

Snow and Ice Control Service Level Change Implementation – Phase 2 & Windrow Assistance Service (WAS) Information Update

Governance SPC

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Where we are...

19 Operators



12 Plows



WHERE WE PLOW

Priority 1 - 24 hours after snowfall ends 131 km

- 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 45 km

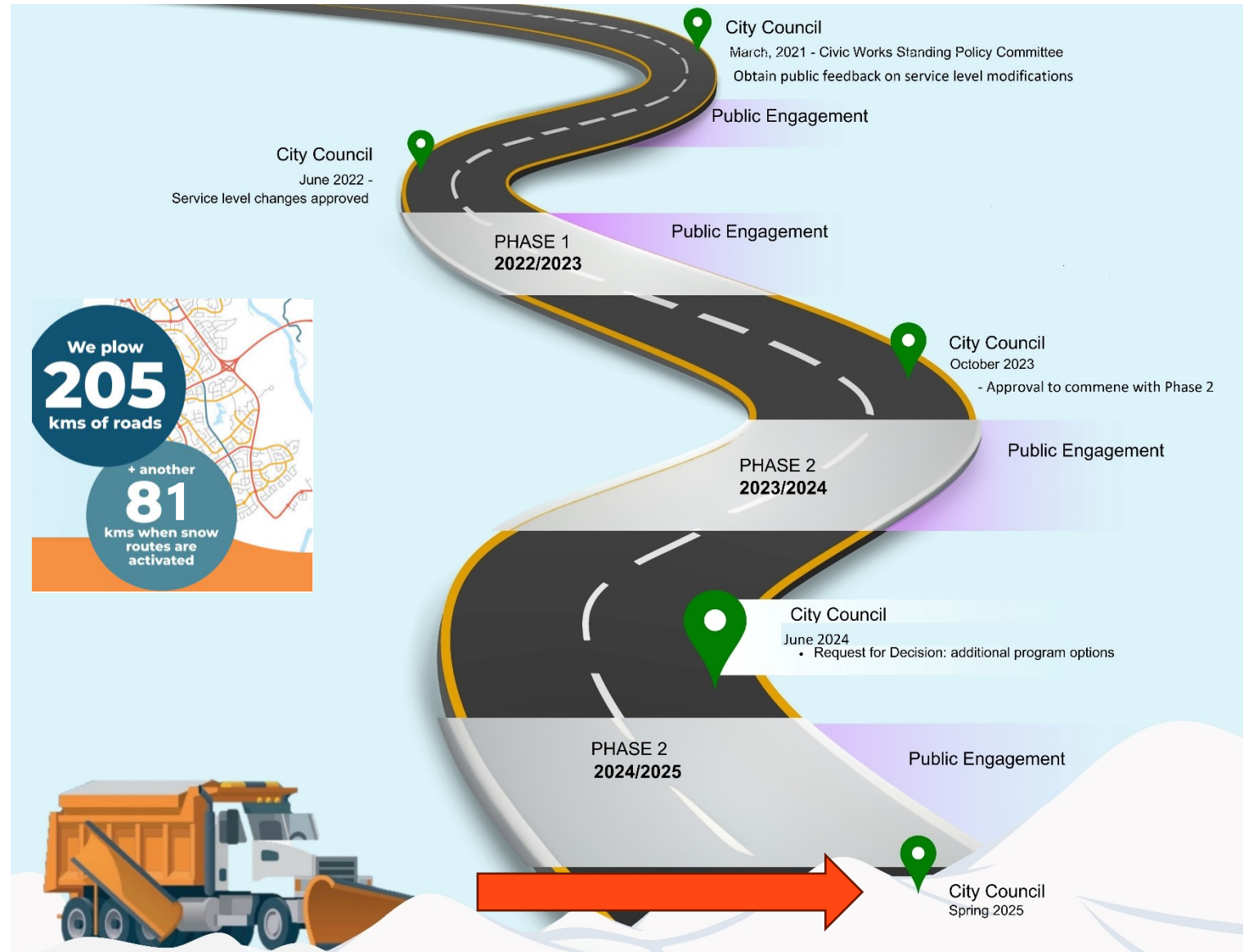
- Roads that provide access to public buildings and neighborhoods around the city
- Snow can be plowed to the side or center of road without obstructing traffic

Priority 3 - 72 hours after snowfall ends 29 km

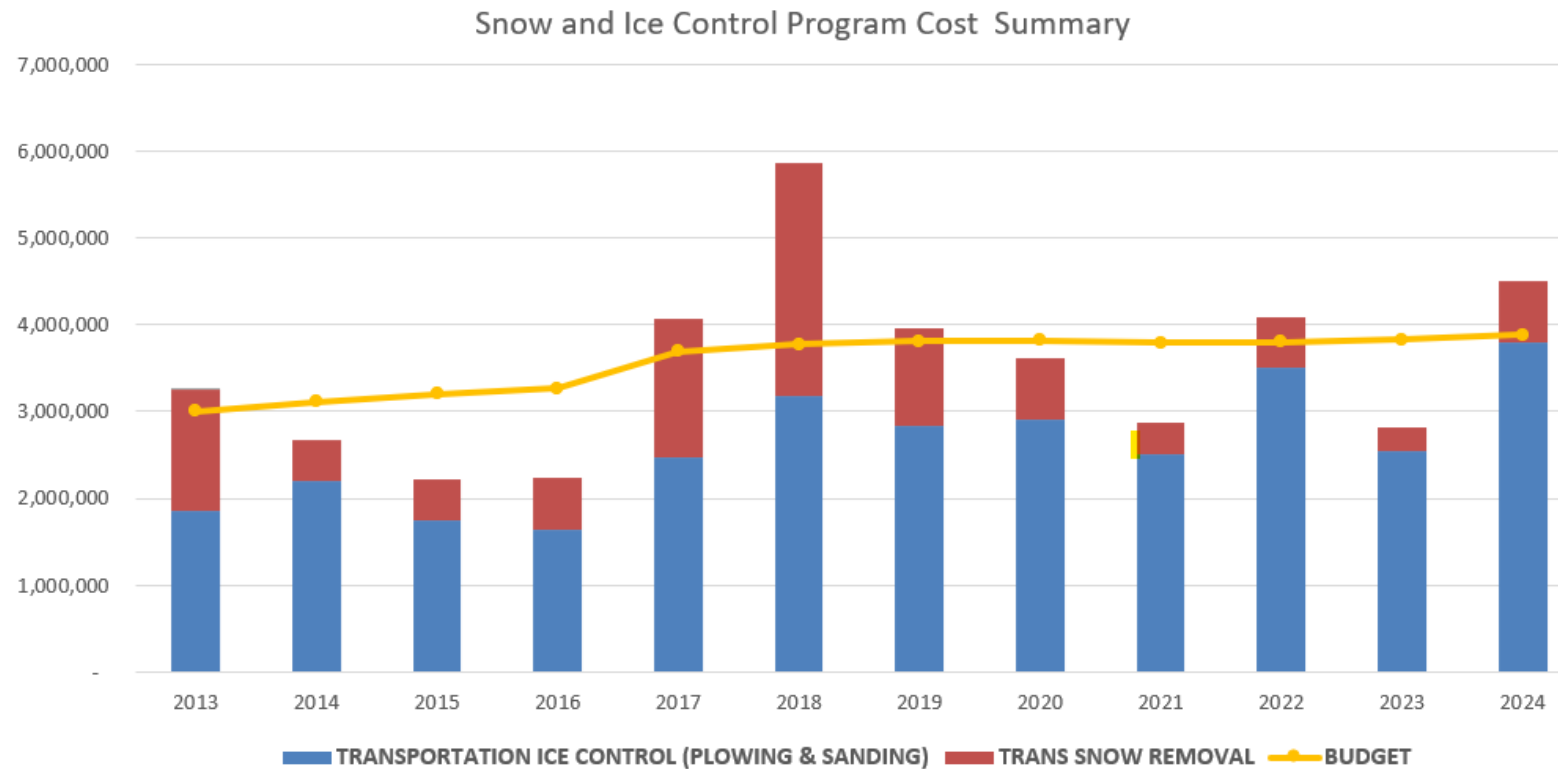
- Roads that provide industrial and business access around the city
- Snow can be plowed to the side or center of road without obstructing traffic

Snow Routes - 24-72 hours after snowfall ends 81 km

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



Budget impacts



- Weather and snow accumulation
- Number of weather events per year
- Future Climate patterns
- Cost of plowing versus snow removal

25 x less



2024 direction ...

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



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
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What we did...

- September 2024 - 6,000 direct postcard drop in September and target and community wide advertisement
- Received 475 subscriptions by deadline (553 total for 2024/25 season)
- October 2024 - informed subscribers about what to expect of program
- Hired and orientated contractor resources about program expectations
- Opened windrows and access point for **ONE** event November 22-26, 2025
- Collected feedback via in-person activities, 311, and surveys.



What we heard...

- Survey 693 responses
- Timing of snowfall affects how public will consume or engage snow-related communications.
- The LoopApp is the preferred notification tool.
- The community's awareness of cost savings (compared to snow removal) increased this season, compared to last season's reported awareness.
- Accessibility and mobility challenges with windrows is mitigated with the WAS, however many subscribers desire a faster service, and the top issues remain windrows in driveways and parking lanes.
- Enforcement of snow routes has the potential to strengthen compliance with existing community support.



Options

Options	Option 1 - Current service level (Trial) – plow to the right with WAS subscription openings	Option 2 – plow to the right with opening all 3,165 driveways within 24 hours of plowing to the right completed	Option 3 – Snow removal priority 2 along an additional 81 km
Service Level	Plowing: 205 km Plowing snow routes: 81 km Access point opening: ~570 HH Significant event snow removal: Priority 1: 18 km Priority 2: 10 km (schools) Total: 28 km	Plowing: 205 km Plowing snow routes: 81 km Windrow opening: ~3,165 HH Significant event snow removal: Priority 1: 18 km Priority 2: 10 km (schools) Total: 28 km	Plowing: 205 km Significant event snow removal: Priority 1: 18 km Priority 2: 10 km (schools) Priority 2: 81 km snow routes Total: 109 km
Financial considerations	Small to medium \$ budget expenditures Average cost per winter lower with added cost of access point opening Cost per household varies depending on tender ~ Cost for 5 events plowing & windrow opening: Total: \$195,700	Medium \$ budget expenditures Average cost per winter lower with added cost of driveway windrow opening Cost per household varies depending on tender ~ Cost for 5 events plowing & windrow opening: Total: \$704,500	High \$ budget expenditures Average cost per winter high (approximately 6x higher than current plow to the right) ~ Cost for 5 events where 2 events will require snow removal priority 2 for an additional 81 km: Total: \$1.1 Mil
People considerations	Provides help for residents that cannot clear windrows Parking ban in place for ~3 days Managing service level expectations More residential roads are plowed	Provides service for all households with driveways along snow routes Parking ban in place for up to ~ 5 days Managing service level expectations More residential roads are plowed and all driveways are opened	Provides a higher service level than what residents got historically Managing service level expectation Complaints about congestion and windrows

Recommendation

Therefore, Administration recommends Council to select Option 1 - Continue plowing to the right with a subscription-based windrow assistance service on a trial basis for the 2025/26 winter season and to report back to City Council in the spring of 2026.