

Appendix B – Municipal Service Level Comparison

Municipality	Features	Service Level	Completion Time	Comments
Mississauga	Priority sidewalks on major routes, bus stops and pedestrian crossings Residents are responsible for clearing non-priority sidewalks which is any road/sidewalk not on a major route, transit route of school	Less than 8 cm - Salt only 8 -15 cm plow and salt 15 -30 cm plow and salt 30 cm or more plowing and salting	24 hours from the end of the event 36 hours from the end of the event More than 36 hours after the event	Damaged equipment and damage to City infrastructure i.e. curb and sidewalk as a result of uneven surfaces
St. Catharines	Sidewalks cleared on City owned property only Downtown walkways plowed when road plowing operations are started on secondary routes Property owners are responsible for all sidewalks adjacent to their property	After any accumulation	Within 24 hours of snow falling	Present cost \$2,100/lane km

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Burlington	City plows all sidewalks on Arterial, Collectors and residential roads Only after the adjacent road has been plowed	Plowing starts at a minimum 5 cm accumulation	Within 24 hours from the end of snow falling Larger events 12- 30 cm of snow – 36 hours from the end of the snow	Spring cleanup costs associated with sod replacement Balancing the workforce between road plowing and sidewalk plowing
Oakville	Primary and secondary sidewalks Residential sidewalks	Plowing starts after 5 cm of accumulation and once roads are cleared Plowing starts at 8 cm of accumulation and once roads are cleared	Material application is only placed on primary and secondary sidewalks	
London	City plows all sidewalks on arterials, collectors and residential roads	Plowing starts at 8 cm accumulation and plowed to a snow packed service level	City must clear within 48 hours after a snow event	Present cost \$1350/lane km
Toronto	Clear all sidewalks where it is mechanically possible to do so No service on local streets downtown. All arterials downtown receive mechanical clearing	Plowing starts at 2 cm accumulation on high volume sidewalks i.e. arterials, bus routes 8 cm on low volume sidewalks	Toronto has developed a sliding scale based upon accumulation and road classification	Toronto offers a program to seniors and the disabled in the Downtown area where they do not provide the mechanical sidewalk plowing service. Staff will report to Council later this year to formally change the activation of sidewalk snow clearing equipment to 2 cm accumulation for all sidewalks