

IE8.6 - Attachment 3

Attachment 3 – Winter Maintenance Program Review Recommendations

| Recommendations | Response Timelines |
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| 1. Conduct a physical inventory of the 1,400 km of sidewalk that are currently not mechanically cleared to confirm the sidewalk segment lengths, widths and encroachments which will assist with program development. | Preliminary review to be undertaken in advance of the equipment test in the 2019/2020 season. Complete review for 2020/21 season. |
| 2. During the 2019 / 2020 winter season conduct a snow clearing trial program on approximately 250 km of the sidewalks which are currently not cleared to assess program feasibility, staffing, manual clearing, equipment and cost. | Equipment testing to commence in December, 2019 for 2019/2020 season. |
| 3. Initiate snow clearing on low volume sidewalks at a 2cm accumulation of snow (currently 8cm) to improve equity of service, safety, and pedestrian mobility. | As part of the 2020 Budget Submission, staff will recommend a harmonization of service levels. |
| 4. Review the efficacy of the Major Snow Storm Condition declaration and consider a more robust application of the program to improve parking control and snow clearing along major City routes. | Review to be undertaken in 2020. |
| 5. Review sidewalk encroachment management, resident responsibilities and bylaw control. | Review to be undertaken in 2020. |
| 6. Review the snow clearing LOS on cycle facilities to ensure current practices meet the needs of the cycle community. | Review to be undertaken in 2020. |
| 7. Review the application of “Design for Winter” principles to ensure the design of facilities consider unique winter maintenance needs for snow clearing and storage. | Review to be continuous as component of planning process for design of new infrastructure. |
| 8. The City should review the balance between in-house and contract staff within the winter maintenance program to ensure more staff are available during the winter fringe period. | Review to be undertaken in 2020. |
| 9. The City should review the retention of contractor equipment within the maintenance depots for possible deployment during major fringe weather events. | Partial implementation commencing 2019/2020 season. |
| 10. The City develop a comprehensive public advertising and communication plan to improve the public’s understanding of the City’s winter maintenance program policies, level of service, service delivery, activities and responsibilities. | To be developed for 2019/2020 winter season and remain in place for future years. |

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| As well, the realities of winter maintenance responses to major weather events needs to be better understood. | |
| 11. The City review the 311 response policies and phone script to ensure the services are meeting the needs of the residents and the winter maintenance program. | Review to be undertaken in 2020 in conjunction with 311. |