

Snow & Ice Control Service Level Changes update

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Governance Standing Policy Committee

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Where we are...

19 Operators



12 Plows



WHERE WE PLOW

Priority 1 – 24 hours after snowfall ends

- Major roadways that provide access to different areas of the city and highways. Whoop Up Drive and Scenic Drive are examples of Priority 1 roadways.

Priority 2 – 48 hours after snowfall ends

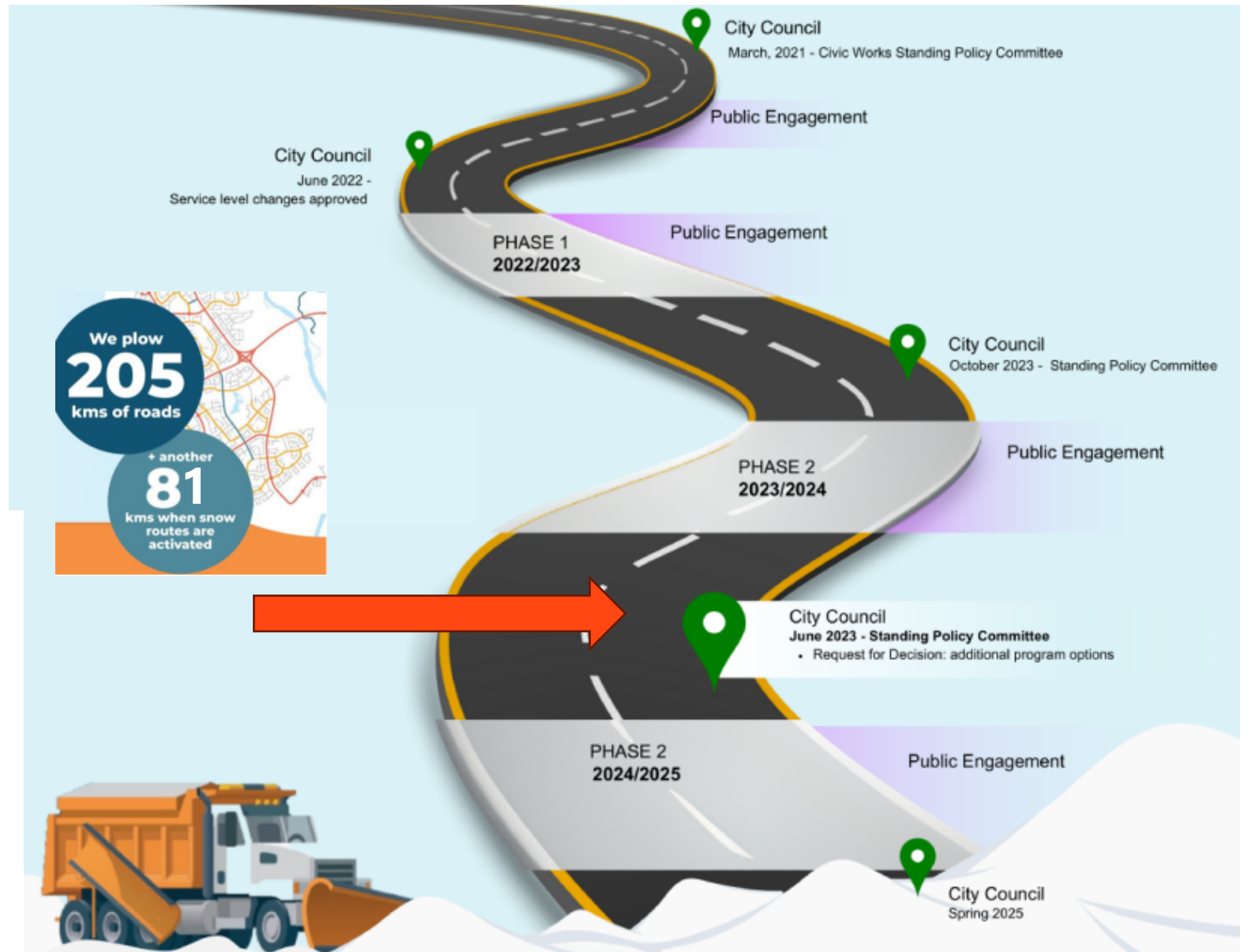
- Roads that provide access to public buildings and neighborhoods around the city
- Snow can be plowed to the side or center of road without obstructing traffic

Priority 3 – 72 hours after snowfall ends

- Roads that provide industrial and business access around the city
- Snow can be plowed to the side or center of road without obstructing traffic

Snow Routes – 24-72 hours after snowfall ends

- When declared after or during snow events
- Snow will be plowed to the right, parking restrictions apply



What we did...



Plowing Service

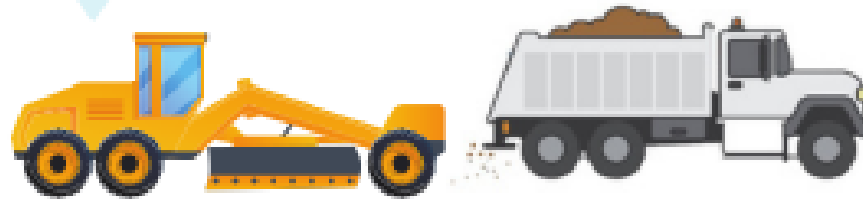


Windrows to the right

- Main roads and snow routes
- Total plowed roads increased to 286 km (from 194 km)



Removal Service



Center windrows removed

- Schools, hospital, downtown areas
- Total snow removal roads decreased to 28 km (from 118 km)

Affects of the changes...

Financial Impacts

25 x less



Plowing is cost-efficient.

Plowing - \$258/km

Snow removal - \$6766/km



Reduce annual cost variability

Stabilizes costs from year to year, and limits weather-dependent overspending.



More resources are used to plow more roadways, more frequently.

Community Impacts



More plowed roads for motorists



Driveways and parking lanes affected



Parking enforcement



Top 4 driveway and parking lane issues:

1. Windrows along curbs created a barrier to accessing sidewalks.
2. Parking lanes were not cleared well enough when vehicles were not moved.
3. Windrows were challenging to remove.
4. Their driveway was inaccessible due to windrows.

Improvements based on feedback...

Windrow mitigation

Operational changes:

- Intersection/lane access clean-up pass during significant snow events
- Investigate windrow complaints
- Coordinate with Fire & EMS, Police and Transit

Communication and awareness efforts:

- Media availability/ news releases
- City-wide advertising campaign
- Notifications to all residents and community
- Mighty Neighbours initiative
- LSCO pop-up booths



Further improvements for consideration...

Proposed options to address feedback related to windrow accessibility issues:

Phase 2: Additional Program Options to Consider

Option 1 - Windrow Assistance Program

Provides option for residents who cannot clear windrow. Windrows blocking driveways or parking are cleared for households along snow routes who subscribe annually.


\$50 - \$70
x 1500 houses
Estimated annual cost




Option 2 - Driveway Windrow Program


Provides service for all snow route households with a driveway. Windrows blocking driveways are cleared for all households along snow routes.


\$40 - \$60
x 3500 houses
Estimated annual cost



Anticipated Challenges with Resident Expectations for Both Options

 Windrow cleared for **ONLY** one vehicle per household

 Snow piled onsite - residents clear all other pathways

 24 - 72 hours **AFTER** snow routes are complete