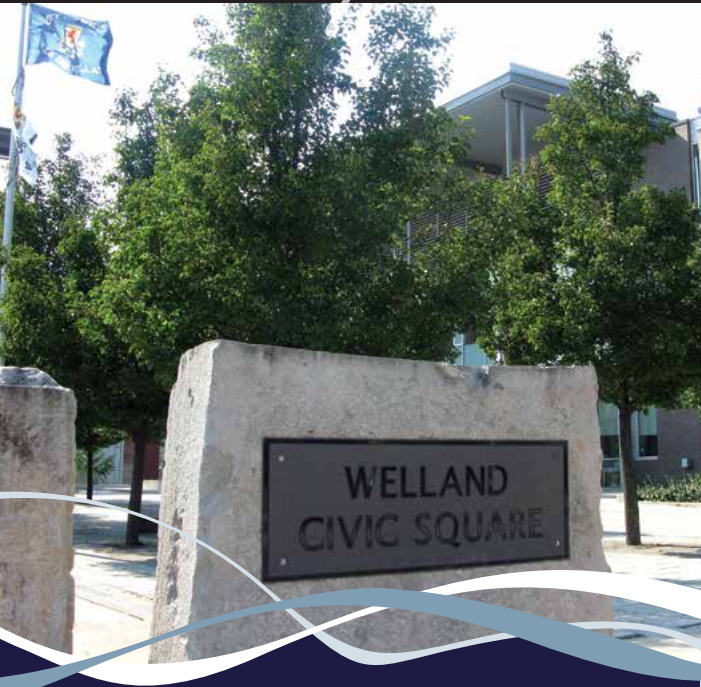


*Champions*  
WELLAND LEADING THE WAY



**CITY OF WELLAND**

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**2015**

**INFOTAP**

[WWW.WELLAND.CA](http://WWW.WELLAND.CA)

# A Message from **INFRASTRUCTURE SERVICES**

The City of Welland—Infrastructure Services is pleased to provide this annual brochure to illustrate some of the Hard Services offered to Welland residents.

City Staff work throughout the year to maintain safe roads and keep green spaces pristine. Please utilize this brochure and all the services that the City of Welland has to offer.

To help us improve and provide you with the best possible customer service throughout your city, we encourage you to utilize the Customer Feedback.



SCAN HERE WITH YOUR  
SMARTPHONE OR VISIT  
**[WELLAND.CA/FEEDBACK.ASP](http://WELLAND.CA/FEEDBACK.ASP)**



# WELLAND PROGRAMS

## L.A.S.S.R. GRANTING PROGRAM

### *Lead And Split Services Replacement*

The City of Welland offers all Welland property owners the opportunity to apply for funding for replacement of the private portion of the lead or shared water service to their buildings. Property owners who apply, could be eligible to receive up to \$2000.00. For more information on the program and to inquire about eligibility for this grant, please contact the program coordinator at **905-735-1700 ext. 2249**.



## SEWER RODDING PROCEDURES

In conjunction with Enbridge Gas, a Natural Gas Sewer Safety Inspection is required before Staff can safely clear any blocked sewer line beyond the outside wall of any home or business.

### SEWER PROBLEMS?

Please contact **905-735-1700 ext. 3000** if you encounter a sewer backup and we will gladly make all the necessary arrangements for this free service.

## LEAD WATER SAMPLING PROGRAM

If you suspect that you might have a lead water service line, or have any concerns about lead in your drinking water, contact Public Works to receive more information and book an appointment for a water quality analyst to collect a water sample from your tap. The sample is analyzed and determined if water from your tap meets Provincial Requirements. You will receive a copy of the results when returned from the certified laboratory.

**NOTE: Any employee requesting to enter a home to collect a water sample will provide proper City of Welland photo identification.**

## S.W.A.P. GRANTING PROGRAM

### *Sewage Water Alleviation Program*

The City of Welland is offering a Grant Program to Welland homeowners with documented basement flooding problems related to sanitary sewage back-ups which occurred July 31, 2004 and thereafter. Need more information? Please contact **905-735-1700 ext. 2251 or 2257**.



# WINTER

## RESIDENTIAL PARKING

Residents must abide by the City of Welland's parking By-Law 89-2000 which prohibits parking on the street during snow clearing operations. Refrain from placing snow on the roadway when shovelling driveways and sidewalks. Parked cars interfere with snow removal, and are subject to a fine or towing. If parked cars are a problem on your street, please contact City Parking Enforcement at **905-735-1700 Ext. 2250**.

### NEED A PARKING PERMIT?

Should you need information regarding street parking permits or snow removal parking permits please call **905-735-1700 Ext. 2204**.

## COMMUNITY OUTDOOR ICE RINKS

Rink Stewards maintain outdoor ice rinks around the City of Welland. They keep the ice rinks clear and fit for skaters. The City of Welland provides Stewards with equipment and initiates flooding for the ice rink. Please contact **905-735-1700 ext. 3059** for information on becoming a Rink Steward.



## WINTER ROAD MAINTENANCE

City of Welland employees work diligently to keep streets and roads clear during heavy snow fall. It's our goal to have Welland roads cleared 24 hours after a snow fall. Sometimes, due to harsh weather, this is not always achieved. Please be patient, staff are clearing the streets systematically and will clear them all eventually. If a street has not been cleared within 24 hours after the snow fall has ended, residents can call the Public Works Division at **905-735-1700 ext. 3000**.

The City of Welland's residential snow clearing By-Law requires owners to clear the snow and ice from the sidewalks in front of their properties within 24 hours after a substantial snow fall. **Let's work together.**



## WINTER HYDRANT MAINTENANCE

City crews perform winter hydrant inspection to ensure all hydrants are in good working order and are inspected for damage, vandalism and freezing. Please assist us in keeping hydrants near your property clear from snow buildup. Please report damaged or snow buried hydrants to Public Works at **905-735-1700 Ext. 3000**.

# SPRING

## DRAINAGE ISSUES

### *Planning on doing some landscaping work in the near future?*

Sometimes the installation of flower beds, adding or removing fill, or other changes to your yard could be in violation of the City of Welland's Site Alteration By-Law. Please call **905-735-1700 ext. 2229** for more details.

## STREET SWEEPING PROGRAM

The summer Sweeping Program commences early April and will continue throughout the year until services switch to snow clearing. Additional information is available on the website at [www.welland.ca](http://www.welland.ca).



## HYDRANT FLUSHING

Our hydrant flushing program begins in the spring when water no longer freezes and is done to maintain the water quality at dead ends. Areas of the city are periodically flushed until water is clear and consistent with other areas of the distribution system. The excess water is throttled down to minimize flooding and damage to the immediate area within the vicinity. These hydrants will be monitored and tested by certified operators and are shut down once the field testing is complete.

## PARKING IN WELLAND

The City of Welland would like to remind residents & visitors of the following Municipal Parking By-laws:

- No parking within 1.5 metres of a laneway or driveway
- No parking for a longer period than 12 hours at any one time
- No Parking within 10 metres of any intersection
- No person shall park a detached trailer on-street
- No Parking within 3 metres of a fire hydrant
- On-street parking is prohibited while snow removal operations are in effect

Parking is FREE at any Municipal lot and on-street parking meter during evenings and weekends.

For all Parking & Traffic Regulations see By-law 89-2000.

## CONSTRUCTION RELATED NOTICES

It's no surprise that during spring and summer staff and contractors working for the Infrastructure Services Department are hard at work. Construction is lively throughout the city with improvements made to city sewers, watermains, and roads. Evidence of this is everywhere — from Road Closures, to Detours, to Stop/Slow Flagpersons.

### KEEP INFORMED OF THE LATEST CONSTRUCTION

Visit the city website at [www.welland.ca](http://www.welland.ca) and select **'Keep current'**. Here you will find all the current notices you need to stay informed about construction, project status, and road closures.

# SUMMER

## CITY PARKS

City of Welland Parks staff maintain nearly 400 acres of green space for residents to enjoy. The Parks Department is responsible for city parks, sports fields, city trees, city owned cemeteries, horticulture, all playground structures, and special event set-up. Should you have any inquiries or concerns please contact **905-735-1700 ext 3000**.

## WATER QUALITY

Concerned about taste, colour or odour of your water? The City of Welland has analysts on call to answer questions and test your water to ensure it is safe and complies with our Quality Management System. ISO 9001:2008 Drinking Water delivered to your tap. If you have concerns, please contact **905-735-1700 ext 3000**.

## FOG CAMPAIGN

Don't pour fats, oil, or grease down your drain or toilet. It clogs your pipes and our sewer system. Discard smaller amounts in the green bin for curbside collection. Larger amounts can be dropped off at the household hazardous waste depot. For more information visit **[www.niagararegion.ca](http://www.niagararegion.ca)**

## ROAD OCCUPANCY PERMITS

***Having a special event or working within the City of Welland right-of-way this Summer?***

This includes street parties, road closures, placing objects within the city's right-of-way (signs, banners, construction materials, etc.). A permit is also mandatory for driveway widening, new driveways, parades, walk-a-thons, and some landscaping projects. Please call to determine if a Road Occupancy Permit is required for your project. **905-735-1700 ext. 2212**.

# AUTUMN

## PUBLIC SAFETY

Autumn is the time when children go back to school. The City of Welland provides Crossing Guards to over 30 locations throughout the city to ensure safe transportation for students during peak hours. Please take necessary precautions while driving and always wear the Crossing Guards.



## COMMEMORATIVE FLORAL BED

Our Parks department creates three various commemorative floral beds each year. The beds are designed to celebrate Welland's community anniversaries.

## HAVE SOMETHING TO CELEBRATE?

Should you want to submit an application to celebrate your non-profit's anniversary please contact **905-735-1700 Ext. 2317**.

**(Deadline for summer 2016 is October 31, 2015).**



# CITY OF WELLAND COMMUNITY CALENDAR

# 2015

**Parks and playgrounds in Niagara are now smoke-free**

"Like" us on Facebook [Facebook.com/smokefreeniagara](https://www.facebook.com/smokefreeniagara)

## MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

- 3 City Council Meeting
- 14 St. Patrick's day Special
- 13 Teen Skate
- 16-20 Free March Break Skates
- 18 The Good Food Box Produce Pick-up day
- 21 Movies in Concert by Niagara Concert

## APRIL

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

- 10 Welland Sports Awards Banquet
- 15 The Good Food Box Produce Pick-up day
- 18 Earth Day Extravaganza
- 21 City Council Meeting
- 25 MYAC Earth Day Evolution Merritt Park

## MAY

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- 1, 2, 3, 8, 9 Live Theatre - Last of the Red Hot Lovers
- 2-3 RCA Development Regatta
- 2 MYAC Rock Hard Ride Hard Skateboard Park
- 3 Banana Belt Rowing Tour
- 4-29 Branch Collection
- 5, 19 City Council Meetings
- 9 Rob's Run for Rotary
- 16 MYAC Ice Cream social Chippawa Park
- 16-17 SNRC High School Invitational Regatta
- 20 The Good Food Box Produce Pick-up day
- 23 Velvetones Spring Concert
- 30 Household Hazardous Waste Pick up Day
- 30-31 OCSRA Team Trials
- 31 Mandolin Orchestra of Niagara Concert

## JUNE

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

- 1-12 International lunches Market Square
- 2, 16 City Council Meetings
- 6 Welland Dragon Boat Fest
- 8-11 RCA Junior National Team Selection
- 11 Strawberry Social
- 12 Illuminaqua
- 12 Rose Queen Coronation
- 13 Street Dance
- 13 Tony Biernacki Sr. Memorial Regatta
- 13-14 Rose City Triathlon
- 17 The Good Food Box Produce Pick-up day
- 14-19 Juried Art Show
- 20 Strawberry Feast-ival
- 19-20 Children's Fishing Derby and Days in the Park
- 20 Baby Show
- 21 Grande Parade
- 26 World Ball
- 27 Gotta Sing, Gotta Dance Variety Show
- 26-28 Canadian Dragon Boat Championships
- 3, 10, 17, 24 Variety Nites

## JULY

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

- 1 Canada Day at Memorial Park
- 3 Illuminaqua
- 4 Central Ontario Rowing Association Regatta
- 11-14 Toronto 2015 Pan Am/Parapan American Games
- 15 The Good Food Box Produce Pick-up day
- 18 Balmy Beach
- 19 ROWONTARIO Masters Championships
- 21 City Council Meeting
- 25-26 Western Ontario Division Trials & Championships
- 25-26 ROWONTARIO Championships
- 8, 15, 22, 29 Variety Nites

## AUGUST

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

- 7 Illuminaqua
- 8 Taste of Summer
- 9 Provincial Open Water Swim
- 14-16 Pan American Club Crew Dragon Boat Championships
- 16 St. George Family Day St. George Park
- 18-23 2015 World Dragon Boat Race Championships
- 19 The Good Food Box Produce Pick-up day
- 25 City Council Meeting
- 28 Illuminaqua
- 5, 12, 19, 26 Variety Nites

## SEPTEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

- 11-13 The Niagara Food Festival
- 12 Welland Wellness Expo
- 15 City Council Meeting
- 16 The Good Food Box Produce Pick-up day
- 17-20 Niagara Regional Exhibition
- 19-20 OCSRA Fallapalooza Camp
- 20 Niagara Falls Barrelman Triathlon
- 26 Welland Culture Day
- 26 Head of Welland-Five Bridges Classic

## OCTOBER

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- 6, 20 City Council Meetings
- 10 Bringing in the Harvest
- 16 Teen Skate
- 21 The Good Food Box Produce Pick-up day
- 26-30 Branch Collection

## NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

- 2-20 Branch Collection
- 3, 17 City Council Meetings
- 18 The Good Food Box Produce Pick-up day
- 20 Teen Skate
- 21 Santa Claus Parade
- 21 Toys for Tots National Child Day Skate

## DECEMBER

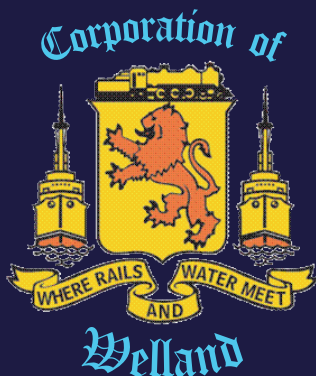
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- 1, 15 City Council Meetings
- 3-31 Free metered Parking in the Downtown Core
- 14-15 Winter Lights Tours
- 16 The Good Food Box Produce pick up day
- 18 Teen Skate
- 19 Christmas at the Market
- 26-30 Holiday Fun at the WCWC
- 31 New Years Eve Children's Bash

### EVENT LEGEND:

<p><b>City of Welland Special Events and Council Meetings</b> The City of Welland provides many opportunities for all ages and abilities at our Welland Community Wellness Complex and other City owned facilities. We strive to provide top quality programs to enhance the participant on a physical, social, and emotional level. For details on City events go to <a href="http://www.welland.ca">www.welland.ca</a> or call 905-735-1700 Ext. 4000.</p>	<p><b>The Good Food Box Fresh Produce Pick up Day</b> The Good Food Box is a fresh produce distribution program. To find host sites near you and find more information visit <a href="http://www.goodfoodboxniagara.ca">www.goodfoodboxniagara.ca</a> or call 905-414-7883. Place orders during the first two weeks of the month.</p>	<p><b>Niagara Region Programs</b> Any waste management related inquiries can be directed to our Waste Info-Line: 905-356-4141 or 1-800-594-5542. <b>Branch collection program:</b> May 5th to May 30th and Oct. 26th to Nov. 20th. <b>Household Hazardous Waste Days:</b> May 31st and Oct. 18th at the Seaway Mall.</p>
<p><b>Welland Farmers' Market Events</b> The Welland Farmers' market is open year round, every Saturday from 6 a.m. until noon. For details on Market events view the website calendar at <a href="http://www.welland.ca">www.welland.ca</a>.</p>	<p><b>Welland International Flatwater Centre Events</b> The WIFC brings international competition to the Welland Recreational Waterway. This state of the art facility offers two flatwater courses, advanced training facilities and a comfortable venue for spectators. For details on the WIFC events view the website at <a href="http://www.wifc.ca">www.wifc.ca</a>.</p>	<p><b>Illuminaqua</b> The festival features musical performances by award winning artists, and takes place on a floating stage surrounded by fire pods. For details on Illuminaqua events view the website at <a href="http://www.illuminaqua.com">www.illuminaqua.com</a>.</p>
<p><b>Rose Festival</b> The Rose Festival is the city's longest running festival. Commemorating Welland's proud heritage as the "Rose City" this year marks the 54th annual Rose Festival. For more information call 906 732-7673.</p>	<p><b>Welland Community Skating Events</b> For times and details call 905-735-1700 Ext. 4000.</p>	<p><b>Niagara Food Festival</b> Niagara's Tastiest Party showcases local cuisine and wine. The festival lures visitors across the region with street performers, musical concerts, and celebrity chefs. <a href="http://www.niagarafoodfestival.com">www.niagarafoodfestival.com</a>.</p>

LIVE. WORK. PLAY.



**CITY OF WELLAND**

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CONNECT WITH WELLAND



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