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# HALDIMAND COUNTY

## Memorandum PWO-M01-2025 Public Works Operations 2023-2024 Biennial Update



For Consideration by Council in Committee on April 8, 2025

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**To:** Mayor Bentley and Members of Council  
**From:** Dan McKinnon, General Manager Public Works Operations

### Recommendations:

1. THAT Memorandum PWO-M01-2025 Public Works Operations 2023-2024 Biennial Update be received.

The Public Works Operations 2023-2024 Biennial Update offers a broad overview of the Department and Divisions, their responsibilities, accomplishments in 2023 and 2024, and identify key priorities for 2025. The Department is made up of four Divisions, including Environmental Operations, Facilities, Parks, Cemeteries & Forestry Operations, Fleet Operations, and Roads Operations.

### Environmental Operations

- 45 Full-time staff
- Drinking water treatment and distribution
- Wastewater collection, treatment, lagoon facilities and forcemains
- Urban Stormwater collection
- Curbside garbage collection and disposal
- Closed landfill perpetual care

### Water and Wastewater Achievements in 2023 and 2024

- Renewal of Dunnville Permit to Take Water
- Year 2 Drinking Water Quality Management Standard (DWQMS) Surveillance Audit (S2) completed
- Negotiated extension of the Wastewater Treatment Agreement
- Completed risk assessments for County Drinking Water Systems

### 2025 Water/Wastewater Priorities

- Drinking Water Backflow prevention program
- Improved excess soil management
- Skills development and training for staff
- Work with Engineering Services with respect to water and sanitary main replacement projects
- Continue administration of the Sanitary Discharge Agreements with industrial customers
- Emergency Response Training for Operations staff
- Strengthen processes related to the Drinking Water Quality System (DWQMS)
- Improve municipal servicing information available on the County's Geographic Information System (GIS)

- Improved water loss/accountability reporting for all drinking water systems
- Strengthen processes related to the DWQMS
- Drinking Water Backflow prevention program

### **Solid Waste Achievements 2023-2024**

- Awarded new contracts for Collection Services of Garbage and the Collection and Processing of Leaf and Yard Waste Materials; Hazardous and Special Collection, Transportation and Processing; and Gas Collection and Flare System – Operations, Maintenance and Reporting at the Tom Howe Landfill Site.
- In a recent County wide survey, 96% of residents were satisfied with Garbage Collection – a 10% increase compared to 2022 – directly contributed to the Curbside Contractor Norfolk Disposal.
- Household Special Products (HSP) and Electrical and Electronic Equipment (EEE) events – four successful collection events took place and served 2,709 vehicles, ensuring safe disposal of approximately 122 metric tonnes of hazardous material and 23 metric tonnes of electronic waste

### **2025 Solid Waste Priorities:**

- Explore options related to the blue box convenience depot continuation after full provincial transition of the blue box program on January 1, 2026
- Continue work on Solid Waste Management Master Plan including public consultations, investigating recommendations and presenting final report to Council.

## **Facilities, Parks, Cemeteries and Forestry Operations**

- Staff, 41 full-time, 5 part-time and 25 students
- Administration of facility operations and maintenance for all Haldimand County owned buildings including arenas, pools and splash pads;
- Parks, playground equipment, courts, sports fields, piers, boat launches and Port Maitland lighthouse;
- Cemeteries, trails and park pathways
- Forestry Management.

### **Facilities, Parks, Cemeteries and Forestry Operations Achievements 2023-24**

- Completion of the Caledonia, Cayuga and Dunnville Downtown Street Tree Revitalization projects.
- Installed four Columbarium Units at Caledonia Cemetery, Cayuga Riverside Cemetery, Hagersville Cemetery and Woodlawn Cemetery Dunnville.
- Notable projects completed include the HCCC bathroom partition, Caledonia Pool Canopy replacements, Port Maitland East dock replacement, Wingfield Park dock replacement, Dunnville Pool Heater Replacement, Hagersville Arena Condenser, Header and Brine Pump Replacement.
- Continued implementation of the Forest Strategy and Management Plan, focusing on administration, tree inventory, tree removal, tree pruning, forest health, tree planting, community engagement and enforcement of the Forest Conservation By-law.
- Completion of Cayuga Downtown Street Tree Revitalization project.

- Conduct community consultation and design work for the Downtown Hagersville Street Tree Revitalization program with installation planned for 2025.

### **2025 Facilities, Parks, Cemeteries & Forestry Operations Priorities**

- Construction of Hagersville Downtown Street Tree Project.
- Implement Staffing initiative for Supervisor Cemeteries and Trails.
- Develop and implement maintenance protocols for the new Hagersville Active Living Centre.
- Conduct tree pruning operations in Caledonia (south of the Grand River) and Oneida township.

## **Fleet Operations**

- 12 full-time staff
- Procure, maintain and dispose of all County owned vehicles and equipment
- Annual licensing of vehicles
- Fuel procurement and fuel depot maintenance
- Vehicle and equipment training
- Commercial Vehicle Operators Registration (CVOR) monitoring and compliance

### **Fleet Operations Achievements 2023-24**

- Work with divisions annually, to ensure all capital vehicle and equipment replacements are properly identified and 'right sized' for efficiencies and meet the requirements of the division.
- Onboarding of new County bulk fuel supplier ensuring County requirements are met.
- Work with IT staff, vendor and Fleet staff on the successful implementation/training of the new fuel dispensing program (Simcon).
- Implement and train staff on new processes for commercial vehicle inspections as mandated by the MTO DriveON Program.
- Completion of external audit of the County's Driver Certification Program.
- Actively participated on Vehicle Accident Review Committee to fully investigate all accidents and identify trends to reduce accidents/costs and liability.
- Continue to assist EMS staff on procurement/outfitting and in-servicing of vehicles to support the Community Paramedic Program.
- On-site factory final inspections of new fire tankers and pumper.
- In-servicing of new Fire tankers and new Fire pumper apparatus.
- Increase maintenance activities on Fire apparatus, plow trucks and ambulances as extended life cycles are required due to extreme delays in delivery of new units.
- Specification writing, procurement and in-servicing of all Council approved vehicles and equipment (V&E) purchases in capital budgets. (Except in-servicing of Fire apparatuses, ambulances and plow trucks due to extended delivery times.)
- Assist Asset Management staff on the retrofit of shop lighting to LED.
- Recruit and train Fleet summer student.
- Recruit and train new automotive technician.

## **2025 Fleet Operations Priorities**

- Work with all divisions to ensure all 2025 capital vehicle and equipment replacements are properly identified and 'right sized' for efficiencies and meet the requirements of the division.
- Prepare for external Driver Certification Program audit in July 2025.
- Work with EMS staff to investigate new manufacturer of Type 3 ambulances (Tri-Star) currently in the process of being certified by the Ontario MOH. Current ambulance manufacturer (Demers/Crestline) has delayed delivery of new ambulances for over two years.
- Work with MAP project team to implement a fleet maintenance management system.
- Continue to actively participate on Vehicle Accident Review Committee to fully investigate all accidents and identify trends to reduce accidents/costs and liability.
- Specification writing, procurement and in-servicing of all Council approved V&E purchases in 2025 budget.

## **Roads Operations**

- 45 full-time staff
- Maintain and preserve public rights-of-way, road allowances, sidewalks and municipal parking lots
- Road surface maintenance (snow plowing, sanding and salting)
- Preventative maintenance on Haldimand County's transportation network system
- Drainage maintenance, traffic signals, street lighting, culverts and ditching.
- Conduct road patrol

## **Road Operations 2023-24 Accomplishments**

- Participated in procurement and consultation process for Public Works Operations Facility Locations and Service Review.
- Administered a Soils Management and Excess Soils procedural plan under O. Reg 406/19 and other relevant legislation.
- In addition to the regular scheduled programs and responsibilities, the Roads Operations Division also received and generated 1,870 work order service requests in 2023 and 1,524 in 2024. All work orders/service requests are investigated and completed in accordance with regular program schedules.
- Implemented a two-year Rural Roadside Mowing Program to bring mowing of class 4, 5 and 6 roads in-house. Pilot to be continued into 2025 to determine success.
- In a recent County wide Resident Satisfaction Report, 80% of residents reported that they were satisfied with Sidewalk and Streetlight Maintenance – a 8% increase over 2022 and 75% of residents also indicated that they were satisfied with Roads Maintenance – a 16% increase over 2022. Both positive increases can be attributed to improved maintenance programs and contract management.

## **2025 Road Operations Priorities**

- Finalize a comprehensive Roads Use Bylaw and present to Council for approval.
- Complete an updated Winter Control Level of Service document to reflect current practices and present to council for approval.

- Continue the review of the Public Works Operations Facility Locations and Services report to evaluate potential service level and facility improvement options while analyzing possible impacts of accommodating the increased development and urban expansion in Cayuga, Caledonia and surrounding areas.
- Implement AVL Tracking and installation of Geotab devices in all Roads Operations vehicles.
- Implement AI Road Patrol Software pilot program in Q1 and procure and implement new permanent AI Road Patrol program by end of Q4.
- Install forward facing cameras in select Roads Operations vehicles.
- Procure and implement an electronic Mobile Work Management system.
- Continue updating all current boundary road agreements with neighbouring municipalities.
- Create and implement a Catch Basin maintenance program in urban and hamlet areas of the County.

**References:**

1. [Curbside Collection By-law](#) 2501/24
2. [Cemetery By-law](#) 2564/24
3. [Forest Conservation By-law](#) 2204/20
4. [Water Use By-law](#) 1420-14
5. [Sewer Use By-law](#) 1443-14

**Attachments:**

1. Public Works Operations 2023-2024 Biennial Presentation.