



2020 to 2023 Business Plan

Service: Winter Maintenance

\$0.21

Cost per day for the average rate payer (2020 to 2023)

2.39%

Percentage of the 2020 to 2023 City of London Net Property Tax Supported Budget

Who we are:

- The City undertakes a range of winter maintenance activities on its road and sidewalk network, including but not limited to winter roads patrolling to monitor conditions, snow plowing, ice prevention (sanding and salting) and snow removal.

What we do:

- Winter Maintenance contributes towards effective transportation in the City by ensuring that the municipal road and sidewalk network operate at standard and provides vehicle and pedestrian mobility.

Why we do it:

- **Mandatory** - Section 44(1) of the Municipal Act establishes the City's responsibility to keep highways or bridges under its jurisdiction "in a state of repair that is reasonable in the circumstances". Ontario Regulation 239/02: Minimum Maintenance Standards for Municipal Highways (which has been amended by Ontario Regulation 47/13) provides further clarification by establishing minimum maintenance standards for a range of road network maintenance activities.

The following table provides an overview of the budget for this service:

| Budget Summary (\$000's) | 2020 | 2021 | 2022 | 2023 | 2020 to 2023 TOTAL |
|--|-----------------|-----------------|-----------------|-----------------|--------------------|
| Gross Operating Expenditures | \$16,164 | \$17,022 | \$17,132 | \$17,259 | \$67,577 |
| Other Revenues | -\$543 | -\$543 | -\$543 | -\$543 | -\$2,172 |
| Net Tax Levy Supported Operating Budget | \$15,621 | \$16,479 | \$16,589 | \$16,716 | \$65,405 |
| Total Capital Expenditures | \$462 | \$55 | \$255 | \$55 | \$827 |
| Full-Time Equivalents (FTE's) | 62.6 | 62.4 | 62.3 | 62.1 | N/A |

Reflects 2020 - 2023 Council Approved Budget - January 12, 2021.

The following section provides an overview of the key activities the service plans to undertake from 2020 to 2023 to implement the Corporation's 2019 to 2023 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2020 to 2023

- The City of London maintains roadways and sidewalks in accordance with the Provincial Minimum Maintenance Standards for Municipal Highways (MMS), Regulation 239/02. This Provincial regulation under the Municipal Act specifies minimum maintenance standards that includes the maintenance related roads, sidewalk and bike lanes. Winter standards include thresholds to deploy resources and time to complete the work after the snowfall ends.

Risks and Challenges Anticipated in 2020 to 2023

- The timing of winter weather events influences the impact on the road, sidewalk and bike lane users. If the snowfall ends by the late evening, City forces have time to clear most routes before the beginning of the school or work day. Early morning snow events are more impactful as snow crews navigate through the system in traffic.
- Service is also provided through contracted resources and these contracts will be renewed during the 2020 to 2023 budget time table. Financial impacts are not know at this time.

The service directly supports the following components of the Corporation's 2019 to 2023 Strategic Plan:

Leading in Public Service

Londoners experience exceptional and valued customer service.

Expected Result: Increase efficiency and effectiveness of service delivery.

Strategy:

- Improve residents' satisfaction with winter road and sidewalk maintenance. (LPS-30)

| Metric | 2019 | 2020 | 2021 | 2022 | 2023 |
|--|------|------|------|------|------|
| # of winter storms with an improved response. | N/A | N/A | 2 | 6 | 6 |
| % increase in London residents indicating they are very/somewhat satisfied with snow clearing and removal in the annual citizen satisfaction survey. | 0 | 0 | 1 | 1 | 1 |

Other reference information and links:

- [O. Reg. 239/02: Minimum Maintenance Standards For Municipal Highways](#)

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