Prepared for:

Town of Whitchurch-Stouffville

Consolidated Linear Infrastructure Environmental Compliance Approval

Annual Performance Report 2025-2026



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September 2026

Annual Report

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List of Abbreviations

CLI-ECA	Consolidated Linear Infrastructure Environmental Compliance Approval
LID	Low Impact Development
LSRCA	Lake Simcoe Region Conservation Authority
MECP	Ministry of Environment, Conservation & Parks
OGS	Oil & Grit Separator
SDWT	Significant Drinking Water Threat
SRM	Service Request Manager
SWM	Stormwater Management System
TRCA	Toronto Region Conservation Authority

1.0 Introduction

The Stormwater Management (SWM) System is a vital component of the Town of Whitchurch-Stouffville's (Town) linear infrastructure, and plays a crucial role in drainage, flood control, and environmental protection.

The Ministry of the Environment, Conservation, and Parks (MECP) regulates stormwater compliance, inspections, and reporting. Consolidated Linear Infrastructure Environmental Compliance Approvals (CLI-ECA) are issued under the Environmental Protection Act and the Ontario Water Resources Act. The MECP issued CLI-ECA #132-S701 to the Town, outlining its operational terms and conditions for the SWM System.

As per Schedule E, Section 5.2 of the CLI-ECA, the Town must submit an Annual Performance Report[1] to the MECP director by April 30th of each calendar year. This report covers the year's (2026) operations from January 1st to September 30th and includes summaries of inspections, maintenance, corrective actions, public complaints, monitoring data, environmental trends, system modifications, spills/abnormal discharges, and other information.

Condition 5.2 of the CLI-ECA outlines the following requirements for the Annual Performance Report:

- A summary of all monitoring data along with an interpretation of the data and an overview of the condition and operational performance of the Authorized System and any Adverse Effects on the Natural Environment;
- A summary and interpretation of environmental trends based on all monitoring information and data for the previous five years;
- A summary of any operating problems encountered and corrective actions taken;
- A summary of all inspections, maintenance, and repairs carried out on any major structure, equipment, apparatus, mechanism, or thing forming part of the Authorized System;
- A summary of the calibration and maintenance carried out on all monitoring equipment;
- A summary of any complaints related to the Sewage Works received during the reporting period and any steps taken to address the complaints;
- A summary of all Alterations to the Authorized System within the reporting period that are authorized by this Approval including a list of Alterations that pose a Significant Drinking Water Threat;
- A summary of all Spills or abnormal discharge events;
- A summary of actions taken, including timelines, to improve or correct performance of any aspect of the authorized system; and,
- A summary of the status of actions for the previous reporting year.

[1] This report will be available by December 1, 2026, on the Town's website or by contacting the Engineering and Public Works, Town of Whitchurch Stouffville

2.0 Reporting Period

January 1, 2025 to September 30, 2026.

3.0 System Description and History

Figure 3-1 illustrates the municipal boundary of the Town of Whitchurch-Stouffville, which encompasses approximately 211 square kilometres. The Town is one of nine local municipalities within the Regional Municipality of York and is bounded by Highway 404 on the west, just north of 19th Avenue on the south, the York Durham Line on the east, and Davis Drive on the north.

The Town contains a mix of urban and rural areas within the Oak Ridges Moraine (around 80% of the Town) and the Province's Greenbelt Plan Area, including prime agricultural lands, rural settlements, and an extensive natural heritage system. Development within this region is controlled to ensure the conservation and protection of significate ecological and hydrological features.

The general study area, also shown on **Figure 3.1**, resides in two conservation authority jurisdictions: the Lake Simcoe Region Conservation Authority (LSRCA) and the Toronto Region Conservation Authority (TRCA). Within the Town of Whitchurch-Stouffville there are six settlement areas:

- Community of Stouffville;
- Hamlet of Gormley;
- Hamlet of Bloomington;
- Hamlet of Vandorf;
- Community of Ballantrae; and
- Hamlet of Musselman Lake.

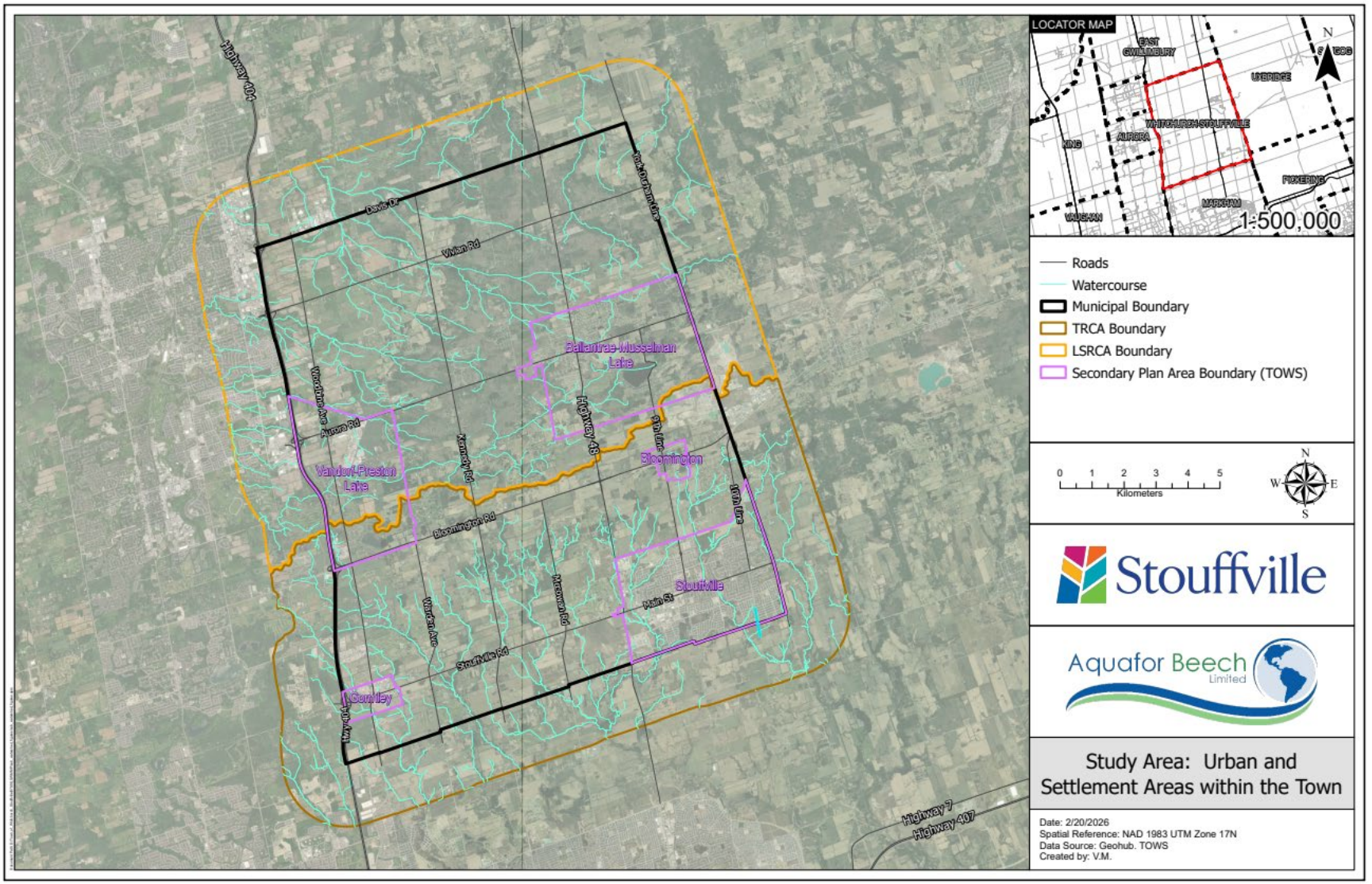


Figure 3.1: Urban and Settlement Areas within the Town (Town, 2021)

The area coverage within Lake Simcoe Watershed constitutes 56% of the Town (11,700 ha), and the coverage within TRCA (Rouge River subwatershed) is 43% (9,420 ha).

Municipal stormwater management (SWM) infrastructure includes stormwater management facilities (dry ponds and wet ponds), proprietary treatment devices including oil & grit separators (OGS), Low Impact Development (LID) practices as well the stormwater conveyance system compromised of storm sewers and ditch networks, including associated appurtenances, such as manholes, catch basins, leads, and outfalls. Together this system is responsible for the capture, conveyance, and control (water quality and quantity) of stormwater runoff. Stream reaches are also highly important elements of a stormwater management system; however, such features are discussed under separate sections.

The data presented below reflects the most current and accurate information available at the time of this report's preparation.

Stormwater Features (approximate quantities):

- Storm Gravity Mainline – 110 km
- Maintenance Holes – 2,257
- Catch-Basins – 4,075
- Oil and Grit Separators – 17
- Open Drains/Ditches – N/A total
- Major Structural/Road Crossing Culverts – 140
- Stormwater Management Facilities – 75
- Low Impact Development – CLI-ECA does not identify any as a part of the Town's Authorized System. Proposed LID in future construction projects.

Stormwater management infrastructure is generally concentrated in SPA's areas across the Town with urban areas having storm sewers discharging to stormwater facilities or to natural conveyance features via outfalls. To provide a complete overview of existing stormwater management infrastructure, **Figure 3.2** to **Figure 3.6** show stormwater infrastructure identified in Town GIS data for each settlement area.

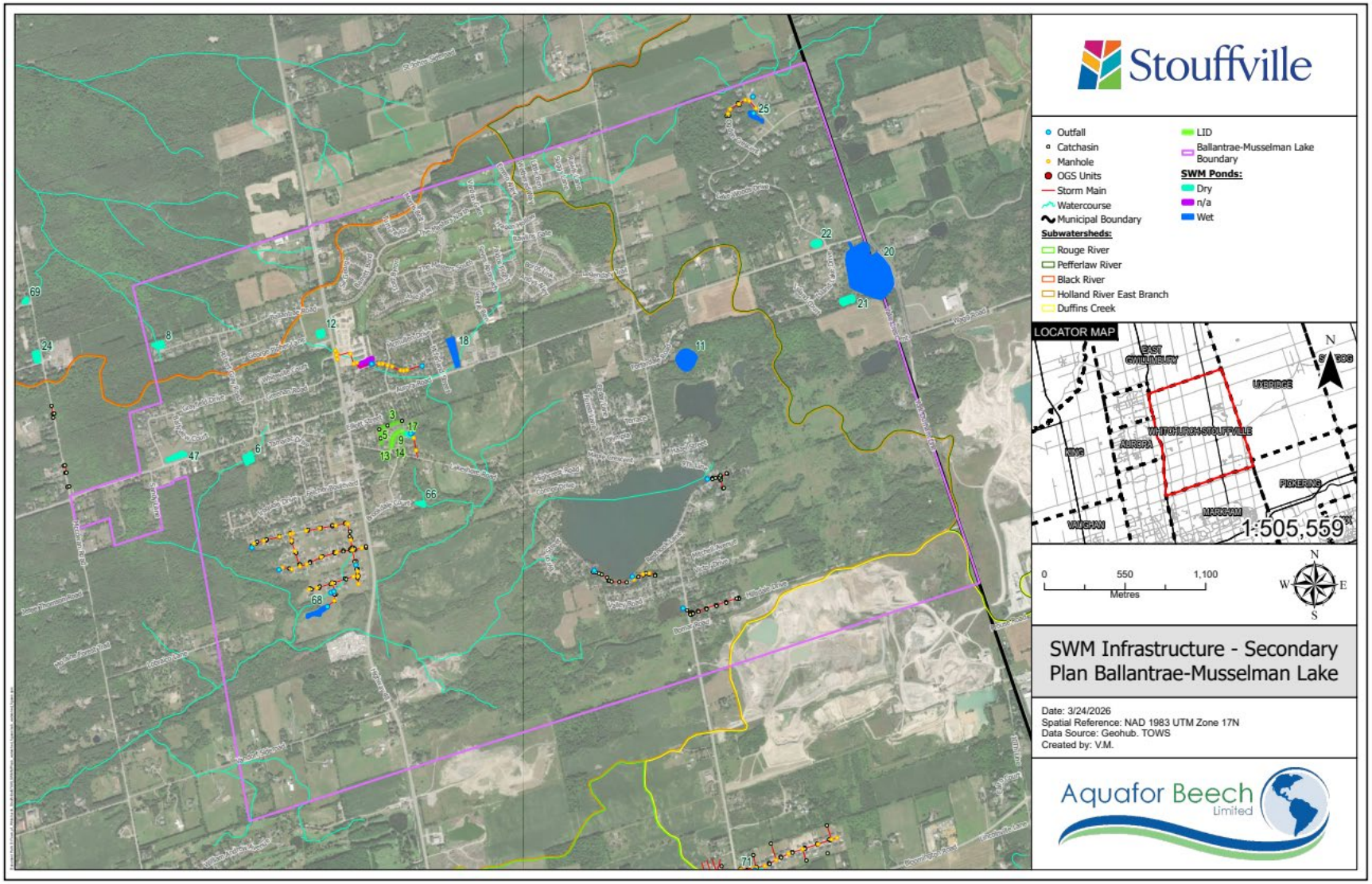


Figure 3.2: SWM Infrastructure near/within Ballantrae-Musselman Lake

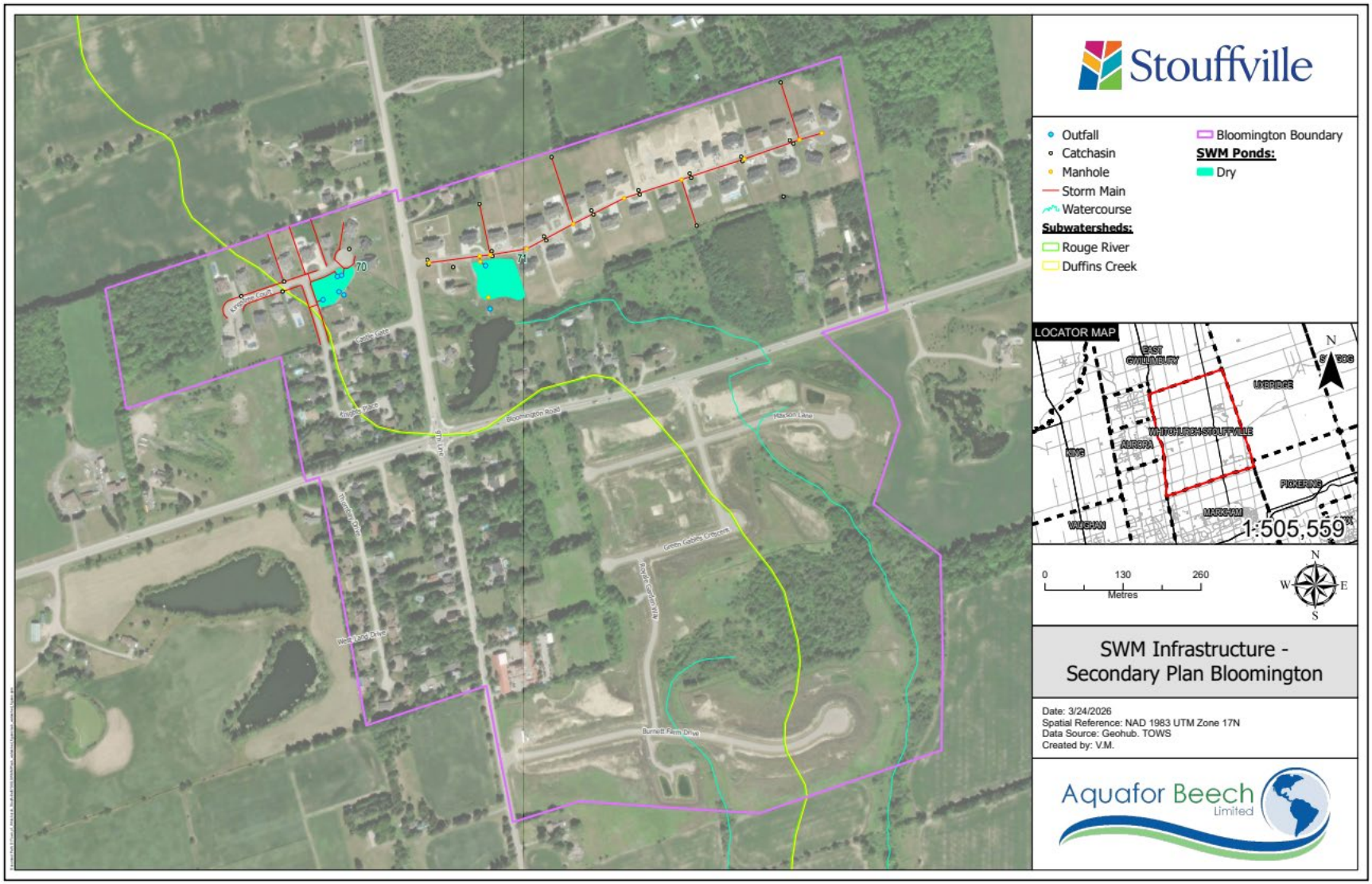


Figure 3.3: SWM Infrastructure near/within Bloomington

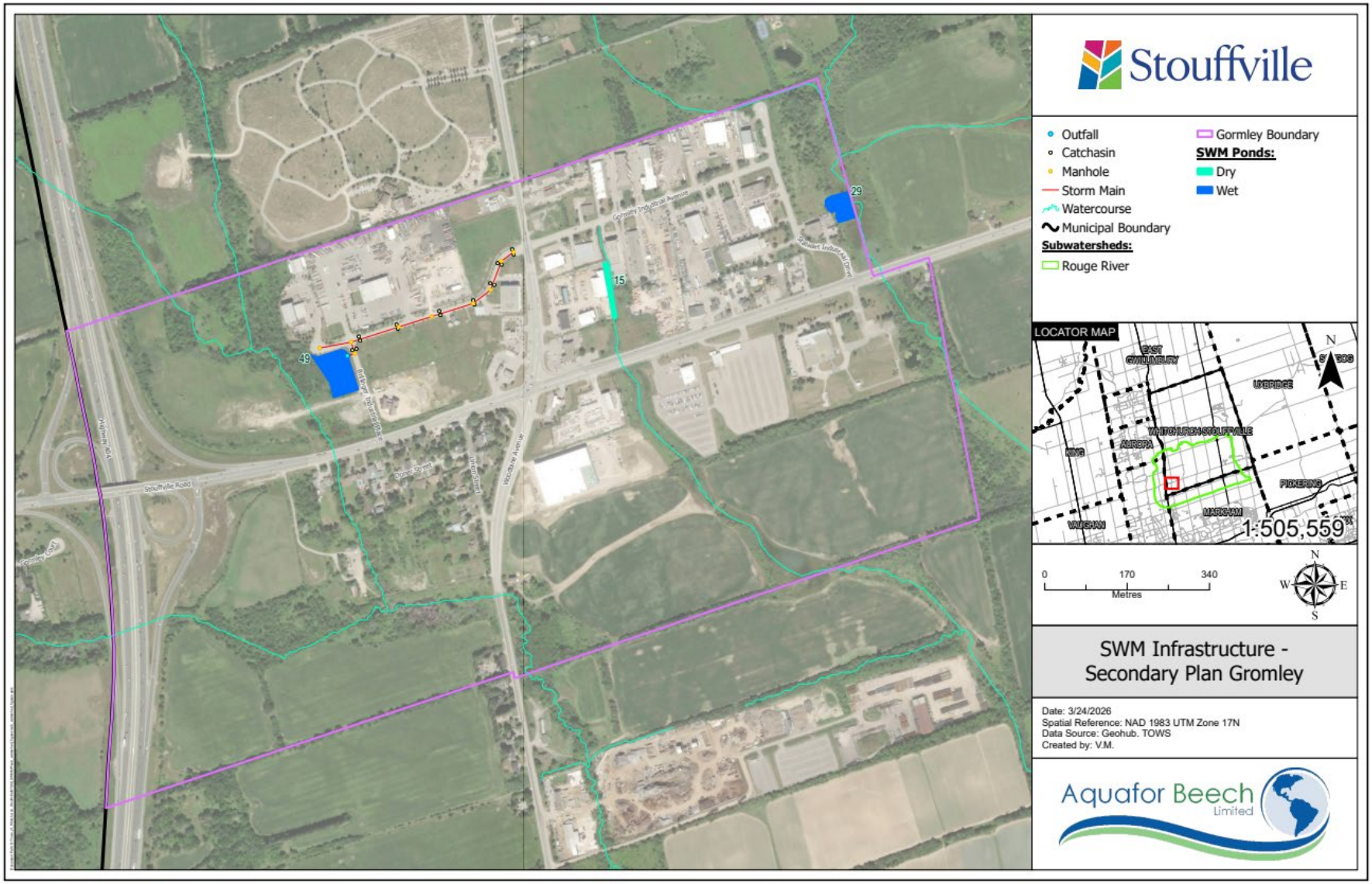


Figure 3.4: SWM Infrastructure near/within Gormley

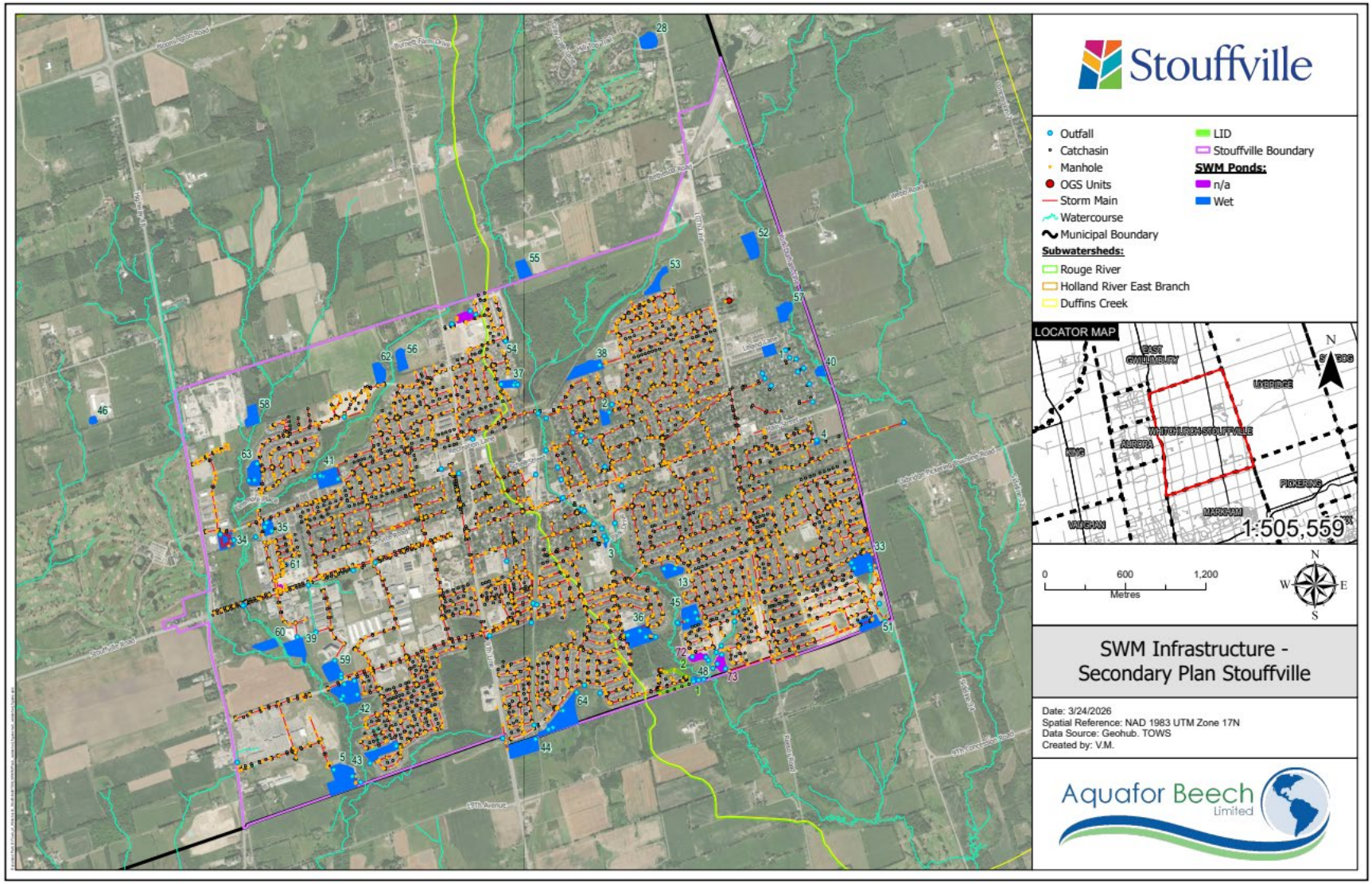


Figure 3.5: SWM Infrastructure near/within Stouffville

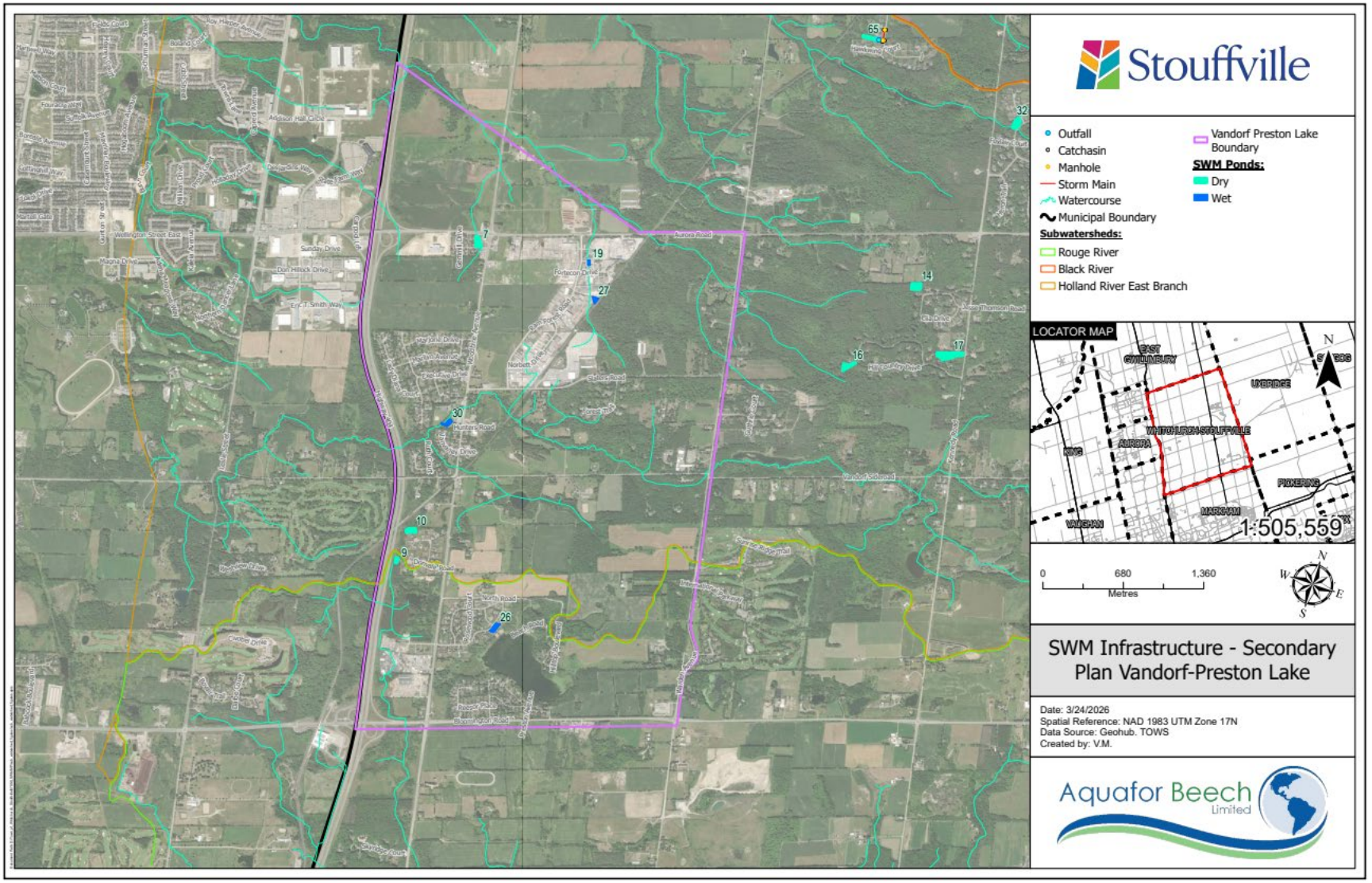


Figure 3.6: SWM Infrastructure near/within Vandorf-Preston Lake

4.0 Monitoring Program

As part of the ongoing Stormwater Management Master Plan (SWM-MP) that the Town is completing with its retained consultant, a formal Operation and Maintenance (O&M) Manual has yet to be developed, as required by Schedule E, Section 3.2 of CLI-ECA #132-S701. Monitoring is currently ongoing in support of the SWM-MP and will be included in the final 2026 report.

The Town conducts inspections, condition assessments, and necessary maintenance either on a periodic basis or as needed based on the findings of the inspection and condition assessment reports. These processes help monitor the SWM System and provide insights into the condition of the infrastructure that supports the System, aiding in decision-making for capital and operational projects. The frequency of these activities has been established to identify and address significant changes in the network. To date, there have been no reports of any adverse effects on the natural environment due to the SWM System.

All of the additional monitoring programs that the Town undertakes for the SWM system are highlighted in **Table 4-1**.

Table 4-1: SWM System Monitoring Programs

Program Name	Program Description	Frequency
Stormwater Network Inspection/Maintenance	Public Works – Environmental Services works with a contractor to conduct CCTV inspections and Flushing storm mainlines and MHs in the Town. These assessments are carried out using the PACP, LACP, and MACP methods, in accordance with NASSCO standards. **CB Cleaning** – Removal of sediment/debris using a hydrovac truck	Annual
Oil Grit Separator Unit Inspection/Maintenance	Public Works – Transportation & Fleet works with a contractor to conduct inspection and maintenance of all OGSs in the Town.	As needed OGS are flushed every year – no inspection, need to create maintenance program for inspections.
SWM Ponds Inspection/ Assessment/ Maintenance	Public Works – Transportation & Fleet works contractors and consultants to perform condition assessments and rehabilitation/retrofitting of specific SWM ponds as part of the capital project life cycle maintenance program.	As needed Maintenance program for SWM ponds.
Inspections of Box Culverts over 3ft diameter	OSIM Report 2026	Every 2 years.
Culverts Inspection/Maintenance	Public Works – Transportation & Fleet perform visual inspection of the driveway and cross culverts, and deficiencies related to sedimentation, and damages.	As needed
Ditches Inspection/Maintenance	Currently issues are raised by residents. Public Works – Transportation & Fleet conduct repairs when roads are rehabilitated/reconstructed.	As needed
Low Impact Development Inspection/Cleaning	Weeding of rain gardens (horticulture staff)	As needed
Spill Response/Remediation	Public Works has capacity and can engage pre-qualified contractors to assist with spill response and remediation as needed.	As needed
Street Sweeping	Major roadways completed by Contractor.	Annually/Daily

Program Name	Program Description	Frequency
	Smaller roadways completed by Public Works – Transportation & Fleet.	
Storm Sewer Flushing	Flushing of storm sewer mainlines	Completed on a four-year rotating inspection zone basis, covering a quarter of Stouffville's stormwater system per year.
Storm Sewer CCTV	CCTV of storm sewer mainlines	Conducted concurrently with the flushing work. Completed on a four-year rotating inspection zone basis.
Storm Sewer Repairs	Repair/adjust CB/MH structures, lateral breaks, etc. Budget request for annual repair and maintenance of stormwater assets.	As needed

5.0 Monitoring Data

The Monitoring Plan per Schedule E of the Town's CLI-ECA is currently being developed as part of the ongoing Stormwater Master Plan in advance of the publication of the Ministry's monitoring guidance.

6.0 Environmental Trends – Previous 5 Years

No environmental trends were observed in relation to the monitored stormwater features (e.g., SWM pond, mainline, CB/MH, OGS, rain garden, etc.) based on the data presented in this report.

7.0 Operational Issues and Corrective Actions

No operating problems were encountered during the reporting period in 2025-2026. As a result, **Table 7-1** below remains not applicable (N/A).

Table 7-1: Operational Issues and Corrective Actions

Location	Operating Problem	Corrective Action
N/A	N/A	N/A

8.0 Inspection and Maintenance Activities

This section provides a summary of all inspections, maintenance, and repairs conducted on SWM infrastructure. As the Town does not require any specific equipment or apparatus for the system, this section primarily focuses on summarizing the inspection, maintenance, and repair activities related to the Town's SWM system components. Throughout the year, various inspection and maintenance activities are carried out on the SWM system, with many recorded through contracts. **Table 8-1** below provides a summary of the work completed under the inspection and maintenance program. Further details regarding specific complaints the Town received regarding the SWM system are provided in **Section 10.0**.

Table 8-1: Inspections and Maintenance

Program Name	Latest Inspection/Maintenance	Next Inspection/Maintenance
Stormwater Network CCTV Inspection/Maintenance (mainline, MH, CB, CCTV)	2025-2026 CBs – Approximately 7000 cleaned and inspected. MHs – Visual inspections within road allowance, flushing of mainlines by contractor, approximately 50 hours annually. Mainline – 5km of mainline Flushed and CCTV'd.	2027
OGS Inspection and Maintenance[2]	2025-2026 Approximately 14 units cleaned out	2027
SWM Pond Inspection/Condition Assessment/Maintenance[3]	2025-2026 36 ponds inspected 0 ponds cleaned out	2027
Culvert Inspection/Maintenance	As needed.	As needed
Ditches Inspection/Maintenance	As needed.	As needed
Spill Response/Remediation	2025-2026	As needed
Vegetation Overgrowth	As needed	As needed

[2] The Town engaged pre-qualified contractors to perform annual inspections on all Town-owned OGS units. Based on the resulting inspection reports, the contractors are employed to carry out cleanup/repair of the OGS.

[3] The Town engaged pre-qualified contractors and consultants to conduct assessment, rehabilitation, and retrofitting of the SWM ponds. The consultants are tasked with conducting condition assessments, and design/drawing/permitting for rehabilitation/retrofitting of the ponds as part of a lifecycle management program for specific Town-owned SWM ponds. Based on these condition assessments, design, drawings, permitting, and reports, the contractor is utilized to perform maintenance and cleanout of the SWM ponds.

9.0 Monitoring Equipment

Schedule E, Section 5.2.6 of the CLI-ECA requires the Annual Performance Report to include a summary of all calibrations performed on monitoring equipment for the SWM system. Three (3) HOBO tipping bucket weather stations were calibrated and installed across the Town in 2026 to inform the SWM-MP and will be included in the final 2026 report.

10.0 Complaints and Resolutions

Schedule E, Section 5.2.7 of the CLI-ECA requires the Annual Performance Report to include a summary of any complaints related to the SWM system, along with the steps taken to address them.

Table 10-1 below summarizes all documented SWM system complaints received during the reporting period. The Town has investigated each reported concern and taken appropriate actions or work to satisfactorily resolve all issues.

Table 10-1: Reporting Period SWM System Complaints 2025-2026

Service Request #	Date	Complaint Type	Description of Complaint	Action
			SRM REQUESTS - 2025	
46610	01/31/25	Culverts Blocked	Resident called to ask that the culverts on either side of her driveway be cleared as they are blocked and also the one at the end of the street.	Culverts are not blocked. Snow on each end of culvert, not our responsibility.
47845	06/24/25	Stormwater Drainage	Water drainage Inquiry Customer emailed CCSC: Our neighbours (80 Busato Drive) and I (84 Busato Drive) have been having a problem with the water drainage between our houses ever since they built a pool in their backyard. When the grass was put in by the builders there was a dip in the property line to let the water flow through the backyard. After the construction of their pool the dip in the grass no longer existed. They are now doing interlocking, and I am concerned as to how the water drainage will move. Will all of rainwater be going through our backyard?	
47869	06/26/25	Culvert Damaged	Customer phoned in CCSC: Culvert has caved in again. There is no water flowing. There is dirt mounded up and is caving into driveway.	Ditches have been cleaned and restored.
46667	02/11/25	Stormwater Drainage	Resident called about water collecting on the sidewalk. Individual believes there is a leak somewhere that's contributing to the water collection on the sidewalk, causing it to freeze and making it slippery.	
46868	03/05/25	Stormwater Drainage	There is so much water pooling in front of 3 or 4 houses which are at the bottom of a sloping hill that we cannot cross the street for the kids to get the bus, we have no place to put recycling and green bins, and worst is all the water splashing off the road onto our cars.	Snow was removed and area was cleared.
46880	03/10/25	Stormwater Drainage	sidewalk at the northeast corner of 10th and Hoover Pk is always underwater; not only during the winter thaw but also when there is heavy rains.	Water drained
46890	03/11/25	Catchbasins	Resident called to say that the drain (catch-basis) needs to be cleared as the ditch is already filling up with water.	Monitored flow – will address if it becomes an issue.
47038	03/31/25	Dirt/Debris	Large pile of dirt/debris reported on Industrial Stalwart Dr.	Two loads of fill removed on April 11th.
47043	04/01/25	Manhole	York Region Housing, 5676 Main Street reported that there is a manhole located at the entrance of the building is missing the cover.	Checked entire frontage of Main St. boulevard and Main St. itself. No m/h covers missing, upon notification.
47056	04/02/25	Stormwater sewer	At the corner of Peppertree Lane & Mantle Ave, beside the stop sign there is a storm water drain that is fully covered with leaves and stuff and was wondering if you could please have someone go there and clear it as rain water does not flow through and a huge puddle forms after heavy rainfall.	Catchbasin drained on April 3rd.
47068	04/03/25	Ditch	Resident called to request that the Town come and pump out the ditch as it is flooding her property.	Ponding area of 9 Appleton drained on April 3rd.
47069	04/03/25	Stormwater Management Pond	Life vest has come off the pole and is on the ground I wanted to alert the town that the life vest at Wendat storm drainage pond at the Reeves Way end is on the ground. The ropes holding it to the pole seemed to have broken.	Repaired on April 3rd.
47083	04/04/25	Ditch	Water pooling - 7 Appleton Ave - advise water is in the middle of the road, it looks like a pond in front of 9 Appleton Ave	Resolved
47088	04/04/25	Catchbasins	Resident called to advise she cleared the catch basin from leaves and sand yesterday but it seems to be covered up again. It's a corner catch basin collecting more then usual amount of debris.	C/B cleaned – resolved.

Service Request #	Date	Complaint Type	Description of Complaint	Action
47094	04/04/25	Stormwater Drainage	Water build up at the end of the driveway at 17 Harding Gate. Last year the Town constructed new curbs in an effort to fix this problem, as you can see by the picture taken, it did not fix the problem, now there is more water and debris pooling along the curb all the way down to the catch basin at the end of the street (beyond the mailbox). Perhaps a catch basin between the neighbour and 17 Harding Gate is required to solve the water flow. This pooling of water and debris at the end of the driveway and along the curb down the street does not only look bad but in the winter it turns to ice and is dangerous.	
46813	02/25/25	Stormwater Drainage	Resident called about the storm drain at the bottom of his driveway. It's dropped approximately 4 inches and it's cracking the paving surrounding it. It's located about 10 feet from the road.	Both Manholes will be repaired as well as the curb. Both affected properties have been notified, and work is to commence tomorrow AM (Sep 5, 2025).
47133	04/10/25	Culvert damaged	1 Fortecon Drive - Metrolinx work yard - culvert needs repair. The culvert and surrounding area has heaved and has potholes and needs attention and repair. The area is in a bad state, and the trucks are having issues going around the potholes.	
47211	04/21/25	Ditches	a lot of garbage in the ditch along Blake Street along the fence that parallels the train tracks. There are even rolls of carpet (close to the end of the street nearing Rose Ave., just before the turn), and a couple of very large black rubber pieces (close to main street end). Theres also lots of cups, plastic, paper, etc. Ive had two service tickets opened about this area, and both times, the tickets were closed, but no actual clean-up occurred all the same garbage remained.	Garbage cleaned up on April 22nd.
47213	04/21/25	Catch basin	Broken catch basin lid	Manhole frame shimmed and repaired on April 29th.
47226	04/22/25	Manhole	Broken manhole lid	Manhole frame shimmed and repaired on April 28th.
47231	04/22/25	Ditches	I am inviting a town specialist to inspect a drain ditch on my property. The water from the neighborhood flooded my property during heavy rain.	
47163	04/14/25	Spill	Leak of fluid on Bramble Cres.	Absorbal applied to small amount of oil, allowed to absorb, and swept clean.
47185	04/15/25	Culvert damaged	Culvert is buckling under driveway & starting to collapse in spot on the driveway 62 Valley Road.	New culvert installed by Ditching Crew on July 22nd.
47187	04/15/25	Ditch	The ditch in front of 15 Gormley Industrial Avenue is full of water and overflowing into the parking lot and towards the dock door which is at ground level.	Explained stakeouts ordered and will be out the week of Sept 8 to do the repairs for 15 Gormley.
47391	05/12/25	Street Sweeping	12 Sandy Ridge Court	Street swept May 13th
47397	05/12/25	Street Sweeping	30 Lakewoods Dr	Street swept May 13th
47428	05/14/25	Culvert damaged	30 Ironwood Cres	
47432	05/15/25	Ditches	7 Reesor Place	Met residents on site and discussed putting in soakaway pit, on Sept. 18th
47486	05/22/25	Storm drainage maintenance	I’m reaching out to request maintenance support regarding the stormwater drainage system located in front of my property on 54 Valley Road. Currently, there is significant brush and debris obstructing the drainage area, which is impacting water flow especially during rainfalls. Additionally, the drain is currently uncovered, and I've observed signs that animals may be entering or nesting inside, which raises both safety and sanitation concerns.	Ditchline redefined by Ditching Crew on July 22nd and 23rd.

Service Request #	Date	Complaint Type	Description of Complaint	Action
47524	05/26/25	Catchbasin	Resident called regarding the catchbasin that is located on her front lawn - an extra catchbasin was located during 2014. Currently the water level is high - approximately 12 inches from the surface. She is concerned about basement flooding and would appreciate if this can be done soon.	CB cleaned by contractor
47542	05/28/25	Spill	GFL truck broken down and leaking hydraulic fluid on the road / across the road from 65 Manitoba St	Referred to GFL, they have started the clean-up process and will advised once complete.
47544	05/28/25	Spill	I have attached a few photos and a video showing a large amount of fluid leaking in front of my driveway. The driver says the fluid could be from the transmission or the hydraulic system. Kindly please arrange a proper clean up of the fluid, thank you. I have yet to assess how the fluid affects the lawn next to the leak. 103 Park Dr	GFL responded immediately and cleaned up the oil spill. Catchbasin was also cleaned as a precaution. I left a voice message with Edmund, and am awaiting a call back.
47553	05/29/25	Ditches	Ditched need to be clean out - 34 Cardio Dr filled up & overflow with water	
47579	06/02/25	Ditches	21 Reesor Place - Resident called in to say that he lives at the end of crescent and the water is running off - the ditch does not carry water off to the drain - needs to be cleaned out. This is an older neighbourhood and the ditch has not been cleared for a very long time	Residents have filled in their ditchlines and drainage in this area is nonexistent. Can't do one without doing them all. No action taken at the time.
47740	06/17/25	Stormwater Retention Pond	Storm Water Retention Pond Customer emailed CCSC: Hi there, Town Operations Technologist inspected our storm water retention pond today, Tuesday, June 17, 2025. I spoke with her about our concern with the poor water quality and the silt filling in. The pond was dredged by townofws.ca in 2008 last time at 30 feet deep. It has now filled in to 8 feet deep. The pond needs to be dug out and properly dredged again to service our subdivision adequately. The water does not flow in properly. Please forward this service request to whom it may concern.	
48089	07/18/25	Ditches	Resident says that they have a ditching concern at the front of their property. They also have a safety issue with how the ditching has been maintained and there has been a family injury because of this problem.	Regrading and Topdressing of ditchlines completed on Sept. 10th, by Ditching Crew.
48127	07/22/25	Culvert	culvert end of driveway - 2 Wylie Lane - Resident called and would like the culvert cleared off. It needs to be flushed out. It's covered with leaves, sand, and debris	Culvert cleaned to resident’s satisfaction, on July 23rd.
48242	07/31/25	Ditches	15 Forest Trail - Resident called in to say that the culvert at the entrance of his driveway is sinking in and needs to be fixed. The Town fixed this several years ago, but it has crumbled and is sinking in.	Swale cleaned out by Ditching Crew on Sept 3rd
48258	08/05/25	Ditches	Drainage issue between #2 and #8 on Cedar Ridge Blvd	
47940	07/04/25	Culvert	16776 Woodbine Avenue - Last year a new culvert was put in at the bottom of her driveway resulting in the removal of the asphalt. She would like to know when the asphalt will be replaced this year. Please contact her with this information.	Action sent to York Region.
48007	07/11/25	Stormwater management pond	Resident called about the pond Midori Park. It appears the water is not draining properly as the water level appears to be higher then normal.	Crews Currently pumping down pond to clear blockage - August 19th
48342	08/13/25	Catchbasin	Catch basin filled up causing flooding Resident has called to say that he is uncertain who is responsible to clean out this catch basin but it is full and is causing flooding in the driveway which can cause flooding in his house. Please check and advise the homeowner.	Resident was informed that the catchbasin is on private property and is the homeowners responsibility.
48348	08/13/25	Stormwater management pond	Not a complaint but just want to ensure you are aware the water level for storm retention pond at Madori Park has been higher than normal for weeks and with todays rain overflowed in some areas	Review previous SRM

Service Request #	Date	Complaint Type	Description of Complaint	Action
48461	08/27/25	Manhole	Reported a raised manhole just after Millard Street at the intersection of 9th Line and Millard.	All manholes were raised due to the resurfacing of Ninth Line. Paving was completed Aug. 29/25
48395	08/18/25	Drainage	Resident called to report water is not draining properly outside their property This is causing standing water and mosquitoes	
48401	08/19/25	Culvert	Culvert clean out (littered with debris - 6 Preston Ave -humped up in driveway need to be fixed - ditch is all flat now over time, can this be dug out	
48354	08/13/25	Drainage	Yesterdays rainfall was significant and the drainage on Millard Street is woefully inadequate. Runoff was to the top of the concrete sides of the road, cars travelling through had spray up past the windows. I personally went out yesterday on two occasions to clear leaves and debris from the grates. The grates by the walkway are the first south of hemlock..there needs to be additional grates installed before this point. The volume and speed of the runoff was too much for the system and created hazardous conditions	Millard swept previous to storm, and after by John.
48587	09/09/25	Drainage	Resident called regarding a drainage issue in front of 155 Harold Avenue. The water is accumulating and sitting in a puddle directly in front of their home.	
48725	09/25/25	Drainage	300 Glad Park Ave. parking lot flooding Further to the telephone conversation with Hector today. The majority of their parking lot is under 6inch of water. Their caretaking crew have assured her that their catch basins were cleaned out over the summer months, and they have told her that the blockage must be where the pipes connect to the Town portion of the drainage in order to cause this flooding.	Town attended to Glad Park parking lot. Town system is open. Would appear that blockage is the parking lot c/b leads. Advised the Principal, who will notify their Maintenance Dept.
48363	08/14/25	Spill	25 Norbett Drive - Ministry of Environment - Spills Action Center - Oil Spill reported. Resident called to report that an oil spill has been identified and reported by the owner of the property Plant Manager of Stella Jones property has reported to the Ministry. Please have this cleaned up.	Town sending people to clean up the oil spill. It originated at 79 Ram Forest Road and went under a culvert and into a ditch on Norbert Drive. Site cleaned up by Sunbelt Contractor.
47769	06/19/25	Drainage	50 Orchard Park Blvd - water pooling on roadway and bottom of driveway This request has been forwarded from the Mayor's office When it rains the water flows both from the north of the street and south of the street and only on our side and pools at the bottom of our shared driveway. There is so much water that collects here, it is like a lake whenever it rains. In the winter, snow builds up, melts and then creates a sheet of ice like a skating rink at the bottom of the driveway. This is a serious safety situation.	Spoke to resident and she would like to meet on site next week. Town will do that early next week to investigate further. June 20
47457	05/20/25	Drainage	14055 McCowan Road - Water is not flowing properly and is going over the road on McCowan. Please check the culvert and fix the issue as water is overflowing onto McCowan road. It is dry now, but it creates a trench and when the trench overflows it overflows onto McCowan as there is no culvert at 14055 McCowan.	Asphalt gutter reinstated by Town operators on July 25th.
47182	04/15/25	Culvert	6287 Main Street - near the Gazebo - storm sewer drain is sinking. This area is sinking and needs to be repaired again. Please check.	Hole repaired in evening of Apr. 15th. Repair
46948	03/17/25	Culvert	350 South Street - culvert is damaged resident claims she called 2 years ago to complain about the culvert being damaged and they still have not come to fix this.	
46903	03/12/25	Culvert	9 Vanvalley Dr - portion of driveway apron has sunken down the end of my driveway has a sunken patch of pavement above the water drainage pipes installed by the city. The sunken part is so bad that a normal car has a difficult time going over it	The frost is slowly coming out and is going back to the original grade above the culvert.
47822	06/23/25	Drainage	36 Cedar Ridge - Ongoing Drainage Neglect at 36 Cedar Ridge Road Request for Fair Ditch Maintenance Customer emailed CCSC: I am reaching out to request your direct	

Service Request #	Date	Complaint Type	Description of Complaint	Action
			attention regarding an ongoing and unresolved infrastructure issue affecting my property at 36 Cedar Ridge Road.	
46559	01/21/25	Stormwater management pond	Broken protective cover on storm water management pond - left totally open - 38 Weldon Woods Crt. Children are accessing the tunnels can cause damage and danger to people and children A protective grate is open on the storm water pond that is north of Busato Drive and west of Byers Pond Way (sort of east of Wendat Village Public School).	Action taken.
SRM REQUESTS – JANUARY 2026 TO SEPTMEBER 2026				
2510-0614-1811	10/11/2025	Culvert or Ditch Repair	Entire street on Sawmill Lane - Heavy weeds and sediment collection and have noticed that low lying areas are breeding mosquitoes -The entire street culvert needs to be cleaned out	No blockages anywhere on street. No further action necessary
2510-0910-2535	10/28/2025	Culvert or Ditch Repair	5 Gormley Industrial Avenue - Town of Stouffville crew was on-site working on a municipal area on the East side of our property at 5 Gormley Industrial Ave. in Gormley ON recently. The area was left in a state of complete disarray. There is debris everywhere that was not cleaned up. A huge pile of mud is now blocking the culvert under our driveway causing flooding throughout our parking lot. Can you please have a crew return to complete this work and clear the culvert that they blocked?	Ditchline/Easement cleaned out. Culverts at 5 and 9 flushed, as. Well as cross culvert from #6. Entire area tops oiled and seeded
2510-0114-0201	11/03/2025	Culvert or Ditch Repair	9 Forest Trail - Car damaged culvert and ditch from crashing into it.	Decline regraded on Oct 21
2510-2813-5603	11/08/2025	Culvert or Ditch Repair	3972 Bethesda Road - Resident says that the ditch/culverts near his address and 4004 3952 and 3922 Bethesda Road are partially blocked and need to be unblocked to help with waterflow and would like our team to come out and assist with this.	Culverts open, water flowing and no blockages. No further action necessary at this time.
2511-0716-3329	11/19/2025	Catch Basins & Manholes	203 Stouffer Street - Catch basin covered with leaves will cause flooding with the snowstorm.	Debris removed on Nov. 19th
2511-2609-1346	11/26/2025	Catch Basins & Manholes	1 Aspen Crescent - Leaves have been piled blocking the catch basins in front of 1 Aspen Crescent and 253 Hemlock Drive and need to be cleared before forecasted temperature drop and snow	Cleared
2511-2816-1311	12/11/2025	Catch Basins & Manholes	2 Bayberry Street - The sewer holes at Millard and Edward Street are not finished	The complaint was that there are filter cloth under a few catch basins located north or Edward/Millard which need to be removed after construction but are still there. I did drove the site after the call however all the catch basins are covered with snow. The contractor has been notified to check and remove any filter cloth around that intersection.
2601-0915-0627	01/12/2026	Catch Basins & Manholes	153 James Ratcliff Avenue - CB covered possibly from plowing and is preventing water from draining properly.	As per the notes provided through the SRM process. The location in question was investigated

Service Request #	Date	Complaint Type	Description of Complaint	Action
				earlier today and there were no issues or damage found. The double Catch Basins are safe and passable at this current time.
2510-0610-1351	01/13/2026	Drainage Concern	27 Lodestone Lane - Resident has called to report that the beavers in this location have become very active again and something needs to be done again to mitigate the damage that could be caused. This is a reoccurring issue with these beavers. Please check and have something done before it gets worse.	Pond was pumped down to access blockage. Blockage was removed, and wildlife is under control.
2602-0415-4006	02/12/2026	Catch Basins & Manholes	115 Vanzant Crt - Catch basis on the street is not being cleared therefore there is a build up of water (pooling) at the end of the resident's driveway. Could you please look into this concern. Thank you.	C/B will be cleaned in a timely manner.
2601-0910-2847	02/25/2026	Catch Basins & Manholes	217 Manitoba Street - Catch basin in front of home covered with large amounts of snow	Snow cleared from C/B and road.
2602-2117-3516	03/04/2026	Storm Water Management Pond	71 Noahs Farm Trail - The stormwater drain is covered with snow. Is someone from the city able to clear it? The water is pooling up and not safe for pedestrians. Thanks	C/B cleaned on Mar 3rd
2602-1709-1556	03/04/2026	Catch Basins & Manholes	368 Mantle Ave - Resident is experiencing ponding at the end of his driveway. He's not sure where the catch basin is located due to snow/ice at the side of the road.	Snow is melting. No issues at this time
2603-0610-0103	03/10/2026	Catch Basins & Manholes	50 Reeves Way Blvd - Water is pooling at the corner of Richard Daley and Reeves Way in front of 50 Richard Daley. Catch basin is covered with snow.	Location has been addressed.
2603-2314-3143	03/23/2026	Storm Water Management Pond	5895 Lakeshore Rd - A pail of paint has tipped over on property address 5895 Lakeshore Rd driveway spilling onto the driveway and flowing towards a storm drain. There is a risk of it entering the stormwater system and reaching the lake.	Upon investigation, there was not a paint can present. Any residual left was cleaned up with absorbal, upon notification.
2603-3108-2057	03/31/2026	Catch Basins & Manholes	557 Aintree Dr - The water is almost flooded to the road and not going down sewers	Storm sewer system totally drained in the afternoon
2603-3110-2526	04/02/2026	Catch Basins & Manholes	287 Ram Forest Rd - Ram Forest Road at the intersection. The full width of the road is completely flooded for at least 100 feet and at least 10 inches of water.	Drained on its own.
2604-0109-2153	04/02/2026	Catch Basins & Manholes	131 Thicketwood Blvd - When it normally rains water pools by the walkway to pine but tonight the entire road sidewalk and our driveway is completely flooded.	Road swept today.
2604-0111-1441	04/06/2026	Catch Basins & Manholes	70 Ivy Cres - Roadway between 40 and 70 Ivy is covered with flood debris from last night’s storms.	Entire street swept April 2nd
2604-0612-1148	04/06/2026	Catch Basins & Manholes	9 Appleton Ave - The catch basin is blocked right between their two houses. PW needs to come out and help with the drainage	Flooded area pumped down on April 2nd

Service Request #	Date	Complaint Type	Description of Complaint	Action
2603-1209-0902	04/06/2026	Drainage Concern	91 Buttonleaf Cres - Ponding occurs at the end/base of the driveway after significant rainfall and when washing cars or watering the grass or garden.	Curbline drainage observed after snow melted and after heavy rainfall. No problems at this time
2604-1509-2155	04/17/2026	Culvert or Ditch Repair	5418 Lakeshore Road - Ditch full of sediment/debris noting this is occurring in front of his property and extending east and west to HWY 48. Some areas are 2 feet deep	Excessive Spring rains. Is draining slowly. No concerns
2604-1508-5954	04/17/2026	Drainage Concern	13 Joyce Boulevard - The back yard is flooded culverts are half blocked and not flowing at all. This happened last time it rained they came out and looked but have done nothing to alleviate this. The water is within about a foot of his well and he is very concerned as if it rains again they are going to be in trouble. Please call him back as this is an ongoing issue. Please check.	Water levels checked daily. No flooding issues.
2604-1413-0834	04/17/2026	Catch Basins & Manholes	160 Park Drive - Catch basin flooding	Catch basin cleaned
2604-1408-3629	04/17/2026	Catch Basins & Manholes	2 Ironwood Crescent - The intersection of Millard and Ironwood across from 2 Ironwood is completely flooded over - please clear basin on east side of Ironwood	Catch basin cleaned
2604-1515-1759	05/01/2026	Catch Basins & Manholes	9 Joyce Blvd - Covered catch basin has caused flooding in the area.	Catch basin cleaned
2604-1515-1121	05/01/2026	Catch Basins & Manholes	49 Tindale Road - We live on a corner property, and we get the runoff of water from our neighbours and it floods our property. I know we have had a lot of rain, but this happens every year. Is there anything you can do for us such as drainage.?	C/b cleaned
2604-1310-4717	05/01/2026	Catch Basins & Manholes	217 Manitoba Street - Resident called CCSC to report someone raking their leaves and putting them on top of the catch basin/manholes covering them and trying to dispose of them. The resident is worried that this blocking could cause flooding and says it might be a few bags worth of leaves and would like PW to remove them. The catch basin is located at the corner of Hawthorn Avenue / Manitoba Street.	C/B cleaned
2605-0810-0754	05/08/2026	Catch Basins & Manholes	31 Greenbury Court - Piles of salt and sand and debris blocking the catch basin at the end of his driveway	Debris removed and swept clean.
2605-2815-2705	05/28/2026	Catch Basins & Manholes	34 Greenwood Road - Manhole cover is removed.	Lid replaced
2605-2815-4045	05/28/2026	Catch Basins & Manholes	316 Greenwood Road - Manhole cover is removed.	Lid replaced
2604-2112-3849	06/16/2026	Culvert or Ditch Repair	2 Cedar Ridge Rd - Resident called 2-3 yrs ago regarding swale between #4 & 8 Cedar Ridge.	Resident advised that Town is not responsible for easement maintenance
2606-1808-3945	07/10/2026	Catch Basins & Manholes	52 Ida Jane Grove - Catch basin flooding	Street and c/b cleaned by Metrolinv

Service Request #	Date	Complaint Type	Description of Complaint	Action
2605-1309-3751	07/10/2026	Culvert or Ditch Repair	5418 Lakeshore Rd - Called for update of SRM # 2604-1509-2155 - he mentioned this was cleared out previously by the Town. Resident asked if he could advise if could be done	No issues at this time
2607-1311-5352	07/15/2026	Culvert or Ditch Repair	66 Valley Road - The culvert at the end of their driveway has a sinkhole which has created a large gap. He was asking whether or not this should be connected to the other driveway and if they can please come have a look at the sinkhole and if they can assess fixing it.	Resident is doing the repair
2607-2215-5938	07/24/2026	Culvert or Ditch Repair	11 Tranmer Road - Ditch full of sediments/debris/weeds	Upon investigation, area of triple culverts is dry. Road crossing culvert at outfall of 11 Tranmer is draining across Aurora Rd. No further action necessary.
2606-2512-0345	07/24/2026	Culvert or Ditch Repair	46 Sawmill Lane - Ditch maintenance - sod missing/scraped.	Area cleaned up on July 20th
2604-2715-0414	08/03/2026	Catch Basins & Manholes	50 Brucefield Court - Sewer grade covered with leaves and debris. When it rains there is flooding on the street	Street cleaned
2608-0413-0440	08/04/2026	Drainage Concern	77 Fairview Avenue - Resident has been dealing with this yearly about her concern - regarding a culvert (manhole cover) the come yearly to drain it. Current the water level is about 18 inches from the surface of the ground.	Inspected and deemed functioning as per design. Followed up with resident
2608-1211-2959	08/14/2026	Culvert or Ditch Repair	38 Greendale Avenue - Water is pooling in the backyard close to the fence when it rains	visited site and gave resident some advice to allow for better drainage. had had some sod and plastic garden wall that appears to be blocking the cross-lot flow.
2608-1813-4438	08/22/2026	Culvert or Ditch Repair	4 Sawmill Lane - Corner lot and the debris / ditch is on Bethesda Road	Ditchline cleaned and culvert flushed on Aug 21st
2608-2012-5324	09/04/2026	Drainage Concern	33 Joyce Boulevard - The culvert is not designed properly - there is not clear "trench" just a narrow widening of mud at the bottom of the culvert which tends to swell onto the grass considerably during heavy rain as the water does not drain properly. Since the creation of the laneway at the back of the house - this has gotten worse! the water flows slower and again does not clear completely.	Assumed and established area, resident gets flood due to new development. developer and civil consultant has been notified. Town's DE called the resident, but resident didn't pick up the phone call. customer service has been notified.. Upon investigation, after receiving the SRM, it is apparent that roadside culverts and ditch lines are accepting runoff as expected.
2604-0814-0721	09/08/2026	Culvert or Ditch Repair	22 Lakeview Ave - When snow melts march to June – standing water all summer till July. It damages the equipment. People are not able to walk through. ongoing issue since 2024.	Soakaway pit installed August ‘26

Service Request #	Date	Complaint Type	Description of Complaint	Action
2608-3112-3859	09/24/2026	Catch Basins & Manholes	9 Appleton Avenue - Water is pooling grading maybe required	Drainage concern addressed through new construction of the street
2608-3108-5617	09/25/2026	Catch Basins & Manholes	Mostar St - Ponding at the corner of Hoover Park Drive and Mostar Street	Catchbasin cleared upon notification
2608-2713-2828	09/26/2026	Culvert or Ditch Repair	42 Woodheath Lane - Drainage is fine but 2 years ago the Town (perhaps at the request of a neighbour) came and dug the ditch deeper and put too much of a "V" shaped bottom on the ditch - well below the bottom of the culvert. It has now become difficult to maintain for grass cutting purposes. Would the Town please return and add back some soil to re establish a more gradual rounded bottom to the ditch?	Ditchline dry. Ditch is as designed years ago. No further action necessary.
2608-1211-2758	09/26/2026	Culvert or Ditch Repair	4 Byron Street - The ditch slope is very steep, and needs be fixed. Resident is no longer able to cut the grass as she has always been able to going parallel to the street as the slope has increased so much. Could you please look into have this repaired. Thank you.	Ditch is as designed years ago. No further action necessary.

11.0 Spill or Abnormal Discharge Events

No spills or abnormal discharge event was reported during the 2025-2026 reporting year, therefore all fields in **Table 11-1** are N/A.

Table 11-1: Reported Spill or Abnormal Discharge Events

Service Request #	Complaint Type	Description of Complaint	Action
N/A	N/A	N/A	N/A

12.0 Alterations to the Authorized System

There were # Alterations to the Authorized System commencing within the reporting period.

Table 12-1: Alterations to the Authorized System

Project Name	Project Description	SDWT
Treasure Hill (5481 Bethesda Road) Development	Stormwater main, OGS and SWM Tank additions to the system.	NO
Fieldgate Bona (5371 Bethesda Road) Development	Stormwater main and SWM Pond additions to the system.	NO
Brillinger Industrial Place	Stormwater main, OGS and SWM Tank additions to the system.	NO
Winona Drive Reconstruction	Stormwater main replacement/addition to system.	NO
Edward Street Reconstruction	Stormwater main replacement/addition and OGS addition to the system.	NO
Appleton Ave Reconstruction	Stormwater main addition to the system	NO

13.0 Status of Actions

Table 13-1 highlights the status of actions for previous operation years.

Table 13-1: Status of Actions for Previous Operation Years

Action	Status
N/A	N/A

14.0 SWM Programs Highlights and Financial Planning

Inspections, assessments, and maintenance of infrastructure and programs are funded through the operational budget and the capital budget (long-range capital funding) program. The Town is in the process of developing and implementing a stormwater fee program (i.e., ERU model with a basic credit program), to support funding for its stormwater management initiatives as a part of the SWM-MP. This ensures that stormwater assets are regularly inspected and maintained, deteriorated assets are replaced, and high-priority upgrades are completed.

15.0 SWM Pond Signage and Safety

Each pond is equipped with signage displaying relevant details and cautionary information to prevent its use for recreational purposes. Those that were identified as not having signage present as a part of annual inspections are identified below in **Table 15-1** and will be rectified as a part of

the annual maintenance program. Additionally, every pond within the Town is assigned a unique address, which can be referenced by emergency services in the event of an incident

Table 15-1: SWM Ponds with Missing Signage

SWMF ID	Pond Name	Facility Type (ECA)
SWMP3	LEIASURE CENTRE SWMF	WET
SWMP6	AURORA ROAD SWMF	DRY
SWMP7	JOYCE BLVD SWMF	DRY
SWMP8	BALLANTRAE SWMF	DRY
SWMP9	DONVALE SWMF	DRY
SWMP10	ELIAS SNIDER SWMF	DRY
SWMP11	FORFARDALE SWMF	DRY
SWMP12	GEORGE PHIPHER SWMF	DRY
SWMP14	ELIA SWMF	DRY
SWMP15	GORMLEY INDUSTRIAL SWMF	DRY
SWMP16	HILL COUNTRY (1) SWMF	DRY
SWMP17	HILL COUNTRY (2) SWMF	DRY
SWMP20	ISLAND LAKE (1) SWMF	WET
SWMP21	ISLAND LAKE (2) SWMF	DRY
SWMP23	LOGGERS TRAIL (1) SWMF	DRY
SWMP24	LOGGERS TRAIL (2) SWMF	DRY
SWMP26	PRESTON LAKE SWMF	WET
SWMP27	LOGGERS TRAIL (2) SWMF	DRY
SWMP28	SLEEPY HOLLOW SWMF	WET
SWMP29	RAM FOREST SWMF	WET
SWMP30	VANDORF SWMF	WET
SWMP31	WILLIAM ANDREW SWMF	WET
SWMP40	WESTFIELD ESTATES SWMF	WET
SWMP66	BROOKDALE SWMF	DRY

16.0 Conclusion

The Town of Whitchurch-Stouffville confirms that this report meets the reporting requirements outlined in Schedule E, Section 5.2 of the CLI-ECA #132-S701. It provides the necessary data to ensure compliance with regulatory obligations.

For further information or any inquiries regarding this report, please contact the Engineering and Public Works Commission.