



August 22, 2009

TO: Councillor Glenn De Baeremaeker, Public Works and Infrastructure Committee Chair

FROM: Councillor Shelley Carroll

**RE: Contract No. 08NY-12WP
Culvert Rehabilitation and Slope Stabilization on Glentworth Road
Request for Project Review**

I am writing to request that the Public Works and Infrastructure Committee direct staff to conduct a thorough review of the execution of the above named project immediately upon its completion. I am requesting that this investigation include a review of all aspects of the project including the design, tender, execution plan, community communication plan and the plan for contract performance review.

This Capital Project, which began in February 2009, is the first of approximately 30 storm water infrastructure improvement projects that will be executed across the city to mitigate vulnerability to basement flooding. The Glentworth Ravine area has not historically been chronically flood-prone however due to a storm water culvert washout on August 19, 2005 numerous homes experienced basement flooding in the area at that time. The purpose of the current project was to repair the washed out culvert, while also increasing the capacity of the pipes feeding into the culvert in order to help the infrastructure cope with future 100 year storms. While this work was desperately needed, there is a long list of serious issues surrounding this project that must be of concern to Council, keeping in mind the roll out of the next 29 or so projects in the current 10 year Capital Forecast for Toronto Water.

I am requesting this extensive review because of the extreme stress and anxiety experienced by the residents living in the area during the course of the project. During the construction it was necessary to divert the conventional storm system, using numerous pumps to do so. During this time many residents in the area experienced back up of both sewage and storm water into their homes. Unfortunately these back ups continued for multiple residents over the course of May and June. A few homes continued to experience flooding well into July. A couple of homes experienced more than 4 or 5 floods over the course of the work. Additionally, the home closest to the site, experienced damage to it's roof and Hydro wires (on a regular basis), in addition to the 6 months of unbearable noise as they found themselves living in the midst of a

construction site. Overall, it is clear that the advance communication was insufficient to prepare the community for the onslaught.

Further, I sincerely believe that the City's insurer was not sufficiently prepared to acknowledge the invasive nature or the scope of the work. This became evident as I heard from many residents that their claims were addressed in a manner that was dismissive in the extreme, needlessly adding insult to injury.

While I am prepared to acknowledge that, as a result of daily complaints generated from my office, there has been response and attention paid by City Officials from Technical Services, Toronto Water and Risk Management, I must insist that PWI staff provide the City Manager and PWI Committee with a review. It is simply not acceptable to address the community impact of these flood mitigation projects purely on a complaints basis. By the time the complaints have been lodged, the damage to properties and the disruption of lives has already taken place.

I am proud of the expeditious work that has been done over the past years to determine the areas in need of flood mitigation. In some areas of the ward I represent, residents have been asking and waiting 20 years for action. However, given the ordeal of living through the Glentworth Ravine project, local residents are likely to recommend to neighbourhoods surrounding other approved projects, "Don't proceed with the solution, it is worse than the problem!"

I am hopeful that an extensive review will yield recommendations that will vastly improve the terms of future Requests For Proposals on water infrastructure projects in close proximity to private homes, intensify our own approach to project management and, perhaps most importantly, radically change the way both staff and insurer communicate with surrounding residents both in advance of such projects and during execution.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Shelley Carroll'.

Shelley Carroll
City Councillor - Ward 33 (Don Valley East)

cc: Candy Davidovits