



Special General Committee Agenda

Meeting Number: 18

June 17, 2019, 5:00 PM - 8:00 PM

Council Chamber

Alternate formats for this document are available upon request.

Note: This meeting will not be Audio Streamed.

Pages

1. CALL TO ORDER

2. DISCLOSURE OF PECUNIARY INTEREST

3. EDUCATION & TRAINING SESSION

3.1 WINTER MAINTENANCE WORKSHOP PRESENTATION (5.10)

2

Morgan Jones, Director, Operations and Alice Lam, Senior Manager, Roads, Survey and Utility Division will be in attendance to provide service level review on Winter Maintenance.

4. ADJOURNMENT

Winter Maintenance Workshop



**Special General Committee
June 17, 2019**

**Alice Lam, Sr. Manager, Roads, Survey and Utility
Morgan Jones, Director, Operations**

Agenda

1. Public Deputations
2. Purpose - Review
3. Process
4. Review Service Level
 - Road Network
 - Windrow Removal Program
 - Pathway / Sidewalk
5. Summary of June 4 Workshop #1
6. Contact Centre Statistics/Data
7. Your Voice Markham Feedback – Public Input
8. Next Steps

Purpose

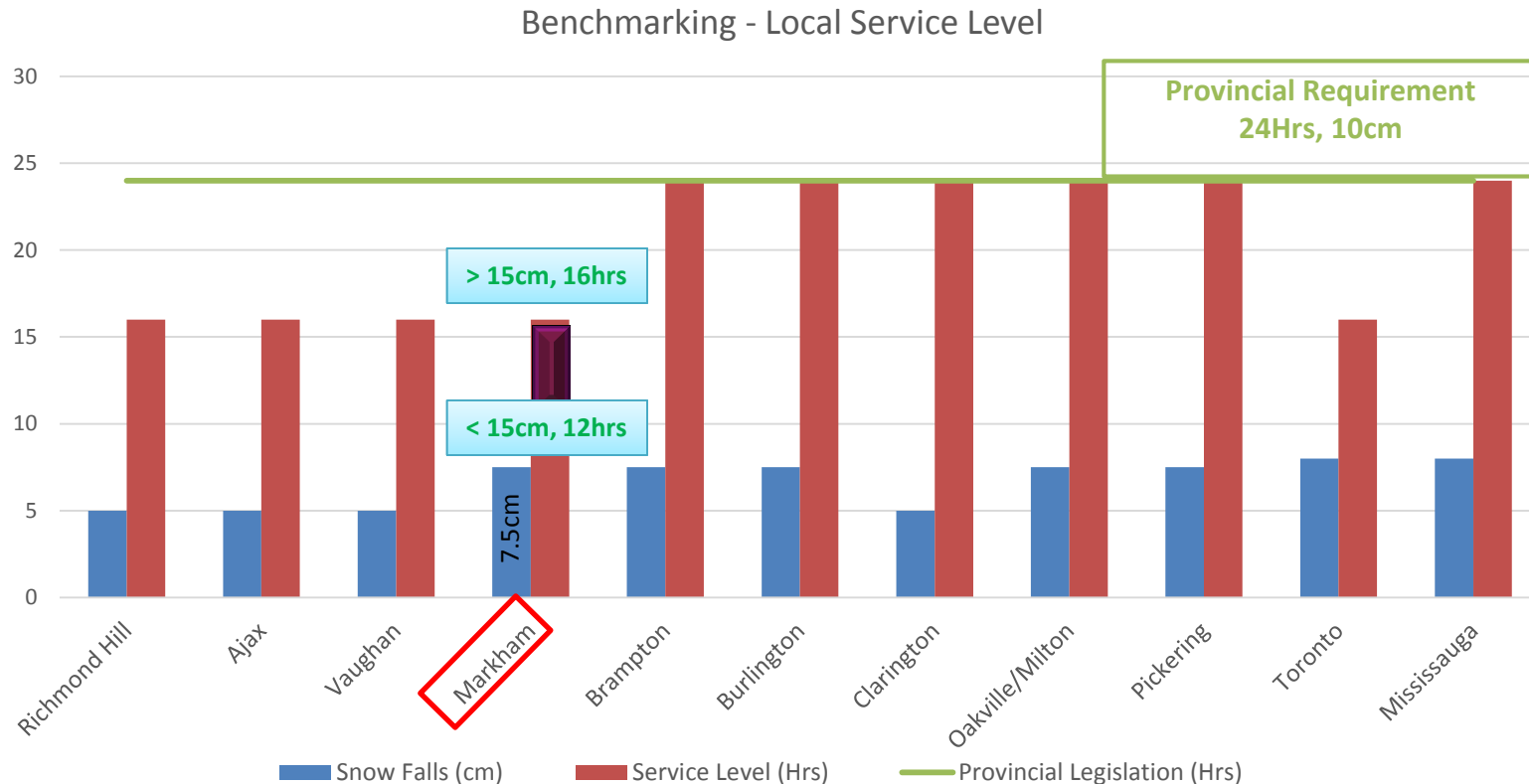
- During 2019 Capital Budget Committee meetings, Council discussed concerns raised by residents following the 2018/2019 winter season.
- Council directed Operations staff to review current service levels:
 1. Road Service Level
 2. Windrow Removal
 3. Pathway / Sidewalk Clearing

Process

- Public Input
 - Winter maintenance survey on Your Voice Markham website since May 17, 2019 <https://yourvoicemarkham.ca/snow_plowing>
- Winter Maintenance Council Workshop
 - Conducted Workshop #1 – June 4, 2019
 - Service overview
 - Round table discussion
 - Report back from tables
 - Directions to staff for next steps
 - Workshop #2 – June 17, 2019
 - Public Deputations
 - Summary of Workshop #1
 - Feedback from Your Voice Markham
 - Next Steps

Review of Service Level – Local Roads

- Provincially legislated Minimum Maintenance Standards



- ❖ Markham completes a local road plow within 12 hours for snow falls less than 15cm, 16 hours for snow falls equal or more than 15cm.

Current - Windrow Removal Program

Windrow are unavoidable during plowing, other than rear lanes

- All residents in the household must be over 60 or have a disability
- Windrow removal clears one car width at the base of the driveway, after 7.5cm snowfall
- Clearing within 8 hours of the front facing street has been plowed
- Does not include sidewalk windrow
- City windrow program began in 1996
- Reduced Eligibility from 65 to 60 in 2008
- Currently 4683 approved residences
- In 2018/2019, average 1% (51) windrow was missed per storm out of 4,683 addresses, many of which were related to parked cars and winter condition

Pathway – Current

- Pathways are different than sidewalks in terms of use and method of construction
- Pathways are intended for recreational usage while sidewalks are part of the transportation network
- Current practice is to plow concrete surface pathways that connect street to street, except where the grade is too severe or not properly illuminated to provide safe pedestrian passage
- Service levels for sidewalks are mandated by O. Reg. 239/02
- No legislated service level for pathways
- City pathways in parks, valley lands and those connecting the road network to unmaintained surfaces or private property (such as a school) are currently posted with “No Winter Maintenance” signs
- Staff presented to General Committee on June 27, 2016 regarding pathway winter maintenance review and outlined reasons for current practice – no changes were made to service levels

Roundtable Summary of Comments From Council

Road Service Levels

- Issues

- Inequity for all residents because of different service levels based on road service classifications
- On street parking permit holders, coordination and communication of timing of plow for residents
- Lack of knowledge by residents of service levels/road classification
- Automatic Vehicle Locator data to be shared/communicated
- Changing demographics – aware of seasons and winter practices

- Opportunity

- Technology Improvements
 - E-blast / Robo calls
 - Website enhancements - videos
- Improved Education/Communication comprehensive campaign – multi language

Roundtable Summary of Comments From Council

Windrow Service Levels

- Issues
 - Inequity – limited program today
 - Cost to undertake City-wide program is high
 - City-wide service may not meet resident expectations of ‘immediate service’ then why even do it
 - Service levels – Current Program feedback:
 - Doesn’t remove sidewalk windrows
 - Timing of removal is too long
 - Quality of how windrow is removed
 - Communication
 - Lack of understanding of service timing/standards
 - Plain and simple language needed
 - Name ‘Windrow’ is confusing - snowbanks
- Opportunity
 - Better data reporting/analysis (with new EAM / CRM)
 - Improved Education campaign needed

Roundtable Summary of Comments From Council

Pathway Maintenance

- Issues
 - Inaccessible pathways, inconsistent surface type, connections to schools, recreational usability of trail system during winter months,
 - Canada Post access inconsistent
 - School properties not consistently maintained by school boards
 - Lack of understanding of risk for residents to use the pathway system
 - Difficult to find under snow cover
- Opportunity
 - Improved Education/Communication campaign
 - Partnership opportunities with school boards / Canada Post and others
 - Need enhanced signs or symbols on signs

Summary of Communication/Education

- Issues
 - Residents aren't aware of service levels, resident expectations
 - Unaware of risk implications
 - Need for plain language / symbols / multi-language
 - Visual education
 - Engaged community in support of at risk residents – Good Neighbour Program
- Opportunity
 - Technology Improvements – direct to resident approaches / text alert / robocalls
 - Need a comprehensive education campaign

Contact Centre Call Volumes

- ACR's will only be generated for those requests in which a service standard is not met. Eg. Calls for snow removal at or greater than 7.5 cm accumulation
- When ACR is issued and staff investigate, there is no method to record when service level was met already – the ACR is simply closed **

Date Range	Winter Maintenance ACR	Total ACR City Wide	Total # of Calls City Wide	Percentage of ACR
2018/2019 (November – April)	1,865	17,138	91,163	10.9 %
2017/2018 (November – April)	1,716	14,737	90,616	11.6 %
2016/2017 (November – April)	1,353	15,791	95,163	8.6 %

** NOTE: New CRM and EAM (work order management system) will address this data requirement

Contact Centre Categories

- Winter Maintenance calls are heavily related to each storm event, such as 2018 April ice storm, 2019 January consecutive ice/snow storms.

Winter Maintenance	2016/2017	2017/2018	2018/2019
Compliment Kudos	7	11	20
Damage	156	224	129
Icy Road	195	133	264
Icy Sidewalk	165	112	193
Windrow Clearing	206	326	323
Service Level	214	518	475
Snow Hauling	69	106	126
Staff Complaint	27	24	33
Street Not Properly Cleared	308	241	257
Winter Drainage	6	21	45
	1,353	1,716	1,865

Your Voice Markham – Survey Results

Q1: Would you support increasing the property tax for a service level change?
(70 responses)

- ☐ No Change – 7.5 cm - \$0 tax increase – 78.6%
- ☐ 6 cm - \$1.64 M tax increase (\$13.67/average household) – 10%
- ☐ 5 cm - \$ 3.27 M tax increase (\$27.34/average household) – 10%
- ☐ All road as primary - \$12+ M tax increase (\$99.64/average household) – 1.4%

Q2: How satisfied are you with the City's road snow plowing operations?
(69 responses)

- ☐ Extremely satisfied – 20.3%
- ☐ Slightly satisfied – 27.5%
- ☐ Neither satisfied or dissatisfied – 10.1%
- ☐ Slightly dissatisfied – 27.5%
- ☐ Extremely dissatisfied – 14.5%

Your Voice Markham – Survey Results

Q3: Do you have a sidewalk in front of your home or do you use sidewalks?
(71 responses)

- ☐ Yes – 60.6%
- ☐ No – 39.4%

Q4: How satisfied are you with the City's sidewalk snow plowing operations?
(43 responses)

- ☐ Extremely satisfied – 25.6%
- ☐ Slightly satisfied – 16.3%
- ☐ Neither satisfied or dissatisfied – 18.6%
- ☐ Slightly dissatisfied – 27.9%
- ☐ Extremely dissatisfied – 11.6%

Q5: Do you believe the City should deliver windrow clearing service to all residents, knowing the limitations of the service at a cost of approximately \$4.4M annual tax increase (\$42/average household)? (71 responses)

- ☐ Yes – 40.8%
- ☐ No – 59.2%

Your Voice Markham – Survey Results

Q6: Do you currently participate in the City's Windrow Assistance Program?
(70 responses)

- ☐ Yes – 10%
- ☐ No – 90%

Q7: How satisfied are you with the City's Windrow Assistance Program? (7 responses)

- ☐ Extremely satisfied – 0%
- ☐ Slightly satisfied – 14.3%
- ☐ Neither satisfied or dissatisfied – 28.6%
- ☐ Slightly dissatisfied – 42.9%
- ☐ Extremely dissatisfied – 14.3%

Your Voice Markham – Survey Results

Q8: How much more money would you pay in taxes to provide windrow services to everyone?
(60 responses)

- ☐ \$0 – 51.7%
- ☐ \$0 - \$20 - 20%
- ☐ \$20 - \$40 – 15%
- ☐ \$40 + - 13.3%

Q9: How would you like to receive winter maintenance news update? (69 responses, resident can pick more than 1)

- ☐ Facebook – 18.8%
- ☐ Twitter – 11.6%
- ☐ Text Message – 18.8%
- ☐ Email – 79.7%
- ☐ An Automated Phone Call – 4.3%
- ☐ City Website – 36.2%

Next Steps/Recommendations

Road Service Level Options

1. Status Quo
2. Change Service Level
 1. Explore cost to treat equally - possible \$12M without consideration of yard on east – land / building / contracts
 2. Increase local road plow to 6cm from 7.5 - \$1.64 M

Staff Recommends:

1. Status Quo
2. Education Campaign

Next Steps/Recommendations

Windrow Service Level Options

1. Status Quo
2. Change Service Level
 - a) City-wide windrow removal – \$4.3M
 - b) Increase timeline from 8 hour to 4 hours – \$341,625
 - c) Include windrow removal for existing qualified residents on Primary/Secondary roads during non storm events – less than 7.5 cm - \$507,668
 - d) Ramp up funding for City wide

Staff Recommends:

1. Align Primary/Secondary windrow removal to qualified participants
2. Education Campaign

Next Steps/Recommendations

Pathway Maintenance

1. Status Quo
2. Change Service level
 1. Pilot recreational trails at Milne Conservation Park
 2. Contact Canada Post to consider mailbox snow removal download to City with required funding
 3. Increased signage/symbols
 4. Education Campaign

Staff Recommends:

1. Explore all of the above

Next Steps/Recommendations

Undertake Comprehensive Education Campaign

Staff Recommends:

1. Undertake a Comprehensive Marketing / Education Campaign
 - a) Direct to resident tactics – Robocalls / Email blasts
 - b) Mailouts / magnets / insert in tax bills / stickers for green bins/blue boxes
 - c) Translation in multi-languages
 - d) Videos on website / social media / Youtube

Questions

