

Appendix “D”

Future Potential Levels of Service Opportunities (2024 onwards)

Item	Issue	2023/2024 Action Plan	Future Opportunities
HSR transit stops including boarding access	<ul style="list-style-type: none"> Clearing of windrows around HSR transit stops to City Approved Service Level Enhancement Approved service level enhancement to clear windrows within 24 hours after the completion of a snow event with current staffing and equipment is difficult to meet This is an enhanced level of service greater than MMS 	<ul style="list-style-type: none"> Prioritize inspection/patrol at HSR stops with high ridership after a snow event Activate current contract earlier and more frequently during a snow event. <p>This will result in increased contract costs</p> <ul style="list-style-type: none"> Continue to work with HSR on accessing stops/ramps Contractor now to use digital logs for winter and summer operations to assist with achieving level of service New internal storm dashboard indicates percentage of roads completed Shifting existing staffing resources to assist with sidewalk inspection ensuring issues are rectified quickly 	<ul style="list-style-type: none"> Option 1 - Increase the quantity of equipment and staffing under the existing sidewalk clearing contract Timing to implement:2024/2025 Estimated Cost: \$5.46M Reduction of route length in current and future contracts Public facing dashboards; future implementation TBD <p>OR</p> <ul style="list-style-type: none"> Option 3 – Increase the quantity of equipment and staffing under a new contract to clear all 2,468 km of sidewalks Timing to implement:2027/2028 Estimated Cost: \$11.7M

			<ul style="list-style-type: none"> Public facing dashboards; future implementation TBD
Controlled crosswalks, crosswalks with stationed crossing guards, school crossings, sidewalks with sloped access, neighbourhood pedestrian and multimodal pathways	<ul style="list-style-type: none"> Clearing of windrows around crosswalks to City Approved Service Level Enhancement Approved service level enhancement to clear windrows within 24 hours after the completion of a snow event with current staffing and equipment is difficult to meet This is an enhanced level of service greater than MMS 	<ul style="list-style-type: none"> Prioritize inspection/patrol after a snow event Activate current contract earlier and more frequently during a snow event. This will result in increased contract costs Work with crossing guards to have any issues flagged with windrows on crosswalks Contractor now to use digital logs for winter and summer operations to assist with achieving level of service New internal storm dashboard indicates percentage of roads completed Shifting existing staffing resources to assist with sidewalk inspection ensuring issues are rectified quickly Declare a significant weather event 	<ul style="list-style-type: none"> Option 1 – Increase the quantity of equipment and staffing under the existing sidewalk clearing contract Timing to implement:2024/2025 Estimated Cost: \$5.46M Public facing dashboards; future implementation TBD <p>OR</p> <ul style="list-style-type: none"> Option 3 – Increase the quantity of equipment and staffing under a new contract to clear all 2,468 km of sidewalks Timing to implement:2027/2028 Estimated Cost: \$11.7M Reduction of route length in current and future contracts Public facing dashboards; future implementation TBD

School Zones	<ul style="list-style-type: none"> Clearing operations follow a hierarchy based on roadway classification, which yields perceived service disparities among schools, given their diverse roadway classifications 	<ul style="list-style-type: none"> Start winter routes at roads around schools and work way out where practicable Sidewalk contractor now to use digital logs for winter and summer operations to assist with achieving level of service New internal storm dashboard indicates percentage of roads completed 	<ul style="list-style-type: none"> Option 2 - Enhance the Level of Service around School Zones Timing to implement: 2024/2025 Estimated Cost: \$12 to \$13 million Speak with schoolboards on enhanced levels of service that they can assist with and City to reimburse
Municipal Law Enforcement	<ul style="list-style-type: none"> Municipal Law Enforcement to enforce sidewalks under the Snow and Ice By-law 	<ul style="list-style-type: none"> Transportation to continue to notify Municipal Law Enforcement of all non-compliances seeking resolution Bylaw Services will give residents 24 hour notice to clear sidewalks 	<ul style="list-style-type: none"> Option 4 – Transportation Staff to work with Municipal Law Enforcement on enhanced enforcement opportunities Municipal Law Enforcement may enhance enforcement efforts by proceeding with fines and charges
Residential driveway windrow snow removal	<ul style="list-style-type: none"> Councillors requested staff to investigate options on clearing windrows, after issuing the 2023 motion to staff. 	<ul style="list-style-type: none"> Snow Angels program Pilot is not an option for 2023/2024 due to purchase of specialized equipment 	<ul style="list-style-type: none"> Option 5 - City-wide driveway windrow clearing program Timing to implement: 2024/2026 Estimated Cost: \$24 - \$27 million annually

			+ claims for property damage
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