CIVIC WORKS STANDING POLICY COMMITTEE REPORT

Date of Meeting June 8, 2022

Subject Street Sweeping - Service Level review

Submitted By Acting Mayor Crowson, Chair – Civic Works Standing Policy Committee

Recommendation from Civic Works Standing Policy Committee:

BE IT RESOLVED THAT City Council approve the maintenance of current service levels for all sweeping programs and to enhance enforcement action; and

FURTHER BE IT RESOLVED THAT Administration to monitor the new service levels resulting from the 2020 budget reduction initiative and report back to Civic Works Standing Policy Committee in the spring of 2025 about operating budget and resource impacts.

Vote:
In Favour: 4-0 (Unanimous)

Public Speakers at the Meeting: None
Public Submissions: None

Submitted By Darwin Juell, GM Transportation and Juliane Ruck, Transportation Operations Manager

Presented By Darwin Juell, Juliane Ruck and Argyle Communications (Consultant)

Purpose

To obtain a recommendation from the Civic Works Standing Policy Committee for approval of service modifications and potential budget implications and to forward to Council for approval.

Recommendation(s)

THAT the Civic Works Standing Policy Committee recommends City Council approve the following recommendations:

1. Maintain current service levels for all sweeping programs and to enhance enforcement action;

And

FURTHER BE IT RESOLVED THAT Administration to monitor the new service levels resulting from the 2020 budget reduction initiative and report back to Civic Works Standing Policy Committee in the spring of 2025 about operating budget and resource impacts.

Summary

In 2020, the KPMG report recommended the City to modify service levels for both Snow and Ice Control and Street Sweeping. To align more with practices seen in other municipalities, KPMG proposed to evaluate alternative street sweeping options and to consider whether the City should continue its current spring and fall sweeping schedule.

On March 4, 2021 Transportation presented to Civic Works committee several suggested actions for Street Sweeping service level modifications with a recommended action to obtain public feedback on possible service level modifications as per City Council policy CC-60 (report attached). This report presents the findings of our community engagement with recommendations for City Councils' consideration.

In 2021, Argyle Consulting was hired to provide a public engagement strategy and report on the outcomes of community feedback on service level options. The City of Lethbridge used the feedback from this engagement to determine recommendations of service level modifications to Council.

Strategic Alignment

Alignment with Council's Strategic Plan in the following areas:

from: City Council Strategic Plan 2017-2021

- Deliberate Community Engagement – Commit to conduct continuous public conversations on all services and program changes and Seek regular feedback from citizens on community issues (public meetings, surveys, social media, public events)
- Corporate Culture - Model a "how can we" mindset, embrace innovation in the provision of programs and services, seek opportunities, manage risks, learn from our mistakes and seek continuous improvement
- Financial Stewardship – Ensure strategic use of our resources by conducting operational reviews to seek out efficiencies
- Connecting Neighbourhoods through effective multi-modal systems – ensure our transportation systems connect people to where they live, work and play

from: Gateway to Opportunity 2022 Action Plan

- Community Engagement Strategy

Background and Prior Decisions

Every four years subsequently, the Street Sweeping budget is approved by Council as part of the operating budget review. Recent KPMG report recommendations suggested service levels may be modified for Street Sweeping. To align more with practices seen in other municipalities, KPMG proposed to evaluate alternative street sweeping options and to consider whether the City should continue its current spring and fall sweeping schedule.

Additionally, the City conducted a significant review of its operating budget due to COVID impacts with the largest reduction in Street Sweeping, a $285,000 overall reduction (or 18%) of the total Street Sweeping budget starting 2021. This resulted in significant service level reductions in both spring sweeping ($135,000 and summer sweeping program ($150,000).

During the March 4, 2021 Council meeting, Administration presented feasible Snow and Ice Control and Street Sweeping service level modification options. Administration informed Civic Works Standing Policy Committee of plans to consult the public about the service level modifications in accordance with City Council Public Participation Policy CC60. City wide public consultation for Snow and Ice Control and Sweeping programs were conducted from January 4, 2022 to February 13, 2022, posting the content on the "Get Involved Lethbridge" page. A survey was provided and residents' rated their preferred option.

Analysis and Options

Sweeping Options:

Residential spring sweeping options (in order of most preferred rated by residents):

1. Maintain current practice (already reduced by $135,000 for 2021/2022) and up to 1/3 of residential neighborhoods may not get swept each year
2. Increase the frequency that we sweep road surfaces – residential neighbourhoods guaranteed once a year swept
3. Focus on priority 1-3 roads where sand was applied during winter operations and reduce the sweeping frequency in residential neighbourhoods
4. Only sweep each stretch of road every other year and rotate different areas of the city

Fall leaf sweeping options (in order of most preferred rated by residents).

1. Maintain current practice where heavily treed areas are swept in the fall
2. Maintain current practice with enhanced communication and enforcement
3. Reduce the frequency which road surfaces are swept

4. Discontinue fall sweeping

Summer sweeping program of the downtown, industrial, and arterial roads options (in order of most preferred rated by residents).

1. Maintain current practice with regular sweeping of program areas
2. Reduce the frequency that these road surfaces are swept
3. Increase the frequency that these road surfaces are swept

Recommendation Sweeping

Considering residents' feedback asking to maintain current service levels and recent service and operating budget reductions, Administration recommends to maintain current service levels and to enhance enforcement action. The enhanced enforcement option was not a question but several comments were made by participants relative to the wanting enhanced enforcement to encourage parked vehicle to move.

Implications:
Sweeping

Community/Citizen

- Social – With existing or enhanced service levels safety for all users of the road network can be maintained because debris on road surface is removed.
- Economic – Enhanced cleanliness creates an attractive City for visitors, residents and businesses.
- Environmental – Existing or enhanced service levels reduce contamination of storm water and improve air quality because of limited dust particles in the air.

Financial
None.

Risk
Reputational – Increased enforcement might create controversy

Corporate
None.

Engagement

According to City Council Public Participation Policy CC60, residents of Lethbridge were engaged in the Snow and Ice Control and Street Sweeping programs service level review. The City retained Argyle Communication in June 2021 to provide a public engagement program during Covid with a number of virtual open houses, stakeholders meetings and public opinion polls. The primary public engagement method was provided through the City's website (Get Involved website).

The City of Lethbridge used the feedback from this engagement to determine recommendations to Council. Public engagement is about considering the input, ideas and perspectives of people who are interested or impacted by decisions, before decisions are made. Public input is an important part of this Service Level Review but is one of many areas of consideration in the decision-making process.

Implementation and Communication Plan

Street sweeping service levels will remain at status quo and existing communications tactics will be applied, if approved, a communication strategy and stakeholder information sessions will be developed to inform the community about modifications to existing enforcement practices.

Administration believes that the overall budget of approximately $1.3 Million is appropriate to maintain this service level, provided anticipated growth is accounted for, even after the budget reductions of $285,000. Administration plans to monitor successes and challenges with implementation of the enhanced enforcement starting in 2023 and onward and will report back to Council in the spring of 2025. This will allow three full seasons for implementation with a report back to Civic Works SPC on results with any recommended changes including operating budget adjustments.

If approved, implementation timelines are:

- Summer 2022 – allocate implementation team and resources and develop communications plan
- Winter 2022/Spring 2023 – Inform community about service level changes (if any) and provide information to assist them in understanding the changes and how to overcome potential challenges
- Monitor sweeping performance in 20222, 2023 and 2024
- Spring 2025 – Report to Civic Works SPC/ City Council

Attachment(s)

1. City of Lethbridge Presentation of Service Level Change Recommendation
2. Lethbridge Transportation Service Level Review – Snow and Ice Control and Street Sweeping programs by Argyle Communications
3. March 4, 2021 Civic Works SPC material previously presented
4. March 4, 2021 Civic Works SPC Presentation – Street Sweeping
5. June 8, 2022 Civic Works SPC Presentation – Street Sweeping

Approvals	
City Treasurer:	Darrell Mathews
City Solicitor:	Brian Loewen
Department Director:	Joel Sanchez
City Manager:	Lloyd Brierley