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Infrastructure and Environment Committee

City of Toronto

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Re: IE27.1 – Winter Maintenance and Snow Clearing Feedback

Dear Members of the Infrastructure and Environment Committee,

Adam Roy Cohoon believes that the City has shown significant improvement in its snow-clearing efforts within Adam's community during the 2026 winter season. Adam currently assigns the City's performance a mark of 65%. While a 60% score is often what teachers require to demonstrate basic functional skills, Adam believes the City is now at a level where these skills are being proven.

Adam has found that while Adam can generally navigate the city, high snow banks continue to pose challenges, especially during windy conditions where snowdrifts and piles of snow can collapse onto cleared paths.

To better support residents with disabilities, Adam emphasizes the need to integrate snow-clearing data more effectively with 311 services. Adam recommends that the City develop a user account or profile system for 311 that would allow people with disabilities to store accessibility information, making the request process more accurate and efficient. Adam also

suggests that improved data collection could help the City identify "hot spots" for more targeted clearing. Adam notes that these concerns are shared by other individuals with disabilities who contacted Adam after Adam's appearance on City TV.

Furthermore, Adam advocates for stronger communication across all City departments, including Transportation Services. Adam suggests utilizing digital platforms and blog posts to provide regular updates on the work being performed. Adam draws a parallel to the communication channels used during the COVID-19 crisis as a model for transparency. Adam compares the current need for transparency to the educational practice of requiring students to "show their work" rather than just providing the final result. By providing regular updates on the process of clearing and removal, the City can build public confidence and accountability, especially when questions arise regarding the final results.

Adam thanks the Committee for its efforts and acknowledges the progress made since last year.

Sincerely,

Adam Roy Cohoon

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