

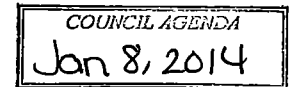


Corporate Report

Clerk's Files

Originator's
Files

R-1



DATE: January 6, 2014

TO: Mayor and Members of Council
Meeting Date: January 8, 2014

FROM: Janice M. Baker, FCPA, FCA
City Manager and Chief Administrative Officer

SUBJECT: **Ice Storm, December 2013 – Preliminary Report**

RECOMMENDATION:

1. That the report dated January 6, 2014 from the City Manager and Chief Administrative Officer entitled, "Ice Storm, December 2013 - Preliminary Report", be received for information.
2. That the Region of Peel be requested to coordinate pursuing emergency funding from the Province and Federal Governments in collaboration with the Cities of Mississauga, Brampton and the Town of Caledon.
3. That the ice storm recovery debris management plan outlined in this report be endorsed.

**REPORT
HIGHLIGHTS:**

- Mississauga and the Greater Toronto Area were subject to an extreme weather event on December 22nd – the ice storm;
- A staff team met frequently to monitor and respond to the emerging situation;
- The response was based on a series of priorities starting with Public Safety;
- Mayor McCallion met with the Mayors of Brampton, Caledon and the Chair of the Region of Peel to coordinate a Region wide response;

- Members of Council were kept informed of the situation and helped communicate out to residents and businesses;
- City staff had anticipated the impending storm ;
- Enersource first received reported outages at 12:26 am on December 22nd ;
- Forestry crews were dispatched as of 12:45 am December 22;
- The City is responsible for publicly owned tree debris, residents are responsible for private tree debris and the Region of Peel for yard waste pickup;
- The Private Tree Protection Bylaw permit process was suspended until January 31st for ice storm damaged trees;
- Full clean up and recovery will take time and patience is required by residents and businesses;
- The full recovery will be limited by capacity issues including availability of equipment, contractors, trees and policy decisions regarding replacement of trees;
- There are significant costs for storm management and recovery;
- Collaboration between departments, agencies and contractors resulted in efficient storm management and communication to residents; and
- Supplementary reports will be brought forward as the recovery unfolds and more detailed information is captured.

BACKGROUND:

The City of Mississauga and the Greater Toronto Region suffered an ice storm on December 22nd. Winter operations had been in effect from December 20th and storms continued to impact the response and recovery phases when more storms triggered the reassignment of winter operations staff on December 25th and again on January 5th. The ice storm represented another extreme weather event in the City of Mississauga that was unique and required an appropriate response.

The purpose of this report is to outline the information available at the time of writing with regard to impacts, the responses and future work required to be completed in a timely fashion. Supplementary reports will be brought forward when a complete assessment of the damage to the urban forest is completed and as plans solidify.

COMMENTS:

Winter Operations had commenced on December 20th with salting of priority routes commencing at 1:00 am. Crews continued to monitor road, sidewalk and bus stop conditions throughout the day to ensure public safety with temperatures remaining around freezing the balance of the day.

Crews started salting priority routes again at 6:00 pm on December 21st and continued to monitor the bus stops and sidewalks through the evening. The intense part of the storm was expected around midnight.

Senior staff agreed to touch base at 6:00 am on December 22nd to understand the impacts of the storm and whether additional activities were required beyond normal Winter Storm service levels.

Enersource first received reported outages at 12:26 am and forestry first dispatched resources at 12:45 am to respond to calls from residents.

Winter operations continued with salting of priority and secondary routes through the night and into the morning of December 22nd. Reports of multiple trees falling and power outages in certain areas of the City were coming in.

Cross departmental staff started discussions at 6:00 am on Sunday December 22nd, monitoring the impacts of the storm and quickly gearing up communications and an extreme weather event response. Multiple learnings from the flooding event in July were deployed to increase effectiveness.

At 7:00 am, the decision was taken to escalate the response to an extreme weather event. The 311 call centre was activated by noon to manage customer calls and centre remained open until 8:00 pm, when the calls in the queue were down to zero.

Response Team

The first meeting of the Response Team concluded at 2:00 pm on December 22nd.

Chaired by the Acting City Manager, the core team included the Commissioners, the Emergency Management Office, who would communicate with Members of Council, the Public Information Officer (Director of Communications) who would monitor traditional and social media and issue timely information when required and key staff in operational response areas such as Forestry, Parks, Recreation, Facilities and Property Management, and Public Works who were responsible for securing and deploying on ground resources.

Jurisdictional Responsibility

In the City of Mississauga, the City owns and is responsible for public trees, for city owned roads, sidewalks, boulevards, parks and trails; the property owner is responsible for privately owned trees; The Region of Peel is responsible for Regional Roads, adjacent trees and for yard waste pickup; Enersource is responsible for restoring power when lost along the street and from the pole to the house; a private licensed electrical contractor is responsible for repairing any electrical problems that may exist from the outside mast back into the structure and the Electrical Safety Authority (ESA) is responsible for inspecting these repairs before notifying Enersource that power may be reconnected. The Conservation Authorities (CVC, TRCA, and Halton) would issue alerts re flooding if required.

Given these responsibilities, the Response team planned accordingly and ensured operational coordination with other municipalities and agencies.

Response Priorities

A prioritized response was required due to the magnitude of the event and the finite resources that were available.

Priorities for action were quickly agreed upon:

1. Maintain Public Safety, including the restoration of Power;
2. Open blocked roads to allow for emergency access;
3. Ensure road clearance of tree debris to allow for regular two way vehicle access;
4. Secure the Asian Long Horned Beetle Regulated area;
5. Ensure City facilities access;
6. Sidewalk debris clearance
7. Clear Parks and their Trails;

8. Establish Debris Management Planning; and
9. Assess longer term impact on the City's Urban Forest.

Communications

As with any large scale emergency, it is often difficult to collect timely and accurate information to allow for effective communication. The approach taken was to establish a communications cycle to keep all stakeholders in the loop on a timely basis:

- Staff met to establish issues, direction and updates;
- Updates provided to the Mayor and Members of Council;
- Media Release issued.

Mayor McCallion participated in several staff response team meetings and also met with the Mayors of Brampton, Caledon and the Chair of the Region of Peel to coordinate a Region wide response.

This cycle was deployed at least daily and often twice a day, with 13 updates being provided to Council and 17 media releases issued.

Through this approach, staff were able to coordinate and deploy on-street resources, information was regularly made available to the public by Corporate Communications, the Mayor was able to communicate with the media directly and Councillors were able to communicate with residents and businesses through social media, electronic newsletters and other forums using consistent messaging.

In addition, key partners would receive communications from the City with a singular consistent message.

Messaging throughout the event was consistent:

- Public safety was paramount;
- The full clean up would take time and stakeholders asked to be patient;
- Property owners were asked not to move debris that fell on private property on to the boulevard;
- Residents should call 311 to report fallen or damaged public trees;
- City Hall was open as a warming centre (initially Meadowvale Community Centre was also open during power outages);
- Staff were advised to call the Employee Hotline for

information;

- Residents could take debris to the Regional Community Recycling Centres, where the fees had been waived;
- Status of facilities was provided when impacted;
- Residents asked to avoid parks due to risks. Clean up in parks would be a later priority and progress would be dependent on access and the weather; and
- Residents should not move wood out of the Asian Long Horned Beetle Regulated Area.

Communications from other communities were monitored and Mississauga's messages were consistent with our adjacent municipalities, which was important due to the shared media. On Saturday January 4th, Toronto published a notice in the Toronto Star (Appendix 1) that deviated from our messaging regarding what would be picked up at the curbside.

Communication tactics deployed included:

- Extreme weather alert banner published on the City's website;
- Daily media releases (starting December 22nd);
- Daily social media outreach – using Twitter and Facebook to post messages; also responded to inquiries this way;
- Daily conversation with Mayor McCallion around key messages; the Mayor then spoke directly with key media (CP24, CFRB1010, Global TV, CityTV);
- RogersTV assisted in public messaging;
- Daily web postings – updated with ice storm operations as well as reference information;
- Outreach to media – follow-up where required;
- Collaboration with Region of Peel – as required;
- 3-1-1 staffed December 22nd as well as December 24th (until 3:00 pm) to augment our regular service hours;
- Additional staff allocated to dispatch service.

Service Request Volume

A total of 1,223 Forestry service requests were received by 311 from Sunday, December 22nd to Friday, January 3rd 2014. This was 24%

of the total calls received during the same time period.

- 327 (27%) were handled as First Call Resolution
- 896 (73%) were sent to the business unit as work requests

Forestry also opened an email address urban.forestry@mississauga.ca for non-emergency concerns, which generated an additional 496 service requests.

Dispatch (our after-hours service) service also forwarded 562 service requests directly to Forestry crews.

This was a total of approximately 2,000 Forestry service requests, almost double the volume received in June 2013, the busiest month in the year.

The number of service requests is expected to climb as more information is gathered.

311 staff, and crews from Forestry both have remarked at the positive community spirit and how patient the community has been and the community spirit of simple things like bringing coffee to the crews to show appreciation or a thank you on the phone has energized staff and contractors alike to keep working hard.

Most City Services were maintained

Throughout the severe weather event, most city services were maintained. Mississauga Fire and Emergency Services, MiWay, Mississauga Celebration Square and services at community centres all maintained advertised services through the day of and following the storm. There were some minor interruptions in some buildings, as noted below, that were managed to minimize disruption to the public.

As resources were deployed to roads and sidewalks as a first priority, residents were asked to refrain from using parks and trails due to icy conditions, tree debris and threat of falling tree limbs.

Resources

For an extreme weather event like an ice storm, decision makers are limited by the information they know and also by the resources available to them. The full recovery will be limited by resource capacity issues including availability of equipment, contractors, trees and policy decisions regarding replacement of trees.

Transportation and Works have emergency contracts in place for winter storms, which allowed the City to access them for debris pickup. However, the response was further complicated by the need to respond to winter operations with the same resources that would be used for the ice storm response as well as the recently declared regulated area for the Asian Long Horned Beetle (ALHB). Parks staff were called in for both winter maintenance for City buildings and parking lots, and to work with Forestry and contractors in clearing debris. Forestry secured additional specialized forestry contractors.

As many personnel were on vacation for the holiday season, resources were called in to reschedule staff and confirm contractors to work throughout the storm recovery period.

Staff identified a list of equipment that would be helpful to have assistance from The Province and this was coordinated through the Region of Peel Emergency Management Office. Although no equipment has been received, the Province supplied the City with a list of contact numbers for potential suppliers.

The Region of Peel's yard waste pickup program ended at the end of November, 2013, with the result that no contractors or staff were on hand to deploy. The implementation of yard waste pickup (see below) is a special exercise for the Region of Peel, timed to be rolled out with the Christmas Tree pickup.

Overall, the goal was to efficiently deploy the right resources to the right issue at the right time.

The balance of this report addresses how each priority area was responded to.

Response Priorities

1. Maintaining Public Safety including the restoration of Power

Mississauga Fire & Emergency Services responded to 198 incidents on Sunday, December 22 which is 2.5 times the average daily volume for the rest of December. Most of the increase could be attributed to calls for power lines down (44), minor outdoor fires (14), fire alarms (19), persons trapped in elevators (6) and various investigations (approximately 20).

The Enersource response to the storm is noted below:

From December 20-21st, Enersource made preparations in advance of the ice storm to have operations personnel available that included additional linemen, control room operators and supervisors.

Enersource started to experience outages starting at 12:26 am on Sunday December 22nd when trees made contact with a 44kV primary line out of Churchill Meadows Municipal Substation (MS) taking 9,100 customers out in western Wards. Crews were seeing ice rapidly accumulating on overhead equipment which resulted in switches not operating properly. Many storm related calls came in due to trees being down on primary and secondary wires along with transformers failing. Customer Service Representatives were called in to assist the control room operators due to the high volume of customer calls. The corporate relations team communicated through twitter and the media to keep the community apprised of the evolving situation.

Due to the volume of outages, the Control Room Operators could not confirm / input all the outages into the system which was why the power outage map was not reflective of the true outage situation at that time.

Enersource operators focused on public safety first and then worked on the biggest outages based on number of customers out and our ability to respond. Each Operator was given a number of major outages to work on and crews dispatched to various areas of the city.

Damage was widespread – from Malton, to Old Meadowvale Village to south Mississauga. Enersource called in additional crews and supervisors to deal with the outages.

Automatic and manual switching to allow for quicker power restoration was delayed due to switches being frozen and not operable. Halton Power, a contractor, was asked to come in and provided four additional linemen.

At 3:13 pm Sunday, a pole broke at Cawthra/ Eastgate increasing the number of customers to approximately 22,000 without power. This is the peak of customers being out of power. At 10:30 pm, there were approximately 12,800 without power. Additional Customer Service Representatives were brought in to handle call volumes.

On Monday December 23rd at 3:29 pm, there were 12 areas without power affecting approximately 500 customers. About 250 of those customers were due to their individual single service wires being down. Restoring single services is by far the most labour intensive aspect of returning people to power.

At this point, Enersource crews had been working 16 hour days. The emergency on-call list was used to call in additional crews. Customer Service and Corporate Relations staff continued to work in the control room to provide support and communicate with customers.

On Tuesday December 24th, the crews were provided printouts of the outages and targeted areas to clear. At 3:30 pm, there were 1,000 customers out of power as additional trees broke and come in contact with the distribution system. The 250 single service wires were still down and at a lower priority. Main outages were in Broadmoor/ Mineola, 850 Enola, Lakeshore/ Peter St, Cawthra/ Eastgate areas from two broken poles. In order to expedite the single service reconnections, an Electrical Safety Authority (ESA) inspector was stationed in Enersource's Control Room.

On Wednesday December 25th, 500 customers were without power including the 250 single service wires down calls. Crews continued to work 16 hour days.

On Thursday December 26th at 9:50 am, 9 crews were addressing the remaining 80 events. These included wires on trees or customers without power. There was also a new outage on Bexhill affecting 50 customers. At 6:13 pm, approximately 70 calls were outstanding. Most of no power calls were addressed other than houses that needed electricians to do repair work first, followed by an ESA inspection. Approximately 39 tree limbs on wire calls were outstanding. The remaining customers were reconnected from December 27th – 30th while crews continued to work 16 hour days.

From December 27th to 29th, available linemen were sent to Hydro One Brampton to assist with storm damage.

Overall, the cost to Enersource for the restoration and clean-up due to the Ice Storm is currently estimated just over \$1M.

2. Road opening to allow for emergency access

Throughout the City entire streets or sections of streets were blocked by fallen trees, tree branches, cable/bell and energized electrical lines. Resources responded on a priority basis cutting and moving debris to allow minimum access for emergency vehicles to attend to these locations if required.

3. Road clearance to allow for regular two way vehicle road use

Once roads were opened for emergency access, resources then focused on the removal of all debris from roadways onto boulevards allowing for regular two way usage and for the roads to be plowed if required.

By December 29th, only three streets still had some debris to be removed, but they were readily accessible for emergencies. These were all cleared by December 30th.

4. Regulated Zone for the Asian Long Horned Beetle (AHLB)
Secured

The Canadian Food Inspection Agency (CFIA) implemented a regulated area within the Malton community of Ward 5 on December

3, 2013. Staff were previously working with the CFIA to develop operational plans to allow for the implementation of an eradication plan. Due to the Ice storm a debris storage location was required immediately within the regulated area. Staff secured City owned land at 2699 Drew Road which was opened for public use effective 2nd January. The location and information as to why debris could not be removed from within the regulated area was provided to all residents and businesses within the regulated area by way of :

- Malton Community Centre electronic signs were updated;
- Media release was issued;
- 17,000 letters to residents and businesses in the quarantine area were mailed out on 30th December;
- Twenty mobile signs were deployed; and
- Six additional signs from the CFIA were installed to alert residents to the issue.

All wood debris from both public and private lands within the regulated area will be taken to Drew Road to be processed by City contractors

5. City Facilities

The City has approximately 330 buildings and 5.3 million square feet of facilities that are maintained by the Facilities & Property Management Division within Corporate Services. Most buildings did not lose power as a result of the Ice Storm; however, there were a few exceptions as follows:

On the first day of the Ice Storm, a number of Libraries lost power including branches at Streetsville, Lorne Park, Port Credit, Lakeview and Churchill Meadows. We also lost power at Holcim Estate, Lakeside Park, Port Credit Arena, Cawthra Estate and Mavis Yard. However, all of these buildings were back on line by December 24, 2013.

St. Joan of Arc Secondary School / Churchill Meadows Library and Activity Centre lost power for 6 days due to a malfunctioning main transformer. During the shutdown period, the Dufferin Peel School Board installed a temporary generator to ensure the main heating

systems would operate properly and to ensure water pipes would not freeze. Enersource was able to source a new transformer to match the building load and eventually swapped out the old transformer with the new one. The Library returned to service and opened to the public on December 28, 2013.

Burnhamthorpe Library initially lost power and then came back on the following day. When power was restored, the UPS (uninterrupted power supply) feeding the IT equipment malfunctioned and had to be replaced. The electrical vendor came out and replaced the UPS equipment prior to the Christmas shutdown period for the City.

A few of our smaller properties including Clarke Hall, Timothy Street House and Harris Farm lost power for a few additional days due to the Ice Storm. Facilities maintenance staff were called upon to drain water piping systems to ensure pipes do not freeze. Security staff monitored the buildings to ensure there was no additional damage and once power was restored, maintenance staff went back to the buildings to restart the heating systems.

The Courtney Park Library was closed on January 2nd, 2014 due to a frozen sprinkler line that burst in the staff workroom. City staff arranged for clean up as there was water damage to the main level and lower level of the Library. The Library will be reopening to the public on January 9th, 2014.

It should be noted Facilities & Property Management maintains 24 hour security coverage and this function provided updates for all buildings that were out of service. Additionally, the Security office on the ground floor of City Hall provided access to the Warming Centre that was opened up to the public as a result of the Ice Storm. The Warming Centre was initially manned by the Red Cross and C Café staff and then was taken over by Security staff on the 3rd day of the Ice Storm.

Overall, facilities maintenance staff including mechanical and electrical tradespeople spent the first few days of the Ice Storm ensuring building heating and life safety systems were re-energized and operating properly for the facilities that lost power. Staff as well as external specialty mechanical and electrical vendors were on stand-by

through our Security on call service desk in case we had to deal with other emergency facility issues.

6. Sidewalk debris clearance

Sidewalks were cleared in two phases:

1. Priority sidewalks as defined in winter maintenance service levels.
 - Upon completion, of removing debris from all roads City wide, all available resources were dedicated to removing fallen debris and blockages impacting Priority sidewalks throughout the City. This ensured that these routes could receive winter maintenance and allow residents to move throughout the City while utilizing our transit system. The City of Mississauga is responsible for clearing 1,400 km of priority sidewalks throughout the City. This represents 55% of the length of sidewalks throughout the City (2400 km in total). These sidewalks are on our priority roads and around school areas. The Transportation and Works Department engaged our Winter Maintenance Contractors to assist in clearing tree debris from our priority sidewalk routes to ensure they were safe and passable for Monday January 6th. The bus stop crews were brought in Monday December 30th and again on Saturday January 4th to assist with this procedure. The priority sidewalks were cleared of debris by Friday December 27th.
2. Secondary sidewalks.
 - Staff inspected all secondary sidewalks on a geographic basis identifying work requirements and the allocation of resources to clear the sidewalks. After priority sidewalks were completed, winter maintenance crews focused on clearing debris from all other sidewalks. On Saturday January 4th we had over 100 workers, dozens of work trucks, dump trucks and backhoes working to achieve this by January 6th. Crews were able to have the remaining sidewalks 95% cleared by the end of that day. When the weather hit again on January 5th, these crews had to report to their winter clearing duties.

7. Parks and Trails clearance

Parks and trails that usually receive winter maintenance are currently being inspected. Trails and pathways within the Meadowvale and Malton communities were significantly impacted due to fallen trees and tree debris. The goal is to have all trails and pathways cleared of tree debris by January 15, 2014. Areas defined as priority routes that provide access to city facilities, school routes and links to GO Stations will be cleared first with resources then completing works on all other trails on a City wide basis.

Inspections will continue throughout all parks to ensure tree hazards are addressed and that fallen debris can be removed.

8. Debris Management Planning

The scope of fallen trees and tree debris on a City wide basis is varied from minimal to significant. In certain areas, as roads and sidewalks were opened, and due to the extent of damage, all debris was piled on the boulevards and private front lawns. In some locations there is a combination of public tree debris mixed with private tree debris put there by residents. In some instances debris is piled several feet high. The City is responsible for the removal of tree debris located on city owned property.

Tree debris storage sites were established for use by staff and contractors at:

- JC Saddington Park, north parking lot
- Meadowale North Sports Park
- 3280 Mavis Road
- 2167 Royal Windsor Drive, Clarkson Works Yard
- 2699 Drew Road

Removal of debris from City streets utilizing grapple style loaders and large dump trucks has commenced. The trucks transport the debris to the above locations where it will be processed at a later date and removed from the sites as woodchips.

Staff are currently developing a detailed plan that will address the debris cleanup City wide on a priority and geographic basis. Additional contracted services will be required to complete the work which is expected to take until approximately the end of February. Debris removal within Parks and other City property will be completed as soon as all debris has been removed from the City boulevards.

Residents were asked to keep their private tree debris on their property or, if they chose, to take it to a Regional Community Recycling Centre, unless it was in the regulated zone. Residents were encouraged to retain a professional arborist contractor to safely remove and dispose of their tree(s).

City staff, working in cooperation with the Region of Peel has assessed the debris that is present in the City and have concluded that a phased approach is required. Not every part of the City has been equally impacted and therefore different zones require a different response.

The Region of Peel will commence yard waste pickup for two weeks, in conjunction with their Christmas tree pick up, commencing January 13th. Residents are asked to follow the directions on the Region of Peel's website. Only tree debris that meets their regular pick up requirements should be brought to the curb from private property. This program will be monitored on a daily basis for effectiveness.

The pickup will follow the regular waste cycle of Monday - Thursday with 7 trucks. On Friday, up to 50 trucks will be available for Brampton and Mississauga, which will be deployed based on input from City staff.

A yard waste type pickup is clearly insufficient for parts of the City and in those areas City crews will be going through street by street and in many cases using specialized equipment to clean up debris. This will take time.

In those more seriously damaged areas, after the City is finished, the Region of Peel will be asked to conduct another yard waste pickup to clean up the smaller debris, if required.

It should be remembered, that there are many unknowns so far and plans could be impacted by new information and weather events.

Staff will present the plan at the Special Council meeting in conjunction with this report.

9. Longer Term Impact on the City's Urban Forest

Prior to the ice storm, the City had approximately 2.1 million trees, (50% private, 50% public). The storm has significantly impacted a yet to be determined percentage of the existing 15% canopy cover. All inspection and operational resources have been and will be required to be deployed to deal with damage cleanup. While trees were damaged throughout the City, the most significant devastation occurred in areas of Meadowvale, Malton and Erin Mills.

Staff has moved from a reactive position to developing and implementing a planned approach to deal with remaining hazardous situations and future required works. A full assessment will be required of all impacted street and park trees City wide to determine which trees will require:

- additional hazard mitigation works
- corrective pruning works
- removal and replacement

It will take time to have sufficient data to report back to Council the full impact and recommended required resource allocation in a meaningful manner.

The Private tree protection bylaw permit process was suspended for ice storm damaged trees. Residents will be asked to report private tree removals to the City to assist calculating the overall impact on the loss of private trees. The City wide suspension will be reviewed with regular permit processes being reinstated as soon as possible.

A significant number of ash trees were impacted by ice damage including some trees treated with Treeazin as per the Emerald Ash Borer (EAB) Management Plan. A full review of the EAB Management Plan will be required to be completed in the Spring of 2014.

Street and Park trees will be required to be removed throughout the City due to the damage inflicted during the storm. As surrounding Municipalities also deal with this issue the following are issues that are to be determined:

- Availability and costs to retain qualified additional arboricultural contractors. Contractors would be required to carry out storm related works as well as completing existing Forestry works, i.e. EAB ash tree removal, street tree elevations and stump removal works.
- Availability and related costs to supply and plant caliper trees. Due to previous and future EAB tree removal and now ice storm damage tree loss there may be potential cost increases and or lack of quality of replacement trees.

There are a multitude of factors that will impact the recovery of our Urban Forest. Apart from monetary considerations, there are capacity issues to process so much work in a short period of time, including staff resources, the number and type of equipment available and limited contractors. Other factors such as policy decisions on when trees are replaced and with what type and quality of tree need to be discussed.

Current Status as of January 6th, 2014

(As it pertains to the ice storm)

- Mayor's Thank You Message to Community issued;
- Roads are clear;
- All priority and 95% of secondary sidewalks are open;
- Pathways and Park Trails that receive winter maintenance are in the process of being cleared; residents have been asked to use caution and find alternate routes; PDSB and DPCSB have updated their communication to reflect this consistent message;
- City of Mississauga debris management and disposal is underway;
- Warming Centre continues to be open; extreme cold conditions;
- Tree Debris on private property is the responsibility of the homeowner; residents have options to take to debris to Community Recycling Centre, hire a contractor or bundle starting January 13th (Region of Peel pickup); or for Malton residents take debris to the Drew Road site;
- The Private Tree Protection By-law is suspended until January 31st

for trees damaged by ice storm to allow residents and contractors to cut structurally unsound trees on their property; residents are asked to report tree removals to City's urban.forestry.ca, to track tree canopy loss;

- Asian Long-horned Beetle communication in place: Mobile signs; notices mailed out; media updated; and
- 3-1-1 Citizen Contact Centre fully staffed from 7:00 am to 7:00 pm – citizens are encouraged to report City tree debris or hazard.

Next Steps

Staff will be responding to the ice storm for weeks, months and years to come. Immediate next steps include:

- Securing additional resources to complete the clean up is necessary to allow staff and contractors to normalize their work week;
- The municipalities within Peel are all reporting into the Regional Council meeting on January 9th, 2014 at which point the Regional staff will receive direction;
- On Friday, the City response team will meet and adjust plans based on direction from City Council and Regional resources available; and
- Further reports will be brought to Council as the recovery phase progresses.

STRATEGIC PLAN: As part of the Living Green Pillar, our strategic plan targeted planting one million additional trees. The long term impact of the ice storm will affect our ability to meet this goal.

FINANCIAL IMPACT: Based on the best information available at the time of this report being written, the costs of the ice storm are projected to be extremely high. The numbers will be refined as more information is available.

A preliminary estimate ranges from \$20 million to \$25 million over the recovery period.

As noted above, 50 % of the trees in the City are publicly owned and 50% are privately owned. City messaging has been consistent that

private trees are the responsibility of property owners and the number provided are only the estimated costs for publicly owned trees. Should this assumption be incorrect, then the costs would incrementally rise.

The Government of Canada provides financial assistance to provincial and territorial governments through the Disaster Financial Assistance Arrangements (DFAA), administered by Public Safety Canada. Through the DFAA, assistance is paid to the province or territory – not directly to affected individuals, small businesses or communities.

Any request for financial assistance under the DFAA must be made by the province within six months of the end of the event. The request takes the form of a letter from the Premier of the province to the Prime Minister or from the provincial Minister Responsible for Emergency Preparedness to the Federal Minister.

The Province of Ontario, as reported during the flooding of July, 2013, operates the Ontario Disaster Relief Assistance Plan (ODRAP). The ODRAP helps in situations where essential property has been damaged in sudden and unexpected natural disasters.

There are two components to the Program, each with strict criteria as to eligibility. There is a public component and private component to the Program. The public component is intended to alleviate financial hardship experience by municipalities whose essential public property and infrastructure have been damaged in a disaster. The private component is matched with community fund raising up to 2:1 by the Province.

ODRAP is not an alternative or substitute for adequate insurance coverage. ODRAP assistance is provided when damages are so extensive that they exceed the financial resources of the affected individuals, the municipality and community at large. It should be noted that some of the essential reasons why we did not qualify for ODRAP for the July flood have not changed.

The request for a disaster area declaration must be submitted to the Ministry by the municipality within 14 working days of the disaster.

The City should work with the Province to determine the best way to access financial support.

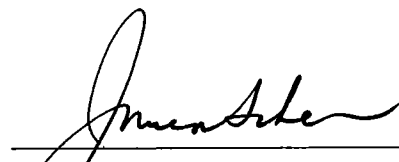
CONCLUSION:

Public safety and effective emergency response resulted from a collaborative approach with other agencies, strong communication, and effective deployment of resources to address issues on a priority basis as established by the response team. Staff carried out an effective emergency and recovery response to ensure safe use of City facilities, roads, and sidewalks. Work will continue to address hazards and debris in parks and trails. Ice storm recovery still underway includes hazard and debris removal for parks and trails, ongoing tree debris management, assessment of further tree maintenance, and a tree replacement plan to assist in urban forest recovery. Next steps and further reports will be provided to Council as more information is available.

ATTACHMENTS:

Appendix 1: City of Toronto Tree Debris clean-up Toronto Star notice.

Appendix 2: Mayor's letter to residents and businesses in ALHB regulated area



Janice M. Baker, FCPA, FCA
City Manager and Chief Administrative Officer

*Prepared By: Gary Kent, Commissioner of Corporate Services and
Chief Financial Officer*

R-1(V)

TORONTO STRA SAT JAN 4



Call 311

Tree debris clean-up

Toronto's city-wide tree debris removal started Friday, January 3, 2014 and is expected to take approximately eight weeks, weather permitting.

The City will haul away all tree branches from front yards and roadsides and will include those that have fallen on private property if they are less than 15 cm (six inches) in diameter and have been taken to the curb. Please neatly stack limbs/branches with butt ends towards the road for City pick-up.

Place wood debris at the front edge of your property as close to the sidewalk or road as possible without blocking either.

City crews will not collect large limbs (more than 15 cm or six inches in diameter) from private trees that have fallen on private property. Property owners should contact a private contractor for this. A City permit is not required to remove damaged or downed trees that are hazardous, however many trees can be saved with proper care and pruning.

For residents that live in the Asian long-horned beetle (ALHB) quarantine area in Etobicoke, City crews and private contractors will dispose of this debris in an appropriate manner. Residents are advised not to take this wood out of the Federal quarantine area. Check toronto.ca/trees for more information.

You may monitor the debris removal progress by checking a detailed map on the City's web site at toronto.ca.



December 30, 2013

Important Notice to Malton Residents & Business Owners – Ice Storm Tree and Wood Debris Disposal Instructions to Prevent the Spread of Asian Long-horned Beetle

The Canadian Food and Inspection Agency (CFIA) has established a regulated area in parts of the cities of Mississauga and Toronto to prevent the spread of the Asian Long-horned Beetle. The beetle, native to Asia, attacks and kills healthy deciduous trees including maple, willow, birch and poplar. The regulated area includes sections of the Malton community. This prohibits residents and businesses from moving any firewood, branches or other materials out of the regulated area unless authorized by the CFIA. **Please see map on back.**

If you are located within the regulated area

The cutting and removal of trees and related debris is a specialised skill and we encourage residents to hire a contractor to do the work for them. The clean-up of damaged trees and debris on private property is the responsibility of the property owner.

Starting on January 2, 2014

Residents and tree contractors can drop off storm damaged tree debris at:
2699 Drew Road (north of Derry Road East and east of Torbram Road)
Monday to Saturday from 8 a.m. to 5 p.m. (until further notice)

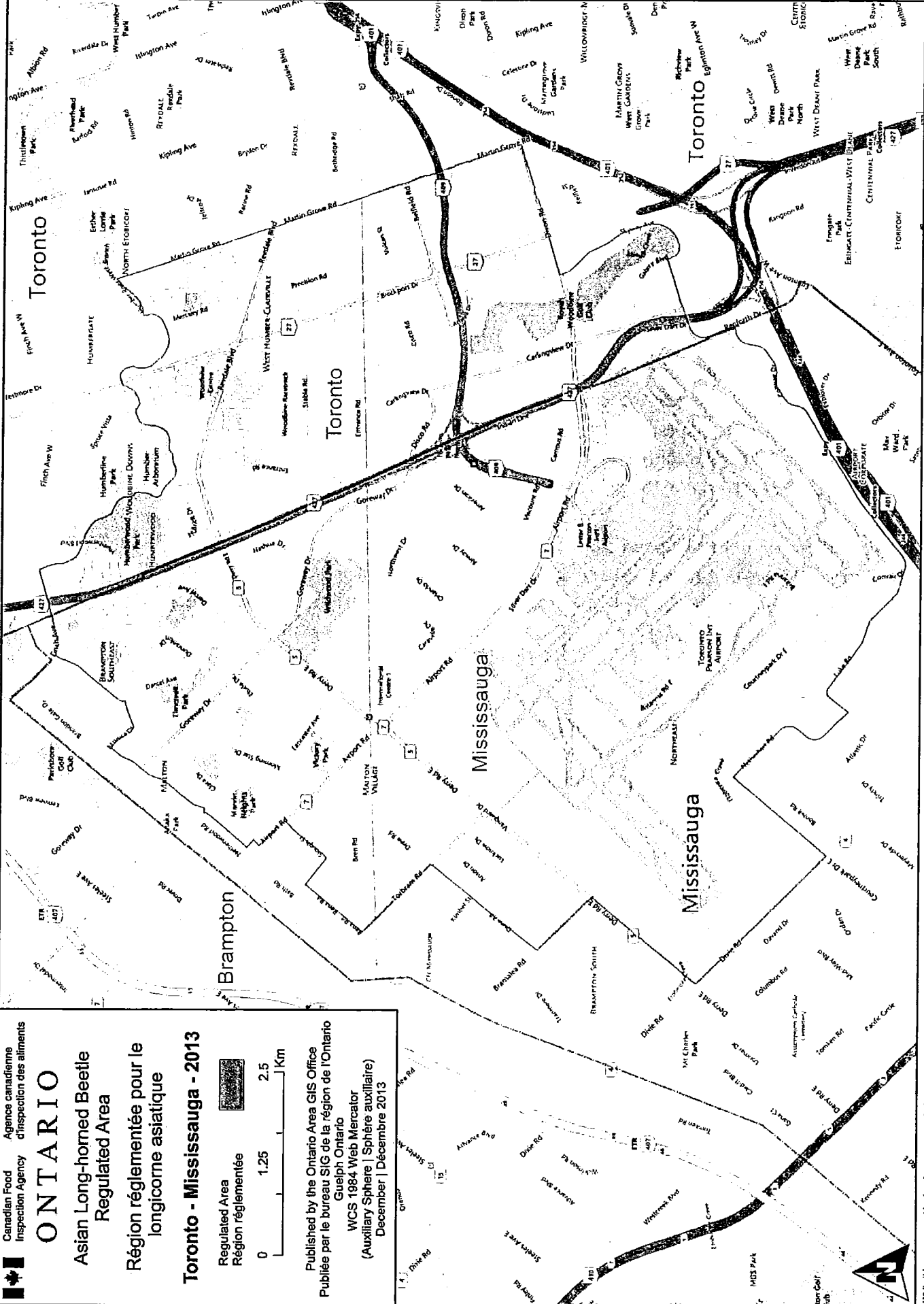
Do not take tree or wood debris out of the Federal quarantine area.



For more information, please go to the CFIA website at www.inspection.gc.ca/pests and check the City's website at www.mississauga.ca for storm clean-up and Asian Long-horned Beetle updates.

The City of Mississauga thanks you for your co-operation.

Mayor Hazel McCallion, C.M., LL.D.
City of Mississauga

R-16(x)




 Agence canadienne d'inspection des aliments
ONTARIO
 Asian Long-horned Beetle Regulated Area
 Région réglementée pour le longicorne asiatique
Toronto - Mississauga - 2013

 Regulated Area
 Région réglementée
 0 1.25 2.5 Km
 Published by the Ontario Area GIS Office
 Publiée par le bureau SIG de la région de l'Ontario
 Guelph Ontario
 WCS 1984 Web Mercator
 (Auxiliary Sphere | Sphère auxiliaire)
 December | Décembre 2013

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