



## Council Report

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**Report Number:** MLE2021-011

**Meeting Date:** December 14, 2021

**Title:** Downtown Service Enhancements, Snow Clearing and Removal in Municipal Parking Lots

**Author and Title:** Aaron Sloan, Manager

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### Recommendation(s):

**That** Report MLE2021-011 Downtown Service Enhancement, Snow Clearing and Removal in Municipal Parking Lots, be received.

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

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

## **Background:**

At Council November 17, 2020, Council received correspondence:

### **CR2020-363**

That the October 29, 2020 correspondence from Steve Podolsky, Vice-Chair, Lindsay Downtown Business Improvement Association, regarding snow removal in Downtown Lindsay, be received.

**Carried**

At the same November 17, 2020 Regular Council Meeting, Council adopted the following resolutions:

### **CR2020-364**

**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**

At Council meeting March 23, 2021 the following resolution was passed.

### **CR2021-154**

Moved By: Patrick O'Reilly

Seconded by: Doug 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.

**Carried**

On June 15, 2021, Council passed the following resolution

**CW2021-172**

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

**Carried**

On November 2, 2021, Council passed the following resolutions,

**CW2021-286**

**That** Report RD2021-006, Winter Level of Service Review and Update, be received;

**That** the amended draft By-Law for Lindsay Business Improvement Area Sidewalk Clearing attached as Appendix B be approved;

**That** the amended Council Level of Service Policy C124 EPW 010 Roadway Level of Service Policy Winter Maintenance attached as Appendix C be renumbered and approved;

**That** the amended Council Level of Service Policy C125 EPW 011 Sidewalk Level of Service Policy Winter Maintenance attached as Appendix D be renumbered and approved; and

**That** these recommendations be brought forward to Council for consideration at the next regular Council meeting.

**Carried**

This report provides Council information regarding the Winter Level of Service in the Municipal parking lots.

**Rationale:**

At Council meeting November 17, 2020, Council directed that staff use a heightened level of service in the municipal parking lots during the winter months. Council directed that the Pilot Project be put in place for 2020/2021 winter season, waiving current policies and by-law for one year.

During the period of this pilot project Municipal Law Enforcement staff who provide oversight of the municipal parking lots within the downtown core area of Lindsay

increased their level of service, enhanced front line communications with the Lindsay Downtown Business Improvement Association (LDBIA) and the winter plow contractor.

The LDBIA employs a Community Liaison Officer (CLO) and this officer interacts with the public and the business community in the Lindsay downtown area; the CLO reports by-law regulatory issues of concern to staff in Municipal Law Enforcement (MLE). The CLO also provides parking patrol service in municipal lots in the downtown core area and reports on snow and ice accumulation, snow pile heights, snow pile size and any walking and/or driveway lane concerns.

Salt, sand, snow plowing and removal services in these parking lots is provided by a private winter contractor under a corporate self start contract. The Level of Service (LOS) as established within the service contract may be compared to LOS for winter maintenance offered by Public Works in their winter maintenance policies.

For the downtown municipal parking lots MLE staff have established with the contractor and the CLO minimum standards, which include review and removal of snow piles when needed within 48 hours of a significant snow event. Snow piles also may be removed when they encroach on interior lanes and parking spaces in these lots. At certain periods over the winter, staff in communication with the CLO have requested the contractor remove snow piles of concern in specific areas over and above the criteria previously described. These additional customer service gestures have improved the parking lot space access and have had a minor impact to the general contracted snow removal budget.

## **Financial/Operation Impacts:**

### **Budget**

Year	Budget	Actual
2020	\$110,000	\$129,000
2021	\$140,000	\$82,000 (January to March 2021) actual will increase to include year end Nov – Dec 2021 and estimated to be \$130,000

\*Chart is based on yearly operating and not split seasonally (example 2020-2021).

The seasonal cost Nov. to Dec. 2020 was approximately \$48,000 and \$82,000 from January to March 2021. The contractor submits monthly-itemized service invoices to staff based on the activity and snow events. The frequency of winter events influences the year-to-year budgets and actual costs.

During the 2020-2021 study period and in previous winter seasons, the business unit (budget) the MLE Division has managed the contracted snow plowing and removal services. Considering winter operations as a maintenance item similar to line painting or sweeping, the management of this contract and business unit has been reviewed and reassigned, removing it from general parking budget and MLE services. This rearrangement of the contracted snow plowing business unit has resulted in efficiencies; it allows MLE staff to continue with regulatory parking by-law enforcement and provides a staff person, who coordinates winter operations in other municipal lots outside of the downtown core area. This staff member will act as a resource to be utilized by the CLO and the winter snow plow contractor.

**Other Alternatives Considered:**

N/A

**Alignment to Strategic Priorities**

The purpose of this report and examination of current winter operations, as they relate to the Downtown Lindsay parking lots, is to provide Council with an update and to ensure that the levels of service in practice align with the strategic priorities and guiding principles contained in the Strategic Plan. Staff will continue to review winter operations in the municipal parking lots and will collaborate to provide service excellence to “Make it Better”.

**Consultations:**

Public Works – Road Operations  
Building and Property  
Insurance and Risk Management

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**Department Head:** Cathie Ritchie