
Subject: Historic Overview of Winter Maintenance (1997-2019)

Purpose and Background

The following information is a high-level summary of historical actions and milestones associated with the winter maintenance program from 1997-2019.

Discussion

- **2019**
 - **Winter Operations Service Level Review Workshop – Report to Special General Committee**
 - ongoing
- **2018**
 - **Service Change - Automatic Renewal for Windrow Assistant Program**
 - Resident who is approved in the windrow assistant program will automatically be renewed
 - Contact centre conduct screening and review
- **2016**
 - **Winter Maintenance Windrow Rebate Pilot and Pathway review – Report to General Committee**
 - Explore windrow rebate pilot program
 - Review of pathway winter maintenance
 - Council did not approve changes to existing program
- **2015**
 - **Winter Operations Service Level Review Workshop - Report to General Committee**
 - Review and evaluation all service level inclusive of city wide windrow
 - Winter Web App implemented
- **2013**
 - **Operations Facility Master Plan** provides a status update through an award to a consulting service contract to develop a facility master plan for the City. The status addresses constraints and challenges facing operations. Some of the issues identified;
 - **No increase in facility infrastructure in over 30 years.**
 - Existing building infrastructure outdated and requires constant repair
 - Material handling and storage not capable of meeting demands, eg, salt storage
 - Fleet maintenance shop at capacity
 - **Site security below standard, (Conformance to Bill 168)**
 - Existing Service levels at risk
 - **Winter Operations Service Standards Review-Report to General Committee**
 - **Directed Operations to increase hired tandems, sidewalk machines, loaders for Winter 2013-14 to meet service levels and increase the Operating Budget to reflect increases.**
 - Directed Operations to continue to offer existing 'Windrow Removal Program'
 - Directed Operations to work with York Region and Canada Post to better coordinate and improve related winter maintenance activities.

- Work with Information Technology and Corporate Communications and Community Engagement staff to expand the current mobile application and web information
 - Enhanced services by the Contact Centre during severe winter storm events
- **Winter Operations Service Standards Review-Presentation**
 - Purpose and Background of the Review-current service levels
 - Stakeholder concerns of February 2013
 - Addresses Rear Lanes, Sidewalk, Windrow Clearing and Public Education
- **2012**
 - **Court of Appeal for Ontario Decision Affecting Municipal Defence of Winter Minimum Maintenance Standards: Giuliani v. Region of Halton et. Al**
 - Severely undermined defence afforded to municipalities in winter maintenance activities – ‘municipalities that has jurisdiction over a highway or bridge shall keep it in a state of repair that is reasonable in the circumstances’
 - **Markham has Levels of Service (LOS) that exceed Minimum Maintenance Standards**
 - **Markham has 24/7 road patrol during winter months**
 - **Operations Division Key Performance Indicators (KPI), was close to or met 100% since 2005**
 - Good record keeping is vital to our defence.
 - Ontario Good Roads Association –Action Plan
 - **Sidewalk Maintenance Costs on Regional Roads Within the City of Markham**
 - **Municipal Act 2001 downloads** responsibility of construction and ownership to municipalities
 - **Annual cost to City** to maintain these sidewalks, approximately **\$256K**
 - **Sidewalk replacement** cost forecast to be **\$465K** annually
- **2011**
 - **Town-Wide Windrow Clearing Service – Briefing Note**
 - Results of evaluation whether Town should pursue service level changes for windrow clearing
 - Required new tendering/RFP and Options for consideration
 - Based on Vaughan model – operating hours only, standby TBD, cost forecast would be **1.6M/year based on 5 storms**
 - Council did not approve changes to existing program
 - **‘At Your Service’ – Windrow Plowing Services Task Force –Terms of Reference**
 - Established by Council resolution, January 25, 2011
 - Evaluated the potential of establishing a new service level that provides Town wide windrow clearing program for Markham
 - Mandate, Deliverables, Membership and Roles/Responsibilities
 - Council did not approve changes to existing program
- **2010**
 - **Council Workshop – Winter Maintenance Review February 3, 2010**
 - Current Practices, Salt Management Plan Overview, review of concerns, discussion and follow-up action items
 - Inventory, Service Levels and Road Classification, Operational Service Level Improvements, ability to plow locals at 5 cm
 - Financial impacts
 - **\$160/320K** per season local plow

- **\$365K** addressing secondary sidewalk improved service level
 - **City wide windrow 1.7M to 3.1M**
 - **Reduce age** ceiling on windrow removal to **60** years of age
 - Transit standing area improvements no longer required
- **2008**
 - **Service Change - Winter Maintenance Service Level Review**
 - Operations be authorized to exercise professional judgement to when local roads should be plowed
 - **Reduction from 65 to 60 years of age for inclusion in 'Windrow Removal Program'**
 - Increase the 2008 budget by \$90K to cover cost to increase frequency of local road plowing and revised criteria for the windrow removal assistance program
 - Creation of working group consisting of members of Council and staff to review current winter maintenance levels of service and report back to Council in spring 2008
- **2005**
 - **Driveway Windrow Clearing – Report to General Committee**
 - Background of current service delivery model as well as Town acting as facilitator to provide private windrow clearing contractor roster for residents to contact
 - City to notify contractors when snow clearing activation occurs triggering contractor activation to remove windrows. **Less than .05% homeowner participation in the program.**
 - Review of options for windrow removal program with comparisons made to Vaughan model
 - **Cost estimate included for two service delivery models, 1.2 M – 1.7M**
- **2003**
 - **Report to Community Services and Environment Committee – Windrow Snow Clearing Pilot Project**
 - Project area identified to address clearing of snow windrows throughout the Town to those residents who do not qualify for existing windrow removal program
 - City issues roster of qualified contractors to provide service to residents for windrow and entire driveway
 - **2800 mail outs** issued to residents and only **30 residents** take opportunity to **participate** in the program
- **1997**
 - **Extract Containing Operations and Maintenance Review in OPA 5 Joint File Report (File 10.3 & 5.0)(PI, NN)**
 - Report addresses overnight parking , service levels, sidewalk installation policy and monitoring of both for a period of one year and consider any modifications to service levels, parking policy and cost impacts
 - **Levels of service preferred to be for both Arterial and Primary road be 5cm or greater**
 - **Establish 'Snow Routes' to prohibit parking to clear accumulated snow**
 - **Lanes would receive snow removal when accumulations reached 15 cm or when severe rutting occurs and may not be completed for up to 3 days.**

Contact Person:	Alice Lam, Manager, Roads Operations		
Prepared By:	Alice Lam, Manager, Roads Operations	Department:	Operations
Date Finalized:	May 15, 2019		
Approved By:	Morgan Jones, Director, Operations Department Brenda Librecz, Commissioner, Community & Fire Services		
Distributed To:	CAO Commissioner Community & Fire Services Mayor and Council		

Template last revised: 2018-Oct-10 (ST)