

Winter Operations Service Standards Review

October 7, 2013

Additional Equipment Requirements

- **Increase Hired Tandems from 19-20 units at a cost of \$73,150 as a result of the growth the City has recognized the past two years.**
- **Increase Hired Sidewalk Units from 24-26 units at a cost of \$90,933 as a result of the growth the City has recognized the past two years.**

Service Standards for 2013/2014

- **Increase Hired Loaders from 28-35 units at a cost of \$81,879 to increase the service level of rear lanes.**
- **Continue to offer our existing Windrow Program and explore a potential subsidy program.**

Coordinated Efforts with Other Agencies

- **Engage York Region Operations staff to improve coordination of winter maintenance on activities.**
- **Increase efforts to communicate and coordinate snow clearing operations with Canada Post.**

Customer Service/Communication Plan

- **Staff expand the current mobile application and web information to include information about the City's Service Standards, storm status updates and related storm information.**
- **Work with Corporate Communications and Community Engagement on and enhance awareness and education campaign as soon as possible.**
- **Contact Centre enhance its current services during severe winter storm events via weather information line and provide additional staff on an as needed basis.**

Exploring New Technology

- **Work with Development and Financial Services to source emerging technology for consideration of a future pilot project for heating sidewalks or roads.**

Thank you