

West Lincoln



Township of West Lincoln 2010 SERVICE PLAN



SERVICE LEVELS
AND
2010 PRIORITIES



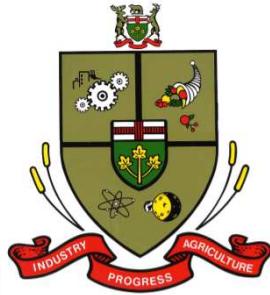
Township of West Lincoln 2010 SERVICE PLAN



Introduction

In 2009, the Township continued to be proactive in completing a number of Master Plans that included the Parks and Recreation Master Plan, Community Improvement Plan, Spring Creek Heights Secondary Plan and an application for an urban boundary expansion for Smithville.

The completion of these plans ensures that Township of West Lincoln is strategically positioned to move forward with the development of the necessary infrastructure improvements and can continue to advocate for growth and sustainability within our community, as is expected by our residents.



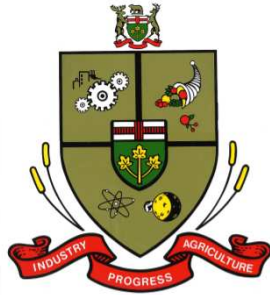
Township of West Lincoln 2010 SERVICE PLAN



Introduction – Continued

The Township continued to focus on customer service, by providing both customer service and accessible customer service training to all staff in 2009.

Staff began the process of strengthening the organizational structure by realigning and reorganizing the Recreation, Public Works & Engineering and Treasury departments to better services the needs of our residents. Through redundancies and resignations, the Township was able to hire for key strategic position within the organization without impacting the tax base and therefore enhanced the level of services offered by Township Staff to our residents.



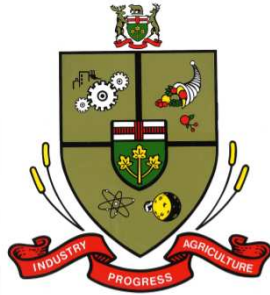
Township of West Lincoln 2010 SERVICE PLAN



Introduction – Continued

With the addition of an Information Technology Administrator, the Township was able to identify a number of efficiencies within the organization that helped reduce the number of outside vendors being used by the Township which resulted in a significant cost saving to the Township.

The Township continued to work with our community partners to support local events and partnered with Poultry Fest to celebrate Canada Day. The Recreation Department made significant increases to our recreation program activities that have been well received by the program users.



Township of West Lincoln 2010 SERVICE PLAN



Introduction – Continued

In 2010, the Township will be faced with many challenges and, the loss of a portion of the OMPF funding will have a significant impact on our 2010 budget. In other words “the municipality will have to do more with less”.

Township staff will continue to implement the Recreation Master Plan by completing a feasibility study for the Fairground and Leisureplex lands. Staff will also continue look for efficiencies by reviewing internal policies and procedures to ensure the best use of staff time and resources in providing the residents of West Lincoln the very best in customer service.



Township of West Lincoln 2010 SERVICE PLAN



Introduction – Continued

The Recreation Services Department will continue to develop recreation programs for all ages within West Lincoln and identify emerging trends in recreation to better service all the residents of West Lincoln.

The Township will continue to work with the dedicated community groups and volunteers within our community to ensure that they receive the support they need to serve the needs of West Lincoln residents.



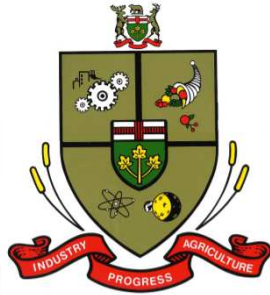
Township of West Lincoln 2010 SERVICE PLAN



Introduction – Continued

With the commitment of Council, Township staff will continue to identify and serve the interests of the community and live up to the high value West Lincoln residents place on these essential services.

Derrick Thomson
CAO



Fire & Emergency Services 2010 SERVICE PLAN



Introduction

Fire & Emergency Service's first responsibility is for the day to day operations of the department including:

- Statutory requirements of the Ontario Fire Marshal's Office,
- Fire suppression & rescue,
- Training, fire prevention and inspections,
- Public education and,
- Participate as a full member of the Fire Marshal's Public Safety Council and the Niagara Arson Taskforce.



Fire & Emergency Services 2010 SERVICE PLAN



2009 Success & Current Service Levels:

- Responded to 244 Fire Calls and 110 Medical Assist Calls in 2009
- Formed a new Fire Station Committee to design and tender for new Fire Station Headquarters
- Achieved a Certificate of Compliance from the Office of the Fire Marshal for public education and fire prevention requirements.

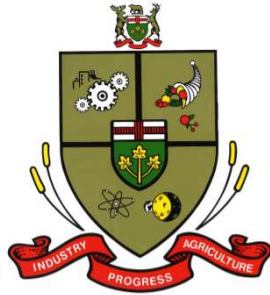


Fire & Emergency Services 2010 SERVICE PLAN



New Initiatives

- Start construction of the new fire station headquarters
- To upgrade Station # 2 with new windows and equipment
- Expand current inspection program to include downtown core commercial and residential properties
- Link teenagers in the community through an Emergency Responder's Career Program to deliver fire service messages along with other emergency responding agencies
- Review and update the Township's Risk Assessment
- Recruitment open house



Fire & Emergency Services 2010 SERVICE PLAN



Longer Term Priorities

- Hire an administration secretary
- Fire Master Plan
- Purchase a new Squad Truck
- Replace the Rescue Unit
- Replace Pump 1A
- Review the Township's Strategic Plans relating to growth for the possible purchase of an aerial unit



Corporate Services 2010 SERVICE PLAN



Introduction

The Corporate Services Department ensures staffing is adequate, professional and equipped to provide the best service possible to the citizens of the municipality. Corporate Services continues to deal with amendments to the Municipal Act as they affect the Clerk and Finance Departments and reviews and updates policies/by-laws as required. Corporate Services is persistent in the collection of tax arrears, optimizes revenues and investigates other sources of financing for future needs, in particular but not limited to the fire hall and records storage programs and facilities.

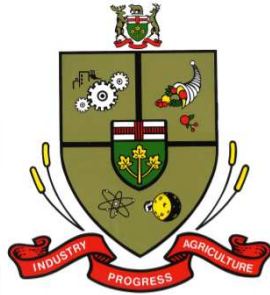


Corporate Services 2010 SERVICE PLAN



2009 Successes:

- Coordination of the 2009 Budget process
- Achieved PSAB compliance
- Completion of Audited Financial Statements
- Completion of Financial Information Return
- Completion of Municipal Performance Measures
- Coordination of the Federal Gas Tax Reporting and Audit
- Hiring of Deputy Treasurer, Director of Public Works, IT Administrator, Recreation Coordinator, Building Inspector & CBO
- Finalization of 2 Land Purchases adjacent to municipal office
- Production of Press Release Protocol & Corporate Values Policy & Purchasing Policy, IT Use Policy and Collection Procedures
- New Development Charges By-Law
- Customer Service Training and Accessible Customer Service Training
- Purchased and installed accessible TTY and Audio devices
- Meeting efficiencies (Consent Agenda and Referred Matters List)

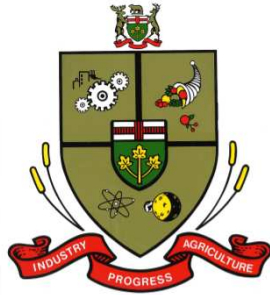


Corporate Services 2010 SERVICE PLAN



New Initiatives for 2010

- Continue to design and introduce a new revised Township Web Site
- Investigate a Replacement Accounting System
- Review the following Policies and Procedures:
 - Hiring Policy
 - Travel Expense Policy
 - Education and Staff Development Policy
- Investigate a Corporate Communications Plan
- Manage the 2010 Election
- Continue to investigate Records Management Solutions
- Prepare preliminary plan for use of old fire hall
- Complete Water/Wastewater Rate Study and related Financial Sustainability Plans
- Continue to create PSAB 3150 policies / compliant Financial Statements
- Continue to plan and meet current accessibility requirements



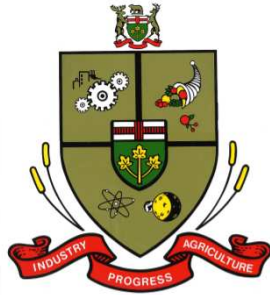
Corporate Services 2010 SERVICE PLAN



Longer Term Priorities

– *Beyond 2010*

- Continue to review records management/storage requirement
- Office space reorganization
- Review / Initiate RFP for banking services
- Staff training and development initiatives



Planning & Building 2010 SERVICE PLAN



Introduction

The Planning Department is responsible for all aspects of planning legislation in general and as it relates to the Township of West Lincoln. Staff are responsible for reviewing and explaining complex information in a comprehensible manner to a wide variety of audiences. This includes responsibility to implement Provincial and Regional policy and guidelines. In addition, staff are responsible for reviewing and processing all planning applications for the Township. This includes Minor Variances, Consents, Zoning By-law Amendments, Official Plan Amendments, Part Lot Control Bylaws and Subdivision and Condominium applications.

The Building Department is responsible for all components of the Ontario Building Code, which includes building permits and inspections, property standards offences and septic permits and inspections. Staff are also responsible for the handling of complaints and the enforcement of all by-laws, including parking enforcement.



Planning & Building 2010 SERVICE PLAN



2009 Success & Current Service Levels:

- Completion of peer review of Growth Strategy work by BLS Planning Associates Inc. with presentation of report to Planning/Building/Environmental Committee and Council by MHBC in November, 2009
- Reviewed Region's Policy Plan Amendment (RPPA 2-2009) and appealed decision to bring attention to West Lincoln's concerns
- Ongoing monitoring and correcting of inconsistencies in Township Planning documents
- Worked with consultants to prepare a Draft Parks and Recreation Master Plan which included several public consultation sessions
- Completed Downtown Smithville CIP; final plan has been adopted by Council
- Implemented Rural Cluster Boundaries and successfully obtained OMB support

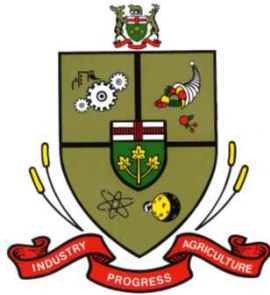


Planning & Building 2010 SERVICE PLAN



2009 Success & Current Service Levels (Cont'd):

- Defended Township's decisions with three OMB Hearings in 2009
- Finalized work of Scott Burns on the planning review of Spring Creek Heights Secondary Plan including a detailed Air Quality and Environmental Impact Assessment Study for Spring Creek Heights Secondary Plan
- Prepared a draft policy document for the Spring Creek Heights Secondary Plan and consulted with property owners as a first step
- Hired a CBO and Building Inspector
- Deployed Marmak GIS system for Planning (MiTown) and Building permits (Milnspector)



Planning & Building 2010 SERVICE PLAN



2009 Success & Current Service Levels (Cont'd):

- Prepared new building permit forms and check lists for Building permits
- Processed 68 Planning Applications
- Issued 250 Building Permits
- Reviewed 53 Enforcement Complaints



Planning & Building 2010 SERVICE PLAN



New Initiatives

- Complete other components of a comprehensive review for Growth/P2G Compliance work:
 - Evaluate urban boundary application against Section 4.6 of RPPA 2-2009
 - Infill/intensification review
 - Rural development opportunity review
 - Industrial Park development strategy
- Complete Official Plan 5 Year Review (Regional Approval)
- Complete Local Compliance Exercise (Regional Approval)
- Completion of Spring Creek Heights Secondary Plan Amendment (Regional Approval)
- Further improve Building Permit process per type of permit application

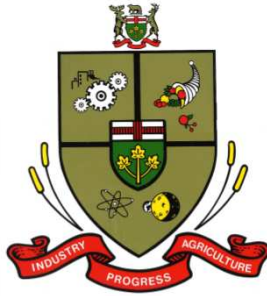


Planning & Building 2010 SERVICE PLAN



New Initiatives continued:

- Initiation of the following Master Plans
 - Fairgrounds/Leisureplex Concept and Design Plans
 - Visioning Exercise for Downtown
- Implementation of CIP program (Downtown)
- Undertake CIP Brownfield study
- Review of all Township fees and fines
- Streamlining plan process
- Draft and implement a new Sign By-law
- Update Planning Agreements (subdivision/site plan)
- Customize MiTown and Milnspector to fully implement Department needs

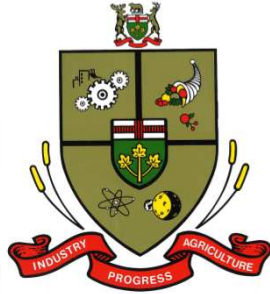


Planning & Building 2010 SERVICE PLAN



New Initiatives continued:

- Improve/streamline pool/garage/shed permit process
- Work with Fire Department to coordinate actions (e.g. Grow Ops)



Planning & Building 2010 SERVICE PLAN



- Longer Term Priorities Beyond 2010
 - Preparation of a new Comprehensive Zoning By-law
 - Traffic Route Study
 - Source Water Protection Plan (in conjunction with NPCA)
 - Industrial Park Secondary Plan
 - Draft and Implement a Biosolids By-law
 - Ongoing monitoring relating to the need for a Site Alteration By-law
 - Completion of Watershed Plans (in conjunction with NPCA)
 - Sustainable Community Plan (by end of 2014)
 - Design Guidelines
 - Trails & Corridors Master Plan



Public Works & Recreation 2010 SERVICE PLAN



Introduction

Our objectives are to maintain and improve all Township infrastructure and facility assets, through the efficient and effective delivery of Public Works, Engineering and Recreation Services.

Our responsibilities are:

- Roads and Road-side Maintenance
- Water and Wastewater Systems Operation and Maintenance
- Recreation Services
- Engineering Services



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Roads and Road-side Maintenance

Road Maintenance activities are key enablers in providing a safe and efficient transportation network through the implementation of a preventive maintenance program that is designed to optimize the life cycle of the Township's road network and its associated systems.

In addition, the 5-year Roads re-construction plan provides an effective capital works program that is designed to give the most benefit to the community as a whole and eliminate hazard for the traveling public.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Roads and Road-side Maintenance

The Road Division is responsible for the maintenance of 880 lane kms of gravel, surface treated, and paved roads.

Activities include: Winter control, road paving, patching and pothole repairs, grading and gravel resurfacing, dust control, street sweeping, ditching and culvert repairs, sign installation and repairs, tree brushing and trimming, roadside debris and litter pickup, weed control, parking lot maintenance, street lighting, and fleet maintenance.

There are also 30 kms of sidewalks and 98 bridges that are inspected and maintained.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Roads and Road-side Maintenance

Key objectives are:

- Carry out capital works that include all projects listed in the 5-year roads, bridges and sidewalks capital plans.
- Provide effective fleet management.
- Meet, or exceed, acceptable levels of service provision.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Water and Wastewater Operations and Maintenance

The goals of the Water and Wastewater Operations and Maintenance Division are: (i) to provide an efficient and safe water distribution service, in accordance with the Ontario Drinking Water Protection Regulations, and (ii) to provide effective stormwater and sanitary collection systems that meet with the approval of the Ministry of Environment.

Water activities include; water main repairs, underground locates, disconnects, sampling and water quality monitoring, water meter readings and maintenance. Wastewater activities include; sewer flushing and CCTV inspections, manhole repairs, catch basin repairs and cleaning, sewer lateral repairs and underground locates.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Water and Wastewater Operations and Maintenance

The Water and Wastewater Operations and Maintenance Division is responsible for 27 kms of water distribution mains, 201 water hydrants, 1,780 water meters, one bulk water filling station and 26 kms of sewers.

Key objectives are:

- Meet, or exceed, regulatory standards.
- Carry out a sanitary collection system inflow and infiltration study.
- Carry out capital works that include all projects listed in the 5-year capital plan.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Recreation Services

The Recreation Services Department is responsible for the development and delivery of recreation facilities, programs and leisure services to both residents and visitors. We also work with community groups, volunteers and individuals as a facilitator to ensure that the community leisure needs are addressed. These responsibilities are important to the general health, well-being and quality of life for our Township residents.

The Recreation Services Department works with Council, the CAO, Township staff and other stakeholders to ensure that policies are reviewed, optimized and implemented, to ensure the efficient and effective delivery of services for the community.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Recreation Services

Key objectives are:

- Carry out a multi-purpose Facility/Fairgrounds Feasibility Study.
- Carry out a Leisureplex Sport Park Feasibility Study.
- Carry out capital works that include all projects listed in the 5-year facilities capital plans.
- Develop a 3-Year Marketing Plan for Recreation Services.
- Develop new & innovative Community Partnership to deliver programs, services and events to the residents of West Lincoln.
- Seek alternative revenue sources to fund future initiatives.



Public Works & Recreation 2010 SERVICE PLAN



Introduction – Continued

Recreation Services

Key objectives are:

- Review all park infrastructures to better plan for changing community needs and amenities requirements.
- Review/Renew Lease Agreements for: Leisureplex Barn, Leisureplex Concession, Arena Concession/Canteen and Leisureplex Building Storage for Sports Groups.
- Develop a comprehensive parks inspection plan, to improve inspection service delivery to all community parks.
- Develop a comprehensive marketing & communication plan.



Public Works & Recreation 2010 SERVICE PLAN



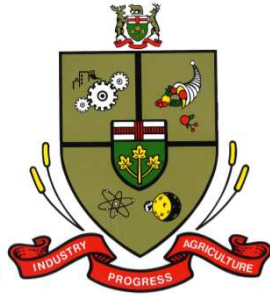
Introduction – Continued

Engineering Services

Engineering Services provides in-house technical support to the Planning and Building Department and the Roads and Water/Wastewater Divisions of Public Works.

Key objectives are:

- Assess, evaluate and make recommendation (to P&B) regarding development control requirements for new developments, in compliance with standards and conditions of draft approval and subdivision agreements.
- Produce tender documents for maintenance and small capital projects.
- Produce engineering design information for maintenance projects.
- Produce Township engineering standards.



Public Works & Recreation 2010 SERVICE PLAN



Success & Current Service Levels:

- 900 lane kms of roads maintained.
- 98 bridges assessed and maintained.
- 32 kms of sidewalk maintained.
- 28 kms of sewers maintained.
- 28 kms of water mains maintained.
- 206 hydrants maintained.
- 1,790 water meters read.
- 61 hectares of parks maintained.
- 14 facility buildings maintained.
- 640 streetlights inspected and repaired.
- Completion of the drinking water quality management system program.
- Completion of hard surfacing Concession #4 Road (Crown Road to Silverdale Road).
- Special Events Policy.
- Zero Tolerance Policy for Violence in Recreation Properties & Facilities.
- Public Skating Policy.

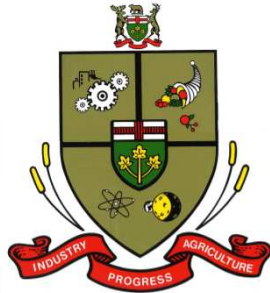


Public Works & Recreation 2010 SERVICE PLAN



New Initiatives

- Con#2 Road (C/G Townline - RR 14) road reconstruction.
- Hodgkins Road (Sixteen Rd - Conc 4 Rd) road reconstruction.
- Mill Street (Griffin Street - East to end) road hard surfacing.
- Port Davidson Road (at Vaughan Rd) road reconstruction.
- Sixteen Road (Abingdon Road – Westbrook) road hard surfacing.
- South Street (RR 20 - Mill Street) road reconstruction.
- Spring Creek Road (Industrial Park Road – Townline) road reconstruction.
- Townline Road (Canborough - RR 20) road reconstruction.
- Lymburner Cemetery Road (From South Chippawa Rd – South) road remedial works.

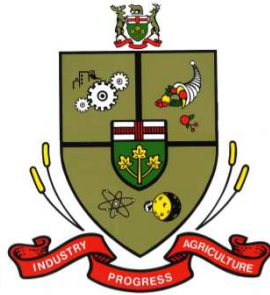


Public Works & Recreation 2010 SERVICE PLAN



New Initiatives (Continued)

- South Grimsby Road 18 (RR 20 to Twenty Rd) bridge deck reconstruction.
- Canborough Street (Colver Street to Townline Road) replacement of west side sidewalk.
- Fairgrounds; Asphalt path from the existing path to Swayze Court.
- Station Street (Railway Tracks to Griffin Street) sidewalk replacement.
- Wastewater collection system; Inflow & infiltration study.
- Accessibility upgrades to facility buildings at the Arena, Main Office, Public Works yard, Wellandport Hall, Abingdon Hall and Silverdale Hall.



Public Works & Recreation 2010 SERVICE PLAN



New Initiatives (Continued)

- Planting & vaccination of trees in parks.
- Fairgrounds; Electrical upgrades.
- Leisureplex; New scoreboard.
- Rock Park; Parking area expansion.
- Public Works yard; Fire escape (H&S compliance).
- Public Works yard; Equipment Storage (H&S compliance)
- Arena/MP feasibility study.
- Leisureplex feasibility study.



Public Works & Recreation 2010 SERVICE PLAN



Long Term Priorities

- Vaughan Road (Heaslip Road - RR 27) road reconstruction.
- Northridge Drive (Off South Grimsby Rd 5) road reconstruction.
- Bridge 29, South Chippawa Road (C/G Townline Road to Church Road) Bridge Rehabilitation.
- Bridge 12, South Grimsby Road 6 (RR 20 to RR 14) Bridge Rehabilitation.
- Industrial Park Road (London Road to Spring Creek Road) New Sanitary Sewer.
- Wastewater Collection System, Inflow & infiltration remedial works.