



Corporate Services Committee Action Report  
for the September 20<sup>th</sup>, 2016 meeting held in  
the Council Chambers at 7:00 p.m.

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**PRESENT:** Mayor Antonakos, Deputy-Mayor Flynn, Councillor Black, Councillor Doucett, Councillor Redmond, Councillor Fritz, Councillor Trimble, Duncan Rogers, Clerk, Nicole Guthrie, Acting Communications Coordinator, Sharyl Andrews, Public Works Admin Assistant, Les Reynolds, Director of Protective Services, Joanna Bowes, Manager of Development Services, Paul Knowles, Chief Administrative Officer, Phil Hogan, Treasurer

- 1) **DECLARATION OF PECUNIARY/CONFLICT OF INTEREST AND GENERAL NATURE THEREOF** – now or anytime during the meeting
- 2) **REGISTRATION OF PUBLIC WISHING TO SPEAK**
- 3) **PLEASE TURN OFF ALL CELL PHONES AND PAGERS**
- 4) **IF THERE IS AN ADDENDUM, IN ACCORDANCE WITH SECTION 15.2.4 (OF STRIKING REPORT) DOES THE COMMITTEE WISH TO APPROVE THIS ADDENDUM?**

**TO BE DISCUSSED**

**COMMUNICATION 125284**

Received from	Gary Lynfield and Yvonne Harvey
Addressed to	Planning and Protection Committee
Date	May 25 <sup>th</sup> , 2014
Topic	McNeely Fence and Stonewater Bay Pond

**SUMMARY**

The previously distributed email briefly describes the concerns of the residents with respect to the condition of the fence along McNeely Avenue as well as the stormwater management pond within the Stonewater Bay neighbourhood.

The residents have requested to make a presentation to Council with respect to the above noted items.

The function of the Stonewater Bay storm pond is being investigated by staff (Communication 124442) as discussed on the Physical Environment agenda for June 3<sup>rd</sup>, 2014.

## 125284 Continued

### COMMENT

There were numerous meetings with the residents with respect to a variety of options for repairing the fence. It was decided that the Property Standards bylaw would be utilized to resolve the sections of the fence that were in disrepair. This practice continues today and property owners are provided with a reasonable time period in which to repair their fence.

### UPDATE 1

At the June 3, 2014 meeting of the Planning and Protection Committee staff were directed to draft a letter for the committee's review that would be sent to all property owners bordering the fence that runs along McNeely and Lake Aves. Between Stonewater Bay and Peckett Dr. The letter is meant to solicit their approval for construction of a new fence to be funded through the imposition of a Local Improvement Charge on their tax bills. Approval of two-thirds of all 81 property owners is required to proceed.

### UPDATE 2

To ensure the fence along McNeely Ave is maintained the Town has four options;

- 1) Continue the current practice of enforcing the Property Standards Bylaw and requiring owners to repair damaged fence sections. This is a piecemeal approach that will never result in a complete rebuild of the fence. Furthermore it is time consuming to enforce.
- 2) Rebuild the fence as a municipal project but this would result in the general taxpayer funding the entire cost.
- 3) Rebuild the fence as a Local Improvement authorized by section 322 of the Municipal Act. The cost of the fence would be collected via the tax bill from adjacent owners but it requires a majority of owners to agree and was not successful when attempted in 2011.
- 4) Rebuild the fence as a municipal project and impose a fee on benefiting owners as authorized by section 391 of the Municipal Act. This section allows the municipality to impose a fee or charge for a service or capital project and collect the fee or charge from the benefiting property owners. This is similar to a Local Improvement but there is no requirement for agreement by the owners – this is entirely a Council decision. While not mandatory, staff would recommend an opportunity for public input prior to proceeding.

## 125284 Continued

### COMMENT

Historically, the Town has used section 391 of the Municipal Act to authorize a number of charges, generally related to recovering sewer and water capital cost. However, for these charges, the Town has only required owners to pay the charge when they choose to benefit (connect to the sewer and water). Note – section 391(2) provides authority to impose a charge on persons not receiving an immediate benefit from the service but who will receive a benefit at some later point in time. Before Council proceeds with a section 391 project of this type, other potential projects that could be foreseen in the future should be considered and the powers of the act applied with some consistency.

When Developers build infrastructure it is commonly accepted that roads, sidewalks, streetlights etc. become the municipality's responsibility to maintain whereas driveways (including the portion located on the road allowance) are the owner's responsibility to maintain. It could be argued that fencing constructed by a Developer along a property line benefits the owner on both sides (in the case of along a road, the community benefits because of the consistent look from the street – the owner benefits from the barrier between their yard and the public street) but most municipalities have located fencing on private property and determined that fences adjacent to roads are the owner's responsibility. Fencing between a private yard and a pathway should be viewed similarly.

Complicating the particular situation along McNeely there is an access easement at the rear of the lots along McNeely with a fence on both sides so the Owner does not really see the fence along the road. Also, over the past 3 years, approximately 17 of the 81 owners have already paid the cost of repairing their fence as they complied with Property Standards By-law enforcement.

As a policy, the Town should require:

- THAT maintenance of all fences erected by an owner, on their property, be the sole responsibility of the owner. Proper maintenance would be ensured by utilizing the property standards by-law. examples include:
  - fences erected by the Town around a facility or a park (maintenance by Town);
  - fences erected by a private owner adjacent to a street, a park, a trail or other municipal property (maintenance by private owner);
- THAT maintenance of fences which are installed on private property by a developer as a condition of a Development Agreement be the responsibility of the owner who purchases the property from the developer. This includes fences along roads, pathways and parks. Proper maintenance would be ensured by utilizing the Property Standards By-law for local repairs or Section 391 of the Municipal Act for repairs involving multiple owners. If the entire fence along a road, park or trail has reached the end of its useful life the entire fence should be replaced by the Town with the Town funding 50% of the cost from general taxes and collecting the other 50% of the cost from the benefitting owners utilizing section 391 of the Municipal

**125284 Continued**

Act. NOTE: Fences erected by a Developer, but not required by a specific condition in the Development Agreement, are considered fences erected by the subsequent owner;

- THAT maintenance for all fences between two private properties be the responsibility of the owner of the property on which the fence is erected. If the fence is erected on a property line, the maintenance shall be shared equally between the two owners unless it is known which property owner installed the fence. Proper maintenance would be ensured by utilizing the Property Standards By-law for local repairs or Section 391 of the Municipal Act for repairs involving multiple owners.
- THAT maintenance for all sound barrier installed along roads by the Town's responsibility (even if the sound barrier is installed by the developer).

**UPDATE – June 14<sup>th</sup>, 2016**

Staff have obtained updated budget quotes to replace the fence:

1) sound barrier style	\$240,000
2) vinyl	\$100,000
3) steel posts with wood panels	\$ 70,000

Installing the sound barrier style fence is consistent with the Town's streetscape guidelines. Consistent with the above policy, the cost should be shared between the Town and the Owners. Once installed, this fence would become the Town's responsibility.

Staff have inspected the fence and recommend that the fence be replaced in 2017, as much of it has reached the end of its useful life. Owners that have been ordered to repair their portion of the fence recently should receive some form of discount.

**UPDATE - September 20<sup>th</sup>, 2016**

It was decided that impacted Owners be invited to comment on the Town's proposal to replace the deteriorated wood fence along McNeely Avenue with a sound barrier style fence in 2017 and that, consistent with the Town's policy, owners would be required to contribute 50% of the cost (owners that have been ordered to repair their portion of the fence recently would contribute 25% of the cost). The Town would collect the Owner's contribution over 5 years on their taxes with a quarterly payment of \$100/quarter (\$50/quarter for the 17 owners that have completed repairs). Also, the Town would need to include \$120,000 in the 2017 budget for this project.

All adjacent owners have been contacted and 17 sent in their views. Of the 17 that sent in their views 14 were in favour and 3 were against. Some of the views were the current fences are an eyesore; the new fence would improve marketability and improve value of properties.

**125284 Continued**

**STAFF RECOMMENDATION**

THAT the Town include \$120,000 in the 2017 budget and plan to proceed with the fencing project in the spring of 2017. Owners would be advised upon approval of the budget.

**COMMITTEE DECISION**

THAT the Town include \$120,000 in the 2017 budget and plan to proceed with the fencing project in the spring of 2017. Owners would be advised upon approval of the budget.

**COMMUNICATION 127323**

Received from	Phil Hogan, Treasurer
Addressed to	Physical Environment Committee
Date	September 1 <sup>st</sup> , 2016
Topic	2017 Sewer and Water Budget

**SUMMARY**

Staff have prepared a proposed Sewer and Water Budget for 2017 that requires a 2.15% increase to the sewer and water rate.

**UPDATE – September 20<sup>th</sup>, 2016**

Results of Public Meeting will be presented.

**STAFF RECOMMENDATION**

THAT by-law be forwarded to Council

**COMMITTEE DECISION**

THAT by-law be forwarded to Council

**COMMUNICATION 127338**

Received from	Beth Sinclair, Big Brothers Big Sisters of Lanark County
Addressed to	Phil Hogan
Date	September 14 <sup>th</sup> , 2016
Topic	Update

**SUMMARY**

Big Brothers Big Sisters of Lanark County would like to come and update Committee on the work they are doing in Lanark County.

**127338 Continued**

**STAFF RECOMMENDATION**

THAT Committee hear presentation.

AND THAT Big Brothers Big Sisters be referred to the Enrichment Grant process.

**COMMITTEE DECISION**

THAT Committee hear presentation.

AND THAT Big Brothers Big Sisters be referred to the Enrichment Grant process.

**COMMUNICATION 127339**

Received from Nicole Guthrie, Acting Communications Coordinator  
 Addressed to Corporate Services Committee  
 Date September 13<sup>th</sup>, 2016  
 Topic Live Streaming of Council Meetings

**SUMMARY**

Further to discussions with Council and the Website Committee, a survey was conducted from June 24<sup>th</sup> to August 9<sup>th</sup>. During that time, 36 people completed the four question survey. A breakdown of the questions and results follow:

QUESTION	YES	NO
Would you watch Council and Committee meetings if they were streamed live?	77.78%	22.22%
Would you watch Council and Committee meetings from an archive?	83.33%	16.67%
Do you believe the Town of Carleton Place should live stream Council and Committee meetings?	80.56%	19.44%
Should the Town of Carleton Place invest in the video streaming and storage of Council and Committee meetings? This would translate into a \$5.00 increase on your annual tax bill in the first year (capital costs and maintenance) and \$3.00 (maintenance) in subsequent years.	77.22%	27.78%

**COMMENT**

The cost to purchase the camera, install the cabling/equipment and utilize the municipal webcasting package is \$9040. Moving forward there would be an annual cost of \$6000 per year for the webcasting package. In order to facilitate the live streaming we would also be required to upgrade the sound system in Council Chambers with a new mixer board and microphones for all Councillors, Mayor, Staff and delegations. The cost for the sound system upgrades is \$5850. Both items would have to be added to the capital expenditures in the 2017 budget should Council decide to proceed.

**127339 Continued**

**STAFF RECOMMENDATION**

THAT the sound system upgrades and Live Streaming be considered in the 2017 budget deliberations.

**COMMITTEE DECISION**

THAT the sound system upgrades in the Council Chamber and upper auditorium and Live Streaming be considered in the 2017 budget deliberations.

**COMMUNICATION 127340**

Received from	Dave Young, Director of Public Works
Addressed to	Corporate Services Committee
Date	September 13 <sup>th</sup> , 2016
Topic	Promotion and Education Program for Recycling & Waste Collection

**SUMMARY**

As part of our ongoing Promotion and Education Program for Recycling & Waste Collection, the Public Works Department investigated options available to increase outreach to the residents of Carleton Place. The Town is anticipating substantial growth in the foreseeable future and with new technologies available, Public Works would like to increase outreach to residents by utilizing new resources. Our objective is to provide residents with a mechanism which allows them to easily access waste information on the Town website which will ultimately increase our diversion rates and reduce contamination of the waste system. Plugins from Recollect and Recycle Coach were considered and after reviewing the features, ease of use, application of the Town of Carleton Place brand, and cost, the Plugin from Recollect was considered the best option.

**COMMENT**

Staff will present the attached presentation

**STAFF RECOMMENDATION**

THAT funds from the 2016 Public Works Promotion and Education budget be used to cover the costs associated with the Recollect Plugin.

**COMMITTEE DECISION**

THAT funds from the 2016 Public Works Promotion and Education budget be used to cover the costs associated with the Recollect Plugin.

## **COMMUNICATION 127341**

Received from        Clean Water and Wastewater Fund (CWWF)  
Addressed to        Paul Knowles, Chief Administrative Officer  
Date                    September 14<sup>th</sup>, 2016  
Topic                  Infrastructure Funding

### **SUMMARY**

The 2016 Federal budget announced the establishment of CWWF that proposed to invest up to \$569.6 million in the province of Ontario for immediate improvements to water distribution and treatment infrastructure starting in 2016-2017.

CWWF will provide municipalities with vital infrastructure funding to help accelerate short term investments to support the rehabilitation and modernization of drinking water, wastewater and stormwater infrastructure, and the planning and design of future facilities and upgrades to existing systems.

### **127341 Continued**

The Town of Carleton Place will be eligible to receive a maximum federal allocation of \$689,184 and a maximum provincial allocation of \$344,592.

### **STAFF RECOMMENDATION**

THAT staff identify appropriate projects. Bring forward

### **COMMITTEE DECISION**

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Corporate Services Committee Agenda  
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**125284 Continued**

**STAFF RECOMMENDATION**

THAT the Town include \$120,000 in the 2017 budget and plan to proceed with the fencing project in the spring of 2017. Owners would be advised upon approval of the budget.

**COMMITTEE DECISION**

**COMMUNICATION 127323**

Received from Phil Hogan, Treasurer  
Addressed to Physical Environment Committee  
Date September 1<sup>st</sup>, 2016  
Topic 2017 Sewer and Water Budget

**SUMMARY**

Staff have prepared a proposed Sewer and Water Budget for 2017 that requires a 2.15% increase to the sewer and water rate.

**UPDATE – September 20<sup>th</sup>, 2016**

Results of Public Meeting will be presented.

**STAFF RECOMMENDATION**

THAT by-law be forwarded to Council

**COMMITTEE DECISION**

**COMMUNICATION 127338**

Received from Beth Sinclair, Big Brothers Big Sisters of Lanark County  
Addressed to Phil Hogan  
Date September 14<sup>th</sup>, 2016  
Topic Update

**SUMMARY**

Big Brothers Big Sisters of Lanark County would like to come and update Committee on the work they are doing in Lanark County.

**STAFF RECOMMENDATION**

THAT Committee hear presentation.

AND THAT Big Brothers Big Sisters be referred to the Enrichment Grant process.

**COMMITTEE DECISION**

**COMMUNICATION 127339**

Received from Nicole Guthrie, Acting Communications Coordinator  
 Addressed to Corporate Services Committee  
 Date September 13<sup>th</sup>, 2016  
 Topic Live Streaming of Council Meetings

**SUMMARY**

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**COMMENT**

The cost to purchase the camera, install the cabling/equipment and utilize the municipal webcasting package is \$9040. Moving forward there would be an annual cost of \$6000 per year for the webcasting package. In order to facilitate the live streaming we would also be required to upgrade the sound system in Council Chambers with a new mixer board and microphones for all Councillors, Mayor, Staff and delegations. The cost for the sound system upgrades is \$5850. Both items would have to be added to the capital expenditures in the 2017 budget should Council decide to proceed.

**STAFF RECOMMENDATION**

THAT the sound system upgrades and Live Streaming be considered in the 2017 budget deliberations.

**COMMITTEE DECISION**

## COMMUNICATION 127340

Received from Dave Young, Director of Public Works  
Addressed to Corporate Services Committee  
Date September 13<sup>th</sup>, 2016  
Topic Promotion and Education Program for Recycling & Waste Collection

### SUMMARY

As part of our ongoing Promotion and Education Program for Recycling & Waste Collection, the Public Works Department investigated options available to increase outreach to the residents of Carleton Place. The Town is anticipating substantial growth in the foreseeable future and with new technologies available, Public Works would like to increase outreach to residents by utilizing new resources. Our objective is to provide residents with a mechanism which allows them to easily access waste information on the Town website which will ultimately increase our diversion rates and reduce contamination of the waste system. Plugins from Recollect and Recycle Coach were considered and after reviewing the features, ease of use, application of the Town of Carleton Place brand, and cost, the Plugin from Recollect was considered the best option.

### COMMENT

Staff will present the attached presentation

### STAFF RECOMMENDATION

THAT funds from the 2016 Public Works Promotion and Education budget be used to cover the costs associated with the Recollect Plugin.

### COMMITTEE DECISION

## COMMUNICATION 127341

Received from Clean Water and Wastewater Fund (CWWF)  
Addressed to Paul Knowles, Chief Administrative Officer  
Date September 14<sup>th</sup>, 2016  
Topic Infrastructure Funding

### SUMMARY

The 2016 Federal budget announced the establishment of CWWF that proposed to invest up to \$569.6 million in the province of Ontario for immediate improvements to water distribution and treatment infrastructure starting in 2016-2017.

CWWF will provide municipalities with vital infrastructure funding to help accelerate short term investments to support the rehabilitation and modernization of drinking water, wastewater and stormwater infrastructure, and the planning and design of future facilities and upgrades to existing systems.

**127341 Continued**

The Town of Carleton Place will be eligible to receive a maximum federal allocation of \$689,184 and a maximum provincial allocation of \$344,592.

**STAFF RECOMMENDATION**

THAT staff identify appropriate projects. Bring forward

**COMMITTEE DECISION**

# Waste / Recycling Digital Communication Strategy

Moving forward with improved communications!

## Historical Information

- Waste collection page is one of the most frequented pages on the Town website
- Waste collection impacts every home and business in Carleton Place
- Since 2010 Public Works has distributed printed materials to residents at a minimum of twice a year (water bill inserts & waste calendars) along with social media campaigns.
- Public Works receives calls daily regarding waste collection.

# Challenges

- Cost – there is staff time involved designing the annual calendar and water bill insert, cost to print, and distribute. The calendar costs approximately **\$2300 annually** to print & distribute the calendar alone (**does not include staff time for development**).
- No way to measure the effectiveness of the waste calendar. Is it retained – is anyone reading it?
- Is it informative to the audience? Is it communicating sufficient information? - Each year we feature a topic such as changes in the collection program if any, HHW, electronics recycling etc.
- Webpage is heavy with text and not visually appealing.
- Distributing paper goes against reduce – reuse – recycle principles.

## Demographics

- Carleton Place has approximately 4217 residences.
- Approved development could potentially add 3700 residences in the future (South of 7, Bodnar, Jackson Ridge, Nuglobe, Pegasus, Boyd Street etc.)
- Younger professionals and families are moving to Carleton Place.
- Residents are more technically savvy than ever before. Nearly everyone has a cell phone!

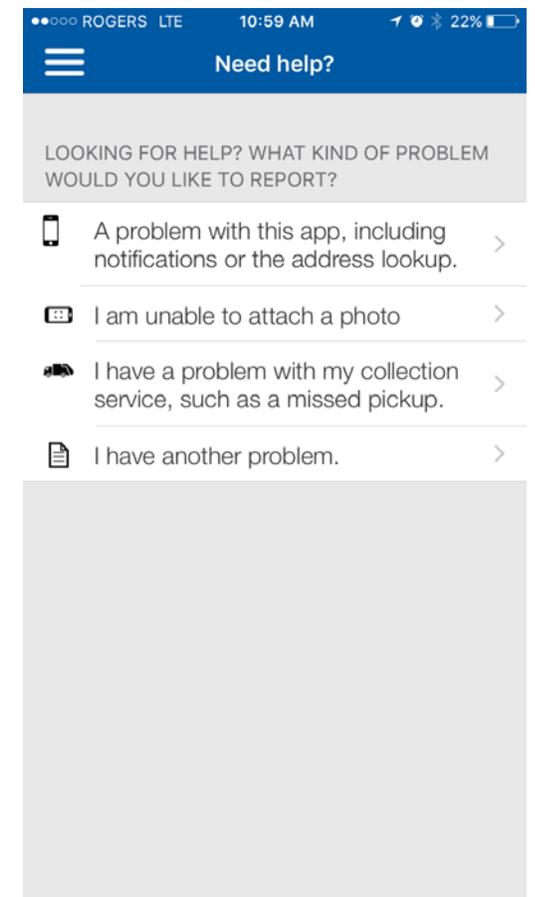
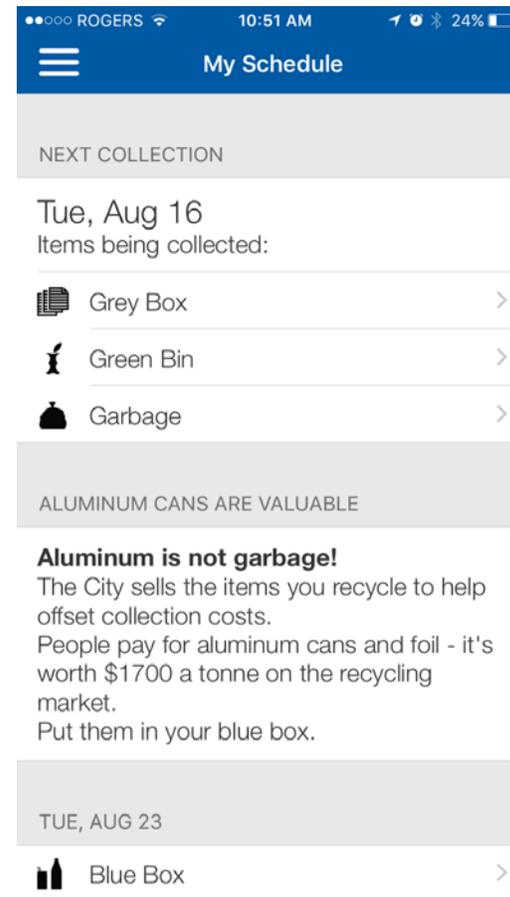
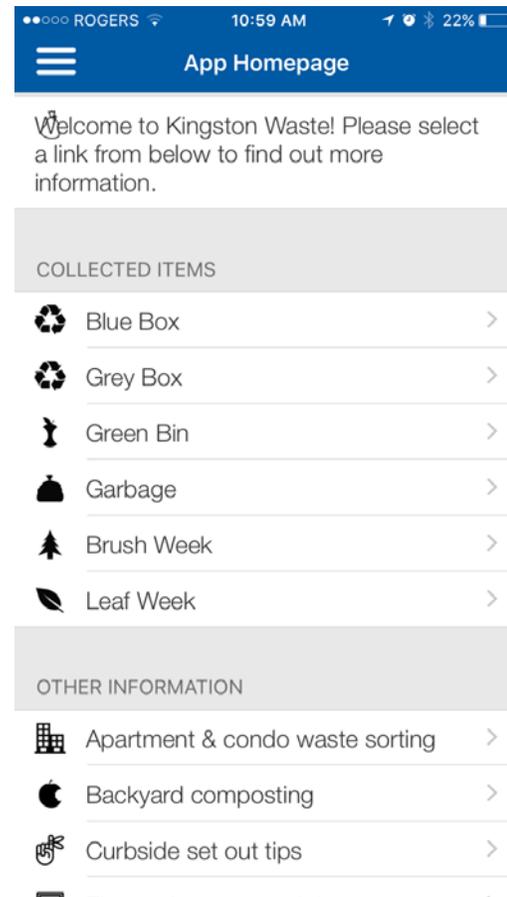
## What Can Recollect Do For Carleton Place?

- Provide residents with information relating to waste management through a Plugin for our website.
- Notification to residents the way residents want their reminders/notifications such as email, text message, automated phone call.
- App for both Apple and Android devices.

# Benefits

- Reduced inbound calls for garbage / recycling questions to the Town Hall.
- Cost effective – reduce or eliminate mail-outs.
- Improved diversion and reduced contamination with self serve tools such as the Waste Wizard.
- Smartphone & Tablet Apps
- Online & printable calendars
- Reminders for residents via text, email, and even voice messaging.
- Additional uses such as parking bans, emergency management notifications etc.
- Most important – informed residents!

# Mobile App - Recollect



- Recollect - The amount of this annual cost is determined by a number of variables, that include population size, and the ReCollect services selected. The annual fee would be somewhere between \$1,999 - \$3,999 per year.
- Currently Promotion & Education budget is \$4000 per year , which is equal to 94 cents per household.

## Pricing

QUESTIONS?