

Agenda

Civic Works Committee

The 11th Meeting of the Civic Works Committee

August 23, 2022

12:00 PM

Council Chambers - Please check the City website for additional meeting detail information. Meetings can be viewed via live-streaming on YouTube and the City Website.

The City of London is situated on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Add-a-won-da-run).

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. The City of London is currently home to many First Nations, Metis and Inuit people today.

As representatives of the people of the City of London, we are grateful to have the opportunity to work and live in this territory.

Members

Councillors E. Pelozza (Chair), M. van Holst, J. Helmer, P. Van Meerbergen, J. Fyfe-Millar, Mayor E. Holder

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Report to Civic Works Committee

To: Chair and Members
Civic Works Committee
From: Kelly Scherr, P. Eng., MBA, FEC, Deputy City Manager,
Environment & Infrastructure
Subject: Amendments to the Traffic and Parking By-law
Date: August 23, 2022

Recommendation

That on the recommendation of the Deputy City Manager, Environment & Infrastructure, the proposed by-law, attached as Appendix A **BE INTRODUCED** at the Municipal Council meeting to be held on September 6, 2022, for the purpose of amending the Traffic and Parking By-law (PS-114).

Linkage to the Corporate Strategic Plan

The following report supports the 2019 to 2023 Strategic Plan through the strategic focus area of **Building a Sustainable City** by improving safety, traffic operations and residential parking needs in London's neighbourhoods.

Analysis

1.0 Background Information

1.1 Previous Report Related to this Matter

- Civic Works Committee – March 10, 2020 – Area Speed Limit Implementation

1.2 Purpose of this Report

The Traffic and Parking By-law (PS-114) requires amendments (Appendix A) to improve operations and safety. Included in this is the next phase of area speed limit implementation that will improve neighbourhood safety, livability and walkability. The amendments in the following section are proposed.

2.0 Discussion and Considerations

2.1 No Parking

Crumlin Sideroad

Due to concerns with vehicles parking to access nearby private railway land, it is recommended to implement a "No Parking Anytime" zone for both sides of the south limit of Crumlin Sideroad from 453 m south of Gore Road to 420 m south of Gore Road.

2.2 School Zones

Cleardale Public School

The Thames Valley District School Board (TVDSB) and Student Transportation Services requested a reduction of the existing "No Stopping Anytime" and "School Bus Loading" zones on Dulaney Drive to 23 m to accommodate a 25 m "No Parking anytime" zone to be used as a drop-off and pick-up location for students.

St. Michael School

It recommended that St. Michael Catholic School zone on Cheapside Street from Maitland Street to William Street be posted as a “Community Safety Zone” (CSZ) due to the large number of vulnerable pedestrians accessing the school.

Westmount Public School, Jean Vanier Catholic School and Saunders Secondary School

It recommended that the speed limit on McMaster Drive from Farnham Road to 150 m east of Brixham Road be reduced to 40 km/h as per the School Zone Speed Limit Program and that the school zone be posted as a Community Safety Zone (CSZ) due to the large number of vulnerable pedestrians accessing the three schools

2.3 Area Speed Limits

The following three area speed limit zones are being recommended for the next phase of implementation of this city-wide program:

- The West-Central London area is bounded by Wonderland Road N, Oxford Street W, Wharncliffe Road N and Riverside Drive;
- The South-East London area are bounded by Wellington Road, Thames River, Adelaide Street N, Hamilton Road, Highbury Avenue N, Highbury Avenue S and Commissioners Road E except Adelaide Street S from Commissioners Road E to Thames River 50 km/h; and
- The North-East London area are bound by Adelaide Street N, Thames River, Highbury Avenue N, Huron Street.

Maps showing the proposed area speed limits can be found in Appendix B.

2.4 Speed Limits

Dingman Drive

A submission was placed on the April 20, 2022 Civic Works Committee agenda identifying concerns with speeds on Dingman Drive. Subsequent studies reviewed the road design, land use, collision history, travel volumes and speeds. Dingman Drive is predominantly rural with developing industrial and commercial uses; however, the section in the area known as Brockley is uniquely fronted by a cluster of residential properties. The road is classified as a Civic Boulevard within the Urban Growth Area and a Rural Thoroughfare outside and is a 24-hour truck route. It is generally straight with two travel lanes, ditches and no sidewalks. The traffic study conducted in the residential area identified a 24-hour volume of 1,056 vehicles with an average speed of 59 km/h. 15% of drivers were travelling faster than 71 km/h. The review identified two reported collisions since January 2017. Considering the results of the review, it is recommended to reduce the posted speed as follows:

- Dingman Drive from Castleton Road to 300 m east of Avenue Road from 60 km/h to 50 km/h;

All Neighbourhood Connector and Neighbourhood Streets are planned to have speed limits reduced from 50 to 40 km/h consistent with the Area Speed Limits program. However, for short localized Neighbourhood Streets like Avenue Road and Jenedere Court, it is administratively more efficient to treat each street individually. Therefore, it is recommended to reduce the posted speed limit on the following roads near the above Dingman Drive reduction:

- Avenue Road from the south limit to Dingman Drive from 50 km/h to 40 km/h; and,
- Jenedere Court from the west limit of Jenedere Court to Avenue Road from 50 km/h to 40 km/h.

Highbury Avenue

After the completion of the reconstruction of Highbury Avenue at the South Wenige Bridge at the Thames River South Branch, it is recommended to implement a stepped transition for improved northbound traffic safety from the existing 100 km/h at the Thames River to 80 km/h then to 60 km/h prior to Hamilton Road.

2.5 By-law and By-law Schedules Corrections

A review of the PS-114 Traffic and Parking By-law and its schedules reveals the following need correcting as shown in Appendix A:

- It is recommended to add “except a motor vehicle” to Part 5 Section 76. This was inadvertently deleted when PS-113 was consolidated into PS-114;
- Schedule 8 Limited Parking has entries for Covent Market Place which permit parking on the west side of Covenant Market Place north of King Street. The correct parking regulations currently exist within Schedule 3 No Stopping and Schedule 7 Loading Zones. It is recommended ot delete the Scheule 8 entries;
- Schedule 24 Rate of Speed entry of 40 km/h for Quarrier Road from Meadowlands Way to Pelkey Road was incorrectly entered as “Quarrier Road from Meadowlands Wat to Quarrier Road”. It is recommended to correct the limits of the 40 km/h speed limit on Quarrier Road.

Conclusion

Changes to the Traffic and Parking By-law are proposed to improve road safety for all users. Amendments are required to PS-114 Traffic and Parking By-law, Schedule 3 (No Stopping), Schedule 4 (No Parking), Scheudule 8 (Limited Parking), Schedule 21, School Bus Loading Zones, Schedule 24, (Rate of Speed), Schedule 25 (Area Speed Limits) and Schedule 26 (Community Safety Zones) to implement the above changes.

Prepared by:	Shane Maguire, P. Eng., Division Manager, Traffic Engineering
Submitted by:	Doug MacRae, P. Eng., MPA, Director, Transportation & Mobility
Recommended by:	Kelly Scherr, P. Eng., MBA, FEC, Deputy City Manager, Environment & Infrastructure

August 11, 2022/

Attach:	Appendix A – By-law to Amend the Traffic and Parking By-law (PS-114)
	Appendix B – Area Speed Limit Zones

APPENDIX A By-law to amend the Traffic and Parking By-law (PS-114)

Bill No.

By-law No. PS-114

A by-law to amend By-law PS-114 entitled, “A by-law to regulate traffic and the parking of motor vehicles in the City of London.”

WHEREAS subsection 10(2) paragraph 7. Of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that a municipality may pass by-laws to provide any service or thing that the municipality considers necessary or desirable to the public;

AND WHEREAS subsection 5(3) of the *Municipal Act, 2001*, as amended, provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. PS-114 Traffic and Parking Bylaw

Part 5 of the PS-114 By-law is hereby amended by **deleting** the following:

PART 5 – ON-STREET PARKING FOR THE DISABLED

Parking Space for Disabled Persons (Schedule 33)

76. Notwithstanding the provisions of this or any other by-law, no person shall park, stand, stop or leave a motor vehicle in any designated on-street parking space where official “Disabled Parking Permit” signs are erected and on display,

- (a) that is operated by or carries a disabled person, and
- (b) that is identified by a current original identifying marker; and
- (c) that is parked entirely within a designated parking space.

Part 5 of the PS-114 By-law is hereby amended by **adding** the following:

PART 5 – ON-STREET PARKING FOR THE DISABLED

Parking Space for Disabled Persons (Schedule 33)

76. Notwithstanding the provisions of this or any other by-law, no person shall park, stand, stop or leave a motor vehicle in any designated on-street parking space where official “Disabled Parking Permit” signs are erected and on display except a motor vehicle,

- (a) that is operated by or carries a disabled person, and
- (b) that is identified by a current original identifying marker; and
- (c) that is parked entirely within a designated parking space except motor vehicles.

2. No Stopping

Schedule 3 (No Stopping) of the PS-114 By-law is hereby amended by **deleting** the following rows:

1-Street	2- Side	3-From	4-To	5-Period
Dulaney Drive	East	Ferndale Avenue	A point 45 m south of Clifton Street	Anytime

Schedule 3 (No Stopping) of the PS-114 By-law is hereby amended by **adding** the following row:

1-Street	2- Side	3-From	4-To	5-Period
Dulaney Drive	East	Ferndale Avenue	A point 95 m south of Ferndale Avenue	Anytime

3. No Parking

Schedule 4 (No Parking) of the PS-114 By-law is hereby amended by **adding** the following rows:

1-Street	2- Side	3-From	4-To	5-Period
Dulaney Drive	East	A point 95 m south of Ferndale Avenue	A point 118 m south of Ferndale Avenue	Anytime
Crumlin Sideroad	East and West	A point 453 m south of Gore Road	A point 420 m south of Gore Road	Anytime

4. Limited Parking

Schedule 8 (Limited Parking) of the PS-114 By-law is hereby amended by **deleting** the following rows:

1-Street	2- Side	3-Area	4-Time	5-Period
Covent Market Place	West	a point 31 m north of King Street to a point 20 m north of said street		2 Hours

Covent Market Place	West	a point 49 m north of King Street to a point 31 m north of said street	20 minutes
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5. School Bus Loading Zones

Schedule 21 (School Bus Loading Zones) of the PS-114 By-law is hereby amended by **deleting** the following row:

1-Street	2- Side	3-From	4-To
Dulaney Drive	East	Clifton Crescent	45 m southerly

Schedule 21 (School Bus Loading Zones) of the PS-114 By-law is hereby amended by **adding** the following row:

1-Street	2- Side	3-From	4-To
Dulaney Drive	East	A point 78 m south of Ferndale Avenue	A point 101 m south of Ferndale Avenue

6. Rate of Speed

Schedule 24 (Rate of Speed) of the PS-114 By-law is hereby amended by **deleting** the following rows:

1-Street	2- From	3-To	4-Maximum Rate of Speed
Dingman Drive	A point 300 m west of Wellington Road S	A point 300 m east of Avenue Road	60 km/h
Hamilton Road	Commissioners Road E	East City limit	80 km/h
Highbury Avenue N	Hamilton Road	Power Street	60 km/h
Highbury Avenue N	Power Street	Thames River (south branch)	100 km/h
Quarrier Road	Meadowlands Way	Quarrier Road	40 km/h

Schedule 24 (Rate of Speed) of the PS-114 By-law is hereby amended by **adding** the following rows:

1-Street	2- From	3-To	4-Maximum Rate of Speed
Avenue Road	South limit of Avenue Road	Dingman Drive	40 km/h
Dingman Drive	A point 300 m west of Wellington Road S	Castleton Road	60 km/h
Highbury Avenue N	Thames River (south branch) (northbound)	A point 173 m south of Hamilton Road (northbound)	80 km/h
Highbury Avenue N	A point 173 m south of Hamilton Road (northbound)	Hamilton Road (northbound)	60 km/h
Highbury Avenue N	Hamilton Road (southbound)	Power Street (southbound)	60 km/h
Highbury Avenue N	Power Street (southbound)	Thames River (south branch) (southbound)	100 km/h
Jenedere Court	West limit of Jenedere Court	Avenue Road	40 km/h
McMaster Drive	Farnham Road	A point 150 m east of Brixham Road	40 km/h
Quarrier Road	Meadowlands Way	Pelkey Road	40 km/h

7. Area Speed Limits

Schedule 25 (Area Speed Limits) of the By-law PS-114 is hereby amended by **adding** the following rows:

1-Area Limit	2-Maximum Rate of Speed
Wonderland Road N - Oxford Street W - Wharncliffe Road N - Riverside Drive	40 km/h
Wellington Road - Thames River - Adelaide Street N - Hamilton Road - Highbury Avenue N - Highbury Avenue S - Commissioners Road E except Adelaide Street S from Commissioners Road E to Thames River	50 km/h
Adelaide Street N – Thames River – Highbury Avenue N – Huron Street	40 km/h

8. Community Safety Zones

Schedule 26 (Community Safety Zones) of the By-law PS-114 is hereby amended by **adding** the following rows:

1-Street	2-From	3-To
Cheapside Street	Maitland Street	William Street
McMaster Drive	Farnham Road	A point 150 m east of Brixham Road

This by-law comes into force and effect on the day it is passed.

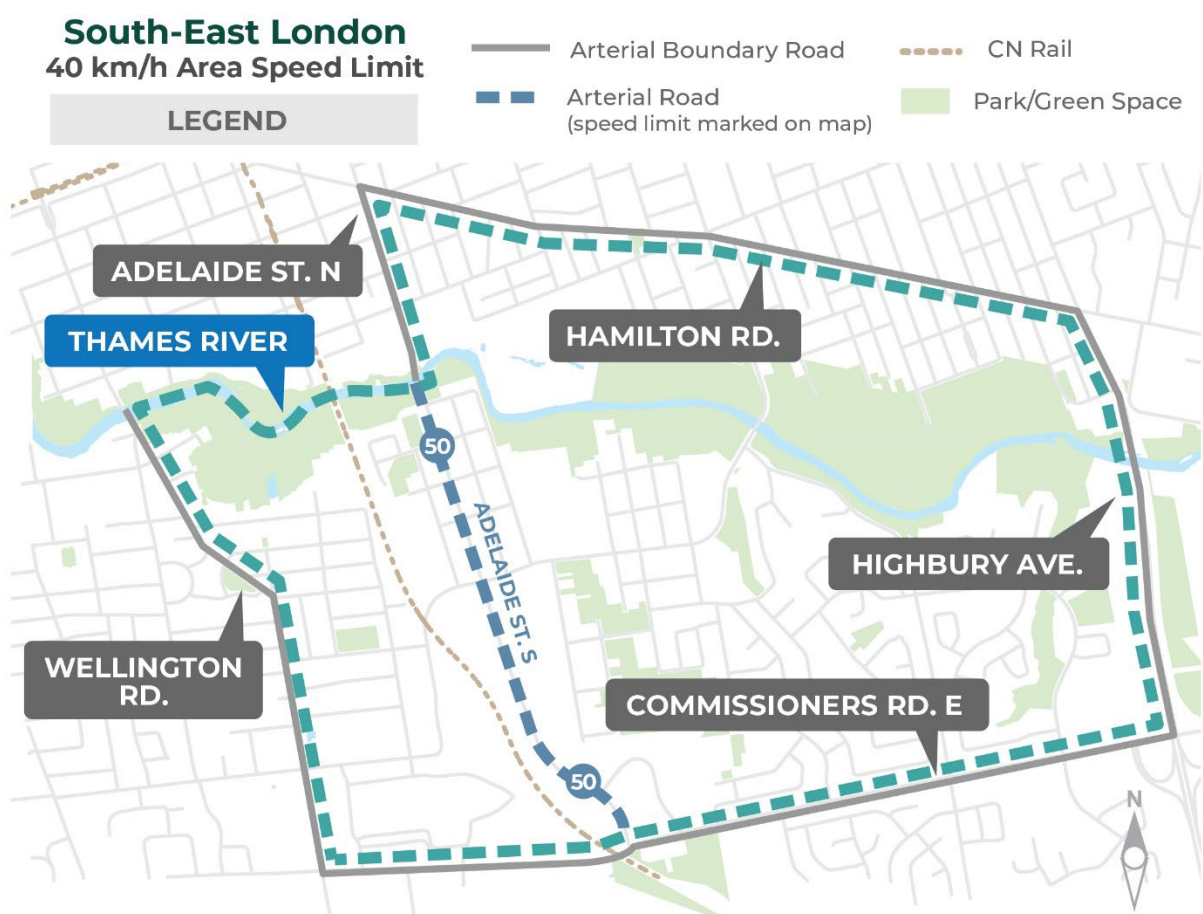
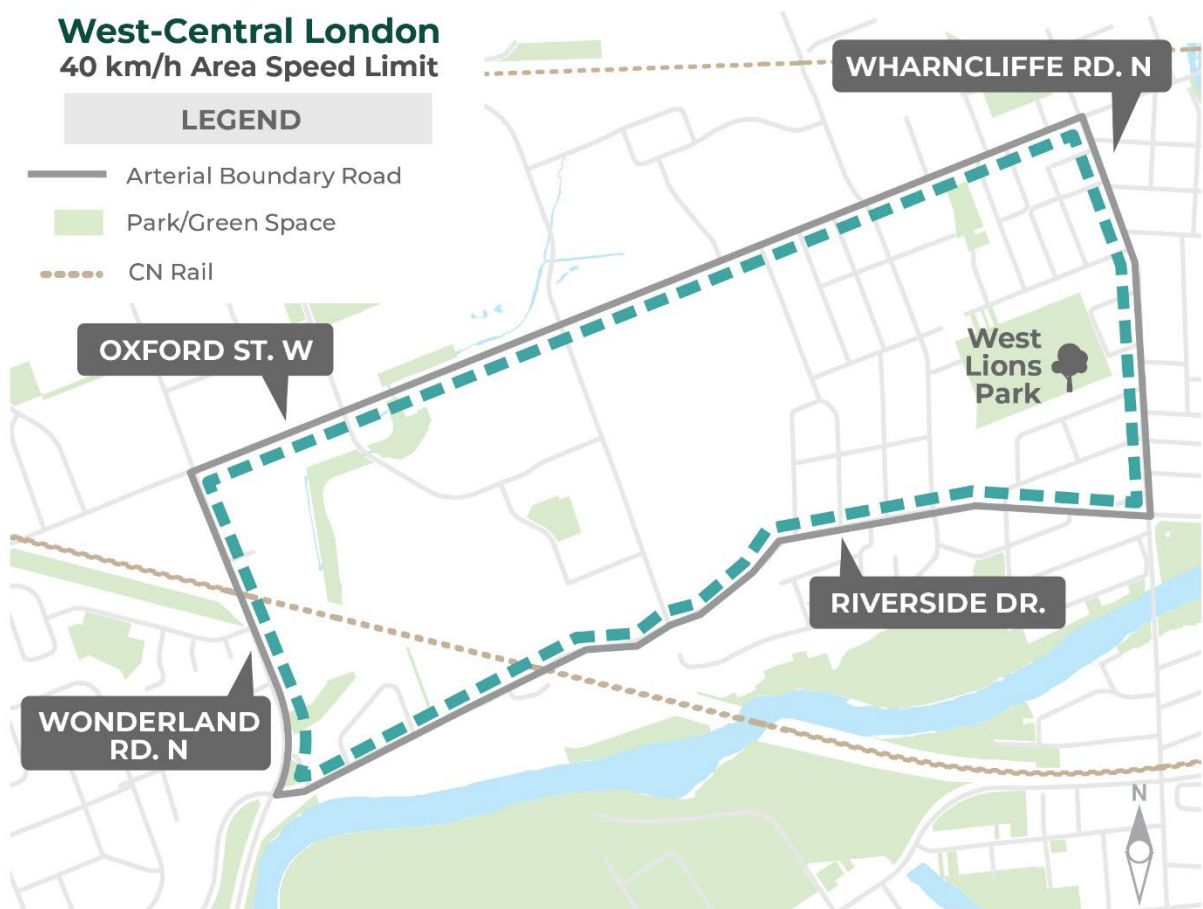
PASSED in Open Council on September 6, 2022.

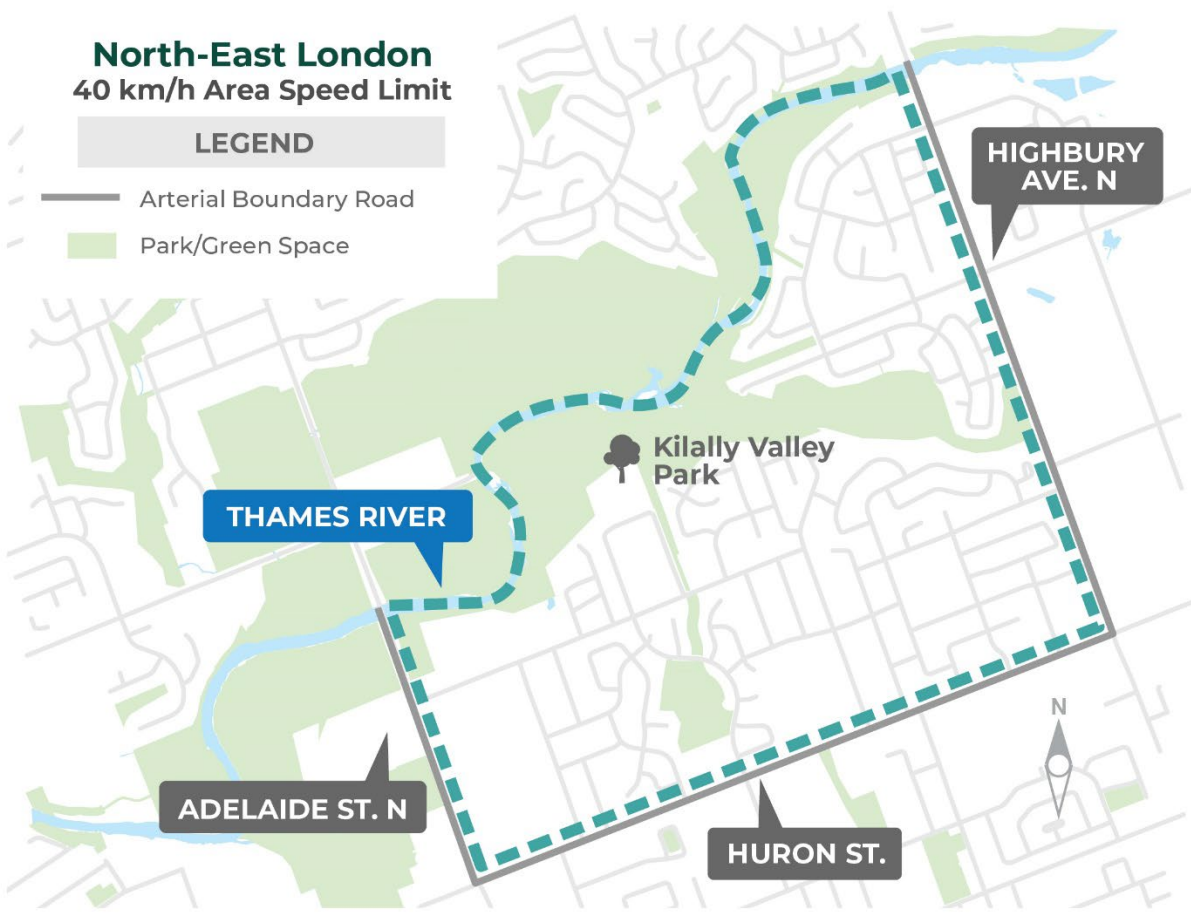
Ed Holder
Mayor

Michael Schulthess
City Clerk

First Reading – September 6, 2022
Second Reading – September 6, 2022
Third Reading – September 6, 2022

APPENDIX B: Area Speed Limit Zones





Report to Civic Works Committee

To: Chair and Members
Civic Works Committee
From: Kelly Scherr, P.Eng., MBA, FEC
Deputy City Manager, Environment and Infrastructure
Subject: Vauxhall Wastewater Treatment Plant Rotating Drum
Thickener Equipment Single Source
Date: August 23, 2022

Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions **BE TAKEN** with respect to the purchase of a rotating drum thickener at Vauxhall Wastewater Treatment Plant:

- a) the contract for purchase of a rotating drum thickener **BE AWARDED** to JWC Environmental Canada as a single source procurement for a total value of \$171,295.00 plus HST in accordance with Sections 14.4 (d) of the City of London's Procurement of Goods and Services Policy;
- b) the financing for the project **BE APPROVED** in accordance with the "Sources of Financing Report" attached hereto as Appendix 'A';
- c) the Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this project;
- d) the approvals given herein **BE CONDITIONAL** upon the Corporation entering into a formal contract; and
- e) the Mayor and City Clerk **BE AUTHORIZED** to execute any contract or other documents, if required, to give effect to these recommendations.

Executive Summary

Purpose

This report recommends approving the purchase of new rotating drum thickener (RDT) for Vauxhall Wastewater Treatment Plant (WWTP) from JWC Environmental Canada.

Context

Sludge thickening, the removal of a portion of the water from waste sludge, is an important process at the City's wastewater treatment plants. By removing a portion of that water through thickening, storage, energy consumption, and transportation requirements are reduced. Gravity belt thickening is the current technology used at Vauxhall WWTP for sludge thickening, where the existing thickener is nearing its end of life.

The City has recently purchased a similar model through a previous competitive process and successfully operates this equipment at both the Greenway and Adelaide treatment plants. RDTs have proven to be a cost-effective sludge thickening strategy, and the procurement of equipment from the same manufacturer provides further maintenance and operation benefits for the City. The approval for single source procurement to align with current installations is requested and recommended.

Linkage to the Corporate Strategic Plan

This project supports the 2019-2023 Strategic Plan through:

- Building a Sustainable City: build infrastructure to support future development and protect the environment; and manage the infrastructure gap for all assets.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Civic Works Committee, June 1, 2021, Purchase of Rotary Drum Thickener for Greenway Wastewater Treatment Plant.

Civic Works Committee, April 17, 2018, Greenway Rotary Drum Thickener Pre-Purchase

1.2 Context

The Vauxhall Wastewater Treatment Plant is the City's fourth largest plant, treating 7% of the City's wastewater. In 2021 it reliably treated an average of over 13 million litres per day of wastewater. An important part of the treatment process is the disposal of waste streams, such as the waste sludge, that are generated during the treatment process prior to discharging to the Thames River.

Vauxhall utilizes sludge thickening technology to remove water and thicken Waste Activated Sludge (WAS) from 0.5% to 5% solids, effectively reducing the volume of product required to be trucked, stored and further processed at Greenway Wastewater Treatment Plant prior to final disposal. This reduces operational cost and greenhouse gas emissions related to solids disposal. By installing common sludge thickening technology at multiple City plants, maintenance and training requirements are simplified and spare part inventories are reduced, lowering operational cost and risk.

2.0 Discussion and Considerations

2.1 Vauxhall WWTP Sludge Thickening

The current Vauxhall sludge thickening process employs a gravity belt thickener (GBT) that is approaching its end of life. Major repairs would be required to extend its operating life, after which the prospects for reliable operation are still expected to be poor. Rotary drum thickeners generally require much smaller areas for installation, and investigations by City staff have confirmed that the installation of a new RDT in the location of the current GBT will be relatively simple and inexpensive.

2.2 Selection of JWC Environmental Canada as a Single Source Supplier

The procurement policy includes a provision to allow a project to be single sourced to a specific supplier under a predefined set of criteria. JWC Environmental Canada has been recommended as a single source supplier for the reasons noted in section 14.4 d) of the Procurement of Goods and Services Policy:

- 14.4 d. There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract (i.e. contract extension or renewal);

Utilizing a common provider of sludge thickening products at multiple facilities ensures consistent product support, a shared inventory of spare parts, coordination of service, and consistency of staff training requirements as similar units are installed at other City treatment facilities. The rotating drum thickening system proposed for Vauxhall, the

IPEC Monster Drum Thickener, represents continued use of a technology which the City has previously evaluated and selected through a competitive bidding process (most recently, Request for Proposal 21-15), and has proven to be an effective and reliable technology. Maintaining JWC Environmental Canada as London’s rotating drum thickening equipment supplier will help maintain this system wide consistency and efficiency.

3.0 Financial Impact/Considerations

3.1 Activity Planned and Budget Available

Supply and delivery of the rotating drum thickener at Vauxhall was anticipated and accounted for under the current approved multi-year capital budget. Although current well-documented global supply chain issues have increased prices, the proposed prices for the supply and delivery of the new unit still aligns generally with previous estimates used to develop that budget.

Conclusion

Sludge thickening at Vauxhall WWTP is an essential component of the City’s wastewater treatment operations. The current thickening equipment has reached its end of life and must be replaced. By purchasing a rotating drum thickener from JWC Environmental Canada, the City will maintain reliable thickening operations at the plant while ensuring consistency of operations across all five of the City’s treatment plants for reduced cost and improved maintenance. For these reasons, a single source procurement is recommended.

Prepared by: Kirby Oudekerk, MPA, P.Eng.
Division Manager, Wastewater Treatment Operations

Submitted by: Ashley Rammeloo, MMSc., P.Eng.
Director, Water, Wastewater, and Stormwater

Recommended by: Kelly Scherr, P.Eng., MBA, FEC
Deputy City Manager, Environment and Infrastructure

cc: John Freeman, Manager III, Purchasing and Supply
Steve Mollon, Manager I, Purchasing Operations
Zeina Nsair, Financial Business Administrator, Finance and Corporate Services

Appendix "A"

#22122
August 23, 2022
(Award Contract)

Chair and Members
Civic Works Committee

RE: Vauxhall Wastewater Treatment Plant Rotating Drum Thickener Equipment Single Source
(Subledger FS22VX01)
Capital Project ES508422 - WWTP Optimization & Renewal
JWC Environmental Canada - \$171,295.00 (excluding HST)

Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Deputy City Manager, Environment and Infrastructure, the detailed source of financing is:

Estimated Expenditures	Approved Budget	Committed To Date	This Submission	Balance for Future Work
Engineering	66,443	66,443	0	0
Construction	489,211	15,188	0	474,023
City Related Expenses	7,086	7,086	0	0
Vehicles & Equipment	1,010,124	835,814	174,310	0
Total Expenditures	\$1,572,864	\$924,531	\$174,310	\$474,023
Sources of Financing				
Drawdown from Sewage Works Renewal Reserve Fund	1,572,864	924,531	174,310	474,023
Total Financing	\$1,572,864	\$924,531	\$174,310	\$474,023

Financial Note:

Contract Price	171,295
Add: HST @13%	22,268
Total Contract Price Including Taxes	193,563
Less: HST Rebate	-19,253
Net Contract Price	\$174,310

Jason Davies
Manager of Financial Planning & Policy

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Report to Civic Works Committee

To: Chair and Members
Civic Works Committee
From: Kelly Scherr, P.Eng., MBA, FEC
Deputy City Manager, Environment & Infrastructure
Subject: Basement Flooding Grant Program By-law Amendment
Date: August 23, 2022

Recommendation

That, on the recommendation of the Deputy City Manager, Environment & Infrastructure, the following actions **BE TAKEN** with respect to an update to the Basement Flooding Grant Program By-law:

- a) The proposed By-law attached as Appendix 'A' **BE INTRODUCED** at the Municipal Council Meeting on August 2, 2022 to amend the Basement Flooding Grant Program By-law (By-law A.-7562-160), by deleting Schedule 'A' and replacing it with an updated Schedule 'A'.

Executive Summary

Purpose

This report outlines proposed minor updates to the Basement Flooding Grant Program By-law A.-7562-160. The proposed updates clarify language and terminology within the By-law and revise the funding upset limits to adjust for inflation. There are no fundamental changes to the program related to eligibility criteria or the application process.

Context

The intent of the Basement Flooding Grant Program is to reduce the risk of basement flooding for property owners, and at the same time reduce the amount of extraneous flow into the City's sanitary sewage system. The implementation of the program continues to include public education, as well as education of local plumbing/drainage contractors. Program inquiries and applications are reviewed to ensure the funds allocated are spent effectively. In 2021, 77 homeowner grants were approved through this program.

On September 14, 2021, the Basement Flooding Grant By-law A.-7562-160 came into effect and replaced earlier versions of the By-law for the Basement Flooding Grant Program (previously referred to as "Grants for Sump Pump, Sewage Ejector and Storm Private Drain Connection By-law").

Linkage to the Corporate Strategic Plan

This project supports the 2019-2023 Strategic Plan through the following: Building a Sustainable City, Build infrastructure to support future development and protect the environment.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- CWC – October 22, 2019 – Basement Flooding Grant Program By-law Amendment
- CWC – October 24, 2017 – Basement Flooding Grant Program By-law Amendment

- CWC – May 9, 2017 – Basement Flooding Grant Program By-law Update

2.0 Discussion and Considerations

Attached to this report as Appendix ‘A’, is a proposed By-law to amend By-law A.-7562-160 by deleting Schedule ‘A’ to the By-law and replacing it with a new Schedule ‘A’ that includes the following key edits and updates:

2.1 Administrative Updates

The majority of the edits and updates within the proposed By-law are administrative in nature and are intended to improve the By-law structure/format and clarify terminology.

2.2 Adjustment of Upset Limits

The Basement Flooding Grant Program covers 90% of the total eligible costs to certain upset limits. The grant funding upset limits corresponding to 90% coverage have been revisited to consider the construction value of the eligible works, from January 1, 2021 to July 1, 2022. Inflation was considered as new upset limits were established. The current and proposed upset limit for each eligible grant item is outlined in the tables below.

Residential Homes

Eligible Works	Current Upset Limit	Proposed Upset Limit
Backwater valve	\$1,300	\$1,600
Sewage ejector, including associated plumbing modifications	\$4,600	\$5,500
Sump pit and pump (interior weeping tile disconnection)	\$2,500	\$3,100
Sump pit and pump (exterior weeping tile disconnection)	\$3,300	\$3,900
Storm lateral on private property (storm building sewer)	\$1,850	\$3,000
Storm lateral from City sewer main to dwelling unit (storm private drain connection and storm building sewer)	\$7,000	\$9,000
Sump pump battery back-up system	\$1,200	\$1,300
Sump pit and pump to replace private catchbasin (that previously drained to the sanitary system)	\$3,300	\$3,900

Condominium Corporations, Non-Profit Housing Co-operatives

Eligible Works	Current Upset Limit	Proposed Upset Limit
Engineering report	\$3,000	\$3,600
Sump pump system, backflow prevention systems and certification	\$2,000/unit	\$2,400/unit

Based on these proposed changes, the average application (sump pump with exterior weeping tile disconnection, sump pump battery back-up and sanitary backwater valve) is proposed to increase from \$5,800.00 to \$6,800.

These grant upset limits should be revisited at least every three years to account for increases in construction costs and inflation.

3.0 Financial Impact/Considerations

It is recommended that funding changes be retroactive to applicants who have applied to the grant program on or after July 1, 2022 and have subsequently been approved.

This is recommended because the homeowner(s) who recently received or have been approved for the smaller grant amount under the previous by-law were taking proactive measures to safeguard their home(s). Since July 1, 2022, one homeowner has been approved. The total cost of retroactively applying the new grants to this applicant is \$1,000.00.

The funding for the Basement Flooding Grant Program is through an annual capital budget (ES2092), approved through the Multi Year Budget process. The account has sufficient funding available that it can absorb the proposed increased costs without a budget increase request.

Conclusion

Civic Administration continues to encourage participation in this voluntary grant program. It is anticipated that the recommended By-law amendments will provide improved clarity and simplify the management and administration of the Basement Flooding Grant Program.

It is anticipated that updates to the upset limits identified above will help encourage more homeowners to participate in the program which will ultimately help reduce the amount of extraneous flow in the City’s sanitary sewage system.

Prepared by: Kyle Chambers, P. Eng.
Acting Division Manager, Sewer Engineering

Submitted by: Ashley M. Rammeloo, MMSc., P. Eng.,
Director, Water, Wastewater, and Stormwater

Recommended by: Kelly Scherr, P. Eng., MBA, FEC
Deputy City Manager, Environment & Infrastructure

Attachments: Appendix ‘A’ – Basement Flooding Grant Program Schedule ‘A’

CC: C.Liu, K.Christensen

Appendix A

Bill No.
2022
By-law No. A.-7562

A by-law to amend By-law No. A.-7562-160, as amended, being “A by-law to repeal and replace By-law A.-7015-285, being The Grants for Sump Pump, Sewage Ejector and Storm Drain Connection Grant Program By-law” by deleting Schedule “A” to the By-law and by replacing it with a new Schedule “A” to clarify language and terminology within the By-law and revise the funding upset limits to account for inflation.

WHEREAS section 5(3) of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 107 of the *Municipal Act, 2001* provides that a municipality may make grants to any person, group or body, including a fund, for any purpose that council considers to be in the interests of the municipality;

AND WHEREAS section 107 of the *Municipal Act, 2001* provides that a municipality’s power to make grants includes the power to make a grant by way of loan and to charge interest on the loan;

AND WHEREAS on May 16, 2017 Municipal Council of The Corporation of the City of London passed By-law No. A.-7562-160, being “A by-law to repeal and replace By-law A.-7015-285, being The Grants for Sump Pump, Sewage Ejector and Storm Drain Connection Grant Program By-law, to provide grants to certain Owners of residential semi-detached dwellings, single detached dwellings and duplex dwellings, to Condominium Corporations for units used for residential purposes, and to Non-Profit Housing Co-operatives, to disconnect the Footing Tiles (weeping tiles or foundation drains) from either the sanitary or storm sewer, and install a sump pump system for disposal of Footing Tile water to a suitable outlet other than the sanitary sewer system;

AND WHEREAS it is deemed appropriate to amend By-law No. A.-7562-160 by deleting Schedule “A” to the By-law and by replacing it with a new Schedule “A” to clarify language and terminology within the By-law and revise the funding upset limits to account for inflation;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. By-law No. A.-7562-160, as amended, being “A by-law to repeal and replace By-law A.-7015-285, being The Grants for Sump Pump, Sewage Ejector and Storm Drain Connection Grant Program By-law” is hereby amended by deleting Schedule “A” to the By-law and by replacing it with a new Schedule “A”, attached Schedule “A” to this by-law.
2. The short title of this by-law is “Basement Flooding Grant Program By-law”.
3. That this by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on September 6, 2022,.

Ed Holder
Mayor

Michael Schulthess
City Clerk

First Reading – September 6, 2022
Second Reading – September 6, 2022
Third Reading – September 6, 2022

Schedule “A”

City of London Basement Flooding Grant Program Guidelines

Purpose

- To provide a grant to Residential Homeowners, Condominium Corporations for units used for residential purposes, and to non-profit housing co-operatives, with residential buildings built prior to 1985, who may have experienced basement flooding, or who are in an area likely to experience basement flooding, due to sanitary sewer surcharging in their basements, and who subsequently install eligible Approved works to reduce the likelihood of flooding, in particular the discharge of disconnected and redirected Footing Tile water to a suitable outlet other than the sanitary sewer system, in accordance with this By-law.
- To provide a grant to Residential Homeowners who have experienced significant sump pump surface discharge issues including, but not limited to, surface erosion, icing on City sidewalks and/or streets and who lack suitable discharge alternatives on their Property to comply with the Drainage By-law WM-4 (subject to the discretion of the City Engineer), and who subsequently install eligible Approved works to alleviate these discharge issues (storm Building Sewer and Private Drain Connection to a suitable municipal storm sewer system), in accordance with this By-law.

Definitions

“*Approved*” means acceptable works meeting Ontario Building Code and Canadian Standards Association product and installation requirements, as well as manufacturer installation requirements.

“*Building Sewer*” means the private portion of the sanitary or storm service lateral for a private drainage or plumbing system (regulated by the Ontario Building Code) which conducts effluent to a Private Drain Connection.

“*City Engineer*” means the Deputy City Manager, Environment and Infrastructure or their written designate.

“*Condominium Corporations*” means condominium corporations under the *Condominium Act, 1998* for units used for residential purposes.

“*Footing Tile*” means the building foundation drain or weeping tile for a dwelling.

“*Non-Profit Housing Co-operatives*” means a non-profit housing co-operative under the *Co-operative Corporations Act*.

“*Dwelling Unit*” has the same meaning as contained in the City’s Zoning By-law.

“*Owner*” means an Owner in fee simple under the *Land Titles Act*, R.S.O. 1990, c. L.5.

“*Private Drain Connection*” or “PDC” means the public/municipal portion of the sanitary or storm service lateral which joins the private building sewer to a City sewer main and which is upon lands that are either owned by the City or subject to a sewer easement in favour of the City.

“*Professional Engineer*” or “*Engineer*” means a person who holds an Ontario license or temporary license under the Professional Engineers Act, O. Reg 941/90 and O. Reg 260/08.

“*Property*” means a separate parcel of land which has been assigned a Property identifier under section 141 of the *Land Titles Act*, R.S.O. 1990, c. L.5.

“*Residential Homes*” means residential semi-detached dwelling, single detached dwelling and duplex dwelling, as defined in the City’s Zoning By-law.

Funding

This Program will be funded in an amount determined by Council at its sole discretion from time to time. Grant commitments will be provided subject to funding availability as determined by Council at its sole discretion from time to time.

A. Eligible Work – Residential Homes

1. For Residential Homes approved through the City's Basement Flooding Grant Program in writing, upon completion of the installation and subject to funding being available in the yearly budget allocation for this purpose, the City may pay to the Owner up to 90% of the demonstrated eligible construction costs established as follows:
 - (i) up to a maximum of \$3,100.00 for out-of-pocket expenses to disconnect the existing Footing Tiles (when they are connected to the sanitary or storm system inside the basement) and redirect to an Approved sump pit and pump (to discharge to a suitable outlet other than the sanitary sewer, in accordance with Drainage By-law WM-4), in the case where Footing Tiles previously drained to the sanitary sewer, or previously drained by gravity to the storm sewer;
 - (ii) up to a maximum of \$3,900.00 for out-of-pocket expenses to disconnect the existing Footing Tiles (when they are connected to the sanitary or storm Building Sewer outside the basement) and redirect to an Approved sump pit and pump (to discharge to a suitable outlet other than the sanitary sewer, in accordance with Drainage By-law WM-4), in the case where Footing Tiles previously drained to the sanitary sewer, or previously drained by gravity to the storm sewer;
 - (iii) Up to a maximum of \$2,200.00 for out of pocket expenses to disconnect additional footing tile connection(s) for a building in the case where footing tiles previously drained to the sanitary sewer, or previously drained by gravity to the storm sewer. This cost is per additional footing tile connection and must be done in conjunction with either (i) or (ii).
 - (iv) up to a maximum of \$1,300.00 for out-of-pocket expenses when an Approved sump pump battery backup is installed in a Residential Home, in combination with the installation of an Approved sump pit and pump, as part of the grant program works and a current application. (A sump pump battery backup for an existing sump pump is not eligible for funding);
 - (v) up to a maximum of \$3,900.00 or out-of-pocket expenses to disconnect private catchbasins or drains on, or adjacent to, a driveway or garage that drain storm runoff from a reverse grade driveway, and direct to an Approved sump pit and pump (to discharge to a suitable outlet other than the sanitary sewer, in accordance with Drainage By-law WM-4), where the private catchbasins or drains were previously connected to the City's sanitary sewer;
 - (vi) up to a maximum of \$1,600.00 for out-of-pocket expenses when an Approved backwater valve is installed in a semi-detached or single detached dwelling (in accordance with the Ontario Building Code) in combination with the installation of an Approved sump pit and sump pump, and provided that the backwater valve is serving only one dwelling unit; the installation of a backwater valve is recommended with Footing Tile disconnection for either (i) or (ii) and is subject to the City Engineer's discretion;
 - (vii) up to a maximum of \$1,600.00 for out-of-pocket expenses when an Approved backwater valve is installed in a semi-detached or single detached dwelling (in accordance with the Ontario Building Code) that does not have Footing Tiles due to age of construction, but is located in an area where sanitary sewer surcharging presents a potential risk, subject to the City Engineer's discretion, and provided that the backwater valve is serving only one Dwelling Unit. If Footing Tiles do not exist, or are not

connected to the sanitary main drain or Building Sewer, the licensed plumber/drainage contractor must verify this in writing based on a camera/video inspection;

- (viii) up to a maximum of \$1,600.00 for out-of-pocket expenses when an Approved backwater valve is installed in a semi-detached or single detached dwelling (in accordance with the Ontario Building Code) that is located in an area where sanitary sewer surcharging presents a potential risk, subject to the City Engineer's discretion, and provided that the backwater valve is serving only one Dwelling Unit. The Footing Tiles must have an appropriate outlet, other than the sanitary sewer, in accordance with Drainage By-law WM-4;
 - (ix) up to a maximum of \$5,500 for out-of-pocket expenses incurred when, in lieu of an Approved backwater valve being installed with the sump pit and pump, an Approved sewage ejector and holding tank is installed along with interior plumbing modifications to accommodate for the discharge of effluent from basement plumbing fixtures to the sanitary sewer system;
 - (x) up to a maximum of \$9,000.00 for out-of-pocket expenses for the construction of a storm lateral, which includes a storm Private Drain Connection (PDC) (within the City road allowance or within a City easement) and a storm Building Sewer on private property, to convey the Owner's pumped Footing Tile water from the dwelling unit to the municipal storm sewer;
 - (xi) Up to a maximum of \$3,000.00 for out-of-pocket expenses to construct a storm Building Sewer on private Property from the Dwelling Unit and extending it to an existing storm PDC within the City road allowance or within a City easement to convey Owner's pumped footing tile water to the municipal storm sewer; and
 - (xii) the works of either items (x) or (xi) are possible provided that there is a suitable municipal storm sewer outlet available for the Owner's Property, subject to the discretion of the City Engineer.
2. The demonstrated eligible construction costs include the fees to obtain a Building/Plumbing Permit for the eligible works and/or a Work Approval Permit, and efforts to coordinate inspection(s) identified in the permit, to achieve completed, Approved works that pass inspection(s) in full.
 3. The City assumes no liability whatsoever relating to the work undertaken by the Owner.
 4. The Owner must execute an appropriate liability release document (Page 2 of the Basement Flooding Grant Program application form), approved by the City's Risk Management Division and the City Solicitor's Office.
 5. Eligibility for this grant will be based on a demonstrable need for such work. If weeping tile exists, then the weeping tile must be disconnected from the sanitary or storm system, as determined solely by the **City Engineer**.
 6. Also available for Residential Homeowners, upon completion of the installation of the eligible works and subject to grant funding being available in the yearly budget allocation for this purpose, the City will loan to the applicant Owner the remainder of the demonstrated eligible construction costs established as above. This loan is to be paid back to the City in ten equal annual instalments, including interest, in accordance with the annual 10-year financing rate for local improvements.
 7. Remediation or renovation works required by the homeowner in relation to these works are not eligible for grant or loan funding.

B. Eligible Work – Condominium Corporations, and Non-Profit Housing Co-operatives

1. For Condominium Corporations, and Non-Profit Housing Co-operatives approved through the Basement Flooding Grant Program in writing upon completion of the installation and subject to funding being available in the yearly budget allocation for this purpose, the City may pay to a Condominium Corporation, or Non-Profit Housing Co-operative up to 90% of the demonstrated cost established as follows:
 - (i) up to a maximum of \$3,600 for out-of-pocket expenses for an Engineering Report, which is subject to the City Engineer's approval, and the consulting engineer's written confirmation that works have been completed in accordance with the final Engineering Report; and
 - (ii) up to a maximum of \$2,400 per impacted unit (Condominium Corporation or Non-Profit Housing Co-operatives), where eligible works are proposed and installed, or for units that will directly benefit from these eligible works for out-of-pocket expenses including Approved sump pit and sump pump systems, and Approved sanitary backflow prevention systems.
2. Any grants provided to Condominium Corporations or Non-Profit Housing Co-operatives will be payable only if the entirety of the eligible works in the final Engineering Report are implemented.
3. Any grants provided to the Condominium Corporations or Non-Profit Housing Co-operatives which have existing Footing Tile connections to the City's sanitary sewer will be approved only if those Footing Tiles are disconnected (and discharged to a suitable outlet other than the sanitary sewer, in accordance with Drainage By-law WM-4). Any units which would continue to have footing tiles connected to the City's sanitary sewers are not eligible for grant funding.
4. The demonstrated eligible construction costs include the fees to obtain a Building/Plumbing Permit for the eligible works and or a Work Approval Permit, and efforts to coordinate inspection(s), identified in the permit, to achieve completed, Approved works that pass inspection(s) in full.
5. The City assumes no liability whatsoever relating to the work undertaken by the Condominium Corporation, or Non-Profit Housing Co-operative.
6. The Condominium Corporation, or Non-Profit Housing Co-operative must execute an appropriate liability release document, approved by the City's Risk Management Division and the City Solicitor's Office. The individual unit Owners must also sign a separate liability release document.
7. Eligibility for this grant will be based on a demonstrable need for such work, at the sole discretion of the City Engineer.

C. Eligibility for Grant

1. The applicant(s) for the grant must meet the following criteria in order to qualify for the Program:
 - (i) must be the Owner(s) of the Residential home, a Condominium Corporation, or a Non-Profit Housing Co-operative;
 - (ii) has not commenced any construction works they are applying for grant funding for prior to grant approval; and
 - (iii) the Owner(s), Condominium Corporation, or Non-Profit Housing Co-operative must meet all conditions of this Program.
2. Approval of all grant applications is also subject to availability of funding at any given time, as determined solely by Council.
3. Non-residential properties, including but not limited to, institutional, industrial, and commercial properties are not eligible for this Program.

D. Eligibility for Loan

1. The residential applicant(s) must meet the following criteria in order to qualify for the loan
 - (i) must be the Owner(s) of the Residential home and must have been approved in writing for a grant through this By-law and have expressed an interest in a loan;
 - (ii) all property taxes must be paid in full at the time of application and throughout the loan process; and
 - (iii) all registered owner(s) must complete and sign the Loan Agreement.
2. Approval of all loan applications is also subject to availability of funding at any given time, as determined solely by Council.
3. Condominium Corporation and Non-Profit Housing Co-operatives are not eligible for a loan.

E. Grant and Loan Details

1. Grants and loans will not be available to cover any other associated ineligible costs including, but not limited to, restoration, renovation, landscaping costs etc.
2. The maximum amount of each grant and loan will be determined in each case by the City Engineer, based on the City Engineer's determination of the reasonable cost and scope of the proposed work. Grant and loan applications will be processed in chronological order based on the date of receipt of applications, at the discretion of the City Engineer.
3. Grant approvals will be valid for six (residential) or nine (condominium corporations and non-profit housing co-operatives) months and will expire if the work is not completed within that time period (unless extended at the City Engineer's discretion).
4. The Basement Flooding Grant Program application procedure is outlined in Appendix "A".

Appendix “A”

A. Application Procedure - Residential

1. The applicant Owner(s), will be required to complete an application form provided by the City Engineer. In addition to the completed application form, the applicant Owner(s), must provide:
 - a. A minimum of 3 quotes for the work from licensed plumbing/drainage Contractors, not a 3rd party representative, for costs above \$10,000.00, to the City Engineer's satisfaction and subject to the City Engineer's discretion;
 - b. A minimum of 2 quotes for the work from licensed plumbing/drainage Contractors, not a 3rd party representative, for costs between \$5,000.00 and \$10,000.00, to the City Engineer's satisfaction and subject to the City Engineer's discretion;
 - c. One quote for the work from a licensed plumbing/drainage Contractor, not a 3rd party representative, for costs below \$5,000.00, to the City Engineer's satisfaction and subject to the City Engineer's discretion;
 - d. The quotes must detail what work is to be done, and separate out costs for each portion of construction work, i.e. total cost of labour and materials to install backwater valve, total cost of labour and materials to install PDC, etc.;

At the discretion of the City Engineer, any work that is started or completed prior to the grant application approval may be deemed ineligible under this Program, at the discretion of the City Engineer.

2. The City reviews the application and supporting documentation and decides whether to approve the grant amount and loan, and determines the approximate grant and loan amounts. The City advises the applicant in writing of its decision. Final grant and loan amounts are established based on the final paid invoice submitted once the work has been completed.
3. The Applicant or Contractor obtains any necessary permits, including a Building/Plumbing Permit from the City's Building Division and/or Work Approval Permit (7th Floor, City Hall, 300 Dufferin Avenue, London, 519-661-4555 or building@london.ca) prior to work commencing. Failure to obtain appropriate permits prior to work commencing will result in cancellation of any previously approved grant and loan amounts.
4. The Contractor must co-ordinate work with the City. The Contractor is responsible to obtain all utility locates for the work for both private Property and City Property.
5. The Contractor or the applicant must arrange for an inspection by the City with respect to the Building/Plumbing Permit and/or Work Approval Permit. Permits that have not had an inspection by the City will result in the cancellation of any previously approved grant and loan amounts.
6. Within six months of receiving grant approval, the Owner(s) must submit to the City the final invoice from the Contractor setting out the amount due and paid for the work. Any Owner submitting a final invoice six months after the grant approval will be ineligible for payment of the grant and loan (subject to the discretion of the City Engineer). The City will not provide a grant or loan for an amount greater than the grant or loan amount set out in paragraph 2 above, even where the final invoice is greater than the grant amount. The Owner(s) must also resubmit the grant application form with the liability release section signed by all Owners.
7. Where there is a request to do so and subject to the discretion of the City Engineer, the City may advance 100% of the grant and loan amounts as set out in item (2) above to the qualified and licensed plumbing contractor who completes the construction works for the applicant Owner(s) upon receipt of a

final invoice for the completed construction works, confirmation of the homeowner's eligibility for a loan, and confirmation that the applicable permit(s) have been issued and passed in full.

B. Application Procedure – Condominium Corporations, Non-Profit Housing Co-operatives

1. Screening of potential eligibility for the Basement Flooding Grant Program is reviewed by the City Engineer for a particular Condominium Corporation and Non-Profit Housing Co-operative.
2. At the sole discretion of the City Engineer, the Condominium Corporation or Non-Profit Housing Co-operative is provided with an application for the Basement Flooding Grant Program – Condos and Housing Co-ops if they meet the screening criteria for potential eligibility.
3. The Condominium Corporation or Non-Profit Housing Co-operative may then elect to proceed with the program by retaining a Consulting Engineer to complete an engineering report (to be sealed by a Professional Engineer). The grant program covers a maximum of \$3,600 for the completion of the engineering report (draft and final).
4. The engineering report must specifically address the basement flooding risks and recommend preventative measures to reduce the likelihood of basement flooding. The report must clearly identify the selected units where eligible works are proposed such as weeping tile disconnection and redirection to a sump pit and sump pump, sump pump battery back-up and sanitary backwater valve. The report must also clearly identify ongoing maintenance requirements.
5. The draft engineering report is provided to the City for review of completeness related to basement flooding risk and proposed recommended preventative measures. The City provides report comments to the Consulting Engineering firm.
6. The Consulting Engineering firm updates and finalizes the report by addressing each of the comments provided by the City. The final engineering report must be sealed by a Professional Engineer and provided to the City.
7. The Consulting Engineering firm and/or Condominium Corporation or Housing Co-operative is responsible to collect multiple quotations from licensed plumbers/drainage contractors for the eligible works outlined in the final engineering report, including applicable permits. The quotes must detail what work is to be done and for which specific units, and separate out costs for each portion of work, in accordance with this By-law.

At the discretion of the City Engineer, any work that is started or completed prior to the grant application approval may be deemed ineligible under this Program, at the discretion of the City Engineer.

8. City reviews the quotations and provides grant approval in writing to the Condominium Corporation or Non-Profit Housing Co-operative regarding the overall grant coverage and coverage per unit (based on participating units).
9. The Condominium Corporation or Non-Profit Housing Co-operative may then choose to proceed with the installation/construction of the eligible works outlined in the final engineering report, with costs directed to the licensed plumber/drainage contractor by the Condominium Corporation, Non-Profit Housing Co-operative or by the individual unit owners.
10. The applicant or Contractor obtains any necessary permits, including a Building/Plumbing Permit and/or Work Approval Permit from the City's Building Division (7th Floor, City Hall, 300 Dufferin Avenue, London, 519-661-4555) prior to work commencing. Failure to obtain appropriate permits prior to work

commencing will result in cancellation of any previously approved grant and loan amounts.

11. The Contractor must co-ordinate work with the City. The Contractor is responsible to obtain all utility locates for the work for both private Property and City Property.
12. The Contractor or the applicant must arrange for an inspection by the City with respect to the Building/Plumbing Permit and/or Work Approval Permit. Permits that have not had an inspection by the City will result in the cancellation of any previously approved grant and loan amounts.
13. Certification of the completed works is required based on the recommendation outlined in the sealed final Engineering Report. Certification of the completed works must be provided in writing by the Professional Engineer, who sealed the final Engineering Report.
14. Within nine months of receiving grant approval, the Condominium Corporation, or Non-Profit Housing Co-operative or individual unit owners must submit to the City the final invoice from the Contractor setting out the amount due and paid for the work. Condominium Corporations and Non-Profit Housing Co-operatives must also submit to the City the final invoice from the consulting engineering firm setting out the amount due and paid for the Engineer's Report(s) and confirmation that the works were completed in accordance with the report. Any Owner, Condominium Corporation, or Non-Profit Housing Co-Operative submitting a final invoice nine months after the grant approval will be ineligible for payment of the grant and loan (subject to the discretion of the City Engineer). The City will not provide a grant for an amount greater than the grant or loan amount set out in item (8) above, even where the final invoice is greater than the grant amount. The Condominium Corporation, or Non-Profit Housing Co-operative must also submit the grant application form (page 2) with the liability release section signed by all Owners or representatives able to bind the Condominium Corporation or non-profit housing co-operative. The individual Owners must also sign a separate liability release document.
15. Subject to approval of the submission, The City will issue a cheque for the grant either to the Condominium Corporation, or Non-Profit Housing Co-operative or individual unit owners.

C. Not Retroactive

The Program will not be retroactive to apply to works started before the commencement of the Program.

D. Discontinuation of Program

The terms of the Program are subject to change. Council may periodically review the Program Guidelines to determine if the Program should continue, be modified, or cease to issue any new grants. The City may discontinue the Program at any time, without notice.

E. City Not Liable

In order to qualify for a grant and loan, the residential home Owner, Condominium Corporation, or Non-Profit Housing Co-operative agrees that the City shall not be liable for any damages to the Owner's Property or Property for which the Condominium Corporation, or Non-Profit Housing Co-operative is responsible as a result of any of these installations.

Report to Civic Works Committee

To: Chair and Members
Civic Works Committee
From: Kelly Scherr, P.Eng., MBA, FEC
Deputy City Manager, Environment and Infrastructure
Subject: Consultant Design Fee Extension Award Labatt Sanitary
Siphon
Date: August 23, 2022

Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions **BE TAKEN** with respect to the award of additional consulting fees to R.V. Anderson Associates Limited for the Labatt Sanitary Siphon Infrastructure Renewal Project:

- (a) The engineering design fees for R.V. Anderson Associates Limited (RVA) **BE INCREASED** by \$297,474.00 in accordance with the estimates, on file, to an upset amount of \$506,287.00, excluding HST, in accordance with Section 15.2 (g) of the Procurement of Goods and Services Policy;
- (b) the financing for this project **BE APPROVED** as set out in the Sources of Financing Report attached, hereto, as Appendix 'A';
- (c) the Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this project; and
- (d) the Mayor and City Clerk **BE AUTHORIZED** to execute any contract or other documents, if required, to give effect to these recommendations.

Executive Summary

Purpose

This report recommends the extension of detailed design engineering services for the Labatt Sanitary Siphon Infrastructure Renewal Project. The project will replace the Labatt Sanitary Siphon under the Thames River from Ivey Park to Mitchel A. Baran Park. This project is proposed for construction as part of the 2023 Infrastructure Renewal Program.

Context

The Labatt Sanitary Siphon has been identified as a high priority in the Infrastructure Renewal Program due to the poor condition of the municipal infrastructure. The sewer was constructed in 1935 and has reached the end of its useful life. The project will include replacement of the existing Labatt Sanitary Siphon with a new siphon and related trunk and local sanitary sewers and appurtenances. RVA was awarded the design services for Labatt Sanitary Siphon at Council on October 27, 2020.

Linkage to the Corporate Strategic Plan

This report supports the Strategic Plan in the following areas:

- Building a Sustainable City:

- London's infrastructure is built, maintained, and operated to meet the long-term needs of our community.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

Civic Works Committee – October 20, 2020 – Appointment of Consulting Engineers Infrastructure Renewal Program, Agenda Item #2.3

2.0 Discussion and Considerations

2.1 Project Description

The Labatt Sanitary Siphon Infrastructure Renewal Project includes the following improvements:

- Installation of a new sanitary sewer siphon under the forks of the Thames River;
- Realignment of existing trunk and local sanitary sewers to connect to the new sanitary sewer siphon in Ivey and Mitchell A. Baran Parks;
- Restoration of parks.

Infrastructure replacement needs have been coordinated within the Environment and Infrastructure Department for efficient use of funds during construction. The project budget has been included in the approved 2022 Wastewater Capital Works Budget.

3.0 Financial Impact/Considerations

3.1 Consulting Services

R.V. Anderson Associates Limited (RVA) was previously awarded the detailed design services for the reconstruction of the Labatt Sanitary Siphon by Council on October 27, 2020. This request to increase the detailed design engineering fees for RVA is based on the following factors:

- The stage 2 archaeological assessment completed within the original assignment has recommended that a stage 3 archaeological assessment be completed with the possible requirement for a stage 4 archaeological assessment. This submission includes \$61,155 and \$136,949 for stage 3 and stage 4 archaeological assessments respectively. This submission also includes a \$34,651 allowance for Indigenous participation in the above noted stage 3 and stage 4 archaeological assessments for a total of \$232,755. It is noted that the stage 4 archaeological assessment fees and associated stage 3 and 4 Indigenous participation allowance are provisional and will be used only if required.
- Additional geotechnical work required to facilitate detailed design which was not included in the original detailed design submission (\$40,617).
- Additional design fees related to environmental review and permitting which were not identified in the original detailed design submission (\$24,102).

RVA has submitted a scope change for an additional \$297,474.00 for all tasks noted above. Staff have reviewed the fee submission, including the time allocated to each project task, along with hourly rates provided by each of the consultant's staff members and deemed it acceptable. The continued use of RVA on this project for the amended detailed design services is of financial advantage to the City because the firm has specific knowledge of the project and has undertaken work for which duplication would be required if another firm were to be selected.

In accordance with Section 15.2 (g) of the City of London’s Procurement of Goods and Services Policy, Civic Administration is recommending that RVA’s fees to carry out the detailed design services be increased by \$297,474.00 to an upset limit of \$506,287.00.

Conclusion

RVA has demonstrated an understanding of the City’s requirements for this project, and it is recommended that this firm continue as the consulting engineer for the purpose of further detail design services services, as it is in the best financial and technical interests of the City.

Prepared by:	Kyle Chambers P.Eng. Acting Division Manager, Sewer Engineering
Submitted by:	Ashley M. Rammeloo, MMSc., P.Eng. Director, Water, Wastewater, and Stormwater
Recommended by:	Kelly Scherr, P.Eng., MBA, FEC Deputy City Manager, Environment and Infrastructure

CC: B. Sevier, A. Rozentals

Appendix ‘A’ – Sources of Financing Report

Appendix "A"

#22123
August 23, 2022
(Consulting Engineers Fee Increase)

Chair and Members
Civic Works Committee

RE: Consultant Design Fee Extension Award Labatt Sanitary Siphon
(Subledger WS22C00I)
Capital Project ES241422 - Infrastructure Renewal Program - Sanitary Sewers
R.V. Anderson Associates Limited- \$506,287.00 (excluding HST)

Finance Supports Report on the Sources of Financing:

Finance Supports confirms that the cost of this project can be accommodated within the financing available for it in the Capital Budget and that, subject to the approval of the recommendation of the Deputy City Manager, Environment and Infrastructure, the detailed source of financing is:

Estimated Expenditures	Approved Budget	Committed To Date	This Submission	Balance for Future Work
Engineering	2,000,000	646,118	302,710	1,051,172
Construction	10,409,529	1,358,431	0	9,051,098
City Related Expenses	25,000	630	0	24,370
Total Expenditures	\$12,434,529	\$2,005,179	\$302,710	\$10,126,640

Sources of Financing

Capital Sewer Rates	7,934,529	0	57,889	7,876,640
Drawdown from Sewage Works Renewal Reserve Fund	2,250,000	0	0	2,250,000
Canada Community-Building Fund	2,250,000	2,005,179	244,821	0
Total Financing	\$12,434,529	\$2,005,179	\$302,710	\$10,126,640

Financial Note:

Contract Price	\$506,287
Less Amount previously approved by Council	208,813
Contract Price	297,474
Add: HST @13%	38,672
Total Contract Price Including Taxes	336,146
Less: HST Rebate	-33,436
Net Contract Price	\$302,710

Jason Davies
Manager of Financial Planning & Policy

jg



2021 Annual Report



450 Highbury Avenue N.,
London, Ontario, N5W 5L2
Telephone: 519-451-1340
Fax: 519-451-4411

May 24, 2022

To His Worship Mayor Ed Holder
and Members of Municipal Council

Re: 2021 London Transit Commission Annual Report

On behalf of the Commission, please find attached LTC's 2021 Annual Report for Council's review and consideration.

Consistent with the Business Planning Process, each year an Annual Report is completed and shared publicly. The report provides an overview of how the LTC performed against each of the strategic outcomes identified in the Business Plan.

Yearly, each of the Strategic Outcomes is graded by administration based on the following scale.

Grade	Criteria
Excellent	All initiatives set out in the Business Plan under the objective have been successfully achieved
Good	Progress toward completion of all initiatives under the objective is consistent with expectations in the Business Plan
Satisfactory	Progress toward completion of all initiatives under the objective is slower than expectations in the Business Plan
Needs Improvement	Significant focus needs to be directed at the initiatives under the objective

The declaration of a global pandemic in March of 2020 and the ongoing nature of same has presented numerous challenges with respect to meeting the established Strategic Outcomes set out in the Business Plan. While both the conventional and specialized services continued to operate throughout the pandemic, the manner in which they operated was altered significantly, with many of the key objectives taking a back seat to pandemic-related practices and protocols intended to keep riders and employees safe while continuing to operate a service that was essential to keeping London moving.

The significant declines in ridership and related revenue associated with the pandemic-related lockdowns, coupled with increased costs associated with enhanced cleaning and other safety protocols have collectively skewed most of the traditional key performance indicators that are reported on annually as part of this report. Additionally, some of the initiatives on the 2021 Work Program had to be deferred due to resource limitations. Notwithstanding these issues and impacts, this report will continue to follow the traditional approach for transparency purposes.

While continuing to operate a public transit service through the pandemic presented many challenges, the response to those challenges also offered some key insights that will be relied upon as the organization, as well as the public transit industry at large begins to navigate through what will eventually become the new normal.

The most significant outcome of the pandemic from a public transit perspective, was the recognition by all levels of government, of the value that a viable public transit service provides to its community. Both the Federal and Provincial governments demonstrated this understanding through the provision of the Safe Restart Funding Program, which provided for funding to support the continuation of services noting the losses in revenue and increased operating costs that were being experienced by all transit systems. During the pandemic period, historical measures including rides per service hour and cost recovery ratios were no longer the driving factors in decision making, with discussions centering on ensuring that adequate service levels remained in place to provide the ability for transit riders to access essential services and jobs.

This recognition provided a reminder to transit systems that the value they provide is measured by three key stakeholder groups; the transit customer, the community at large, and the taxpayer. What also became clear is that each group's values cannot be measured solely by the traditional metrics that transit systems have relied upon. Further, the onset and continuation of the pandemic which has resulted in significant shifts in the manner in which people work and move in their communities has significantly impacted the transit system's ability to predict and plan for the future.

While all of this presents a challenge, it also presents an opportunity. 2022 will be a year to engage with all three stakeholder groups in an effort to identify their priorities for a quality public transit service in their community. This information will form the foundation of the next Business Plan, which will cover the period 2023-2026.

In closing, and for the second consecutive year, every London Transit employee needs to be commended for their dedication and commitment to ensuring public transit services continued to operate throughout the pandemic without interruption. Responding to evolving public health guidance, new policies and procedures to protect employee health and safety, and dealing with the pandemic implications that impacted personal lives were all challenges that were navigated by the entire London Transit team through 2021 as well as the early parts of 2022.

We of course, extend our gratitude to Municipal Council and the civic administration for their continued support, and look forward to working together on the Rebuilding Phase of our Pandemic Response Plan in an effort of providing a trusted transit system for all Londoners.

Yours truly,



Jesse Helmer
Chair

Enclosure

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THE LONDON TRANSIT COMMISSION

COMMISSION - CURRENT

JESSE HELMER	CHAIR
SHERYL ROTH	VICE CHAIR
ANNA HOPKINS	COMMISSIONER
TARIQ KHAN	COMMISSIONER
STEPHANIE MARENTETTE	COMMISSIONER

SENIOR MANAGEMENT - CURRENT

KELLY PALECZNY	GENERAL MANAGER
MIKE GREGOR	DIRECTOR OF FINANCE
SHAWN WILSON	DIRECTOR OF OPERATIONS
KATIE BURNS	DIRECTOR OF PLANNING
CRAIG MORNEAU	DIRECTOR OF FLEET & FACILITIES
JOANNE GALLOWAY	DIRECTOR OF HUMAN RESOURCES

EXECUTIVE SUMMARY

London Transit's vision in the 2019-2022 Business Plan is to be *the valued and trusted mobility choice for Londoners*. The vision is supported by the mission statement which is *moving Londoners – progressively, reliably and affordably*.

The vision and mission are supported by five linked and, in certain respects, competing strategic outcomes, namely:

- An integrated, affordable and valued mobility choice
- An engaged, diverse and respectful workplace
- Demonstrated fiscal accountability
- Being open, transparent and understood
- Effective utilization of infrastructure

Consistent with the Business Planning Process, each year an Annual Report is completed and shared publicly. The report provides an overview of how the LTC performed against each of the strategic outcomes identified in the Business Plan.

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The declaration of a global pandemic in March of 2020 and the ongoing nature of same has presented numerous challenges with respect to meeting the established Strategic Outcomes set out in the Business Plan. While both the conventional and specialized services continued to operate throughout the pandemic, the manner in which they operated was altered significantly, with many of the key objectives taking a back seat to pandemic-related practices and protocols intended to keep riders and employees safe while continuing to operate a service that was essential to keeping London moving.

The significant declines in ridership and related revenue associated with the pandemic-related lockdowns, coupled with increased costs associated with enhanced cleaning and other safety protocols have collectively skewed most of the traditional key performance indicators that are reported on annually as part of this report. Additionally, some of the initiatives on the 2021 Work Program had to be deferred due to resource limitations. Notwithstanding these issues and impacts, this report will continue to follow the traditional approach for transparency purposes.

The table below sets out the performance against the outcomes for the 2021 fiscal year, none are graded excellent given the deviation from the Business Plan required as the result of the pandemic.

Strategic Outcome	Grade	Comments
An integrated, affordable and valued mobility choice	Good	The continuation of public transit services throughout the pandemic ensured Londoners had access to essential jobs and destinations.
Demonstrated fiscal accountability	Good	Overall effective cost management notwithstanding the service impacts of the ongoing pandemic.
Being open, transparent and understood	Good	Continued use of social media for outside stakeholders during the pandemic and increased efforts to communicate pandemic-related information to employees.
Effective utilization of infrastructure	Good	Capital programs for the most part continued notwithstanding the ongoing pandemic.
An engaged, diverse and respectful workplace	Good	Overall priority centered on ensuring the health and safety of all employees (including psychological health)

While progress toward all of the Strategic Outcomes is graded as ‘good’, it is important to recognize these grades are measured against progress on the initiatives included in the Business Plan while also giving consideration to the fact that operating a transit system through a pandemic necessitated deviation from some specific initiatives.

While continuing to operate a public transit service through the pandemic presented many challenges, the response to those challenges also offered some key insights that will be relied upon as the organization, as well as the public transit industry at large begins to navigate through what will eventually become the new normal.

The most significant outcome of the pandemic from a public transit perspective, was the recognition by all levels of government, of the value that a viable public transit service provides to its community. Both the Federal and Provincial governments demonstrated this understanding through the provision of the Safe Restart Funding Program, which provided for funding to support the continuation of services noting the losses in revenue and increased operating costs that were being experienced by all transit systems. During the pandemic period, historical measures including rides per service hour and cost recovery ratios were no longer the driving factors in decision making, with discussions centering on ensuring that adequate service levels remained in place to provide the ability for transit riders to access essential services and jobs.

This recognition provided a reminder to transit systems that the value they provide is measured by three key stakeholder groups; the transit customer, the community at large, and the taxpayer. What also became clear is that each group’s values cannot be measured solely by the traditional metrics that transit systems have relied upon. Further, the onset and continuation of the pandemic which has resulted in significant shifts in the manner in which people work and move in their communities has significantly impacted the transit system’s ability to predict and plan for the future.

While all of this presents a challenge, it also presents an opportunity. 2022 will be a year to engage with all three stakeholder groups in an effort to identify their priorities for a quality public

transit service in their community. This information will form the foundation of the next Business Plan, which will cover the period 2023-2026.

In closing, and for the second consecutive year, every London Transit employee needs to be commended for their dedication and commitment to ensuring public transit services continued to operate throughout the pandemic without interruption. Responding to evolving public health guidance, new policies and procedures to protect employee health and safety, and dealing with the pandemic implications that impacted personal lives were all challenges that were navigated by the entire London Transit team through 2021 as well as the early parts of 2022.

AN INTEGRATED, AFFORDABLE AND VALUED MOBILITY CHOICE

The strategic objective calls for the continued development and delivery of accessible public transit services that are integrated with other modes of transportation, dynamic in nature and considered a valued investment to all stakeholders. The following table sets out an assessment of the 2021 performance against key elements of this strategy, noting the measures used to determine the grading have historically included ridership change and total ridership, service hour change and total service hour investment, customer satisfaction rating, and investment share allocation.

Given the ongoing global pandemic that continued to impact 2021, performance against the key elements of this strategy were viewed in light of the organizational impacts associated with operating under these conditions. As such, some of the elements are listed as N/A noting initiatives included in the annual work program intended to address these elements were put on hold as part of the organization's pandemic response. Additionally, while the manner in which the system operated throughout the majority of 2021 was not consistent with pre-pandemic years, progress was still graded on those elements that remained applicable. Public transit services continued to be provided to all areas of London normally served by transit throughout 2021, albeit in some cases at reduced frequency. Details with respect to perceived progress toward each of the elements are commented on in greater detail following the table below.

Key Elements	Grade
Ongoing development of a safe, integrated and accessible public transit service ensuring the service meets the needs of a growing, competing and changing market.	Good
Use of proven technology supporting the effective, efficient delivery of transit services.	Good
Exploration of initiatives intended to grow transit ridership	N/A
Continued focus on improving the customer experience	Excellent
Progressing in the development and delivery of integrated, accessible public transit services	N/A

Conventional Transit Services

Consistent with 2020, conventional transit services continued to operate throughout 2021 notwithstanding the various lockdowns and other restrictions that were established in response to ongoing pandemic waves.

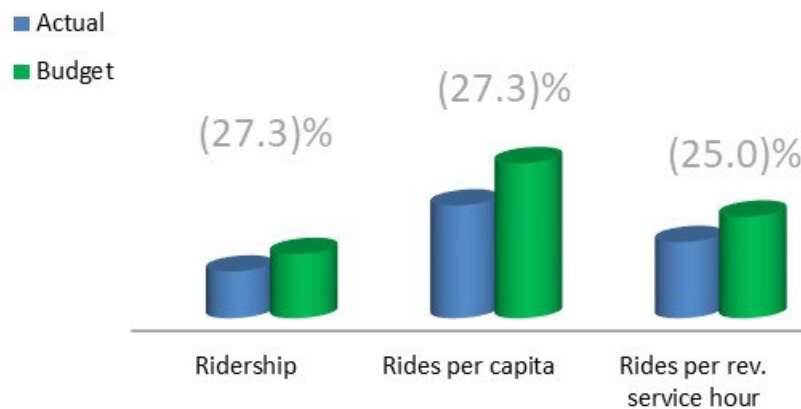
Service levels remained at approximately 90% of pre-pandemic levels throughout 2021 due to resource availability. The approach taken with respect to service reductions was to reduce frequencies where necessary but not to eliminate service to any area of the city. Ridership levels on the conventional service mirrored the pandemic waves that occurred in 2021 as depicted in the following graph which illustrates ridership as a percentage of pre-pandemic levels.

2021 Conventional Transit Ridership as a Percent of 2019 (Pre-Pandemic)



As the graph illustrates, subsequent to the April wave, ridership began to steadily climb for the remainder of the year, dropping again in mid-December at the onset of that wave and associated lockdowns and restrictions. As noted in the following chart which compares actual 2021 ridership and related measures to 2021 budget, performance continued to be impacted by the global pandemic. The 2021 budget anticipated continued pandemic-related impacts albeit not to the extent to which they occurred both early in 2021 and again in December.

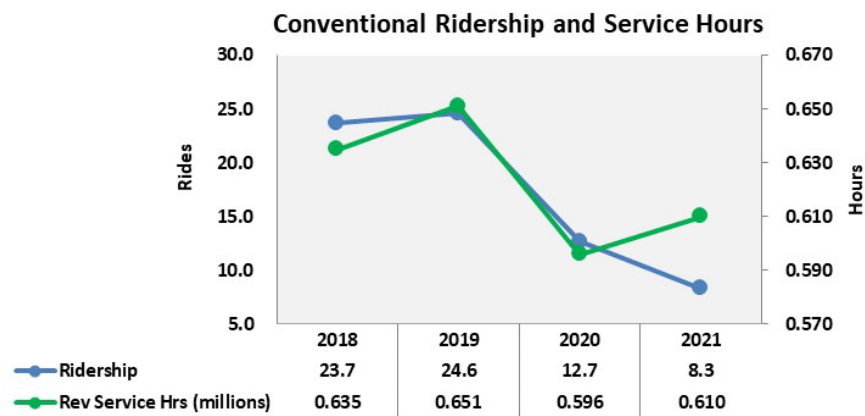
2021 Ridership Performance Actual vs. Budget



The continuation of the Safe Restart Funding program, supported by the Provincial and Federal governments, provided an offset for the revenue losses associated with the lower than budget ridership, which in turn allowed the continued operation of services at a much higher level than could have been supported by the farebox revenue alone. The recognition of the need for the continued operation of public transit services throughout the pandemic period by all levels of government represents an opportunity for transit systems to begin to transition away from the traditional focus on R/C ratios and minimum boarding thresholds toward a focus on the value the services provide to the community. This is not to say that the traditional efficiency and

effectiveness measures should be discounted entirely, but rather viewed in tandem with other positive impacts the transit system brings to the community including community access, economic benefits, climate and health benefits, and reduced congestion levels.

The ridership and service hour performance over the period of 2018-2021 is set out in the following chart, noting that the pandemic-related impacts on the organization in 2020 and 2021 result in the inability to directly compare these years to previous years. The previous year's data is provided for transparency purposes and an indication of where the measures were pre-pandemic.



The total service hours provided in 2021 were higher than that of 2020 given service levels remained at 90% of normal throughout 2021, versus the significant fluctuations experienced in 2020 due to significant resource constraints early in the pandemic. Ridership in 2021 is less than 2020, however this is due to the fact that there were almost three months of normal operation in 2020 prior to the declaration of the global pandemic. Removing those three months from the equation results in overall ridership levels during the pandemic being higher in 2021 than 2020.

¹Rides per capita: total rides divided by population – provides for comparison of ridership levels across municipalities of varying populations

²Rides per revenue service hour: total rides divided by total hours vehicles are providing service – measures the efficiency of the system

Continuing the discussion with respect to the value versus the volume of public transit, the measure of 'rides per revenue service hour' provides a good example of how two different stakeholder groups will view and prioritize this measure. From the tax payer's perspective, the higher the number the better, as it indicates that the vehicles on the road are being heavily utilized and farebox revenue is supporting a large portion of the operating cost of the vehicle. Conversely, from the customer's perspective, a lower number means they will be more likely to have a seat while completing their trip versus standing on a crowded bus.

Continuing this discussion, when viewing total ridership from the graphs above from a volume perspective, the 8.3 million trips provided in 2021 could be viewed as being too low, or not enough to warrant the service levels from the taxpayer perspective. However from the perspective of the community at large, and to a lesser degree the counter taxpayer perspectives, 8.3 million trips were provided on public transit, which enabled Londoners to get to work, school and other essential destinations, which in turn ensured that essential services were able to continue to operate through the pandemic period. From the customer's perspective, the levels of service that continued to operate ensured access to their community.

In addition to comparing against internal key performance indicators, London Transit also measures service performance by comparison to a peer group of Ontario transit systems (with bus operations only and with populations greater than 100,000). The following table sets out a comparison of 2020 key service performance indicators for LTC versus the identified Ontario group average noting the 2021 group data will not be published until the fall of 2022. The comparison information is compiled and published by the Canadian Urban Transit Association (CUTA).

Conventional Transit Services – Summary Performance Comparison

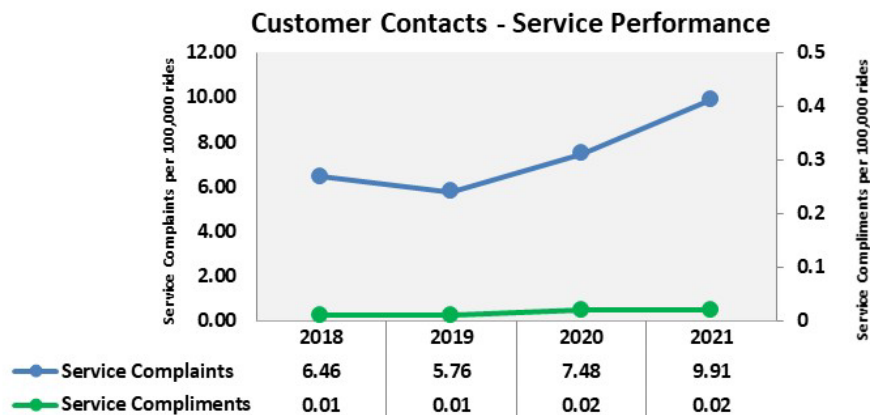
Description Service Performance	2020 Peer Average	2020 LTC	Ranking
Ridership (millions)	7.1	12.7	3 rd
Rides per capita	18.2	30.6	1 st
Rides per service hour	14.4	21.3	1 st
Service hours per capita	1.2	1.4	4 th

Note: Peer group includes 16 Ontario transit systems in municipalities with a population greater than 100,000. (York Region, Mississauga, Durham Region, Brampton, Hamilton, Waterloo Region, London, Windsor, Oakville, Burlington, St. Catharines, Sudbury, Barrie, Guelph, Thunder Bay and Kingston).

As illustrated in the table, London maintained its good standing in comparison with the peer group in 2020, the first year of the global pandemic. The London rankings in the four categories did not change from the 2019 rankings, illustrating the pandemic related impacts were experienced consistently across the peer group.

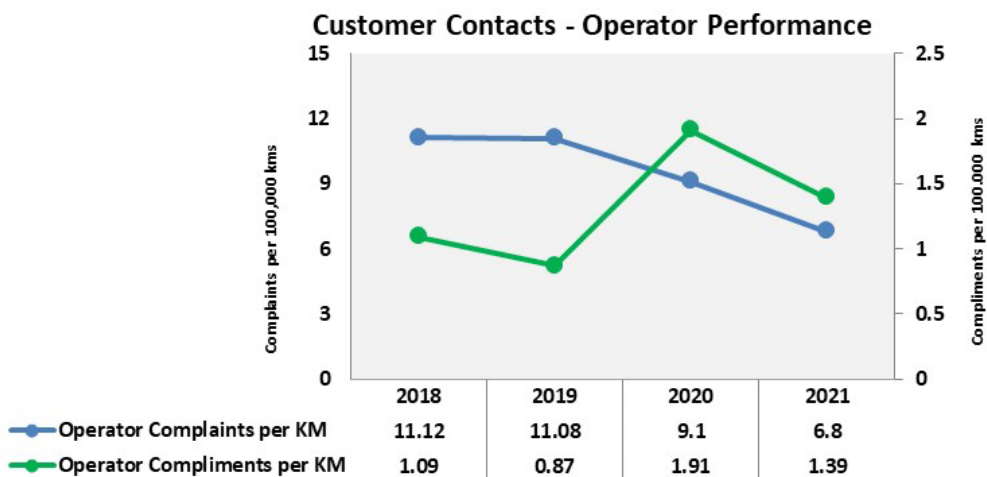
Service quality is also measured through feedback from the customer, which beginning in 2016 includes the addition of the feedback received through the Voice of the Customer surveys. Historically customer contacts were relied upon as the only measure of customer satisfaction; however given that customers of any service are far more likely to contact the provider with a complaint when they have had a poor experience versus calling to provide a compliment when they have had a good experience, the Voice of the Customer program was launched to gain a better understanding of our customers perspectives. Unfortunately the annual Voice of the Customer Survey had to be put on hold during the pandemic, and as such there are no current results to share.

The following chart illustrates that service performance complaints had been declining pre-pandemic, but began to increase in 2020 and continued to trend upwards in 2021.



In an effort to have comparable statistics, the values in the chart illustrate the total complaints and compliments per 100,000 riders. While this approach normalizes the number being displayed, it does not account for the extreme variances in operating conditions pre and during the pandemic period. By way of example, the top category of complaints in 2018/19 was “late schedule” and complaints in this category dropped by approximately 70% in 2020 and 2021. The reduced vehicular traffic coupled with reduced ridership both played a significant role in buses being better able to remain on schedule throughout 2021. While not specifically identified in the table, given bus schedules were not modified to reflect the reduced traffic and ridership, a number of contacts were received from riders angry that buses were sitting at stops for extended periods of time. These extended dwell times were required in order to ensure that buses remained on schedule and did not get ahead of schedule, which would result in riders missing the bus and having to wait for the next one.

The other major area of analysis regarding service quality is Operator performance, which is assessed in terms of both complaints and compliments. Performance results from the customer contact system for 2018 to 2021 are set out in the following chart.

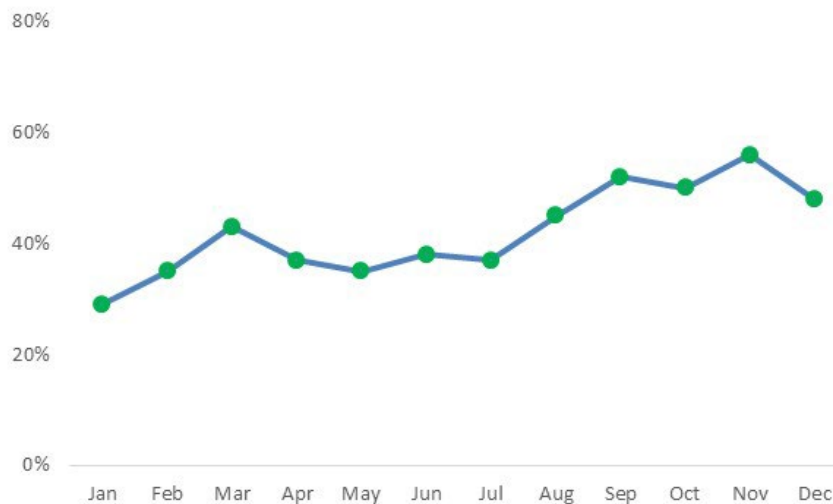


Driving related Operator complaints declined in virtually every category in 2020/21 as compared to previous years. The makeup of complaints per category remained consistent over the period, notwithstanding the differing operating conditions in 2020 and 2021. Total complaints with respect to 'service received from the Operator' also decreased in 2021 to the lowest in the four-year horizon with approximately 50% of complaints in this category being directly related to the pandemic.

Specialized Transit Services

Consistent with the conventional service, specialized services continued to operate throughout 2021, ensuring mobility to the registrants who rely on the service for access to the community. The graph below illustrates the fluctuations in ridership throughout 2021 which mirrored the various waves of the pandemic.

2021 Specialized Transit Ridership as a Percent of 2019 (Pre-Pandemic)

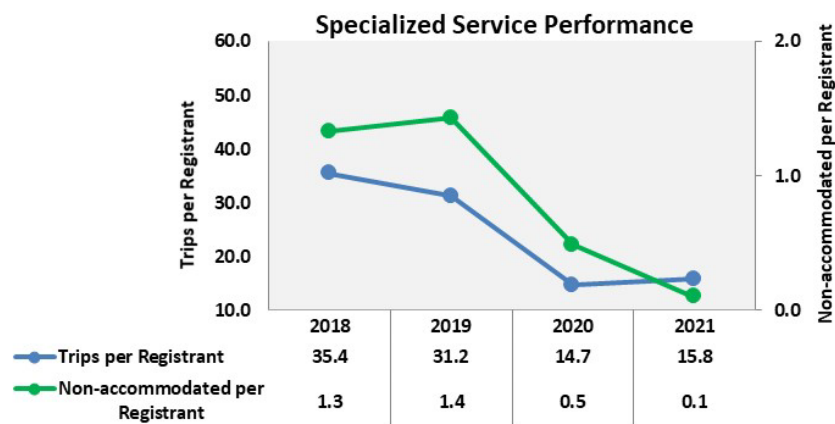


The following table provides a comparison of ridership and service hours actual to budget performance for 2021. The financial impacts on the specialized service were able to be mitigated to a large extent given service levels could be adjusted to match demand given the pre-booked nature of the service. Given the demographic that makes up the majority of specialized transit registrants, the demand for this service was limited mainly to essential medical trips and for groceries, which resulted in a steep decline in demand.

2021 Ridership and Service Hours Actual to Budget Performance

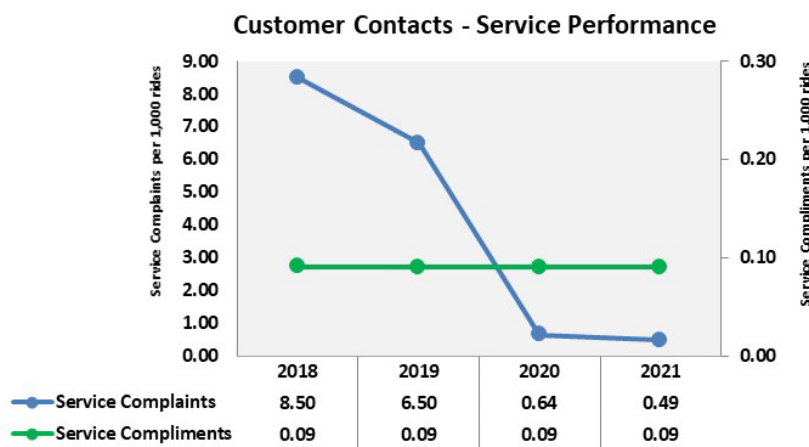
Description	Actual	Budget	Amount Better (Worse)	Percent Better (Worse)
Total ridership	168,600	192,500	(23,900)	(12.4)%
Service hours	122,200	157,300	(35,100)	(22.3)%
Registrants	10,900	11,000	(100)	(0.9)%
Total trips/registrant	15.5	17.5	(2.5)	(14.3)%

The following chart sets out the trends of 'trips per registrant' and 'non-accommodated trips per registrant' for the period 2018 to 2021.



The steep decline in trips per registrant in 2020/21 is indicative of a significant portion of the specialized service registrants significantly reducing their travel during the pandemic. The measure in the graph depicts the total trips per registrant based on the assumption that all registrants are making use of the service, which is typically the case. The significant decline in non-accommodated trips per registrant is measured in the same manner, and as such, shows a higher rate for 2020/21 than actual, in fact during the majority of 2021 there were no non-accommodated trips on the specialized service.

As referenced in the chart below, service complaints are down significantly during the pandemic period as compared to previous years. Compliments relating to service have remained consistent over the four year period.



The top category of complaints in 2021 was "service received", which includes issues such as length of trip, drop off locations, and pick up locations, with the majority being directly related to the pandemic, and issues customers had with the manner in which the service was being delivered in light of it.

As with conventional transit, specialized transit performance results are assessed from a service perspective in comparison to all other Ontario specialized transit systems. The following table

sets out a comparison of key service performance indicators for LTC in 2020 versus the identified Ontario group average.

Specialized Transit Services – Summary Performance Comparison

Description	2020	2020
	Ontario Avg.	LTC
Service Performance		
Service hours per capita	0.3	0.4
Total trips per capita	0.2	0.3
Total trips per service hour	2.2	1.2
Trips per eligible registrant	28.1	14.3

Average includes all specialized services operating in Ontario

London's performance in 2020 was consistent to past years in terms of peer group comparison, indicating that the operational impacts of the pandemic were felt equally across specialized services in Ontario.

DEMONSTRATED FISCAL ACCOUNTABILITY

The strategy calls for prudent fiscal and operational management, supporting sustainability, competitive positioning, affordability and valued return on investment. The investment return includes social, economic and environmental returns. As discussed earlier in this report, the return on investment in public transit services for the City needs to be expanded to include elements that are priorities to each stakeholder group going forward. The elements set out in the table below focus primarily on the priorities of the taxpayer.

Key Elements	Grade
Providing a high quality and economically sustainable transportation service	Good
Ensuring decisions regarding investment (operating and capital) are evidenced-based, and are consistent with the goals and objectives of the organization and services	Excellent
Establishing a sustainable financial strategy, one that reflects the unique dynamics (characteristics) of each investment source	Good
Fostering an environment of continuous improvement that is, doing the right things at the right time in the most effective and efficient manner	Good
Optimizing investment and utilization of existing and new technologies supporting the effective and efficient delivery and management of the service	Good

2021 Operating Budget Program

The 2021 operating budget program for conventional and specialized transit services totalled approximately \$92 million; however, as has been previously outlined in this report, was subject to significant impacts related to the pandemic declaration. The 2021 operating program finished the year with a \$14.0 million unfavourable variance which was offset by the Safe Restart Funding program provided by the Federal and Provincial governments.

The major factors contributing to the budget deficit include the following:

- Overall unfavourable revenue performance relating to:
 - Lower than budgeted ridership throughout 2021 due to the pandemic and varying stages of lockdown
 - lower than budgeted Provincial Gas Tax contributions as the result of reduced service levels

which were offset by expenditure performance relating to:

- lower than expected labour costs relating to reduced service levels
- costs associated with pandemic related protocols that were not budgeted (e.g. daily bus cleaning, hand sanitizer, PPE for employees, etc.)
- lower than expected contract costs for the specialized service relating to reduced service levels

As noted in the following chart, the actual source of 2021 operating investment varied significantly from budget primarily due to the existence of the Safe Restart funding to cover pandemic-related budget impacts. City investment levels have, for the most part, been flat-lined over the course of the last four years, given the economic climate and related constraints on public investment.

2021 Operating Budget Source of Investment Conventional and Specialized Transit Systems		
Description	2021 Actual	2021 Budget
Transportation/Operating revenue	41.1%	30.8%
Provincial gas tax	6.3%	12.3%
City of London	41.7%	44.6%
Safe Restart	10.8%	12.4%
	100.0%	100.0%

Financial performance is compared to the Commission's peer group in the same manner as service performance for the respective services. In terms of conventional services in comparison to the peer group, London's performance is at or near the top in all key financial performance indicators, as noted in the following table.

Conventional Transit Services – Summary Performance Comparison

Description Service Performance	2020 Peer Average	2020 LTC	Ranking Out of 16
Financial Performance			
Operating cost per ride	\$7.79	\$3.53	16 th (lowest)
Municipal cost per ride	\$6.25	\$2.38	16 th (lowest)
Total Operating Cost Sharing			
Municipality	62.8%	44.8%	16 th (lowest)
Passenger & Operating	21.9%	33.7%	1 st
Provincial gas tax + Safe Restart	15.3%	8.5%	14 th

Note: Peer group includes 16 Ontario transit systems in municipalities with a population greater than 100,000. (York Region, Mississauga, Durham Region, Brampton, Hamilton, Waterloo Region, London, Windsor, Oakville, Burlington, St. Catharines, Sudbury, Barrie, Guelph, Thunder Bay and Kingston).

As noted, LTC's municipal operating investment is well below the peer group average, ranked 16th (last) of the 16 transit systems comprising the peer group in 2020. As discussed previously in this report, the metrics for 2021 were significantly impacted by the operating conditions during the pandemic noting that service continued to operate notwithstanding declines in ridership. The service levels that remained in place were significantly higher than what would be traditionally warranted based on ridership levels; however, this was done so in an effort to avoid crowding on buses. London's peer group transit systems reported similar impacts for 2020 given operating conditions across the province were very similar.

Similar impacts were experienced on the specialized transit services, with significant jumps in costs per ride experienced across the province.

**Specialized Transit Services – Summary Performance Comparison
Ontario Specialized Systems**

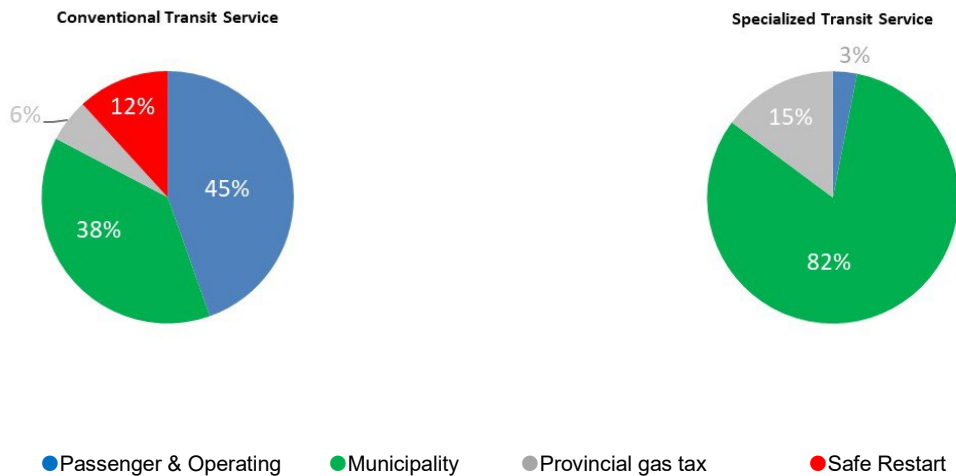
Description Service Performance	2020 Peer Average	2020 LTC
Financial Performance		
Operating cost per ride	\$54.13	\$55.32
Municipal cost per ride	\$48.38	\$50.30
Total Operating Cost Sharing		
Municipality	88%	91%
Passenger & Operating	5%	3%
Provincial gas tax	7%	6%

Consistent with the conventional service, the 2021 metrics have varied significantly due to the levels of service that continued to operate through very low ridership periods in an effort to limit passengers on board while also ensuring service would be available for anyone requiring a same day trip booking. Of note, given the overall savings in the specialized operating budget as the result of reduced service levels on a contracted service, there is no Safe Restart funding associated with this budget, in fact, given the funding guidelines, the savings from the specialized budget were required to offset to the additional costs on the conventional service when applying the funding.

The charts below set out the investment share of the various funding sources for both the conventional and specialized services for 2021. As indicated earlier in this report, the Safe Restart funding was utilized in 2021 to balance the overall operating budget (the net of increased cost on the conventional service and savings on the specialized service).

As the charts indicate, approximately 12% of the conventional transit service operating budget was funded with Safe Restart funding. Had this funding program, supported by the Provincial and Federal governments, not been provided, significant service reductions would have been required in order to balance the operating budget.

**2021 Percent Share of Source Investment
Conventional and Specialized Transit Services**

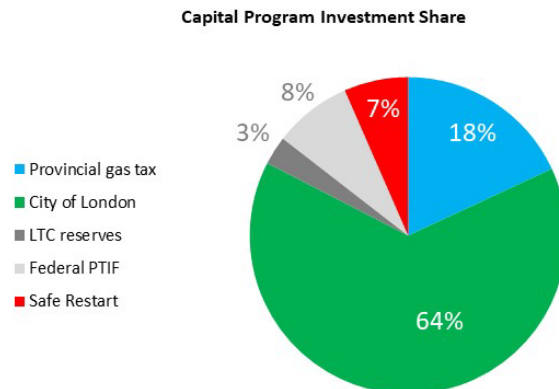


2021 Capital Budget Program

The 2021 capital investment program totalled approximately \$13.7 million, funding a number of projects including:

- Bus replacement: a \$10.3 million project providing replacements for 17 buses was completed in 2021. The bus replacement program is critical to supporting fleet reliability and lowering fleet maintenance costs by moving to an average fleet age of six years.
- Bus expansion: a \$1.3 million project providing for 2 expansion buses to allow for implementation of the 2021 conventional service improvements
- Air Purification System: a \$0.9 million project that was not initially included in the 2021 budget but was implemented due to the ongoing pandemic. This project equipped the entire conventional transit fleet with on-board air purification systems, resulting in a cleaner and safer ride for employees and riders.
- A total of \$1.2 million was spent on other various projects in 2021 including bus stop upgrades, shop and garage equipment, service fleet replacement and facility upgrades

All of the capital programs operated within budget. Capital investment in 2021 was shared as follows.



BEING OPEN, TRANSPARENT AND UNDERSTOOD

The strategy calls for all stakeholder communications to be conducted in an open, transparent, timely and inclusive manner supporting common knowledge and understanding. The following table sets out an assessment of 2021 performance against key elements of this strategy, noting the measures used to determine the grading include the number of communication tools employed, the frequency of use of the communications tools, and stakeholder satisfaction ratings.

Key Elements	Grade
Developing informed relationships with all stakeholders both internal and external to LTC	Good
Employing a consistent communication brand supporting clear, concise and timely communication	Good
Investing in and effectively utilizing a variety of communication forms and technology to build and sustain informed relationships	Good
Developing and implementing mechanisms to provide for enhanced engagement with employees	Good

The requirement for strong communications to all stakeholders was heightened through the pandemic given the service impacts experienced throughout the year. Corporate social media accounts and media alerts were relied upon to keep riders informed of service impacts, and were done so in a manner to provide the most advance notice possible.

Customers and the public at large have a number of options to interact with London Transit. Those looking for dialogue, or some form of response, can use the customer service phone line or email. In addition to telephone and email, information is also made available through the corporate website, Facebook and Twitter accounts.

The following table provides an overview of the makeup of the various methods that customers and the public can utilize to find information with respect to public transit services. It should be noted that some information is limited to only one source (e.g. Commission agendas limited to corporate website), and as such, the addition of alternative methods of interaction may not directly impact others. The table below sets out the percent make-up of the various methods of interaction between LTC and the public at large.

Percent Make Up of Interaction Methods

Percent Make Up	2018	2019	2020	2021
Information line - answered calls	3.6%	2.2%	2.7%	3.3%
Interactive voice response	9.5%	4.6%	4.6%	5.9%
Website - main site visits	68.3%	41.4%	38.3%	47.3%
Website - Infoweb real-time	18.6%	13.0%	12.1%	17.3%
Facebook page visits	0.0%	1.8%	5.6%	3.3%
Twitter Impressions	0.0%	36.9%	36.7%	22.9%
Total	100.0%	100.0%	100.0%	100.0%

LTC also recognizes the importance of internal communications, keeping employees informed and thanking them for their efforts. In 2021, COVID boards, established in 2020, were kept updated, providing employees with up-to-date information specific to the ongoing pandemic. Additionally, there are a number of mechanisms in place for internal employee communications including payroll inserts, an employee newsletter, internal communications screens, and internal bulletin boards, direct communication (verbal and written) all of which are utilized throughout the year.

EFFECTIVE UTILIZATION OF INFRASTRUCTURE

The strategy calls for acquisition and maintenance of required infrastructure supporting service reliability, noting infrastructure includes fleet, facility, technology and other fixed assets. The following table sets out an assessment of 2021 performance against key elements of this strategy, noting the measures used to determine the grading include average fleet age, nature and extent of technology employed, and capital investment in new infrastructure.

Key Elements	Grade
Linking asset planning and service planning	Excellent
Effectively utilizing proven technology to meet business/service needs (e.g. smart bus technology to assist with the delivery of quality customer service)	Excellent
Completing evidence based assessments on the acquisition and maintenance of critical infrastructure	Excellent
Continuous review and improvement of systems, processes and procedures supporting effective use of all assets	Good

The reliable accessible infrastructure strategy addresses the maintenance, retention, and acquisition of equipment, facilities, and fleet. Specific programs and policy direction associated with the strategy are reflected in the Commission's Asset Management Plan. The following table sets out the assessment of LTC assets as at December 31, 2021.

Assets	Grade
Facility – 450 Highbury	Satisfactory – adequate for short term
Facility – 3508 Wonderland	Very good – fit for the future
Rolling stock	Very good – fit for the future
Shelters, stops and pads	Very good – fit for the future
Fare and data collection systems	Good – adequate for now
AVL/radio system (smart bus)	Good – adequate for now
Shop equipment and tools	Very good – fit for the future
Smart card system	Very good – fit for the future
All other infrastructure	Very good – fit for the future

The assigned assessment ratings were assessed on infrastructure needs associated with current service growth plans and an ongoing commitment to investing, as a priority, in a state of good repair both in terms of capital investment and maintaining and development of proactive preventative maintenance programs for buses including, ancillary system versus reactive and establishing full service agreements covering both maintenance and upgrades for technology (system) based infrastructure.

Strict adherence to the strategy over the past 10 years has resulted in the elimination of the infrastructure deficit with the exception of the Highbury Avenue facility. The Facility Needs Assessment completed in 2018 indicated that, given current service growth plans, additional facility capacity will be required within the next 10 years. The assessment concluded that the most cost-effective path forward is to demolish the 450 Highbury Avenue North facility in stages and rebuild a larger, purpose-built facility onsite. While the need for increased capacity and improved operational efficiencies is not considered imminent, no funding sources have been identified for this project in the Commission's 10 year Capital Budget for the years 2020-2029.

AN ENGAGED, DIVERSE AND RESPECTFUL WORKPLACE

The strategy calls for the development of a results-oriented organization attracting, developing and retaining exceptional individuals creating an engaged, diverse and respectful workplace. The following table sets out an assessment of 2021 performance against key elements of this strategy, noting the measures used to determine the grading include training and development hours, employee turn-over rate and employee satisfaction ratings.

Key Elements	Grade
Developing a culture that is inclusive, supportive, and collaborative, respecting individual dignity, promotes accountability and open communication	Good
Developing a learning organization supporting employees being successful in their roles, that recognizes performance and develops human resource capacity to ensure business continuity	Good
Developing a qualified and diverse workforce, reflective of community demographics	Good
Creating a safe work environment and encouraging employee health and wellness and increased focus on employee mental health	Good
Effectively using technology to support employees in their roles	Good

The overall rating of the strategy is defined as good, noting 2021 saw:

- continued development of performance-based management
- ongoing review and change to the organization's structure, reflecting the performance review management program principle of ensuring the most efficient and effective use of resources
- refinement of numerous pandemic-related procedures and protocols intended to protect employees and riders from exposure to the pandemic
- continued focus and attention directed toward employee psychological health and wellness
- constant communication to employees through a number of mediums relating to pandemic related procedures and protocols as they evolved throughout the year

The planning and development of the organization is considered an ongoing initiative. Prior to being filled, vacant positions are reviewed and assessed to ensure the resources are required and/or whether there is opportunity to re-invest the resources elsewhere in the organization where they may be more needed.

LOOKING FORWARD

The theme of the 2019-2022 Business Plan is “Maintaining the Momentum” intended to relay the underlying objectives of the Plan, which are to continue with initiatives tied to improving service for both conventional and specialized customers, and in conjunction improve the overall customer experience. The four year Business Plan included a number of key initiatives, all intended to contribute to the underlying objective. The onset of the global pandemic in March 2020 resulted in the need to direct focus away from some initiatives included in the Business Plan toward ensuring the conventional and specialized services continued to operate in a manner that was safe for both employees and riders.

Notwithstanding this shift, progress was made on a number of initiatives that will begin the transformation of London Transit as an organization, both in terms of the services it provides and the infrastructure utilized to provide them. 2022 will see the introduction of the first alternative delivery service model, which will serve the Innovation Park industrial area in the south-east. Going forward, similar approaches will be considered for other areas of the City that are difficult to serve with a typical conventional service route. Incorporating this service model into future service plans will provide the ability to provide access to public transit to new areas of London, as well as those that have been historically un-served due to limited ridership opportunities.

In addition, the service improvements set to be implemented in 2022 focus on system-wide improvements, intended to make the conventional service a more viable option for more Londoners. The implementation of the fall of 2022 improvements to routes across the system will result in better connections, more frequent services and better reliability system wide.

The completion of the Zero-Emission Bus Implementation Plan in 2022 will set the path for a full conversion of the conventional transit fleet over the coming years. Subsequent to receipt of the final Implementation Plan, work will begin on finalizing the procurement for an initial fleet of 10 electric buses and the required charging infrastructure to support them. This transition will also require retrofits to the Wonderland Road facility in order to accommodate the charging infrastructure and ability to maintain electric buses. The ZEB Implementation Plan will also place increased priority on the replacement of the Highbury facility, noting any investment in infrastructure supporting the fleet conversion would not be undertaken in the current facility but rather incorporated into the replacement facility. This transition is also anticipated to have a significant impact on human resource requirements noting that a fleet transition of this nature requires a dedicated team with specific skillsets.

The 2019-2022 Business Plan theme of “Maintaining the Momentum” was based on previous years of continued growth in both service levels and ridership on both the conventional and specialized services, which was only possible due to increased municipal investment supported by municipal council. While 2019 programs and initiatives began to deliver on the theme, the declaration of the global pandemic in early 2020 and the resulting impacts on public transit services halted that envisioned momentum. As stated throughout this report, the pandemic raised awareness of the value public transit brings to the communities it serves with all levels of government, and to some extent, all key stakeholder groups. This awareness has resulted in a different kind of momentum that can be seized upon as this Business Plan comes to a close and the next is shaped.

A key input to the 2023-2026 Business Plan will be gathering feedback with respect to priorities

from each stakeholder group; the transit customer, the taxpayer, and the community at large. In addition service plans will need to be revisited in light of the impacts the pandemic has had on ridership levels and patterns, and the extent to which these impacts will last going forward. While there is no question that London Transit provides value to the community, the manner in which those services are provided will need to evolve in response to the manner in which the community and society navigate out of the pandemic period with new habits and routines.

The 2023-2026 Business Plan and related annual reporting process will need to include mechanisms to ensure that reporting can demonstrate progress toward each stakeholder group's priorities, and provide for discussion and supporting data on the value metrics that continued support and investment in London Transit services will provide. This Plan will provide the opportunity and supporting mechanisms to move away from the sole reliance on traditional measuring sticks for a successful public transit service like trips per capita and rides per service hour to a broader discussion adding measures that look at the economic, congestion, climate, health and access impacts in the community.

DEFERRED MATTERS

CIVIC WORKS COMMITTEE

as of August 15, 2022

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
1.	<u>Rapid Transit Corridor Traffic Flow</u> That the Civic Administration BE DIRECTED to report back on the feasibility of implementing specific pick-up and drop-off times for services, such as deliveries and curbside pick-up of recycling and waste collection to local businesses in the downtown area and in particular, along the proposed rapid transit corridors.	December 12, 2016	Q4, 2022	K. Scherr J. Dann	
2.	<u>Garbage and Recycling Collection and Next Steps</u> That, on the recommendation of the Managing Director, Environmental and Engineering Services and City Engineer, with the support of the Director, Environment, Fleet and Solid Waste, the following actions be taken with respect to the garbage and recycling collection and next steps: ii) an Options Report for the introduction of a semi or fully automated garbage collection system including considerations for customers and operational impacts.	January 10, 2017	Q3, 2022	K. Scherr J. Stanford	
3.	<u>Bike Share System for London – Update and Next Steps</u> That, on the recommendation of the Managing Director, Environmental and Engineering Services and City Engineer, the following actions be taken with respect to the potential introduction of bike share to London: that the Civic Administration BE DIRECTED to finalize the bike share business case and prepare a draft implementation plan for a bike share system in London, including identifying potential partners, an operations plan, a marketing plan and financing strategies, and submit to Civic Works Committee by January 2020; it being noted that a communication from C. Butler, dated August 8, 2019, with respect to the above matter was received.	August 12, 2019	Q4, 2022	K. Scherr J. Stanford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
4.	<u>MADD Canada Memorial Sign</u> That the following actions be taken with respect to the memorial sign request submitted by Shauna and David Andrews, dated June 1, 2020, and supported by Mothers Against Drunk Driving (MADD) Canada: a) the Civic Administration BE DIRECTED to engage in discussions with MADD Canada regarding MADD Canada Memorial Signs and bring forward a proposed Memorandum of Understanding with MADD Canada for Council's approval; it being noted that MADD will cover all sign manufacturing and installation costs; it being further noted that the Ministry of Transportation and MADD have set out in this Memorandum of Understanding ("MOU") the terms and conditions for the placement of memorial signs on provincial highways which is not applicable to municipal roads; it being further noted that MADD provides messages consistent with the London Road Safety Strategy; and, b) the Civic Administration BE DIRECTED to work with MADD Canada to find a single permanent location in London for the purpose of memorials.	July 14, 2020	Q3, 2022	D. MacRae A. Salton	
5.	<u>Updates - 60% Waste Diversion Action Plan Including Green Bin Program</u> d) the Civic Administration BE DIRECTED to: i) continue to prioritize work activities and actions that also contribute to the work of the London Community Recovery Network; and, ii) submit a report to the Civic Works Committee by June 2021 that outlines advantages, disadvantages, and implementation scenarios for various waste reduction and reuse initiatives, including but not limited to, reducing the container limit, examining the use of clear bags for	November 17, 2020	Q4, 2022	K. Scherr J. Stanford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	garbage, mandatory recycling by-laws, reward and incentive systems, and additional user fees.				
6.	<u>Green Bin Program Design - Community Engagement Feedback</u> That, on the recommendation of the Managing Director, Environmental and Engineering Services and City Engineer the following actions be taken with respect to the staff report dated March 30, 2021, related to the Green Bin Program Design and Community Engagement Feedback: e) the Civic Administration BE DIRECTED to report back at a future meeting of the Civic Works Committee on the outcome of the procurement processes and provide details on the preferred mix of materials to collect in the Green Bin and any final design adjustments based on new information; and, f) the Civic Administration BE DIRECTED to report back to the Civic Works Committee by September 2021 on municipal programs options, advantages, disadvantages and estimated costs to address bi-weekly garbage concerns.	March 30, 2021	Q4, 2022	K. Scherr J. Stanford	
7.	<u>3rd Report of the Cycling Advisory Committee</u> b) the following actions be taken with respect to a City of London PumpTrack: ii) the Civic Administration BE REQUESTED to report back on the process and fees associated with a feasibility study with respect to the establishment of a pumptrack facility in the City of London; it being noted that the communication, as appended to the agenda, from B. Cassell and the delegation from S. Nauman, with respect to this matter, was received.	May 11, 2021	TBD	K. Scherr S. Stafford	
8.	<u>Blackfriars Bridge</u> That consideration of the Blackfriars Bridge remaining closed to vehicles indefinitely BE REFERRED to a future meeting of the Civic Works Committee in order for the Civic Administration to complete the required usage study as required in the Provincial EA, provide the related report to	November 2, 2021	Q2, 2023	K. Scherr D. MacRae	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	council, and allow for a more fulsome public engagement with respect to this matter.				
9.	<u>Speed Reduction Petition - Dingman Drive</u> That the following actions be taken with respect to the speed reduction petition for Dingman Drive dated March 31, 2022 and on file in the City Clerk's Office: b) the matter BE REFERRED to Civic Administration for a traffic study review with a future report, related to this matter, to be presented to the Civic Works Committee.	April 20, 2022	TBD	K. Scherr D. MacRae	
10.	<u>Updates: Blue Box Transition and Next Steps</u> That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated June 21, 2022, related to the Blue Box transition process: b) the Civic Administration BE DIRECTED to report back at a future meeting of the Civic Works Committee with the outcome of negotiations and any executed contract(s) that occur with registered Producer Responsibility Organizations and/or their designate; d) the Civic Administration BE DIRECTED to report back at a future meeting of the Civic Works Committee with the next steps for City of London's Blue Box related infrastructure and assets in particular the City-owned Material Recovery Facility.	June 21, 2022	Q4, 2022	K. Scherr J. Stanford	
11.	<u>Participation in Provincial Cargo E-bike Pilot</u> That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated June 21, 2022, related to the City of London's potential participation in the Province of Ontario's Cargo E-bike pilot program: d) the Civic Administration BE AUTHORIZED to develop a commercial use cargo e-bike pilot program, including licencing, permitting and by-law amendments and bring back a staff report related to this matter to a future meeting of the Civic Works Committee.	June 21, 2022	Q3, 2022	K. Scherr J. Stanford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
12.	<u>Participation in Provincial E-scooter Pilot</u> That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions be taken with respect to the staff report dated June 21, 2022, related to the City of London's participation in the Province of Ontario's electric kick-style e-scooter pilot: c) the Civic Administration BE AUTHORIZED to update relevant municipal by-laws to incorporate e-scooters for personal use and bring back a staff report of proposed by-law amendments to a future meeting of the Civic Works Committee and the Civic Administration BE DIRECTED to consider suggestions from the communications and comments from the delegations heard by the Civic Works Committee, with respect to the Participation in Provincial E-scooter Pilot, as they prepare the appropriate by-law amendments.	June 21, 2022	Q3, 2022	K. Scherr J. Stanford	