

Road Maintenance – Spring/Summer 2020 Service Levels

Road Maintenance service line includes street and sidewalk repair and maintenance. These core services include operating and capital programs. Most of the programs are operating with some minor capital programs.

SUMMARY

| Service Level | Staffing Level | Budget Impact | Comments |
|---|----------------|-----------------------------|---|
| Typical Service Level | 126 | \$0 | Average summer staffing level. |
| A - Reduced Service Level | 104 | \$925,000 Favourable | Summer staffing level to deliver reduced service level. Savings consist of \$265,000 in operational savings and \$660,000 of capital deferral. |
| <u>Recommended</u> B - Near Typical Service Level | 120 | \$250,000 Favourable | Summer staffing level to deliver near typical service level. This would require an additional 16 seasonal employees to be added to the current staffing complement. Savings consist of \$0 in operational savings and \$250,000 of capital deferral. |

MODIFIED 2020 SERVICE LEVELS

| Service Provided | Sub-Service | Typical Service Level | A – Reduced Service Level | B – Near Typical Service Level |
|----------------------------------|--------------------------|---|---|--------------------------------|
| Paved Street Surface Maintenance | Large Debris Removal | Routine debris removal from high traffic streets. | Typical | Typical |
| | Emergency Pothole Repair | Potholes with the potential for causing damage are considered an emergency and will be repaired within 3 days. | Typical | Typical |
| | Routine Pothole | Pothole repairs across all paved streets, with priority given to high traffic and high speed streets. | Approximately 20% less overall routine pothole repairs. | Typical |
| | Crack Filling | Crack filling in BIDs, lower speed streets within first 5 to 10 years of new construction to extend service life. | Stop delivering | Typical |
| | Utility Cut Maintenance | Utility cuts are maintained year-round using gravel fill and blading. | Typical | Typical |

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|--------------------------|--------------------------|---|---|---------|
| | | Frequency adjusted based on location and size of cut and traffic volumes. | | |
| | Utility Cut Repairs | Priority is based on the location and size of cut and traffic volumes. Nearly all utility cuts repaired by winter. | About 25% of utility cuts are not repaired by winter. | Typical |
| Earth Street Maintenance | Back Lane Maintenance | All back lanes receive at least one maintenance treatment. | Typical | Typical |
| | Boundary Roads | Graded on a weekly basis. | Graded on a bi-weekly basis. | Typical |
| | Back Lane Reconstruction | About 15 km of back lane reconstruction prioritized based on condition, drainage concerns and traffic. | Nearly stop delivering. About 3 km of back lane reconstruction based on highest priority. | Typical |
| Drainage & Flooding | Emergency | Catch basins are inspected within 24 hours, cleaned and replaced throughout the city during and after severe rain. | Typical | Typical |
| | Non-emergency | Catch basins are inspected, cleaned and replaced as time permits, typically within 2 to 5 days | Typical | Typical |
| Specialized Maintenance | Guardrail Repair | Guardrail damage investigated within 24 hours. Between May and October scheduled for repair as soon as possible, usually within two weeks | Typical | Typical |
| | Walkway Maintenance | Once per month, except on four locations near Circle Drive (between Airport Drive and Clancy Drive) on a weekly basis. | Frequency reduced to once every 6 weeks except on four locations near Circle Drive. | Typical |

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|------------------|----------------|---|--|---------|
| | Bridge Washing | Bridge washing once per year throughout July and August. | Typical | Typical |
| Sidewalk Repairs | Maintenance | Sidewalk repairs are determined by considering pedestrian volume and timing of adjacent street rehabilitation projects. | Approximately 20% less overall sidewalk repairs. | Typical |
| | Utility cuts | Sidewalk damage due to utility cuts is repaired with a planned program. | Approximately 20% less overall sidewalk repairs. | Typical |

Reduced staffing levels will help reduce the risk of spreading COVID-19. Fewer employees will result in a reduced amount of close physical contact and potential that entire field crews may be in self-isolation due to exposure concerns. Reduced staffing levels also decrease challenges for training of new employees, reduction in congestion of work spaces, and multiple occupancy in vehicles.

Although all attempts will be made to maximize productivity, some level of reduced productivity is expected. This is due to implementation of COVID-19 work safety plans and operational processes and procedures to meet the requirements for providing a safe work environment under provincial and federal orders. Some of the measures implemented include completion of daily fit-for-duty assessments, enhanced cleaning protocols for equipment and vehicles, adjustments to work methods to ensure physical distancing, use of multiple vehicles to minimize close physical contact and not sharing work tools.

CURRENT STATUS

Typically, starting in late March through April, the Roadways, Fleet & Support division rehires about 25 seasonal staff to help deliver summer maintenance programs. Considering COVID-19 restrictions introduced in the middle of March by the federal and provincial government, and at that time a lack of finalized COVID-19 safety plans, procedures, and required personal protective equipment, seasonal hiring was delayed.

DISCUSSION/ANALYSIS

The Reduced Service Level option would result in reduced service levels for the following maintenance activities: Routine Pothole Repairs, Crack Filling, Utility Cut Repairs, Boundary Roads, Back Lane Reconstruction, Walkway Maintenance, Sidewalk Maintenance, and Sidewalk Repairs due to utility cuts.

The Near Typical Service Level option is expected to be generally near typical service levels with some possible reductions in Crack Filling and Back Lane Reconstruction.

This is due to reductions in the number of staff and reduced productivity associated with implementation of COVID-19 work safety plans.

RECOMMENDATION

Continue with the delivery of the “Near Typical Service Level” option as described in this report for the 2020 Road Maintenance programs and service levels.