

SUBJECT: Streetlighting Maintenance Program Service Levels, Asset Management and Service Provider Transition (PW07024) - (Ward 2) - Page 9 of 9

Appendix "A"

Streetlighting Maintenance Standards

1. Description and Purpose

(Explain why this policy is required and what it should accomplish)

This definition explains the service to be provided for maintaining streetlighting and associated electrical devices.

2. Scope

(Define which sections and which individual employees are impacted by this policy)

Applies to: <input type="checkbox"/> All Sections <i>or</i> <input type="checkbox"/> Roads <input type="checkbox"/> Parks <input type="checkbox"/> Forestry <input checked="" type="checkbox"/> Traffic <input type="checkbox"/> Horticulture <input type="checkbox"/> Cemeteries <input type="checkbox"/> Business Services

This standard applies to maintenance activities only, not to capital projects such as new lighting installations or replacements.

The elements to be maintained include streetlighting arms and fixtures, as well as the poles and underground wiring systems which are owned by the City of Hamilton.

3. Objective:

The primary objective for streetlighting maintenance is to have all equipment in proper working order at all times. This maximizes safety for the system users.

4. Service Level Standards:

A. BURNT-OUT OR "CYCLING" LIGHTS, PUBLIC OR STAFF COMPLAINT

- The service level standard is a response to the call by a maintenance crew visiting the site within five working days.
- Repairs should be affected at the time of the first maintenance call 95% of the time.

B. PATROL FREQUENCY

- Night patrol for burnouts or cycling lights should be conducted monthly, such that all streetlights in the City are observed in a "drive-by" inspection 12 times per year.
- Day patrol for lights that remain on improperly should be conducted twice per year.

C. BURNT-OUT OR "CYCLING" LIGHTS, FOUND VIA PATROL

- All lights identified as defective through proactive patrol should be repaired within two weeks of the end of the patrol cycle
- The goal is to identify 100% of burn-outs and at least 50% of cycling lights on the first patrol after the light becomes defective

D. LOCATES

- Emergency locates are to be completed within two hours of contractor notification
- Priority locates are to be completed within the timeframe defined by Ontario One-Call (1 to 5 days, as defined by Priorities 1-5)
- Regular locates are to be completed within five working days of contractor notification

5. Associated Documents

City RFP C11-81-06

6. Revision History

Revision Number	1	Revision Date	2007.01.24
Developed By	Hart Solomon	Title	Manager Traffic Engineering & Operations
Approved By		Title	
Signature		Date	