



## ACE'S MANDATE

The Advisory Committee on the Environment is responsible for the following:

to serve as an advisory, resource and information support group to the Planning and Environment Committee, the Municipal Council, and its Committees as required, and to the citizenry to encourage and promote sustainable programs and functions such as the following:

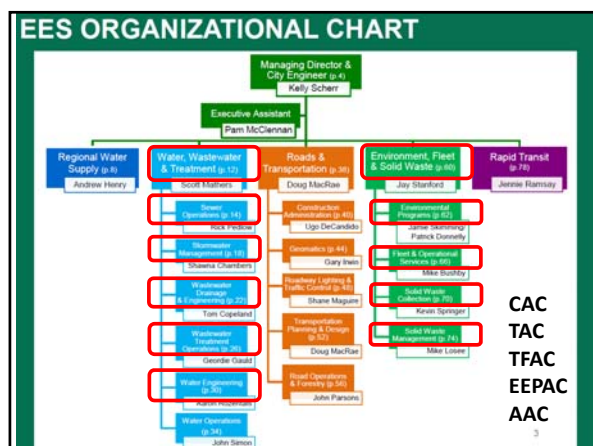
- remedial planning toward the clean-up of contaminated areas;
- waste reduction, reuse and recycling programs;
- water and energy conservation measures;
- climate change mitigation;
- to investigate such other aspects of environmental concerns as may be suggested by the Municipal Council, its other Committees, or the Civic Administration; and
- to initiate and/or receive submissions and/or delegations regarding any environmental concerns and to report with recommendations to the Planning and Environment Committee.

➤ EES led

➤ Shared responsibility

➤ Lead assigned

### Environmental & Engineering Services



## WATER AND WASTEWATER 2018

**Lead Name: Scott Mathers, Director – Water and Wastewater**  
 Telephone: 519.661.2489 x4430 e-mail: [smathers@london.ca](mailto:smathers@london.ca)

**Who We Are**

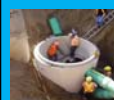
The Water and Wastewater area is the corporate lead for drinking water, wastewater, and rain water. It is our role to protect public health and the environment through the delivery of clean drinking water and protection of the Thames River.

The Water and Wastewater includes six divisions that deliver infrastructure renewal projects, maintain assets, and operate our infrastructure in a safe, efficient, and sustainable manner.

Our services are funded by user rates and it is our goal to provide the highest level of service and best value for the residents and businesses of London.

**Water and Wastewater**  
 Environmental & Engineering Services

## WATER AND WASTEWATER 2018



### What We Do

Water and Wastewater provides services to the people of London through 6 divisions:

**Stormwater Management Engineering** is responsible for stormwater treatment and flood control infrastructure planning, engineering and design. This group also comments on development applications and provides corporate-wide low impact development and hydrogeological services.

**Wastewater and Drainage Engineering** is responsible for wastewater and stormwater collection infrastructure planning, engineering and design. This includes lifecycle and growth works as well as the review of development applications.

**Wastewater Treatment Operations** is responsible for the operation and improvements of the City's five wastewater treatment plants and 36 wastewater pumping stations.

**Sewer Operations** is responsible for the operation and maintenance of the City's stormwater and sanitary sewer collection networks, stormwater treatment facilities. This group also provides emergency spills response and flood coordination services.

**Water Engineering** is responsible for water infrastructure planning, engineering and design. This includes lifecycle and growth works as well as the review of development applications. Water Engineering also manages the billing system and promotes water conservation and education.

**Water Operations** operates and maintains the drinking water distribution system. These professionals ensure compliance with all regulatory requirements in the spirit of continuous improvement and deliver high quality, reliable water to the residents and businesses of London.

Water and Wastewater  
Environmental & Engineering Services

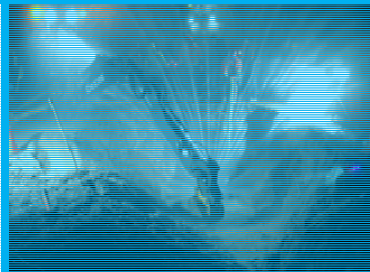


## SEWER OPERATIONS 2018

Lead Name: Rick Pedlow, Division Manager – Sewer Operations Division  
Telephone: 519.661.2489 x4623 e-mail: [rpel@london.ca](mailto:rpel@london.ca)

### Services Provided

- Preventative maintenance & repairs on the City's storm & sanitary sewer infrastructure
- Emergency response to address basement flooding and sewer backups
- Provision of services for the replacement of deficient private drain connections at the customer's request
- Emergency spills response to protect human health, property, and the environment
- Maintenance of the City's stormwater management facilities and open drain channels



Water, Wastewater & Treatment  
Environmental & Engineering Services



## STORMWATER MANAGEMENT 2018

Lead Name: Shawna Chambers, Division Manager – Stormwater Management  
Telephone: 519.661.2500 x7318 e-mail: [smathers@london.ca](mailto:smathers@london.ca)

### Services Provided

- Protection of the environment through the quality and quantity control of stormwater
- Water resources planning and the implementation of regional stormwater management facilities
- Manage the water resources component of climate change adaptation
- Maintain and manage the repair and reconstruction of the City's system of dykes with agency partners
- Support development through the review of stormwater servicing development studies
- Respond to and mitigate flooding complaints



Roads & Transportation  
Environmental & Engineering Services



## WASTEWATER & DRAINAGE ENGINEERING 2018

Lead Name: Tom Copeland, Division Manager – Wastewater & Drainage Engineering  
Telephone: 519.661.2489 x4662 e-mail: [tcopelan@london.ca](mailto:tcopelan@london.ca)

### Services Provided

- Rebuild sanitary and storm sewer servicing infrastructure that is at the end of its lifespan
- Plan and construct sanitary servicing to accommodate a growing economy
- Resolve system wide problems such as basement flooding and combined sewer overflows
- Bylaws / Policies / Design Standards updates and management
- Customer Liaison / Management of Basement Flooding Grant Program
- Liaise with internal and external groups and agencies on issues such as: growth, industrial land servicing, system optimization, emergency services and health of the Thames River



Water, Wastewater & Treatment  
Environmental & Engineering Services

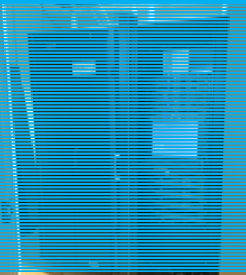


## WASTEWATER TREATMENT OPERATIONS 2018

**Lead Name: Geordie Gauld, Division Manager – Wastewater Treatment Operations**  
Telephone: 519.661.2437 e-mail: ggauld@london.ca

**Services Provided**

- Wastewater Treatment and Environmental Protection
- Operations, Maintenance and Capital works for the Wastewater Treatment Plants and Pumping Stations
- Maintenance, Electrical and SCADA support services for Water and Solid Waste




**Water, Wastewater & Treatment  
Environmental & Engineering Services**



## WATER ENGINEERING 2018

**Lead Name: Aaron Rozental, Division Manager – Water Engineering**  
Telephone: 519.661.2489 x2427 e-mail: arozenta@london.ca

**Services Provided**

- Long range planning and design to address growth and renewal
- Infrastructure condition assessment using historical data and innovative technologies
- Conservation and education
- Billing system for water and wastewater
- Provide customer service on water accounts
- Maintain the City's water distribution model for hydraulic capacity and water quality analyses
- Backflow Prevention Program to ensure the safety of municipal drinking water
- Development application reviews
- Manage and deploy portable drinking water fountains and bottle fillers to public events to promote drinking water




**Water, Wastewater & Treatment  
Environmental & Engineering Services**



## ENVIRONMENT, FLEET & SOLID WASTE 2018

**Lead Name: Jay Stanford, Director – Environment, Fleet & Solid Waste**  
Telephone: 519.661.2489 x5411 e-mail: jstanfor@london.ca

**Who We Are**

The area known as Environment, Fleet & Solid Waste contains a variety of internal and external services operating under two 'Calls to Action': First we live under a philosophy of **Continuous Improvement** and, second, we operate under an operational banner called **At Your Service**. The area contains excellent and dedicated staff with a number having more than 30 years experience in their respective fields.

We are also fortunate to work with or alongside some of the best private sector companies and their employees that the business has to offer. The skills and business smarts exhibited by our contractors is an asset to the businesses and residents of London.

The area is divided into 4 divisions, with each division delivering numerous programs and projects. Our top 3 collective goals are:

1. Meeting or exceeding customer expectations
2. Delivering valued services in a cost effective and safe manner
3. Protecting and improving the environment through service delivery and community engagement




**Environment, Fleet & Solid Waste  
Environmental & Engineering Services**



## ENVIRONMENT, FLEET & SOLID WASTE 2018

**What We Do**

We provide our services directly or indirectly to all London citizens, many businesses, students and visitors:

- **Environmental Programs** takes the lead with the built environment in areas of active transportation, cycling and transportation demand management (TDM); air quality and climate change/adaptation, community energy, corporate energy management, urban watershed programs, and community outreach & engagement.
- **Fleet & Operational Services** provides fleet administration and asset management, planning, capital acquisitions and disposal, maintenance, fuel management, operations dispatch centre, shared equipment resources and management of the two-way radio assets.
- **Solid Waste Collection** provides numerous pickup services including curbside, multi-residential, leaf & yard waste, downtown & litter bin/container, and special pickup services.
- **Solid Waste Management** provides waste diversion services (reduction, reuse, recycling, composting, household special waste, EnviroDepots), waste disposal, management of closed landfills, contract management, long term planning, and community outreach and engagement.




**Environment, Fleet & Solid Waste  
Environmental & Engineering Services**



## ENVIRONMENTAL PROGRAMS 2018

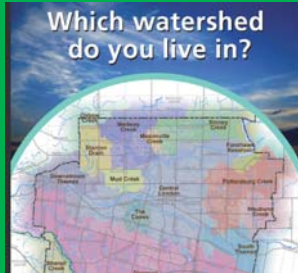
**Lead Names: Jamie Skimming; Pat Donnelly – Environmental Programs**  
 telephone: 519.661.2489 x5204; x0418 e-mail: jskimmin@london.ca; pdonnelly@london.ca

### Services Provided

- Active transportation (walking and cycling) and Transportation Demand Management
- Air quality, climate change, energy conservation & community energy programs
- Corporate energy management
- Urban watershed programs
- Community outreach & engagement
- Support for corporate environmental actions

### Key Performance Indicators

- Engaged 86 stakeholder groups, neighbourhoods and communities
- Participation in 25 community events
- Supported 17 community-led projects, including Green Economy London and the Go Wild Grow Wild Green Living Expo



Environment, Fleet & Solid Waste  
 Environmental & Engineering Services



## FLEET & OPERATIONAL SERVICES 2018

**Lead Name: Mike Bushby, Division Manager – Fleet & Operational Services**  
 Telephone: 519.661.2489 x4961 e-mail: mbushby@london.ca

### Services Provided

- Fleet Administration, Asset Management and Fleet Analytics
- Fleet Planning – Capital Vehicle and Equipment Replacements and Disposals
- Fleet Maintenance – Vehicle and Equipment Repairs, Inspections and Service
- Fuel Management – Manage Supply, Storage, Dispensing, Budget and recording of all fuel types
- Operations Dispatch Centre – 24/7/365 public works dispatch service



Environment, Fleet & Solid Waste  
 Environmental & Engineering Services



## SOLID WASTE COLLECTION 2018

**Lead Name: Kevin Springer, Manager – Solid Waste Collection**  
 telephone: 519.661.2489 x5578 e-mail: ksprings@london.ca  
 Environmental & Engineering Services Call Center: 519.661.4570

### Services Provided

- Curbside Pickup
- Multi-residential Pickup
- Leaf & Yard Waste Pickup
- Downtown & Litter Bin/Container Pickup
- Special Pickups

### General Statistics

- 28 rear packers; 3 side loaders; 6 top loaders
- 125,000 households collected curbside
- 55,000 multi-units collected
- 90,000 tonnes of garbage collected per year
- 10,000 tonnes of leaf and yard waste collected per year



Environment, Fleet & Solid Waste  
 Environmental & Engineering Services



## SOLID WASTE MANAGEMENT 2018

**Lead Name: Mike Losee, Division Manager – Solid Waste Management**  
 Telephone: 519.661.2489 x7369 E-mail: mlosee@london.ca  
 Environmental & Engineering Services Call Center: 519.661.2489

### Services Provided

- Recycling
- Composting
- EnviroDepots & Household Special Waste Depot
- Community Outreach and Engagement
- Waste Disposal
- Management of Closed Landfills
- Contract Management
- Long Term Solid Waste Management Planning

### Key Performance Indicators

- Waste Diversion Rate of 44% (72,000 tonnes annually)
- Captured and destroyed 159,500 tonnes of Greenhouse Gases equal to removing 40,000 cars from the road
- Total gross cost of \$122 per household per year
- Net operating cost of \$38 per household per year



Environment, Fleet & Solid Waste  
 Environmental & Engineering Services

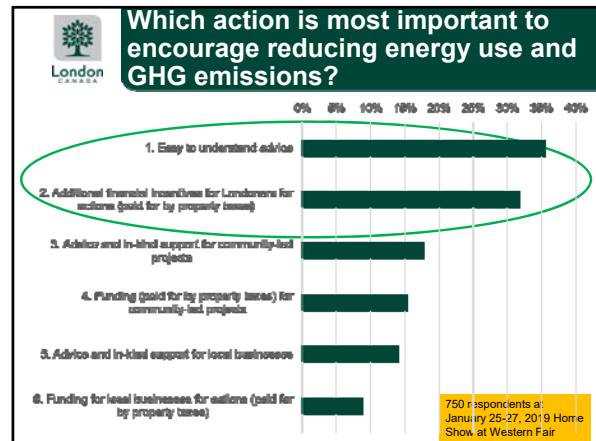
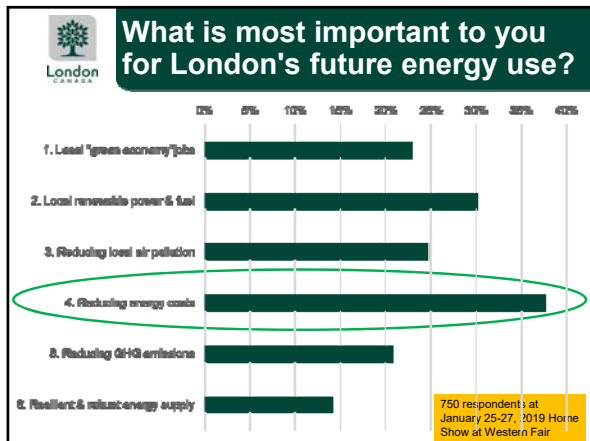
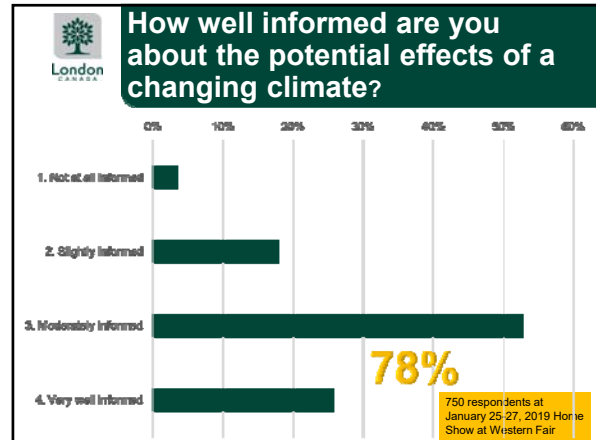


**Listening to Londoners**

- Get Involved Project Website
- Annual Satisfaction Survey
- CityGreen Outreach Displays and Interactions
- Project Open Houses
- Councillor Assistance
- Letter, Emails, Phone and Social Media
- Advisory/Special Purpose Committees
- Council Direction

Get Involved London

**Greening London**



**2019-2023**  
**Strategic Plan for the City of London**



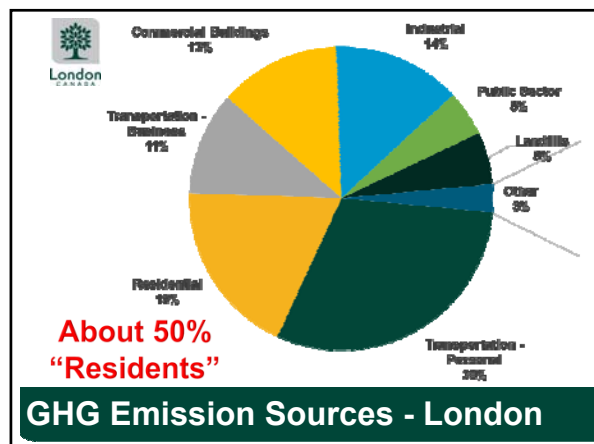
**Strategic Areas of Focus**

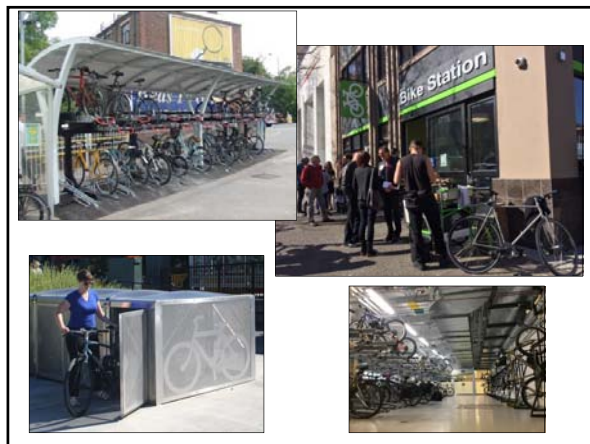
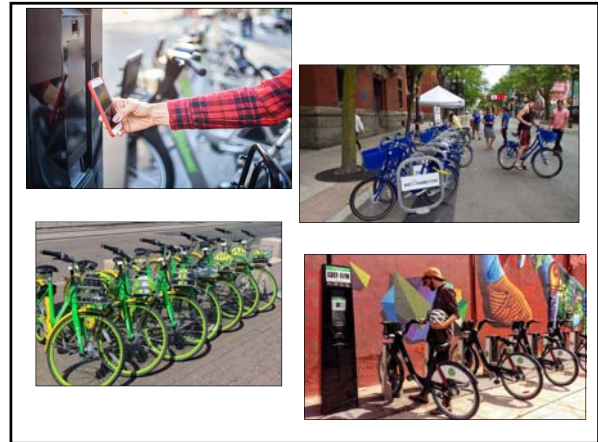
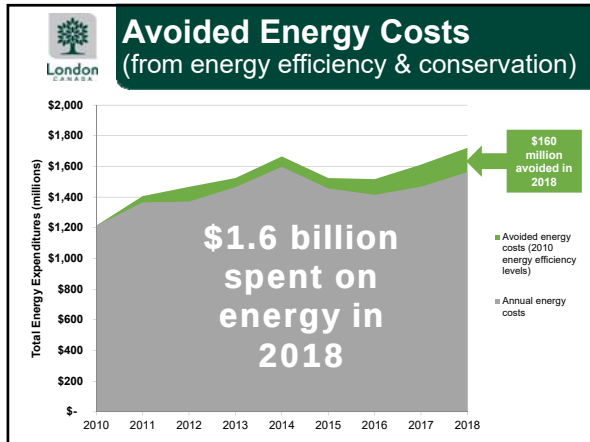
- Strengthening our Community
- Building a Sustainable City
- Growing our Economy
- Creating a Safe London for Women and Girls
- Leading in Public Service

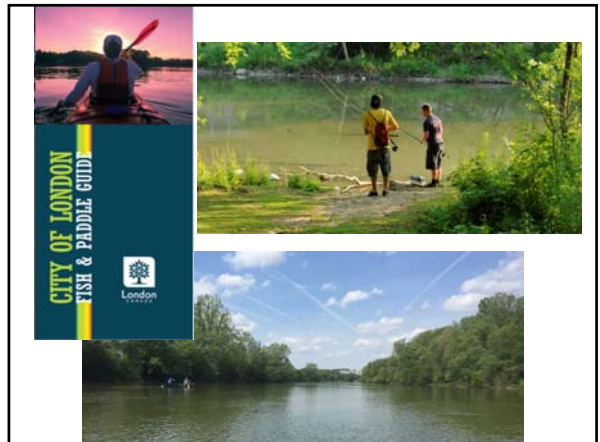
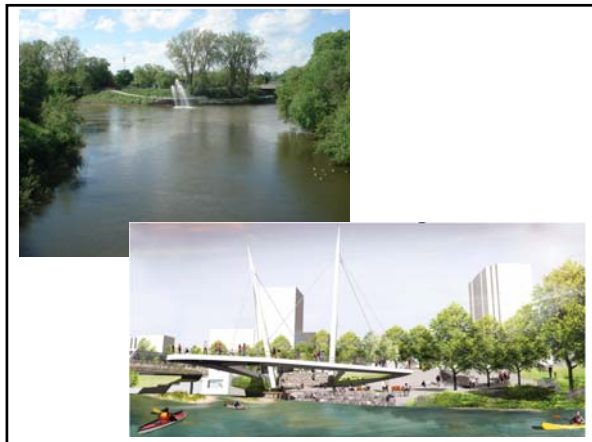
|                                  |                            |
|----------------------------------|----------------------------|
| <b>Built environment</b>         | <b>Energy conservation</b> |
| <b>Care</b>                      | <b>Engagement</b>          |
| <b>Climate change adaptation</b> | <b>Growth</b>              |
| <b>Climate change mitigation</b> | <b>Natural environment</b> |
| <b>Collaboration</b>             | <b>Partnerships</b>        |
| <b>Conserve</b>                  | <b>Responsible</b>         |
| <b>Economy</b>                   | <b>Resiliency</b>          |
| <b>Efficiency</b>                | <b>Safety</b>              |
|                                  | <b>Sustainability</b>      |
|                                  | <b>Waste reduction</b>     |

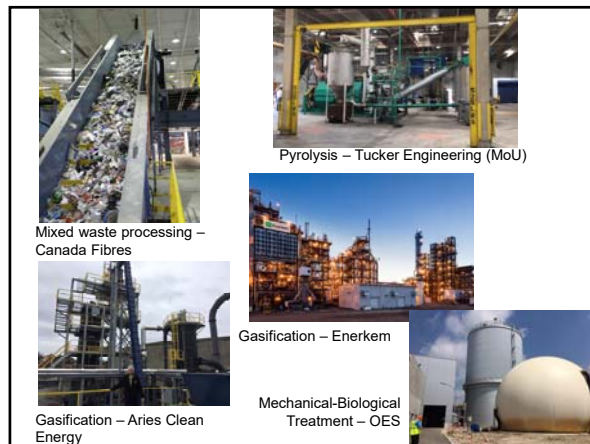
**“Big” Environmental & Sustainability Strategies, Plans, Projects**

| Item                                                                                                 | Lead           |
|------------------------------------------------------------------------------------------------------|----------------|
| 60%, Resource Recovery & Waste Disposal Strategies (EA)                                              | EES            |
| Climate Change/Severe Weather Adaptation Strategy (for built infrastructure)                         | EES            |
| Sustainability and Resiliency Strategies                                                             | Planning       |
| River Management Plan / One River EA                                                                 | EES            |
| (next) Corporate Energy Management Conservation & Demand Management (CDM) Plan                       | EES/ Corporate |
| (next) Community Energy Action Plan (CEAP)                                                           | EES            |
| (implement) Rapid Transit System and related mobility projects                                       | EES            |
| London Plan Green Strategy (remaining actions - Green Jobs, Green Development, Green Infrastructure) | Planning       |









| Project / Initiative & Background                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Waste</b><br><b>Managing organic waste</b><br>1. Review & prioritize leading edge waste management systems that focus on waste as a resource technology (Biogas, Anaerobic Digester facility, landfill gas recovery i.e. Edmonton Waste Management Centre of Excellence)<br>2. Follow the progress of City regarding development of a Resource Recovery Centre for London (invite staff members speak to ACE)<br>3. Review the new Ontario Acts and legislation and how they will affect the City's direction and invite expert to speak on Provincial new policies.<br>4. Continue research into organic waste diversion. Examine other cities' highly successful Green Bin programs (i.e. Toronto, Halton) invite a representative from successful Green Bin program to speak to ACE.<br><b>Resource Recovery</b><br>5. Monitor & review on-going resource recovery initiatives.<br><b>Landfill Expansion</b><br>6. Monitor & review on-going landfill expansion. |  |
| <b>(1,2,3,4) 60% Waste Diversion Action Plan</b> <ul style="list-style-type: none"> <li>FWA</li> <li>Green Bin</li> <li>Plastics</li> </ul> <b>(5) Resource Recovery Strategy – London Waste to Resources Innovation Centre</b><br><b>(6) EA for the W12A Landfill expansion</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

| Project / Initiative & Background                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>ACE Sub-Committee Communication Support / General</b><br>7. From Joint Education & Outreach meetings with other advisory committee representatives in 2018 provide recommendations for Advisory Committee reception, and clarify common issues that were raised in the meetings.<br>8. Continue to communicate and liaise with other advisory committees as appropriate.<br>9. Investigate opportunities to recognize and involve indigenous communities in ACE activities. | <b>(7,8,9) . . . EES advice</b><br><br><b>(10, 11) Updates from Planning</b> |
| <b>Natural Environment</b><br>10. Urban Agriculture – Monitor progress as per Urban Agriculture Strategic Plan<br>11. Pollinator Sanctuary Status & Related Issues                                                                                                                                                                                                                                                                                                             | <b>(12, 13) Updates from Planning; shared responsibility</b>                 |
| <b>Sustainability Commitment</b><br>12. Request updates from Greg Barnett regarding Resilience Strategic Plan status.<br>13. Support further actions in regards to sustainability & resiliency.                                                                                                                                                                                                                                                                                | <b>(14) Status needed of ACE involvement; project under way</b>              |
| <b>Community Education</b><br>14. Support community events directly and indirectly, as possible to increase awareness of environmental issues.<br>• Partner with London Public Library to organize a series of 3-4 Green Talks.                                                                                                                                                                                                                                                |                                                                              |

| Project / Initiative & Background                                                                                                                                                                                                                                                                                                                                 |                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| • Organizing partner for the River Summit                                                                                                                                                                                                                                                                                                                         | <b>(14) No River Summit planned for 2019; work on One River project(s)</b>             |
| <b>Renewable Energy</b><br>15. Explore possibilities for hydro-electric along Thames River<br>16. Explore solar energy on municipally-owned buildings<br>17. Ensure that co-generation/local electricity generation initiatives do not negatively impact the City of London carbon-dioxide emissions targets and carbon footprint or compromise local air quality | <b>(15,16,17) several City projects looking at renewable energy (electricity, RNG)</b> |
| <b>Community Energy Action Plan</b><br>18. Provide input on 2018 review.                                                                                                                                                                                                                                                                                          | <b>(18) 2014-2018 complete; “next CEAP for fall 2019</b>                               |

| Project / Initiative & Background                                                                                                                                                                                        |                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>Built Environment</b><br>19. Identify key items to review.<br>20. Develop a draft green roof by-law                                                                                                                   | <b>(19,20) Planning, Development &amp; Compliance</b> |
| <b>Dark Sky Policy</b><br>20. Review proposed policy developed by Dark Sky Working Group. (Working group includes members of Animal Welfare, Environmental and Ecological Planning and Environment Advisory Committees.) | <b>(20a) Planning, Development &amp; Compliance</b>   |
| <b>City Budget</b><br>21. Review and provide feedback on budget.                                                                                                                                                         | <b>(21) Consultation for MYB under way</b>            |
| <b>Committee Member Education &amp; Development</b><br>22. Request staff presentations on issues as appropriate.                                                                                                         | <b>(22) ACE</b>                                       |

