

Attachment 3 - Summary of Existing Investigation and Implementation Service Levels

Vision Zero Road Safety Improvement	Typical Existing Service Level Timeframe		Notes/Conditions	Recent Key Process Improvements Implemented by Transportation Services
	Investigation	Implementation		
<p>Intersection Stop-Control</p> <p>Other Signage and Pavement Marking Improvements</p>	9 months	4 months	<ul style="list-style-type: none"> • Signage can be installed year-round. • Pavement marking installation is weather-dependent and typically seasonal between May 1 and October 31. 	<ul style="list-style-type: none"> • Organizational changes to speed up delivery, including staff designated for Vision Zero Road Safety improvements. • Technology updates to improve work order creation, reduce errors, and improve communication. • Additional contracted resources to address a backlog of pavement marking work orders.
<p>Drop Curbs and Concrete Pads</p> <p>(e.g. at new or existing stop-controlled approaches or intersections)</p>	9 months	6-16 months	<ul style="list-style-type: none"> • New drop curbs and concrete pads can typically be installed in the year following investigation (April to November, dependent on weather), pending capacity. • Installation in locations with near-term road works or other capital projects are deferred and bundled with planned capital project delivery. 	<ul style="list-style-type: none"> • Technology updates to manage requests across multiple units and track Key Performance Indicators. • New roster-based contract procurement increases frequency of project intake, which also enhances flexibility and speeds up delivery.
<p>Traffic Signals</p> <p>Pedestrian Crossovers</p>	9 months	9-18 months	<ul style="list-style-type: none"> • City Council directed Transportation Services to develop an action plan to accelerate implementation to 8 months or less (2020.IE13.8). • Transportation Services has not been able to meet this timeframe due to the complexity of the design process. • Construction challenges also lead to delay due to weather, work zone conflicts, and coordination with Toronto Hydro. 	<ul style="list-style-type: none"> • Early communication between the investigation and implementation team helps to ensure that the detailed design can start as early as possible. • Construction roster established to streamline procurement for detailed design. • Early engagement and coordination with Toronto Hydro, TTC, and Transportation Services Work Zone Coordination to identify potential conflicts and delays. • Over the last 2 years, delivery times have improved, indicating positive momentum. Design can typically be completed in 6 months following approval, and then locations are programmed for installation within the 10-year capital plan.

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Traffic Calming – Speed Humps and Speed Cushions	12 months	6-16 months	<ul style="list-style-type: none"> Speed humps and speed cushions approved by Community Council can typically be delivered by the end of the next construction season (April to November), subject to sufficient budget availability. According to the Council-adopted 2023 Traffic Calming Policy, any approved locations not able to be installed in a given construction season will be delivered the following year. Locations may be deferred up to 3 years in the event that a location is scheduled for planned capital road works. 	<ul style="list-style-type: none"> Staff are utilizing a new work management system to manage requests across multiple units, provide real-time data tracking and generation of Key Performance Indicators, and assist with request tracking and estimation for contracted delivery of speed humps and speed cushions. Multi-year delivery contracts have been established to help maximize the number of new speed humps and speed cushions that can be delivered across multiple years, as well as reduce potential delays due to procurement. A new request and asset-tracking database has been developed to manage the workflow of Traffic Calming installation, which helps to reduce potential sources of error and delays to delivery of speed humps and speed cushions. The Council-adopted 2023 Traffic Calming Policy update (2023.IE7.4) also included changes that streamlined the investigation and reporting steps.
Curb Extensions Raised Crosswalks and Intersections Intersection Reconfigurations and Normalizations Truck Aprons Left-Turn Calming	9 months	Capital program: approximately 5 years for high-priority projects Quick-build safety improvements (paint and bollard): 6-16 months Small-scale civil construction roster: 12-24 months	<ul style="list-style-type: none"> Investigation of Geometric Safety Improvements are coordinated through the Transportation Safety Local Improvement Program (TSLIP). Typical implementation service level for an accepted TSLIP application is dependent upon its priority within the capital program, opportunities to bundle with other projects, the identified delivery mechanism, and available funding. Majority of accepted TSLIP applications are scheduled for delivery through capital program. Service level timeframe for high-priority projects is approximately 5 years. Quick-Build Safety Improvements have a typical service level timeframe of 6-16 months, with delivery occurring seasonally between May 1 and October 31. Other high-priority locations where capital work is not programmed in the next 5-10 years may be delivered as part of the small-scale construction roster with a 12- to 24-month service level timeline. 	<ul style="list-style-type: none"> Quick-Build Safety Improvement program has been developed to use 'quick-build materials' to deliver targeted safety improvements in the near-term and create the ability to test design assumptions before a project is made permanent through capital construction. Small-scale civil construction roster developed to increase and improve delivery of small-scale, immediate safety priority improvements that would otherwise not be suited to capital construction by Engineering and Construction Services.

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Traffic Signal Timing Modifications	1 to 9 months, combined		<ul style="list-style-type: none"> • Requests that are safety-related are given the highest priority, followed by requests related to addressing congestion-related concerns. • Signal timing modifications are also completed proactively through signal coordination studies and capital projects. Requests located on a corridor scheduled for upcoming signal coordination study may be deferred and bundled with the broader corridor study. 	<ul style="list-style-type: none"> • Dedicated staff designated to evaluate service requests for signal timing modifications related to Vision Zero Road Safety improvements. • Changes to Transportation Services' data collection program have improved processing time for data required for signal timing modifications, resulting in improvements in service level timeframes.