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Transportation Services

Service Level Review

Public Works Infrastructure Committee Presentation
June 17, 2015



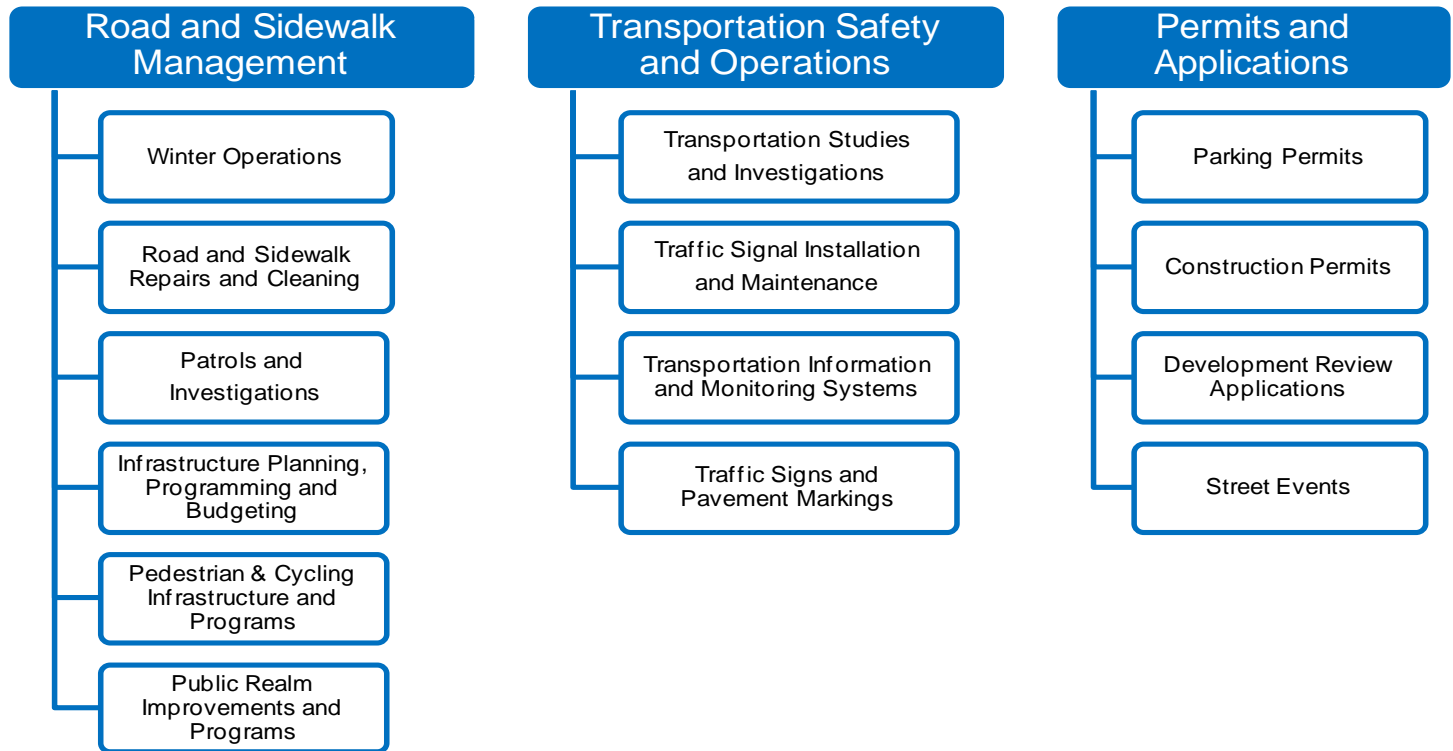
Overview

- Recommended Service Levels by Program
 - Program Map
 - Service Levels and Service Performance
 - Service Challenges and Opportunities
 - Strategies to Address Issues/Opportunities
 - Priority Actions to Achieve Results



Program Name

2015 Program Map



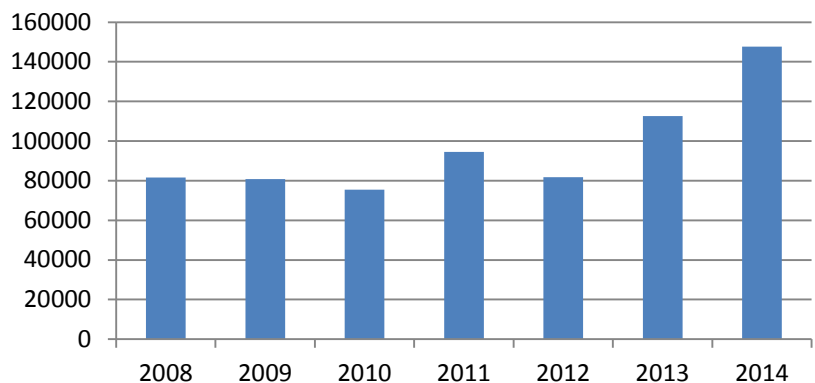
Key Service Levels – 2012 - 2015

Service Level Description		2012	2013	2014	2015
Road and Sidewalk Management					
Asphalt Pothole Repair	Approved		4-30 days, 90% of the time		4-30 days 90% of the time
Expressway Maintenance - Permanent Cleaning and Permanent Pothole Repairs	Approved		18 months		6 months
Transportation Safety and Operations					
Special Parking Considerations	Approved		within 6 months		within 4 weeks
Traffic Calming and One-Way Streets	Approved		within 2 years		within 1 year
Most Other Services	Approved		from 4 months to 2 years		within 6-9 months
Permits and Applications					
Development Review - Road Closure	Approved		6-9 months		6-9 months
Construction Permit - Temporary Encroachment	Approved		1-8 weeks, 90% of the time		1-8 weeks, 90% of the time

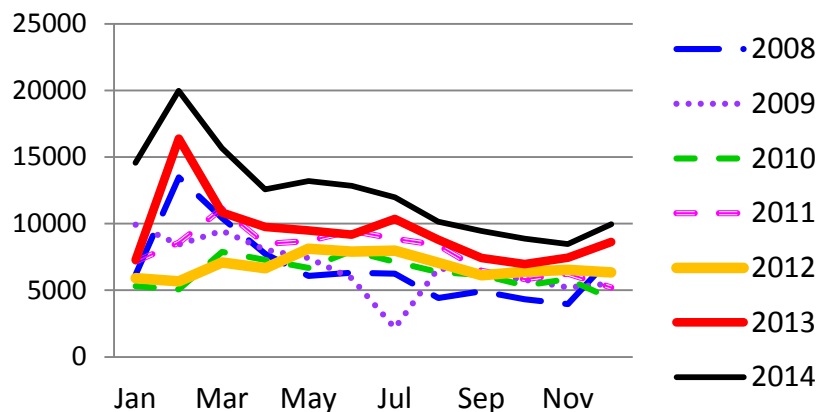


Performance Measures

Total Service Requests



Service Requests by Month



Trend:

- 2014
 - 31% increase in service requests over 2013
 - 96% increase in service requests over 2010
- Service Requests are response-based only; does not account for planned work
- Top 5 Service Requests:
 - Pot Holes (13%)
 - Encroachment Complaint (7%)
 - Road Damage (6%)
 - Traffic Signal Maintenance (5%)
 - Sidewalk Damage (5%)





Road & Sidewalk Management



Service Challenges & Opportunities

■ Challenges

- ✓ Enhance and expand walking and cycling networks
- ✓ Advance a Complete Streets approach to balance the needs of all users
- ✓ Ensure an attractive, accessible, sustainable and properly managed public realm
- ✓ Maintain the transportation system in a state of good repair
- ✓ Ensure properly managed infrastructure in the public right-of-way

■ Opportunities

- ✓ Enhance the public realm through coordinated management of graffiti
- ✓ Improve the urban fabric through the development and application of consistent standards for the public right-of-way
- ✓ Improve the state of city sidewalks by accelerating repairs
- ✓ Better manage our existing infrastructure through improved asset registries



Strategies to Address Challenges & Opportunities: Priority Actions Taken or Underway

Develop a Complete Streets guide and Implementation Plan	Phase 1 nearing completion.
Evaluate graffiti vandalism removal service and develop a strategy for the future	StART UP Pilot project evaluation – December 2015
Enhance the Orphaned Space Program to maintain plantings in the right-of-way	Increased number of orphaned centre median space maintained.
Update the Snow Removal Plan	Multi-Year/Ongoing
Evaluate strategies to accelerate sidewalk repairs	2015: Districts Road Ops to receive \$1M each for the next four years for sidewalk repair, potholes, etc. The goal is to reduce the 4 yr- sidewalk repair backlog to 2 years.
Re-evaluate our asset management systems and develop a Divisional strategy	List of transportation assets and attributes developed
Review utility cut maintenance and repair program	Toronto Hydro Perm Restoration Pilot project for Don Mills area has started and will carry over to 2015. This pilot has been extended to four years (from two years). Review of pilot will be undertaken upon completion and assessment will determine additional locations to be considered.



Strategies to Address Challenges & Opportunities: *New Strategies*

■ Strategies

- ✓ Develop new policy and design guidance for street redesign projects
- ✓ Ensure deployment of the street furniture program, particularly the installation of benches
- ✓ Work with public and private sector partners to expand StART
- ✓ Revisit our pavement management strategy, including exploring new cost-effective rehabilitation options





Transportation Safety & Operations



Service Challenges & Opportunities

■ Challenges

- ✓ Reduce injuries and fatalities for users of all modes of travel
- ✓ Mitigate risks and enhance the Division's response to emergency events
- ✓ Implement cost-effective strategies to mitigate congestion
- ✓ Provide new and innovative services to support mobility for users of all modes

■ Opportunities

- ✓ Increase pedestrian safety through a series of physical improvements to intersections
- ✓ Increase safety through application of lower speed limits where applicable
- ✓ Mitigate congestion in the downtown core through targeted enforcement campaigns
- ✓ Mitigate congestion city-wide through improved coordination of construction and other lane-closure activities



Strategies to Address Challenges & Opportunities: Priority Actions Taken or Underway

Complete an Integrated Traffic Safety Study report.	On-going. On track.
Increase the safety of intersections and crosswalks by implementing physical modifications at ten locations per year.	9 locations to be delivered in 2014; 4 additional locations to be delivered throughout 2015.
Increase the safety of intersections and crosswalks by implementing citywide standards for pavement markings.	Recommend to add stop bars and crosswalk lines (where appropriate) at all new all-way stop installations rather than just stop bars.
Improve PXO safety by implementing enhancements to 70 PXO devices- increasing beacon sizes, installation of additional side mount beacons and zebra markings.	Ongoing
Research, pilot and evaluate new pedestrian safety tools.	Leading Pedestrian Interval guidelines ready for final approval.
Publish an annual report on safety activities and statistics	Ongoing updates provided to SDFA. New TAC guidelines will facilitate compliance with recommendations to reduce crossing times where warranted.



Strategies to Address Challenges & Opportunities: Priority Actions Taken or Underway

Initiate the development of new plan for on-street and off-street bikeways	Consultant retained to develop implementation plan
Develop a multi-year Bike Parking Strategy	Staff completing draft strategy
Continue to use Intelligent Transportation Systems (ITS) to monitor and manage the City's expressways and major roadways.	Install approximately 80 additional cameras on arterial roads resulting in a broader range on roadway monitoring across the city. Upgrade an additional 400 leased copper communications lines with wireless systems.
Develop and implement additional courier and truck delivery zones under a curbside management program	Continue to work with CCLA, TPS to monitor and provide a coordinated approach to enforcement.
Work with Police on periodic enforcement blitzes to limit illegal stopping/ standing/ parking on key arterials and in the downtown core	Illegal Lane Occupation: Enforcement blitzes scheduled throughout 2015.



Strategies to Address Challenges & Opportunities: Priority Actions Taken or Underway

Develop and implement a data collection plan to improve the Division's understanding of traffic patterns and congestion	Work with McMaster University faculty to develop a "big data" strategy to determine how staff can leverage data sources for improved understanding, planning, evaluating and monitoring the transportation system.
Conduct a study of downtown streetcar operations for King Street East and West	Report to PWIC in Fall of 2015
Design and pilot a new wayfinding signage system, in partnership with other City divisions	Final maps and locations now being completed
Develop a Divisional research and innovation program	Innovation Working Group formed; consultations with staff conducted in Fall 2014; Innovation Strategy being drafted currently



Strategies to Address Challenges & Opportunities: *New Strategies*

■ Strategies

- ✓ Conduct safety reviews for all road reconstruction projects.
- ✓ Install signs, gates and monitoring cameras at flood-prone locations for faster flood detection and road closure
- ✓ Review feasibility of allowing 30 km/hr speed limits on local roads.
- ✓ Pilot expansion of "Watch Your Speed" program: evaluating the longer term effect of speed display boards adjacent to schools
- ✓ Improve delivery of planned bike lanes and multi-use trails
- ✓ Develop a cycling data collection plan
- ✓ Develop a pedestrian data collection plan
- ✓ Continue to support the City's Incident and Emergency Response through the use of the RESCU system and own internal notification processes.
- ✓ Develop and implement a Traveller Information Strategy to provide useful, timely information regarding travel conditions and disruptions



Permits & Applications

Service Challenges & Opportunities

- Challenges

- ✓ Effectively manage competing demands on the public right-of-way
- ✓ Support and manage the construction and utility permitting process

- Opportunities

- ✓ Reduction in congestion through the better coordination and management of Lane Closures



Strategies to Address Challenges & Opportunities: Priority Actions Taken or Underway

Develop a strategy to minimize lane closures due to construction and Special Events through changes to coordination, permit timelines, work hours and enforcement.	Established the Road Closures Co-ordination Working Group (Mayor Tory as Chair), along with EC&S, TW, Toronto Police, PWIC Chair, Toronto Hydro, etc, to review the proposed list of special events requiring road closures, identify key conflicts and be positioned to offer conditional approval of events for 2015
Revise guidelines for construction work zones and covered walkways to enhance safety, mobility, and the public realm	Address concerns with long-term occupation of roadways for private construction through a review of permit fees. Report recently submitted to PWIC



Strategies to Address Challenges & Opportunities: *New Strategies*

■ Strategies

- ✓ User Fee Review – Lane Occupancies and Street Events
- ✓ Revise café bylaw, with MLS, to protect the pedestrian clearway
- ✓ Update the City's Access Management Guidelines to minimize the traffic impact of new driveways on arterial roads





Thank You

