AORS
PROMOTING KNOWLEDGE. PURSUING EXCELLENCE.

Solicitor General of Ontario Michael Kerzner
George Drew Building, 25 Grosvenor Street
Toronto, ON M7A 1Y6

February 5, 2026

Dear Solicitor General Kerzner,

On behalf of Ontario's municipal public works professionals, we are writing to raise serious concerns regarding the safety of municipal workers and subcontractors who are increasingly facing harassment, threats, and dangerous interference from members of the public while delivering essential municipal services - particularly during winter maintenance and emergency operations.

Across Ontario, municipal public works teams are responsible for maintaining critical infrastructure that residents depend on every day, including roads, sidewalks, bridges, and drainage systems. During significant weather events, these workers are frontline responders, ensuring emergency vehicles can travel safely and that communities remain connected and accessible. However, the behaviour directed at them has escalated well beyond routine complaints and has become a direct threat to both worker safety and public safety.

Through consultations with AORS members province-wide, we continue to receive troubling reports that illustrate the seriousness of this issue. These include:

• An individual throwing a large chunk of ice at an active piece of municipal equipment while it was operating.
• A resident threatening to kill a sidewalk plow operator.
• A man climbing onto a snowplow and refusing to get off until the driver agreed to plow his road next.
• Two staff members confronted and aggressively accosted in public - one at a gas station and another while simply waiting in line for coffee - by individuals angry about road conditions and a mailbox strike that were not even related to that municipality.
• A voicemail threatening to shoot a plow driver with a shotgun the next time the street was plowed.
• A resident jumping in front of an active plow during a major snow event and refusing to move, delaying operations for over an hour and jeopardizing service levels and overall emergency response.

These examples represent only a small sample of the experiences municipal plow drivers and winter maintenance crews are facing across the province. What was once occasional frustration has escalated into intimidation, threats of violence, and direct interference with equipment and operations.

Equally concerning is that municipalities do not always receive consistent enforcement support when these incidents occur. We have heard directly from members who contacted the Ontario Provincial Police for assistance and were advised that, unless a physical assault had already taken place, the situation was "not a police matter." Waiting until a worker has been physically harmed before intervention is neither preventative nor acceptable.

This gap leaves municipalities and workers vulnerable and sends an unintended message that threatening or obstructive behaviour toward municipal staff carries little consequence. It also places supervisors and by-law officers in situations that may exceed their authority or capacity to manage safely.

We believe a proactive and coordinated response is needed. Municipal workers and their subcontractors should not have to choose between their personal safety and providing critical services during storms and emergencies.

We respectfully ask that the Province of Ontario and the Ontario Provincial Police take a clear and strong stance that interference, threats, and harassment directed at municipal public works staff will not be tolerated. Specifically, we would welcome:

• Clear direction and guidance to police services, including the OPP, that threats, intimidation, and obstruction of municipal workers performing essential duties warrant timely enforcement and support.
• Recognition that interference with winter maintenance and emergency public works operations presents a broader public safety risk, not merely a municipal operational issue.
• Enhanced coordination between municipalities and local police services during significant weather events and emergency responses to ensure worker safety and continuity of service.
• Consideration of legislative or policy tools that provide stronger deterrence and consequences for those who threaten or obstruct municipal staff and contractors.

Municipal public works professionals are essential workers. They keep roads open for ambulances, fire trucks, school buses, and the travelling public. Their safety should be treated with the same seriousness as that of other frontline responders.

AORS would welcome the opportunity to meet with you and your staff to discuss these concerns and explore practical steps to ensure consistent enforcement support and stronger protections for municipal workers across Ontario.

Thank you for your attention to this important matter and for your continued leadership in public safety.

Sincerely,

Karla Musso-Garcia, CRS-I
President, Association of Ontario Road Supervisors
Operations Manager, Township of Oro-Medonte

Kelly Elliott
Interim Executive Director
Association of Ontario Road Supervisors

Cc (via e-mail)
Premier Doug Ford