

The mobilization of this enhanced service may require additional time to hire the necessary resources and procure the required equipment.

For more information, contact:

Peter Pilateris, Director, Transportation and Fleet Management Services
Shanon Kalra-Ramjoo, Director, Parks, Forestry and Horticulture Operations

Approved by

Zoran Postic
Deputy City Manager, Public Works



**STAFF COMMUNICATION
FOR INFORMATION ONLY**

SC2.

Staff Communication

CW(2) - December 5, 2023

DATE: December 5, 2023

TO: Mayor and Members of Council

FROM: Zoran Postic, Deputy City Manager, Public Works

RE: **STAFF COMMUNICATION – CW(2), December 5, 2023**
NEW BUSINESS – CW(1), September 12, 2023 (Item 16, Report 31)
UTILITY JUNCTION BOXES AND CANADA POST MAILBOXES

1. Purpose

The purpose of this Staff Communication is to provide information regarding the September 12, 2023, motion under new business to report back on utility junction boxes and Canada Post mailboxes as it relates to litter, debris and vandalism.

2. Background

Utility Junction Boxes

The City is not responsible for general maintenance of utility boxes permitted in the City's right of way, including any removal of graffiti or other forms of vandalism. Utility companies are responsible for repairing damage to their assets.

The City does have municipal access agreements (MAA) in place with some of the owners of utility boxes (Rogers, Bell, Cogeco Data Services Inc. (now Beanfield)) that require them to clean, paint and maintain their infrastructure and remove or conceal any graffiti or unauthorized markings. Year to date in 2023, The City has received 172 cases on utility box issues and 15 cases on graffiti. The turnaround time to completing the requested maintenance may depend on the utility companies' priorities and other factors (e.g. season, weather, staffing capacity, etc.). The municipal access agreements that are in place do set out that if a utility corporation does not remove or conceal the graffiti in accordance with the agreement, the City can take steps to remove or conceal it and the utility corporation would have to reimburse the City for those costs. In cases of highly objectionable graffiti, City staff will take this action. Note that most signage and graffiti violations related to utilities occur on transformer boxes owned by Alectra with whom the City does not have a municipal access agreement. Alectra, operating under the *Electricity Act* and *Public Service Works on Highways Act*, does not have any agreements in place with any municipalities in their east servicing territory.

Canada Post Mailboxes

The city is not responsible for Canada Post mailboxes. Mailbox litter cleanup is the sole responsibility of Canada Post, and the city does not provide any services related to litter and debris pickup. Littering around mailboxes is in most cases caused by residents who visit the mailboxes, and leave unwanted mail behind, typically flyers.

Residents report concerns about mailboxes, and litter throughout the city including when litter scattered around the mailbox, the mailboxes are vandalized or defaced. In these cases, the city will either encourage the resident to report concerns directly to Canada Post and have on occasion reported on behalf of the residents. On occasion, city staff will cleanup mailboxes in cases where there is increased litter present and there is increased community complaint.

3. Analysis

Improved Communication and Compliance will be emphasized through regular stakeholder engagement with utility companies.

The strategies below outline further opportunities to improve compliance/enforcement, enhance service levels, proactively identify violations, and actively mitigate infractions.

Strategy 1: Improve Compliance, Communication and Coordination

Per current practices, a case file is created each time there is a report of signage, graffiti, or damage on or to a utility box. Staff will identify the owner of the equipment and send notification to inform the utility owner for actioning. Staff can enhance this coordination by reporting such cases to By-law for further investigation and execution of punitive measures to offenders with the aim of improving compliance.

Staff can further address issues through enhanced coordination with utility stakeholders. Regular utility coordination meetings will be held to emphasize the need to prioritize infrastructure maintenance and remind utility stakeholders where such requirements are stipulated in existing agreements. The team can also work with the industry to examine opportunities for enhancing future coordination utilizing, where possible, municipal access agreements to improve service levels.

Staff are working with the Economic Development team to explore opportunities to expand the ART-on-BOXES program to utility boxes. This program, currently piloted on signal controller boxes, has developed specific graffiti mitigation and removal protocols to enhance community beautification. Consultations are underway with Alectra to determine the feasibility and cost of this potential program expansion.

Strategy 2: Proactively Identify Violations and Reduce Complaints

Staff in collaboration with Utility companies will explore opportunities to leverage technologies capable of identifying damage to assets and improving reporting. The Roads Division currently uses a road monitoring artificial intelligence software to identify deficiencies such as potholes and can further explore applicability to identifying damaged utility boxes. The department can also review implementing a new community inspection program, subject to additional budget for one or more staff, to enable a proactive approach for identifying various right-of-way violations/damages and seeking corrective actions by the applicable utilities. This approach will aim to proactively identify violations and reduce complaints.

The City has conducted a litter audit and is developing a litter strategy and approach to continue to keep the city safe, clean and beautiful.

In June 2023, the Public Works department conducted the city's first comprehensive city-wide litter audit. This initiative reflects a commitment to proactively assess litter within the community and gain insights into its characteristics, hot spot locations and increased opportunities to influence citizen behaviour with targeted education and communication efforts. Prior to the litter audit, briefings were held with members of council to inform them of the initiative underway and staff have since received a litter report with recommendations. Staff are reviewing the report and developing options to create a data-driven strategy to address litter issues throughout the city, which include exploring options to manage litter in areas around city mailboxes. The litter project team is scheduled to update Members of Council by December 2023 on the litter audit report findings, recommendations and consult on the draft strategy.

Community consultation on the new waste collection contract provides an opportunity to further review options for litter collection.

Environmental Services is currently conducting a community engagement campaign for their new waste collection contract that is up for renewal. Residents have been encouraged to have their say on the next decade of waste services in Vaughan through a variety of means, including an online survey, telephone survey, focus groups and open houses. More information can be found on the City's new [waste collection contract webpage](#). A comprehensive communications plan to promote this campaign has begun and there is an opportunity to engage with residents on what is important to them from a litter and waste perspective, including any concerns around community mailboxes.

For more information, contact:

Peter Pilateris, Director, Transportation and Fleet Management Services
Shanon Kalra-Ramjoo, Director, Parks, Forestry and Horticulture Operations
Emilie Alderman, Director, Environmental Services

Approved by

A handwritten signature in blue ink, consisting of several loops and a vertical line extending downwards.

Zoran Postic
Deputy City Manager, Public Works



**STAFF COMMUNICATION
FOR INFORMATION ONLY**

DATE: December 5, 2023

TO: Mayor and Members of Council

FROM: Vince Musacchio, Deputy City Manager, Infrastructure Delivery
Frank Di Palma, Chief Information Officer
Michael Genova, Chief, Communications and Economic Development

RE: STAFF COMMUNICATION – Expansion of City Hall Illuminations

SC3.

Staff Communication

CW(2) - December 5, 2023

1. Purpose:

This Staff Communication provides Council with information about potentially expanding illuminations of the Vaughan City Hall facility to include the north side of the building facing Major Mackenzie Drive.

2. Background:

In 2020, the Corporate and Strategic Communications (CSC) department and the Office of the Chief Information Officer (OCIO) piloted a new initiative leveraging existing technology and hardware to see City Hall illuminated to mark occasions and events. An LED up-lighting system has been installed at the back of the Council Chamber. The lighting uses an RGB colour system, which can match colour values to align with brand specifications.

CSC staff developed the *Illumination of Vaughan City Hall Council Chamber Policy* and approval process through the Office of the City Clerk. This process aligns with the City's existing proclamation and flag-raising approval processes. This policy was approved by Council during the May 4, 2021, Committee of the Whole (1) meeting.

3. Analysis:

Please note that the costs provided are estimates, and a request for proposal (RFP) bid is necessary for an accurate assessment.

North Side of City Hall

- Illuminating the north side of City Hall facing Major Mackenzie Drive is estimated to cost up to \$100,000. This initial budget would include the installation of exterior project lighting and equipment and remote technologies for illumination colour settings. Additional capital budget is needed to renew the technology every three to four years.

City Hall Clock Tower

- Illuminating the City Hall Clock Tower is estimated to cost up to \$60,000. This initial budget would include the installation of project lighting and equipment and remote technologies for illumination colour settings. Similarly, an additional capital budget is needed to renew the technology every three to four years.

Existing illumination in Council Chambers

- It should be noted that the existing lighting system in Council Chambers currently used for illumination requests is nearing its end-of-life use and will need to be upgraded in the next year. The estimated cost to replace the existing system is \$45,000, with an additional capital budget to renew the technology every three to four years.

For more information, please contact Michael Genova: michael.genova@vaughan.ca.

Approved by



Vince Musacchio
Deputy City Manager, Infrastructure Development