

Continuous Improvement – Sidewalk Repairs

Roadways, Fleet and Support made significant improvements to the management and execution of the sidewalk repair program in 2021 and 2022, resulting in a substantial increase in repairs, prioritization of hazard locations as well as improved communication to residents about the timelines for repairs.

| | 2022 | 2021 | 2020 |
|--------------------------------|--------|--------|--------|
| Work Orders Completed | 419 | 1272 | 261 |
| Grinding Repairs (panels) | 5141 | 4703 | 453 |
| MgKrete Repairs (panels) | 520 | 1633 | 554 |
| Asphalt Repairs (panels) | 117 | 194 | ~87 |
| Total Sidewalk Length Repaired | 8.8 km | 9.1 km | 1.4 km |

At the beginning of 2021, there was a significant list of outstanding sidewalk complaints. With additional employee resources and new processes for inspecting and planning, Roadways addressed the backlog and all reported issues within the same summer reported.

Improvements

- Developed a new inspection form to capture additional relevant information.
- Assigned additional engineering technologists for inspections.
- Reassigned additional crews to sidewalk repairs as other programs were completed.
- Adopted a new risk ranking framework for prioritizing work.
- Re-assigned work orders to the Planning and Scheduling group for assigning and closing out.
- Created a central information database for responding to residents' inquiries.
- Implemented a new work planning system for crews that prioritizes work orders.
- Implemented a new process for tracking and reporting Key Performance Indicators (KPIs).
- Increased collaboration with Technical Services Asset and Preservation to track locations that require replacement and crack sealing.