



Report
Staff Report
 The Corporation of the City of Brampton
 11/13/2024

Date: 2024-11-04

Subject: **Engagement Campaign Snow Survey Results for Winter Maintenance Contract – All Wards**

Contact: Sam Mattina, Manager, Contracts, Operations Planning and Projects, Road Maintenance, Operations and Fleet

Report number: Public Works & Engineering-2024-872

RECOMMENDATIONS:

1. That the report from Sam Mattina, Manager, Contracts, Operations Planning and Projects, Road Maintenance, Operations and Fleet to the Committee of Council Meeting of November 13, 2024, re: **Engagement Campaign Snow Survey Results for Winter Maintenance Contract**, information be received.

OVERVIEW:

- The current winter maintenance contract NRFP 2024-091 contains provisions to provide citywide sidewalk plowing and/or residential driveway windrow clearing services.
- Staff received Council direction to conduct a public engagement campaign to determine whether residents desired the provisional winter services, including the costs associated with the services.
- The provisional services under consideration can be initiated at any point during the contract's term. The earliest these services could be implemented would be the 2025/2026 winter season, as the contract requires the City to provide a minimum notice of six months to the contractor.
- Strategic Communications conducted three separate public engagements that consisted of a tele town hall survey on January 31, 2024, a fifteen-week online survey from July to early October 2024, and an SMS text survey on August 30, 2024. The public engagement surveys were

promoted through social media, proactive media relations, the City's website and Councillors' summer residential newsletters.

- In the three surveys conducted, 33.0%, 52.6% and 39.2% of the survey respondents, respectively were in favour of the City adding windrow clearance services.
- Windrow snow clearing would cost approximately \$19.6 million annually, resulting in a tax levy impact of 1.39%.
- In the three surveys conducted, 39.0%, 55.0% and 34.1% of the survey respondents, respectively were in favour of the City expanding sidewalk snow plowing services.
- Citywide sidewalk plowing would cost approximately \$2.6 million annually, with a tax levy impact of 0.18%.
- 61% of the survey respondents indicated that they are very satisfied or somewhat satisfied with the City's current level of snow removal services.

BACKGROUND:

At the April 24, 2024, Committee of Council meeting, Council directed staff to conduct community engagement to inform Council's pending decisions on the structure of the new winter maintenance contract provisions. Council approved the new winter maintenance service contract on May 30, 2024. It was awarded for an eight-year period beginning November 1, 2024, and expiring April 1, 2032.

After 2032, the contract provides an option for a two-year extension for a potential contract period of ten years. In response to residents' inquiries, Council directed staff to conduct public engagement on two provisions in the contract, windrow clearing and citywide sidewalk plowing. As part of this enhanced service, all residents would see an increase in taxes, although not all homeowners would receive the windrow clearing service.

CURRENT SITUATION:

City Council has approved a Financial Assistance Program to support seniors and people with disabilities in covering the costs of hiring a service provider for sidewalk and driveway snow removal. Eligible applicants can receive up to \$300 for non-corner lot properties or up to \$400 for corner lots with sidewalks on two sides, where neither sidewalk is cleared by City services. Currently, 3,251 residents are enrolled in the

program at an annual estimated cost of \$1.08 million. Adding services will not reduce this cost, as applicants may continue to apply for assistance.

To reduce the size of windrows during snow events, this season the City will begin continuous plowing on local roads once snow accumulation reaches 5 cm, while the snow is still falling. This proactive approach will help ensure windrows left by the plows remain more manageable. Previously, plowing was only initiated after 5 cm of accumulation and once the snowfall had stopped.

The City currently plows 1416 km of sidewalk mainly along arterial roads, in front of City parks and recreation facilities, on roads with bus stop locations and where properties do not front the sidewalks. For the 2024/2025 winter season, sidewalk plowing services will be extended to include the frontage of all school areas. The city has an overall sidewalk network of approximately 2200 km of sidewalk.

Table 1 below reflects the costs for the provisional citywide sidewalk plowing and the provisional residential driveway windrow clearing services.

Table 1: Costs of Standard Services and Provisional Sidewalk Plowing and Provisional Windrow Clearing Services

Service	Contract Cost Over Eight Year Term	Cost Per Year
Current Standard Services	\$160,730,661	\$20,091,333
Provisional – Residential Driveway Windrow Clearing	\$71, 549,335	\$19,626,767**
Provisional - Citywide Sidewalk Plowing	\$16,048,260	\$2,607,842*

*includes 30% administrative costs over and above contract costs

** includes 30% administrative costs and \$8 M snow removal costs over and above contract costs

The three public engagement surveys conducted asked the following questions:

1. Knowing it would cost \$19.6 million (an average of \$86 per household per year in extra property taxes) do you support the City adding windrow clearance (snow ridges left by snowplows) to our snow removal services?

Table 2: Results of windrow clearing survey

Responses	Tele Town Hall Survey	Online Survey	Text Survey
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In Favour	33.0%	52.6%	39.2%
Not in Favour	42.0%	43.9%	39.5%
Not Sure	25.0%	3.5%	8.3%
Other	-	-	13.0 %
Number of respondents	863	7,608	423

2. Knowing it would cost \$2.6 million (or an average of \$12 per year per household in extra property taxes) do you support the City expanding our sidewalk snow plowing services?

Table 3: Results of expanding sidewalk clearing survey

Responses	Tele Town Hall Survey	Online Survey	Text Survey
In Favour	39.0%	55.0%	34.1%
Not in Favour	44.0%	42.1%	43.9%
Not Sure	17.0%	3.0%	12.3%
Other	-	-	9.7%
Number of respondents	831	7,612	317

3. Are you satisfied with the current level of snow removal services?

Table 4: Results of the satisfaction survey

Responses	Tele Town Hall Survey
Very Satisfied	18.0%
Somewhat Satisfied	43.0%
Somewhat Dissatisfied	38.0%
Very Dissatisfied	1.0%
Number of respondents	933

Considerations of City-wide Residential Windrow Clearing:

- The level of service will include a 3.0 m wide opening to be cleared (i.e. permitting access for one vehicle).
- Driveways in areas with limited snow storage may not be able to be serviced.
- Potential increased claims due to damage to hardscape and softscape areas.
- Snow removal would be required to remove snow piles reducing the travelled portion of the roadway and blocking catch basins.
- Parked cars on the boulevard portion of the driveway and on the street would prevent service and result in requests to have staff return once the car has been removed.
- Waste collection could prevent service levels from being achieved.
- Additional equipment storage areas required to be leased or purchased.

Considerations of Expanded Sidewalk Snow Plowing Services:

- Increased salt usage and negative environmental impacts.
- Potential increased claims due to damage to encroachments such as curbs, driveways, landscaping and sprinklers.
- Increased salt usage and complaints regarding impacts to pets.
- Additional windrows placed on driveways from sidewalk plows.
- Additional equipment storage areas required to be leased or purchased.
- Escalating costs as new sidewalks are constructed and required to be plowed and salted.

CORPORATE IMPLICATIONS:

Financial Implications:

There is no fiscal impact resulting from this report.

The funding required for the new winter maintenance service contract is included in Public Works and Engineering's proposed 2025 operating budget for the Mayor's consideration. However, no provision has been made in the 2025 budget request for the additional provisional winter services, such as citywide sidewalk plowing and residential driveway windrow clearing.

As outlined in the report, implementing windrow snow clearing would require an additional \$19.6 million, resulting in a tax levy impact of 1.39%, or an average increase of \$86 per household annually in property taxes. Similarly, citywide sidewalk plowing would cost approximately \$2.6 million, with a tax levy impact of 0.18%, or an average increase of \$12 per household annually. If both provisional expansion services are approved by Council, the combined funding of \$22.2 million would result in a total tax levy impact of 1.58%, or an average increase of \$98 per household per year.

Purchasing Implications

As stated within the scope of contract NRFP 2024-091, which includes provision for windrow clearance (snow ridges left by snowplows) and citywide expanded sidewalk plowing services, the following implications prevail:

Contractors, by way of a good working relationship with City staff, shall establish on-going communication, ensure compliance, consistency with By-laws and timely execution of the services, to the fullest satisfaction of the City and its residents under this winter maintenance contract.

The contract administration shall play a key role and ensure to establish:

- clear communication and send timely notice, no less than six months before the seasonal requirement arises, to the successful contractors to ensure they have the proper equipment to perform the required windrow clearance and expanded citywide sidewalk snow plowing services.
- Contractor should be compliant in meeting all equipment specifications, storage requirements, and in delivering the City's level of service and performance standards, service requirements and not limited to other services as stipulated within the Scope of the Contract per NRFP 2024-091.
- All dates mentioned in the contract shall be met by the contractors at the contracted cost and consistent with By-law provisions.
- Contractors shall deliver all required services in a timely manner.

Risk & Insurance Implications

This report is intended to provide the results of the public engagement surveys on the additional provisional services. There are a number of risks associated with providing these additional services which involves clearing a portion of a residential driveway or city driveway apron, (the area between the sidewalk and roadway). These additional services could expose the city to additional liability for slip and fall incidents. Should Council consider implementing either or both additional provisional services, staff can report back to council on the associated risk and insurance implications.

STRATEGIC FOCUS AREA:

The Engagement Campaign Survey for enhanced winter services supports the City's Transit and Connectivity Strategic Focus on connected infrastructure that is safe, convenient, efficient and sustainable for Brampton residents during the winter months.

CONCLUSION:

This report provides the results of the public engagement initiative to gauge the public's desire to adopt additional winter services of citywide sidewalk plowing and residential

driveway windrow clearing for Council's consideration along with the associated financial implications.

Authored by:

Reviewed by:

Sam Mattina, Manager, Operations
Planning and Projects,
Road Maintenance Operations and
Fleet

Franco Massacci, Manager, Road
Operations
Road Maintenance Operations and
Fleet

Approved by:

Approved by:

Peter, Pilateris, M.A.Sc., P.Eng.
Commissioner,
Public Works and Engineering

Marlon Kallideen
Chief Administrative Officer

Attachments:

- Attachment 1 – Town Hall Results Brampton Snow Removal TTH Executive Report
- Attachment 2 – On-Line Snow Removal Survey Summary Report
- Attachment 3 – Text Survey Winter Maintenance