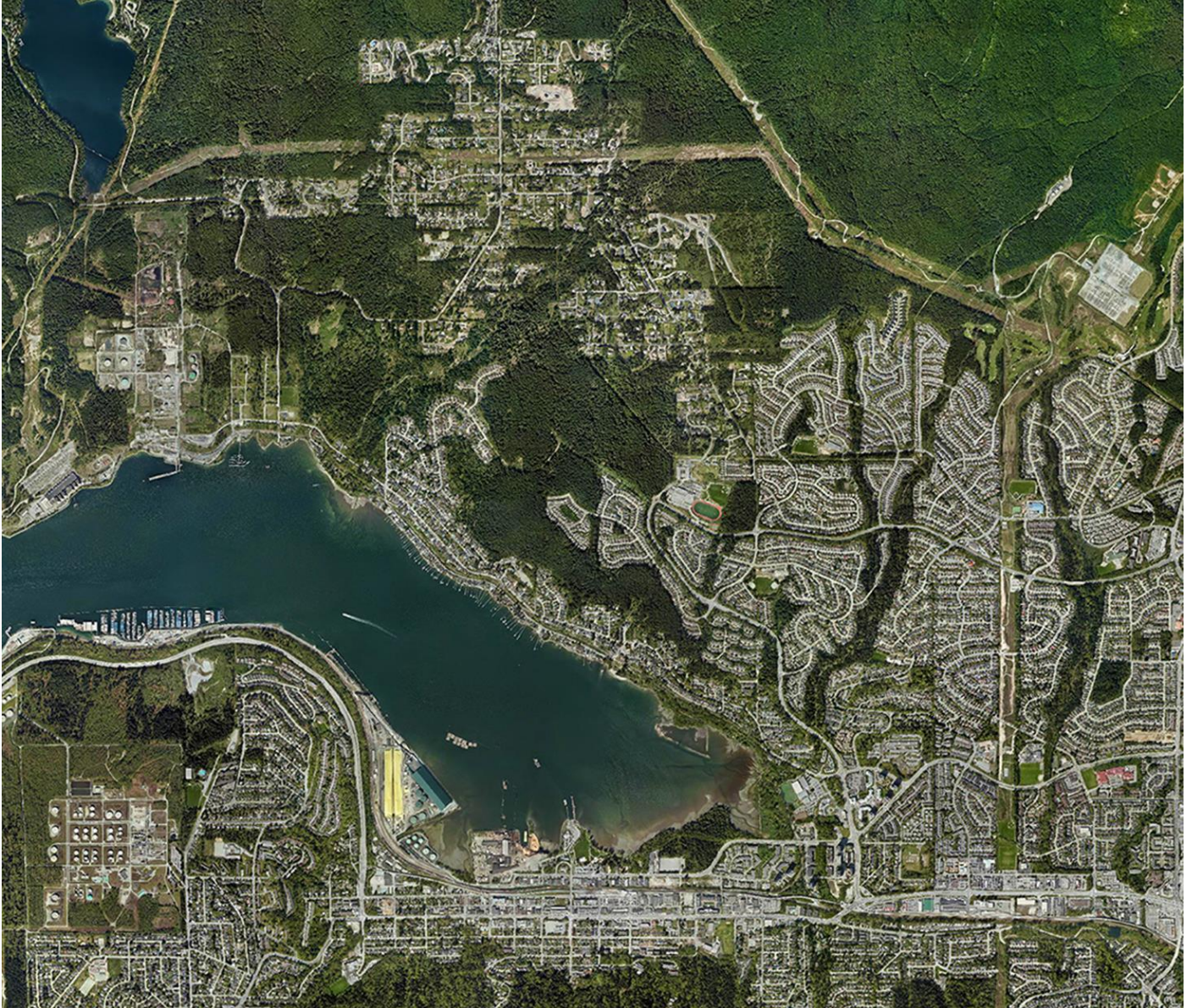




# Mayor's Town Hall on Snow and Ice Response Feedback Review and Action Plan



## Engineering and Operations

Operations

City of Port Moody

# Table of Contents

|        |  |   |
|--------|--|---|
| 1.     | Background .....                                       | 3 |
| 2.     | Feedback Themes .....                                  | 3 |
| 3.     | Discussion .....                                       | 3 |
| 3.1    | Roads .....  | 3 |
| 3.1.1. | Level of Service for Priority 3 Roads.....             | 3 |
| 3.2    | Pedestrian Areas.....                                  | 4 |
| 3.2.1. | Level of Service for Priority 2 Pedestrian Areas ..... | 4 |
| 3.2.2. | Level of Service for Priority 1 Pedestrian Areas ..... | 4 |
| 3.2.3. | Sidewalk and Boulevard Maintenance Bylaw .....         | 4 |
| 3.3    | Other .....  | 5 |
| 3.3.1. | Volunteer Matching Service .....                       | 5 |
| 3.3.2. | Private Facility Maintenance and Design.....           | 5 |
| 4.     | Financial Implications .....                           | 5 |
| 5.     | Action Plan .....                                      | 6 |

# 1. Background

The Mayor's Town Hall on Snow and Ice Response took place on February 27<sup>th</sup>. Staff presented to an audience of approximately 24 people regarding the City's operational practices in regards to transportation infrastructure, facilities, and parks. The Snow and Ice Town Hall Public Engagement Summary outlines the feedback generated by participants, and presents key themes from the feedback.

## 2. Feedback Themes

The Snow and Ice Town Hall Public Engagement Summary contains a detailed accounting of the feedback received from this event. The general themes of the feedback from the event are:

### Roads

- Priority 1 and 2 roads, as well as the contracted route, are well serviced
- Improvements to service on Priority 3 roads are desired
- There is a willingness among participants to increase the budget to increase service

### Pedestrian Areas

- Improved pedestrian safety is a high priority
- Businesses and residents need to fulfil their snow clearing responsibilities
- Park and facility areas are well serviced

### General

- Increase communication, education, and reporting
- Strengthen community support and assistance
- Use bylaws and enforcement

## 3. Discussion

### 3.1 Roads

Town Hall participants provided positive feedback on 44 specific road locations, including exclusively positive feedback for the St. Johns Street-Barnet Highway corridor. There were 13 locations with negative feedback, of which 7 were for Priority 3 roads.

#### 3.1.1. Level of Service for Priority 3 Roads

Feedback on roads areas was focused on the level of service provided to Priority 3 roads. This is consistent with customer service requests received by staff during snow events.

#### *Considerations:*

- Review potential adjustments to the Winter Road Maintenance Policy to increase the level of service for Priority 3 roads within the existing equipment, staff resources and operating budget
- Update communication materials and methods that outline the status of winter road maintenance activities, and provide enhanced awareness of actions that can be taken by residents to mitigate the impacts of snow and ice
- Additional equipment, staff, and operating budget requirements be included for the proposed 2024 LRN and MRN operating budgets for consideration by Council



## 3.2 Pedestrian Areas

There were 18 City-maintained pedestrian area locations that received negative feedback, including a mix of bus stops, medians, and curb let downs. 8 of these locations were on Priority 2 pedestrian areas.

### 3.2.1. Level of Service for Priority 2 Pedestrian Areas

Customers have expressed a desire for these areas to be cleared sooner following the end of a storm.

*Considerations:*

- Refine the inventory of Priority 2 pedestrian areas to eliminate service to redundant or unused pedestrian areas where possible
- Additional resources including staff and equipment in future operating budgets

### 3.2.2. Level of Service for Priority 1 Pedestrian Areas

Qualitative feedback was focused on the quality of work in these areas, particularly at medians and curb let downs. These areas are currently serviced, however there are multiple factors that can affect the quality and speed with which they are completed, including the amount and duration of snowfall, vehicle and pedestrian traffic, temperatures, and the type of subsequent weather for which staff are planning.

Additional resources including staff and equipment are required to improve the overall level of service for these areas.

*Considerations:*

- Continue the operational practice of optimizing timing and resource levels, including identifying and deploying staff available for temporary re-assignment from other City functions, to maximize the level of service for these areas
- Additional resources including staff and equipment in future operating budgets

### 3.2.3. Sidewalk and Boulevard Maintenance Bylaw

Participants identified 52 locations where sidewalk clearing by adjacent property owners has been inadequate. This bylaw requires updates to reflect accessibility standards, including those that may be established by the implementation of the Accessible British Columbia Act, as well as clarification regarding boulevard maintenance standards.

Additionally, customer service enquiries and feedback to staff suggest that the requirements for maintenance on boulevard areas may not be well understood.

*Considerations:*

- Update public education and advertising programs related to boulevard maintenance responsibilities, including specific information about responsibilities for snow clearing on sidewalks adjacent to private property
- Continue efforts to educate the public on winter road maintenance activities
- Continue to adjust operational practices to minimize the windrow effect and disruption to pedestrian areas

- Increase enforcement of the Sidewalk and Boulevard Maintenance Bylaw, especially immediately following the cessation of a snowfall event
- Update the Sidewalk and Boulevard Maintenance Bylaw to include prescriptive performance standards to reflect accessibility requirements

### 3.3 Other

#### 3.3.1. Volunteer Matching Service

Feedback indicated a desire for a volunteer matching program, similar to the Snow Angels programs that operate in neighbouring communities. The current Snow Stars program, which is a mechanism to provide recognition to helpful neighbours, does not allow for matching of customers in need of assistance during a snow storm.

*Consideration:*

- Investigate the requirements to operate a dedicated volunteer matching service, like the Snow Angels programs in other municipalities, that directly connects residents in need with volunteers or other resources

#### 3.3.2. Private Facility Maintenance and Design

The maintenance of private facilities was discussed at length at the Snow and Ice Response Town Hall event. The City does not maintain parking areas, sidewalks, or other common areas on private property. Reports of accessible parking stalls used as snow storage, restricted sightlines, unshovelled curb letdowns and other barriers to accessibility on private areas were reported as a source of frustration for both pedestrians and motorists.

These areas are not immediately actionable or enforceable under our current system of bylaws. Customers are typically directed to contact private property owners to resolve these concerns.

*Consideration:*

- Investigate the suitability and feasibility for the City to enact requirements for maintenance on private property

## 4. Financial Implications

The financial implications of the considerations noted in this report are broken into three categories; those requiring corresponding increases to the operating budget, those that require capital purchase of equipment, and those that can be accomplished within the existing operating budget.

The items listed in Table 1 directly relate to the feedback received during the Mayor's Town Hall, and were also discussed at this event. Increases to operating budgets are required to sustain these changes as they require an ongoing staff complement along with equipment. Both estimated costs listed below include trucks, plows, sanders, and staff in order to increase levels of service.

**Table 1 Operating Budget Increases**

| Theme                  | Consideration   | Estimated Cost |
|------------------------|---|----------------|
| Roads-Priority 3 Areas | Additional equipment, staff, and operating budget requirements be included for the proposed 2024 LRN and MRN operating budgets for consideration by Council | \$450,000      |
| Pedestrian Areas-All   | Consider additional resources including staff and equipment in future operating budgets   | \$310,000      |

The items listed in Table 2 do not directly relate to the feedback received during the Mayor's Town Hall, but do improve operational efficiencies and may allow for increased flexibility to address feedback from Town Hall participants. These purchases do not require corresponding increases to operating budgets. The estimated costs for equipment for Parks and Facilities includes a truck, trailer, and small tractor, but an equivalent combination of equipment may be selected to best address operational requirements. Further investigation should be completed to determine if these items are suitable for available grants or other methods of capital investment.

**Table 2 Capital Funding Opportunities**

| Theme                                 | Consideration   | Estimated Cost |
|---------------------------------------|---|----------------|
| Roads, Pedestrian Areas               | Purchase and installation of a brine making facility, including site preparation, and application equipment | \$250,000      |
| Pedestrian Areas-Parks and Facilities | Purchase of a suitable combination of equipment for clearing pedestrian areas                               | \$150,000      |

## 5. Action Plan

Staff recommend proceeding with the actions outlined in Table 3 and will seek direction from Council on the actions outlined in Table 1 and Table 2.

**Table 3 Actions Within Existing Operating Budgets**

| Infrastructure Area | Action  |
|---------------------|---|
| Roads               | Review potential adjustments to the Winter Road Maintenance Policy to increase the level of service for Priority 3 roads within the existing equipment, staff resources and operating budget  |
|                     | Update communication materials and methods that outline the status of winter road maintenance activities, and provide enhanced awareness of actions that can be taken by residents to mitigate the impacts of snow and ice              |
| Pedestrian Areas    | Refine the inventory of Priority 2 pedestrian areas to eliminate service to redundant or unused pedestrian areas where possible   |
|                     | Continue the operational practice of optimizing timing and resource levels, including identifying and deploying staff available for temporary re-assignment from other City functions, to maximize the level of service for these areas |
|                     | Update public education and advertising programs related to boulevard maintenance responsibilities, including specific information about responsibilities for snow clearing on sidewalks adjacent to private property                   |
|                     | Continue efforts to educate the public on winter road maintenance activities  |
|                     | Increase enforcement of the Sidewalk and Boulevard Maintenance Bylaw, especially immediately follow the cessation of a snowfall event   |
|                     | Update the Sidewalk and Boulevard Maintenance Bylaw to include prescriptive performance standards to reflect accessibility requirements   |
| Other               | Investigate the requirements to operate a dedicated volunteer matching service, like the Snow Angels programs in other municipalities, that directly connects residents in need with volunteers   |
|                     | Investigate the suitability and feasibility for the City to enact requirements for maintenance on private property  |

The items listed in Table 3 do not require changes to operating budgets or additional capital funding, and can be initiated in advance of the 2023-2024 winter season.