

Transportation – Spring/Summer 2020 Service Levels

Transportation services include the following: Roadway Signing & Marking; Traffic Management; Traffic Signals; Customer Service & Communication; and Transportation Engineering. The services provided are a blend of operating and capital programs.

SUMMARY

Service Level	Staffing Level	Budget Impact	Comments
Typical Service Level	105	\$0	Summer staffing level.
A - Reduced Service Level	71	\$328,000 Favourable	Summer staffing level to deliver reduced service level.
Recommended B - Near Typical Service Level	104	\$0	Summer staffing level to deliver near typical service level. (1 seasonal staff for traffic data collection is not required)

MODIFIED 2020 SERVICE LEVELS

Service Provided	Sub-Service	Typical Service Level	A – Reduced Service Level	B – Near Typical Service Level
Roadway Signing & Marking (Sign Shop)	Detour Sets – Special Events	As required.	No change.	Typical
	Detour Sets – City Projects	Daily service.	No change.	
	Detour Sets – Private work on Locals / Collectors	Daily service.	Encourage owners / developers / contractors to arrange own detour set up. Work still planned / approved by detour group.	
	Detour Sets – Incidents (Police, flooding, rail, spills)	Immediate as required.	No change.	
	Line Painting	Twice annually.	No dedicated crews, but labour taken from Detour Set crews as needed and as available. (See Note 1 below.)	
	Signage - Maintenance	Daily service.	Complaint driven.	
	Signage – New (see Note 2 below)	Daily service.	By request only, and if time permits.	
	Signage – Capital Projects (see Note 3 below)	Daily service.	By request only. Will get done but will need more lead time.	

Note 1 – The priority focus of the work crews will be setting, removing, and managing detour sets. When the schedule allows, the crews would complete some line painting.

Note 2 – ‘New’ signage refers to typically the changing of, or installing of, new signage in build-up areas. Not completing this work does not result in an unsafe condition. A good example is Neighbourhood Traffic Review recommendations regarding signage.

Note 3 – Signage for capital projects refer to new signage that is typically needed for a new road. Not completing this work results in an unsafe condition.

Service Provided	Sub-Service	Typical Service Level	A – Reduced Service Level	B – Near Typical Service Level
Traffic Management (Detour Group)	Detour Design – Special Events, construction on the Right-of-Way	Daily service, require minimum 3 days’ notice	Typical	Typical
	Detour Monitoring	Daily service.		

Service Provided	Sub-Service	Typical Service Level	A – Reduced Service Level	B – Near Typical Service Level
Traffic Signals (Electronic Shop)	Traffic Signals – New	Daily service.	Typical	Typical
	Traffic Signals – Maintenance	Daily service.		
	Traffic Signals – Emergency Repairs	As per prioritized location procedure.		
	Traffic Signal Infrastructure – New	Daily service.		
	Traffic Signal Infrastructure – Maintenance	Daily service.		
	Traffic Signal Infrastructure – Emergency Repairs	As per prioritized locations.		

Service Provided	Sub-Service	Typical Service Level	A – Reduced Service Level	B – Near Typical Service Level
Customer Service & Communication	Correspondence, inquiries	Daily service.	Typical	Typical
	Red Light Camera, Automated Speed Enforcement management			
	Curb Crossing Permits			
	Truck Permits			
	ROW Permits			
	Loading Permits			
	Building Plan Review			
	Permanent Signage Requests			

Service Provided	Sub-Service	Typical Service Level	A – Reduced Service Level	B – Near Typical Service Level
Transportation Engineering	Development Review	Daily service.	Typical	Typical
	Traffic Signals – Existing Locations (engineering)			
	Traffic Signal Design			
	Traffic Safety – Programs (respond to inquiries, support customer service, administer NTR program)			
	Traffic Safety – Design (signage plans, traffic calming)			
	Active Transportation – Design (support Construction & Design regarding design of curbs, crossings, sidewalks, and pathways)			
	Saskatoon Freeway Study led by Province (meetings, review documents and plans)			
	Data Collection (install, maintain, operate equipment)		Not appropriate to count traffic during COVID-19 as the data is not typical.	

Due to a reduction in productive time due to COVID-19 safety measures and protocols, overall accomplishments may be lower, or take longer, than in a typical season.

Reduced productivity 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 Transportation adds the required summer staff to deliver the budget approved summer programs and service lines. With restrictions being placed on society starting in the middle of March by the federal and provincial governments, combined with the late spring melt and the need to update operational practices prior to adding staff, the usual addition of staff did not occur as per the typical summer season planning process. Subject to an alternate direction from City Council, Transportation will begin the resourcing process in early May with the goal of reaching full operational summer capacity by the end of May.

Over the past six weeks, significant planning has been completed in preparing workplace safety plans for each site, in accordance with the provincial government COVID-19 requirements and guidelines. These workplace safety plans provide the safe operating processes and procedures for staff during the COVID-19 pandemic.

DISCUSSION/ANALYSIS

The Transportation Division expects to fully deliver the approved 2020 Transportation Services program and service level with the following exceptions:

- Over the next several months no public events requiring detours are expected, although the ability to provide this service will remain in place. When gatherings of people and events begin to proceed this service will be available.
- The line painting program, typically painting every line and crosswalk twice a year will be completed but later than a normal year. Typically the time to complete one round of painting requires 10 weeks, weather being a factor. Also a consideration is coordination with the street sweeping program, and ensuring line painting occurs after the road has been swept and cleaned.
- Engineering projects that require public consultation are still being reviewed. For example the Neighbourhood Traffic Review (NTR) program, which includes typically 20 public gatherings is being delayed until further guidance is provided on public gatherings and public engagement during the COVID-19 pandemic.
- Traffic data collection of 'typical' conditions will be halted as any data collected this spring and summer will be challenged as not typical.

RECOMMENDATION

Continue with the delivery of the "Near Typical Service Level" option as described in this report for the 2020 Transportation Division programs and service levels.