

Snow and Ice Control- Service Level Review

Civic Works SPC presentation

June 8, 2022

Agenda

- Summary of existing service levels
- Project Background, prior decisions and community engagement
- Proposed Service Level Options SNIC
 - Available options & Recommendation
 - Implementation implications of recommended option
- Next steps
- Questions and Answers

Existing SNIC Service Level

- Maintaining properties, roads, pathways and sidewalks (CC34)
- Fully funded by taxation (total \$3.88 Million with backstop to MRSR)
- Availability of crews 24 hours seven days a week November 1 – April 30
- Priority route system for plowing and sanding
- Snow removal on a priority route system if snow accumulation impedes vehicle passage
- Option to declare and enforce snow routes



Project Background



Project timelines

- Spring 2020 – KPMG report recommendations
- November 2020 – Operating budget reduction
- March 2021 – Service level reviews presented to Civics Works SPC - CC60 policy
- June 2021 – Snow Reserve Financial Framework – Economic SPC
- December 2021 – Key stakeholder feedback
- February 2022 – Resident feedback
- Spring 2022 – Presentation to Civic Works SPC/ Council
- Winter 2022/23 – If approved, implementation of Phase 1 focus on Snow Route practices
- Winter 2023/24 – If approved, implementation of Phase 2 focus on plowing practices

Community Engagement

- City Council Public Participation Policy CC60
- Summer of 2021 Argyle Communications retained
- Argyle Team members Rhianne Fiolka and Mariel Higuerey

Engagement and communication tactics

Objective: Reach 43,000 households and 4,000 businesses in Lethbridge

Welcome to Get Involved Lethbridge

Stakeholder meetings, including representatives from

- Schools and school buses
- Hospital and AHS
- City personnel from various departments such as Waste and Recycling, Fire, and Maintenance and Engineering
- The Lethbridge BRZ

Social media

facebook



Facebook/Instagram

1894 clicks to the surveys
6352 total clicks 31,914 people reached
159,661 Impressions 67 comments
24 shares



Twitter

14,509 impressions
398 clicks

Summary of key themes for the Snow and Ice Control program survey (n=770)

- Respondents support more residential and school zone plowing, with snow removal only in downtown and hospital area
- Respondents support increased enforcement by ticketing when cars are parked on snow routes
- Key stakeholder meetings
- In the written responses, intersections emerged as an important consideration, because drivers felt unsafe stopping and starting on icy roads

SNIC options & Recommendation

Snow and Ice Control (in order most preferred by residents):

1. More residential plowing incl. school zones
2. More residential plowing, less snow removal
3. Maintain current practice

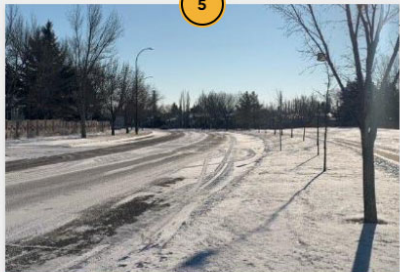


Snow Route Enforcement (in order most preferred by residents):

1. Increased enforcement
2. Status Quo
3. No snow route enforcement



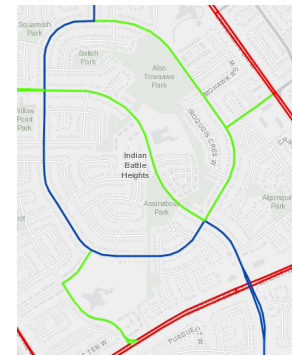
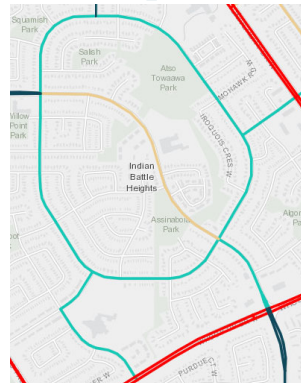
Example Jerry Potts & Red Crow



Jerry Potts BLVD W and Red Crow BLVD

These roads have moved from priority two, or three snow removal to snow plowing priority 2 (along bus routes), and priority 3 for major residential streets.

The Piers



Status Quo Snow Removal Resources – Priority 2&3

- 2 or more graders
- 1 loader with snow blower
- 2 Blocker trucks
- 10-16 contractor trucks to haul snow
- 1 Sanding truck

Time required: 20 hours
 Frequency: As required
 Cost: \$80,000 - \$100,000 per 12 hour shift

Plowing option

- 2-4 snow plows with sanders

Time required: 3 hours
 Frequency: 10 times a year
 Cost: \$2,500 per plow per 12 hour shift

Historical Cost- Snow and Ice

We know that snow and Ice control costs are variable:
Here are the past ten years financial summary of the snow and ice control for Transportation and Parks.

| Year | Surplus / (Deficit) | Cumulative Total |
|------|---------------------|------------------|
| 2012 | 1,023,040 | -7,058,606 |
| 2013 | (253,504) | -7,312,109 |
| 2014 | 495,201 | -6,816,908 |
| 2015 | 1,163,607 | -5,653,302 |
| 2016 | 1,088,070 | -4,565,231 |
| 2017 | (551,560) | -5,116,791 |
| 2018 | (2,067,947) | -7,184,738 |
| 2019 | (363,305) | -7,548,043 |
| 2020 | 195,014 | -7,353,030 |
| 2021 | 1,019,301 | -6,333,729 |

Phased Implementation Approach

COMMUNICATION & ENGAGEMENT THROUGHOUT THE SERVICE LEVEL MODIFICATIONS

PHASE 1 – 2022/23

- Declaration of snow routes & implementation of plowing to the right on ~25 km on selected existing snow routes
- Activation Trigger: more than 10 cm of snow accumulation in the forecast or more than 5 cm of snow accumulated in place.
- Enforcement if cars impede winter operations along snow routes.

PHASE 2 – 2023/24 AND 2024/25

- Implement more residential plowing, less snow removal (snow removal only in hospital area, DT & school zones)
- Declaring snow routes more frequently Citywide and provide enforcement during snow events.
- Recognizing school areas being of utmost importance for safety, ie. no windrows or snow piles along roadways in front of schools.

Implementation Implications of SNIC Recommendation

- Social:
 - Safety and mobility
 - Roads cleared early & create better drivability
 - Snow routes are clearly marked with signage and can be declared easily
 - Accessibility issues (windrows along sidewalks and plugging driveways)
 - Snow route practices will complement implementation of service level changes
- Economic:
 - Plowing most cost effective
 - Create sustainable service levels
- Environmental:
 - Plowing has the least impact to the environment (less materials left in environment, less equipment intensive).



Anticipated concerns

Concerns:

- Requests for special treatment/ advanced service level
- Person's with accessibility issues impacted most.
- Plowed in parked cars, loss of parking space
- Potential property damage and claim investigation
- Bus stops plowed in and resource needs to remove snow clearing
- Ice on road when snow melts during day and freeze at night causing catch basins to plug with ice
- Enforcement along snow routes might create controversy

Mitigation measures

- Accessibility top priority, trial of new service level for two years, Emergency snow removal process in extreme winters
- Promote snow shovel programs, ie. snow angel, etc
- Leverage Loop app, PSAs, snow route signage and 311
- Lean on current claim practices
- Review service level for bus stop clearing (the Snow and Ice control budget currently funds bus stop snow removal)
- More sanding on requests when icy conditions, flooding/ refreezing handled case by case basis
- More enforcement was requested by community



Next Steps

1. Summer 2022 Implementation team development and program review.
2. Fall 2022 - Engage and inform affected areas.
3. Winter 2022/23 - Phase 1 implementation
4. Winter 2023/24 Phase 2 implementation
5. Spring 2025 – Report to Civic Works SPC/ City Council

Q&A