



## Committee of the Whole Report

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**Report Number:** RD2021-004  
**Meeting Date:** June 1, 2021  
**Title:** Enhanced Downtown Winter Level of Service  
**Description:** Inclusion of winter sidewalk plowing to Lindsay BIA and more frequent downtown snow removal  
**Author and Title:** Oliver Vigelius – Manager – Roads Operations (West B)

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### Recommendation(s):

That Report RD2021-004, **Enhanced Downtown Winter Level of Service**, be received.

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

**Background:**

By-Law 95-04 allocates maintenance responsibilities for sidewalks in the winter (clearing and application of melting agents/abrasives) within the Lindsay Business Improvement Association (BIA) area to local building owners.

There are two Council Policies that identify Level of Service (LOS) for winter maintenance services offered by Public Works:

- 1) C 124 EPW 010 – Roadway Level of Service Policy for Winter Maintenance
- 2) C 125 EPS 001 – Sidewalk Level of Service Policy for Winter Maintenance

These policies clearly identify service level expectations and commitments from the City including what triggers response and removals.

Currently parking lot maintenance in Lindsay is coordinated by Municipal Law Enforcement (MLE) for both plowing and snow removal. Both of these services are completed under separate corporate contracts. Snow clearing is a self start contract when snow accumulation triggers service and snow removal (loading and removing snow) requires MLE staff to call to initiate service.

At the Council Meeting of November 17, 2020, Council adopted the following resolution:

**CR2020-364**

**Moved By** Councillor Dunn

**Seconded By** Deputy Mayor O'Reilly

**That** a Pilot Project be put in place for Downtown Area's for the 2020/2021 winter season, waiving the current policy(cies) and By-Law one year;

**That** Downtown Lindsay receive the same level of sidewalk service as other Downtown Areas in the City;

**That** the level of service be adjusted so that the snowbank removal in all Downtown Areas be triggered at .5 meters instead of .9 meters;

**That** Staff be directed to apply a heightened level of service in back municipal parking lots during the winter months; and

**That** Staff report back to Council on the service level adjustments by the end of Q2, 2021.

Carried

This report addresses these instructions.

Council has also received and referred a memo from the Lindsay BIA to Staff at the March 23, 2021 Council Meeting:

CC2021-07.8.1

**Correspondence Regarding Winter Parking Lot Maintenance in Downtown Lindsay**

Melissa McFarland, Executive Director, Lindsay Downtown BIA  
Stephen Podolsky, Vice-Chair, Lindsay Downtown BIA

**CR2021-154**

**Moved By** Deputy Mayor O'Reilly

**Seconded By** Councillor Elmslie

**That** the correspondence from Melissa McFarland, Executive Director, Lindsay Downtown BIA, and Stephen Podolsky, Vice-Chair, Lindsay Downtown BIA, **regarding Winter Parking Lot Maintenance in Downtown Lindsay**, be received and referred to Staff for inclusion in the report back to Council on Downtown Service Enhancements by the end of Q3, 2021.

**Carried**

This memo discusses shifting responsibility of the service to PW from MLE. It is the opinion of Staff that the primary concern here is defining, adhering to and cost of service levels as opposed to divisional oversight. MLE, PW and Purchasing Staff will review alternatives and report back to Council on this resolution at a later date in Q3.

**Rationale:**

Other downtown communities in the City of Kawartha Lakes receive winter sidewalk maintenance which consists of, when sidewalk winter maintenance is required, a single pass of a sidewalk plow and spreading of either salt or sand as required. Council directed that this LOS be implemented, on a trial basis, in the downtown core of Lindsay (the BIA district). Council also directed that all the downtown areas of the City of Kawartha Lakes receive an 'enhanced' level of snow removal where the trigger height for removal of the snow banks be reduced from 0.9 m to 0.5 m which includes enhanced service in the Municipal parking lots. These directions were accomplished during the winter of 2020/2021.

The winter sidewalk maintenance for the BIA district of Lindsay received a single pass of a sidewalk unit in response to winter maintenance events and the overall results of this trial appear to be positively accepted. It should be noted that the boulevards in Lindsay's BIA district are wide and adjacent property owners were still required to perform winter maintenance on the remaining boulevard area, create paths to their doorways and create access points through snowbank accumulations to the on-street angled parking where desired. Snow removal was triggered at the lower level and results of the trial period also appear positively accepted.

Greater detail will be provided in the Financial/Operation Impacts section of this report but it should be noted that two independent circumstances had a profound affect on the data collected in the Lindsay BIA district this past winter. The first being the ongoing downtown revitalization construction project which removed a large section of the downtown core from the winter maintenance responsibility of Public Works as it was included in the responsibilities of the general contractor. The second was the winter itself; this past winter was, by comparison, mild – with a lesser call for winter maintenance activities.

## **Other Alternatives Considered:**

### **Sidewalk Plowing**

Operationally the inclusion of a single pass of a sidewalk plow, when winter maintenance was required, did not have a significant impact on operations as a whole. It should be noted that the increase to areas covered for winter maintenance will accelerate the need for another sidewalk plow and staff to operate it will be required. This is especially noteworthy considering the increased subdivision development activity in the area. The BIA area, as described in By-Law 95-04 (Appendix A), consists of approximately 2.7km of sidewalk (being all areas where the City is not the adjacent property owner). For the purposes of scale, all three phases of the Cloverlea Subdivision in Lindsay (all of the streets connected to Broad St. between Angeline St. S. and Wallace Drive) contain approximately 2.9km of sidewalk and require one to two hours to service for winter maintenance depending on the type of winter event – longer for a *heavy* snow event.

Council could opt to maintain the added winter sidewalk maintenance permanently. This would require "By-Law 95-04 Clearing and removing snow and Ice from sidewalks downtown in Lindsay" (Appendix A) be amended to reflect the modified maintenance

responsibilities of The City of Kawartha Lakes and adjacent property owners within the Lindsay BIA district with the following resolutions:

**That** the Pilot Project put in place for Lindsay's Downtown BIA district for the 2020/2021 winter season, waiving the current policy(cies) and By-Law one year and allowing Lindsay's Downtown BIA district to receive the same level of sidewalk winter maintenance as other downtown areas in the City be made permanent; and

**That** By-Law 95-04 "Clearing and removing snow and Ice from sidewalks downtown in Lindsay" be amended to reflect the maintenance responsibilities of the City of Kawartha Lakes and adjacent property owners."

Should Council opt not to make these changes no further action is required as the pilot project has concluded.

### **Snow Removal**

Altering the LOS for snow removal will have a more immediate impact on operations, more specifically the operating budget. A reduction of 0.4m to the trigger height for snow removal activities is a reduction of 45%. This year's data is inconclusive as to the budget impact for the reasons previously stated, but it is reasonable to assume that an increase is to be expected under more seasonable winter conditions (and in the absence of construction activities in the subject area) and it is also reasonable to assume the increase will be in the order of 45%.

Council could opt to increase the LOS and adjust trigger height for snowbank removal at 0.5m for downtown areas within the City of Kawartha Lakes. This would require amendment of Council Policy C 124 EPW 010 Roadway Level of Service Policy Winter Maintenance (Appendix B) to reflect the changes with resolutions being:

**That** the trigger height detailed in "Table 4 – Snow Removal Level of Service, Urban/ Built Up Areas, Roadside" of Council Policy C 124 EPW 010 Roadway Level of Service Policy Winter Maintenance be adjusted for all instances detailed in the table to read 0.5m in place of the existing 0.9m.

Should Council opt not to make these changes no further action is required as the pilot project has concluded.

### **Municipal Parking Lots:**

Operationally and as directed by the resolution of Council, the municipal parking lots within the Lindsay downtown core area received an increased level of service for the 2020-2021 winter season. Service levels regarding pile removal are controlled and adjusted around snow events and by encouraged communication between City staff, the Lindsay Downtown Business Improvement Association and the Community Liaison Officer. Piles, during the study period were removed when significant impact was observed to the travel pathways, lanes, parking areas and generally within 48 hours of a snow event.

### **Alignment to Strategic Priorities**

The pilot project potentially aligns with the strategic priority of "A Vibrant and Growing Economy" as it supports local business owners in the City's downtown cores by enabling greater accessibility for visitors to the business areas. However, this must also be balanced against the strategic priority of "Good Government"; part of good government is fiscal responsibility and part of this pilot project will negatively impact future budgets.

### **Financial/Operation Impacts: Sidewalk Plowing**

Operational costs to include the BIA district would amount to approximately \$3,700 in staff time including \$1,000 allowance for material (Salt). The real impact of this addition is in time; when more infrastructure is added the departments ability to achieve levels of service is impacted it will accelerate the need for additional labour and equipment to maintain Council's desired LOS.

### **Snow Removal**

In 2018, 2019, and 2020 The City of Kawartha Lakes spent an average of \$85,871 on contracted snow removal services to various downtown areas and parking lots managed by Municipal Law Enforcement. Should this snow removal LOS be extended to other locations (such as community centers and arenas) further budget impacts will be realized. It is reasonable to assume that a 45% reduction in the trigger height for snow bank removal will result to an equal increase in snow removal costs due to the increased frequency of the service being provided. 45% of \$85,871 is \$38,642 which would bring the average annual cost up to \$124,513. Potential future capital and operating pressures are discussed in the "Other Alternatives – Sidewalk Plowing" section of this report.

**Consultations:**

Supervisor, Roads Operations – Lindsay

Manager, Municipal Law Enforcement

**Attachments:**

Appendix A - By-Law 95-04 Clearing and removing snow and Ice from sidewalks  
downtown in Lindsay



Appendix A By-Law  
95-04.pdf

Appendix B - C 124 EPW 010 Roadway Level of Service Policy Winter Maintenance



Appendix B  
C124EPW010.pdf

**Department Head email:** brobinson@kawarthalakes.ca

**Department Head:** Bryan Robinson