



CLEARVIEW

# Clearview Township 2021 Annual Report

Accessible Version

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## Senior Management Team Message

Senior Management is proud to present our 2021 Annual Municipal Report. This report is now the 2nd Annual Municipal Report presented on behalf of Clearview Township. This report highlights major initiatives, progress, and accomplishments over the past year. Clearview Township citizens, council, and staff have been challenged to work in a changing social and economic environment due to the continuing pandemic.

Senior management extends a big thank you to our staff and citizens for their fortitude in facing the uniqueness of 2021. Our community is resilient, and our volunteers have demonstrated continued strength to ensure our community stays together and helps one another.

We have seen the impact on our economy and the difficulties businesses and individuals have faced. All of you need to be commended. Together, our work will continue with a shared approach to lifting our community. There will be adjustments in our operations as we remain flexible in providing the necessary services our citizens expect.

Clearview Township's Mayor and Council continue to be in tune with the many volunteer groups and businesses that make our community great. Senior Management understands that no one individual or group has gone unaffected by the sweeping impacts brought on by COVID -19 and the supply chain complexities. Nonetheless, Clearview Township intends to provide quality municipal service. These services, endorsed by Council, include by-law enforcement, fire protection, water, public works, park maintenance, financial management, planning & development, building inspection and implementation of economic & strategic priorities.

Consequently, a major focus of 2021 was to build on what had been learned in 2020 which is to be diligent in protecting the public, our staff and volunteers while delivering quality and safe service. Subsequently, we offer this report not only as a document to review but as a document to recognize our progress and achievements; together.

Sincerely,

Clearview Township's Senior Management Team

## Organizational Chart

- Clearview Council, 2018-2022
- Public Library CEO, Jennifer LaChapelle
- CAO, John Ferguson
  - Human Resources Manager, Tammy Gill
    - Fire Chief, Roree Payment
    - Director of Legislative Services/Municipal Clerk, Sasha Helmkey
    - Director, Planning & Building Services, Mara Burton
    - General Manager, Parks, Culture & Recreation, Terry Vachon
    - Director of Finance/Treasurer, Kelly McDonald



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- Director of Public Works, Mike Rawn
  - Deputy Director of Public Works, Dan Perreault

For a complete roster of staff, including contact information visit:

[www.clearview.ca/staff-directory](http://www.clearview.ca/staff-directory)

## Clearview Council

2018-2022

- Mayor, Doug Measures
  - (705) 428-6230 ext. 280
  - [dmeasures@clearview.ca](mailto:dmeasures@clearview.ca)
- Deputy Mayor, Barry Burton
  - (705) 428-6230 ext. 276
  - [bburton@clearview.ca](mailto:bburton@clearview.ca)
- Ward 1 Councillor, Phyllis Dineen
  - (705) 428-6230 ext. 277
  - [pdineen@clearview.ca](mailto:pdineen@clearview.ca)
- Ward 2 Councillor, Doug McKechnie
  - (705) 428-6230 ext. 278
  - [dmckechnie@clearview.ca](mailto:dmckechnie@clearview.ca)
- Ward 3 Councillor, John Broderick
  - (705) 428-6230 ext. 287
  - [jbroderick@clearview.ca](mailto:jbroderick@clearview.ca)
- Ward 4 Councillor, Robert Walker
  - (705) 428-6230 ext. 282
  - [rwalker@clearview.ca](mailto:rwalker@clearview.ca)
- Ward 5 Councillor, Thom Paterson
  - (705) 428-6230 ext. 284
  - [tpaterson@clearview.ca](mailto:tpaterson@clearview.ca)
- Ward 6 Councillor, Connie Leishman
  - (705) 428-6230 ext. 285
  - [cleishman@clearview.ca](mailto:cleishman@clearview.ca)
- Ward 7 Councillor, John Lamers
  - (705) 428-6230 ext. 279
  - [jlammers@clearview.ca](mailto:jlammers@clearview.ca)

## Vision, Mission & Strategic Plan

### Vision

Clearview will be a unified community consisting of vibrant towns, villages, and hamlets in a rural setting, drawing from the strength of its unique and diverse heritage to embrace the future.



## Mission

As a steward of our natural and human resources, Clearview Township will provide creative and thoughtful leadership to guide the services required for the benefit of present and future generations.

## Strategic Plan

The Strategic Plan focuses on five key pillars that guide the direction of the municipality. Within each pillar, there are a series of tactics that aim to support the overall goals/objectives of the municipality. The pillars include:

1. Recreation & Culture
2. Identity, Marketing & Promotion
3. Economic Activity
4. Quality of Life
5. Governance

## Department Highlights

### Clearview Public Library

#### Department Overview

Clearview Public Library's mission is to enrich the lives of the residents of the Township of Clearview by responding to their educational, informational and cultural needs.

#### Department Highlights

- The Library's Employee Policy, job description revisions & CEO appraisal policy were approved.
- Programs remained virtual in 2021. In addition to curbside, a Grab & Go service was developed, allowing staff to pre-pick materials for pick up based on patron preferences.
- The Clearview Public Library Board permanently eliminated all overdue fines. The fines caused inequity, were an inconsistent revenue stream, & studies have shown that the elimination of overdue fines increases the return of materials.
- A new Pen Pal program was developed allowing youth to connect with seniors on a one-to-one basis. High School students can earn community service hours by participating in this program.
- Clearview Public Library printed vaccine QR codes for free. Thousands of vaccination receipts/QR codes were printed, and library staff assisted many individuals in downloading receipts & booking appointments.
- PressReader.com was added to the Library's eResources in 2021. Found on the Library's website, PressReader.com provides access to over 7,500 newspapers and magazines from around the world – all free with your Clearview Public Library card.

#### Awards & Recognition

- Clearview Public Library's Stayner Branch received the Ontario Library Association Library Building Award for 2021. Check out Canadian Architect's February article on this architectural jewel [www.canadianarchitect.com/bringing-in-the-light-clearview-library-stayner-ontario](http://www.canadianarchitect.com/bringing-in-the-light-clearview-library-stayner-ontario)



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- Thank you to our library staff who provided numerous seasonal virtual programs and activity kits for Adults, Children, Teens and Tweens throughout the 2nd year of the pandemic.

### Fun Facts

- 3 Library Branches and 2 Little Free Libraries
- 1 card, 1,000,000 possibilities
- Public access 101 hours per week or 5, 252 hours per year
- 24/7 virtual access at [www.clearview.library.on.ca](http://www.clearview.library.on.ca)

### Human Resources

#### Department Overview

The Human Resources Department oversees recruitment and on-boarding of staff, workplace policies, health and safety practices, and employee awards and recognition while working with staff to ensure a cohesive and enjoyable workplace.

#### Department Highlights

- in 2021, Human Resources continued to navigate staff through the pandemic by updating and changing pandemic protocols and policies under the direction of the province of Ontario and the Simcoe Muskoka District Health Unit.
- It was a big recruitment year for Clearview, we onboarded 49 new staff. Including seasonal, summer students, casual and full-time staff.
- Two staff positions, one full-time permanent and one part-time permanent were created.
- Assistance was provided for Clearview Public Library staff to utilize the electronic annual performance appraisal software, Sprigg, to assist in streamlining the employee performance appraisal process.
- The Canada Summer Grant program awarded Clearview Township \$29,935 to assist with summer student wage recovery.
- 19 summer students were employed with Clearview Township in 2021.
- We welcomed a new CAO, John Ferguson in March 2021.
- We welcomed a new Clerk, Sasha Helmkay in May 2021.

#### Awards & Recognition

In 2021, Clearview staff were provided with service recognition awards:

- 12 employees received recognition for service spanning from five to 35 years.
- In March, we welcomed our new CAO, John Ferguson.
- Ron Pittendreigh, Building Inspector retired after 14 years with Clearview Township.

### Fun Facts

- 4 Five-year, 2 ten-year employees and 1 fifteen-year employee
- 4 twenty-year employees, and 1 thirty five-year employee
- 12 employees recognized for long standing service in 2021



- Recruitment was completed for 49 positions

## Legislative Services/Clerks

### Department Overview

Legislative Services provides the statutory duties required by the Municipal Act, 2001, and information services for Council, its Committees and citizens; overseeing the organization, retention and disposition of records, commissioning of Oaths, By-Law Enforcement and Licencing.

### Department Highlights

- The Ward Boundary Review was completed, with Council approving a reduction in wards from 7 to 5. For the 2022 Municipal Election electors will be voting in a 7 member Council being comprised of the Mayor, Deputy Mayor and 5 Ward Councillors.
- Worked with Council to establish an Indigenous Land Acknowledgement for the Township, including an education session with presentations by Dr. Cynthia Wesley-Esquimaux and Jennifer Summerfield, providing context to better understand indigenous history, worldviews, healing, and moving forward in truth and reconciliation.
- A page on the Township's website has been created, [www.clearview.ca/land-acknowledgement](http://www.clearview.ca/land-acknowledgement), to highlight the importance and significance of land acknowledgements, the background of Clearview's land acknowledgement and further resources.
- Council and staff commemorated the Inaugural National Day for Truth and Reconciliation on Sept. 30th by sharing the stories of residential school survivors, their families and communities, and wearing orange t-shirts for awareness.
- A total of 7 FOI requests were processed with an additional 3 carried over from 2020. The requests included the search for over 290 documents with redactions being made and third-party notice being provided for some.
- Preparation for the 2022 Municipal Election began. Staff worked with MPAC to update the ward system, started promotion of MPAC's voterlookup.ca for residents to get on the Voter's List, drafted the Municipal Election Accessibility Plan and the Use of Corporate Resources Policy.
- Committee Coordinator Cayla Reimer received her Diploma in Municipal Administration and Clerk Sasha Helmkey received her Accredited Ontario Municipal Clerk accreditation, both from AMCTO.
- In the Fall, Clearview partnered with DocuPet, a world-leading pet profile, lost pet, and licensing platform, allowing residents to apply for their annual dog tags online from the comfort of home. Dog tag fees were reduced and are now valid 365 days from the date of purchase, no longer a calendar year.
- In coordination with the Building Department, By-law Enforcement services are now online using CityView software. Residents can register as users and easily submit by-law complaints through the website.
- Kevin Harrod joined the Clearview team as a By-law Enforcement Officer.
- Two new crossing guards were hired.



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- By-law Enforcement was able to conduct its annual study of the current school crossings which included number counts. Moving into 2022 all current crossings are warranted with students utilizing them.
- A reduction in COVID-19 related complaints from 2020 but Enforcement Officers continued to educate the public regarding COVID-19 questions and restrictions.

### Complaints Received

- COVID-19 related, 26 complaints, 4.9% of all 2022 complaints
  - Related questions
  - Essential businesses
  - Social distancing
  - Social gathering
- Animal related, 104 complaints, 19.7% of all 2022 complaints
  - Dogs at large
  - Trespassing
  - Welfare
  - Exotic Animals
- Fire related, 18 complaints, 3.4% of all 2022 complaints
  - Burning, no permit
  - Nuisance smoke
- Garbage related, 47 complaints, 8.9% of all 2022 complaints
  - Illegal dumping
- Property related, 54 complaints, 10.2% of all 2022 complaints
  - Property standards
  - Clean and clear
  - Long grass and weeds
- Zoning related, 61 complaints, 11.5% of all 2022 complaints
  - Planning Act By-law Enforcement
- Other, 112 complaints, 21.2% of all 2022 complaints
  - Livestock claims
  - No visit required
  - Noise
- Parking Tickets, 107 complaints, 20.2% of all 2022 complaints
  - Regular
  - Winter overnight

### Awards & Recognition

#### Welcome to new Board/Committee Volunteers:

- Andrew Bronee – Accessibility Advisory Committee
- Chris Vanderkruys – Brentwood Hall Board
- Janine McNabb – Brentwood Hall Board





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- Len Verstraten – Brentwood Hall Board
- Milynn Benoit – Creemore BIA
- Linda de Winter – Creemore BIA
- Debbie Hill – Creemore Station on the Green
- Donna Hammill has provided 32 years of service to the community on the Dunedin Hall Board and,
- We also said goodbye to Clair Oster who dedicated 34 years of volunteering to the Avening Hall Board.

### Fun Facts

- Over 405 resolutions made at more than 96 Board/Committee meetings
- Over 5,325 meeting minutes recorded
- 24,492 documents archived and 7 FOI requests processed
- 25 plots sold at the Stayner Union Cemetery

## Planning & Building Services

### Department Overview

Planning & Building assists the public through the planning process; prepares by-laws, policies and agreements and makes recommendations to Council consistent with official plans and policies.

### Department Highlights

- By-law 21-78, a Zoning By-law Amendment to regulate Cannabis Cultivation and Production Facilities, was approved.
- Working in conjunction with the Clerks Departments and By-law Enforcement, Vending By-law 21-62, controlling and licensing the temporary sale of merchandise, goods, food, or services from a vehicle or stationary booth/ stand, was passed.
- Submissions under the Community Improvement Plan program, which provide funding for façade and streetscape upgrades to local businesses to revitalize the community remain open, with one being approved in 2021.
- Site Plan Agreements for Equipfix, Mountain Vista Vet Clinic, Kuiper Storage Units & Morgan Kennel were approved.
- The Building Department, working with the By-law Departments, launched Online Building and By-law Services with the CityView software secured in 2020. Building and By-law services such as applying for a permit, paying for a permit, requesting an inspection, submitting By-law complaints, and searching for a property can now be accessed online 24/7 from the comfort of home.

### Fun Facts

- 19 Consents and 23 Minor Variances approved
- 6 Zoning By-law Amendments approved
- 115 Formal Inquiries completed
- 1 Official Plan amendment ongoing



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- 469 new Permits issued for 126 new dwelling units
- 1 major software upgrade to bring services online

### Corporate Finance & Information Services

#### Department Overview

The Financial Services and Treasury Department is responsible for the overall management of the Municipality's financial affairs and provides strategic financial leadership to ensure long-term financial sustainability. Information Services provides computer services for the Corporation.

#### Department Highlights

- Clearview was named number 6 in the Municipal Property Assessment Corporation (MPAC)'s list of Top 10 Small Municipalities for assessment growth in 2021.
- A Property Tax Estimator was built into the website.
- The first stages of E-billing, rolling out in 2022, were set up.
- A new security awareness training platform was implemented to keep staff alert & prepared to recognize phishing emails.
- Computer equipment was replaced to improve staff productivity.
- Outdated switch infrastructure was upgraded and server memory & storage capacity was increased to ensure adequate system resources and performance.
- The legacy building application was migrated to a multi-department comprehensive software system combined with online processing and payment capabilities to streamline and automate processes.
- Transit software was upgraded to include an online portal for Clearview transit customers to access and manage their transit accounts and reload their transit cards.

#### Funding Received

In 2021, the Finance Department processed grants and funding awarded to Clearview Township:

- COVID-19 Recovery funding of \$244,460 was received.
- An OMPF Grant of \$974,600 was received.
- An OCIF Grant totalling \$449,233 was awarded.

#### Fun Facts

- Assessment growth increased by \$500,435
- 306 new Water/Sewer utility accounts were created
- 480 tax Certificates were issued
- 2 major software modernizations completed



## Fire & Emergency Services

### Department Overview

Clearview Fire and Emergency Services (CFES) is made up of 4 divisions, Suppression, Prevention, Training and Administration. The different divisions work together in unison to offer top-notch service delivery in what is regarded as one of the best and most proactive fire departments within the county.

### Department Highlights

- In 2021 CFES placed an order for a new tanker truck that will be assigned to Station 6 (Nottawa). The addition of this truck will bring the available water in Station 6 from 2,900 to 4,600 imperial gallons. Additional water available immediately will benefit fires in the rural locations of district 6 and enable support for fires in other areas of the Township.
- CFES created a master fire plan in 2021. The plan is designed to address the current and anticipated community fire and emergency risks/needs over the next 5-10 years. The review resulted in a set of recommendations to enhance the services provided to CFES staff and the community of Clearview and will greatly assist the Fire Chief with future planning relating to staffing and response, fire and life safety programming, and asset management.
- CFES trained and certified its members in low angle/slope rescue to better enhance rescue capabilities when dealing with trail and off-road rescues which have increased over the last couple of years. The training provides improved safety for those in need, our firefighters and reduces rescue delays.
- Several members have been trained in “Resilient Minds” mental health training to improve the current mental health training available to Clearview Fire and Emergency Services.
- Mental health issues can be very serious amongst emergency responders, and it is very important to the department and to Clearview Township that we take care of our most valuable asset, our Firefighters.
- In 2021, the Fire Prevention Division worked with schools and teachers in an online learning initiative to engage students all across our municipality and educate them on fire safety and the importance of fire escape plans.
- The Fire Prevention Division also worked hard in 2021 to create a Seniors Program tailored to our Senior residents and their unique needs.
- Through a recognized need to engage pre-teen aged children in fire education and safety, Clearview Fire and Emergency Services created a new fire safety advocate, Firefighter Finn.
- Fire Fighter Finn will be introduced to the public in 2022.

### Awards & Recognition

In 2021, Fire and Emergency Services achieved the following certifications:

- 10 firefighters certified to nfpa 1001 level 1/2.
- 15 firefighters certified to nfpa 1002 pumper operations.
- 13 firefighters obtained their DZ licence.
- 20 firefighters trained in low/steep angle rope rescue operations.



## Fun Facts

- 789 calls for service received by CFES in 2021
- 19 structure fires, an estimated loss of \$1.095 million and an estimated \$6,274,500 saved
- 24 Firefighters were added to the roster in 2021

## Parks, Culture & Recreation

### Department Overview

Clearview Township's Parks, Culture & Recreation Department is responsible for the management and maintenance of Clearview, parks, trails and community facilities, the operation of Clearview's Youth Centre, and all tourism and event activities.

### Department Highlights

- The Department was hard hit by COVID-19 with closures at various times throughout the year; despite that, the Stayner Centennial Pool reopened for swimming lessons, registered programs and the all-new Junior Lifeguard Club.
- The Tourism Information & Heritage Centre was open, and 4 Summer Tourism Staff were hired.
- The Tourism Information & Heritage Centre had new floors, an accessible customer service desk & glass partitions installed.
- We continued to promote outdoor experiences including cycling, trails, birdwatching and the 20 geocaches were put back out into the community.
- Many of the community events during the first part of the year were cancelled but as restrictions relaxed, live music and food events started again.
- Community Events were planned following COVID-19 protocols and the Stayner Farmers' Market, the Taste of Clearview, a restaurant promotional campaign and the Rural Lights/Winter Nights installations all returned.
- Economic Development initiatives included Shop Local radio ads in partnership with the Clearview Chamber of Commerce and Creemore BIA and the expansion of the Taste of Clearview in October/November.
- New Agritourism partnerships were formed with Purple Hills Lavender Farm and Morrison Pumpkins.
- The Clearview Recreation Facilities Safe Reopening Kits were provided to the small halls, curling centres & heritage buildings to provide tangible support in reopening.
- The Brentwood Community Centre had a brand-new glass partition installed between the kitchen and serving area.
- 3 Beautification Staff members were hired to complete Township-wide projects.
- The Clearview EcoPark had a dedicated Beautification Staff member responsible for the development and expansion of the Community Garden, trail maintenance, dog park, and establishing new community partnerships.
- The Community Garden donated vegetables to the Stayner-Clearview Food Bank and had a booth at the Stayner Farmers' Market.



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- The first annual Garden Harvest Party was held on September 2nd, with 100 tickets sold generating over \$2,800 to support the Community Garden.
- There was an emphasis on supporting the recovery and re-opening of the tourism & hospitality sector.
- Phase 1 of the Stayner Downtown Open Space Improvement Plan was 90% completed between September to December, with only final landscaping expected to be completed in Spring 2022.
- \$24,000 was received from Simcoe County for the Trails Connecting Communities program to significantly improve the trail in New Lowell between Switzer Road to Parkway Drive.
- As scheduled, the Stayner Arena & Community Centre reopened on September 22nd and the Creemore Arena & Community Centre reopened on October 12th.
- Facility improvements included painting the Creemore Arena & Community Centre, new lobby floors in the Stayner Arena, LED lights installed at the New Lowell Outdoor Rink.
- New Full-time and part-time contract staff added to the facility maintenance staff complement.
- All user groups returned to full “pre-covid” schedules while strictly adhering to the COVID-19 protocols.
- 2021-2022 was the inaugural season for the Creemore Coyotes hockey team.

### Awards & Recognition

- \$232,300 in external grants awarded to support initiatives: \$187,000 for Downtown Stayner, \$2,400 for the Community Garden, \$14,500 for Tourism Initiatives, \$4,400 for a Pollinator Protection Zone, and \$24,000 for Trails Connecting Communities
- Dan Gowan received his 35-Year service recognition award.
- Amanda Murray received her 5-year service recognition award.
- Festivals and Events Ontario (FEO) recognized Clearview events and volunteers in 2021 with FEO Achievement Awards: Clearview Canada Day Celebrations, Winterama, Taste of Clearview and Rural Lights & Winter Nights received FEO Achievement Awards.
- The Creemore BIA, Clearview Chamber of Commerce, and Taste of Clearview restaurants were recognized with FEO certificates of achievement.

### Fun Facts

- 10 Reopening Kits provided to halls, curling centres & heritage buildings
- 300+ Swimming Lesson participants
- 25 Vendors at the Stayner Farmers’ Market
- Over 80 hours in Youth volunteer hours at the Stayner Market

### Public Works

#### Department Overview

The Public Works department is responsible for Roads & Bridges, Drinking Water, Sanitary Sewers, Storm Sewers, Engineering, Development Implementation, and Transit. The department has a \$12,000,000 budget and employs 24 full-time, 9 seasonal workers and 5 Summer Students.



## Department Highlights

- Municipal Stormwater Systems were digitally mapped into our GIS System. In 2022 work will continue.
- Approximately 1,200 square meters of sidewalk were replaced in 2021. Areas included Sunnidale, John & Ontario Streets in Stayner and Frances Street East in Creemore.
- Centre Line Road Bridge (Bridge 146-23) and road re-construction was completed.
- The Mulmur-Nottawasaga Townline culvert re-lining (Bridge 309b-72) was completed.
- 6 kilometres of roads were pulverized, gravel added and paved. Including Hogback Road from Adjala-Tosorontio Townline to 6/7 Side Road Sunnidale, 30/31 Side Road Nottawasaga from County Rd. 124 to Concession 10. Roads Operators spent 4 weeks improving road base, ditching and replacing aging infrastructure prior to asphalt placement in these areas.
- Concession 10 North, Nottawasaga Phase 1 re-build was completed.
- Approximately 200 lane-kilometres of asphalt roads, boulevards and sidewalks were swept.
- Approximately 5 km of rural ditching was completed by Township Staff.
- Year one of Rural Road Line Painting occurred in 2021. Approximately 80 km's of yellow middle line was introduced to Clearview Roadways.
- Urban drainage improvements included approximately 300 meters of open ditch and storm pipe repair within the Town of Stayner.
- Approximately 36,000 tonnes of gravel were placed on approximately 38 km of gravel roads in the Southwest Nottawasaga Area. Crews dug out approximately 1.25 kilometres of poor road base in two separate road sections: 800 m in areas along Concession 11 South, Nottawasaga Sideroad, and 425 m on 12/13 Side Road Nottawasaga.
- 2021 was a strong year for land development within Clearview. Specifically, for Stayner, with approximately 73 new single-dwelling residential units and multi-residential units connected to Municipal Servicing.
- Staff worked closely with Rogers Cable and their contractor to install infrastructure within the Village of New Lowell.
- Implementation of the new Ministry of Environment, Conservation & Parks Consolidated Linear Infrastructure Environmental Compliance Approval program is underway with applications started.
- The Enterprise Fleet Management program was implemented & 20 light-duty vehicles switched.
- Engineering Projects worked on throughout 2021: Sunnidale Street Sanitary/ Storm/ Water/Urbanization, Locke Avenue Sanitary/ Storm/Water/Urbanization, Phillip Street Sanitary/Water, Klondike Park Road Water Supply, Preliminary design of the New Lowell Joint PW/EMS Operations Centre, Preliminary design of the Stayner Public Works Sand Dome expansion, Stayner Downtown Revitalization Phase One
- The Klondike Park Road well site and trunk main (Stayner Water Supply) development continues. Design drawings were at 90% at the end of 2021.
- Creemore Stand By-Power Gen-Set purchased and installed to the Creemore Water Pumphouse on Mary Street.



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- Energy efficiency improvements were completed at the Buckingham Woods Water Distribution System and Variable Frequency Drives were installed. Along with the Energy Efficiency upgrades, a Human Machine Interface (HMI) was installed to improve Operations.
- Increased cleaning of reservoirs, flushing & swabbing of water mains took place as part of our continual improvement plan for the small water systems of Colling-Woodlands and Buckingham Woods.
- Clearview Water Operators conducted Fire Flow testing on various parts of the Stayner System.
- Permits to take water were renewed for the New Lowell & Creemore Drinking Water Systems.
- One new Permit to Take Water (PTTW) – Klondike Park Road Pumping Test.
- Two Environmental Compliance Approval (ECA) applications – Locke Avenue & Phillips Street.
- Stage III CCTV work was completed in the Stayner Wastewater Collection System.
- No-Dig Technology was used as part of our maintenance program within the Stayner Wastewater Collection System. Repairs were made to the identified infiltration areas discovered in Phase I and II CCTV work completed in 2019 and 2020.
- Dominion Street Sewage Pump Station Grinder replaced.
- Further work was completed to the Stayner Wastewater Treatment Plant with regards to Aeration and Blower Capacities. Operational adjustments were made as we continue to work towards potential upgrades.
- Phase I testing commenced at the Creemore Wastewater Treatment Plant as per the “Blue Sky Report”. Testing is part of the recommendations to help identify current & future upgrades required.
- Processed 1,100 Utility Locate Requests. A 23% increase from 2020, 7% above average.
- Logged 1,225 Service Requests, an increase of 75% from 2020.

### Awards & Recognition

- Four staff members, Derek Eagles, Dale Lighthouse, Dave Grant & Mark Walker received 20-year service recognition awards.
- Chris Thom received a 10-year service recognition award.
- Stephanie Schell received a 5-year service recognition award.
- Mike Rawn completed Masters Certificate for Public Sector Leadership.
- Marc DenBok upgraded to a Class 2 Water Distribution & Supply License.
- Trevor Robertson completed the Entry Level Drinking Water Operator course & the Class 1 Water Distribution & Supply exam.
- Dan White completed Part 2 of the Joint Health and Safety Certification and is now a Certified Health & Safety Member.
- Adrian Day, Dan White and Todd Patton completed TJ Mahoney Road School, Maintenance Section in May 2021.
- Baz Dokainish completed certification as a Project Management Professional (PMP).

### Fun Facts

- 630 hours of training completed by Water/Wastewater operators



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- Approximately 1,200 meters of sidewalk was replaced
- 73 new residential units connected to Municipal Servicing
- 6 kilometers of roads pulverized, gravel added and paved