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March 25, 2025

Mr. John Elvidge, City Clerk
City Clerk's Office
100 Queen Street West
12th Floor, West Tower
Toronto, ON M5H 2N2

Dear Mr. Elvidge,

Re: Administrative Inquiry Regarding February 2025 Snow Events

Deputy Mayor Jennifer McKelvie submitted an Administrative Inquiry to seek information on the February 2025 Snow Events. This was the largest snow accumulation experienced in Toronto since January 2022. This letter provides a response to this request. It has been developed in collaboration with Transportation Services, Fleet Services, and Customer Experience Division.

Response

Please find below responses to each of the questions submitted.

1. Downtown Sidewalk Plowing

a. When did City Council pass the motion to start plowing downtown sidewalks?

City Council passed a motion to expand mechanical clearing on June 8th and 9th, 2021. The following was adopted:

City Council request the General Manager, Transportation Services, to expand the current mechanical sidewalk winter snow clearing service to the remaining approximately 1,300 kilometers of sidewalks currently not receiving this service, effective for the 2021/2022 winter season.

City Council request the General Manager, Transportation Services, to transition the current Seniors or Persons with Disabilities Sidewalk Clearing Program beginning for the 2021/2022 winter season to the proposed expanded and enhanced mechanical sidewalk winter snow clearing service.

b. When was the sidewalk plowing pilot conducted, what were the results, and when did plowing of all downtown sidewalks commence?

The Mechanical Sidewalk Winter Maintenance Trial began in February 2020 and continued through the 2020/2021 winter season. The trial was possible because staff, working with industry, found a piece of equipment produced by a German-based vehicle supplier that has a custom-built 42-inch wide body tractor, with plow, salter box, and blower. This equipment was procured for the trial as it is the only sidewalk plow with dimensions small enough to fit the City's unique sidewalk specifications, primarily found in Toronto-East York Community neighbourhoods. Initially, the city purchased nine sidewalk plows for the trial which was conducted in Wards 4, 8, 9, 11, 12, 14 and 19, with the nine routes covering a combined 231 kilometers of sidewalks. Between February 2020 and March 2021, the trial sidewalk clearing equipment was deployed for 16 separate events.

The majority of the winter events that occurred during the trial period received between 2 to 6 cm of snow accumulation. On February 15 and 16, 2021, approximately 10 - 15 cm of snow accumulated, which presented the most challenges for the nine sidewalk plows deployed during the trial.

The permanent mechanical clearing of all downtown sidewalks commenced during the 2021/2022 winter season. In mid-December 2021, thirty-four (34) machines were activated, and twenty-five (25) additional machines arrived ready to be deployed between January and February 2022.

In the report to City Council ([2021.IE22.13](#)) about the results of the pilot, Transportation Services highlighted challenges with the Mechanical Sidewalk Winter Maintenance Trial including:

- Difficulties clearing the sidewalks with the sidewalk clearing equipment during the February 15th and 16th, 2021 snow event, where there was approximately 10-15 cm of snow accumulation;
- A significant number of sidewalk obstructions hindering plow operations including narrow sidewalks, utility and signposts, encroachments of retaining walls, fences, gates, fire hydrants, and vehicle obstructions from on-street parking;
- Issues with clearing during waste collection day; and,
- Sidewalk clearing equipment operational challenges during heavy snow falls, such as lack of power, lack of traction, and failed hydraulic systems due to snow accumulations surpassing machine capacity.

c. What sidewalks in the City are cleared by in-house staff? (Please include maps)

Please maps in attachments C-G.

i) How many kilometers are cleared mechanically?

1,350 km

ii) *How many kilometers are cleared manually?*

111 km

d. For the February 2025 major snow events, what day was the first pass of all downtown sidewalk plowing completed? Was all equipment working? What additional rounds were conducted?

The initial sidewalk clearing deployments in the Toronto East York community neighbourhoods for the three (3) February winter snowfall events occurred on February 8th, 12th, and 15th. For each of the dates, two (2) rounds of salting and plowing were deployed for the downtown sidewalk areas.

Please see Appendix A for the timings of the deployments on February 8th, 12th, and 15th.

Transportation Services has a fleet of fifty-nine (59) pieces of winter sidewalk clearing equipment. The following information details the number of winter sidewalk clearing equipment that were dispatched ahead of each of the deployment. Thirty-four (34) pieces of in-house sidewalk equipment were operational and deployed on February 8th, thirty-six (36) pieces of in-house sidewalk equipment were deployed on February 12th and twenty-six (26) were deployed on the 15th. During the deployment of the equipment, availability of assets averaged 60% due to running repairs on assets throughout the operation. Downtime of these assets were attributed as follows:

- 60% due to vehicle issues (hydraulics, tires, and attachments failures); and
- 40% due to operational use (collisions, overloading, and broken components).

These challenges were consistent with the results of the sidewalk plow pilot reported in 2021 with snow accumulation over 15 cm.

2. Service Requests

a. What was the number of snow related 311 service requests by ward and complaint category (sidewalk, road, windrow, snow plowing vs removal) for:

- i) January 2022 major snow event*
- ii) February 2025 major snow event*

The following 311 winter service request data was sourced from Transportation Services work order management systems.

Table 1: Total Number of 311 Winter Service Requests – Citywide

Time Period	Total Number of 311 Winter SRs
Jan. 16 – Jan. 31, 2022	15,436*
Feb. 8 – Mar. 13, 2025	25,318**

*In 2022, the majority of Service Requests were submitted through calling in to 311, as the 311 App started in January 2022. In 2025, there are more channels and opportunities to submit a

Service Request. In addition, Transportation Services had just begun in-house sidewalk mechanical clearing for the 2021-2022 winter season and many residents may not have been aware of the expanded in-house sidewalk service.

**On February 19th inaccurate reporting in the media about the City plowing private driveways resulted in approximately 3,000 service requests to 311 for a service that the City doesn't provide. Nonetheless, these service requests were not cancelled, and staff did visit the locations.

Table 2: 311 Winter Service Requests: Total Number by Ward

Ward Number	2022: January 16 to January 31	2025: February 8 to March 13
01 Etobicoke North	467	430
02 Etobicoke Centre	530	1379
03 Etobicoke-Lakeshore	496	1333
04 Parkdale-High Park	655	1358
05 York South-Weston	1034	1014
06 York Centre	623	510
07 Humber River-Black Creek	443	354
08 Eglinton-Lawrence	984	1714
09 Davenport	1047	2035
10 Spadina-Fort York	251	862
11 University-Rosedale	591	1514
12 Toronto-St. Paul's	1397	1461
13 Toronto Centre	285	764
14 Toronto-Danforth	555	1760
15 Don Valley West	760	1045
16 Don Valley East	249	550
17 Don Valley North	285	407
18 Willowdale	508	448
19 Beaches-East York	816	1948
20 Scarborough Southwest	915	1088
21 Scarborough Centre	583	911
22 Scarborough-Agincourt	284	508
23 Scarborough North	359	537
24 Scarborough-Guildwood	509	584
25 Scarborough-Rouge Park	774	751
No Ward Information	36	53

Table 3: 311 Winter Service Requests: Total Number by Category

SR Category	2022: January 16 to January 31	2025: February 8 to March 13
Sidewalk	4719	10,186
Road	3616	6,191
Windrow	1880	3,824

Table 4: 311 Winter Service Requests: Total Number by District

District	2022: January 16 to January 31
Toronto and East York	5597
Scarborough	3424
North York	3409
Etobicoke and York	2970
District Information Not Available	36

District	2025: February 8 to March 13
Toronto and East York	11,702
North York	4674
Etobicoke and York	4510
Scarborough	4379
District Information Not Available	53

b. *What was the average response/resolution time for 2022 and 2025?*

Service levels for 311 winter service request problem codes only represent a typical winter event of 5-15cm snowfall accumulation. These service levels range from 24 hours to 72 hours to resolve the issue. Please see attachment B identifying the typical winter event Service Requests service level response times.

The Provincial Minimum Maintenance Standards for Municipal Highways sets the minimum requirements for snow clearing based on different road classifications. A Significant Weather Event declaration is made when a snowstorm or heavy snowfall is expected to disrupt normal snow clearing operations, resulting in longer timelines to clear roads. When a Significant Weather Event is declared, as was the case for the January 2022 and February 2025 winter events, these minimum standards are suspended as they do not reflect snow removal operations. The declaration allows the City to focus on clearing priority routes such as major roads and emergency routes first, which may lead to winter operations on other streets taking longer. Given the suspension of the service levels, there is no data available regarding the average response or resolution times for these events.

c. *What were the 311 blackout times for the 2022 and 2025 events?*

A 311-service request “blackout time” or “hold period” is a temporary period at the start of a winter event when new winter maintenance service requests (such as requests for snow clearing or salting) cannot be created, as winter equipment is deployed to provide winter clearing services. During this period, any caller to 311 is informed about ongoing winter operations by the customer service agent. This hold period is lifted once the majority of the activations are completed, allowing the winter services team to carry out operations. In 2022, the hold (blackout period) on winter service requests was from January 16, 2022, at 11:30 pm to January 20, 2022, at 9:49 am

In 2025, the holds (blackout periods) on winter service requests were from February 8, 2025, at 8:00pm, to February 9, 2025, at 6:20pm, from February 12, 2025, at 6:00pm, to February 14, 2025, at 8:30am, and from February 15, 2025, at 2:00 pm to February 17, 2025, at 8:00 pm.

3. Snow Removal

a. *What percentage of snow removal is done by in-house vs external contractor?*

Snow removal operations are only implemented when the City receives an extreme major snowstorm event accompanied by cold winter conditions and there is insufficient storage for accumulated snow in key areas across the city. Once prior salting and plowing operations are completed, snow removal operations commence, that involves the use of snow blowers, front end-loaders, and dump trucks to physically remove snow from a location and transported to designated snow storage sites. Snow removal is a complex and time-consuming operations that can take weeks to complete based on the snowstorm accumulations and conditions.

Snow removal operations are performed by both Transportation Services in-house and contractor crews. 70% is performed by contractor crews while approximately 30% is undertaken by Transportation Services in-house staff crews.

b. *What criteria is used to initiate snow removal operations?*

Transportation Services may implement small-scale snow removal operations for events under 25 cm of snow to ensure infrastructure is safe and accessible, typically sidewalks on bridge decks and cycling infrastructure.

To initiate full scale, City-wide snow removal operations, the following criteria is used:

- A minimum of 25 cm of snowfall accumulation for a single winter storm or combined accumulation for multiple winter storms within seven to ten days
- Weather conditions (cold forecasted temperatures)
- Identification of infrastructure and classification areas where snow storage capacity is affected thus requiring removal as per City Council approved guiding principles (see below).

Transportation Services staff will present further details on how and when the snow removal criteria were used for the February 2025 winter events and offer suggestions for refinements for future applications.

c. What is the criteria used for prioritization of snow removal routes?

When developing a snow removal operations plan for a major snowstorm event, staff apply the guiding principles approved by City Council in July 2024 ([Annual Winter Maintenance Report](#)) known as the Major Snow Response Principles:

1. **Safety** – Prioritize snow removal in areas that present the greatest safety risks.
2. **Access** – Minimize the time to remove snow-related barriers to emergency and essential services, including transit routes and stops
3. **Mobility** – Ensure that snow removal activity serves everyone in a way that recognizes the needs of each mode of travel.
4. **Environment** – Mitigate operational impacts on the environment while facilitating safe travel paths. Preserve snow covering on natural landscaping where possible
5. **Efficiency** – Optimize operations to minimize the duration of disruption caused by major snow accumulation, leveraging existing resources to their optimum level. Engage the public in removing obstructions (such as parked cars) as required.
6. **Communication** – Communicate clearly with the public on multiple platforms and in multiple languages to advise of progress in removing snow and to manage expectations for timing of snow removal. Communicate the importance for all users of our street to stay alert. Coordinate action among City staff, service providers and partner agencies.

Based on the six principles the following locations and infrastructure are prioritized:

- **Main street sidewalks and around Pedestrian Signals**, to provide safe movement and access to services, and to support transit use and equity needs (including for people living with disabilities, and gender equity needs);
- **Surface transit stops**, including streetcar stops, and bus stops to provide safe access to transit services;
- **Hospitals and Emergency Services** stations to support continuity of access to emergency services, including sidewalks and boulevards next to parking locations adjacent to hospitals;
- Pedestrian crossing intersections in **school zones**, school bus loading zones and on-street parking and loading in school zones, including the sidewalk and boulevards adjacent to these spaces to provide safe access to schools;
- **Bikeways** to facilitate safe and passable cycling conditions, recognizing that bicycle design makes users of bicycles more vulnerable to slippery and uneven surfaces, and;
- **Roads with limited snow storage capacity**, recognizing that certain roads have more snow storage capacity.

d. What is the prioritization in each ward? (Please include maps)

Transportation Services applies a City-wide approach following the City Council adopted principles mentioned above and each ward's unique geographical and infrastructure differences, such as monolithic sidewalks, boulevards and permitted parking.

For example, wards with streetcar routes and more designated Major Snow Routes have more equipment and staffing resources to ensure those streets receive priority. In contrast, suburban wards with more limited or no streetcar routes, often have more high-priority bridges that people rely on for connectivity.

Attached are ward maps that highlight City-wide priorities in each ward.

e. How long does snow removal operations take with existing resources and what is the cost?

The timeline for a snow removal operation depends on the amount of snow received, subsequent weather conditions and other unique characteristics, such as monolithic sidewalks, boulevards and complete streets design. For the February 2025 event, Transportation Services aimed to complete the removal operations within 21 days, however it was completed within 18 days.

The snow removal costs for 2022 was approximately \$17 million. The costs for the February 2025 snow removal operations is still to be determined but will be presented in the July Annual Winter Maintenance report.

f. What would be involved in developing a service standard for snow removal?

There currently are no City Council approved service levels for snow removal operations. There are challenges with developing snow removal standards because the operations are highly dependent on snowstorm accumulations, weather conditions and potential challenges, such as illegal snow dumping, illegally parked vehicles and limited snow storage capacity.

Transportation Services will present options for City Council's consideration in the July 2025 Annual Winter Maintenance report. These will be based on the existing City Council approved guiding principles, priorities and the following factors:

- Performance obligations such as specified timelines and outcomes for various snow fall accumulations, weather conditions, infrastructure categories and locations
- Resources – equipment and staff – needed to meet performance obligations
- Impacts to the existing winter servicing contracts based on the recommended service enhancement
- Analysis for additional contractor and in-house crews capacity
- Determine if Transportation Service's existing snow storage facilities have enough capacity to handle more volume of removal or if additional land is required for additional snow storage
- Review existing by-laws and determine if changes are required to meet the performance obligations. For example, additional parking prohibitions may need to expand to local roads to allow removal on sidewalks adjacent to on-street parking.
- Consideration of other external factors, such as coordination with other Toronto Divisions and Agencies (Toronto Police Services and the TTC), enhanced towing services, and flexibility to pivot for other urgent needs such as major events or accidents.

g. What is the cost of having the equipment and personnel on standby all winter?

For the existing winter maintenance contracts, the daily/stand-by rate for all standard winter maintenance equipment and personnel accounts for approximately 85% of total annual contract costs. In 2025, this will amount to \$107.9 million of \$126.9 million. The balance is committed for operating costs for actual equipment activations.

For the upcoming Annual Winter Maintenance report staff will present various snow removal options and will include anticipated daily/stand-by rates for additional snow removal equipment and personnel paid annually regardless of an activated or not.

4. Contracts

a. What audits of the winter maintenance program and contracts has already been undertaken?

There have been three audits undertaken by the Auditor General Office (AGO) with respect to the Winter Maintenance program – two of which were focused on Transportation Services and the third focused on Purchasing and Materials Management Division. In addition to these three audits, the AG has completed two follow-up reports and started work on a third follow-up report in 2024 that has yet to be completed.

1. [Audit of Winter Road Maintenance Program - Phase One: Leveraging Technology and Improving Design and Management of Contracts to Achieve Service Level Outcomes - 2020](#)
 - This audit focused on using technology for improved contract management as well as recommendations to be incorporated into new contracts. Twenty-two recommendations were made and all have been fully implemented.
2. [Winter Road Maintenance Program - Phase 2 Analysis: Deploying Resources - 2021](#)
 - This audit identified four recommendations to Transportation Services during the procurement process for the new contracts. These four recommendations have been fully implemented.
3. [A Review of the Procurement and Award of the Winter Maintenance Performance-Based Contracts - 2023](#)
 - The objective of this audit was to assess whether the City's NRFP procurement process for the provision of winter maintenance services was conducted in a fair, open, and transparent manner and resulted in 16 recommendations for PMMD.
4. [Winter Maintenance Program Follow-Up: Status of Previous Auditor General's Recommendations & Processes to Hold Contractors Accountable to New Contract Terms - 2023](#)
 - This follow-up report addresses City Council's December 2021 decision for the Auditor General to review the terms of the new winter maintenance contracts (2022-2032) against previous recommendations, and to review current Transportation Services' contract management processes to hold winter maintenance contractors accountable to the contract terms. This report also provided the status of recommendations from two previous Auditor General's reports on the City's winter maintenance program. This report resulted in four additional recommendations, all of which have been fully implemented.

5. [Update to Winter Maintenance Program Follow-Up: Change in Contract Terms - 2023](#)

- This report by the Auditor General provides City Council with information about changes to the liquidated damages specified in the current winter maintenance contracts.

The Auditor General has initiated a review on the status of 16 of their recommendations that the Division has identified as being fully implemented.

b. *What are the key differences between the current and previous winter maintenance service contracts?*

Key differences are as follows:

Table 5: Contract Comparison: 2015 – 2021 Contracts vs. 2022 – 2029 Contracts:

	2015 – 2021 Contracts	2022 – 2029 Contracts
Number of Contracts	<ul style="list-style-type: none"> • 47 • Reduced accountability: <ul style="list-style-type: none"> ○ Wards serviced by multiple contractors ○ Multiple and different contractors providing singular service (salting) for a specific infrastructure 	<ul style="list-style-type: none"> • 11 • Improved accountability: <ul style="list-style-type: none"> ○ Wards serviced within a specific zone by a singular contractor ○ Single contractor providing all services for all infrastructure within the ward
Performance Based	<ul style="list-style-type: none"> • Payment only based on hours work • No mandated service levels • Few Liquidated Damages 	<ul style="list-style-type: none"> • Payment based exclusively on mandated levels of service, not hours worked • Contractor's performance and payment based on satisfying specific performance requirements: <ul style="list-style-type: none"> ○ Maximum operating time ○ Desired pavement outcome • Deficiencies (missed road) resolved at no cost to the City of Toronto • 10 Liquidated Damages
Technology – GPS Requirements	<ul style="list-style-type: none"> • Minimal GPS technology used and not enforced 	<ul style="list-style-type: none"> • All winter maintenance equipment installed with precise City authorized GPS technology. • Verification for payment purposes • Service levels verification based on GPS data • Tracking equipment locations and activations • Salt material usage

Contract Language	<ul style="list-style-type: none"> Varied and inconsistent amongst the 47 contracts 	<ul style="list-style-type: none"> Consistent and simplified language for all contracts Precise metrics for levels of service to hold contractors accountable All contracts equally structured Flexibility regarding winter season schedules to reflect weather patterns
Equipment	<ul style="list-style-type: none"> Specified Brands, types and customized 	<ul style="list-style-type: none"> Supplier provides equipment from specified options and infrastructure specifications. Allows for industry best practices, such as combined salter/plow units
Facility	<ul style="list-style-type: none"> Multiple contracts shared use 	<ul style="list-style-type: none"> Dedicated facilities and dedicated salt sources for single contractor
Other Procurement Opportunities	<ul style="list-style-type: none"> RFQ – Restrictive bids Contractors overlapping same area 	<ul style="list-style-type: none"> nRFP – allows creative and innovative proposals, including: <ul style="list-style-type: none"> Volume discounts/rebates Offseason depot lease revenues Technology pilots

c. *Were there any incidents during the February 2025 event that will result in the City being able to fine a contractor? Has the contract management approach been reviewed by the Auditor?*

The Auditor General has made a number of recommendations related to contract management approach based on the audits noted above. These span a number of areas related to staff procedures, inspections, application of liquidated damages / identification of contractor deficiencies, training, and the use of technology. In addition to the Auditor General’s recommendations, the Corporate Compliance unit within Transportation Services plays an important and ongoing role to actively review winter maintenance activities against standard operating procedures and Auditor General’s recommendations so that any areas for improvement are proactively identified and resolved.

d. *Do all vehicles have GPS tracking?*

All winter maintenance contracted equipment and in-house winter equipment have GPS tracking equipment. The additional trucks used for snow removal hauling (i.e. dump trucks) do not have GPS. Every morning the GPS equipment is confirmed to be functioning by City and contractor staff through an automated reporting system.

5. Extreme Weather Response

a. *What new measures were implemented as part of the City’s commitment to continuous improvement following the 2022 winter storm?*

Since the January 2022 Winter snowstorm Transportation Services has:

- Awarded the new performance-based winter maintenance services contracts
- Reviewed and updated 311 problem codes to reflect the reality of operations and service standards.
- Added more capacity for in-house crews hiring 250 seasonal staff to operate sidewalk clearing equipment and assist with snow removal activities
- Adopted applicable by-laws to proactively declare a major snowstorm condition to prohibit parking and allow snow clearing operations to be more effective.
- Ensures a City-wide snow removal approach based on city council approved guiding principles, location and infrastructure priorities

b. *How many cars were ticketed or towed in 2025 vs. 2022?*

Table 6: Vehicles Ticketed and Towed 2022 vs 2025

	2022	2025
Tickets	43	3,633
Tows	13	74

Sincerely,



Paul Johnson
City Manager

cc:

Will Johnston, Deputy City Manager, Infrastructure Services
 Barbara Gray, General Manager, Transportation Services
 Roopy Chhina, Interim Executive Director, Customer Experience Division
 Abi Thomas, General Manager, Fleets Services

ATTACHMENTS

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- Attachment A: Map of Sidewalk Locations Currently not Receiving Mechanical Winter Maintenance
 - Attachment B: Winter Maintenance (Salting and Plowing) Service Request Problem Codes and Service Levels
 - Attachment C: In-House Sidewalks_Feb_28_2025_Citywide
 - Attachment D: TEY Inhouse Maps
 - Attachment E: North York Inhouse Maps
 - Attachment F: Etobicoke Inhouse Maps
 - Attachment G: Snow Removal Plans – maps

APPENDIX A – Sidewalk Clearing (salting and plowing) for Toronto East York Community Neighbourhoods

Timing of Rounds for Feb. 8, 12 and 15, 2025

Feb. 8:

Contract Area	Date	Round	Start Time	End Time
TOA1-3 (Wards 14 and 19)	Feb. 8, 2025	1	11:15 pm (Feb. 8)	12:38 pm (Feb. 9)
TOA1-3 (Wards 14 and 19)	Feb. 8, 2025	2	8:45 pm (Feb. 9)	8:32 am (Feb. 9)
TOA1-4 (Wards 10, 11 and 13)	Feb. 8, 2025	1	9:42 pm (Feb. 8)	10:17 am (Feb. 9)
TOA1-4 (Wards 10, 11 and 13)	Feb. 8, 2025	2	10:00 pm (Feb. 9)	6:57 am (Feb. 10)
TOA1-5 (Wards 4, 9 and 12)	Feb. 8, 2025	1	9:42 pm (Feb. 8)	8:35 am (Feb. 9)
TOA1-5 (Wards 4, 9 and 12)	Feb. 8, 2025	2	10:00 pm (Feb. 9)	4:09 am (Feb. 10)
In-house (Wards 4, 5, 8, 9, 11, 12, 14, 15 and 19)	Feb. 8, 2025	1	7:30 pm (Feb. 8)	5:30 am (Feb. 10)

Feb. 12:

Contract Area	Date	Round	Start Time	End Time
TOA1-3 (Wards 14 and 19)	Feb. 12, 2025	1	9:51 pm (Feb. 12)	4:40 am (Feb. 13)
TOA1-3 (Wards 14 and 19)	Feb. 12, 2025	2	9:45 pm (Feb. 13)	11:47 am (Feb. 14)
TOA1-4 (Wards 10, 11 and 13)	Feb. 12, 2025	1	10:00 pm (Feb. 12)	12:04 pm (Feb. 13)
TOA1-4 (Wards 10, 11 and 13)	Feb. 12, 2025	2	9:18pm (Feb. 13)	10:17 am (Feb. 14)
TOA1-5 (Wards 4, 9 and 12)	Feb. 12, 2025	1	10:02pm (Feb. 12)	1:07 pm (Feb. 13)
TOA1-5 (Wards 4, 9 and 12)	Feb. 12, 2025	2	9:00pm (Feb. 13)	9:09 am (Feb. 14)
In-house (Wards 4, 5, 8, 9, 11, 12, 14, 15 and 19)	Feb. 12, 2025	1	7:30 pm (Feb. 12)	2:30pm (Feb. 14)

Feb. 15:

Contract Area	Date	Round	Start Time	End Time
TOA1-3 (Wards 14 and 19)	Feb. 15, 2025	1	2:08 am (Feb. 16)	1:00 pm (Feb. 16)
TOA1-3 (Wards 14 and 19)	Feb. 15, 2025	2	12:01 am (Feb. 17)	4:15 pm (Feb. 17)
TOA1-4 (Wards 10, 11 and 13)	Feb. 15, 2025	1	12:09 am (Feb. 16)	11:26 am Feb. 16)
TOA1-4 (Wards 10, 11 and 13)	Feb. 15, 2025	2	12:01 am (Feb. 17)	1:53 pm (Feb. 17)
TOA1-5 (Wards 4, 9 and 12)	Feb. 15, 2025	1	11:31 pm (Feb. 15)	9:38 am (Feb. 16)
TOA1-5 (Wards 4, 9 and 12)	Feb. 15, 2025	2	11:52 pm (Feb. 16)	12:29 pm (Feb. 17)
In-house (Wards 4, 5, 8, 9, 11, 12, 14, 15 and 19)	Feb. 15, 2025	1	8:00 pm (Feb. 15)	2:30 pm (Feb. 19)