

HSC23022(a)



Hamilton

SNOW ANGELS PROGRAM SUSTAINABILITY

Emergency and Community Services
Committee Meeting
September 21, 2023

Why we are here

On May 4th, 2023, the Emergency and Community Services Committee requested that staff consider the feasibility of a City contract and external contractors for snow removal options, and the options in the original report (#HSC23022) with a report back to the Emergency and Community Services Committee.

Program Background

- In 2005 By-law No. 03-296 (Snow & Ice)
- In 2005, the Snow Angels Program was approved by Council

Current Service level:

1. Shovel the sidewalk to satisfy the by-law (down to the pavement, snow and ice cleared from edge to edge).
2. Clear the windrow.
3. Clear a pathway to main access point of the home (stairs and walkway).

All the above after a cumulative snowfall of 3 cms or more and cleared within 24 hours.

Subsidy Program Highlights

- Consistent and sustainable model for service delivery
- All qualified residents have an equal opportunity to access the subsidy
- Removes risk from the City
- Residents who exhaust the subsidy before the end of the snow season could access other community-based programs

Cost breakdown for Recommendation (a)

Number of Residents	144
Staffing required	0.5 Case Aide
Staffing costs	\$45,344
Program costs	\$65,966
Total	\$111,310

*no net levy impact

Program Challenges

- Lack of available volunteers
- Difficulty maintaining recipient-volunteer matches based on geography
- Inconsistent service due to injury or fatigue (especially as the winter season goes on)
- Snow removal is not guaranteed

Community Snow Clearing Programs

Agency	Service level	Who removes the snow?
Snow Angels Canada* www.snowangelscanada.ca	Snow Removal Service	Volunteers
St. Joseph's Home Care	Referral Service	Private Contractors Volunteers
Flamborough Connects	Sidewalk, driveway, and path to door	Volunteers
Stoney Creek Seniors Outreach	Sidewalk, driveway, and path to door	Paid volunteers (12 active volunteers)

Snow Angels Canada

- snowangelscanada.ca
- A self-serve website; *a community fueled tool to connect neighbours and their neighbourhood.*
- Those seeking snow removal assistance and those willing to volunteer to remove snow sign-up for free.
- Website matches those in need of assistance with those who are offering help.
- Formally adopted by other cities/municipalities such as Barrie, Caledon, Guelph, London and Newmarket as part of their snow removal service offering.

Alternatives Summary Costing

Alternatives	144	250
Alternative #2: Subsidy for 250 residents	N/A	\$203,188
Alternative #3: City snow removal	\$1,790,792	\$3,223,329
Alternative #4: Procurement tendering of contract	\$346,085	\$536,885

THANK YOU