

The Corporation of the City of Kawartha Lakes

Council Report

Report Number WM2017-013

Date: December 12, 2017

Time: 2:00 p.m.

Place: Council Chambers

Ward Community Identifier: All

Subject: Adopt A Road Program

Author Name and Title: David Kerr, Manager Environmental Services

Recommendation(s):

RESOLVED THAT Report WM2017-013, **Adopt a Road Program**, be received;

THAT the City of Kawartha Lakes continue to administer a revised Adopt a Road Program as generally outlined in Report WM2017-013;

THAT volunteers and groups participating in the Program be advised of the Program changes, requirements and agreements.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

At the Council Meeting of July 11, 2017 Council adopted the following resolution:

Report WM2017-006

David Kerr, Manager of Environmental Services
Adopt a Road Program

CR2017-633

RESOLVED THAT Report WM 2017-006 **Adopt a Roads Program**, be received; and

THAT staff review the Adopt a Roads Program and report back to Council with recommendations by December 31, 2017.

CARRIED

This report addresses that direction. For reference information WM2017-006 is attached as Appendix A.

The Adopt A Road Program has been operating within this municipality since before amalgamation to present. The program facilitates community groups and individual citizens to voluntarily clean-up litter on the side of municipal roads and within the road allowance. There are approximately 33 separate volunteer agreements for this program with the City.

The volunteers are required to sign an agreement with the City to clean-up sections of a specific road at various times of the year and bring the waste litter to any operating landfill owned by the City at no cost. The current agreement template is attached as Appendix B.

The Adopt A Road Program has been successfully enlisting the help of volunteers and facilitating the public to take pride and ownership of their communities. Approximately 1-5 new groups sign up for the program each year.

Some groups and volunteers have indicated that the process for approval is lengthy and onerous. As well some volunteers have indicated the current process needs to be streamlined and less confusing in order to increase participation. These concerns have been brought to the City's attention through various forums such as the Waste Management Task Force, Fenelon Public Review Committee and Senior Management Team.

The City's risk and liability has also been a concern with the Adopt A Road Program. As a result, other municipalities have recognized this risk and have ceased to offer the Adopt A Road program. After researching, Staff could not identify any claims directly as a result of an Adopt A Road Program in Ontario. However, there have been incidents where waste management contractors

working for the City have been exposed to noxious and explosive substances and even pricked with needles in the garbage and litter.

Based on this background information staff have provided the following rationale for recommended updates to the Adopt A Road Program to simplify it for both volunteers and staff and at the same time ensure the program is safe and the City's liability is minimized.

Rationale:

Staff has completed further investigation into the Adopt A Road Program. This included reviewing information from the following sources:

- Other Municipalities
- Comments from Adopt A Road volunteers
- City's Insurance Risk Management Coordinator
- City's legal counsel

Based on this review staff recommends that the City continues with the Adopt A Road Program with the following improvements:

- Strengthen the indemnity to better protect the City from liability
- Additional precautions to ensure safety of volunteers
- Streamline the Adopt A Road Program to make it easier for volunteers to participate and staff to administrate

Further details on each of these are provided as follows:

Strengthen the indemnity to better protect the City from liability:

Some municipalities such as the County of Peterborough, Haliburton County and Durham Region do not utilize indemnity agreements through their Adopt A Road Programs.

However many municipalities do have agreements such as Brock, Bruce County, Lanark County, and Woolwich. If municipalities did have agreements they were found to be generally similar to the City's current agreement.

After discussion with the City's Insurance Risk Management Coordinator and the City's insurance provider, the City's current agreement is recommended to be amended to better protect the City as follows:

- Additional Safety Guidelines
- A new Volunteer Sign in and Waiver form with a stronger indemnity statement
- Modernized and updated wording in compliance with new City policies (ex. Clear bag program)

- The Authorized Group Representative section that requires completion and signature that acknowledges that they have read and understand the policy terms and conditions has been moved to the end of the document

The proposed amended agreement is attached as Appendix C.

Additional precautions to ensure safety of volunteers:

Through research with City staff and other municipalities there are some additional measures that the City could take to ensure the safety of volunteers. These measures include providing:

- Safety Vests
- Traffic Cones
- Men at Work Signs
- Safety Do's and Don'ts on the City Website
- Develop a Standard Operating Procedure (SOP) document to identify requirement for notification so Staff are aware of work taking place and are informed about any incidents
- Have staff monitor work performed as part of regular routine road patrol

Streamline the Adopt A Road Program:

Currently the Adopt A Road Program is managed from three different locations within the City (the Coboconk and Bobcaygeon Service Centres and the Public Works Roads Lindsay depot).

In order to streamline the program the following changes are recommended:

- Utilize sharepoint for all electronic filing
- Staff at each of the three locations identified above manage a list of volunteers, signed agreements and waivers for the program in a central database
- Create a common template for the letter to the volunteers accessible for all involved and save documents in accordance with records retention requirements
- Create a Standard Operating Procedure (SOP) for this process coordinated between Waste Management and Roads Operations
- Create a document that indicates which segments of road are available for adoption coordinated between Waste Management and Roads Operations
- Remove road signs for volunteer groups which are no longer active

Summary

The streamlining process of the Adopt A Road Program will allow groups and volunteers to continue participating in the community, as well as speeding up and simplifying processes. The centralization of data and information collected will

help the City better report on the success and improvements. The new Adopt A Road Agreement will also help minimize the overall risks and liability for the City.

Other Alternatives Considered:

With the known risk factors, Council could choose to terminate the Adopt A Road Program to eliminate the liability. The City would then no longer provide this service to the public. Currently Staff believes with the recommended improvements to the program, the risk can be effectively managed. Staff will continue to monitor the program provincially and should the ability for the risk to be managed effectively change, Staff will report back to Council.

Cancellation of the program at this time would likely be negatively received by the public. Ceasing the program would be counterproductive to the many volunteer groups that work to keep the City looking clean and attractive for the public and tourists.

Financial/Operation Impacts:

Costs incurred by the recommendation within this report include stocking safety vests and purchasing cones as required. Most roads operations depots have temporary cautionary signs that could be used for the Adopt A Road Program. It is expected that the program costs are less than \$5000 per year. Currently costs are charged to the Roads operating budget. Costs will be monitored thru 2018 and the budget will be amended for 2019 if required.

The 33 volunteer groups provide services to better the community for all residents and visitors. There is no direct financial savings to the City as the cleanup work performed by the volunteers does not form part of the regular PW work plan. Assuming every volunteer group offsets a work crew group by one day the perceived benefit in additional work performed would be approximately \$23,000/year (33 groups x \$700/day per work crew).

Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:

The staff recommendation is consistent with Councils Strategic Enablers under the Strategic Plan, specifically Enabler E3.1, Service Excellence. This enabler is to review and adopt best municipal practices and review operational efficiencies.

The staff recommendation also contributes to Goal 3 of the Adopted Strategic Plan –A Healthy Environment. The Adopt A Road Program contributes to cleaner, litter, free communities and allows residents and visitors to enjoy the natural environment.

Consultations:

Insurance Risk Management Coordinator

Legal Counsel

Administrative Assistants-Public Works

Roads Operations Managers

Attachments:



Appendix A.
WM2017006.pdf



Appendix B. Current
Adopt A Road Agreeer



Appendix C. New
Adopt A Road Agreeer

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Department Head: Bryan Robinson