

MOTION WITHOUT NOTICE

Accelerating sod repairs resulting from snow clearing

Moved by: Councillor Crisanti

Seconded by: Councillor Holyday

Summary:

- As Toronto leaves behind the 2025/26 Winter season, now is the time to start planning for repairs to sod damage resulting from snow-clearing operations.
- When a customer contacts 311 to report sod damage, 311 communicates Transportation Services' service standard of up to 12 months for completing repairs. For a simple repair that can happen in a matter of weeks following the Winter season, this 1-year timeframe is unacceptable. Torontonians deserve a faster and more realistic turnaround time so that they can enjoy their neighborhoods as we head into the Spring/Summer months.
- By giving sod damage caused by sidewalk plows a dedicated service request code, it would be easier to sort through repairs and address sod damage in a timely manner.
- If passed, this motion would enable improved customer service that explicitly targets sod damage, making it easier and faster to complete these repairs within a realistic timeframe.

Reason for Urgency:

- To ensure that sod repairs resulting from sidewalk snow plow damage in the preceding winter season are completed by June 30 of this year.

Recommendations:

1. City Council direct the General Manager, Transportation Services, in consultation with the Executive Director, Customer Experience, to create a dedicated service request (problem) code for sod damage caused by sidewalk snowplows, and to ensure that sod repairs resulting from sidewalk snow plow damage in the preceding winter season are completed by June 30 of each year.

Date: March 25th, 2026