



The Corporation of the Town of Tecumseh

Chief Administrative Officer

To: Mayor and Members of Council

From: Margaret Misek-Evans, Chief Administrative Officer

Date to Council: July 13, 2021

Report Number: CAO- 2021-10

Subject: Town of Tecumseh Strategic Priorities 2020 Report

Recommendations

It is recommended:

That the Town of Tecumseh Strategic Priorities 2020 Report CAO-2021-10 be received.

Background

In July 2019, Town Council adopted the Strategic Priorities 2019-2022 document and directed Administration to incorporate the strategic priorities into municipal work plans for implementation, with an annual report out on progress. Attachment 1 is the second annual report on the Strategic Priorities document.

Comments

Over the course of 2020, the focus for Council and Administration shifted rapidly with the onset of the COVID-19 pandemic in March 2020 and the intensified threat of inland lake flooding. The Town pivoted to respond to both emergencies while also working toward Council's Strategic Priorities. Progress on the Strategic Priorities as well as the emergency response is captured in the attached report. We are pleased to submit the annual report to Council and will share it on the Town's website for public review.

Consultations

All Departments
OPP – Essex County Detachment

Financial Implications

None

Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
<input checked="" type="checkbox"/>	Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
<input checked="" type="checkbox"/>	Ensure that Tecumseh’s current and future growth is built upon the principles of sustainability and strategic decision-making.
<input checked="" type="checkbox"/>	Integrate the principles of health and wellness into all of Tecumseh’s plans and priorities.
<input checked="" type="checkbox"/>	Steward the Town’s “continuous improvement” approach to municipal service delivery to residents and businesses.
<input checked="" type="checkbox"/>	Demonstrate the Town’s leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

Communications

Not applicable

Website Social Media News Release Local Newspaper

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Lesley Reeves
Manager Strategic Initiatives

Recommended by:

Margaret Misek-Evans, MCIP, RPP
Chief Administrative Officer

Attachment Number	Attachment Name
1	Strategic Priorities 2020 Report Out



**2019 - 2022 Strategic Priorities
2020 Report Out**

Tecumseh Town Council



(Photo Taken October 2019)

Members of Tecumseh Town Council from left to right are:

- Councillor Tania Jobin, Ward 5
- Councillor Brian Houston, Ward 4
- Deputy Mayor Joe Bachetti
- Mayor Gary McNamara
- Councillor Rick Tonial, Ward 3
- Councillor Bill Altenhof, Ward 2
- Councillor Andrew Dowie, Ward 1



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FROM THE MAYOR



What a year 2020 was!

Between the onset of the COVID-19 pandemic and the threat of inland lake flooding, Tecumseh was kept on its toes the entire year. Early on, we were preparing for a potential flood emergency and quickly moved into pandemic response in March. I want to commend our Administration for pivoting so quickly to protect residents and our staff.

The resilience of Tecumseh residents shone throughout the year, showing incredible strength and support to those less fortunate and in need. The June 27 Miracle was a huge indicator of just how generous this community is with approximately 150,000 pounds of food donated. I am so proud of this community.

This year is our second report on the Strategic Priorities set by Council in 2019. As a reminder, the 2019-2022 Strategic Priorities are:

1. Smart Growth: Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
2. Sustainable Infrastructure: Ensure that the Town of Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision making.
3. Community Health and Wellness: Integrate the principles of health and wellness into all of the Town of Tecumseh's plans and priorities.
4. Continuous Improvement: Steward the Town of Tecumseh's "continuous improvement" approach to municipal service delivery to residents and businesses.
5. Good Governance: Demonstrate the Town of Tecumseh's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

The absolute highlight of 2020 was receiving almost \$11 million from the Federal Government's Disaster Mitigation and Adaptation Fund to complete major stormwater infrastructure improvements in a key area of Tecumseh. These funds will allow us to leverage our own funds to do more to protect our residents for the future. As always, if you have any questions or comments on the work the Town does, feel free to reach out to me or members of Council as well as Administration.

Gary McNamara, Mayor of Tecumseh

From the Chief Administrative Officer's Desk

2020 marks my second year with the Town of Tecumseh and it was quite the year. I agree with the Mayor's comments on community resilience. It was heartening to see messages of hope in windows, on doors and lawns and appreciate people's patience as we acted to comply with Provincial and Local public health orders, regulations and guidance. Throughout the year, residents and businesses showed support to our frontline workers, first responders and essential workers. Special acknowledgement goes to our employees who rose to the challenges of 2020 time and again over the course of the year.

The COVID-19 pandemic has had an immense impact on municipal operations throughout Canada and that is true here in Tecumseh. Municipalities are an essential service to the public. Service and business continuity remained our priority under all scenarios of restrictions and lockdown. You will see in this report the actions taken in 2020 to address the pandemic and the threat of inland lake flooding.

The Strategic Priorities are integrated into our annual business plans and budgets and are reviewed throughout the Council term. Annual reports outline progress made. This is our midway report out of the 2019-2022 Strategic Plan. Over the last year we have made substantive progress on Council's priorities and are pleased to summarize them in this report.

We continue to work with other local municipalities and regional partners and have extended our reach to Provincial and Federal governments and agencies to secure funding as well as assistance with the threat of inland lake flooding. We have worked together to address the pandemic and these efforts continue.

We express our gratitude to the people of Tecumseh who volunteer in our community and the general public for pivoting with us as we moved to on-line and remote service delivery and recreational programming over the course of 2020. We also gratefully acknowledge the goodness of our citizens for all they do for their neighbours and community.

Margaret Musick - Evans

Chief Administrative Officer

2020: The Year of Emergency

In 2020, the Town faced two emergencies: the COVID-19 pandemic and the threat of inland lake flooding. On March 17, 2020, Ontario declared an emergency and introduced a number of public health measures including the closure of facilities, non-essential businesses and a ban on public gatherings. Tecumseh declared an emergency on March 22, 2020. Due to the public health guidelines put in place as a result of the pandemic, the Town had to develop measures to protect residents from potential inland lake flooding while also adhering to public health guidelines as part of the COVID-19 pandemic response.

These are the measures taken to address both emergencies in 2020.

COVID-19

Measures taken throughout 2020 to address the pandemic included:

Business Continuity Measures

- Early on in 2020, Council amended their Procedure By-law to permit holding electronic meetings including statutory public meetings and other public consultation meetings so that the business of Council could be conducted remotely while still providing access by the public
- As is common during emergency situations, Council acted to delegate certain authorities to Senior Management, so that the Town could pivot as needed to keep up with the rapidly changing Provincial and public health regulatory environment
- To keep our priority of maintaining public services, we first identified and prioritized essential municipal services and developed a plan for business continuity whilst keeping our employees safe
- Very quickly, the Town pivoted to remote service delivery with limited public access to Town Hall and facilities in keeping with Provincial Stay-at-Home Orders and colour-coded restrictions. This included closure at times of peak pandemic cases.

Financial Measures & Supports

- Working with our municipal colleagues and utilities, we introduced financial relief measures including waiving late payment penalty/interest charges or deferral of due dates associated with property taxation and water/wastewater billing; deferred late fees for dog tags and kennel licenses; and, reduced transit fares to \$0 which lasted from March until September (Transit fees reintroduced September 7, 2020)
- Approved allowing the temporary addition of two bags of garbage outside of the hard sided container by-law due to the increased waste generated by households as residents were at home in accordance with provincial direction and school closures

- Introduced “Temporary Outdoor Patio Guidelines” to assist business owners extend existing or establish new temporary patios on private and public property; 10 businesses applied for the program
- Introduced a temporary moratorium on fees and regulations governing portable signs which waived the fees, display times and number of signs for the duration of the state of emergency to assist business owners and multiple tenant properties in advertising once in-person service was permitted
- As the Federal and Provincial governments started to roll out relief funding, we gratefully accepted funding under the Safe Restart Act in two installments, totalling \$788,100 to offset revenue and operating cost impacts associated with the pandemic in 2020 and 2021. Further a grant in the amount of \$33,894 was provided to the Town to assist with financial impact to the Transit service in 2020

Public Safety Measures

- Increased cleaning on Transit buses and Town facilities was ongoing in 2020 to sanitize and keep our public spaces clean
- Signage was installed in all park facilities reminding everyone of public health measures for staying safe
- Screening for in-person visitors when Town facilities were permitted to open, including working with sports associations on safely operating ice programs at Tecumseh Arena
- Introduced a Mandatory Mask Policy for staff, visitors and contractors in Town facilities
- Supported the Windsor-Essex County Health Unit with a pop up mobile COVID-19 test centre in the Zehrs parking lot on Manning Road
- Immediately implemented changes to Town facilities in accordance with provincial orders as they were updated throughout the year
- Suspended canteen services at the Tecumseh Arena for the remainder of 2020 and all of 2021
- Annual events cancelled including:
 - Corn Festival
 - Optimist Club’s Taste of Tecumseh
 - Victoria Day Fireworks
 - Earth Day
 - Summer Recreation Programs
 - All summer events
 - Fire Prevention Open Houses
 - Christmas in Tecumseh
- Launched a Virtual Recreation Complex and Virtual Recreation Programming to replace in-person camps

- Launched Modified Christmas in Tecumseh activities

Threat of Inland Lake Flooding

Tecumseh has faced the threat of inland lake flooding since early 2019 due to higher lake levels throughout the Great Lakes watershed. In 2019, the Town struck an inter-agency flood emergency preparedness action group across 14 partner agencies and neighbouring municipalities as well as the Provincial Emergency Operations Center and the Canadian Armed Forces to assist the Town in the event of inland lake flooding. This group continued to operate throughout 2020.

In early March 2020, the Essex Region Conservation Authority (ERCA) advised Tecumseh and Lakeshore that the water level of Lake St. Clair was sitting 33 cm over the April 2019 levels and would not peak until June/July. This news spurred a number of activities to prepare for potential inland lake flooding. Detailed Flood Preparedness Action Plans were prepared to facilitate emergency response and public evacuation during a flood event, accounting for pandemic conditions. The Town's action plans included partnering with other municipalities in Essex County as needed and joint communications in the form of brochures were mailed to residences in flood prone areas. In early 2020, 4,000 residences in Town received information on how to protect their property from flooding, how to evacuate in the event of an emergency and where to get more information. (Figure 1) Additional sandbags were made available to residences along the shoreline.



(Figure 1: Image of Flood Emergency Brochure)

In April, Council approved emergency works on private properties on the shoreline to install permanent berms in low-lying areas. In a flood, these areas would serve as points of entry for floodwaters into neighbourhoods up to 2 km inland. The berms were intended to prevent inland flooding or at least mitigate the extent of flooding.

As these works were not contemplated in the 2020 budget, Council approved \$500,000 in emergency funding to complete the works. Additionally, a new Emergency Order was required to enable these works as a flood prevention measure under the Emergency Management and Civil Protection Act.

The Town constructed clay berms on 14 properties along the shoreline that were identified as low-lying and posed a higher risk where lake water could enter into the Town. (Figure 2) These berms were tested over the course of the year when strong northeast winds prevailed and were successful in containing the lake water. Any breaches were contained to lakefront property, not crossing Riverside Drive.



(Figure 2: Image of Clay Berm along Lake St. Clair)

1 Smart Growth

Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.

2020 Accomplishments

A: Promote economic development in Tecumseh

- **Awarded** \$25,000 from Ontario's Rural Economic Development Program to digitize the building permit process enabling in-field access to data for faster inspections and approvals
- **Introduced** temporary measures to assist local businesses in marketing and promotion during business shut down for COVID-19 including waiving fees and restrictions for portable signs and allowing extended patios
- **Approved nine** Official Plan / Zoning By-law / Site Plan Control projects:
 - 11957 Tecumseh Road - Fortis Group Site Plan approval for a 32-unit residential apartment development
 - 5335 Manning Road - Daniher Site Plan approval for addition to existing top-soil business
 - North-East Corner Lesperance Rd./County Road 42 - Official Plan/Zoning approval for a 24-unit residential apartment development
 - 12000 Tecumseh Road – Site Plan approval for a new commercial building
 - 11870 Tecumseh Road – Site Plan approval for a 99-unit residential apartment development
 - 3455 North Talbot Road (Oldcastle) – Zoning By-law Amendment for new offices, a union hall, restaurants, craft industries/specialty workshops and retail spaces
 - 5455 Roscon Industrial Drive (Oldcastle) – Site Plan approval for an industrial building expansion

In 2020, Council awarded over \$267,000 in Community Improvement Grants to businesses in the CIP area. These included:

- 3 Development Charges Grants totalling more than \$220,000
- 3 Parking Lot Improvements Grants totalling over \$28,000
- 3 Planning/Design/Architectural Grants totalling \$9,000
- 1 Building Façade Grant totalling over \$3,400

- 13375 Desro Drive – Zoning By-law Amendment for the addition of general or business offices and professional offices
- 1062 Sylvestre Drive – Site Plan approval for a new Subaru Dealership
- **Executed** a two-year lease for Olinda Farms to farm the Town’s 18 acre-property on the south side of Baseline Road

B: Build on regional partnerships

Regional partnerships played a key role this year in response to the COVID-19 pandemic as well as lake flooding. Members of Council and Administration sit on various groups that work to address local and regional matters for a shared approach. This year, those regional partnerships included such initiatives as:

- Developing a Community Safety and Well-Being Plan
- Promoting public health orders and guidelines for COVID-19
- Developing the Regional Energy Plan
- Inter-Municipal Planning Coordination Committee
- Flood Emergency Preparedness Working Group
- Regional Chief Administrative Officer’s Group
- Regional groups for Treasurers, Clerk’s, Human Resources, Parks and Engineering
- Council **created** an inter-municipal committee with Town of Lakeshore to work on shared interests; the Terms of Reference were adopted October 13, 2020 and the first meeting was held November 4, 2020
- **Partnered** with Pathway to Potential to deliver Recreation Programs to low-income families
- **Partnered** with Life After 50 to deliver virtual programming for seniors including the “Senior’s Centre Without Walls” programming for seniors isolated at home due to the COVID-19 pandemic
- **Partnered** with Community Mediation Windsor-Essex to launch a One-Year Pilot Community Mediation Program to assist Town residents in resolving neighbourhood conflicts/disagreements
- **Promoted** many other organizations supporting those in Windsor-Essex including Canadian Mental Health Association, Canadian Blood Services, 2-1-1 and Windsor Essex County Health Unit

C: Develop Tecumseh as a sustainable community

- **Finalized** the Water and Wastewater Master Plan Update
- **Completed** the 2020 Bridge and Culverts Needs Study (for spans greater than 3m)
- **Completed** the \$2.2 million Tecumseh Road Sanitary Sewer (Lesperance to Southfield) which has capacity to accommodate development within the Tecumseh Main Street Area



- **Continued** work on the Sanitary Sewer Model Update study which will identify additional works required to reduce the risk of basement flooding in key areas of Town where there is a high hydraulic gradeline in the sanitary sewers
- **Continued** work on updates to the Functional Servicing Report and the Detailed Design of the stormwater management facility in the Manning Road Secondary Plan Area
- **Finalized** the Sanitary Sewer Collection System Rehabilitation Project which involved video inspection of the Town's sanitary sewers north of County Road 42 and repair of areas of inflow and infiltration, which reduces the risk of basement flooding
- **Held** the first of three public information centres on the Shoreline Management Plan with 50 virtual attendees



On October 26, 2020, Irek Kusmierczyk, Member of Parliament for Windsor-Tecumseh, joined Tecumseh Mayor Gary McNamara and Chief Administrative Officer Margaret Misk-Evans to announce that Canada was providing \$10.7 million to Tecumseh through the Disaster Mitigation and Adaptation Fund for improvements to four infrastructure assets. The Town will contribute more than \$16 million to complete the work over the next several years.

The almost \$30 million project involves construction of, and improvements to, four infrastructure assets: decommissioning of the St. Mark's Pump Station; construction of a new consolidated Scully and St. Mark's Pump Station; improvements to the PJ Cecile Pump Station and improvements to the storm sewers on Riverside Drive to move storm water runoff to the consolidated Scully and St. Mark's pump station. This project makes a significant contribution to implementing the Tecumseh Stormwater Management Plan with the goal of reducing flood risk in the Town.

D: Create and promote new housing supply/affordability

- **Approved** plans for more than 150 new housing units including:
 - A 32-unit building at 11957 Tecumseh Road
 - A 99-unit apartment building at 11870 Tecumseh Road
 - Four apartment buildings totaling 24 units on Lesperance at County Road 42
- **Issued** building permits creating 11 new single-unit dwellings and three apartments totalling 195 dwelling units.
- **Awarded** Community Improvement Plan (CIP) Grants supporting residential projects:
 - \$100,000 grant to offset Development Charges for a 32-unit residential development at 11957 Tecumseh Road
 - \$100,000 grant to offset Development Charges for a 99-unit residential development at 11870 Tecumseh Road
 - \$150,000 annual municipal tax relief for the 99-unit residential development at 11870 Tecumseh Road for a period of 5 years

2 Sustainable Infrastructure

Ensure that the Town of Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision making.

2020 Accomplishments

A: Make Tecumseh a fiscally sustainable town

- **Applied** for and received senior government grants for operational efficiency, service modernization and infrastructure
- **Applied** to the Investing in Canada Infrastructure Program—COVID-19 Resilience Stream with the Town's allocation being \$342,607 to be used towards eligible projects that support public infrastructure
- **Applied** to the Safe Restart - Municipal Operating Fund Streams 1 and 2 for funding assistance due to the COVID-19 pandemic. Tecumseh received \$554,100 through the Safe Restart Municipal Operating Stream and \$33,894 through the Municipal Transit Stream
- **Received** \$1.1 million in federal gas tax funding to be put toward Manning Road Phase 3 work
- **Successfully implemented** cost containment measures to minimize potential financial burden to taxpayers from COVID-19 – anticipated 2020 year end surplus of approximately \$1.6 million that will be placed into reserves to help offset COVID impact in 2021
- **Approved** an increase to water rate, wastewater rate and fixed rate in accordance with the Town's Wastewater Rate Study (Water and wastewater services are funded entirely through water and wastewater rates for long-term operating and capital needs for both services, enabling them to be fiscally self-sufficient and not reliant on the tax levy)
- **Completed** minutes of settlement with City of Windsor with respect to the Bulk Water Supply Agreement which will provide stability for the Town's procurement of bulk water for the remaining 35 years of the contract term
- **Authorized** the closure of a portion of Desro Drive, declared these lands surplus and authorized their sale to Eleven Windsor Holdings Inc.
- **Authorized** the execution of an agreement with the City of Windsor for the Pathway to Potential (P2P) funding agreement (The funds are used to assist low income families to participate in recreation programs)
- **Recommended** cost-containment measures for the Town's 2020 Corn Festival (This review was completed prior to the COVID-19 pandemic and the Corn Festival was cancelled for the year due to public health restrictions)

- **Began** live streaming of Council and all Committee meetings as well as conducted Public Information Centres virtually to provide opportunities for public participation in light of public health restrictions on gatherings
- **Introduced** electronic meetings with over 35 public meetings being conducted in 2020

B: Make the Town accessible for all

- **Substantially completed** expansion of Town Hall with accessible features throughout
- **Implemented** seven of the 19 Municipal Modernization Fund projects identified in 2019:
 - Restored financial module to allow residents to look up their tax accounts online
 - Implemented work order module in Cityworks to efficiently process resident requests
 - Implemented online permit payment module for alarms and dog tags/kennel fees
 - Introduced additional mobile technology for off-site access
 - Introduced digital signature software to streamline processes and reduce document handling and storage
 - Improved municipal Wi-Fi network to offer additional free Wi-Fi at various municipal locations
 - Introduced a new on-line Community Engagement platform for public consultation
- **Advocated** for high-speed internet for underserved areas in Town
- **Introduced** a number of electronic tools for online applications including:
 - Delegation Requests
 - Cat Spay and Neuter Vouchers
 - Snow and Leaf Angels.
- **Put forward** the Town of Tecumseh Draft New Official Plan for public comment using the new on-line community engagement platform and held two virtual open houses to gather public input while adhering to public health restrictions on gatherings
- **Published** 80 meeting agendas and the Town's budget document in accessible format
- **Assisted** Canada Post with their "Postal Code" initiative to standardize community mailing addresses assigned to the Town of Tecumseh

C: Invest in Infrastructure

- **Completed** more than \$6.6 million in infrastructure improvements including:
 - New Splash Pad at McAuliffe Park \$220,000
 - Rehabilitated Merrick Creek at 8th Concession Bridge \$310,000
 - Watermain Replacement on Highway 3 at County Road 11 \$1.8 million
 - Short-term repairs at St. Mark's Pumping Station \$36,400
 - Improvements at the Arena and Pool \$816,000
 - Replaced the Lakewood Park Pier Deck \$122,000
 - 2020 Asphalt Program \$900,000

- 2020 Tar and Chip Program \$181,000
- Tecumseh Road Sanitary Work \$2.2 million
- **Successfully advocated** to County Council to honour the 2003 Boundary Adjustment Agreement to divert and re-construct County Road 43 (Banwell Road) to join with the 11th Concession at County Road 42, with construction to commence no later than 2023
- **Endorsed** Drinking Water Quality Management System Operational Plan Version 10
- **Completed** 2020 Bridge and Culvert Needs Study
- **Continued** to offer Backwater Valve and Foundation Drain Disconnection Subsidy Programs with grants provided for 19 Backwater Valves and 11 combined Backwater Valves and Foundation Drain disconnections

3 Community Health and Wellness

Integrate the principles of health and wellness into all of the Town of Tecumseh's plans and priorities.

2020 Accomplishments

A: Move forward with the Multi-Use Sportsplex

- **Executed** a Letter of Intent between the Town and Hotel Dieu Grace Healthcare to construct a Cardiac Wellness, Stroke and Pulmonary Rehabilitation Satellite Facility addition to the Tecumseh Arena as part of the proposed Multi-Use Sportsplex.
- **Announced** Mark and Jane Renaud as Co-Chairs of the Capital Campaign Committee for the Town's fundraising program for the Multi-Use Sportsplex
- **Applied to** the Investing in Canada Infrastructure Program grant program for the Multi-Use Sportsplex, but were not successful
- **Suspended** the Fundraising Program until a determination is made on the future of the project

B: Build strong and stable neighbourhoods

- **Received** 100% inspection rating of the Town's drinking water system under Ontario's Drinking Water Quality Management System
- **Received** a special grant of \$6,484 under the Ministry for Seniors and Accessibility 2019/2020 Seniors Active Living Centre Grant to purchase and install in-house security cameras at the Golden Age Club to help monitor the building premises and provide for the safety of the Club Members, as well as rental users and made upgrades to the LED lighting to provide energy efficiency
- **Increased** traffic enforcement throughout the Town in response to concerns with speeding

C: Develop and deliver comprehensive community services

- **Introduced** a Community Mediation Program with Family Services Windsor, the first of its kind regionally
- **Offered** modified community recreation and event programming in light of the lock down measures for COVID-19 and in keeping with public health restrictions
- **Received** Senior Community Grant Funding for a series of educational events for seniors

- **Adopted** policies and procedures to protect staff and the public from the spread of COVID-19 and made alternate arrangements for staff to work remotely and continue to deliver services
- **Implemented** a two-year pilot project for Urban Hens with 12 applications received
- **Introduced** e-form applications for Snow and Leaf Angels Program; Cat Spay and Neuter Program; and, Urban Hens Pilot Application
- **Completed** detailed design of bike lanes on Manning Road from Riverside Drive to St. Gregory's Road, as part of the Manning Road Improvement Phase 3 Project
- **Renewed** the Cat Intake Program with the Windsor-Essex County Humane Society.

In November 2020, Council approved a donation of \$1,500 to the local Goodfellows Holiday Drive funded from the Town's annual Holiday Dinner and Employee Recognition Event budget which was cancelled due to COVID-19.

Goodfellows is a part of the fabric of Tecumseh as staff and members of the Fire Department participate in the annual fundraising drives.



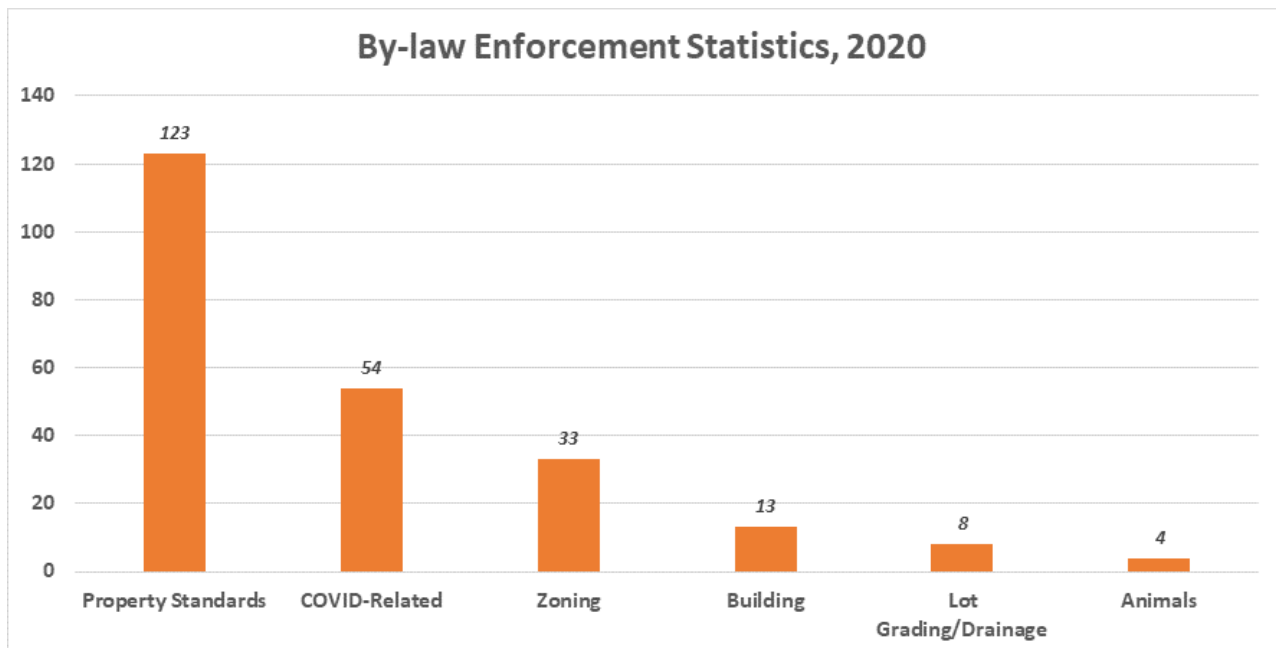
4 Continuous Improvement

Steward the Town of Tecumseh’s “continuous improvement” approach to municipal service delivery to residents and businesses.

2020 Accomplishments

A: Deliver high quality customer service

- **Completed** a Human Resources Service Delivery Review approved by Council with implementation to follow in 2021
- **Conducted** comprehensive By-Law Enforcement throughout Town including enforcement of COVID-19 related regulations



- **Received** Government Finance Officers Association (GFOA) Distinguished Budget Award; the 11th consecutive year Tecumseh has been recognized for a high quality budget document that reflects professional guidelines and best practices
- **Implemented** an on-line, virtual engagement platform to enhance citizen engagement opportunities through the use of on-line tools; used in 2020 for the New Official Plan Consultation
- **Finalized** implementation and training of new electronic work order system (Cityworks Phase II) to allow for streamlined and more efficient handling of public issues and concerns with more than 1,100 Requests were entered in 2020

- **Improved** connectivity between sites for SCADA nodes and Fire Station #2 in Oldcastle which also functions as the alternate Emergency Operations Centre (SCADA is a software tool that allows the Town to monitor infrastructure systems remotely and take emergency actions—like turning systems off—in the event of an issue)
- **Implemented** a new public wireless hotspot at St. Mary's Park
- **Continued** to develop GIS toolsets for real-time field staff access/editing data relating to hydrant flushing, winterizing and maintaining park equipment inventory, memorial bench locations and street sign reflectivity inspections
- **Launched** an online dog tag license program
- **Installed new** Tecumseh Recreation registration and facility booking software making on-line booking easier and more user friendly for customers
- **Extended** the existing transit service contract for two years to provide continuation of transit service while investigating feasibility of various transit delivery models
- **Renewed** contract with Service Lines Warranties of Canada to provide low cost insurance to homeowners for water and sanitary sewer lines and in-home plumbing for another year
- **Adopted** a new Tree Maintenance and Removal policy with respect to tree planting, maintenance and removal protect and enhance the Town's tree canopy and natural vegetation

B: Communicate in a transparent and collaborative way

- **Implemented** webcasting of Council meetings
- **Amended** Council's Procedure By-law in relation to privacy measures for information, the order of business at meetings, delegation requests and prolonged absences of members of Council as well as to provide for the holding of electronic meetings by Council and appointed Boards & Committees
- **Posted** updates on planned electrical impacts for Essex Power work
- **Delivered** 33 videos from the Mayor and Public Service Announcements providing updates on Town business and COVID-19 public health guidelines
- **Created** dedicated webpage for all COVID-19 updates as they relate to Tecumseh
- **Put forward** the Town of Tecumseh Draft New Official Plan for public comment including the use of a new public comment platform and virtual open houses to gather public input while adhering to public health guidelines on gatherings
- **Delivered** approximately 4,000 emergency preparedness flyers to residences in flood prone areas with information on flood preparedness and emergency evacuation

C: Keep our tax rates competitive

- **Received** more than \$14.5 million in grant funding including:
 - Federal Gas Tax \$1.127 million
 - Ontario Community Investment Fund \$1.176 million
 - Disaster Mitigation and Adaptation Fund \$10.7 million (see detail on page X)
 - Safe Restart Agreement Phase 1 \$588,000
 - Provincial Gas Tax (Transit) \$95,000
 - Municipal Modernization Fund Intake 1 \$20,000
 - Canada Summer Student Jobs \$124,000
 - Rural Economic Development Fund \$25,000
 - Seniors Active Living \$21,000 plus special grant of \$6,000
 - Rural Drainage Subsidy \$60,000
 - Investing in Canadian Infrastructure Program (Public Transit Stream) \$467,000
- **Initiated** a study to review the implementation of Storm Water Rates as a means of funding new storm infrastructure
- **Adopted** a Financial Management Policy for the Town to provide financial sustainability over the long-term
- **Increased** the allocation to the Town's Lifecycle Program by \$188,000 for 2020, representing a 2.5% increase from prior year (The Town's Lifecycle Program primarily supports the replacement of municipal infrastructure)
- **Increased** the New Infrastructure Levy by \$200,000 to bring annual allocation to \$1.55 million, to support new municipal infrastructure

D: Focus on community safety and standards

- **Continued** update on the Town's Emergency Response Plan with a section specific to Flood Response with support from local, regional, provincial and federal partners
- **Continued** to conduct a proactive approach to potential emergencies such as high water events through the acquisition of necessary equipment and training; communicating information to residents early; sharing information on our website and social media; and, delivering improvements to protect residents
- **Participated** in the Regional Systems Work Group for the Windsor-Essex Community Safety & Wellbeing Plan – a plan mandated by the Police Services Act

- **Promoted** the Town's Emergency Notification Service to increase registrants for use during an emergency with more than 300 registering in 2020
- **Adopted** a new contract with the OPP for police services in Town with a 1% increase and a Lease for OPP use of the Town building at 963 Lesperance
- **Extended** by-law enforcement authority to additional staff in response to provincial request for enhanced COVID-19 order enforcement
- **Closed/opened** Town Hall, recreational and other facilities as mandated by Provincial orders and frameworks to protect employees and the public during COVID-19 pandemic and continued to operate services remotely/virtually
- **Conducted** road speed radar surveys on local streets and worked with the OPP for additional enforcement

2020 OPP Stats

- 3,157 Calls for Services – Average of 263 per month
- Most calls for service were: Alarms, Motor Vehicle Collision and traffic

Tecumseh Fire Stats

- 325 calls for service
- 52 medical calls
- 56 motor vehicle collisions

5 Leadership and Good Governance

Demonstrate the Town of Tecumseh's leadership role in the community by promoting good governance and community engagement.

2020 Accomplishments

A: Commit to performance measurement

- **Revised** the Code of Conduct for Members of Council and Local Boards (including committees) to update guidelines for ethical conduct of members
- **Reported** out on first year of Corporate Strategic Priorities
- **Completed** the 2020 Citizen Satisfaction Survey with 97% overall satisfaction rate on Town service delivery
- **Completed** the Human Resources Service Delivery Review to update and modernize Town human resources management
- **Introduced** new Youth of the Year award to recognize youth for community engagement and leadership

B: Maintain Team Tecumseh

- **Launched** a number of health and wellness activities within public health guidelines to keep connections strong for those working from home due to the COVID-19 pandemic
- **Introduced** a number of measures to protect staff from COVID-19 pandemic including: creating new safety policies and standard operating procedures/guidelines for safe service delivery during the pandemic; creating and following the provincially mandated workplace safety plan; providing appropriate personal protective equipment to staff; installing hand sanitizer at all entrance and frequent use spaces; installing physical barriers for front line staff; and multiple times daily cleaning of common touch surfaces in Town facilities

C: Build strategic relationships

- **Worked** with local school boards to add additional soccer field facilities to the Town's current inventory
- **Continued** to meet with Flood Emergency Preparedness Action Group with 42 members across 14 agencies for 10 meetings, pivoting to virtual meetings with the COVID-19 pandemic
- **Continued** to work with the County of Essex on infrastructure projects within Town boundaries

- **Continued** to work with Essex Region Conservation Authority on inland lake flooding response
- **Coordinated** response to the COVID-19 pandemic with local municipalities and the County of Essex
- **Executed** an agreement with Transition to Betterness (T2B) transforming the former Dragon Boat Memorial Wall/Gardens at Lakewood Park to memorialize T2B donors on the blank walls and erect a monument in the centre garden

D: Build effective and active intergovernmental relationships

- Councillor Jobin **named** Chair of the Essex Region Conservation Authority Board
- **Approved** the appointment of an alternate to County Council in the event the Mayor and/or Deputy Mayor can not attend a meeting
- **Commented** on numerous Provincial bills and regulations, such as those regulating Ontario Conservation Authorities and rural municipal drainage
- **Expressed** support to NAV CANADA to continue air traffic control operations at the Windsor International Airport

E: Create meaningful opportunities for public participation

- **Held** 10 Public Council Meetings and six Special Council Meetings; total Council meetings (Regular, Public, Special and In-Camera) were 44 with 31 held electronically
- **Held** 7 Public Meetings on Official Plan, Zoning and By-Law amendments
- **Released** 69 News Releases and 24 Council Connect Releases
- **Received** more than 6,500 views on Town video's including the 31 Council meeting videos; 33 Mayor Update videos; 1 Public Information Centre video and videos of the Committee of Adjustment and Police Services Board meetings
- **Increased** posting to Social Media accounts resulting in:
 - 316 new Twitter followers
 - 552,900 Twitter impressions
 - 4,026 Facebook followers

Members of Administration participate in or serve on various committees, associations and boards including:

- Association of Municipal Managers Clerks and Treasurers of Ontario Zone 1
- Association of Ontario Road Supervisors
- Canadian Association of Fire Chiefs
- Canadian Parks and Recreation Association
- County Wide Active Transportation Systems (CWATS) Implementation Committee
- Drainage Superintendents Association of Ontario

- Essex County Clerks
- Essex County Fire Chiefs
- Essex County Human Resources Team
- Essex County Purchasing Group
- Essex County Records Management Group
- Essex County Regional Chief Administrative Officers
- Essex County Tax Collectors Group
- Essex County Training Committee
- Essex County Treasurers Group
- Festivals and Events Ontario
- Inter-municipal Planning Consultation Committee
- Municipal Information Systems Association
- Municipal Engineers Association
- Municipal Stormwater Discussion Group
- National Recreation and Parks Association
- Networking for Municipal Event Planners
- Ontario Professional Planners Institute
- Ontario Recreation Facilities Association
- Ontario Association of Fire Chiefs
- Ontario Good Roads Association
- Ontario Municipal Administrators Association
- Ontario Municipal Fire Prevention Officers Association
- Ontario Parks Association
- Ontario Traffic Council
- Parks and Recreation Ontario
- Police Services Board
- Professional Engineers of Ontario
- Regional Communications Working Group
- Regional Engineering Infrastructure Management Group
- Tourism Windsor Essex Pelee Island
- Windsor-Essex Communities-In-Motion
- Windsor Essex County Fire Prevention Officers Association
- Windsor Essex Economic Development Corporation (now Invest Windsor-Essex)
- Windsor-Essex Information Technology Working Group
- Windsor-Essex Geographical Information Systems Working Group
- Windsor Heavy Construction Association

- Workforce Windsor Essex

There are 73 volunteers that participate on Tecumseh's Council-appointed boards and committees:

- Accessibility Advisory Committee
- Committee of Adjustment
- Council Compensation Review Committee
- Culture and Arts Advisory Committee
- Heritage Committee
- Property Standards Committee
- Senior Advisory Committee
- Youth Advisory Committee
- Tecumseh Police Services Board
- Two members of Council are appointed to serve on the Town of Tecumseh Business Improvement Area Board of Directors.

In 2020, the Tecumseh Snow and Leaf Angels program saw its largest number of volunteers at 42 supporting 40 properties in Town.

In closing, 2020 proved to be a challenging year with the twin threats of the COVID-19 pandemic and inland lake flooding facing the Town. We rose to these challenges, working together in the spirit of public and employee safety to continue delivery of quality services to citizens. Even in light of these challenges, we made progress on Council's strategic priorities in 2020. We are at the half-way point in the current term and will keep our focus on Council's mission:

"We will work together strategically to accomplish sustainable growth that integrates the principles of health and wellness in everything we do."

Notes:



Town of Tecumseh Strategic Priorities 2019-2022
2020 Report Out (July 2021)