
2017 OPERATING BUDGET BRIEFING NOTE

Road and Sidewalk Maintenance – Levels of Service

Issue/Background:

- Budget Committee, at its meeting on December 19, 2016, in considering the 2017 Capital and Operating Budgets for Citizen Centred Services "B", requested the General Manager, Transportation Services to prepare a budget briefing note on "a revised schedule of service levels for road and sidewalk maintenance to reflect actual achieved service levels in past years."

Key Points:

- The 2017 Preliminary Operating Budget Notes for Transportation Services includes a table that articulates the proposed 2017 Service Levels for the Road and Sidewalk Management Service (pages 19-22). The table also includes the approved service levels for 2014-2016. This table, included as Attachment 3 - has been updated to include current Service Levels for the Cycling Infrastructure and Programs, as well as include a list of actual delivery or response times, on average, against the service levels for the Roads and Sidewalk service area, as requested by the Budget Committee.
- The service levels have been approved by City Council either as part of the annual budget process (since 2012) or through separate staff reports on specific services provided by the Division (e.g. winter maintenance levels of service). Over 80% of the service levels are tracked regularly and are generally being achieved. The remaining service levels are difficult to track. A "Work Management System" is currently being developed in conjunction with other Divisions to capture any activities undertaken by the Division that are not currently tracked.
- The Road and Sidewalk Management Service Level table on pages 19-22 of the 2017 Budget Notes is detailed for each of the following major activities:
 - Winter Operations
 - Road and Sidewalk Repairs and Cleaning
 - Patrols and Investigations
 - Infrastructure Planning, Programming and Budgeting
 - Pedestrian and Cycling Infrastructure and Programs

- Specifically, the Budget Committee asked whether the Division is meeting the current levels of service with respect to winter operations, road and sidewalk repairs and cleaning and, if so, whether the funding proposed in the 2017 Preliminary Operating Budget is sufficient to maintain these levels of service. This Briefing Note focuses on these two activities and addresses the specific questions raised during the Transportation Services discussion.

Questions & Answers:

Q1: Are the 2017 service levels in the table included in the Budget Notes up-to-date?

A1: The service levels contained in the Road and Sidewalk Management Service Level table have been approved by City Council either as part of the annual budget process or through separate staff reports. They reflect any service levels that have been recently revised and/or established by City Council (e.g. winter maintenance).

Q2: What are the specific levels of service approved by City Council that are not reflected in the table?

A2: They are generally related to the winter maintenance service levels approved by City Council in 2013 (PW27.15). The staff report approved by City Council included numerous pages of tables by road classification (expressways, arterials, collectors, locals, and laneways), roadway characteristics (with/without bus routes, roads with steep hills, with/without on-street parking, cul-de-sacs, etc.), storm type (based on snow accumulation), maintenance activity (de-icing, ploughing, snow removal, etc.) as well as several other factors and classifications. These service levels are too detailed to be included in the Budget Notes and, consequently, only a summary of the service levels has been provided in the tables.

The staff report and detailed winter maintenance service levels can be found at:
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.PW27.15>

It should also be noted that some of the "service levels" included in the tables in the Budget Notes should more appropriately be identified as "311 response times" which were established with the introduction of this service.

Q3: The table in the Budget Notes indicates a level of service for snow removal from bike trails (within 6 hours). Didn't City Council adopt specific service levels for the winter maintenance of all types of bikeways?

A3: Yes, City Council at its meeting of June 10, 2014 adopted the recommendations of a staff report that dealt specifically with the winter maintenance service levels for bikeways, among other things (PW31.1). The appendix to the staff report, attached to this Briefing Note for reference, identifies the time to completion for salting, ploughing and snow removal from the various types of cycling infrastructure (Martin Goodman Trail, cycle tracks, bike lanes, contra-flow lanes and sharrows). It identifies the snow accumulation required to initiate ploughing and the desired pavement condition after salting and ploughing operations.

Q4: Is the Division achieving the service levels for Road and Sidewalk Maintenance contained in the Budget Notes with the current budget and level of funding?

A4: As reflected in Attachment #3 - Over 80% of the activities listed in the table are tracked and measured regularly. For these activities the levels of service are generally being achieved although some constraints and circumstances (e.g. major snowfalls) might result in some non-compliance with these service levels. The Actuals column in the table, is based on 2 years of variable data, and so should be considered to provide only a snapshot, rather than a normalized average that is based on at least 5 years of data.

The remaining 20% of the activities are difficult to track, for example "the provision of advice or input to other agencies/proponents regarding their transportation infrastructure planning projects..." A Work Management System is currently being developed in partnership with Toronto Water, Solid Waste Management and Parks, Forestry & Recreation which will be designed to capture any activities undertaken by the Division that are not currently tracked.

Q5: What is Transportation Services performance specifically with respect to the 311 response times?

A5: Transportation Services received 120,470 service requests in 2016. Of this total, 114,555 service requests (95.1%) were closed on-time (i.e. were addressed within the prescribed response times for the respective activity, as generally shown in the service level table). This performance was highlighted in the DCM's presentation to the Budget Committee on the slide of Transportation Services 2016 Key Service Accomplishments. These results are shown in further detail in the attached figure with comparative figures since 2008.

Q6: Is the funding included in the proposed 2017 Operating Budget sufficient to achieve the 2017 levels of service?

A6: The 2017 levels of service are the same as the 2016 levels and, therefore, the funds are available in the proposed 2017 budget to continue to meet these service levels to the same extent. The exceptions are the recommended service adjustments that have been recommended to achieve budget reductions as outlined in Table 3 on page 11 of the Budget Notes which include harmonized leaf collection, reduction in grass cutting and reduction in local road street sweeping. The service implications of these recommended adjustments, are discussed more fully on page 13 of the Budget Notes as well as in the associated business cases.

Q7: Aren't some of the service standards included in the table in the Budget Notes excessive, such as the 60-day standard for clearing snow that is piled too high on boulevards?

A7: Yes and, as a result, this service level standard as well as several others have been recently reduced. For example:

- The 60-day standard for clearing snow piled high on boulevards in 2014 was reduced to 21 days.
- The service level for the maintenance of boulevards (asphalt repairs, boulevards sinking, sod replacement, etc.) was reduced from 18 months in 2014 to 6 months.
- The permanent repair of expressways (damaged guiderails, potholes, etc.) was reduced from 18 months in 2014 to 6 months. Temporary repairs are completed within 5 days and emergency repairs to address safety issues are addressed immediately.

Q8: Specifically with respect to local road street sweeping, are we currently providing the levels of service identified in the table?

A8: The table identifies a service level of 1-2 times per month for mechanical street sweeping. This is an overall average because the level of street sweeping depends on the classification of road and the location. Expressways and arterial roads are swept more often than collector and local roads. Areas with mature tree canopies, high pedestrian traffic, significant commercial activity and tourist destinations are swept more frequently. For example, areas such as Chinatown, Kensington, Spadina Avenue, and the Entertainment District are swept on a daily basis.

Q9: How does the proposed reduced level of local road sweeping compare to other municipalities?

A9: The proposed reduction in the level of service for street sweeping on local roads to 3 times per year will remain the highest amongst municipalities in southern Ontario. Some municipalities sweep local roads only once a year (e.g. Brampton and Barrie) and some sweep only on an as-required basis (e.g. London and Mississauga). There is no Minimum Maintenance Standard established by the Province for the sweeping of municipal streets. It should be emphasized that a reduction in the frequency of street sweeping of arterial roads is not recommended although it has been included as budget reduction option for consideration.

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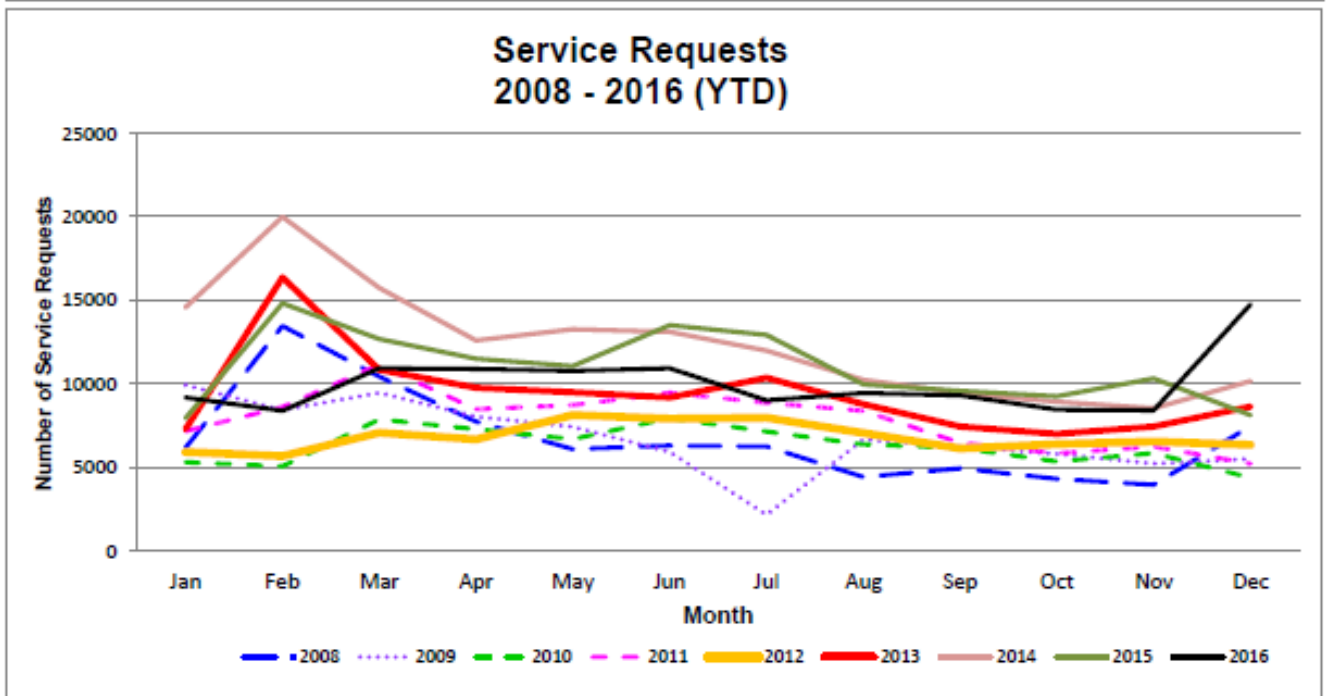
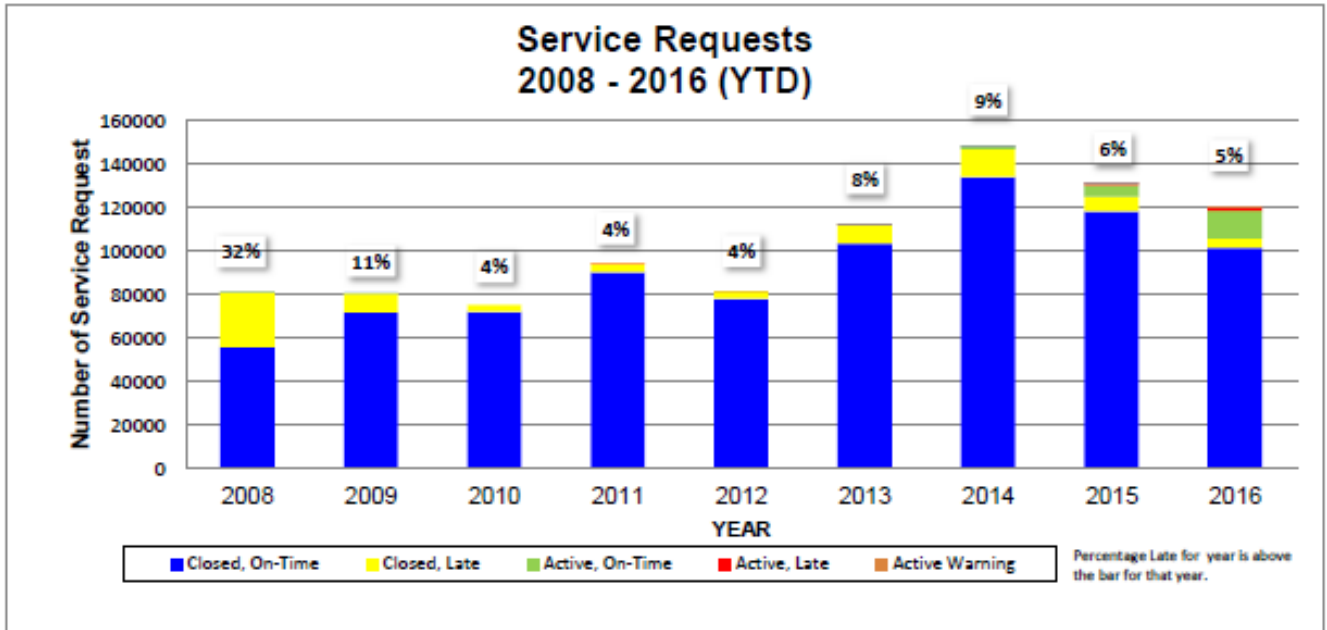
Attachment 1 Winter Maintenance Levels of Service for Cycling Facilities

BIKE LANE CATEGORY	DESIRED PAVEMENT CONDITION AFTER SALTING / PLOWING (1)	ACCUMULATION (cm) TO INITIATE PLOWING	TIME TO COMPLETION FOR SALTING / PLOWING & SNOW REMOVAL (AFTER THE END OF SNOWFALL) (2)			
			STORM TYPE 1 30-40 per year (up to 5cm)	STORM TYPE 2 3-6 per year	STORM TYPE 3 Once/2-3 years	STORM TYPE 4 Once
Martin Goodman Trail	Bare pavement	5.0 and still snowing	Plowing & salting within 6-8hrs	Plowing & salting within 6-8hrs	Plowing & salting within 6-8hrs	Plowing & salting within 6-8hrs
Cycle Tracks (incl bus pads) - Sherbourne St - Roncesvalles	Bare pavement	5.0 and still snowing	Salted to a higher level of service as the road they are on/adjacent to	Plowing & salting within 6-8hrs	Plowing & salting within 6-8hrs	Plowing & salting within 6-8hrs
Priority Bike Lanes - East – west - North - south	Bare Pavement	5.0 and still snowing	Salted to a higher level of service as the road they are on/adjacent to	Plowing & salting as per road classification. Full removal within 48 – 72hrs when required to achieve bare pavement.		
Red – Arterial Roads - Bike lanes - Contra-flow - Sharrows	Bare Pavement	5.0 and still snowing	Salted to a higher level of service as the road they are on/adjacent to	Plowing & salting within 6-8hrs	Plowing & salting within 8-10hrs	Plowing & salting only within 12-14hrs
Blue – Collector Roads - Bike lanes - Contra-flow - Sharrows	Bare Pavement	5.0-8.0	Salted to a higher level of service as the road they are on/adjacent to	Plowing & salting within 8-10hrs	Plowing & salting within 10-12hrs	Plowing & salting only within 14-16hrs

1. Multiple applications of salt may be required to achieve a bare pavement condition. This may take up to 72hrs and will be subject to temperature constraints.
2. Bike lane snow removal to prioritized within hierarchy of Managed Snow Removal operations

Attachment 2 Service Requests (2008 – 2016)

Status	2008	2009	2010	2011	2012	2013	2014	2015	2016
Active, Late	0	0	0	22	97	55	129	1059	1276
Active, Warning						1		53	408
Active, On-Time	0	0	0	0	1	183	1406	5213	12756
Closed, Late	25742	8730	3299	4164	3459	8500	12820	6859	4231
Closed, On-Time	55804	72081	72120	90436	78263	103864	134230	118492	101799
Total	81546	80811	75419	94622	81820	112603	148585	131676	120470
Percentage Late	32%	11%	4%	4%	4%	8%	9%	6%	5%



Attachment 3 2017 Service Levels Road and Sidewalk Management + Actuals (2014-2016)

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	= meets or exceeds service level		= approaching service level		= does not meet service level
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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
Winter Operations	Patrol		2400 km/day	2400 km/day	2400 km/day	2400 km/day	Planned Service Activities under review
	De-Ice (dependent on snow volume)	Class 1 - Expressways	within 1-2 hrs after becoming aware that roadway is icy	within 1-2 hrs after becoming aware that roadway is icy	within 1-2 hrs after becoming aware that roadway is icy	within 1-2 hrs after becoming aware that roadway is icy	1.89
		Class 2 - Arterial	within 2-4 hrs after becoming aware that roadway is icy	within 2-4 hrs after becoming aware that roadway is icy	within 2-4 hrs after becoming aware that roadway is icy	within 2-4 hrs after becoming aware that roadway is icy	2.76
		Class 3 - Collectors	within 4-6 hrs after becoming aware that roadway is icy	within 4-6 hrs after becoming aware that roadway is icy	within 4-6 hrs after becoming aware that roadway is icy	within 4-6 hrs after becoming aware that roadway is icy	4.39
		Class 4 - Local	within 8-12 hrs after becoming aware that roadway is icy	within 8-12 hrs after becoming aware that roadway is icy	within 8-12 hrs after becoming aware that roadway is icy	within 8-12 hrs after becoming aware that roadway is icy	10.13
		Class 5 - Laneways	within 24 hrs after becoming aware that roadway is icy	within 24 hrs after becoming aware that roadway is icy	within 24 hrs after becoming aware that roadway is icy	within 24 hrs after becoming aware that roadway is icy	24.50
	Plow (Dependent on snow volume)	Class 1 - Expressways	within 2-3 hrs after becoming aware that snow accumulation depth is greater than 2.5cm	within 2-3 hrs after becoming aware that snow accumulation depth is greater than 2.5cm	within 2-3 hrs after becoming aware that snow accumulation depth is greater than 2.5cm	within 2-3 hrs after becoming aware that snow accumulation depth is greater than 2.5cm	2.94
		Class 2 - Arterial	within 6-8 hrs after becoming aware that snow accumulation depth is greater than 5cm	within 6-8 hrs after becoming aware that snow accumulation depth is greater than 5cm	within 6-8 hrs after becoming aware that snow accumulation depth is greater than 5cm	within 6-8 hrs after becoming aware that snow accumulation depth is greater than 5cm	5.04
		Class 3 - Collectors	within 8-10 hrs after becoming aware that snow accumulation depth is greater than 8cm	within 8-10 hrs after becoming aware that snow accumulation depth is greater than 8cm	within 8-10 hrs after becoming aware that snow accumulation depth is greater than 8cm	within 8-10 hrs after becoming aware that snow accumulation depth is greater than 8cm	6.21
		Class 4 - Local	within 14-16 hrs after becoming aware that snow accumulation depth is greater than 8cm	within 14-16 hrs after becoming aware that snow accumulation depth is greater than 8cm	within 14-16 hrs after becoming aware that snow accumulation depth is greater than 8cm	within 14-16 hrs after becoming aware that snow accumulation depth is greater than 8cm	9.71

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
	Snow removal (Dependent on snow volume)	Arterial / Collector / Local Roadway	2 weeks	2 weeks	2 weeks	2 weeks	N/A
		driveway windrow	18 hrs	18 hrs	18 hrs	18 hrs	N/A
		sidewalks / steps	13 hrs	13 hrs	13 hrs	13 hrs	8.88
		bus stops / PXO's / Ped Refuge Islands	48 hrs	48 hrs	48 hrs	48 hrs	10.00
		Bike trails	within 6 hrs	within 6 hrs	within 6 hrs	within 6 hrs	4.30
	Snow piled too high on boulevards	2 - Temporary	72 hours	72 hours	72 hours	72 hours	92 hrs
		3 - Permanent	60 days	21 days	21 days	21 days	16 days
	Bridge Salting/Sand	3 - Permanent	72 hours after storm	72 hours after storm	72 hours after storm	72 hours after storm	70 hrs
	Bus stops salting/sand & snow clearing	3 - Permanent	72 hours after storm	72 hours after storm	72 hours after storm	72 hours after storm	93 hrs
	Driveway blocked by windrow	3 - Permanent	72 hours after storm	72 hours after storm	72 hours after storm	72 hours after storm	72 hrs
	Laneway	3 - Permanent	60 days	10 days	10 days	10 days	6 days
	Plow damage - Road/Roadside	2 - Temporary	5 days	5 days	5 days	5 days	5.5 days
		3 - Permanent	12 months	6 months	6 months	6 months	4 mths
	Plow damage - Boulevards	2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	12 months	6 months	6 months	6 months	6 mths
	Road plowing required	3 - Permanent	36 hours after storm	36 hours after storm	36 hours after storm	36 hours after storm	71 hrs
	Road salting/sanding required	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	1.5 hrs
	Road - Winter request/complaint	3 - Permanent	72 hours after storm	72 hours after storm	72 hours after storm	72 hours after storm	75 hrs
	Sidewalk Salting/Sand & Snow Clearing	3 - Permanent	72 hours after storm	72 hours after storm	72 hours after storm	72 hours after storm	84 hrs
	Snow removal - general	2 - Temporary	48 days	48 days	48 days	48 days	77 hrs
Snow removal - school zone	2 - Temporary	7 days	7 days	7 days	7 days	7 days	
	3 - Permanent	72 hours	72 hours	72 hours	72 hours	105 hrs	
Road and Sidewalk Repairs and Cleaning	Asphalt Pothole		4-30 days - 90% of the time	4-30 days - 90% of the time	4-30 days - 90% of the time	4-30 days - 90% of the time	No data
	Asphalt Repair Permanent		30-180 days	30-180 days	30-180 days	30-180 days	No data
	Asphalt Boulevard Maintenance	2 - Temporary	5 days	5 days	5 days	5 days	6 days
		3 - Permanent	18 months	6 months	6 months	6 months	7 mths

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
	Boulevards-Weed/Grass/Leaf Maintenance	3 - Permanent	5 weeks (4 weeks in season)	5 weeks (4 weeks in season)	5 weeks (4 weeks in season)	5 weeks (4 weeks in season)	4 wks
	Boulevards-Pick-Up Shopping Carts	3 - Permanent	5 days	5 days	5 days	5 days	5 days
	Boulevards-Sinking	3 - Permanent	18 months	6 months	6 months	6 months	2 mths
	Boulevards-Sod Damage/Replace	3 - Permanent	18 months	6 months	6 months	6 months	6 mths
	Sodding		5 days - 18 months	5 days - 18 months	5 days - 18 months	5 days - 18 months	No data
	Catch Basin-Blocked/Flooding	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		3 - Permanent	72 hours	72 hours	72 hours	72 hours	95 hrs
	Catch Basin-Damaged/Maintenance (Expressway)	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	23 hrs
		2 - Temporary	5 days	5 days	5 days	5 days	5.7 days
		3 - Permanent	18 months	18 months	18 months	18 months	18.7 mths
	Catch Basin-Mtce requested, cover missing/damaged/lose, etc	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	24 hrs
		2 - Temporary	72 hours	72 hours	72 hours	72 hours	72 hrs
		3 - Permanent	4 years	4 years	4 years	4 years	1.5 yrs
	Catch Basin-Debris/Litter	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		3 - Permanent	72 hours	72 hours	72 hours	72 hours	98 hrs
Road and Sidewalk Repairs and Cleaning	Catch Basin Maintenance and Repair	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	4 years	4 years	4 years	4 years	1.8 yrs
	Roadside Drainage Catch Basin Cleaning Expressways		24 hrs - 18 months	24 hrs - 18 months	24 hrs - 18 months	24 hrs - 18 months	Insufficient data
	Ditch Maintenance Grading and Repair	2 - Temporary	5 days	5 days	5 days	5 days	9 days
		3 - Permanent	18 months	18 months	18 months	18 months	18 mths
	Driveway - damaged/ponding	2 - Temporary	5 days	5 days	5 days	5 days	6 days
		3 - Permanent	18 months	12 months	12 months	12 months	12 mths
	Expressway Fence/Guiderail damaged	2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	18 months	6 months	6 months	6 months	7 mths
	Fence/Guiderail damaged	2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	18 months	12 months	12 months	12 months	12 mths
	Expressway requires cleaning	1 - Make Safe	24 hours	12 hours	12 hours	12 hours	1.5 hrs
2 - Temporary		5 days	5 days	5 days	5 days	1 day	

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
		3 - Permanent	18 months	6 months	6 months	6 months	0.5 mths
Pot hole on expressway		1 - Make Safe	24 hours	24 hours	24 hours	24 hours	27 hrs
		2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	18 months	6 months	6 months	6 months	1 mth
Expressways/Traffic Control			within 30 days	within 30 days	within 30 days	within 30 days	No data
Expressway Attenuation Systems			respond within 24 hrs	respond within 24 hrs	respond within 24 hrs	respond within 24 hrs	No data
Illegal dumping		3 - Permanent	5 days	5 days	5 days	5 days	6 days
Laneway surface damage		2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	5 years	5 years	5 years	5 years	0.4 yrs
Maintenance holes damage/repair		1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	72 hours	72 hours	72 hours	72 hours	72 hrs
		3 - Permanent	4 years	4 years	4 years	4 years	1.6 yrs
Maintenance holes lid loose/missing		1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	72 hours	72 hours	72 hours	72 hours	72 hrs
		3 - Permanent	4 years	6 months	6 months	6 months	6 mths
Plow Damage Repair			5 days - 12 months	5 days - 12 months	5 days - 12 months	5 days - 12 months	no data
Refuge Island Maintenance			5 days - 18 months	5 days - 18 months	5 days - 18 months	5 days - 18 months	no data
Shoulder Grade and Gravel Maintenance		1 - Make Safe	48 hours	48 hours	48 hours	48 hours	no data
		2 - Temporary	5 days	48 hours	48 hours	48 hours	6 days
		3 - Permanent	18 months	12 months	12 months	12 months	12 mths
Walkway Mtce and Repair		2 - Temporary	30 days	30 days	30 days	30 days	13 days
		3 - Permanent	4 years	4 years	4 years	4 years	1.5 yrs
Walkway weeds cutting		3 - Permanent	5 weeks	5 weeks	5 weeks	5 weeks	5 wks
Retaining Walls Installation and Repair		1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	5 days	5 days	5 days	5 days	5.5 days
		3 - Permanent	3 years	3 years	3 years	3 years	1 yr
Curb Damage/Mtce & Adjustment			5 days - 4 years	5 days - 4 years	5 days - 4 years	5 days - 4 years	6 days - 2 yrs
Traffic Calming Installation and Maintenance			30-180 days	30-180 days	30-180 days	30-180 days	No data
Bollard Installation and Maintenance		2 - Temporary	30 days	30 days	30 days	30 days	11 days
		3 - Permanent	18 months	6 months	6 months	6 months	4 mths
		2 - Temporary	5 days	5 days	5 days	5 days	8 days

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
	Driveway Culverts blocked/damaged	3 - Permanent	18 months	12 months	12 months	12 months	18 mths
	Boxed (Non-driveway) Culverts blocked/damaged	2 - Temporary	5 days	5 days	5 days	5 days	8 days
		3 - Permanent	18 months	24 months	24 months	24 months	18 mths
	Bridge-Damaged	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	18 months	24 months	24 months	24 months	5 mths
	Bridge Debris/Litter	3 - Permanent	7 days	7 days	7 days	7 days	12 days
	Bridge-Surface Repairs	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		3 - Permanent	30 days	30 days	30 days	30 days	41 days
	Bridge	Bridge Inspection	1-2 times per year	1-2 times per year	1-2 times per year	1-2 times per year	MMS
	Road cleaning/debris	3 - Permanent	4 weeks	4 weeks	4 weeks	4 weeks	3 wks
	Road damaged on expressway	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	5 days	5 days	5 days	5 days	5.8 days
		3 - Permanent	18 months	6 months	6 months	6 months	4 mths
	Road Damage	3 - Permanent	4 years	4 years	4 years	4 years	0.2 yrs
	Road - gravel roads/construction	3 - Permanent	30 days	30 days	30 days	30 days	23 days
	Road - Pot hole	2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	90 days	60 days	60 days	60 days	52 days
	Road - Sinking	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	2 hrs
		2 - Temporary	5 days	5 days	5 days	5 days	4.6 days
		3 - Permanent	18 months	12 months	12 months	12 months	3.3 mths
Road and Sidewalk Repairs and Cleaning	Road - Spill	1 - Make Safe	10 hours	10 hours	10 hours	10 hours	98 hrs
		2 - Temporary	48 days	48 days	48 days	48 days	68 days
	Road - Water ponding	2 - Temporary	72 hours	72 hours	72 hours	72 hours	100 hrs
		3 - Permanent	4 years	4 years	4 years	4 years	1 yr
	Sidewalk - Damaged/Concrete	1 - Make Safe	72 hours	72 hours	72 hours	72 hours	Insufficient data
		2 - Temporary	30 days	14 days	14 days	14 days	10 days
		3 - Permanent	4 years	4 years	4 years	4 years	1.7 yrs
	Sidewalk - Damaged/Brick/Interlock	2 - Temporary	30 days	14 days	14 days	14 days	10 days
		3 - Permanent	4 years	4 years	4 years	4 years	1.5 yrs
	Sidewalk - Cleaning	3 - Permanent	3 weeks	2 weeks	2 weeks	2 weeks	2 wks
Sidewalk - AODA ramps	2 - Temporary	5 days	5 days	5 days	5 days	12 days	
	3 - Permanent	4 years	18 months	18 months	18 months	2 mths	

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
	Sidewalks	Sidewalk Ramping	safe within 14 days	safe within 14 days	safe within 14 days	safe within 14 days	MMS
	Sidewalk - water ponding	2 - Temporary	30 days	14 days	14 days	14 days	10 days
		3 - Permanent	4 years	4 years	4 years	4 years	2.6 yrs
	Traffic Island - Damaged	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	Insufficient data
		2 - Temporary	8 weeks	8 weeks	8 weeks	8 weeks	2.5 wks
		3 - Permanent	18 months	12 months	12 months	12 months	11 mths
	Traffic Island - Grass cutting	3 - Permanent	5 weeks	5 weeks	5 weeks	5 weeks	4.5 wks
	Grass Cutting		up to 6 cuts/year	up to 6 cuts/year	up to 6 cuts/year	up to 6 cuts/year	Planned Service Activities under review
	Sidewalks	Sidewalk Examination and Inspection	once per year	once per year	once per year	once per year	
	Street Furniture Damaged	2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	30 days	30 days	30 days	30 days	15 days
	Builder's Files New Development Inspections		As required	As required	As required	As required	NA
	Sweeping	Mechanical Sweeping	1-2 times per month	1-2 times per month	1-2 times per month	1-2 times per month	Planned Service Activities under review
	Sweeping	Manual Sweeping and cleaning	As required	As required	As required	As required	
	Missed leaf collection	3 - Permanent	8 weeks (in season)	4 weeks (in season)	4 weeks (in season)	4 weeks (in season)	
	Leaf Collection - Roadway	Manual Leaf Collection	once per year	once per year	once per year	once per year	
	Leaf Collection - Roadway	Mechanical Leaf Collection	once per year	once per year	once per year	once per year	
	Graffiti Complaint - Road	1 - Make Safe	24 hours (hate)	24 hours (hate)	24 hours (hate)	24 hours (hate)	No data
		2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	8 weeks	8 weeks	8 weeks	8 weeks	8 wks
	Graffiti Complaint - Sidewalk	1 - Make Safe	24 hours (hate)	24 hours (hate)	24 hours (hate)	24 hours (hate)	Insufficient data
		2 - Temporary	5 days	5 days	5 days	5 days	5 days
		3 - Permanent	8 weeks	6 weeks	6 weeks	6 weeks	6 wks
	Graffiti Complaint - Bridge	1 - Make Safe	24 hours (hate)	24 hours (hate)	24 hours (hate)	24 hours (hate)	14 hrs
		2 - Temporary	5 days	5 days	5 days	5 days	6 days
		3 - Permanent	8 weeks (Apr-Nov); 12 weeks (Dec-Mar)	8 weeks (Apr-Nov); 12 weeks (Dec-Mar)	8 weeks (Apr-Nov); 12 weeks (Dec-Mar)	8 weeks (Apr-Nov); 12 weeks (Dec-Mar)	9 wks
	Utility Cut Settlement	1 - Make Safe	24 hours	24 hours	24 hours	24 hours	24 hrs
		2 - Temporary	5 days	5 days	5 days	5 days	10 days
		3 - Permanent	18 months	24 months	24 months	24 months	15 mths

LEGEND

	= meets or exceeds service level		= approaching service level		= does not meet service level
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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
Patrols and Investigations	Expressway		3 times in 7 days	3 times in 7 days	3 times in 7 days	3 times in 7 days	Planned Service Activities under review
	Arterial		2 times in 7 days - Major; once a week for Minor	2 times in 7 days - Major; once a week for Minor	2 times in 7 days - Major; once a week for Minor	2 times in 7 days - Major; once a week for Minor	
	Local & Collectors		once every 30 days	once every 30 days	once every 30 days	once every 30 days	
	Lane		once every 30 days	once every 30 days	once every 30 days	once every 30 days	
	Claims Investigation		As required	As required	As required	As required	
	Complaint Investigation		4 hrs - 4 years - 90%	4 hrs - 4 years - 90%	4 hrs - 4 years - 90%	4 hrs - 4 years - 90%	
Infrastructure Planning, Programming and Budgeting	Monitor condition and assess physical lifecycle performance of infrastructure		Reviewed every 6 months (bridges) to 2 years for others	Reviewed every 6 months (bridges) to 2 years for others	Reviewed every 6 months (bridges) to 2 years for others	Reviewed every 6 months (bridges) to 2 years for others	
	Assess funding priorities and thresholds and develop capital program.		Meeting funding target envelopes	Meeting funding target envelopes	Meeting funding target envelopes	Meeting funding target envelopes	
	Plan, develop and assess modifications to address accessibility, capacity and safety		Initiate and complete study per Council direction; complete study within budget	Initiate and complete study per Council direction; complete study within budget	Initiate and complete study per Council direction; complete study within budget	Initiate and complete study per Council direction; complete study within budget	
	Environmental Assessment study preparation and application for approval		Initiate and complete study per Council direction; complete study within budget	Initiate and complete study per Council direction; complete study within budget	Initiate and complete study per Council direction; complete study within budget	Initiate and complete study per Council direction; complete study within budget	
	Advice or input to other agencies / proponents regarding their transportation infrastructure planning projects and processes that affect Toronto's interests		Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	
	Develop, evaluate and harmonize operational practices, standards, policies and guidelines across all functional areas		Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	
Infrastructure Planning, Programming and Budgeting	Maintain the City's Road Classification System and street centre-line data		Initiate and respond to requests from Councillors, residents and internal staff	Initiate and respond to requests from Councillors, residents and internal staff	Initiate and respond to requests from Councillors, residents and internal staff	Initiate and respond to requests from Councillors, residents and internal staff	

LEGEND

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
	Develop, support and advance environmental initiatives / objectives in the division including the coordination of environmental and climate change risk assessments		Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	
	Benchmark divisional services and assets		Initiate and complete per City Manager's office direction.	Initiate and complete per City Manager's office direction.	Initiate and complete per City Manager's office direction.	Initiate and complete per City Manager's office direction.	
	Negotiate boundary and service agreements with other jurisdictions		Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	Respond to requests for input within the specified timeframes (project-specific)	
Pedestrian & Cycling Infrastructure and Programs	Develop annual program to deliver the Toronto Bike Plan recommendations		1 annual program developed each year	1 annual program developed each year	1 annual program developed each year	1 annual program developed each year per the Ten Year Cycling Network Plan	
	Plan, design and implement new bike ways, trails, and on-street routes.		11km	11km	11km	60 km initiated per the Ten Year Cycling Network Plan	
	Plan and program installation of bicycle parking (multi-racks and on-street corrals)		100 multi-racks/5 bike corrals	100 multi-racks/5 bike corrals	100 multi-racks/5 bike corrals	100 multi-racks/5 bike corrals and development of Bike Parking Strategy in 2017/2018	
	Evaluate conditions and program annual State of Good Repair improvements for bikeways.		7 km	7 km	7km	20 km of bikeway upgrades per the Ten Year Cycling Network Plan	
	Advice or input to other divisions, agencies on cycling related requirements as part of planning projects		Respond to requests for input within allocated timeframes	Respond to requests for input within allocated timeframes	Respond to requests for input within allocated timeframes	Respond to requests for input within allocated timeframes	
	Deliver bicycle safety, education and promotion programs in partnership with internal and external stakeholders		4	4	4	4	

LEGEND

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Activity	Type	Sub-Type	Service Levels				Actuals
			2014	2015	2016	2017	2014-2016 data
	Missing sidewalk program		90.0%	90.0%	90.0%	90.0%	
	Pedestrian Safety and Infrastructure program		90.0%	90.0%	90.0%	90.0%	
	Technical Standards Development		90.0%	90.0%	90.0%	90.0%	
	Representing pedestrian issues in planning processes , TTC & Metrolinx projects , development review , city revitalization projects		90.0%	90.0%	90.0%	90.0%	
	AODA Compliance		90.0%	90.0%	90.0%	90.0%	
	Neighbourhood Infrastructure Improvement Program		90.0%	90.0%	90.0%	90.0%	
	Partnership Initiatives / Special Projects		90.0%	90.0%	90.0%	90.0%	
	Graffiti Management Plan		90.0%	90.0%	90.0%	90.0%	
	Interdivisional and Inter-Agency Coordination around Street Improvement		90.0%	90.0%	90.0%	90.0%	
	Street furniture - (Contractual Agreement) transit shelter, litter bins, benches, publication boxes, washrooms, info pillars, postering boards		95.0%	95.0%	95.0%	95.0%	