



**Recommendation**

It is recommended that Halifax Regional Council:

- Direct staff to submit an end of season information report to Regional Council for June 2016 evaluating the service delivered in 2015/16 under the provisions of the Street Snow & Ice Control contracts awarded on August 4, 2015, and the impacts of operational changes implemented in 2015/16 following the November 24, 2015 Sidewalk Service Improvements report; and
- Direct staff to expand the scope of the report requested by Regional Council for November 2016 to include recommended changes to the Street Snow & Ice Control contracts, in addition to the previously requested recommendations on the sidewalk program, commencing the 2017/18 winter season.

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## Current Approved Winter Services Budget

2015/16 Program components	Cost
Staff and materials	\$6,432,300
Performance based contracts – Streets*	\$14,321,600
Performance based contracts – Sidewalks*	\$4,399,900
Hourly Based Contracts	\$1,074,600
Infrastructure & Damage Repairs	\$477,500
<b>Total Program Costs</b>	<b>\$26,705,900</b>

## Service Cost per Kilometre

Program components	kilometres serviced	Cost/km
Sidewalks (In-house with Hourly Contracts)	132	\$13,548
Sidewalks Performance-Based Contracts	859	\$5,122
Streets (In-house with Hourly Contracts)	1,108	\$7,360
Streets Performance-Based Contracts	2,717	\$5,270

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## Challenges

- Extreme and Multiple Events
- Coordination of Clearing Activities/Contractors/Private Property
- Attention to Pedestrian Accessibility

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## Improvements within the existing winter service standards

- Priority 2 street “cut-throughs” completed within 6 hours
- Lanes to be cleared to a minimum of 3.5 metres wide
- Snow removal when 10% of lane width is reduced, or to address safe visibility
- Snow removal defined for Designated Crosswalks, Bus Stops, Elementary School Zones, and Accessible Parking Zones. Removal after 20 cm
- All ice/snow pack to be removed once it reaches a depth of 5 cm on priority 1 streets, and 10 cm on Priority 2 streets.

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## Overview

For each of the street and sidewalk infrastructure components identified in Council’s motion, this report provides:

- Size or Quantity of the component and the Current Service Standard
- Current Service Delivery
- Feedback Received from 2014/15 Season
- Options for changes to Service Standards
- Staff Recommendation

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## Bus Stops

Infrastructure Type	Quantity	Current Service Standard*
Bus Stops	2,369	48 hours*

1.	<b>Retain current standards (Recommended Option)</b>	<p><b>No financial impact to current streets and sidewalk contracts</b></p> <p><b>Add language to improve focus on delivery to current service standards when contracts are retendered after April 2017</b></p>
2.	Increase standard from 48 hrs to 24 hrs	<p>Since the existing cost to clear bus stops is not separated out from the applicable street or sidewalk contracts, it is difficult to determine the cost implications. However, additional resources would be required to clear and haul away snow within the same window as streets and sidewalks are being cleared. In addition, the operations would need to be permitted during peak periods</p>

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## Sidewalks

Infrastructure Type	Quantity	Current Service Standard
Priority 1 Sidewalks main roads	424 km	12 hours
Priority 2 Sidewalks school /bus routes	299 km	18 hours
Priority 3 Sidewalks residential/rural streets (Includes trails and walkways)	268 km	36 hours
<b>Total Sidewalks</b>	<b>991 km</b>	

### Options:

1. Retain current standards **(Recommended Option) - No financial impact to current sidewalk contracts**
2. When current contracts are retendered in April 2017, Increase standards from 18 hrs to 12 hrs for Priority 2 sidewalks; and, Increase standard from 36 hrs to 24 hrs for Priority 3 sidewalks.
  - Approximate 66% increase of performance-based contracts for sidewalks **(additional \$2.9 Million annually)**
3. When current contracts are retendered in April 2017, Eliminate Priority 3 Residential/Rural Sidewalk Street clearing – sidewalks be cleared by the abutting property owner
  - **Approximately a \$1.4 Million reduction in performance-based contracts (268km \* \$5122/km)** however additional education and enforcement costs to ensure compliance

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## Crosswalks & Intersections

Infrastructure Type	Quantity	Current Service Standard
RA-3 School 7 RA-4 marked	333	12 or 24 hours per street priority
RA-5 marked and overhead lights	196	12 or 24 hours per street priority
Traffic Signals	267	12 or 24 hours per street priority
Others	1,612	12 or 24 hours per street priority
<b>Total Crosswalks</b>	<b>2,408</b>	

1.	<b>Retain current standards (Recommended Option)</b>	<p><b>No financial impact to current streets and sidewalk contracts</b></p> <p><b>Add language to improve focus on delivery to current service standards when contracts are retendered after April 2017</b></p>
2.	Increase standards from 24 hrs to 12 hrs in conjunction with changes to street clearing priorities	It is impractical to clear intersections

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## Streets

Infrastructure Type	Quantity	Current Service Standard*
Priority 1 Streets	2,246 lane-km	12 hours
Priority 2 Streets	1,578 lane-km	24 hours
<b>Total Streets</b>	<b>3,824 lane-km</b>	

Options:

- Retain current standards with revised wording to provide clarity on priority 2 streets (**Recommended Option**)
  - No financial impact to current streets and sidewalk contracts**
- When current contracts are retendered in April 2017, Increase standard to 12 hours for priority 2 streets
  - Approximately \$15 to \$20 Million increase in street clearing cost**

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## Measuring Program Success

- Motor Vehicle Collision Statistics
- Claims through Legal and Risk Management
- Snow and Ice Management Related Calls to the Corporate Call Centre (311)

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## Conclusions

1. Staff believe the existing service standards are generally appropriate, and that improved service delivery can be achieved through better contract language and practice for in-house staff.
2. Need to evaluate service delivery improvements implemented for this winter:
3. Opportunity for broad changes to contracts after April 2017
4. Opportunity exists for Council to consider the options in this report and the 2015/16 end of season performance report, and direct changes to be implemented in conjunction with the 2017/18 Business Plan and Budget review schedule.

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