of expenditures in the arts and culture sector.
- The measurement of direct expenditures includes wages, salaries, and supplementary labour income; corporation profits before taxes; interest and miscellaneous investment income; and capital consumption allowances.

Indirect impact is defined as:

- The value of goods and services from suppliers to the arts and culture sector.
- An example would be the expenditures of a printing company attributed to the printing of catalogues for an art gallery, as well as the relevant portion of the expenditures of the company that sold paper to the printer.

Focus on Culture, Statistics Canada, 2006

Cultural Industry Fast Facts

- Tourists who attended cultural activities spent a total of \$8.0 billion in 2007, while sports tourists spent \$2.1 billion, about four times less than cultural tourists.
- The spending of cultural tourists “represents 15% of total tourist spending included in this study (\$53.5 billion)”.

The Economic Impacts of Cultural and Sport Tourism in Canada 2007
Arts Research Monitor - December 2011 ([Volume: 10 Issue No: 6](#))
Publisher: Canadian Heritage

Cultural Industry Fast Facts

- The direct impact of the arts and cultural sector in Canada – as measured by its contribution to gross domestic product (GDP) – was \$64.1 billion in 2010, with portions of Educational Services, Retail Trade, and Accommodations and Food Services for an approximate total of \$84 billion
- Total direct employment reaches an estimated 650,000 jobs. This is roughly the same as agriculture, forestry, fishing, mining, oil & gas, and utilities combined.

(Industry Canada Statistics, 2010)

Cultural Industry Fast Facts

For comparison:

- Agriculture - \$26.4 billion
- Mining, Quarrying, Oil and Gas Extraction - \$53.9 billion,
- Retail Trade - \$76.3 billion
- Finance and Insurance - \$84.2 billion
- Manufacturing - \$162 billion
- Real Estate, Rental and Leasing - \$169.5 billion

(Industry Canada Statistics, 2010)

Canadian Attitudes to the Cultural Industries

- 65% of Canadians believe that the community as a whole benefits more or as much as individual attendees from the presentation of the performing arts.
- Canadians believe that cultural facilities:
 - Improve the quality of life (87%)
 - Foster a sense of community pride (87%)
 - Contribute to economic development (88%)
- ..."performing arts are both symbolically and functionally important to communities."

Cultural Industry Fast Facts

- 75% of Canadians attended a performance of a *professional* performing arts company within the past year.
- 86% report having attended an arts event at sometime in the past.
- “*Professional performing arts do not merely cater to some privileged elite but reach across socio-economic differences much more broadly.*”

The Cultural Industries

Writing and Publishing	Film industry
Broadcasting	Recording and Music Publishing
Performing Arts	Visual Arts and Crafts
Architecture	Photography
Design	Advertising
Fine Arts Education	Heritage (including museums)
Libraries	

Cultural Industry Fast Facts for Brockville

- There is now more retail floor space for the Arts than for sports.
- There is direct employment through TV and radio, newspapers, magazines, printers, promotion companies, layout and design artists, photography studios, and more.
- There are three high schools which have qualified Arts teachers, and St. Lawrence College with faculty in Fine Arts and Performing Arts.

Community Arts in Brockville

Brockville has an extremely active and strong non-professional arts community as evidenced by the Operatic Society, the Theatre Guild, the Performing Arts Hall of Fame, Arts Walking Tours, New Years Eve Concerts, charitable Telethons, as well as Associations for Visual Arts, Photography, Crafts, Dance, Music, and more.

Professional Arts in Brockville

Numerous professional artists live and work in Brockville including but not limited to the following:

painters, carvers, sculptors, photographers, potters, private arts teachers, dancers, theatre technicians, sound engineers, stage designers, layout designers, actors, videographers, singers, musicians, storytellers, writers, silversmiths, jewelry makers, fashion designers, librarians, curators

How Cultural Industry works in Brockville – Festival of Storytelling

Revenues: Ontario Arts Council- \$6,000, Corporate donations - \$2,086, Ticket revenue - \$5,495, UCDSB school performance - \$1,500

Total Budget - \$15,081

Professional performers fees were \$4,400.

\$10,641 stayed in Brockville. Major expenses included advertising, Arts Centre rental, Museum rental, accommodations, hosting.

Festival of Storytelling Benefits

Tourism - 6 couples and 1 individual stayed in Brockville for three nights. These tourists spent approximately \$6,000 for accommodations and meals.

Several people attended from neighboring communities, but did not stay overnight.

After concert parties amounted to approximately \$1,800 in revenues for different restaurants. At least 1 restaurant called in extra staff.

Festival of Storytelling Benefits

- During the Festival, patrons spent money for babysitters, restaurants, fuel, hair, clothing, and more.
- For the “Ghosts, Ghouls, and Goblins” night, several audience members purchased costumes, wigs and makeup.
- Tourists and out of town artists shopped in Brockville at bookstores, clothing stores, etc.
- National and international advertising for Brockville.

Festival of Storytelling Benefits

- Direct Economic contribution to the GDP:
\$10,641 from Budget, \$7,800 from tourists =
\$18,441
- Indirect Impact – using the 2.7 multiplier factor used by the British Columbia government, the Festival of Storytelling generated an additional \$10,000 in spending
- Total Contribution to GDP was \$28,700.

How Cultural Industry Works in Brockville – The Aquatarium

The Economic Planning Group (2007 report) used TRIEM to determine the potential economic impact of the MDC on the Brockville and area economy. Based on attendance in a mature year of 35,000 people, the projected direct and indirect economic impact was approximately \$1,050,000 returning taxes of approximately \$891,000 to all levels of government.

How Cultural Industry Works in Brockville - The Brockville Arts Centre

- Using the exact same figures for the Arts Centre, the Arts Centre, which last year had attendance of 35,000, has a direct and indirect economic impact of approximately \$1,050,000 returning taxes of approximately \$891,000 to all levels of government.
- The City funds the Arts Centre for approximately \$138,000. That is a return of 700 per cent on the investment in terms of stimulating the GDP and creating employment.

The Arts Mean Business

- **The Arts Mean Jobs**
- **The Arts Mean Economic Activity**
- **The Arts Mean increased GDP**
- **The Arts Mean an expanded tax base**
- **The Arts Mean more tax revenues for the City**
- **The Arts Mean investment**

Benefits of a Brockville Arts Council

- The Brockville Arts Council's role is to identify, unite, support, promote and facilitate artists and artistic activity.

- The Brockville Arts Council is a non-profit organization dedicated to promoting the arts mainly by funding local artists and art groups and organizations, awarding prizes, and organizing events.

Benefits of a Brockville Arts Council

- The Brockville Arts Council supports existing arts organizations, individual artists, galleries and community organizations in the promotion of Brockville artists and events.

- The Brockville Arts Council provides professional learning opportunities for artists.

- The Brockville Arts Council promotes Brockville as a year-round arts and culture destination by establishing a broader public awareness of our arts community and encouraging widespread appreciation of, support for, and involvement in the arts.

Benefits of a Brockville Arts Council

- The Brockville Arts Council is able to approach all levels of government, business and industry and service clubs to gain funding, support and recognition for artistic activity in Brockville.

Benefits of The Brockville Arts Council

TO THE CITY:

- Help develop the economic potential of the Arts and Creative Economy.
- Help establish the City as a creative, vibrant, diverse, and competitive place to live.
- Provide advice and assistance to the City in applicable matters of City participation in artistic affairs including program and facility needs, planning and administration, training and organization, funding and grants, affiliation policies and promotion for the arts.

Benefits of The Brockville Arts Council

TO THE COMMUNITY:

- Contribute to the quality of life for citizens through experiencing the arts.
- Provide opportunities for citizens to participate in the arts, at the level of interest or skills appropriate to their needs and choice.
- Increase citizens' pride, commitment, and investment in their community.
- Represent the needs and ideas of the many existing Arts groups and organizations.

Benefits of The Brockville Arts Council

- Create a communication hub for an Arts Community.
- Enhance and promote, rather than duplicate or compete with the activities of associate member groups already established.
- Develop partnerships between government, businesses, individuals, and the arts community to enhance creation, provision of, and access to the arts and arts activities.
- Increase the capacity within the arts community to advocate and bring attention to key issues of interest to this community.

Benefits of The Brockville Arts Council

TO THE ARTIST:

- Support the work of Arts professionals through advocacy and access to funding.
- Support the development and promotion of the work of artists through special community projects and initiatives (ie. workshops, special events, promotion and display opportunities).
- Facilitate the sharing of experience and expertise among artists (networking).
- Encourage growth, experimentation, and excellence through awards and recognition.

What next?

The following proposals are designed to support Council in its endeavors to stimulate economic activity in Brockville, and fulfill the objectives in The Strategic Plan.

Recommendations:

1. That Council recognize that the Creative Economy is already an important economic driver in the City economy.

Recommendations

2. That Council develop a Cultural Plan to promote the Creative Economy which will be embedded into all planning for the City, focused on economic development and tourism.
3. That Council support the creation of an arms length, not-for-profit Arts Council which will have the capacity to access and distribute grant money currently unavailable to the City and its cultural institutions.

Recommendations

4. That Council continue to financially support the Cultural Institutions - the Public Library, the Museum, and the Arts Centre not only for their immense contributions to the quality of life, but also for their unique place as economic drivers in the City.
5. That Council help foster an environment suitable to sustain and develop a healthy arts culture within our city and to support local performers, artists and artisans whenever possible.

Thought for the Day

When Winston Churchill was Prime Minister and he was told that they were going to have to make major cuts in arts and culture because of the mounting costs of World War II, he responded with a simple reply: "Then what are we fighting for?"

Frequently asked Questions and Answers

Will insurance rates go up as a result of the Fire Marque program?

No! Property insurance underwrites the building and contents. Buildings generally remain constant. What the insurance company considers includes, for example: How close is a building to a fire hydrant or fire station? Is the building sprinklered? Out of what materials is it constructed? Is there an alarm system?

On December 7th 2011, Huntsville councillor and insurance broker Tim Withey was properly quoted in a newspaper article saying “Homeowners insurance rates would not go up because insurance companies incorporate such costs into their policies”.

With regard to property insurance premiums, the Insurance Bureau of Canada stated that the data collected between 2005 and 2009 shows the cost of \$1,000 of home insurance paid by customers in Ontario dropped by 11 per cent during that time.

Consumers are spending more on home insurance because they’re buying bigger policies to cover the recent rapid rise of home values in Canada and because they have more possessions to insure. Basements, once used to store old clothes and hockey equipment, are now often finished and filled with expensive electronic equipment. The full text can be viewed at:

<http://www.moneyville.ca/article/1046571--wild-weather-makes-this-the-costliest-year-on-record>

Property insurance is very different than Auto insurance.

Why do Auto premiums go up after an accident and Property premiums don’t?

Auto policies are rated on the driver’s driving record including their age, sex, experience, vehicle use, as well as the type of vehicle driven. Any changes (such as an accident or ticket) will result in a driving record adjustment and may result in a premium change.

Property insurance is rated on the building and contents.

Why should a municipality use Fire Marque?

Fire Marque provides a new revenue stream for Fire Departments.

Fire Marque has the technical expertise and know-how.

Fire Marque owns the intellectual property rights to Indemnification Technology®

Fire Marque's program doesn't cost anything.

Fire Marque has a proven track record of success.

Fire Marque is independent of the municipality

Can we use the funds that Fire Marque recovers for fire prevention, public education programs and for fire department capital purchases?

Yes.

Are the costs recoverable if it is deemed necessary to retain a private contractor, rent or lease heavy and/or specialized equipment including associated personnel to contain or extinguishing a fire?

Yes.

Can Fire Marque recover the cost of a fire investigation?

No, fire investigations are not covered under the property insurance policy.

Why does the municipality need a bylaw won't an agreement with Fire Marque do?

Some insurance company wordings state a bylaw is required, prior to the loss, before a payment will be made. While others like that of the largest property insurer in Canada state:

Fire Department Charges

The Insurer will reimburse the "Insured" for fire department service charges for a total limit of five thousand dollars (\$5,000) for any one "occurrence" when:

- (a) *The "Insured" has assumed such charges by Municipal contract or agreement prior to the loss;*
- (b) *The Fire department is called to save or protect the insured property from a peril insured against; and*
- (c) *The insured property is on the "premises" described in the Declaration(s) Page.*
- (d) *The "Insured" becomes legally obligated to pay to protect property from imminent hostile fire*

The Indemnification Technology® bylaw provides that **legal liability**.

Won't this impact the insurance companies' bottom line?

Not really. Insurance companies have been calculating Fire Department expenses in the premiums they have charged all along.

Here is a financial forecast from the *Chartered Insurance Professional News*, April 25, 2011:

U.S. property and casualty market not likely to see hardening: Conning

The U.S. property and casualty market likely won't see a quick or severe hardening between 2011 and 2013, but instead will likely see modest, incremental rate increases, according to Conning Research & Consulting.

"The forecast drivers for 2012 and 2013 include an expectation of somewhat more robust economic growth rates than in 2011, and the beginning of some premium rate-firming in commercial lines," said Conning director of research Stephan Christiansen.

"Personal lines are expected to see continued single-digit rate firming, with some modest growth in exposures as well."

Conning predicts net premium growth rates of near 5% for both 2012 and 2013. This is "well short of what would be considered a meaningful turn in the underwriting cycle," Christiansen said.

The forecast is dependent on the pace of the "still-sputtering" economic recovery, he noted. "The turnaround in commercial lines pricing also assumes tailing off of loss reserve releases and a delayed recovery of investment yields, placing additional pressure on operating margins." For the near term, in 2011, Conning predicts moderate net premium growth over 2010 of between 3% and 4%, as well as additional deterioration in underwriting results of about two percentage points.

The forecast combined ratio for 2011 is between 102% and 103%, based on a projected average annual natural catastrophe loss of about \$19 billion.

"Storm damage in the first half of 2011 has been following the pattern of 2007-10 at above average levels, so much will depend on second-half tropical storm results."

What happens if there is no insurance coverage for fire department services on the structure?

Nothing happens. No "loss" funds are recovered from the building insurance company.

How much revenue can a Fire Department expect to receive?

It is our corporate policy not to reveal any amounts as it's confidential and highly speculative as the amount will vary with the number of "insured peril losses".

On the other hand should a "Slave Lake Fire" or a "Goderich Tornado" occur the recovery would be substantial.

Please keep in mind, not all insured peril losses are recoverable such as some arson files.

If the property owner pays property taxes which include Fire Department charges, why should the Fire Department charge again?

Property taxes pay for Fire Department services such as: the expense of the fire hall, the pumper, ladder trucks, and the salary of the fire fighters. A property insurance policy covers, “the loss”. The loss includes the expenses of the fire extinguishing materials expended, DSPA’s, the volunteer fire fighters, refilling the SCBA’s, and the truck time. Essentially, anything that is used is part of “the loss”.

Can we recover on Hazard Material incidents?

Generally Yes. Fire Marque’s expertise in recovering funds determines if “Haz Mat” incidents resulting from an insured peril are “escape” damages rather than erosion etc. The “Haz Mat” coverage is summed up as follows:

The regulatory obligation to return a spill site to pre-existing conditions (when possible) is consistent with legal obligations at common law and the insurance principle of making the injured party whole, but with no betterment. The insurers' obligations are governed by the policy wordings and their contractual duty to their insured. They do not have direct legal liability for cleanup under the EPA.

Are there any requirements of the property owner?

As with any fire, the property owner must cooperate with the fire investigation and the Statutory Conditions of the Insurance Act.

Does Fire Marque require the name(s) of the building owners?

Yes. All information is confidential and in accordance with the privacy legislation..

Why is the Indemnification Technology® by-law required?

Most insurance policies state that a “contract or formal agreement is required prior to the loss”. While others say the insured must be “legally responsible” or “required to pay”.

Is Fire Marque Insured?

Yes. Fire Marque carries full legal liability coverage. A copy of the policy is available for the municipality.

How do we know Fire Marque won’t miss a recoverable file?

With the use of Indemnification Technology®, no files will be missed.

Who is Fire Marque?

Fire Marque is a privately owned Canadian company licenced in all provinces and territories.

Fire Marque's Board of Director's have over 115 years of insurance experience and over 35 years fire fighting experience.

Can Fire Marque recover Fire Department costs if there is no damage to the structure?

Yes, in the majority of cases. One insurance policy states "*We will pay up to \$1,000 for which you are legally responsible, if the fire department was called because of a fire in, on or exposing insured property on your premises.*"

The insurance company wants the Fire Department to save the insured property.

Why can't we do Fire Marque's job ourselves?

A municipality is not independent of its claim. It has a direct pecuniary interest. Insurance companies prefer complicated property claims to be handled by Independent Adjusters as they are experts with the various insurance policy interpretations and processes. Adjusters act a go between the claimant and the insurer. Municipalities hire at arm's length experts for many statutory and practical reasons like municipal audits, specialized legal counsel outside of any in-house counsel (most often generalists), and capital project management etc. Fire Marque has the professional Insurance Adjusting and Claims expertise that you can rely upon to ensure your maximum entitlement while incurring no extra costs.

Will the homeowner be required to pay a deductible?

No. The policy wordings are normally clear on this point.

What will the homeowner say?

Fire Marque conducted a study with the homeowners. Every policy holder in the study was unaware of the Fire Department Services coverage in their policy and in all cases they couldn't understand why their insurance company hadn't been paying out on the coverage that they had been paying the premiums on.

Will the Fire Department Charges reduce the insurance payment?

No. The Fire Department Charges are additional coverage in the policy. Should this situation change Fire Marque would not seek indemnity under the building insurance policy.

Will Fire Department be under more scrutiny from the insurance companies with the Fire Marque program?

No. The recoverable fire department expenses are reviewed by Fire Marque. These fire department expenses are easily justified. An example would be the MTO rate.

Has the Fire Marque Program deterred residents from calling the Fire Department?

No. The residents are not deterred from calling the Fire Department.

Are residents concerned about the charges for additional fees or services?

No, there isn't a concern. To date, every resident surveyed are happy that their insurance policy helps with the costs of the Fire Department being called out to save and protect their property.

Who has opposed this program?

The push back we've received has been from the Insurance Broker/Agent community.

The Ontario Insurance Act: - *394. (1) An agent or broker shall, for the purpose of receiving any premium for a contract of insurance, be deemed to be the agent of the insurer despite any conditions or stipulations to the contrary.*

The Insurance Brokers and Insurance Agents have a financial interest.



Henry Ford - "*Coming together is the beginning. Keeping together is progress. Working together is success*"

1

Your Property Insurance Policy Coverage Includes!

locks with locks of like kind and quality and/or the cost of re-keying locks at the option of the Insurer if the keys are lost or destroyed by an insured peril.

- (K) // **Fire Department Service Charges:** This Form insures, the liability of the Insured assumed by contract or agreement prior to loss, for fire department charges incurred when the fire department is called to save or protect property insured from a fire.
- (I) **Automatic Fire Suppression System Recharge Expense:** This Form insures, any automatic fire suppression system recharge expense incurred by the Insured due to the leakage of the fire suppressant within any automatic fire suppression system at the premise

Your Property Insurance Policy Coverage Includes!

(ix) Fire Department Service Charges

This form insures, for not more than \$25,000 in any one occurrence, the liability of the Insured assumed by contract or agreement prior to loss or damage, for fire department charges incurred when the fire department is called to save or protect property insured from a fire.

Standard Incident Reporting

The image shows two overlapping incident reporting forms. The top form is titled "Standard Incident Report Codes List" and includes sections for "ALL EMERGENCY RESPONSES", "AID FROM OTHER DEPARTMENT(S)", "INCIDENT LOCATION", "ALARM TO FIRE DEPARTMENT", and "RESPONSE TYPE". It also lists various codes and descriptions. The bottom form is titled "Standard Incident Report" and includes sections for "SELECT INCIDENT TYPE", "LOCATION OF FIRE INCIDENT (SUITE, NUMBER)", "THE FOLLOWING SECTION REFER", "OWNER", "BUSINESS OF", "COMPANY NAME", "ADDRESS", "NAME OF INSURANCE AGENT", "PROPERTY LOSS", "PROPERTY CLAIM PAY", "PROPERTY VALUE", "PROPERTY OWNERS", "FIRE OFFICER", "MATERIALS", "ITEMS", and "RESPONSE TYPE". Both forms have logos for the Office of the Fire Marshal and the Province of Ontario.

Code	Description
26	Fireworks (no fire)
29	Other pre fire conditions (no fire)
Burning (controlled)	
23	Open air burning/unauthorized controlled burning (no uncontrolled fire)
36	Authorized controlled burning - complaint
False fire calls	
31	Alarm System Equipment - Malfunction
32	Alarm System Equipment - Accidental activation (exc. code 35)
33	Human - Malicious intent, prank
34	Human - Perceived Emergency
35	Human - Accidental (alarm accidentally activated by person)
39	Other False Fire Call
CO False calls	
37	CO false alarm - perceived emergency (no CO present)
38	CO false alarm - equipment malfunction (no CO present)
Public Hazard	
53	CO incident, CO present (NOT false alarm)
41	Gas Leak - Natural Gas
42	Gas Leak - Propane
43	Gas Leak - Refrigeration
44	Gas Leak - Miscellaneous
45	Spill - Gasoline or Fuel
46	Spill - Toxic Chemical
47	Spill - Miscellaneous
48	Radio-active Material Problem
49	Ruptured Water, Steam Pipe
50	Power Lines Down, Arcing
51	Bomb, Explosive Removal, Standby
54	Suspicious substance
57	Public Hazard no action required
58	Public Hazard call false alarm
59	Other public hazard
FIRE AND EXPLOSIONS	
STATUS ON ARRIVAL	
1	Fire extinguished prior to arrival
2	Fire with no evidence from street
3	Fire with smoke showing only - including vehicle, outdoor fires
4	Flames showing

Fire Marque welds the various insurance company policy coverages to the various Provincial Standard Incident Reports.



**This is called
Indemnification
Technology ®**

Legal Definition

1,478,801. 2010/04/28. Fire Marque Inc., c/o 15th Floor, Bankers Court, 850-2nd Street SW, Calgary, ALBERTA T2P 0R8
Representative for Service/Représentant pour Signification: FRASER MILNER CASGRAIN LLP, 99 BANK STREET, SUITE 1420, OTTAWA, ONTARIO, K1P1H4

INDEMNIFICATION TECHNOLOGY

SERVICES: Fire department incident reporting, data collection, and property insurance policy wording interpretation to maximize billing opportunities on behalf of fire departments by invoicing insurance companies for costs of fire department attendance with respect to insured perils. Used in CANADA since at least as early as March 22, 2010 on services.

SERVICES: Production de rapports d'incident des services d'incendie, collecte de données et interprétation de libellés de police d'assurance de biens pour maximiser les occasions de facturation pour le compte des services d'incendie par la facturation aux sociétés d'assurances des coûts de surveillance des services d'incendie en ce qui a trait aux risques couverts. Employée au CANADA depuis au moins aussi tôt que le 22 mars 2010 en liaison avec les services.



Office de la propriété
Intellectuelle
du Canada
Un organisme
d'Industrie Canada

Canadian
Intellectual Property
Office
An Agency of
Industry Canada

Marques de commerce

Certificat d'enregistrement

La présente atteste que la marque de commerce identifiée dans l'extrait ci-joint, tiré du registre des marques de commerce, a été enregistrée et que ledit extrait est une copie conforme de l'inscription de son enregistrement.
Conformément aux dispositions de la *Loi sur les marques de commerce*, cette marque de commerce est renouvelable tous les quinze ans à compter de la date d'enregistrement.



Trade-marks

Certificate of Registration

This is to certify that the trade-mark, identified in the attached extract from the register of trade-marks, has been registered and that the said extract is a true copy of the record of its registration.
In accordance with the provisions of the *Trade-marks Act*, this trade-mark is subject to renewal every 15 years from the registration date.

INDEMNIFICATION TECHNOLOGY

Número d'enregistrement
Registration Number
TMA792,198
Número de dossier
File Number
1478801

Canada

Registraire des marques de commerce
Registrar of Trade Marks
OPIPO/CIPO/CIPO

Date d'enregistrement
Registration Date
7 mars/Mar 2011

O P I C C I P O

How does your fire department receive free funding?

Schedule of Fire Department Fees Attached to By-Law

SCHEDULE OF FEES		Schedule "A" to By-Law 2011-21
		PRE-DEPARTMENT FEES
Burning Permit	2 days	\$5.00
Call-out to set fires not in compliance to By-Law	Station callout	fire call rate x # calls
	Officer callout	fire call rate x 3% Under 200 sq. metres
Commercial and Industrial Inspections	Over 200 sq. metres	\$100.00
	False Alarms / Automatic Systems	\$200.00
Emergency Services on Roadways, Waterways, Railways and Trails in the Municipality	First alarm in 1 year	\$250.00
	2nd alarm in year	\$350.00
	3rd alarm in year	\$450.00
Fire Apparatus Standby		current MTO rates
Fire Preventor Training	Not-for-profit	exempt from fee
	Industrial or other groups (3 firefighters provided)	\$100.00
Fire Search Fees	Lots/areas of compliance	\$75.00
	Fire reports	\$75.00
	Fire search	\$75.00
Fire Watch Fees	Personnel	fire call rate
	Vehicle	current MTO rates
Fireworks Permit		\$35.00
Institutional Assembly		\$75.00
On-Site Inspections	Woodstoves – new installations – refer to Building Department: – existing – owner to provide WETT Certificate from a certified company	
	Residential inspection	per unit \$ 50.00
	Inspection residential/commercial bldg.	3-10 units...\$100.00 11 or more...\$150.00
Other or Additional Follow-up Inspections	per site	\$46.00
Propane Storage and Handling Facilities – Risk and Safety Management Plan Review	application	\$600.00
	municipal department review	\$60.00/hr after 10 hours
Plans Examination/Review	peer review if applicable charged directly to applicant	\$75.00
Plans Re-Examination		\$50.00
Response to Hazardous Materials (CBRN/E and HAZMAT) incident responses, Total replacement cost for any contaminated or damaged equipment or materials, costs for contained and mitigation		current MTO rates
		cost of equipment or materials
		cost of containment and mitigation
Use of special chemicals and agents		cost of replacement

**Schedule of
Fire Department
Fees
Attached to By-Law**




SCHEDULE "E"		SCHEDULE OF FEES	
FIRE and EMERGENCY SERVICES		FIRE DEPARTMENT FEES	
DESCRIPTION	FEES OR CHARGE	Indemnification Technology®	cost of equipment and services
Emergency 911 Civic addressing:			in accordance with Indemnification Technology®
New installation by Township	\$150.00		
Replacements by the owner	cost of the material		
Fire Department Fees			
Fire Compliance Letters - Residential - Commercial/Industrial/Multi-Res	\$ 75.00 \$300.00		
Residential Inspection Fees	\$ 50.00		
Commercial/Industrial/Institutional Inspection Fees	\$150.00		
Controlled Burn Fees	Cost Recovery Basis (MTO Rates for vehicles)		
False Alarms Fees	2 Free Per Year \$500.00 each thereafter		
Call-out to set fires not in compliance with By-Law	MTO Rates		
Emergency Services on Roadways, Waterways, Railways and Trails in the Municipality	MTO Rates		
Indemnification Technology®	in accordance with Indemnification Techology®		

Why is a by-law required?

Because Insurance Policy Wordings Require It!

Allstate – Elite Homeowner Wordings

Fire Department Charges:

We will reimburse you up to \$5000 for fire department charges you are required to pay when a fire department attends your Dwelling because of an Insured Peril.

We will not pay for charges incurred as a result of a false alarm.

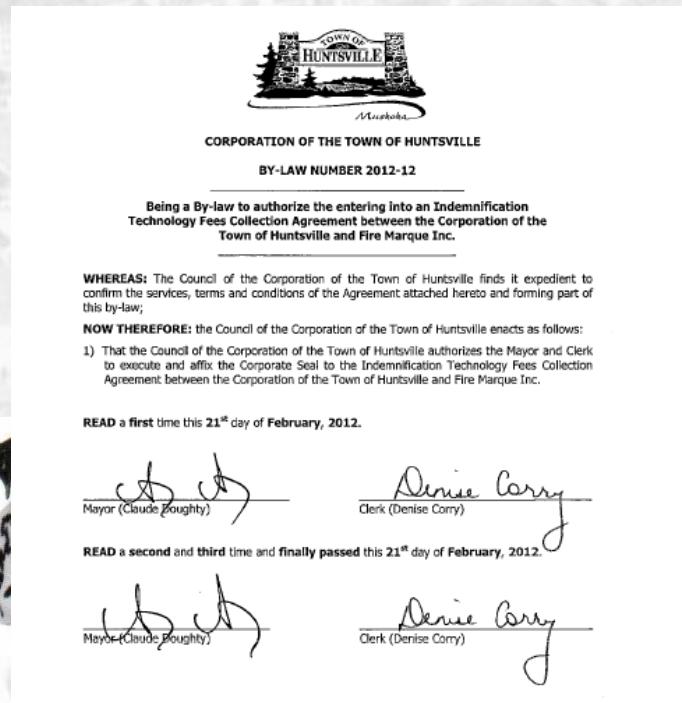
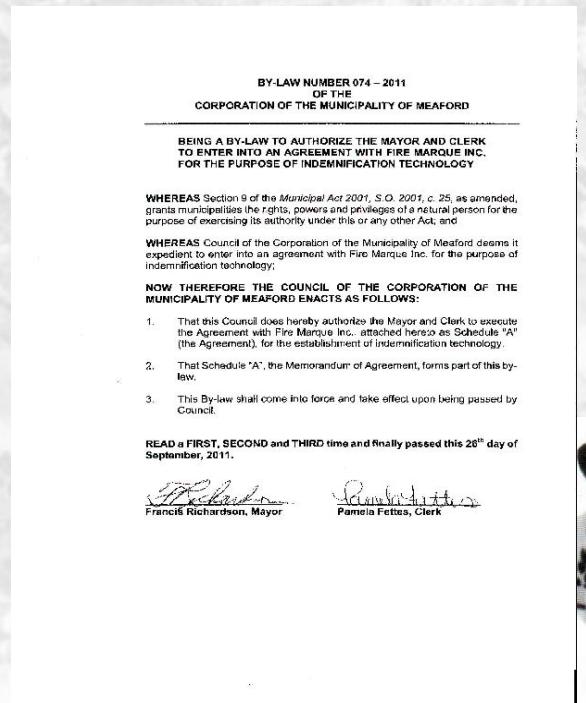
We do not pay for any liability claim arising from the use of the responding fire equipment or caused by the actions of any member or members of the responding fire department.

This protection does not increase the amount of insurance in this policy.

Any deductible specified in the Declaration page does not apply to this coverage.



How it works



The Process

1.

- Fire Dept.
- Completes SIR

2.

- Reviews
- Indemnity
- Stats
- Subrogation
- Trust Acct.

3.

Fire Department

- Allocates funds

No Additional Work by Your Staff-We do the work-You receive the\$\$\$\$!

Example \$1,000.00 Policy

Fire Marque Inc.						
Example						
<u>/ACCOUNT/AP/ACTIVEAP/ACTIVEAPFH/4237</u>						
FM Invoice Date	FM Invoice #	Fire Marshal Report (SIR) #	Description	Amount	Cross Account	Payment Received Date
Feb 13, 2012	1204	2011-17	7 Vol Firefighters- 43 man hrs @ \$24.79/hr	1,065.97		
			5 units- 26.5 unit hrs @ MTO Rate \$410/hr	10,865.00		
			Status Quo-Recoverable from property tax payers	11,930.97		
			Net Insurance recovery before HST	884.96		
			HST	115.04		
			Maximum Recoverable thru Insurance Policy	\$ 1,000.00	Insurance Co.	Feb 16, 2012
			Less FM apportionment	-265.49		
			Less FM apportionment of HST	-34.51		
			FM 30% Fee of file recoverable	\$ -300.00		
			Fire Department apportionment	-619.47		
			Fire Department apportionment of HST	-80.53		
			Fire Department 70% Fee of file recoverable	-700.00		
			New Recoverable from property tax payers	\$ 11,311.50		

5.2% Savings

Example \$5,000.00 Policy

Fire Marque Inc.						
Example						
<u>/ACCOUNT/AP/ACTIVEAP/ACTIVEAPFH/4237</u>						
FM Invoice Date	FM Invoice #	Fire Marshal Report (SIR) #	Description	Amount	Cross Account	Payment Received Date
Feb 13, 2012	1204	2011-17	7 Vol Firefighters- 43 man hrs @ \$24.79/hr	1,065.97		
			5 units- 26.5 unit hrs @ MTO Rate \$410/hr	10,865.00		
			Status Quo-Recoverable from property tax payers	11,930.97		
			Net Insurance recovery before HST	4,424.78		
			HST	575.22		
			Maximum Recoverable thru Insurance Policy	\$ 5,000.00	Insurance Co.	Feb 16, 2012
			Less FM apportionment	-1327.43		
			Less FM apportionment of HST	-172.57		
			FM 30% Fee of file recoverable	\$ -1,500.00		
			Fire Department apportionment	-3097.35		
			Fire Department apportionment of HST	-402.65		
			Fire Department 70% Fee of file recoverable	-3500.00		
			New Recoverable from property tax payers	\$ 8,833.62		

26% Savings

Example \$25,000.00 Commercial Policy

Fire Marque Inc. Example <u>/ACCOUNT/AP/ACTIVEAP/ACTIVEAPFH/4237</u>						
FM Invoice Date	FM Invoice #	Fire Marshal Report (SIR) #	Description	Amount	Cross Account	Payment Received Date
Feb 13, 2012	1204	2011-17	7 Vol Firefighters- 43 man hrs @ \$24.79/hr	1,065.97		
			5 units- 26.5 unit hrs @ MTO Rate \$410/hr	10,865.00		
			Status Quo-Recoverable from property tax payers	11,930.97		
			Net Insurance recovery before HST	11,930.97		
			HST	1,551.03		
			Maximum Recoverable thru Insurance Policy	\$ 13,482.00	Insurance Co.	Feb 16, 2012
			Less FM apportionment	-3579.29		
			Less FM apportionment of HST	-465.31		
			FM 30% Fee of file recoverable	\$ -4,044.60		
			Fire Department apportionment	-8351.68		
			Fire Department apportionment of HST	-1085.72		
			Fire Department 70% Fee of file recoverable	-9437.40		
			New Recoverable from property tax payers	\$ 3,579.29		

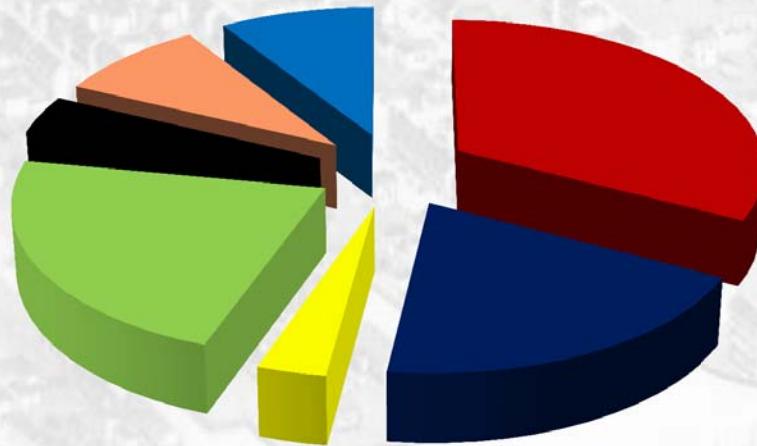
Today's equipment protects us more effectively



Brockville 2012 Budget Gross Expenditures

\$41,675,849.00

Henry Ford - "Coming together is the beginning. Keeping together is progress. Working together is success"

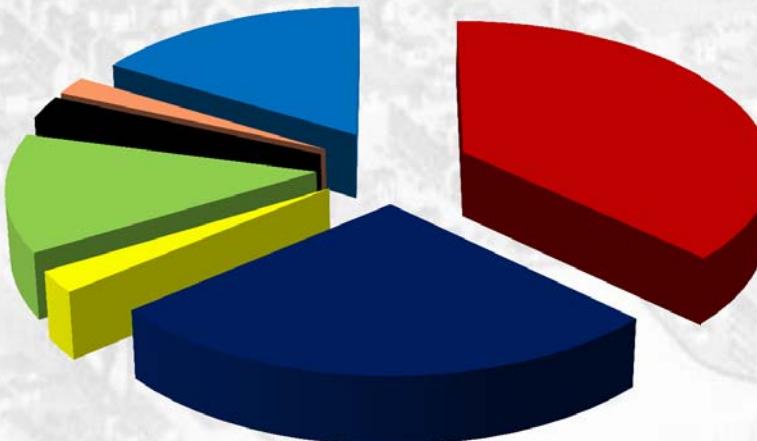


- City Management Serv. \$13,629,221.00
- Operations \$8,091,389.00
- Environmental Serv. \$1,358,008.00
- City Boards \$9,406,375.00
- Outside Boards \$1,742,307.00
- Joint Services \$3,674,355.00
- Debt \$3,774,194.00

Property Tax Apportionment \$30,649,310.00

Brockville 2012 Budget Gross Revenues \$11,026,539.00

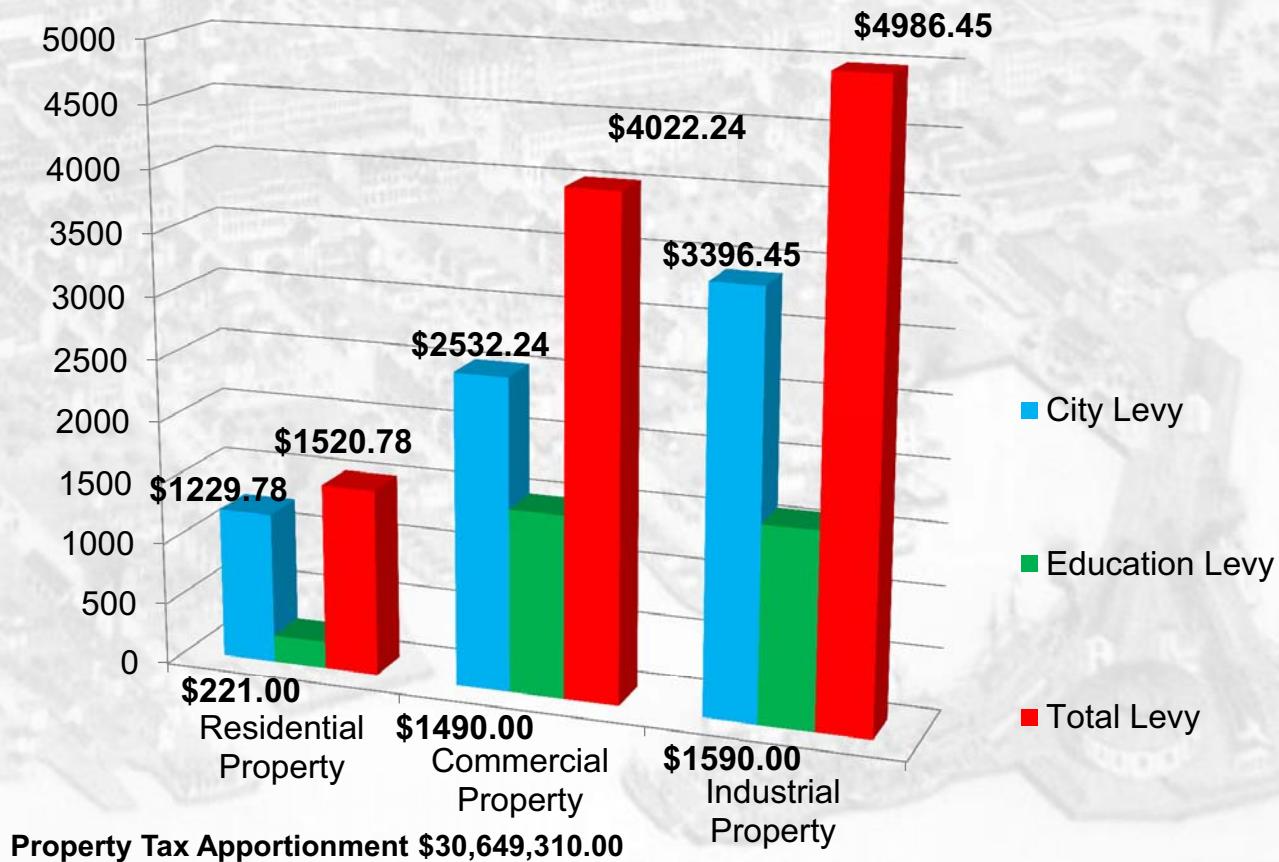
Henry Ford - "Coming together is the beginning. Keeping together is progress. Working together is success"



- City Management Serv. \$4,094,515.00
- Operations \$2,953,307.00
- Environmental Serv. \$262,885.00
- City Boards \$1,419,659.00
- Outside Boards \$284,036.00
- Joint Services \$223,228.00
- Debt \$1,792,858.00

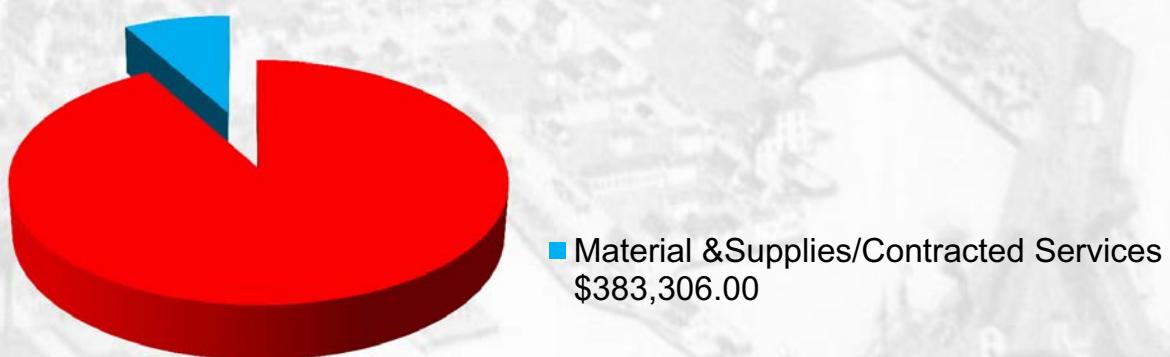
Property Tax Apportionment \$30,649,310.00

Impact of Levy on \$100,000.00 of Assessed Property!



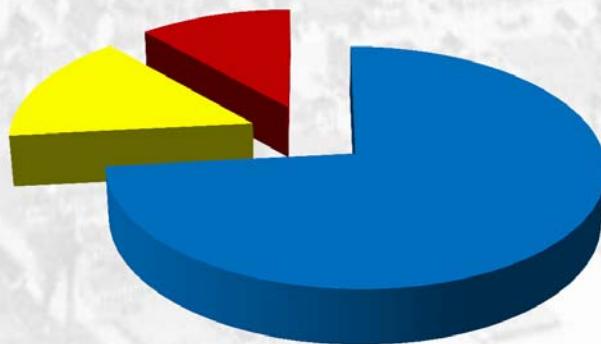
2012 Fire Departmental Summary

Expense Summary



Status Quo 2012 Fire Departmental Summary

Revenue Summary



■ Fees & Service Charges \$341,974.00

■ New Dispatch Services \$70,802.00

■ Other Revenue \$53,755.00

Alternate 2012 Fire Departmental Summary

Revenue Summary



■ Fees & Service Charges \$341,974.00

■ New Dispatch Services \$70,802.00

■ Other Revenue \$53,755.00

■ Indemnification Technology®
\$32,148.90

Alternate 2012 Fire Departmental Summary

Revenue Summary

■ Fees & Service Charges \$341,974.00

How did you arrive at the revenue projection for our Community of \$32,148.90?

The revenue projection for Indemnification Technology® is based on the average recovery (residential, farm, commercial) per thousand population occurring annually. We know the number of insured peril SIR's per thousand population and we know the average amount that we recover. We simply extrapolate the numbers. Our experience has shown the "farming centers" average is a little less, as well in the "built up" areas the average recovery is a little more. Should a tornado occur the average recovery per population would be much higher.

Is an Insurance Broker an expert in selling property insurance policies? Yes!

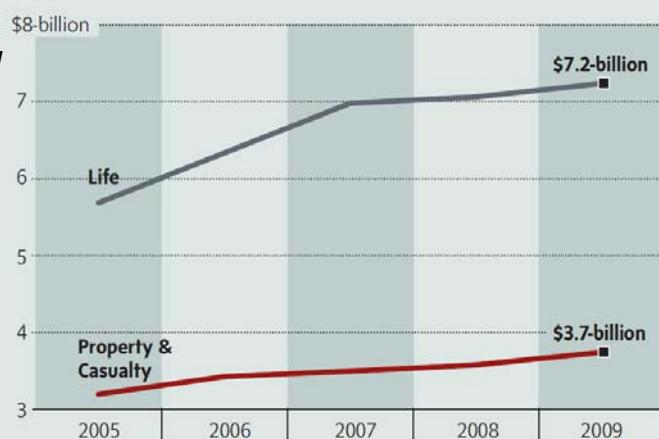


Agent or broker deemed to be insurer's agent

394. (1) An agent or broker shall, for the purpose of receiving any premium for a contract of insurance, be deemed to be the agent of the insurer despite any conditions or stipulations to the contrary. Insurance Act of Ont.

COMMISSIONS ON THE RISE

Total commissions paid to brokers by Canadian life and property & casualty insurers.



What is an Insurance Adjuster?

- c) "adjuster" means **a person who**
- (i) on behalf of an insurer or an insured, for compensation, directly or indirectly solicits the right to negotiate the settlement of or investigate a loss or claim under a contract or a fidelity, surety or guarantee bond issued by an insurer, or investigates, adjusts or settles any such loss or claim, or
- (ii) **holds himself out as an adjuster, investigator, consultant or adviser with respect to the settlement of such losses or claims,**
- but does not include**
- (iii) a barrister or solicitor acting in the usual course of his profession,
- (iv) a trustee or agent of the property insured,
- (v) **a licensed agent or a salaried employee of an insurer licensed pursuant to Section 6 to carry on the business of insurance in the Province while acting on behalf of such insurer in the adjustment of losses,**
- (vi) a person who is employed as an appraiser, engineer or other expert solely for the purpose of giving expert advice or evidence, or
- (vii) a person who acts as an adjuster of marine losses only;

Insurance Act of Nova Scotia



What is an Insurance Adjuster?

Insurance adjusters investigate insurance claims and determine the amount of loss or damages covered by property and casualty insurance policies. Insurance adjusters work in the claims departments of insurance companies, or as public or independent adjusters. Insurance company adjusters represent insurers; public adjusters represent policyholders; and independent adjusters work for insurers or policyholders."

Financial Services Commission of Ontario
http://www.fsco.gov.on.ca/en/insurance/Licensing-Registration/Pages/lic_adjuster.aspx

Why Fire Marque?

Our Expertise is in Property Insurance Claims not the selling of Policies!

- **110 plus years of Insurance Claims Expertise**
- Experience includes over 1.5 Billion Dollars returned to consumers
- Experience includes annual audit review of 450 Million Dollars of Settlement Claims
- Experience includes management of large Claims Department-indirectly responsible for 100s of million of dollars of additional claim settlements
- Internationally Licensed Independent Catastrophe Insurance Adjusters
- 35 years of Fire Fighting/Mgmt. Experience in a large Metropolitan Department
- Bilingual Chartered Accountant-Partner in National Accounting Firm
- Insurance Bureau of Canada is familiar with Fire Marque's Indemnification Technology® process!



Why Fire Marque?

■ Canadian company

- Federal Incorporation April 6th 2009 Canada Business Incorporation Act #715247-7
- May 19th 2009-Ontario Corporation Number (OCN) #1797626
- Errors and Omissions Insurance Coverage
- Board of Directors-All Canadian with both professional and life experience from all regions of Canada
- Company is licenced in all Provinces and Territories

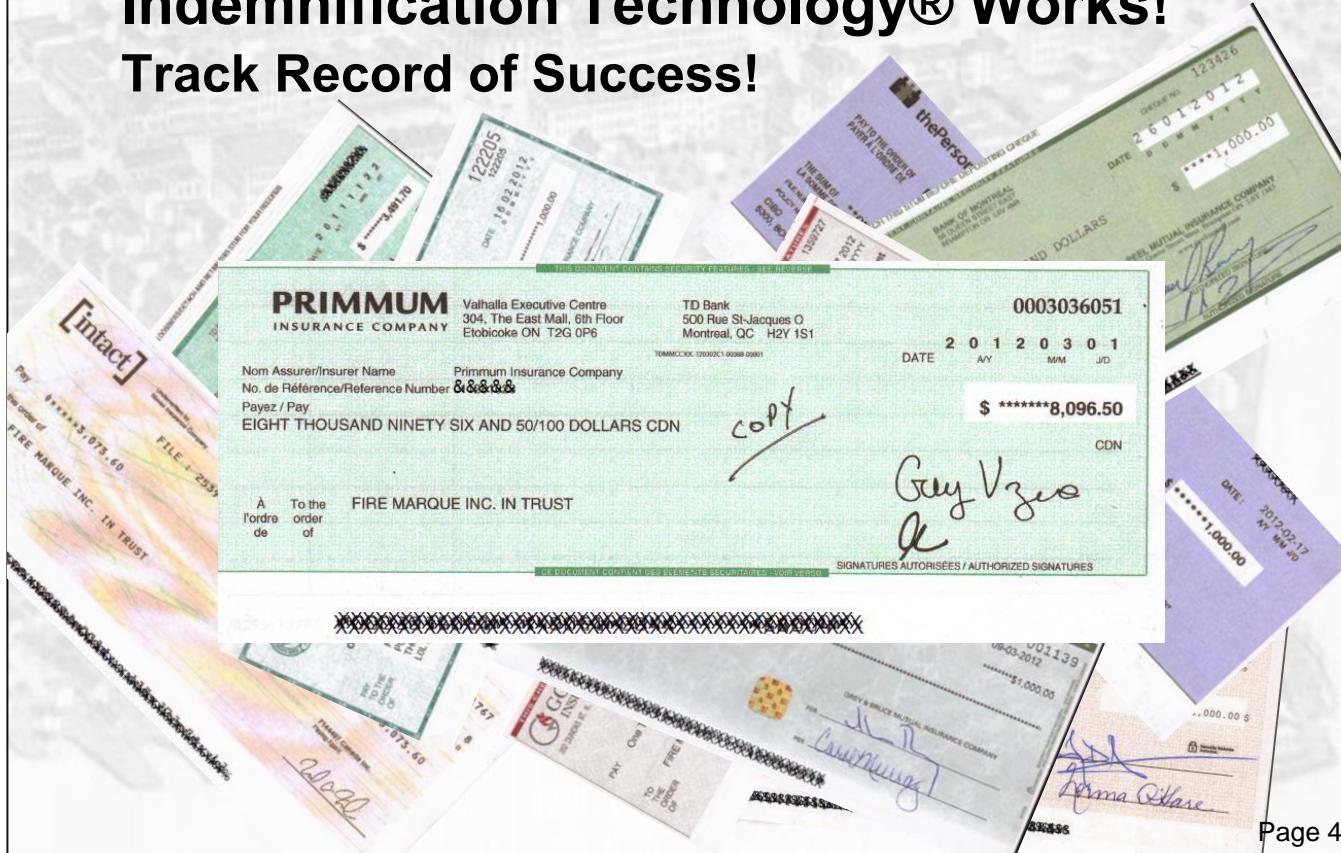


Why Fire Marque?

- **Indemnification Technology®**
- Latest technology welds the insurance policy data with municipal SIR (Standard Incident Report) codes
- Fire Dept. incident reporting, data collection, and property insurance policy wording interpretation to maximize billing opportunities on behalf of fire departments by invoicing insurance companies for costs of fire department attendance with respect to insured perils
- Canadian Intellectual Property Office Certification Registered March 7th 2011 #TMA792,198



Why Fire Marque? Indemnification Technology® Works! Track Record of Success!



Will insurance rates go up as a result of the Fire Marque program?

No! Property insurance underwrites the building and contents. Buildings generally remain constant. What the insurance company considers includes, for example: How close is a building to a fire hydrant or fire station? Is the building sprinklered? Out of what materials is it constructed? Is there an alarm system? With regard to property insurance premiums, the Insurance Bureau of Canada stated that the data collected between 2005 and 2009 shows the cost of \$1,000 of home insurance paid by customers in Ontario dropped by 11 per cent during that time.

Consumers are spending more on home insurance because they're buying bigger policies to cover the recent rapid rise of home values in Canada and because they have more possessions to insure. Basements, once used to store old clothes and hockey equipment, are now often finished and filled with expensive electronic equipment.

The full text can be viewed at:

<http://www.moneyville.ca/article/1046571--wild-weather-makes-this-the-costliest-year-on-record>

Insurance companies have been calculating premiums to include charges for Fire Department services even though they haven't had to pay out on the coverage. Fire Marque recovers those funds.

Property insurance is very different than Auto insurance.



Will insurance rates go up as a result of the Fire Marque program? To Quote one of your Huntsville Colleagues-No

"Coun. Tim Withey, who is an insurance broker, **said homeowners insurance rates would not go up because insurance companies incorporate such costs into their policies.**

"Even ambulance rides aren't free," he said. "I don't think this is as philosophical as you may think. It's actually something that is slipping through the cracks, the way I see it."

Hospitals in Ontario typically bill patients \$45 for ambulance services, unless the physician at the hospital deems the ambulance ride unnecessary. In that case, the patient may be billed \$240, according to the Ministry of Health and Long-Term Care."



Will the Fire Department Charges reduce the insurance payment?

No. The Fire Department Charges are additional coverage in the policy. Should this situation change Fire Marque would not seek indemnity under the building insurance policy.

Will the homeowner be required to pay a deductible?

No. As it's underwritten in the policy.



What does the Municipal Act say about User Fees?

Section XII Sub-section 394(1) Restriction, fees and charges-No fee or charge by-law shall impose a fee or charge that is based on, in respect of or is computed by reference to,

- A) The income of a person, however it is earned or received, except that a municipality or local board may exempt, in whole or in part, any class of person from all or part of a fee or charge on the basis of inability to pay;

Section II General Municipal Powers sub-section 14(1) Conflict between by-law and statutes, etc.-A by-law is without effect to the extent of any conflict with,

- A) A provincial or federal Act or a regulation made under such an Act; or
- B) An instrument of a legislative nature, including an order, licence or approval, made or issued under a provincial or federal Act or regulation.

(2) Same-without restricting the generality of subsection (1), there is a conflict between a by-law of a municipality and an Act, regulation or instrument described in that subsection if the by-law frustrates the purpose of the Act, regulation or instrument.

Section 14 provides that superior legislation (including an instrument of a legislative nature) prevails over a municipal by-law. The Insurance Act of Ontario will supersede any conflict but I believe the exemption under section 394 (1) within section XII is even more compelling when you interpret the insurance coverage as the ability to pay mechanism.

Are Insurance Companies making money in this economic climate and catastrophic disaster filled year?

Friday, March 02 2012

Earnings

Asia, Latin America Growth Spur JLT's 13% Pretax Profit Rise

Asia, Latin America Growth Spur JLT's 13% Pretax Profit Rise

In what it called a "strong financial performance amidst challenging economic conditions," insurance broker Jardine Lloyd Thompson Group plc reported a 13% increase in 2011 underlying pretax profit to 147.6 million pounds (\$235 million).

Underlying profit after taxation and non-controlling interests was 99.4 million pounds, an increase from 88.2 million pounds.

Last year "was a great year for us despite the sort of macroeconomic issues and the sort of difficulties in the more mature markets of the world," said Chief Executive Dominic Burke in a press briefing. "We achieved organic growth of 7.3%, in the face of low interest rates and low insurance premiums. This growth compared to last year's 2.5% decline." He added, "We have seen some improvement in the market." Burke said.

In what it called a "strong financial performance amidst challenging economic conditions," insurance broker Jardine Lloyd Thompson Group plc reported a 13% increase in 2011 underlying pretax profit to 147.6 million pounds (\$235 million).

"We are winning market share and continue to win market share," Burke said in the briefing. The underlying pretax profit rose 10.9% to 147.6 million pounds in its first half. Total underlying pretax profit for the business reported a 5% increase in revenue to 137 million pounds.

JLT, which has 135 countries around the world, said its growth in 2011 was "a reflection of the operating environment," reported revenue growth of 10% to 818.8 million pounds. The broker said its revenue growth was particularly strong in Asia (up 28%) and Latin America (up 19%). JLT said these increases reflected the group's focus on the world's faster-growing economies.

"The emerging markets continue to be a significant story for JLT," Burke said.

A "remarkable" 9% organic growth in larger specialty business in the London market was the result of heavy investment in recruitment over a number of years, according to Burke.

He added that JLT remains committed to building its specialty operations internationally. "We now trade in 135 countries around the world probably the second-largest international network," he said.

JLT said it plans to seek further expansion through "selective acquisitions and minority stakes." It added that its decision to increase its stake in the Asia-focused diversified multinational group Aon Matrix will enhance its strategic position.

Burke said the second half of 2011 was stronger than the first half, and while he has seen some improvement in rates in catastrophe-exposed parts of the world, "we didn't derive a great deal of benefit from it." Burke explained that JLT's treaty reinsurance arrangements in Japan, Australia and New Zealand are not yet well developed.

JLT has seen some firming of rates in certain areas of the primary insurance market, Burke said. But, noting the plentiful supply of capacity around the world, he refused to describe the market as "overheating." He was specific, however, because of the rate increases, "it's very inconsistent."

The group's retail businesses had had a good overall performance though it pointed to difficulties in Canada and Europe. A stronger Australian dollar contributed to a 16% revenue increase in Australia.

JLT said it picked up new business in the telecommunications and energy industries in Asia and reported a growth in its Asian employee benefits operations.

Burke said JLT's "strong year" in the employee-benefits market came despite a difficult economic environment in the United Kingdom.

The reinsurance business "had another successful year," aided by international expansion, Burke said.

To hear the full interview with Dominic Burke go to <http://www.bestweek.com/can2y/FireMarque>.

(By Robert O'Connor, London editor. Robert.OConnor@ambest.com)

(c) 2012 A.M. Best Company, Inc.



Are Insurance Companies making money in this economic climate and catastrophic disaster filled year?

Munich Re Cites 'Back-to-Normal' Market as It Turns a Profit

Re's first-quarter performance was a "back-to-normal" scenario, in that profit and other indicators were back within a range characteristic of recent quarters going back to the beginning of 2010. The first quarter of 2011 was an "outlier," he said, given the unusually high catastrophe losses stemming from earthquakes in Japan and New Zealand. Last year's first quarter was the only quarter since the beginning for 2010 that Munich Re posted a net loss.

Munich Re Cites 'Back-to-Normal' Market as It Turns a Profit

Publication Date 05/02/2012
Source: BestWire Services

Munich Re cited big investment gains and improvements in catastrophe loss results from a year ago as it posted a strong first-quarter profit. The reinsurer's profit for the quarter was 782 million euros (US\$1.02 billion) in net income from premiums compared with a net loss of 70 million euros a year earlier. Catastrophe losses in the property/casualty reinsurance segment were a "moderate" 264 million euros, compared with losses of 2.7 billion euros a year earlier. The segment's combined ratio improved to 94.6 from 161.3. Munich Re's investment result rose 14.7% to 2.2 billion euros. Chief Financial Officer Jorg Schneider said capital markets were in a "favorable" condition for investments in the first quarter, but turbulence returned in April. "In April, unfortunately, volatility and nervousness returned," he said in a conference call. According to Schneider, Munich Re's investment gains were helped by lower interest rates in Europe and improved stock exchange performance. The company also benefited from a 2.2% appreciation of the euro against the U.S. dollar. The gains were offset by foreign exchange rates, particularly a weakening U.S. dollar, which led to a 235 million euro loss. In its fixed-income portfolio, Munich Re shifted toward more stable government bonds in the United States, United Kingdom and Canada, while keeping its investments in less stable European countries low. A 71% fall in 2011 net income was partly attributable to the impact of Greek and Southern European sovereign bond investments, as the balance of write-ups, write-downs and gains on disposal for the year was a loss of 381 million euros, compared with a gain of 1.2 billion euros a year earlier (Best's News Service, March 13, 2012). Schneider emphasized that Munich Re's first-quarter performance was a "back-to-normal" scenario, in that profit and other indicators were back within a range characteristic of recent quarters going back to the beginning of 2010. The first quarter of 2011 was an "outlier," he said, given the unusually high catastrophe losses stemming from earthquakes in Japan and New Zealand. Last year's first quarter was the only quarter since the beginning for 2010 that Munich Re posted a net loss. The reinsurance segment recovered in the first quarter, posting an operating profit of 906 million euros, compared with a 1.6 billion euro loss a year earlier. Premiums rose 1.7%. Life reinsurance premiums rose 9.9% and nonlife premiums fell 2.7%. For April 1 renewals, Munich Re reported a volume of 1.2 billion euros for business in Japan, Korea and the United States, along with some global clients. April renewals include about 10% of total nonlife reinsurance business, while reinsurance renewals for April 1 are still to come. Premiums rose 5% year over previous year. Rates rose 5% year on year. "We did reduce proportional earthquake covers in Japan in cases where we found the conditions inadequate," said Torsten Jeworrek, chief executive of reinsurance, in a conference call. "Generally we were able to achieve distinctly improved prices and substantially better conditions in Japan." Munich Re anticipates that for the renewals at July 1, mainly including parts of the U.S. market, Australia and Latin America, it expects rising prices in loss-affected segments, especially for natural catastrophe covers. The group's primary insurance segment improved its operating profit to 257 million euros from 167 million euros. The segment's combined ratio improved in international reinsurance, while domestic reinsurance improved slightly. Munich Re currently has a Best's Financial Strength Rating of A+ (Superior). At the end of March, A.M. Best Co. assigned a debt rating of A+ to both the 450 million pound 6.625% and 900 million euro 6.25% subordinated fixed-to-floating rate bonds, due 2042 issued by Munich Reinsurance Co. The outlook assigned to both ratings is stable (Best's News Service, March 30, 2012).

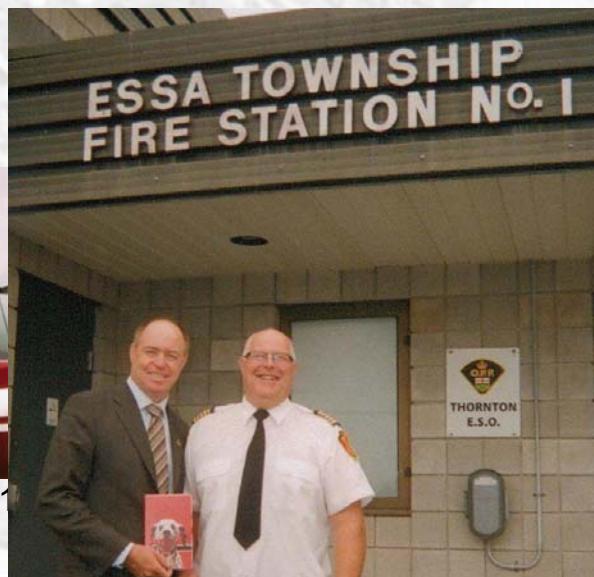
(By David Pilla, international editor, BestWeek: David.Pilla@ambest.com)

(c) 2012 A.M. Best Company, Inc.



Why Fire Marque?

Experts in INDEMNIFICATION TECHNOLOGY®



www.firemarque.com Toll Free# 1-855-424-5991
chris@firemarque.com Cell# 1-705-888-7230

October 10, 2012 (Received by email)

To the FAO Committee:

Would are requesting dates for 2013 Brockville Hydroplane Races of June 28th - July 1st , 2013.

Our First year of the event was in 2008 and we had about 30 participants in different classes.

2012 was our 5th annual and we have increased our participants to approximately 85. With each participant comes at least 7 people per team. Plus a crew of officials and referees that would total 20-30 people. From a sports tourism perspective we have tripled the size of the event in those 5 years from a participation point of view. That is about 650-700 people coming from out of town each year and staying in the community from the likes of Quebec, the eastern seaboard of the USA and as far west as Illinois.

2012 was our best year yet as we did the event on the Canada week-end which enhanced from a spectator point of view. Partnering with the city on Sunday night for the Canada Fireworks was also a success. We dropped our admission charge this year to \$5 for the week-end from \$15 in previous years. We found this to be a success as well. The sanctioning body for our event (ACHA--Association of Canadian Hydroplanes) really likes our venue and has supported us financially over the past few years through sponsorship.

For 2013 and beyond the sanctioning body is looking at trimming their support for the event in the hope of making it self sustainable. (there are 7 events in the circuit and they have followed this model at those venues as well which most of them have been around longer than Brockville. We are looking at partnering with the City of Brockville for next year and beyond for the future sustainability of the event. Not through annual subsidies for operating but in the capital budget area. Docking / Fencing / Tents /Portajohns are a big part of our annual costs. If we could do a partnership with the city over the next 3-5 years around acquiring these and having them as assets it would definitely be an asset for the event and the city. Storage of these assets are also something that we would potentially be looking at for a partnership as well.

Am looking forward to discussing this further.....

Kent Henderson



Healthy Communities Partnership: Lanark Leeds & Grenville

Working together to make the healthy choice, the easy choice

City of Brockville
Finance, Administration and Operations Committee
P.O. Box 5000
Brockville, ON K6V 7A5

October 9, 2012

Dear Mr. Beatty:

The School Travel Planning (STP) Committee appreciates the opportunity to share our project with you on October 16, 2012. We look forward to establishing a partnership with the City of Brockville to support our work towards reversing the current school transportation trends by making it safer for students to use active transportation to and from school; and to promote policy changes that make the benefits of active school travel sustainable.

The STP Committee is a subgroup of the Lanark, Leeds and Grenville Healthy Communities Partnership. This Partnership is a group of organizations, networks and individuals promoting health in six priority areas: physical activity sport and recreation, healthy eating, mental well-being and resiliency, tobacco use/exposure prevention, substance/alcohol misuse prevention, and injury prevention. In March of this year, physical activity sport and recreation (including STP) was identified by the Partnership as a priority in our region. As a result, our STP Committee was formed.

The STP Committee is currently in the “program set-up” phase which involves identifying appropriate partners and securing their commitment. To date, we have commitment from: Upper Canada District School Board, Leeds, Grenville and Lanark District Health Unit, Brockville Police Services, Safe Communities of Leeds & Grenville, and Brockville Cycling Advisory Committee.

In hopes of securing commitment from the City of Brockville, the STP roles and responsibilities are outlined for your consideration:

- Participate in STP Steering Committee and School level STP meetings to provide traffic engineering expertise.
- Participate in school data collection such as Site Visits & Walkabouts.
- Provide relevant historical data (e.g. major arterial road statistics).
- Help to develop Action Plans, regarding engineering requirements.
- Report and make recommendations to Council as needed about STP requirements and policy changes.
- Recommend that the engineering improvements in the School Travel Plans are included in master municipal plans and budgets (e.g. sidewalk/curb repairs or upgrades, pedestrian crossings, signage, road painting).

By working together on STP, we have the potential to improve the health and well-being, academic performance, and safety of our children and youth, as well as strengthen our community connectedness.

Thank you for your time in reviewing our school travel planning package. We look forward to our conversation on the 16th!



Suzanne Rivard
Health Promotion Specialist
Chair of LLG School Travel Planning Committee



Tawnya Boileau, RN, BScN
School Health Coordinator, Leeds, Grenville and Lanark District Health Unit
School Travel Planning Committee

TB/le

School Travel Planning- Backgrounder

September 2012

*Prepared by: Suzanne Rivard, Communities Alive &
Tawnya Boileau BScN, RN, School Health Coordinator, LGL Health Unit*

Reversing the Trend: Toward Active, Healthy School Travel

Young people who are active on the journey to school also tend to stay active after the school day; hence active travel can contribute to overall levels of physical activity. Children who are physically active are also more likely to be active adults. Beyond improvements in physical health there are a host of benefits associated with active school travel (Metrolinx, 2012).

Student Learning/Achievement

- Students who use active travel to school **arrive more alert and ready to learn** (Green Communities Canada, August 2010).
- Even small amounts of physical activity (e.g., walking on a treadmill at a moderate intensity for 20 minutes) **leads to higher scores on standardized academic achievement tests**. (Active Healthy Kids Canada, 2011).

Mental Well-Being

- Exposure to nature and the outdoors while walking or running may **reduce levels of anger, anxiety, energy, fatigue and sadness**. Time in nature and the outdoors is also linked to daily physical activity (Active Healthy Kids Canada, 2011).
- An active school commute can have a **positive effect on children's mental health** by improving their happiness (Green Communities Canada, August 2010).
- Getting more people on the streets **walking and cycling to local destinations contributes to a sense of connectedness** and increased quality of life (Green Communities Canada, March 2010).

Injuries

- Studies in Europe show that children's regular choice to use active school travel has led to an **85 per cent decrease in traffic-related injuries to children** over that time (Green Communities Canada, March 2010).

Environment

- Just **9 families participating** in a Walking School Bus for a full school year **can reduce climate change emissions by as much as 1,000 kg** (Green Communities Canada, March 2010).

Other Benefits

- Using active transportation to and from school is an easy and effective way to help children integrate physical activity into their daily lives and **establish good habits of active living** (Green Communities Canada, August 2010).
- Active school travel **offers natural and practical opportunities for lessons** in environmental impact, carbon emissions, energy consumption, health and physical education (Green Communities Canada, March 2010).

Despite growing awareness of the benefits of active school travel, in Canada the proportion of children walking to school has declined by half over the past 27 years, along with an equivalent increase in children being driven by car. This trend is being observed across the developed world. In response, School Travel Planning initiatives aiming to reverse the trend are gaining traction and momentum (Metrolinx, 2012).

The Recommended Intervention: School Travel Planning (STP)

STP is a community-based, comprehensive approach to dealing with travel-related issues at schools. It is designed to increase local ownership of Active & Safe Routes to School by engaging stakeholders that include school boards, municipal transportation planners and engineers, public health, police, parents, students and school staff. School Travel Planning undertakes research to assess the barriers to active school travel and uses this knowledge to develop and implement action plans. The involvement of local stakeholders is an important step to ensuring the sustainability of active school travel activities (Green Communities Canada, 2012).

The Case for an STP Intervention

Since 2007, the Canadian STP model and toolkit has been pilot-tested through partnerships with regions and municipalities (i.e., primarily staff from Public Health Units have acted as STP Facilitators), school boards, transportation authorities, non-government organizations, parents, students and others at approximately public and catholic elementary schools across Ontario. The model and toolkit materials and resources have additionally been tested through pilot projects in all Canadian provinces and territories (Metrolinx, 2012).

The model is iterative and evidence-driven as it collects baseline measurements to inform the creation of the School Travel Plan (i.e., a “living document”) and then completes follow-up measurements at intervals to adjust the plan accordingly. Common actions introduced on the ground at schools and in communities through STP are low cost but high impact and interactive, such as: coordinate Walking School Buses and Bicycle Trains (i.e. organized walking and cycling groups); install or relocate bicycle racks; create active transportation route maps and implement signage. Through STP, broader actions in communities are often taken to improve and revitalize economic (Metrolinx, 2012).

STP Successes

The following is a sample of **STP results** from Ontario and Quebec (Metrolinx, 2012):

- In Hamilton and Peel Region 30 schools implemented school travel plans over two years, achieving an average 7% decrease in morning car trips and equivalent increases in walking. Further, collaborations are focusing on working toward active transportation-supportive policy in areas such as school siting and site design;
- In a two-year Ontario project involving 34 schools in 16 different communities, 38% of schools that completed follow-up measurements achieved between 10% and 21% increase in walking;
- In Quebec, based on establishment in 210 schools, an average 4% increase in walking and cycling and a 5% decrease in automobile use over only one year of implementation have been measured (Note: Quebec's program is funded provincially). The program includes concerted action on the development of public policies directed at acquiring and maintaining healthy living habits;
- While STP has not been tested extensively in rural areas in Canada, the Rural Safe Routes to School project in Northern Ireland involved 18 rural primary schools and resulted in a 15% decrease in children being driven to school, walking to school increased by 13%, and cycling to school increased by 2%. Rural schools have seen success across the United States as well, including Red Pine Elementary School, which through their Safe Routes to School program reduced cars dropping children off at the school from 100 to 40, and increased the number of children walking from 75 to 200.

National Agencies that Recommend School Travel Planning

Green Communities Canada recommends that:

- For the health and safety of Ontario's children, it is essential that a shift back to active transportation as the main way of getting to and from school be embraced at the highest levels of government and that key Ministries and groups take a proactive approach to show leadership in this area.

Active Healthy Kids Canada recommends that:

- Efforts should be expanded to implement Active and Safe Routes to School programs in all communities.
- Parents and school representatives need to explore the possibility of modifying school bus drop-off locations to provide for a “walking school bus” to complete the trek to school for children who require busing.
- Initiatives need to be supported that facilitate active transportation to and from school (e.g., no drop-off zones around schools, safe and visible bike lock facilities on-site at schools).

Heart and Stroke Foundation of Canada recommends that:

- Parents, Guardians and Teachers identify opportunities in communities for children to safely walk or bike to and from school.
- Provincial Governments and School Boards develop innovative opportunities for active transportation for children who are regularly bused to school.

References:

Active Healthy Kids Canada (2011). Don't Let This Be The Most Physical Activity Our Kids Get After School. The Active Healthy Kids Canada 2011 Report Card on Physical Activity for Children and Youth. Toronto: Active Healthy Kids Canada.

Green Communities Canada (2010). Canadian School Travel Plan Facilitator Guide. Version 2: Updated August 2010. Peterborough: Green Communities Canada.

Green Communities Canada (2010). Saving Money and Time with Active School Travel March 2010. Peterborough: Green Communities Canada.

Green Communities Canada (2010) Review of International School Travel Planning Best Practices March 2010. Peterborough: Green Communities Canada

Metrolinx (2012). Submission to Healthy Kids Panel: Stepping Up Against Childhood Obesity Through School Travel Planning.



School Travel Planning Project



Presentation to:
City of Brockville
October 16, 2012

Suzanne Rivard, Communities Alive
Tawnya Boileau, LGL Health Unit



Healthy Communities Partnership: Lanark Leeds and Grenville

PRIORITY AREAS

Physical Activity,
Sport & Recreation

Injury Prevention

Healthy Eating

Substance/Alcohol
Misuse Prev'n

Mental Well
Being/Resiliency

Tobacco Use/
Exposure Prev'n





Rates of walking/cycling to school (Ontario)

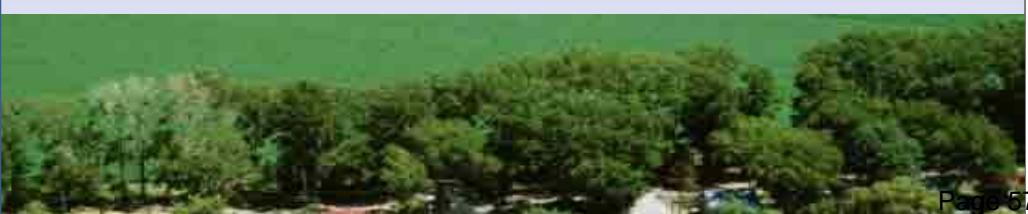


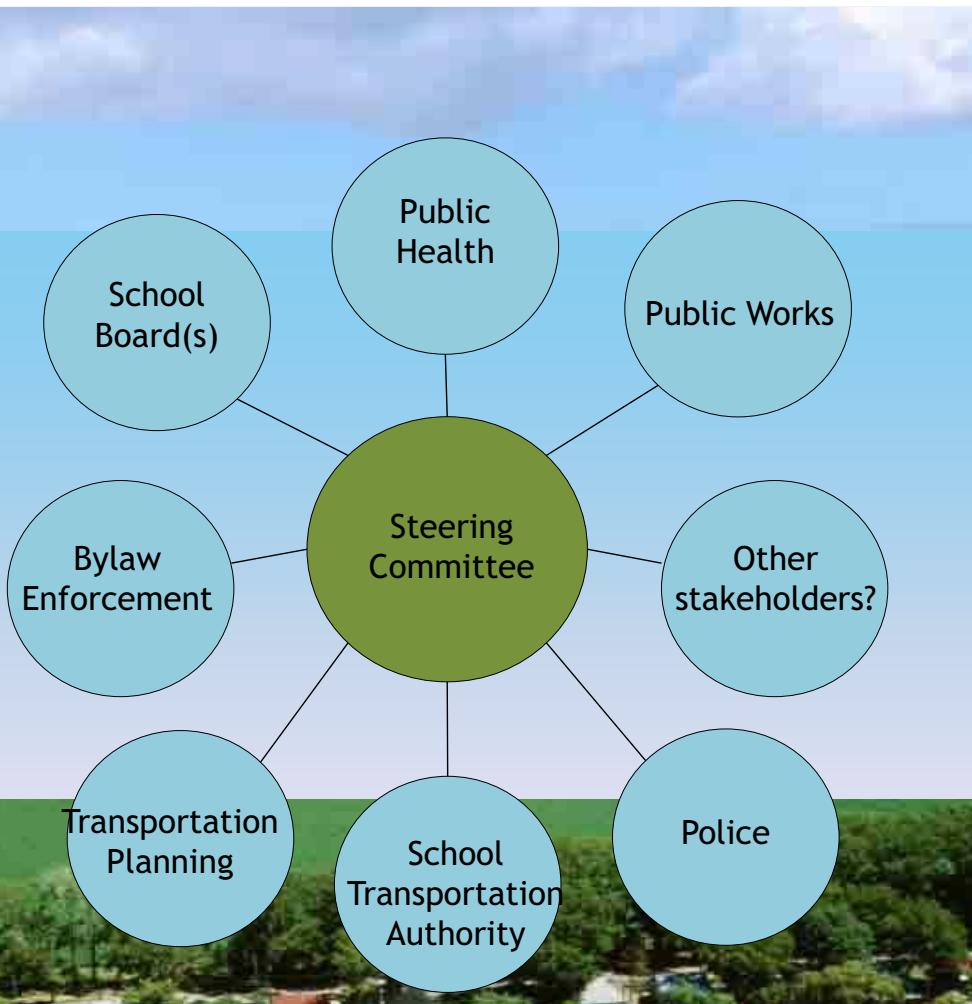


School Travel Planning

- School Travel Planning (STP) is a community-based, comprehensive approach to dealing with travel-related issues at schools.
- Engages local stakeholders that include: school boards, **municipal transportation planners and engineers**, public health, police, parents, students and school staff.
- School Travel Planning assesses the barriers to active school travel and uses this knowledge to develop and implement action plans.

Active School Travel is the use of any form of travel that is self-propelled for the trip to and from school





Benefits of School Travel Planning

- Improved health and mental well-being
- Improved student academic performance
- Improved safety
- Reduction in GHG emissions
- Improved infrastructure to support walkable/bikeable communities
- Friendlier and Safer Communities





Benefits to municipalities

- Decreased traffic safety risks for children
- Proactive, measurable actions to increase active travel
- Supports walking/cycling or active living initiatives/plans
- Lower long-term operational, infrastructure costs
- Improved air quality, lower GHGs
- Improved school/neighbourhood relations
- Multi-stakeholder, community-driven



School Travel Plan

- Profile, transportation challenges, surveys highlights, maps, action plan
- 4 E's: Education, Enforcement, Encouragement, Engineering
- Two years
- “Living document”
- Ownership by all



55 Main Ave
Ottawa, Ontario K1N 6Y7
Compiled by:
Jamie Stockdale
School Travel Planning Facilitator
Grens Communities Canada
April 2011

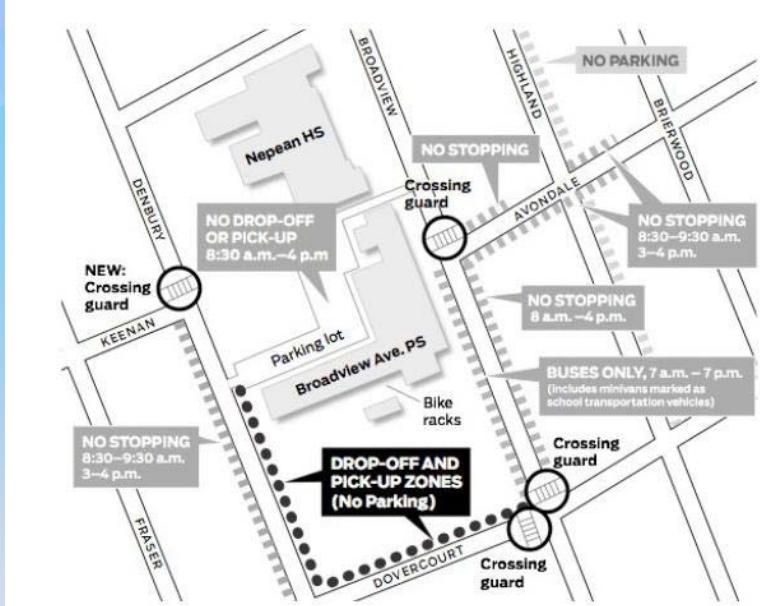


The Municipal Ask...

- Participate in Municipal STP Steering Committee and School level STP meetings to provide traffic engineering expertise.
- Participate in data collection such as Site Visits & Walkabouts.
- Provide relevant historical data, e.g. crash and injury statistics, major arterial road statistics
- Help to develop Action Plans, especially regarding engineering requirements.
- Report and make recommendations to Council as needed about STP requirements and policy changes.
- Recommend that the engineering improvements in the School Travel Plans are included in master municipal plans and budgets (e.g. sidewalk repairs or upgrades, pedestrian crossings, bike lanes, signage).



Taking action



- ✓ New traffic & parking plans to increase safety, reduce barriers to active travel





✓ New Infrastructure



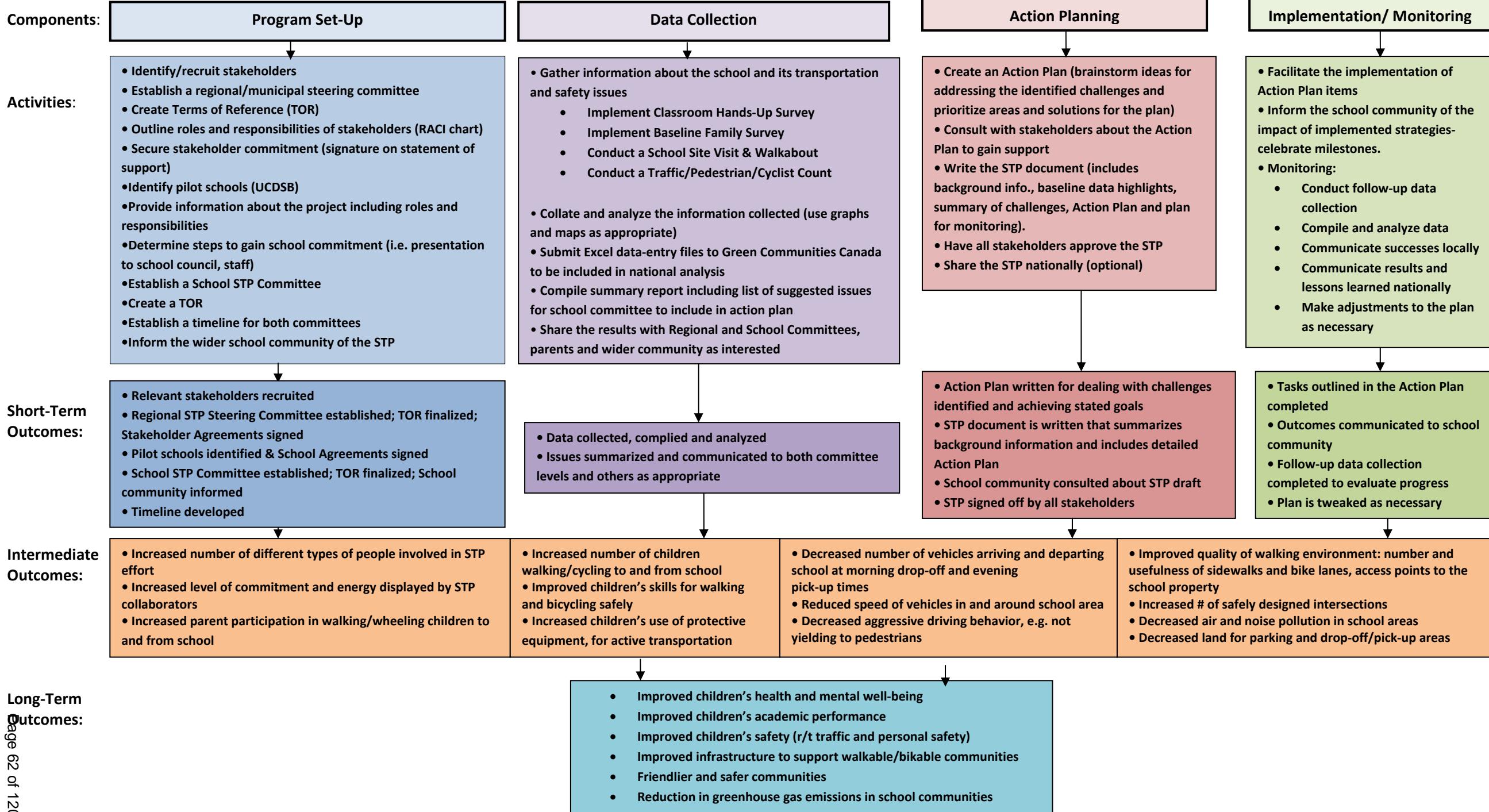
Thank you!

Questions?



School Travel Planning 2012-2013 Logic Model

Goal: To increase the number of children using active modes of transportation to and from school in identified pilot schools in LGL





Leeds, Grenville & Lanark District HEALTH UNIT

Your Partner in Health

October 1, 2012

City of Brockville Finance and Operations Committee
P.O. Box 5000
Brockville, ON
K6V 7A5

Dear Committee Members:

Subject: School Travel Planning Committee Presentation

I am very pleased to support the work of the Leeds, Grenville Lanark School Travel Planning Committee. The Leeds, Grenville and Lanark District Health Unit has assigned staff to work on this project and I encourage the City of Brockville to do the same. Participating in the work of the School Travel Planning Committee would allow the City of Brockville to act on the Active Transportation priority identified in the draft City of Brockville Sustainability Plan.

Unfortunately our children and teens are not as active as they need to be for health and learning. We have rising rates of obesity among children and teens, and are seeing diabetes in younger and younger children. Both are linked to inadequate physical activity. Better concentration and energy levels for learning, and less anger, acting out behaviour, and anxiety are also linked to regular physical activity, particularly if it is out of doors.

Being active on the way to and from school has the potential to reverse these trends. Experience across Ontario, Canada and the world has shown that when parents, children, teachers, school boards, municipalities, public health, and community organizations work together, creative safe ways to help children be active on the way to and from school are possible.

It would be wonderful if Brockville could join other communities across Ontario and Canada who are at the forefront in creating environments that support the next generation to be as healthy as possible and get the most from their school learning experience.

Sincerely,

THE CORPORATION OF THE LEEDS, GRENVILLE
AND LANARK DISTRICT HEALTH UNIT

Paula Stewart, MD, FRCPC
Medical Officer of Health and Chief Executive Officer

PS/hb

An Accredited Health Unit Since 1990

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HEART &TM
STROKE
FOUNDATION
OF ONTARIO

City of Brockville Finance & Operations Committee
P.O. Box 5000
Brockville, ON
K6V 7A5

October 1, 2012

To Whom It May Concern

I am writing to express my support for the School Travel Planning in Leeds, Grenville and Lanark.

The Heart and Stroke Foundation strongly supports and promotes healthy living as a means to eliminating heart disease and stroke. We are committed to working together collaboratively with our community partners to achieve this outcome.

The Heart and Stroke Foundation of Canada recommends that parents, guardians and teachers identify opportunities in communities for children to safely walk or bike to and from school. We also recommend that Provincial and Municipal governments and school boards develop innovative opportunities for active transportation for children who are regularly bused to school.

We are pleased to support the objectives for school travel planning in Leeds, Grenville and Lanark.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Collins".

Beth Collins,
Health Promotion Specialist
Heart and Stroke Foundation

SEPTEMBER 27, 2012

**REPORT TO FINANCE ADMINISTRATION & OPERATIONS COMMITTEE –
OCTOBER 16, 2012**

2012-162-10

**TRANSFER OF BENEFIT REBATE
TO FISCAL POLICY RESERVE**

**J. D. BAKER
DIRECTOR OF HUMAN RESOURCES**

RECOMMENDATION

THAT Council authorizes the transfer of the refund of the balance within the Group Benefit Unrestricted Deposit Account, in the amount of \$345,927.38, arising from the group benefit renewal negotiations in 2012, to the Fiscal Policy Reserve.

PURPOSE

To transfer the refund of the balance within the Group Benefit Unrestricted Deposit Account held by Manulife Financial to the Fiscal Policy Reserve.

BACKGROUND

The majority of employee group benefits, excluding Long Term Disability and Accidental Death and Dismemberment, are provided through Manulife Financial. All Manulife provided benefits are subject to renewal each February 1st.

In late 2011, in preparation for the February 1st, 2012 renewal, the City requested its benefit consultants to secure renewal quotes from Manulife and AMO/LAS program underwritten by Sun Life Insurance.

The results indicated that substantial savings would be realized by changing the underwriting methodology from a fully experience-rated retention accounting basis to a full-insured non-refund bases. The main difference in the underwriting agreement is that with a fully-insured non-refund basis, premium costs are determined entirely on the basis of actual claims experience. In addition, if the amount of premiums paid by the City is greater than that required to fund paid claims, there is no return of surplus to the City. Deficits are not recoverable by the carrier.

ANALYSIS

The change in the underwriting arrangements will be more reflective of a “pay-as-you-go” practice. The City will need to continue to promote various activities to reduce benefit usage. The City will also need to put policies and collective agreement language in place to control premium increase impacts.

POLICY IMPLICATIONS

Council approval is required to transfer funds to and from reserve accounts.

FINANCIAL CONSIDERATIONS

The group benefits renewal and corresponding change in underwriting practice results in a refund of \$345,927.38 refund from an Unrestricted Deposit Account held by Manulife Financial. At the request of Manulife Financial, the City has used this amount to cash flow the monthly benefit premium remittances for the period June 2012 to September 2012.

The transfer of this amount will have the following impact on the Fiscal Policy Reserve:

Current Projected 2012 Balance	\$612,226
Transfer of Benefit Rebate Amount	<u>345,927</u>
Revised Projected Balance	<u>\$958,153</u>

CONCLUSION

The transfer of the refund will assist the City in its efforts to increase the balance in the Fiscal Policy Reserve.



J. D. Baker
Director of Human Resources



D. Cyr
Director of Finance



B. Casselman
City Manager

October 10, 2012

**REPORT TO FINANCE, ADMINISTRATION, OPERATIONS COMMITTEE –
OCTOBER 16, 2012**

2012-165-10

**WATER & WASTEWATER SYSTEMS
QUARTERLY REPORT
(JUL. – SEP. 2012)**

**PETER RAABE, P. ENG.
DIRECTOR OF ENVIRONMENTAL SERVICES
ED MALCOMMSON
SUPERVISOR - WASTEWATER SYSTEMS
DON RICHARDS
SUPERVISOR - WATER SYSTEMS**

RECOMMENDED

THAT Report 2012-165-10 Water & Wastewater Systems Quarterly Report (Jul. – Sep. 2012) be received for information purposes.

PURPOSE

This report covers the months of July, August and September 2012. The intent of the report is to keep the Committee, Council, and the public current with performance and major operational aspects of the Water Treatment Plant, Water Distribution System, Water Pollution Control Centre (wastewater treatment system), and Wastewater Collection System, including any notable highlights, MOE inspections and adverse conditions.

BACKGROUND

This report is submitted quarterly, and represents the third quarter of 2012.

ANALYSIS/OPTIONS

A. WATER TREATMENT PLANT AND WATER DISTRIBUTION SYSTEM

The City continues to be in compliance with the Water Treatment Plant's Municipal Drinking Water Licence and Drinking Water Works Permit, in addition to the Ontario Safe Drinking Water Act and Regulations. Please refer to Attachment #1 – Brockville Drinking Water System Performance Assessment Report to review the treatment and bacteriological sampling results.

Items of Note:

1. Main Treatment Plant

- Programmable Logic Controllers (PLC's) – all programs backed up, batteries replaced and control network schematic updated.
- Arc flash study completed on electrical distribution system.
- Filter clear well level transmitter replaced.
- Electrical MCC replacement commenced.

2. Booster Stations & Parkedale Reservoir:
 - Electrical repairs completed at First Avenue Booster Station.
3. Filters:
 - Filter #1 turbidity analyzer replaced.
 - Filter media level low, Filters #1 & #2 required the addition of 2000 kg of GAC filter media.
4. Overhead Tank:
 - No items to report.
5. Low Lift Pump Station:
 - Annual cleaning and inspection completed on intake well.
 - Replaced vacuum air release valves on all low Lift Pumps.
6. Drinking Water Quality Management System:
 - Annual Management/Infrastructure Review Meeting completed for the Brockville Drinking Water Systems and the Elizabethtown-Kitley Water Distribution System (see Attachment #2 and #3).
7. MOE Inspections:
 - No MOE inspections.
8. Regulatory Sampling
 - All regulatory weekly bacti sampling for Brockville and Elizabethtown-Kitley completed.
 - All regulatory quarterly sampling for THM's Nitrate, Nitrite for Brockville and Elizabethtown-Kitley completed.
 - Regulatory lead summer sampling for the Brockville Drinking Water System completed, reports submitted to MOE. Lead sampling program no longer continues to qualify for reduced sampling.
 - Maintaining eligibility for reduced lead sampling program: If in any sampling period, > 10% of all samples taken from plumbing (both standing and flushed) and tested for Pb exceed the standard prescribed for lead (10 ug/L), the system is no longer eligible for reduced sampling. The 2012 summer reduced lead sampling program results indicated 14.7 % of samples taken exceeded the standard; therefore, the City of Brockville Drinking Water System no longer qualifies for the reduced lead sampling program. The City of Brockville will be seeking regulatory relief from full lead sampling due to the inability to acquire volunteer residential sample locations throughout the City to meet the sampling requirements.
9. Trunk Water Distribution:
 - No items to report.

10. Elizabethtown-Kitley Distribution:

- Hydrant inspection and flushing completed.
- Annual flow meter calibration completed.

11. Local Water Distribution:

- Water Main Breaks:

- July 2012
 - Ormond Street at Edgewood – 100 mm CI split.
- August 2012
 - No breaks to report.
- September 2012
 - No breaks to report.

- Flushing Program:

- Annual flushing program commenced.

- Service Repairs/Replacement:

- No items to report

- Valve/Hydrant Inspection/Leak Detection:

- No leak detection conducted during this period.
- Hydrant maintenance program.
- Hydrant fill stations installed for bulk water users.
- Valve box repairs.
- Hydrant replacements, #6 King Street West, # 82 Water Street West, 126 Pine Street.

- Capital Projects WD:

- James Street full reconstruction completed.
- Ormond Street commenced.

12. Adverse Water Quality Incidents:

- No adverse incidents to report.

13. Other:

- Ministry of Labour (MOL) and Technical Safety Standards Association (TSSA) Order:

➤ On August 28th, 2012 while excavating for the replacement of a fire hydrant on Pine Street, the excavation contractor punctured a 2" natural gas line. The Ministry of Labour (MOL) and Technical

Standards Safety Authority (TSSA) were on site to investigate. MOL and TSSA issued an order to the excavation contractor and the City of Brockville for the damage to the natural gas line. The order requested additional training on locate documentation interpretation. Training was scheduled on September 10th, 2012 with Promark Telcon, TSSA, Bell Canada and Enbridge Gas. All water system staff attended training.

- MOE Appeal Christophersen vs. Director, Ministry of the Environment:
 - On May 30th, 2012 Water Systems Operator Andrew Christophersen filed an appeal for a hearing before the Environmental Review Tribunal pursuant to section 129 of the Safe Drinking Water Act, 2002, S.O. 2002, c. 32, as amended, with respect to the refusal by the Director, Ministry of the Environment, on May 15th, 2012, to issue a Class II Water Distribution Certificate under O. Reg. 128/04.
 - Oct 2nd, 2012, the 2nd mediation hearing was held by teleconference to confirm the terms of the settlement. Both parties agree that the MOE will issue a conditional WD Class II certificate on January 1st, 2013 and a non-conditional WD Class II certificate on September 30th, 2013. City of Brockville non-compliance with section 12 of the Safe Drinking Water Act, 2002, Director agrees not to refer this matter for investigation, nor has he or the inspector any plan to do so.

B. WASTEWATER TREATMENT PLANT AND COLLECTION SYSTEM

As of July 23rd, 2012 the new Secondary Treatment process was put online. Substantial Performance was awarded to the contractor on August 14th, 2012 and Substantial Completion certificate was signed on September 17th, 2012. The Operations Centre is nearing completion, however at this time is not ready for occupancy.

The plant is currently meeting or exceeding all MOE effluent discharge requirements and the first Effluent Acute Toxicity test was completed with zero (0) mortality.

Please refer to Attachment #4 – Brockville WPCC Sewage Plant Performance Assessment Report for all Operational Data for the quarter.

Items of Note:

1. Main Plant:

- Primary Clarifiers #1, #2 and #3 are currently offline due to extreme low flow conditions and the new process.
- New Boiler #505 is in service but still has outstanding deficiencies.
- Annual plant flow meter calibrations were completed.

- Ferric Chloride and Sodium Hypochlorite systems were removed and the plant is now using Aluminum Sulphate and UV Disinfection.
- The chlorine contact tank has been decommissioned, including the connection to the outfall system.
- New Win911 alarm system has been tested and is now in service.

2. Main Pumping Station:

- Bypasses: no bypasses to report.

3. Pumping Stations:

- WPCC staff responded to four (4) mechanical pump calls. No issues to report.
- Broome Pump #2 was repaired and put back in service
- Central Pump #2 – new pump received, waiting on installation.

4. Power Outages:

- There were two power outages at the WPCC/Pumping Stations. No issues to report.

5. Wastewater Collection System:

- 36 blocked sewer/camera inspections.
- 1 blocked main response.
- 6 sanitary sewer lateral dig-ups and repair

POLICY IMPLICATIONS

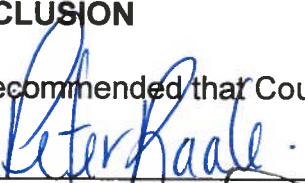
No policy implications at this time.

FINANCIAL CONSIDERATIONS

No financial considerations at this time.

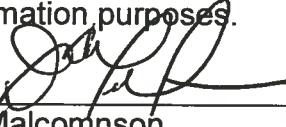
CONCLUSION

It is recommended that Council receive the report for information purposes.


P. Raabe, P. Eng.
Director of Environmental Services


D. Richards
Water Systems Supervisor


B. Casselman
City Manager


E. Malcomson
Wastewater Systems Supervisor


D. Cyr
Director of Finance

**BROCKVILLE DRINKING WATER SYSTEM
PERFORMANCE ASSESSMENT REPORT**

Month	CITY OF BROCKVILLE				ELIZABETHTOWN-KITLEY		BACTERIOLOGICAL SAMPLING		
	Total Volume	Avg. Daily	Avg. Fl2	WDS Avg. FCR	Total Flow (ML)	Avg. Daily Flow (ML/d)	BROCKVILLE WDS		
	Treated (ML)	Flow (ML/d)	Residual (mg/L)	(mg/L)			EC	TC	HPC
JUL	426.46	13.76	0.55	1.11	8.89	0.29	44	44	17
							44 out of 44 safe	44 out of 44 safe	17 out of 17 safe
AUG	389.80	12.57	0.47	1.06	7.10	0.23	36	36	15
							36 out of 36 safe	36 out of 36 safe	15 out of 15 safe
SEP	350.40	11.68	0.42	1.12	6.25	0.21	36	36	16
							36 out of 36 safe	36 out of 36 safe	16 out of 16 safe

FCR - Free Chlorine Residual

WDS - Water Distribution System

EC - E. coli

TC - Total Coliform

HPC - Heterotrophic Plate Count

ML - Million Litres



Minutes
DWQMS Management/Infrastructure Review Meeting
Brockville Drinking Water System
June 27, 2012

Present: *Dave Henderson, Mayor
Jeff Earl, Councillor
Maureen Pascoe-Merkley, Acting City Manager
Peter Raabe, Director of Environmental Services
Don Richards, Supervisor Water Systems
Jill Buckland, Abatement/Lab Technician*

Absent: *Bob Casselman, City Manager*

Location: *Boardroom City Hall*

- Meeting commenced at 13:30 hrs.
- **Roll call:** D. Richards welcomed J. Earl to the DWQMS Management Review Committee. Mr. Earl is replacing Larry Journal. M. Pascoe-Merkley, Acting City Manager, was welcomed to the meeting and thanked for attending on behalf of B. Casselman.
- **December 13, 2011 Management Review Meeting Minutes:** Minutes were reviewed and approved as distributed. J. Earl questioned the consumer feedback regarding consumer inquiries and complaints. D. Richards stated the issue has not been resolved and the item will be reviewed in the 2012 summary report for further discussion. M. Pascoe-Merkley recommended clearer definitions on the use of acronyms – D. Richards stated the minutes from today's meeting would clarify all the acronyms.
- D. Richards provided an overview of the Drinking Water Licensing Program, Drinking Water Quality Management Standard (DWQMS) and the Operational Plans for the Brockville Drinking Water System and the Elizabethtown-Kitley Water Distribution System. J. Earl questioned where the DWQMS Operational Plan can be found – D. Richards stated it is on the City's website and hard copies are available in B. Casselman's and D. Henderson's office.
- **New Business:**
D. Richards provided an overview of Element 20 Management Review requirements in the Brockville Drinking Water System Operational Plan and presented the Management Review Summary report.
 - **Incidence of Non-Compliance:** D. Richards provided details on the incidence of the non-compliance event on December 30, 2011. J. Earl questioned why the spill had to be reported if the discharge was raw river water. P. Raabe stated that the Total Suspended Solid content of the discharge required the spill to be reported and it is better to report than not to report. D. Richards

stated under the Ontario Water Resources Act, this type of discharge without treatment is prohibited, and the discharge was unavoidable in order to gain access to the failed drain valve to make the repairs. D. Henderson requested further information on the process area of the plant. D. Richards provided details of the process area involved. P. Raabe questioned if the 2013 Capital budget could include plant upgrades to resolve this issue. D. Richards stated the upgrades would involve modifications to the superstructure of the facility and would require an engineering review and large capital dollars to resolve. Future plant upgrades involving filter to waste would be required to resolve this issue.

- **AWQI:** D. Richards provided details on the Adverse Water Quality Incident (AWQI) on April 12, 2012 - fluoride residual spike.
- **Risk Assessment:** D. Richards provided an overview of the risk assessment procedure, risk assessment outcome summary report, the ranking process involved when assessing all risks for the entire drinking water system and the control measures in place. A comprehensive risk assessment must be completed every three years as per the Ontario Drinking Water Quality Management Standard. This assessment was completed on April 18, 2012 by the risk assessment team. D. Henderson and J. Earl questioned why the risk for source water contamination was ranked so high. D. Richards stated the procedure provides direction to the risk assessment team when deciding on the type of risk, likelihood, consequence and the detectability. Even though the likelihood of the source water contamination risk is low, the consequence and the detectability is high resulting in a higher ranking. P. Raabe provided an overview of the Source Water Protection plans. M. Pascoe-Merkley stated the planning division is also involved in source water protection planning and will be involved when the final plans are implemented. D. Richards provided details on the possible contamination risk in the distribution system regarding backflow events. Backflow prevention program is currently being reviewed and will be incorporated into a "Water Use By-Law". J. Earl commented on the need for a Water Use By-Law, particularly when dealing with private water mains and services within the City.
- **Internal and External Auditing:** D. Richards explained the DWQMS accreditation process and the requirements to achieve full scope accreditation by a third party auditor.
 - ✓ Canadian General Standards Board conducted a site audit on November 21, 2011 which resulted in no Corrective Action Requests (CARS); full scope accreditation was achieved by the City of Brockville.
 - ✓ No site audit was scheduled for the Elizabethtown-Kitley Distribution; limited scope accreditation was issued for Elizabethtown-Kitley. Full scope accreditation application was submitted to Canadian General Standards Board (CGSB) for the Elizabethtown-Kitley Distribution System.
 - ✓ D. Henderson congratulated staff on the achievement and questioned if a press release was issued on the accreditation achievement - D. Richards stated internal staff was congratulated but no release was issued. D. Henderson recommended setting up a booth at the next Food and Wine Festival to promote the

ATTACHMENT #2

Brockville Drinking Water System and serve water – D. Richards stated he would arrange to have booth set-up at the festival in 2013.

- ✓ Internal auditing was conducted on June 13, 2012 for both the Brockville Drinking Water System and the Elizabethtown-Kitley Distribution System. J. Buckland presented internal audit report – no CARS issued from audit.

- **Emergency Response Testing:** D. Richards provided an overview of the Water System Emergency Response procedure and in-house training operational staff has received.
- **Water Quality:** D. Richards reviewed raw water/treated water quality reports and treatment plant operational performance from January 1, 2012 to June 25, 2012.
- **Follow-up:** D. Richards provided follow-up from previous management reviews.
 - ✓ Standard of Care training completed on May 15, 2012.
 - ✓ Section 14, of the Safe Drinking Water Act – Agreement with Accredited Operating Authority (City of Brockville and Elizabethtown-Kitley) agreement is still outstanding. D. Richards along with the MOE inspector investigated if the existing agreements in place with Elizabethtown-Kitley satisfy section 14. MOE recommended both parties seek legal counsel to ensure the requirements of section 14 are met.
- **Changes in Resources Affect DWQMS:** D. Richards explained the changes that could affect the DWQMS.
 - ✓ As of June 30, 2012, the Canadian General Standards Board no longer provides accreditation services to operating authorities of municipal residential drinking water systems.
 - ✓ New accreditation body under the Municipal Drinking Water Licensing Program has been selected. NSF- International Strategic Registrations is the new accreditation body for the Brockville Drinking Water System and the Elizabethtown-Kitley Water Distribution System.
- **Consumer Feedback:** D. Richards provided feedback from consumers (repeat item). Water Systems Division needs to provide better communication for consumer water inquiries/complaints. Consumers are calling GWMC, WPCC and City Hall for water related matters and the calls need to be redirected to the water plant. When the calls are redirected to the plant, if plant staff are available, they will be addressed. The recommendation is to have a centralized phone system with administrative help to manage calls and direct to the appropriate staff. D. Henderson questioned if staff was involved with the service delivery review – D. Richards stated he was interviewed and the recommendation to review this issue was suggested, however, the focus of the review was not on the Environmental Services Department.

ATTACHMENT #2

- **Resources:** D. Richards reviewed the resources required to maintain DWQMS for both the Brockville Drinking Water System and the Elizabethtown-Kitley Distribution System. D. Henderson questioned if additional staff is needed – D. Richards stated that the DWQMS is now running smoothly and requires fine-tuning only. The internal and external auditing have improved the DWQMS system. Additional staff would be better allocated to meet consumer needs relating to customer service and complaints.
- **Infrastructure Review:** D. Richards reviewed the 2012 capital projects that are completed and currently underway for the Water Systems Division and the proposed 2013 draft capital budget.
- **Operational Plan Currency:** D. Richards provided a brief overview for the Brockville Drinking Water System and the Elizabethtown-Kitley Operational Plans.
 - ✓ DWQMS Brockville Drinking Water Operational Plan revision Version No. 5 completion January 28, 2012.
 - ✓ DWQMS Elizabethtown-Kitley Distribution Operational Plan update completed April 10, 2012. Application submitted to CGSB for Full Scope Accreditation.
 - ✓ Financial plan submission City of Brockville February 2012.
 - ✓ Elizabethtown-Kitley financial Plan submission outstanding. D. Henderson question why the financial plan was not submitted. P. Raabe stated that all financial documentation was sent to Elizabethtown-Kitley to complete the plan before the submission deadline and was not sure why the plan was not submitted. D. Richards recommended the plan should be submitted before the external accreditation audit or MOE inspection, as it is a requirement to retain their Municipal Drinking Water Licence and Drinking Water Work Permit. P. Raabe stated he would follow-up with Y. Robert and D. Cyr.
- **Improvements:** D. Richards provided improvement on the DWQMS and operational/resources.

DWQMS

- ✓ Annual revision of the Operational Plan for City of Brockville and Elizabethtown-Kitley.
- ✓ Internal Auditing to conduct City of Brockville and Elizabethtown-Kitley concurrently.
- ✓ Essential Supplies and Service Agreements completed annually
- ✓ CGSB Audit Opportunity for improvement:
 - Element 5 Document and Records Control: Procedure was revised.
 - Element 10 Competencies: Training records updated to include mandatory staff training requirements including due dates and completion dates.

ATTACHMENT #2

- o Element 11 Personnel Coverage: DWQMS Form 011 On-Call Schedule Water Systems fillable form created.

Operational/Resources

- ✓ Leak detection program – resulting in numerous water main leak repairs.
- ✓ On WARN - Ontario Water Agency Response Network.
- ✓ LGL WAON - Leeds Grenville and Lanark Water Agency Outreach Network
- ✓ Operator Mechanic position Water Systems Division.
- ✓ Hydrant maintenance rebuild program.
- ✓ New equipment for valve maintenance.
- ✓ Certification of operational staff to conduct backflow device inspections.

➤ **Staff Suggestion:** D. Richards recommended

- ✓ OMWA (Ontario Municipal Water Association) Drinking Water Leadership Summit, suggested members of the Management Review Committee attend summit in Toronto on October 23 to October 25, 2012.
- ✓ Recommendation to seek legal counsel on Section 14 of the Safe Drinking Water Act (Agreement with Accredited Operating Authority).
- ✓ Support the implementation of a Water Use By-law, City of Brockville Drinking Water System. D. Richards expressed the need for the By-Law and that the Water Systems, Engineering and By-Law staff were developing a Water Use By-Law. The draft by-law was briefly discussed and reviewed.

➤ **Action Items:**

- ✓ D. Richards to make arrangements to provide a City booth at the next Food and Wine Festival (June 2013) promoting City of Brockville water including serving water.
- ✓ P. Raabe to review with D. Cyr and inquire with Elizabethtown-Kitley on the completion and the submission of the Financial Plan.
- ✓ D. Richards and the Water Use By-Law Committee to continue with the development of the City of Brockville Water Use By-Law.
- ✓ P. Raabe and B. Casselman to communicate with Elizabethtown-Kitley and arrange for legal counsel to develop the Accredited Operating Authority Agreement with Elizabethtown-Kitley in order to comply with Section 14, of the Safe Drinking Water Act.

- Meeting adjourned at 15:15 hrs.

Prepared by: D. Richards, Water Systems Supervisor

NOTICE: Should there be any significant errors, inaccuracies or omissions please notify the author in writing and this will be passed along to all other meeting attendees.



**Minutes
DWQMS Management/Infrastructure Review Meeting
Elizabethtown-Kitley Water Distribution System
July 25, 2012**

Present: *Jim Pickard, Mayor Elizabethtown-Kitley
Yvonne Robert, Administrator Clerk Elizabethtown-Kitley
Peter Raabe, Director of Environmental Services
Don Richards, Supervisor Water Systems*

Location: *Council Chambers – Elizabethtown-Kitley Municipal Office*

- Meeting commenced at 13:30 hrs.
- **November 9th, 2011 Management Review Meeting Minutes:** Minutes were reviewed and approved as distributed.
- **Old Business:**

Customer Service Connection: Yvonne Robert stated the Township is currently working on a procedure for the connection of water services. Currently the customers requesting a water service connection contacts the Municipal Office for approval, and then the request will be sent to the City of Brockville Engineering Division for review.

2012 Capital Projects Approval: D. Richards stated that the 2012 capital projects for the water system requires council's review and approval. Y. Robert stated the proposed 2012 capital project budget and the 10 year capital plan will be presented to council.

Financial Plan Submission: D. Richards stated that the financial plan submission is still outstanding. Y. Robert confirmed the City of Brockville's financial department is still working on the financial statements and once completed the financial plan will be completed and submitted.

- **New Business:**

D. Richards provided an overview of Element 20 Management Review requirements in the Brockville Drinking Water System Operational Plan and presented the Management Review Summary report (see attached).

System Security: D. Richards provided details on the unauthorized fire hydrant use in the distribution system and recommended the installation of hydrant locks.

Action Items:

- ✓ Y. Robert to provide Operating Authority with council resolution regarding the review and approval of the 10 year capital plan and the proposed 2012/2013 capital budgets.
- ✓ D. Richards to provide list of customer water accounts to Y. Robert.

ATTACHMENT #3

D W Q M S Management/Infrastructure Review Meeting
July 25, 2012

Page | 2

-
- ✓ Y. Robert to provide notification to legal firms in the area regarding the sale of properties on the Elizabethtown-Kitley distribution system for proper account setup.
 - ✓ P. Raabe and City financial department to complete financial statements and submit to Y. Robert.
 - ✓ Y. Robert to complete and submit financial plan once all financial statements are received from the City.
 - ✓ P. Raabe and Y. Robert to arrange for legal counsel to develop the Accredited Operating Authority Agreement with Elizabethtown-Kitley in order to comply with Section 14, of the Safe Drinking Water Act.
- Meeting adjourned at 14:30 hrs.

Prepared by: D. Richards, Water Systems Supervisor

NOTICE: Should there be any significant errors, inaccuracies or omissions please notify the author in writing and this will be passed along to all other meeting attendees.



DWQMS Management/Infrastructure Review Summary Report
Brockville Drinking Water System / Elizabethtown-Kitley Distribution
July 25th, 2012

1. Incidence of non-compliance

- MOE inspection conducted on January 16, 17, 18, 2012 Brockville Drinking Water System.

Non-Compliance With Regulatory Requirements and Actions Required:

1. The following instance(s) of non-compliance was noted during the inspection:

On December 30, 2011, a spill was reported to SAC from the Brockville WTP. The spill occurred while backwashing filter #1 when a drain mud valve in the filter backwash wastewater conduit failed in the closed position and there was no means to transfer the backwash water to the process wastewater holding tank. The failed valve made it necessary to shut down the filter backwash operation. In order to gain access to the mud valve to make the necessary repairs, the backwash wastewater conduit had to be drained. As a result of the WTP design, the only means to drain the backwash wastewater conduit was to open a second drain valve to the St. Lawrence River. During the repair process approximately 58 m³ of untreated backwash water was discharged to the receiver. During the discharge a WTP operator was stationed to monitor the outfall. The operating authority reported that there were no visible signs of sediment entering the river and that it was not possible to safely obtain samples of the discharge.

The above described discharge is prohibited under subsection 30 (1) of the OWRA, R.S.O. 1990, CHAPTER O.40 and subsection 14 (1) of the EPA, R.S.O. 1990, CHAPTER E. 19.

Action(s) Required:

The operating authority, following its assessment of the situation and once measures were taken to protect the drinking water treatment process, reported the spill in accordance with the requirements of subsection 30 (2) of the OWRA, R.S.O. 1990, CHAPTER O.40 and section 92 of the EPA, R.S.O. 1990, CHAPTER E.19. Limitations of the WTP design resulted in the only means to drain the backwash wastewater conduit was by opening a secondary drain valve to the St. Lawrence River. Immediate repair of the mud valve was necessary to ensure resumption of the filter backwashing and the integrity of the overall WTP process.

A permanent engineering solution should be sought to prevent a reoccurrence of a similar unplanned, unapproved discharge during future upgrades to the Brockville WTP.

2. AWQI's

Adverse Drinking Water Incidents – Brockville Water System

Incident Date	Parameter	Result	Corrective Action	Corrective Action Date
April 12, 2012 AWQI 105621	Fluoride	1.59 mg/L	Shutdown chemical feed pump, sample distribution	April 12, 2012

3. Deviations from critical control points

- No deviations from critical control points to report.

4. Effectiveness of risk assessment process

- Comprehensive risk assessment review completed by DWQMS risk assessment team on April 18, 2012.
- Review Risk Assessment outcome summary.

5. Results of 3rd party audit and internal auditing

- Overview CGSB site audit November 21, 2011 - no CARS issued, full scope accreditation achieved for the City of Brockville.
- No site audit scheduled for Elizabethtown-Kitley - limited scope accreditation achieved for Elizabethtown-Kitley.
- Full accreditation application submitted to CGSB for the Elizabethtown-Kitley Distribution system.
- Internal audit conducted on June 13, 2012 City of Brockville Drinking Water System and Elizabethtown-Kitley Distribution System – No CARS (Corrective Action Requests) issued.

6. Emergency response testing

- WSEP procedures updated Feb., Mar. and Apr. 2012.
- WSEP procedure in-house training conducted with operations staff.
 - WSEP – 007 Hydro Power Failure Parkedale Reservoir, SOP 1008 Parkedale Standby Generator Operation
 - SOP 307 Operation of Low Lift Generator
 - WSEP-016 Fluoride Overdose
 - WSEP-006 Hydro Power Failure Main Plant
 - SOP 611 Backwashing During Power Failure

7. Operational performance, raw water supply and water quality trends

- Review raw and treated water quality reports, and operational performance from January 1, 2012 to July 12, 2012.

8. Follow-up from previous management reviews

- Standard of Care course completed on May 15, 2012.
- Section 14 of the Safe Drinking Water Act – Agreement with Accredited Operating Authority (outstanding)
- Financial plan submission.

9. Changes in resource requirements, infrastructure, process, personnel, the DWQMS or Regulations that could affect the QMS

- As of June 30, 2012, the Canadian General Standards Board no longer provides accreditation services to operating authorities of municipal residential drinking water systems.
- New accreditation body under the Municipal Drinking Water Licensing Program has been selected. NSF- International Strategic Registrations is the new accreditation body for the Brockville Drinking Water System and the Elizabethtown-Kitley Water Distribution System.

10. Consumer feedback

- No issues to report.

11. Resources to maintain QMS

- QMS Rep, Rep. Assistant, admin. support, internal audit team, operational budget for accreditation expenditures. Resources are required for both Brockville and Elizabethtown-Kitley DWQMS.

12. Results of Infrastructure review

- 2012 capital project update – EZK Distribution Systems.
- Infrastructure review was conducted on April 23, 2012 – Water Systems and Engineering staff.
- 2013 draft capital budget review – EZK Distribution System.

13. Operational Plan Currency, content and updates

- DWQMS Brockville Drinking Water Operational Plan revision Version No. 5 completion January 28, 2012.
- DWQMS Elizabethtown-Kitley Distribution Operational Plan update completed April 10, 2012. Application submitted to CGSB for Full Scope Accreditation.
- Financial plan submission City of Brockville February 2012.
- Elizabethtown-Kitley financial Plan submission outstanding.

14. *Improvements***DWQMS**

- Annual revision of the Operational Plan for COB & EZK.
- Internal Auditing to conduct COB and EZK concurrently.
- Essential Supplies and Service Agreements completed annually
- CGSB Audit Opportunity for improvement:
 - Element 5 Document and Records Control:
 - Element 10 Competencies: Training records updated to include mandatory staff training requirements including due dates and completion dates.
 - Element 11 Personnel Coverage: DWQMS Form 011 On-Call Schedule Water Systems fillable form created.

Operational/Resources

- On WARN Ontario Water Agency Response Network.
- LGL WAON Leeds Grenville and Lanark Water Agency Outreach Network.

15. Staff Suggestions

- OMWA Drinking Water Leadership Summit, suggestion committee attend summit in Toronto on October 23 to October 25, 2012.
- Recommendation to seek legal counsel on Section 14 of the Safe Drinking Water Act (Agreement with Accredited Operating Authority).
- Prepare and have financial plan approved by Elizabethtown-Kitley Council. Once approved, submit financial plan to ensure validity of Municipal Drinking Water Licence.
- Provide better communication to Operating Authority regarding capital project approval.
- Sale of properties in Elizabethtown-Kitley. Legal notices are not being sent to Revenue Department for account setup. Recommendation to send notifications from Elizabethtown-Kitley to local legal firms identifying properties with water service.

ATTACHMENT #4

**BROCKVILLE WATER POLLUTION CONTROL CENTRE
SEWAGE PLANT PERFORMANCE ASSESSMENT REPORT**

MUNICIPALITY: BROCKVILLE
PROJECT: BROCKVILLE
PROJECT NUM.: 120000122
WORKS NUM.:

YEAR: 2011/2012
WATER COURSE: ST. LAWRENCE RIVER
DESIGN CAPACITY: 22,500 X 1000 m³/d
PEAK DESIGN CAPACITY: 62,500 X 1000 m³/d

DESCRIPTION: AS OF AUGUST 1, 2012 A SECONDARY TREATMENT FACILITY, COMPLETE WITH TWO ANAEROBIC DIGESTERS,
TWO CENTRIFUGES FOR SLUDGE THICKENING AND TWO RDT'S FOR SLUDGE CO-THICKENING AND UTILIZING ALUM
FOR PHOSPHORUS REMOVAL AND UV FOR EFFLUENT DISINFECTION.

MONTH	FLOWS			BOD/CBOD			SUSPENDED SOLIDS				PHOSPHORUS				TOTAL AMMONIA NITROGEN (TAN)				E. coli (organisms/100 ml) (geometric mean)	
	TOTAL FLOW 1000m ³	Avg Day Flow 1000m ³	Max Day Flow 1000m ³	Avg Raw BOD (mg/L)	Avg Eff CBOD (mg/L)	Total Loading Eff. CBOD (kg/day)	Avg Raw SS (mg/L)	Avg Eff SS (mg/L)	Total Loading Eff. SS. (kg/day)	Percent Removal	Avg Raw Phos. (mg/L)	Avg Eff Phos. (mg/L)	Total Loading Eff. Phos. (kg/day)	Percent Removal	Avg Raw TAN (mg/L)	Avg Eff TAN (mg/L)	Total Loading Eff. TAN (kg/day)	Percent Removal		
SEP 12	358.96	11,965	18,239	170.00	2.43	29.07	164.13	5.37	84.25	98.7	3.34	0.40	4.79	88.0	16.07	0.08	1.08	99.4	1	
AUG 12	404.12	13,036	17,045	166.08	2.38	31.03	169.41	4.06	52.93	97.6	3.43	0.38	5.08	88.6	13.08	0.17	2.27	98.7	1	
JUL 12	394.19	12,716	17,809	176.73	41.00	521.38	202.18	30.92	363.18	84.7	3.84	0.63	8.01	83.6					9	
JUN 12	449.67	14,989	18,109	165.17	45.67	684.55	174.46	38.09	570.93	78.2	3.59	0.79	11.84	78.0						
MAY 12	538.42	17,304	21,651	147.82	51.46	890.46	165.09	36.09	624.50	78.1	3.01	0.74	12.80	75.4						
APR 12	493.49	16,450	22,566	165.50	64.40	1059.38	193.00	41.09	675.93	78.7	3.53	0.92	15.13	73.9						
MAR 12	633.74	20,443	30,085	135.82	49.27	1007.23	122.46	35.18	719.18	71.3	2.50	0.66	13.49	73.6						
FEB 12	498.92	17,204	22,511	170.00	77.39	1331.42	156.18	47.85	823.21	69.4	2.93	1.01	17.38	65.5						
JAN 12	623.57	20,115	28,013	149.23	66.18	1331.21	149.08	43.91	883.25	70.5	2.70	0.90	18.10	66.7						
DEC 11	620.17	20,006	25,459	135.80	54.60	1092.33	137.13	35.50	710.21	74.1	2.68	0.71	14.20	73.5						
NOV 11	469.25	15,642	25,844	195.13	74.67	1167.99	217.80	44.75	699.98	79.5	3.98	0.98	15.33	75.4						
OCT 11	462.63	14,924	21,805	207.11	78.89	1177.35	191.80	46.70	896.95	75.7	3.62	0.94	14.03	74.0						
AVG		16,233			166.37	50.70	860.28	170.24	34.13	576.21	79.54	3.26	0.76	12.52	76.36	14.58	0.13	1.67	99.05	4
MAX				30,085	207.11	78.89		217.80	47.85		97.60	3.98	1.01			16.07	0.17			
OLD CRITERIA		21,800			35.00	763.00		45.00	981.00			1.00	22.00						N/A	
NEW CRITERIA [Aug 11]		22,500			25.00	545.00		25.00	545.00			1.00	21.80			18.0 (Nov. 1 to Apr. 30)	392 (Nov. 1 to Apr. 30)	16.0 (May 1 to Oct. 31)	349 (May 1 to Oct. 31)	200

MONTH	Total Loadings		
	TOTAL RAW BOD (kg/day)	TOTAL RAW SS (kg/day)	TOTAL RAW P (kg/day)
SEP 12	2,034	1,964	40
AUG 12	2,165	2,208	45
JUL 12	2,247	2,571	49
JUN 12	2,476	2,615	54
MAY 12	2,558	2,857	52
APR 12	2,722	3,175	58
MAR 12	2,777	2,503	51
FEB 12	2,925	2,687	50
JAN 12	3,002	2,999	54
DEC 11	2,717	2,743	54
NOV 11	3,052	3,408	62
OCT 11	3,091	3,862	54
AVG	2,647	2,716	52
MAX	3,091	3,408	62

COMMENTS:

October 4, 2012

REPORT TO FINANCE & ADMINISTRATION COMMITTEE – OCTOBER 16, 2012

2012-167-10

2011 PERFORMANCE MEASURES

File: A09-27

D. CYR

DIRECTOR OF FINANCE

L. FERGUSON

SUPERVISOR OF ACCOUNTING SERVICES

RECOMMENDED

THAT the 2011 Performance Measurement Reports (Attachments 1 and 2 to Report 2012-167-10) be received;

and THAT Attachment 1 be authorized for publication on the City's website.

PURPOSE

Performance measurement reports, as contained in the annual Financial Information Return as required by the Municipal Act, provide specific results of operations. Attachment 1 provides year over year performance measurement results to help Council and Management to understand the City's own trends as they change from year to year.

BACKGROUND

Since the year 2000, municipalities have been required to file with the Ministry of Municipal Affairs & Housing specified performance indicators based on annual actual results of operations. This Municipal Performance Measurement Program has been considered to be a 'report card' on the efficiency and effectiveness of the municipality. This is part of the Province's accountability program and provides an avenue to promote dialogue and communication with ratepayers. This information is required to be published in local newspapers and/or on the City's website.

ANALYSIS/OPTIONS

Attachment 1 is a listing of the 2011 Performance Measures to be published on the City's website.

Attachment 2 is a comparison chart of the City of Brockville's Performance Measures since the year 2008. Each year the Province makes refinements to the calculations, the definitions and the addition or deletion of some of the indicators. As a result, some of the measures are not directly comparable between current and previous years. Starting in 2009 the Province made some major changes to the Performance Measures reporting to move towards full accrual accounting. The changes result in some expenses that were previously reported under the capital program, which do not result in the acquisition of a tangible capital asset, are now included in the operating expenses. These expenses would include items that fall below the City policy for the tangible capital asset threshold, or for items that were normally done through the capital budget but were actually repairs and maintenance in nature. These changes make the Performance Measures from years prior to 2009 not directly comparable.

The changes also include the addition of reporting for tangible capital assets which result in amortization being included in the performance measures. However, the schedule also shows performance results both without including long term interest and amortization, and including long term interest and amortization, which shows the effect of amortization on the performance measures.

Items to be taken into consideration:

There are a few items to be taken into consideration when analyzing the data. Note that as in the past, the Province continues to indicate that the measures and calculations will change over time and with feedback from municipalities. The Province expects to add measures to reflect the full range of activities associated within each of the current set of municipal services. New service areas may also be added.

- The Performance Measures are based upon actual dollars expensed not budget dollars. This has not changed from previous practice.
- The Performance Measures are generally based upon gross costs, and are made up of the following:
 - Salaries, wages and benefits
 - Materials
 - Contracted services
 - Rents and financial expenses
 - External transfers
 - Interfunctional adjustments
 - Allocation of program support
 - Less:
 - Revenue from other municipalities
 - MPAC and tax write offs
 - Interest on long term debt
 - Amortization

- Less Revenue from other Municipalities: Tangible Capital Assets (this does not currently apply to the City)
- Not included are long term debt principal payments
- Allocation of Program Support: Costs associated with program support (such as human resources, information systems, finance and portions of corporate management) are allocated on the basis of percent to total of operating costs. The operating costs included in this calculation are:
 - Salaries, wages and employee benefits
 - Materials
 - Contracted services
 - Rents and financial expenses
 - Interfunctional adjustments
 - Note that while amortization is not included in this allocation calculation, expenses that were originally included in the capital program but deemed operating in nature would be included.
- Major items of note in the 2011 performance measures are
 - Total amortization expense for 2011 was \$2,895,450 up from 2010 which was \$2,657,572
 - Total capital expenses included in operating for 2011 was \$2,294,246 while the capital expenses included in operating for 2010 was \$3,196,816. This demonstrates the year to year fluctuations that can occur when including these expenses in operating.
 - Long term debt interest for 2011 was \$1,092,039 and was \$1,201,804 in 2010. The decrease was due to the fact that no new long term debt was issued for 2011.
 - Building permits and inspection expenses that were previously included in Planning and Zoning are now separated out into its own performance measure.
 - The population count that is used stays constant for 4 years, changed after each municipal election year. The population count changed from 19,128 used in 2010 to 19,204 to be used for 2011 to 2014. The population count used for 2011 is a municipal calculation. The MPAC population total was not necessarily accurate. For example, if a new owner did not fill out the total residents of a household, then the count for that household would be one even if there are actually five people living in the house.
 - Household counts change each year according to the household count on the return of the roll that is received by the municipality each December. The household count for 2011 was 10,548 and 2010 was 10,500.

- The operating costs for paved roads were overstated in 2010 because the credit for fleet recovery from internal charges of \$629,221 was recorded under roadside maintenance instead of paved roads, thus increasing the total costs for paved roads. The costs per lane kilometre should have been \$431.36 and \$3,270.10 instead of \$2,736.21 and \$5,574.94 respectively. Roadside maintenance is currently not included in the performance measures.
- The violent crime rate was overstated in 2010 because the number of incidents of violent crime was reported as 2251 but should have been 251. The violent crime rate should have been 13.122 per 1000 people instead of 117.68.

Previously the measures were mostly valuable for monitoring the City's own trends from year-to-year, however, with the changes in reporting, especially with the expenses deemed as operating in nature from the capital program included in operating, comparing year-to-year has its challenges. This is especially true when trying to compare across municipalities. It should also be kept in mind, when attempting to compare across municipalities, that differences in unit costs are affected by volume. One municipality could have very low cost of service compared to others but have a high unit cost (or performance measurement) due to lower volume or capacity. Policy differences on items such as tangible capital asset threshold would also affect comparisons.

POLICY IMPLICATIONS

There are no policy implications.

FINANCIAL CONSIDERATIONS

There are no financial considerations associated with this report.

CONCLUSION

The year to year comparison of the performance measures can be a great tool to see how departments are functioning in respect to efficiency and effectiveness internally,

and to encourage discussion with Council and Management. Consideration must be taken for the various changes to the calculations over the years.

Both effectiveness and efficiency measures are important in determining the successfulness of the City's service delivery. Without effectiveness the lowest cost per unit would always appear as the best option regardless of how well the services were meeting the expectations of the public, Council and City staff.



L. Ferguson
Supervisor of Accounting Services



D. Cyr
Director of Finance



B. Casselman
City Manager



CITY OF BROCKVILLE

2011 MUNICIPAL PERFORMANCE MEASUREMENTS

Solid Waste (Garbage) Services	
• Operating costs for garbage collection per tonne	\$176.68
• Operating costs for garbage disposal per tonne	\$67.78
• Operating costs for solid waste diversion per tonne	\$115.76
• Average operating costs for solid waste management per tonne	\$182.39
• Number of complaints received concerning the collection of garbage and recycled material per 1000 households	2.560
• Total number of solid waste management sites owned by the municipality with a Ministry of Environment Certificate of Approval	2
• Number of days per year when a Ministry of Environment compliance order for remediation was in effect for a municipal owned solid waste management facility.	0
• Percentage of residential solid waste diverted to recycling programs	43.1%
Storm Water	
• Operating costs for urban storm water management per km of drainage system	\$3,245.61
• Operating costs for rural storm water management per km of drainage system	\$1,318.44
Wastewater (Sewage) Services	
• Operating costs for wastewater collection per km of wastewater main	\$2,654.15
• Operating costs for wastewater treatment & disposal per megalitre	\$455.47
• Operating costs for collection, treatment and disposal of wastewater per megalitre	\$499.24
• Number of wastewater main back-ups per 100 km of wastewater main	7.0796%
• Percentage of wastewater estimated to have by-passed treatment	0.605%
Drinking Water Services	
• Operating costs for drinking water treatment per megalitre	\$360.85
• Operating costs for drinking water distribution per km of water distribution pipe	\$11,509.25
• Operating costs for treatment and distribution of drinking water per megalitre	\$698.81
• Weighted days a year boil water advisories were in effect in the service area	0.00
• Number of water main breaks per 100 km of water distribution pipe	16.6667
Road Services	
• Operating costs for paved (hard top) roads per lane km	\$467.32
• Operating costs for winter maintenance of roadways per lane km	\$2,835.24
• Operating costs for bridges and culverts per square metre of surface area	\$25.08
• Percentage of paved lane kilometres where the condition is rated as good to very good	54.9%
• Percentage of bridges and culverts that were rated good to very good condition	68.3%
• Percentage of winter events where the response met or exceeded locally determined road maintenance standards	100.00%
Transit Services	
• Number of conventional transit passenger trips per person in the service area	6.13
• Operating costs for conventional transit per regular service passenger trip	\$5.74
Parks and Recreation Services	

• Operating costs for parks per person	\$76.12
• Operating costs for recreation programs per person	\$3.24
• Operating costs for recreation facilities per person	\$59.01
• Operating costs for parks, recreation programs and recreation facilities per person	\$138.37
• Hectares of open space per 1,000 persons	11.404
• Total kilometres of trails per 1,000 persons	0.417
• Total participant hours for recreation programs per 1,000 persons	0
• Square metres of built structures for recreation facility space	7,665
• Square metres of outdoor recreation facilities and spaces with controlled access	2,015
• Square metres of recreation facility space per 1,000 persons	399.136
• Square metres of outdoor recreation facility space per 1,000 persons	104.926
Library Services	
• Operating costs for library services per person	\$42.01
• Operating costs for library services per use	\$1.31
• Total Library uses	616,615
• Library uses per person	32.109
• Electronic library uses as a percentage of total library uses	39.1%
• Non-electronic library uses as a percentage of total library uses	60.9%
Fire Services	
• Operating costs for fire services per \$1,000 of assessment	\$2.90
Land Use Planning Services	
• Percentage of new residential units located within settlement areas**	100%
• Number of residential units in new detached houses (using building permit information)**	20
• Number of residential units in new semi-detached houses (using building permit information)**	6
• Number of residential units in new row houses (using building permit information)**	23
• Number of residential units in new apartments/condos (using building permit information)**	124
• Number of hectares of land originally designated for agricultural purposes which was re-designated during the reporting year	None
• Hectares of land in settlement area as of December 31 of reporting year	2,025
• Percentage change in the size of the settlement area relative to the base year of 2004	0%
• Costs for Building Permits and Inspection Services per construction activity/\$1,000	\$8.25
Local Government Services	
• Operating costs for municipal administration as a percentage of the total municipal operating costs **	3.4%
Police Services	
• Operating costs for police services per person	\$444.13
• Violent crime rate per 1000 people	11.716
• Property crime rate per 1000 people	41.033
• Crime rate for Other Criminal Code offences excluding traffic per 1000 people	39.575
• Total crime rate for Criminal Code offences excluding traffic per 1000 people	92.325
• Youth crimes per 1000 youths	117.994

More detailed information can be obtained from the City of Brockville, Treasurer's Office.
 Costs are based upon operating costs and do not include amortization or long term debt interest.



**MUNICIPAL PERFORMANCE MEASUREMENTS
FOR THE CITY OF BROCKVILLE**

	2009 Before LTD Interest and Amortization	2009 After LTD Interest and Amortization	2010 Before LTD Interest and Amortization	2010 After LTD Interest and Amortization	2011 Before LTD Interest and Amortization	2011 After LTD Interest and Amortization	COMMENTS
GENERAL GOVERNMENT							
Operating costs for governance and corporate management as a % of total municipal operating costs	1.90%	2.00%	2.60%	2.40%	3.40%	3.20%	Changes in 2009 made the total municipal operating cost larger resulting in a smaller percentage
FIRE SERVICES							
Operating costs for fire services per \$1,000 of assessment	\$ 2.72	\$ 2.83	\$ 3.33	\$ 3.43	\$ 2.90	\$ 3.00	2010 Fire wages included a year end accrual for \$1 million in future costs associated with WSIB claims.
POLICE SERVICES							
Operating costs for police services per person	\$ 389.19	\$ 396.61	\$ 405.80	\$ 413.83	\$ 444.13	\$ 452.74	2009 Court Security not included in total policing costs
Violent crime rate per 1000 people	12.338	n/a	117.68	n/a	11.716	n/a	2010 should be 13.122
Property crime rate per 1000 people	46.947	n/a	53.22	n/a	41.033	n/a	
Crime rate for Other Criminal Code offences (excluding traffic) per 1000 people	47.522	n/a	46.058	n/a	39.575	n/a	
Total crimes (Criminal Code offences, excluding traffic) per 1000 people	106.807	n/a	216.959	n/a	92.325	n/a	
Youth crime rate per 1,000 youths	211.138	n/a	157.895	n/a	117.994	n/a	
BUILDING PERMITS AND INSPECTIONS SERVICES							
Operating costs for building permits and Inspection services per \$1,000 of construction activity (based on permits issued)				NEW 2011	\$ 8.25	\$ 8.25	No amortization or long term interest are allocated to building permits and inspections
ROADWAYS							
Operating costs for paved (hard top) roads per lane kilometre	\$ 1,215.08	\$ 4,233.13	\$ 2,736.21	\$ 5,574.94	\$ 467.32	\$ 3,300.23	2009 Roadside maintenance and bridges and culverts not included in paved roads in 2010 the credit for interfunctional charges of \$629,221 was allocated to Roadside Maintenance, in error, in 2011 it is allocated to Paved Roads, a total of \$634,201 2010 would have been \$431.36 and \$3,270.10 respectively
Operating costs for unpaved (loose top) roads per lane kilometre							
Bridges and Culverts Operating costs/total costs per square metre of surface	7.15	13.79	7.22	13.86	25.08	31.72	New in 2009
Operating costs for winter maintenance of roadways per lane kilometre	\$ 2,724.14	\$ 3,021.32	\$ 2,119.72	\$ 2,358.60	\$ 2,835.24	\$ 3,092.55	
Percentage of paved lane km rated as good to very good	67.80%	n/a	62.30%	n/a	54.90%	n/a	
Percentage of bridges and culverts where the condition is rated as good to very good	75.60%	n/a	75.60%	n/a	68.30%	n/a	
Percentage of winter event responses to weather condition that met or exceeded municipal standards	100.00%	n/a	100.00%	n/a	100.00%	n/a	



**MUNICIPAL PERFORMANCE MEASUREMENTS
FOR THE CITY OF BROCKVILLE**

	2009 Before LTD Interest and Amortization	2009 After LTD Interest and Amortization	2010 Before LTD Interest and Amortization	2010 After LTD Interest and Amortization	2011 Before LTD Interest and Amortization	2011 After LTD Interest and Amortization	COMMENTS
TRANSIT							
Operating Costs for conventional transit per regular service passenger trip							
	\$ 6.14	\$ 6.90	\$ 5.80	\$ 6.58	\$ 5.74	\$ 6.45	
Number of conventional public transit use per capita	5.01	n/a	5.40	n/a	6.13	n/a	
WASTEWATER							
Operating costs for the collection of wastewater per kilometre of wastewater main							
	\$ 2,871.16	\$ 3,654.92	\$ 2,625.51	\$ 3,555.88	\$ 2,654.15	\$ 3,567.01	
Operating costs for the treatment and disposal of wastewater per megalitre	\$ 434.31	\$ 453.13	\$ 450.86	\$ 470.80	\$ 455.47	\$ 476.14	
Operating costs for the collection, treatment and disposal of wastewater per megalitre	\$ 482.94	\$ 515.04	\$ 496.51	\$ 532.64	\$ 499.24	\$ 534.97	
Wastewater main back-ups per 100 km of main	4.4248	n/a	3.5398	n/a	7.0796	n/a	
Percentage of wastewater estimated to have by-passed treatment	0.000%	n/a	1.137%	n/a	0.605%	n/a	
STORM WATER							
<u>Urban Storm Water</u>							
Operating Costs for urban storm water management (collection, treatment, disposal) per km of drainage system							
	\$ 3,676.19	\$ 4,743.05	\$ 3,393.60	\$ 4,523.51	\$ 3,245.61	\$ 4,386.86	
Operating costs for rural storm water management (collection, treatment, disposal) per km of drainage system							
	\$ 1,349.71	\$ 1,349.71	\$ 1,557.73	\$ 1,557.73	\$ 1,318.44	\$ 1,318.44	No Amortization as the Assets are older and totally amortized.
WATER							
Operating costs for the treatment of drinking water per megalitre							
	\$ 370.10	\$ 412.39	\$ 383.88	\$ 430.19	\$ 360.85	\$ 407.59	
Operating costs for the distribution of drinking water per kilometre of water distribution pipe	\$ 11,923.80	\$ 13,204.53	\$ 11,263.06	\$ 12,812.60	\$ 11,509.25	\$ 13,056.49	
Operating costs for the treatment and distribution of drinking water per megalitre	\$ 716.91	\$ 796.46	\$ 727.61	\$ 821.21	\$ 698.81	\$ 790.98	
Weighted days a year boil water advisories were in effect in the service area	0	n/a	0	n/a	0	n/a	
Number of water main breaks per 100 km of water main	11.9048	n/a	14.2857	n/a	16.6667	n/a	
SOLID WASTE SERVICES							
(Garbage)							



**MUNICIPAL PERFORMANCE MEASUREMENTS
FOR THE CITY OF BROCKVILLE**

	2009 Before LTD Interest and Amortization	2009 After LTD Interest and Amortization	2010 Before LTD Interest and Amortization	2010 After LTD Interest and Amortization	2011 Before LTD Interest and Amortization	2011 After LTD Interest and Amortization	COMMENTS
Operating costs for garbage collection per tonne	\$ 85.26	\$ 85.33	\$ 87.23	\$ 87.30	\$ 176.68	\$ 176.75	
Operating costs for garbage disposal per tonne	\$ 114.73	\$ 125.28	\$ 100.26	\$ 107.83	\$ 67.78	\$ 72.37	
Operating costs for solid waste diversion per tonne	\$116.40	\$117.09	\$126.65	\$127.42	\$115.76	\$116.51	Household Hazardous Waste Day was held in 2003 and is normally held on a bi-annual basis. As such, this will affect this calculation in alternating years due to the increase in the denominator of the calculation (total tonnes diverted from All Property Classes)
Average operating costs for solid waste management (collection, disposal and diversion) per tonne	\$158.63	\$164.79	\$158.26	\$162.99	\$182.39	\$185.37	
Number of complaints received concerning collection of garbage and recycled material per 1000 households	4.9680	n/a	3.4290	n/a	2.5600	n/a	
Number of days per year when a Ministry of Environment compliance was in effect for a solid waste facility	0	n/a	0	n/a	0	n/a	
Residential solid waste diverted to recycling programs (%)	44.80%	n/a	42.30%	n/a	43.10%	n/a	
PARKS & RECREATION							
Operating costs for parks per person	\$ 74.52	\$ 78.22	\$ 73.62	\$ 77.49	\$ 76.12	\$ 80.36	
Operating costs for recreation programs per person	\$ 1.44	\$ 1.44	\$ 2.52	\$ 2.52	\$ 3.24	\$ 3.24	
Operating costs for recreation facilities per person	\$ 66.33	\$ 70.85	\$ 109.79	\$ 118.67	\$ 59.01	\$ 68.24	
Operating Costs for parks, recreation programs and recreation facilities per person (subtotal)	\$ 142.29	\$ 150.51	\$ 185.93	\$ 198.68	\$ 138.37	\$ 151.84	
Hectares of open space per 1,000 persons	11.449	n/a	11.449	n/a	11.404	n/a	
Total kilometres of trails per 1,000 persons	0.418	n/a	0.418	n/a	0.417	n/a	
Participant Hours for Recreation Programs:							
Total hours for registered programs							
Total hours for drop-in programs							
Total hours for permitted programs							
Total participant hours for recreation programs per 1,000 persons							
Recreation Facility Space:							
Square meters of built structures	7,665	n/a	7,665	n/a	7,665	n/a	
Square metres of outdoor recreation facilities and spaces with controlled access	2,015	n/a	2,015	n/a	2,015	n/a	
Square meters of recreation facility space per 1,000 persons	400.721	n/a	400.721	n/a	399.136	n/a	
Square meters of outdoor recreation facility space per 100 persons	105.343	n/a	105.343	n/a	104.926	n/a	



**MUNICIPAL PERFORMANCE MEASUREMENTS
FOR THE CITY OF BROCKVILLE**

	2009 Before LTD Interest and Amortization	2009 After LTD Interest and Amortization	2010 Before LTD Interest and Amortization	2010 After LTD Interest and Amortization	2011 Before LTD Interest and Amortization	2011 After LTD Interest and Amortization	COMMENTS
LIBRARY SERVICES							
Operating costs for library services per person	\$ 40.79	\$ 41.20	\$ 43.25	\$ 43.66	\$ 42.01	\$ 42.42	
Operating costs for library services per use	\$ 1.46	\$ 1.48	\$ 0.76	\$ 0.77	\$ 1.31	\$ 1.32	
Total library uses for your municipality only	532,636	n/a	1,083,811	n/a	616,615	n/a	
Library uses per person	27.846	n/a	56.661	n/a	32.109	n/a	
Electronic library uses as a % of total library uses	27.00%	n/a	61.10%	n/a	39.10%	n/a	
Non-electronic library uses as a % of total library uses	73.00%	n/a	38.90%	n/a	60.90%	n/a	
LAND USE PLANNING							
Number of residential units in new detached houses (using building permit information)	13	n/a	24	n/a	20	n/a	
Number of units in new semi-detached houses (using building permit information)	2	n/a	5	n/a	6	n/a	
Number of residential units in row houses (using building permit information)	4	n/a	8	n/a	23	n/a	
Number of residential unites in new apartments/condo apartments(using building permit information)	0	n/a	0	n/a	124	n/a	
Percentage of new lots, blocks and/or units with final approval which are located within settlement areas	100%	n/a	100%	n/a	100%	n/a	
Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year	not applicable	not applicable	not applicable	not applicable	not applicable	not applicable	
Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000	not applicable	not applicable	not applicable	not applicable	not applicable	not applicable	
Number of hectares of land originally designated for agricultural pruposes which was redesignated for other uses during the reporting year	0	0	0	0	0	0	
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000	0	0	0	0	0	0	
Hectares of land in the settlement area as of December 31 of the reporting year	2,025	n/a	2,025	n/a	2,025	n/a	
Percentage change in the size of the settlement area relative to the base year of 2004	0%	n/a	0%	n/a	0%	n/a	

OCTOBER 10, 2012

REPORT TO FINANCE, ADMIN. AND OPERATIONS COMMITTEE – OCTOBER 16, 2012

2012-168-10

**PROPOSED NEW BY-LAW TO
REGULATE RESIDENTIAL
SOLID WASTE MANAGEMENT**

**P. RAABE, P.ENG.
DIRECTOR OF ENVIRONMENTAL SERVICES
C. WOOD
SOLID WASTE OFFICER**

RECOMMENDATION

THAT By-law 94-2000, a By-law to Regulate the Collection, Removal and Disposal of Municipal Solid Waste be repealed in its entirety and that a new By-law to Regulate Residential Solid Waste Management be created and;

THAT the new by-law come into effect November 5, 2012.

PURPOSE

The purpose of this report is to remove the City's existing By-law 94-2000 and replace it with a new one to reflect the changes being made as a result of entering into a solid waste management services contract with a new contractor, Green For Life (GFL) and to keep current with standard solid waste practices and policies.

BACKGROUND

The City's current Solid Waste Management Services contract expired on December 31, 2011. The City extended this contract with BFI for an additional 6 months (end of June 30, 2012) and again to November 2, 2012 to participate with the Counties on the Leeds and Grenville Counties Waste Management Services RFP.

In June 2012, Council agreed to enter into a 10 year contract with GFL to provide the City with solid waste management services.

ANALYSIS

Effective November 5, 2012, GFL will assume these duties from the City's existing contractor. With the change in contractor come some minor changes in how the service is to be provided and as a result it is recommend that the existing by-law be replaced and that the new by-law reflect these changes. As well, staff has taken this opportunity to update the document to current industry standards. The following is a list of changes between the City's existing by-law and new by-law:

- Additional definitions added
- Minor clarifications made within the body of the by-law
- Household appliances, tires, e-waste and MHSW added to non-collectable items

(Section 3)

- Recycling changes to single stream, as opposed to split stream
- Addition of Schedule D for e-waste items
- Removal of Schedule for Transfer Fees

POLICY IMPLICATIONS

None.

FINANCIAL CONSIDERATIONS

None.

CONCLUSION

It is recommended that City By-law 94-2000 be repealed in its entirety and that a new by-law be created and come into effect November 5, 2012.

Chris Wood
C. Wood
Solid Waste Officer

Peter Raabe.
P. Raabe, P.Eng.
Director of Environmental Services

Donna Cyr
D. Cyr
Director of Finance

B. Casselman
B. Casselman
City Manager



**A By-Law of the
Corporation of the City of Brockville
to Regulate Residential
Solid Waste Management
In The City of Brockville
By-Law No. XXX-2012**

Enacted by Council October 23, 2012

TABLE OF CONTENTS

	Page
Section 1 Definitions	1
Section 2 Administration	4
Section 3 Non-Collectible Municipal Solid Waste	5
Section 4 Containers	6
Section 5 Preparation of Municipal Solid Waste	7
Section 6 Preparation of Source Separated Recyclables	8
Section 7 Placing Garbage and Recycling Containers for Collection by the Corporation	9
Section 8 Other Collectible Material	10
Section 9 Throwing of Municipal Solid Waste and Source Separated Recyclables on Roadways	10
Section 10 Private Property, Corporation Property or Local Board Property	10
Section 11 Municipal Transfer Station	11
Section 12 Recovery of Costs	11
Section 13 Repeal	11
Section 14 Penalty for Violation	11
Section 15 Prohibition Order	11
Section 16 Severability	12
Section 17 Effective Date	12
Schedule A Curbside Garbage Collection Regulations	13
Schedule B Curbside Recycling Collection	14
Schedule C Curbside Large Item Collection	16
Schedule D E-Waste Items	17

THE CORPORATION OF THE CITY OF BROCKVILLE

By-law Number XXX-2012

A By-law to Regulate Residential Solid Waste Management in the City of Brockville

WHEREAS the Corporation of the City of Brockville is empowered to enact said By-law under the authority of the *Municipal Act, 2001*, Section 127 . and amendments thereto; and

WHERAS it has been deemed expedient by the Council of the Corporation of the City of Brockville to regulate the collection, removal and disposal or diversion of municipal solid waste in the City of Brockville.

WHEREAS the Council of the Corporation of the City of Brockville has deemed it necessary to repeal By-Law 94-2000 and any amendments thereto.

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE CITY OF BROCKVILLE ENACTS AS FOLLOWS:

1. DEFINITIONS

In this By-Law:

- 1.1 "Ashes" means the cold residue from the burning of any household fuel, after such fuel has been consumed by fire, which would normally accumulate at a dwelling;
- 1.2 "Brush" means sticks and branches from trees or shrubs in excess of 30 cm. (1 foot) in length and 1.2 cm. (1/2 inch) in diameter.
- 1.3 "Curbside Recycling" means the collection by the City, of source-separated recyclables ,at the curb of the property they were generated.;
- 1.4 "City" or "Corporation" means the Corporation of the City of Brockville;
- 1.5 "Commercial Use" means the use of land, buildings or structures for the purpose of buying and/or selling of commodities or supplying of services at retail or wholesale;
- 1.6 "Composting" means the breaking down of organic matter by aerobic micro-organisms into a beneficial soil additive which enhances water retention capabilities and porosity of the amended soil.
- 1.7 "Construction or Demolition Waste" means waste which results from the erection, alteration or demolition of any building or part thereof,

including earth or stone from excavations;

- 1.8 "Designated Officer" means the solid Waste Officer or such other person as may be authorized by said Solid Waste Officer to exercise some or all of the powers vested in him by this By-Law;
- 1.9 "Disposal" means destruction of waste materials by depositing in landfill or incinerating;
- 1.10 "Diversion" means the re-direction of waste from disposal to some higher end-use of the material, such as re-using, recycling, composting, etc.
- 1.11 "Dwelling Unit" means a suite or two or more rooms, designed or intended for use by one group of persons only, in which sanitary conveniences are provided and in which facilities are provide for cooking, and with a private entrance from outside the building, or from a common hallway or stairway inside;
- 1.12 "e-waste" means electronic waste as defined by the Ontario Electronics Stewardship Program under the province of Ontario's Waste Diversion Act. (See Schedule D)
- 1.13 "Garbage" means waste sent for disposal, which would normally accumulate at a residential dwelling unit or room in a rooming house and includes food, fruit skins, rubbish, discarded materials, clothing, waste paper, crockery and glassware, non-recyclable bottles and cans, and other articles as would normally be thrown away or rejected, but shall not include e-waste, household hazardous waste or weighty or bulky articles such as automobile parts, tires, stoves, furnaces, bed springs, mattresses, furniture, boxes, barrels, earth, stones, trees and water or fuel tanks. This material shall be prepared for collection in accordance with the Garbage Collection Regulations as outlined in Schedule "A" which is attached to and forms part of this by-law.
- 1.14 "Garden Waste" means the waste material from gardens, consisting of, dead branches, weeds, plants, or other similar material
- 1.15 "Hazardous Waste" means a waste that is a hazardous industrial waste, acute hazardous waste chemical, hazardous waste chemical, severely toxic waste, ignitable waste, corrosive waste, reactive waste, radioactive waste, pathological waste, leachate toxic waste, or PCB waste, all as defined in Regulation 347, of the Revised Regulations of Ontario 1990 of the Environmental Protection Act, and current amendments thereto;

- 1.16 "Industrial Waste" means all waste materials which are a by-product of or result from manufacturing processes at an industrial or commercial site, including garages and service stations;
- 1.17 "Leaf & Yard Waste" means fallen leaves and garden waste, but excludes grass, sod, fruit or food crops, brush, or any other organic product generated in a yard which may in the opinion of the city generate, or have the potential to generate, significant odours when being processed into compost at the municipal composting facility.
- 1.18 "Multiple Dwelling Unit" means any building or place occupied or used as a place of abode in which more than two families dwell or live or which contains more than two separate places of dwelling or living;
- 1.19 "Municipal Solid Waste" means ashes, garbage, tradewaste or any other waste, but excludes liquid or solid industrial or hazardous waste, or any other waste as may be designated from time to time by the Corporation;
- 1.20 "Recycling" means the separation of waste and its reintroduction into the production process;
- 1.21 "Recycling Container" means a plastic receptacle manufactured and commercially available for the use of collection of source separated recyclables.
- 1.22 "Garbage Container" means:
- i) covered plastic or metal receptacles with handles, to a maximum capacity of 98.4 litres (26 gallons). Garbage must not protrude above the top of the walls of the container and must not exceed 995 kg (50 lbs) in weight; **or**
 - ii) disposable plastic bags securely tied, to a maximum width of 66 cm (26") and a maximum height of 91 cm (36"). Bags must not exceed 22.5 kg (50 lbs) in weight. ; **or**
 - iii) hedge and brush trimmings must be securely tied in bundles not weighing more than 22.5 kg (50 lbs) and in lengths no longer than 1.2 metres (4 feet).
- 1.23 "Room in a Rooming House" means a room designated or intended for use by one or more persons, in which sanitary facilities or cooking facilities are not provided, and with private entrances from outside the building, or from a common hallway or stairway inside;

- 1.24 "Scavenge" means the un-controlled and/or un-authorized (by the designated officer) removal of any material set out at the curb for collection by the City;
- 1.25 "Source Separated Recyclables" means materials that have been purposely separated from municipal solid waste into specific material types at the point of generation. This material shall be prepared designated as part of the Curbside Recycling Program and shall be for curbside collection in accordance with the current recycling collection regulations as outlined in Schedule "B" which is attached to and forms part of this By-Law.
- 1.26 "Street" means a public highway which affords the principal means of access to abutting lots;
- 1.27 "Tradewaste" means waste which would normally accumulate in a public institution, shop, store, restaurant, business or commercial use building, but shall not include weighty or bulky articles such as automobile parts, tires, stoves, furnaces, bed springs, mattresses, furniture, boxes, barrels, earth, stones, trees, water or fuel tanks or industrial waste;
- 1.28 "Waste" means anything thrown away or rejected as being worthless or useless.

2. ADMINISTRATION

- 2.1 The Corporation shall operate systems for the collection at street curbside, removal and disposal or recycling of municipal solid waste, leaf & yard waste and source separated recyclables in accordance with the provisions of this By-Law, as well as applicable provincial and Federal regulations, and/or any agreement which might be entered into between property developers and the Corporation.
- 2.2 It shall be the duty of the designated Officer to administer and enforce the provisions of this By-Law and for the purpose may:
- i) Divide the City of Brockville into collection zones
 - ii) Designate a particular day(s) of the week for collection of waste, leaf & yardwaste and source separated recyclables for disposal, composting or recycling in each collection zone; and
 - iii) From time to time alter the boundaries of each of the collection zones and notify the public of such changes in boundaries.

- iv) Determine collection points and methods for municipal waste collection
 - v) Carry out necessary communications and enforcement activities to ensure compliance with program objectives.
- 2.3 The Corporation shall provide all necessary equipment and labour for the prompt and satisfactory removal of municipal solid waste, leaf & yardwaste and source separated recyclables as set out in the provisions of this By-Law. The number of receptacles/bundles collected from each unit, the number of collections per week and the days and time that such collections shall be made from each applicable building shall be designated by the Corporation, but in no case shall collection of municipal solid waste be less than once in each week;
- 2.4 Municipal solid waste in excess of the weekly receptacle/bundle allowable limit will be removed for disposal, provided such additional receptacles/bundles display the appropriate bag tag. The fee established for this supplemental service will be established annually by the "By-law to Establish Solid Waste Fees."
- 2.5 The service authorized by this By-Law shall not be made available, except by agreement, to any land or building owned or leased and occupied by the Federal or Provincial Government. The service authorized by this By-Law shall not be made available except by agreement to any land or building owned or leased and utilized as multiple dwelling units or for any industrial/commercial/institutional purpose except a church or religious institution, which is exempt from a payment of municipal taxes other than local improvement and water rates.

3. NON-COLLECTIBLE MUNICIPAL SOLID WASTE

The Corporation will neither provide nor operate a system for the collection or removal of the following types of material:

- 3.1 Industrial waste;
- 3.2 Hazardous waste, except for the operation from time to time of a Household Special Waste Day system for the disposal of domestically produced hazardous waste;
- 3.3 Any condemned, abandoned or rejected product, by-product or stock of any wholesale or retail establishment;

- 3.4 Household Appliances
- 3.4 Highly combustible or explosive material, such as floor sandings, celluloid cuttings, motion picture film, fine sawdust, oil or gasoline soaked rags, gas containers, ammunition, dynamite or other explosive matter, chemicals, acids or their residues, derivatives or by-products;
- 3.5 Liquid waste, whether or not in a container;
- 3.6 Construction or demolition waste;
- 3.7 Any material frozen or stuck to a receptacle which cannot be removed by shaking;
- 3.8 Any waste that has not been placed for collection in conformance with the provisions of this By-Law;
- 3.9 Manure, feces, (human or animal), or animal carcasses;
- 3.10 Pathogenic waste such as dressings, bandages or other infected materials from hospitals or offices of physicians, surgeons, dentists and veterinarians;
- 3.11 Sheet iron, scrap metal, engines and engine parts or car bodies;
- 3.12 Earth, sand, stone, concrete, asphalt, trees or stumps; or
- 3.13 The following materials designated for diversion by the Ministry of Environment, (Province of Ontario) under the Waste Diversion Act, including tires, e-waste (Schedule D), or household hazardous waste.
- 3.14 Any other material that in the opinion of the Designated Officer is detrimental to the collection process or health and safety of any workers involved in collection or processing of the material;

4. CONTAINERS

- 4.1 Every occupant of a unit from which municipal solid waste and/or source separated recyclables are to be collected shall provide and maintain in good repair and sanitary condition, sufficient garbage and recycling containers to hold his/her municipal solid waste, leaf and yardwaste and source separated recyclables adequately in the opinion of the designated officer.
 - 4.2 The owner and/or person in charge of every multiple unit building from which municipal solid waste and/or source separated recyclables is to
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be collected shall be responsible for providing adequate weather resistant indoor or outdoor storage facilities for all municipal solid waste and/or source separated recyclables generated within the building between curbside collection dates, in accordance with all City by-laws, and shall be responsible for the placement curbside of garbage and recycling containers for collection in accordance with this by-law.

- 4.3 Each garbage container when full shall not weigh in excess of 22.5 kg (50 lbs) including the weight of the container.
- 4.4 Every householder and every occupant of any building or part thereof and the owner and/or person in charge of every multiple unit building shall deposit at the curbside for removal or cause to be removed, all municipal solid waste from the premises, at least once in every seven days,
- 4.5 Source separated recyclable materials may be accumulated until such time as the container provide for such service is suitably filled and placed curbside for collection, in accordance with the provisions of this by-law. Collection of all recyclables shall be weekly.
- 4.6 Collection of leaf and yardwaste will be twice per year, two separate weeks in the autumn as prescribed by the designated officer.
- 4.7 No person shall pick over, interfere with, disturb, remove or scatter any municipal solid waste, leaf & yardwaste or source separated recyclables placed curbside for collection, unless authorized in writing by the designated officer to do so.
- 4.8 No person shall permit any animal owned by him/her or under his/her control to pick over, interfere with, disturb, remove or scatter any municipal solid waste and source separated recyclables placed curbside for collection.
- 4.9 No person shall scavenge material that has been set out at the curb for collection by the city, unless authorized in writing by the designated officer to do so.

5. PREPARATION OF MUNICIPAL SOLID WASTE

- 5.1 All municipal solid waste shall be prepared for collection in accordance with the regulations outlined in Schedule "A" which is attached to and forms part of this by-law.

- 5.2 All municipal solid waste shall be drained and placed in a container used solely for that purpose. Garbage containers shall conform as follows:
 - i) Containers shall not be filled to such a level that the top will not fit properly thereon; and
 - ii) Plastic bags used as containers must be securely tied when placed for collection.
 - iii) Weight of the Garbage and container is not to exceed 22.5 kg (50 lbs)
- 5.3 Ashes, when placed for collection, shall be cold and not pose any fire hazard.
- 5.4 Brush, clippings from trees and shrubs, garden waste and other waste shall be compacted and tied in bundles of not more than 1.2 meters (4 feet) in length or placed in containers, and in no case shall the bundle or container weigh in excess of 22.5 kg (50 lbs)..
- 5.5 All waste, except the materials described in subsection 3 above, shall be placed in the proper garbage container as required in this By-Law
- 5.6 The Corporation or its contractor reserves the right to refuse collection of any waste not prepared in conformance with this By-Law and such waste shall be removed from the street by the householder, owner, occupant or person in charge by the time specified by the Corporation.
- 5.7 No person employed by the Corporation or its contractor shall solicit or accept a gratuity for any work done by him in connection with this By-Law.

6. PREPARATION OF SOURCE SEPARATED RECYCLABLES

- 6.1 All source separated recyclables shall be prepared for collection in accordance with the regulations as outlined in Schedule "B" which is attached to and forms part of this By-Law.
 - 6.2 The Corporation or its contractor reserves the right to refuse collection of any source separated recyclables not prepared in conformance with this By-Law and such source separated recyclables shall be removed from the street by the householder, owner, occupant or person in charge by the time specified by the Corporation.
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7. PLACING GARBAGE AND RECYCLING CONTAINERS FOR COLLECTION BY THE CORPORATION

- 7.1 Containers and bundles placed for collection shall be placed as close to the street curb as possible without obstructing the roadway or sidewalk as determined by the designated officer.
 - 7.2 The Designated Officer shall have the power to designate the precise point at which the containers or bundles of municipal solid waste and source separated recyclables shall be placed for collection.
 - 7.2 No person shall place garbage and recycling containers on the traveled portion of a street or any other area which is used by vehicles.
 - 7.3 No person shall place any Containers or bundles of municipal solid waste, leaf and yardwaste and/or source separated recyclables on top of snow-banks or other areas, where access by the collection staff may be considered a health and safety risk.
 - 7.4 Municipal solid waste, leaf and yardwaste and/or source separated recyclables shall not be placed on sidewalks without permission from the Designated Officer
 - 7.5 Containers and bundles of municipal solid waste, leaf and yardwaste and/or source separated recyclables shall be set out for the collection on such days and hours as are determined by the Designated Officer
 - 7.6 No person shall place any container or bundle of municipal solid waste, leaf and yardwaste and/or source separated recyclables on the street on any other day or times not designated by this by-law.
 - 7.7 No person, unless authorized by the Designated Officer, shall pick over, interfere with, disturb, remove or scatter any municipal solid waste and/or source separated recyclables or any article placed on the street for removal, whether contained in containers or otherwise;
 - 7.8 The owner and/or person in charge of any unit shall be responsible for maintaining municipal solid waste, leaf and yardwaste and/or source separated recyclables in good condition until such time as the material is collected by the Corporation.
 - 7.9 No person shall place any municipal solid waste, leaf and yardwaste and/or source separated recyclables for collection before the hour of 5:00 a.m. and no later than the hour of 7:00 a.m. on the day of collection, nor fail to remove containers or any ineligible uncollected
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material by 8:00 p.m. on the day of collection.

- 7.10 No person shall place for collection any municipal solid waste, leaf and yardwaste and/or source separated recyclables in front of any unit save and except the address at which the material was generated, unless authorized by the designated officer.
- 7.11 Municipal solid waste and source separated recyclables shall be placed curbside for collection in accordance with the regulations as outlined in Schedules "A" and "B" respectively which are attached to form part of this by-law.

8. OTHER COLLECTIBLE MATERIAL

- 8.1 The following material or items shall be collected from time to time and in such manner as prescribed by the Designated Officer:
 - i) Leaf & yardwaste in Corporation approved containers;
 - ii) Christmas trees;
 - iii) Material in excess of that otherwise collectible under the By-Law, during weeks and times designated by the Corporation each year, such material to include weighty or bulk articles such as mattresses, furniture, etc. The fee established for this supplemental service will be established annually by the "By-law to Establish Solid Waste Fees."

Material placed curbside for collection shall be prepared for collection in accordance with the regulations outlined in Schedule "C" which is attached to and forms part of this by-law.

9. THROWING OF MUNICIPAL SOLID WASTE AND SOURCE SEPARATED RECYCLABLES ON ROADWAYS

- 9.1 No person shall throw, cast, deposit or direct, suffer to permit any servant, agent or employee to throw, cast or deposit any municipal solid waste or source separated recyclables on or in any City street

10. PRIVATE PROPERTY, CORPORATION PROPERTY OR LOCAL BOARD PROPERTY

- 10.1 No person shall throw, place or deposit any municipal solid waste, leaf and yardwaste and/or source separated recyclables or tradewaste on any private property, or on any Corporation property or local board

property, within the City of Brockville.

11. MUNICIPAL TRANSFER STATION

- 11.1 The Corporation shall operate a Municipal Transfer Station for the purpose of processing, transporting and disposing of residential municipal solid waste and processing and transporting to market residential source separated recyclables originating from private residential dwelling units in accordance with the regulations outlined in this By-Law.
- 11.2 No person shall transport residential municipal solid waste or residential source separated recyclables to the transfer station unless the vehicle used for such transportation has an enclosed body or a covering securely fastened to the body of the vehicle to prevent scattering of the municipal solid waste or source separated recyclables.
- 11.3 Persons transporting materials to the transfer station must comply with all applicable federal and provincial regulations concerning the materials transported and the vehicle use to do so.

12. RECOVERY OF COSTS

- 12.1 Where the City of Brockville undertakes or causes to be undertaken work or works to remedy any violation of this by-law, the City of Brockville may recover the expense incurred by such action, or the expense may be recovered in like manner of taxes in accordance with Section 326 of the Municipal Act R.S.O. 1990, Chapter M.45.

13. REPEAL OF BY-LAW 94-2000

- 13.1 By-Law 94-2000 known as a by-law to regulate the collection, removal and disposal of municipal solid waste in the City of Brockville as amended is hereby repealed.

14. PENALTY FOR VIOLATION

- 14.1 Any person, firm or corporation found to be in contravention of any of the provisions of this by-law shall, upon conviction, be liable to a fine, as provided for in the Provincial Offences Act.

15. PROHIBITION ORDER

- 15.1 When a person has been convicted of an offence under this By-law:

- I) The Ontario Court (Provincial Division) of the Judicial District of Leeds & Grenville or any court of competent jurisdiction thereafter; may, in addition to any other penalty imposed on the person convicted, issue an order prohibiting the continuation or repetition of the offence or the doing of any act or thing by the person convicted directed toward the continuation or repetition of the offence.

16. SEVERABILITY

- 16.1 If a court or tribunal of competent jurisdiction declares any portion of this by-law to be illegal or unenforceable, that portion of this by-law shall be considered to be severed from the balance of the by-law, which shall continue to operate in full force and effect.

17. EFFECTIVE DATE

- 17.1 This By-law shall become effective November 5, 2012.

Given under the seal of the Corporation of the City of Brockville this
23rd day of October, 2012.

Mayor

City Clerk

Schedule A

Curbside Garbage Collection Regulations

This service is available to eligible residential properties only.

To improve garbage collection services, homeowners are requested to adhere to the following regulations as stipulated in City of Brockville By-Law # xx-xxx

1. Place garbage curbside no earlier than 5:00 a.m. and no later than 7:00 a.m. on the day of collection. Garbage may not be placed curbside at any time other than the designated collection day. Empty garbage cans and any uncollected garbage **MUST** be removed from the curb no later than 8:00 p.m. the day of collection.
2. Residents may place out for collection up to a maximum of **one** bag/container per week comprising of garbage or yard waste or properly tied brush and hedge trimmings. Residents placing material for collection in excess of the **one** bag/container limit must affix a **bag tag** to each bag in excess of the **one** bag/container limit or on the top bag under the lid of the garbage containers in excess of the **one** bag/container limit. Items in excess of the **one** bag/container limit not displaying a bag tag will **NOT** be collected and must be removed from the curb by 8:00 p.m. the day of collection. Bag tags may be purchased at the City Hall Revenue Office, Gord Watts Municipal Centre, Refuse Transfer Station located at 4800 Development Drive, Metro, Valu-mart and the Real Canadian Superstore.
3. A garbage bag/container is one of the following:
 - Covered plastic or metal garbage cans** with handles, to a maximum capacity of 26 gallons (98.4 litres). Garbage *must not protrude above the top of the walls of the can* and must not exceed 50 lbs (22.5 kg) in weight.
or
Disposable plastic bags securely tied, to a maximum width of 26" (66 cm) and a maximum height of 36" (91 cm). Bags must not exceed 50 lbs (22.5 kg) in weight. Over-sized leaf and yard bags will not be collected.
 - Hedge and brush trimmings** securely tied in bundles not weighing more than 50 lbs (22.5 kg) and in lengths no longer than 4 feet (1.2 metres).
 - Containers weighing more than 50 lbs (22.5 kg) will not be collected.**
4. Every householder and every occupant of any building must place curbside for removal or cause to be removed, all garbage from the premises, at least once in every seven days.
5. No person shall place for collection any garbage in front of any address except the address at which it was generated.
6. No person shall deposit garbage or recyclables on any private or public property (including public space litter containers).
7. Garbage items that **WILL NOT** be collected are appliances, e-waste, recyclables, corrugated cardboard, tires, demolition material and lumber, animal feces, liquids, paints, oils, batteries, propane tanks or other hazardous material.

Schedule B

Curbside Recycling Collection Regulations

This service is available to eligible residential properties only.

Recycling is collected weekly. Place recyclables curbside no earlier than 5 a.m. and no later than 7 a.m. on the day of collection. Empty recycling boxes must be removed from the curb no later than 8:00 p.m. the day of collection. Scavenging from recycling boxes that are placed curbside violates By-Law xx-xxx and is subject to fines.

Recycling

Plastic, Glass, Aluminum & Steel, Paper & Cardboard



All items must be "clean" and placed loose in blue box.

Plastic

- Bottles for soft drinks, water, juice, shampoo, mouthwash, household detergents, hand lotion, laundry products, vinegar etc. Any plastic bottle with a recycling symbol  containing the numbers 1 & 2
- Plastic tubs & lids (margarine, yogurt, ice cream, cottage cheese, sour cream) with the recycling symbol  containing the numbers 2, 3, 4 & 5
- Milk and juice cartons, drink boxes

Plastic items not acceptable (place these items in your refuse)

- All styrofoam containers and packaging
- All plastic bags and wrapping
- Plastic bakery/produce containers (ie. strawberry or cake containers)
- Hard plastics such as dishes, cups, toys, make-up jars, plastic buckets, laundry baskets
- Plastic clothes hangers, motor oil bottles, plant pots/flats
- Motor oil bottles or herbicide/pesticide bottles

Glass

- Clear and colored glass bottles and jars for food and drinks - lids off

Glass items not acceptable (place these items in your refuse)

- Ceramics such as dishes, cups and pottery
- Other glass such as drinking glasses, window glass, light bulbs, and mirrors

Metal

- Steel and aluminum food and beverage cans
- Aluminum such as pie plates, take-out food containers, roasting & baking pans, aluminum foil
- Empty paint and aerosol cans, lids off
- Jar lids

Metal items not acceptable (*place these items in your refuse*)

- Pots, pans, clothes hangers or other scrap metal

Paper & Cardboard

(Ensure that paper and cardboard items are secure from the wind by placing heavier recycling on top or placing paper items in a paper bag)

- Newspaper and flyers
- Magazines and catalogues
- Corrugated cardboard (flatten boxes)
- Telephone books
- Soft cover books
- Pizza boxes (no pizza please!!)
- Cereal and cracker boxes (liners removed)
- Shoe and laundry detergent boxes
- Greeting cards
- Paper egg cartons, toilet paper and paper towel rolls
- Clean paper shopping bags and paper packaging
- Fine paper such as writing paper, computer paper, paper pads and promotional material

Paper Items not acceptable (*place these items in your refuse*)

- Waxed paper
- Cereal and cracker box liners, chip and cookie bags and canisters
- Chocolate bar and candy wrappings
- Gift wrap, bows, ribbons
- Freezer packaging such as frozen concentrate cans and paper ice cream cartons
- Paper and cardboard containers lined with foil

Schedule C

Curbside Large Item Collection

Residents may place large items curbside for collection on their regular refuse collection day. Each item placed curbside must have a Large Item Tag affixed to it to be eligible for collection.

Large Item Tags may be purchased at City Hall, the Gord Watts Municipal Centre, the Refuse Transfer Station at 4800 Development Drive, LOEB, Valu-mart and the Real Canadian Superstore.

Large items that will be collected include:

**couches, chairs, mattresses, box springs,
lawn furniture, tables, book shelves,
microwaves, beds, dressers, bicycles,
barbecues (no propane tanks), etc.**

(No appliances)

Affix a Large Item Tag to each item and place it curbside no earlier than 5 a.m. and no later than 7 a.m. on your regular garbage collection day.

Please note that the following items will not be accepted for collection: air conditioners, appliances, dehumidifiers, demolition & renovation material (drywall, plaster, doors, windows, lumber, shingles, tiles, brick, stone, cupboards, cabinets, shingles, bath tubs), auto parts, tires, e-waste, fuel tanks, above ground pools or liners, hazardous waste & propane tanks.

*Commercial locations and apartment complexes
that do not receive curbside refuse collection
do not have access to this service.*

Schedule D

List of E-Waste Items not collected

*All Ontario Residents have the opportunity to further reduce their waste sent to disposal by recycling the following list of electronics at the depot located closest to them. With this option to recycle, e-waste listed below will no longer be collected curb-side in the City of Brockville. To find a location to recycle your electronics visit the following web-site
<http://www.recycleyourelectronics.ca/Electronics/>*

E-Waste items that will be collected curbside include:

- Desktop computers
- Portable computers
- Computer peripherals (keyboards, mice, hard drives, optical drives - CD, Blu-ray, DVD, HD-DVD, modems)
- Monitors
- Televisions
- Desktop printing devices including desktop copiers and multi-function devices
- Floor standing printing devices including printers, photocopiers, multi-function devices
- Scanners, typewriters
- Telephones and answering machines
- Cellular phones and pagers
- PDAs
- Audio and video players and recorders (eg. MP3, cassette, digital)
- Cameras (web, digital, analog)
- Equalizers/(pre)amplifiers
- Radios
- Receivers
- Speakers
- Turntables
- Video players/projectors, digital frames
- Video recorders
- Personal hand held computers

October 11, 2012

**REPORT TO FINANCE, ADMINISTRATION & OPERATIONS COMMITTEE – OCTOBER
16, 2012**

**2012-169-10
DECARLE HOUSE
ROOF REPAIRS**

**C. J. COSGROVE
DIRECTOR OF OPERATIONS
E. MOORE
ARENA AND FACILITIES SUPERVISOR**

RECOMMENDATION

THAT repairs to the roof of the DeCarle house at Oakland Cemetery be completed; and

THAT the funds be transferred from the Building Maintenance Reserve Fund, account number 02-5-191950-6050 and that the expenditures be charged to account 9101005-9901003-3010.

PURPOSE

The purpose of this report is to authorize roof repairs to the DeCarle house located on the grounds of Oakland Cemetery.

BACKGROUND

For some time, the DeCarle house roof has been identified as being in poor condition.

During the 2012 Budget deliberations, when considering a request for minor capital funding for repairs to the DeCarle House roof, the following transpired:

“Capital - DeCarle House

Moved by: Councillor Baker

THAT the funding for the DeCarle House roof in the amount of \$19,000 be removed from the Capital Budget.

CARRIED”

This resolution followed deliberations on the Cemetery budget, at which time City Council discussed the possible disposition of the DeCarle house, requesting that Mr. C. M. Larocque, Cemetery Board Secretary provide an analysis of the pros and cons of selling the property and costs associated therewith.

To date, the analysis on the possible disposition of the DeCarle house remains incomplete.

However, the roof repairs are now considered critically important to the preservation of this municipal asset.

ANALYSIS

Budget estimates in late 2011 were prepared, at which time, the work, including contingencies, was estimated at \$19,000.

The scope of work has been re-examined, with revised scope indicated on Schedule "A" attached to this report.

Revised estimates would put the cost of this work at approximately \$13,000.

If funding is approved, quotations will be requested so that the work can proceed this year.

POLICY IMPLICATIONS

Council approval is required to provide for funds in the Building Maintenance Reserve Fund to be accessed for this purpose.

FINANCIAL CONSIDERATIONS

Sufficient funds exist in the Building Maintenance Reserve Fund to cover the anticipated costs of repairs, estimated to be not more than \$13,000.

CONCLUSION

It is recommended that roof repairs to the DeCarle house proceed while further information is gathered on the pros and cons of its potential sale.

E. Moore
Arena and Facilities Supervisor

Donna Cyr
D. Cyr
Director of Finance

C. J. Cosgrove, P.Eng.
Director of Operations

B. Casselman
B. Casselman
City Manager

SCHEDULE "A" TO REPORT 2012-169-10

SCOPE OF WORK FOR DECARLE HOUSE ROOF REPAIRS AND REVISED ESTIMATES

• Supply and install asphalt shingles on house, including dormers, and garage	\$8,000
• Supply and install ice/water shield	\$600
• OPTION: Re-sheet all roof area (if deemed necessary due to condition of existing board roofing material)	\$3,900
• HST @ 1.76% (net)	\$220
<hr/>	
Revised Estimate	\$12,720