



Annual Summary Report: 2025

Municipal Drains

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1. Introduction

Municipal Drains play a critical role in drainage, flood control, and environmental protection across our communities. These engineered systems include ditches, pipes or tiles to remove excess water from lands to prevent flooding, improve agricultural productivity, protect soil quality and manage stormwater runoff.

The Ontario Ministry of Agriculture, Food and Agribusiness (OMAFRA) supports the establishment and management of drainage for agriculture, roads, residential, commercial and industrial properties in both urban and rural settings through *the Drainage Act (the Act)*. Under *the Act*, the County acts as the administrative and operational authority for municipal drains, serving as the bridge between affected landowners and the legal requirement of the drainage works. Once a drainage system is constructed, the County is responsible for its long-term management. Management and operation of Municipal Drains are the responsibility of municipal governments and funded by the properties that discharge to them.

Other regulatory agencies, such as Fisheries and Oceans Canada (DFO), local Conservation Authorities (CA), and the Ministry of the Environment, Conservation and Parks (MECP) protect our local waterways by setting policies, standards and regulations that protect the environment. The County is responsible for adhering to these regulations and ensuring all projects on municipal drains have proper permits and approvals in place prior to beginning works.

Separate from municipal drains, but still mentioned in *the Act*, are mutual agreement and award/requisition (award) drains. Agreement and award drains are privately managed drains that are maintained by the respective owners as provided for in the original or subsequent agreement or award. Agreement drains are only enforceable on future owners if they are registered in the proper land registry office. Award drains constructed under *the Ditches and Watercourses Act* (predecessor of the Drainage Act) have legal status under *the Act*; however, no new award drains can be constructed today. Mutual agreement and award drains can only be enforced through a court decision. Municipalities do not have the authority to enter onto private land to perform maintenance works on mutual agreement or award drains and have no means to recover costs. All management and maintenance of mutual agreement and award drains are the responsibility of the private landowners.

OMAFRA has created guides and factsheets for the public, consulting engineers, and Drainage Superintendents to help them navigate the processes under *the Act*. Many of the OMAFRA published guides and fact sheets can be found through the link at the bottom of the County's municipal drains webpage entitled "**Municipal Drains Ontario Website**": www.brant.ca/municipaldrains.

2. Drainage System Description

Municipal Drains within the County consist of many types of infrastructure, including tile drains, maintenance holes (MH), catch basins (CB), culverts, ditches, stormwater management facilities (ponds), and outlets. Approximately 200 km² of lands in the County are serviced by 1 or more Municipal Drainage watersheds. There are approximately 311 km of municipal drains constructed under *the Drainage Act* and 40 km of privately managed mutual agreement and award drains.

Table 1 presents the type of drainage asset.

Table 1: Drainage Asset

Type of Drain		Number of Drains*	Approx. Kilometers
Municipal Drains	Open Drains (Ditches/Channel)	36	137
	Closed Drains (Pipe/Tile)	20	27
	Combined Drains (Open and Closed)	39	147
Mutual Agreement		5	4
Award Drains		34	36

*Branches are included and counted as part of the primary drain

3. History

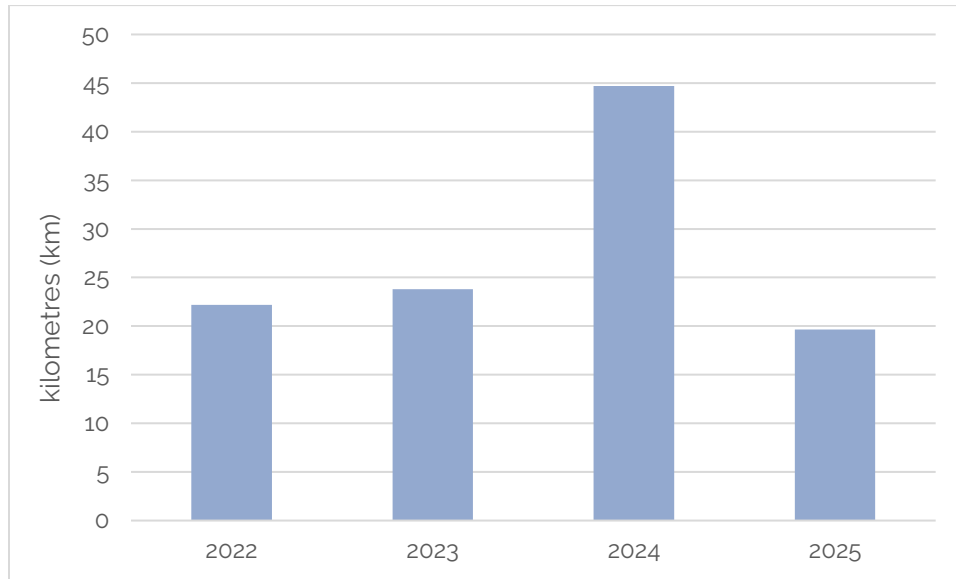
Prior to 2021 the County's Municipal Drain Program was a reactive program supported by municipal Staff. During this time, maintenance work was performed on drains only when residents advocated and requested that work be completed. This is a common practice in many communities across Ontario.

In 2021 the decision was made to establish a proactive maintenance program for Municipal Drains. To develop and support this work the County procured the services of an Engineering consultant to act as the County's Drainage Superintendent. As the County worked through addressing the backlog of drain maintenance requests, the goal was to establish a proactive maintenance program on a 7-to-10-year cycle, with year 1 of the drain maintenance program having begun in 2022. Although reactive maintenance is a common practice with municipal drains, there are long established benefits with a proactive maintenance approach which include: operational efficiency and reliability, reduced risk of flooding and crop damage, as well as reduced maintenance and repair costs. Through the development of the Proactive Drain Maintenance Program, the Drainage Superintendent, with support from County staff, spent a great deal of time educating the public on *the Drainage Act* process, the purpose and benefits of municipal drains, and landowner responsibilities under *the Act*.

Since 2021, as Municipal Drain maintenance projects were completed, the Drainage Superintendent created an up-to-date inventory of municipal drain infrastructure through the review of existing drainage files. This has allowed staff to establish an updated list of current drains and establish a fulsome digital repository of drainage reports, plans, and associated bylaws. In 2023 the County created a Species at Risk (SAR) Mitigation Plan to satisfy the requirements of *the Endangered Species Act (ESA)* administered by Ministry of the Environment, Conservation and Parks. This Plan, and subsequent registration of drainage activities, ensures that the County is in compliance with *the Endangered Species Act* when municipal drain maintenance projects are undertaken. In 2025 the Drainage Superintendent responsibilities were brought in-house.

Chart 1 provides a summary of Annual Drain Maintenance projects completed on municipal drainage infrastructure to date. Since 2022, 113 km of open drains have been cleaned out, leaving approximately 106 km to be completed. We are currently meeting our desired maintenance trajectory and will have maintained all open channel drains within 10 years of the onset of the program if we continue to maintain 20 kilometers of drain per year.

Chart 1: Completed Drain Maintenance Projects 2022-2025



4. Funding

Construction and maintenance of municipal drainage works is funded through direct assessments to landowners within the watershed of the municipal drain, as outlined in the Engineers Assessment Report. Assessments may include County contributions through the municipal road authority for drainage from the road right-of-way.

Maintenance projects that satisfy the Agricultural Drainage Infrastructure Program policies, administered through the Ontario Ministry of Agriculture, Food, and Agribusiness (OMAFRA), are eligible for a 1/3 grant from the Provincial Government. The County applies for this grant on behalf of the landowners and deducts the grant prior to sending out the assessment invoices at the end of the project. This program through OMAFA also provides a 50% grant for eligible time that a Drainage Superintendent spends administering the County's drainage program.

Drain maintenance costs are applied for grant the year after the project is complete. Once the grant has been confirmed by OMAFA, a bylaw for collection of maintenance costs is approved through Council. Some projects are multi-year projects; spending is tracked on a yearly basis but grant application and billing do not occur until the year after the project is completed.

Table 2 shows the approximate cost of drain maintenance projects to date. Full cost recovery for drain maintenance projects is achieved within 2 years of the completion of the project.

Table 2: Financial Summary of Drain Maintenance Projects

Year	Total Length of Drain Maintained (kilometres)	Maintenance Costs Spent (\$)
2022	22	380,000
2023	24	360,000
2024	45	510,000
2025	20	318,000

5. Maintenance

5.1. What is Drain Maintenance?

The County is responsible for ***maintaining*** and ***repairing*** every drain or section of drain that is constructed under a bylaw under the *Act*, related to the construction or improvement of the drain by local assessment and located within the County boundaries. Under *the Act, Sections 65, 74-84, 93 and 95* provide the County authority and responsibility to manage existing municipal drains.

Maintenance means the preservation of a drainage works and the preventative actions taken to avoid the need for repairs. Maintenance on the drain is not necessarily governed by the standards specified in the engineer's report. Examples of maintenance work include:

- re-establishing vegetation on a disturbed or bare channel bank
- spraying vegetation before it blocks water flow in the drain
- removing beavers from a drain before dams are constructed

Repair means the restoration of a drainage works to its original condition. Repair work on the drain is governed by the standards specified in the engineer's report. Examples of repair work include:

- removing sediment to re-establish the grade as defined in the engineer's report
- culvert replacement
- bank slope repair

Drain maintenance and repair projects can be initiated by either a property owner or the Drainage Superintendent. The OMAFA publication, *A Guide for Drainage Superintendents Working Under the Drainage Act Ontario Publication 859, page 40*, provides a flow chart that illustrates the decision-making process when considering initiating a drain maintenance or repair project. Generally, drain maintenance projects follow a process under *the Act* that can be summarized by the following milestones:

Planning – Pre-maintenance inspections are generally carried out 1 to 2 years in advance of the proposed project, by the Drainage Superintendent, prior to the submission of applications for regulatory permitting and approvals. Planning also includes public consultation and securing required permitting. This stage can take 1 to 2 years to complete, depending on regulatory timing windows and landowner requests.

Procurement – Preparation of the request for tender or quotation documents, evaluation of bids and award of the contract.

Construction – The maintenance of the drain, as itemized in the contract and authorized by the drainage report and associated bylaw. The Drainage Superintendent is the contract administrator and project manager during the construction on the drain. This step in the overall process can take a few weeks to a full year to complete; weather conditions, regulatory approvals, property owner concerns, and utility conflicts are some factors that can delay a project's completion.

Bylaw and Billing – Annually in April a grant application (for eligible properties) for all maintenance works completed the previous year is submitted to OMAFA. Once the grant has been confirmed by OMAFA, a bylaw to assess out actual costs will be brought before Council for approval. Once approved, final invoices are sent to affected landowners.

5.2. Maintenance Year in Review - 2025

Table 3 outlines the major milestones in the drain maintenance projects initiated in 2025.

Table 3: Major Milestones Completed in 2025

Drain Name	Length (m)	Planning	Procurement	Construction	Bylaw and Billing
Garnham Drain	6,500	2024 -2025	2025	2025	TBD
Hamilton-Lockhart Drain	3,500	2024 - 2025	2025	2025	TBD
Harley Drain, Branch 4	2,600	2024 - 2025	2025	2025	TBD
Harley Drain, Branch 5	700	2025	2025	2025	TBD
Harley Drain, Branch 8	610	2023 and 2025	2025	2025	TBD
Harley Drain, NW Branch	2,500	2025	2025	2025	TBD
Oles-Carder Drain	2,500	2024-2025	2025	2025	TBD

Part of the annual drain maintenance program includes responding to requests for repairs that fall outside of the Proactive Drain Maintenance Program. There were 6 repairs completed in 2025, which are summarized below in Table 4.

Table 4: 2025 Reactive Repair Activities

Drain Name	Activity
McDowell Drain	Tile Repair
Poole-Morris Drain	Tile Repair
Rush Drain	Tile Repair
Christiaens Drain	Tree Removal
Branch Creek Drain	Bank Stabilization
Shaver Drain	Beaver Control

5.3. Maintenance Program Projection – 2026 and Beyond

In 2026 maintenance will be completed on 7 municipal drains, approximately 13 km of drains, and pre-maintenance inspections will be completed on 9 municipal drains, approximately 13 km of drains.

Table 5 outlines the proposed milestones for completion in 2026 and beyond:

Table 5: Major Milestones 2026 and Beyond

Drain Name	Length (m)	Planning	Procurement	Construction	Bylaw & Billing
Garnham Drain	6,500	2024-2025	2025	2025	2026-2027
Hamilton-Lockhart Drain	3,500	2024-2025	2025	2025	2026-2027
Harley Drain, Branch 4	2,600	2024-2025	2025	2025	2026-2027
Harley Drain, Branch 5	700	2025	2025	2025	2026-2027
Harley Drain, Branch 8	610	2023 and 2025	2025	2025	2026-2027
Harley Drain, NW Branch	2,500	2025	2025	2025	2026-2027
Oles-Carder Drain	2,500	2024-2025	2025	2025	2026-2027
Coon Drain	1,950	2024 and 2026	2026	2026	2027-2028
Dean Drain	1,575	2024 and 2026	2026	2026	2027-2028
Hall Drain	2,050	2026	2026	2026	2027-2028
Kelvin Drain	3,500	2024 and 2026	2026	2026	2027-2028
Rapley Drain	150	2023 and 2026	2026	2026	2027-2028
Schofield Drain, North Branch	1,250	2025-2026	2026	2026	2027-2028
Siple Drain	3,140	2024 and 2026	2026	2026	2027-2028
Branch Creek Drain, Branch A	390	2026-2027	2027	2027	2028-2029
Branton Drain	850	2026-2027	2027	2027	2028-2029
Clarence-Morris Drain	610	2026-2027	2027	2027	2028-2029
Eadie Drain	260	2026-2027	2027	2027	2028-2029
Elliot Drain	6,900	2026-2027	2027	2027	2028-2029
Fallowfield Drain	1,500	2026-2027	2027	2027	2028-2029
Kitchen Drain	1,450	2026-2027	2027	2027	2028-2029
Midwinter Drain	530	2026-2027	2027	2027	2028-2029
Rupert Brown Drain	580	2026-2027	2027	2027	2028-2029

Requests for repairs are addressed in the same calendar year that they are received. At this time, there are no outstanding requests for repairs to be addressed in 2026.

6. Capital Works

6.1. What are Capital Works?

Capital works are any project initiated under *the Act* that require the appointment of an engineer to produce a new or updated design for a municipal drain. When a petition for the creation or request for an improvement of a municipal drain is received by the Clerk of the local municipality, Council is responsible for reviewing the submitted forms for completeness and appointing an engineer to complete a report under *the Act*. The Petition and Request for Improvement procedures are outlined in flow charts prepared by OMAFA located on pages 16-17 and 32-33 of the OMAFA *A Guide for Drainage Superintendents Working Under the Drainage Act Ontario Publication 859*. The local municipality is responsible for facilitating the project under *the Act*, and costs are assessed to property owners within the watershed.

Capital projects follow a prescribed process under *the Act* that can be summarized by the following milestones:

Engineering and Design – Initiated by a petition or request for improvement, followed by appointment of an engineer by Council, public meetings, consideration of the report by Council, readings of the bylaw, and the appeal process under *the Act*. This process can take multiple years to complete, depending on landowner input, environmental considerations, and appeals.

Procurement – Preparation of the request for tender or quotation documents, evaluation of bids and award of the contract.

Construction – The construction of the drain, as designed by the engineer and authorized by the drainage report and associated bylaw. The engineer is the contract administrator and project manager, acting as a liaison between the County and contractor during the construction of the drain. This step in the overall process can take a few weeks to a full year to complete; weather conditions, regulatory approvals, property owner concerns and utility conflicts are some factors that can delay a project's completion.

Warranty Expiration – The 1-year period from the certificate of completion to the end of the 1-year maintenance period as prescribed by *the Act*.

Bylaw and Billing – The engineer will prepare a final cost assessment schedule and complete a grant application for the project, to be reviewed and submitted to OMAFA by staff. A bylaw to assess out actual costs will be brought before Council for approval. Once approved, final invoices are sent to affected landowners.

6.2. Current Capital Projects

Capital drainage projects span multiple years. Currently there are 15 capital drainage projects in process: 5 projects are new drainage works (*Act s.4*); 9 are improvements to existing drains (*Act s.78/78(5)*); and 1 is an improvement to an existing drain with new branches (*Act s. 4 and 78*).

Table 6 summarizes the project progression for each of the active projects. Projects that have the warranty period expiring in 2026 will be billed in 2026 or 2027, depending on the expiration date.

Table 6: Capital Project Milestones Progression

Drain Name	Engineering and Design	Procurement	Construction	Warranty Expiration	Bylaw and Billing
Bennett Drain	2022	2024	2025	2026	2026
Bishopsgate Road Drain	2023	2025	2025	2026	2027
Cathcart Drain	2023	TBD*	TBD	TBD	TBD
Chant Drain	2025	TBD	TBD	TBD	TBD
Cleaver Road Drain	2025	TBD	TBD	TBD	TBD
Gore Drain	2021	2024	2025	2026	2027
Holt Drain	2022	TBD	TBD	TBD	TBD
Mitchell Drain	2022	2024	2025	2026	2027
Mt. Pleasant Drain	2024	TBD	TBD	TBD	TBD
Rathbun Drain	2024	2025	2025	2026	2026
Schofield Drain	2021	2026	TBD	TBD	TBD
Simmons-Hopkins Drain	2024	2025	2025	2026	2026
Terryberry Drain	2024	2025	2025	2026	2027
Third Concession Drain	2021	2024	2025	2026	2026
Valery Homes Petition	2025	TBD	TBD	TBD	TBD

* TBD is To Be Determined

Table 7 summarizes the project status for the current list of capital drainage projects:

Table 7: Capital Drainage Project Status

Drain Name	Project Type	Section of the Act	Project Status
Bennett Drain	Improvement	4 and 78	Warranty Period
Bishopsgate Road Drain	New	4	Warranty Period
Cathcart Drain	New	4	Engineering and Design - Information Meeting planned for Spring 2026
Chant Drain	New	4	Onsite meeting complete
Cleaver Road Drain	New	4	Engineering and Design - Information Meeting planned for March 2026
Gore Drain	Improvement	78	Warranty Period
Holt Drain	Improvement	78	Engineering and Design - Information Meeting planned for Summer 2026
Mitchell Drain	Improvement	78	Warranty Period
Mt. Pleasant Drain	Improvement	78	Engineering and Design - Information Meeting planned for Spring 2026
Rathbun Drain	Improvement	78(5)	Warranty Period
Schofield Drain	Improvement	78	Engineering and Design - Report Submission planned for Spring 2026
Simmons-Hopkins Drain	Improvement	78(5)	Warranty Period
Terryberry Drain	Improvement	78	Warranty Period
Third Concession Drain	Improvement	78	Warranty Period
Valery Homes Petition*	Improvement	4	Engineering and Design - Onsite meeting completed March 2026

*No drain name chosen yet

Drainage Act Section references:

Act s.4 is New drainage works;

Act s.78/78(5) is Improvements to existing drains;

Act s. 4 and 78 are Improvements to an existing drain with new branches

6.3. Capital Projects Success Stories

The following drains have positively impacted the local community and residents by drastically improving flooding issues and safety.

Mitchell Drain: This project was initiated in 2022 by a group of landowners whose main concerns were drainage works in poor repair and culverts that were at the end of their useful life, inaccessible because of washouts, or undersized for today's storm events. The drain had silted in and been blocked by debris in many places, with overgrown brush contributing to the issues. Headway Engineering was appointed to complete an improvement report under *the Act* and was instructed to review all culverts along the course of the drain. The report brought the drain, last improved in the 1960's, up to today's design standards, and installed 9 private culverts and 1 road culvert that would pass flows without causing damage. They also satisfied the requirements of the federal fisheries

agencies, and local conservation authorities, to allow for fish passage and to protect wetland habitats. Headway Engineering worked closely with the County, affected landowners, regulatory agencies, utility companies, and neighbouring municipalities, to ensure all stakeholders had a voice and the needs of the local community were met. Construction was completed in Fall 2025.

Bennett Drain: Issues on this drain were first noted as early as 2011. The residents of Harley reported tile failures, poor drainage, and extended flooding on their properties annually. Many emergency repairs to the drain were made since 2011 under *the Act*. The formal process under *the Act* was initiated in 2022 and R. J. Burnside & Associates Limited was appointed to complete a report under *the Act*. Despite contentious public meetings involving in-depth resident education of *the Act* and its processes, and additions to the scope late in the design phase, the engineer resolved the drainage issues by realigning the drain and adding 2 new branches off the main drain to properly serve the changed landscape of Harley and surrounding areas. The new design for the drain increased the tile size to accommodate stormwater runoff from mixed-use lands and safely convey the stormwater to a sufficient outlet. Construction was completed in Spring 2025. Residents have not raised concerns about any further flooding or drainage issues since the construction of the drain.

Third Concession Drain: Widening of Watts Pond Road initiated the realignment of the lower portion of the Third Concession Drain. Headway Engineering was appointed to prepare a report under *the Act*. During the Design and Engineering phase, staff noted that the upper portions of the drain were not built in accordance with the bylaw from the 1960's and required updating. The entire watershed was reassessed to ensure fairness when collecting funds for the construction and future repairs and maintenance of the drain. The drain traversed provincially significant wetlands, and species at risk habitat; the engineer worked collaboratively with the regulating bodies to ensure works within these areas followed regulations and policies as laid out by the corresponding agencies. Property owners were provided a fair and equitable assessment schedule for future maintenance works and Watts Pond Road was able to be widened to current design standards. Construction was completed in the Fall 2025.

Terryberry Drain: Concerns regarding sizing and repair of this drain date back to the late 1990's. This drain is primarily tile (closed drain) with its outlet into a sensitive fishery with high quality trout habitat. This drain was last improved under a report dated 1967. Owner's have raised concerns regarding frequent tile failures and back up of the drain, as well as a consistently submerged outlet throughout the year. Streamline Engineering was appointed to prepare a report under *the Act* to update the drain design to meet current design standards, avoid impacts to the sensitive receiver, and provide an outlet that would not cause surcharging of the drain. The engineer worked diligently with all stakeholders to ensure all needs were met, and that speciality crops were protected through construction. Construction was completed in Fall 2025; there have not been any further drainage related issues raised by residents within this watershed.

7. Customer Service

Landowner concerns and complaints are logged through Service Requests (SR) when a concern or complaint is received relating to Municipal Drainage. The SRs are sent to the appropriate person to investigate and resolve, typically the Drainage Superintendent or engineer. In 2025 there were 106 complaints or concerns reported in relation to municipal drainage.

Table 8 summarizes all documented complaints received during the reporting period. The County has investigated all reported concerns and satisfactorily addressed each issue.

Table 8: Summary of Complaint / Concerns and General Follow-up Actions

Complaint / Concern Type	Quantity of Complaints	General Description	Actions Taken
Active Capital Construction Issue	1	Various Construction Deficiencies	Passed information on to engineer for resolution
Active Maintenance Construction Issue	30	Various Construction Deficiencies, Meeting & Property Information	Coordination with contractor and landowner to resolve issues, site meetings to ensure works were completed
Billing	31	Work zone, project inquiries, taxes vs assessments	Follow up phone call or email with drainage act assessment information, and project specific information
Common Law Water Issue	2	Private drainage matters	Provided email and phone call information for private tiling and management of natural watercourses
Drainage Act Advice	5	Drainage Act Process Information	Email and phone call follow up with information regarding different processes under the Act, including applicable forms and links
Engineer Meetings	1	Timing & Location	Provided time and location of the meeting as well as engineer contact
Landowner Meetings	8	Requests for site visits to review drainage concerns	Met on site with property owners to discuss next steps and review issues. Some meetings required follow up by email.
Maintenance Requests	14	Request for repairs, maintenance, animal control	Followed up with site visits to document issues and gather information. Remedies included in active maintenance projects or added to projects yet to begin.
Realtor/Lawyer Inquiry	3	Drainage Assessments	Follow up by email with information requested, some info required from finance.
Regulatory Applications	3	DART forms	Email follow up with further information requested by regulatory authorities.
Tile Loans	3	Tile Loan program	Provide information to property owners regarding tile loan program at the County, including advice, timelines, and forms.
Other	5	Burn permits, private crossings, severance process	Provide various information to property owners either by phone or email, to connect them to the proper departments and explain processes.

8. 2025 Action Plan Update

Table 9 is a summary of the status of action items that were planned for 2025. In future reporting, this table will provide a summary and update on the Continual Improvement initiatives outlined in the previous reporting period.

Table 9: Status Update of 2025 Action Plan

Initiative	2025 Actions	Status & Results
Procurement prequalification for Maintenance Contractors	Issue a request for prequalification for maintenance contractors to create a short list for bidding on projects.	Completed. 6 qualified contractors.
Field Inspection Tools	Inspection tool for maintenance projects to aid in procurement, regulatory requirements, and all stages of project life developed. Tool for capital projects also developed for intermittent monitoring during a project's life.	Both tools were developed, tested, revised, and approved for use by staff.
Data Enrichment - Mapping	Enhance existing mapping by attaching drawings, reports, and bylaws to line work in ArcPro. Line work to be reviewed and corrected as necessary. Required data to be reviewed and condensed; information for capital and maintenance tracking to be added.	Ongoing. To be completed in 2028. Staff will utilize students to complete this work.
Administering the Drainage Act Process – Capital Projects	Tracking capital projects and ensuring all notification to the public and internal staff including Council is in adherence to the Drainage Act timelines. Coordination with the Clerks department to hold public meetings in front of Council and Court of Revision members. Ensuring all requirements are completed in accordance with the Act.	Ongoing. Approximately 15 capital projects currently in various stages of completion.
Municipal Drain Inspections	10 projects were scheduled for pre-maintenance inspections; approximately 13 km.	Not completed due to staff limitations. To be completed in 2026.
Maintenance Projects	7 projects were scheduled for full cleanouts; approximately 20 km.	Completed. Contractor completed all projects in advance of the 2025 grant application deadline of January 31, 2026.
Standard Operating Procedures	Guidelines created for easy knowledge transfer and training. Specific topics included Drain Maintenance Smartsheet Procedure, Answering Calls and Emails, completing DART forms, completing onsite meeting packages, procurement document procedures.	Ongoing. 5 completed in 2025, with an additional 3 to be completed in 2026.

Maintenance Process - Smartsheet	Internal process created to increase efficiencies with staff, provide automated reminders, and ensure all steps are completed in a maintenance project. It also provided a central location for project updates.	Completed. Smartsheet was developed, tested, revised, and approved for use in 2026.
Resident Inquiries - Calls Triage	Create triage system and training for municipal drain calls. Many landowner inquiries to be resolved by Administration Staff, with less need for escalation to the Drainage Superintendent.	Completed
Municipal Drainage Solution - Calls/Emails portal	Create a portal for staff to use for call and email logging. This tool will enable staff to view data spatially, through a mapping tool. Historical calls to be added as time permits.	Completed
Best Management Practices - maintenance contractors	Collaborate with Norfolk and Haldimand Counties to produce a best management practices document for contractors completing drain maintenance in Ontario. Document was also circulated for review and comments to other municipal staff in Chapter 5 of the Drainage Superintendents Association of Ontario.	Document completed. Document will be sent to executive board of the Drainage Superintendents Association of Ontario in 2026 to be used across Chapter 5.
Conditions for development	Provide support to development and planning staff to ensure drainage reports are updated as required under the Act and that all setbacks on municipal drains are maintained.	Ongoing

9. Continual Improvement, 2026 and Beyond

Table 10 below outlines the action plan and improvements for the Municipal Drainage Program. These action items will address improvements to the physical system, resident communication, and internal processes.

Table 10: Summary of Actions for Improvement

Action Item	Description	Implementation Timeline
Project Dashboard – Public Facing	Implement a 5-year scheduled inspection and maintenance program.	2027
Roster for Municipal Drainage Engineers	Issue a request for prequalification for municipal drainage roster. Staff will qualify at least 4 engineer's under this process.	2026
Prequalification List – Capital Project Contractor	Issue a request for prequalification for capital contractors to create a short list for bidding on projects to improve project efficiency.	2027
Administering the Drainage Act Process – Capital Projects	Tracking capital projects and ensuring all notification to the public and internal staff including Council is in adherence to the Drainage Act timelines. Coordination with the Clerks department to hold public meetings in front of Council and Court of Revision members. Ensuring all requirements are completed in accordance with the Act.	Ongoing
Data Enrichment - Mapping	Enhance existing mapping by attaching drawings, reports, and bylaws to line work in ArcPro. Line work to be reviewed and corrected as necessary. Required data to be reviewed and condensed; information for capital and maintenance tracking to be added.	2028
Standard Operating Procedures	Guidelines created for easy knowledge transfer and training.	2026
Municipal Drain Projects Portal	Develop a Municipal Drain Project Portal to inform Council and landowners of upcoming works and progress on active projects	2027
Municipal Drain Pre-Maintenance Inspections	10 projects scheduled for pre-maintenance inspections; approximately 13 km.	2026
Maintenance Projects	Schedule 7 projects for full cleanouts; approximately 14 km. This includes public meetings, procurement, and regulatory reviews.	2026.
Capital Projects – Digital Tracking	Create internal process to increase efficiencies with staff, provide automated reminders, and ensure all steps are completed in the process. It also provides a central location for project updates.	2026
Grant Application Process	Development of internal procedures and opportunities to streamline the process.	2028

Action Item	Description	Implementation Timeline
Reporting Tool – DART forms	Create tool to be accessed by staff to auto populate DART attachments for regulatory review. Tool to be posted on Canoe or internal mapping portal.	2026
Public Education Strategy and Campaign	Develop a comprehensive communication plan to advise landowners of municipal drains, including updates to the website, open houses, mailers, and quarterly newsletters.	2027
Comprehensive Communication Plan – Council & Mayor	Develop a comprehensive communication plan to advise Mayor and Council of upcoming meetings with affected residents.	2027
Conditions for development	Provide support to development and planning staff to ensure drainage reports are updated as required under the Act and that all setbacks on municipal drains are maintained.	Ongoing
Bylaw Updates	Coordinate with internal departments to update existing bylaws (fencing and zoning) to ensure Municipal Drain corridors are protected and free from obstructions.	2026-2027