



## Special Council Minutes

April 28, 2025, 5:30 p.m.  
Council Chambers  
Whitby Town Hall

Present: Mayor Roy  
Councillor Bozinovski (Virtual Attendance)  
Councillor Cardwell  
Councillor Lee  
Councillor Lundquist  
Councillor Mulcahy  
Councillor Shahid  
Councillor Yamada (Virtual Attendance)

Regrets: Councillor Leahy

Also Present: M. Hickey, Fire Chief  
S. Klein, Deputy Chief Administrative Officer  
J. Romano, Commissioner of Community Services  
F. Santaguida, Commissioner of Legal and Enforcement  
Services/Town Solicitor  
F. Wong, Commissioner of Financial Services/Treasurer  
M. Dodge, Executive Advisor to the Mayor  
C. Harris, Town Clerk  
K. Douglas, Supervisor, Legislative Services (Recording  
Secretary)

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1. Call To Order: The Mayor
  2. Call of the Roll: The Clerk
  3. Declarations of Conflict of Interest  
There were no declarations of conflict of interest.
  4. Education and Training
    - 4.1 Presentation from J. Romano, Commissioner of Community Services

Re: Keeping Residents Safe and Moving - Winter Maintenance Update 2024/25

J. Romano, Commissioner of Community Services provided a presentation regarding the Winter Maintenance Update for 2024/25.

Highlights of the presentation included:

- an overview of the 2024/25 winter snowfall conditions and Town maintenance efforts;
- the Town's goals of ensuring safety through transportation networks, efficiency of operations, and continuously improving services;
- the Town's standards for addressing ice and snow on roadways compared to the minimum maintenance standards set by Ontario Regulation 239/02 under the Municipal Act;
- the proactive and reactive winter maintenance program communication strategy;
- an overview of the winter maintenance process between September and May;
- preparing for and responding to weather events, including the post-event cleanup;
- the Town's winter maintenance efforts in response to the February 4, 2025 weather event in comparison to other neighbouring municipalities;
- the Town's Salt Management Program which ensures the responsible and effective use of road salt;
- the Town's windrow and sidewalk snow clearing program (the "windrow program");
- customer service communication channels;
- improvements to the Town's winter maintenance efforts in 2024/25, including improved shift scheduling, communication methods, route completion software, and supervision;
- positive feedback from staff and the community; and,
- future focus on training, implementation of route completion software, and scheduling.

A question and answer period ensued between Members of Council and Staff regarding:

- clarification on the estimated cost to deliver a Town-wide winter maintenance program;
- the number of customer service calls relating to winter maintenance efforts received during the 2024/25 winter season;
- whether on-street parking poses a significant challenge for road plowing operations;
- whether the cost of delivering the Town's winter maintenance program varies depending on the nature and severity of weather events;
- addressing issues with the Town's route completion software;
- coordinating delivery of the windrow program to ensure that windrow plows do not negatively impact road plowing operations;
- the number of on-street parking tickets issued over the 2024/25 winter season;
- explaining the difference between winter maintenance of Regional and local roads through public communication efforts;
- addressing the unique snow removal challenges in Downtown Whitby and Downtown Brooklin;
- clarification regarding the windrow program registration deadline;
- the number of households registered for the windrow program and whether there is a maximum number of registrants;
- whether other municipalities charge a fee for their windrow program;
- whether the Town may consider acquiring software that allows residents to 'follow the plow';
- whether technology may assist with effectively deploying snow plows to priority and secondary roads;
- the timeline for implementing new scheduling strategies to improve service delivery; and,
- the effective 2024/25 Winter Maintenance communication strategy.

5. Adjournment

Moved by Councillor Cardwell  
Seconded by Councillor Shahid

That the meeting adjourn.

**Carried**

The meeting adjourned at 6:24 p.m.

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Christopher Harris, Town Clerk

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Elizabeth Roy, Mayor