
Options to the Current Sidewalk Maintenance Service Level

Recommendation

That the recommendation of the Transportation Committee regarding recommended changes to services levels and any corresponding changes to the 2019 budget be forwarded to the June Governance and Priorities Committee for consideration.

Topic and Purpose

This report is to provide requested detail regarding options to the Road Maintenance Service Level regarding sidewalk maintenance. The options outlined in the report were developed through the Sidewalks Civic Service Review and address programming gaps and safety risks in the current service delivery model.

Report Highlights

1. A civic service review of sidewalk programming was requested in response to the service level discussions in 2017.
2. Improvements are underway to better align programming for the 2018 season.
3. An addition of \$200,000 and 1 Full Time Equivalent (FTE) to the Roadway Maintenance Service Line will increase the service level by improving complaint inspection response times and increasing the capacity to address safety and mobility barriers.

Strategic Goals

This report supports the Strategic Goals of Moving Around, Quality of Life, and Continuous Improvement by providing roadway and sidewalk programs to ensure citizens, visitors, and service providers can safely move around the city using a number of transportation options. Civic service reviews are conducted by cross-divisional teams in order to clearly document what the City is currently doing, what gaps in services and programming exist, collaboratively designing options to address gaps to improve service, create savings, and increase sustainability in the future.

Background

City Council, at its 2018 Business Plan and Budget meeting held on November 27, and 28, 2017, considered Item 6.7.2 of the Transportation 2018 Business Plan and Budget report outlining an option to increase the Road Maintenance Service Line operating budget by \$200,000 to improve sidewalks maintenance programming and resolved, in part:

- “7. (6.7.2 – Road Maintenance Service Levels) That the Administrative report for this item be brought back with more detail for 2019 Budget Deliberations.”

Sidewalk programming at the City of Saskatoon is delivered by various divisions and split into four categories:

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1. New development,
2. Upgrades,
3. Rehabilitation/preservation, and
4. Safety maintenance.

This report focuses on the Sidewalk Safety Maintenance Program delivered by Roadways & Operations. Efforts are underway to improve coordination between each category of sidewalk programming to create more effectiveness and efficiency.

Report

The Sidewalks Civic Service Review

The first phase of the Sidewalks Civic Service Review was conducted January 30 to March 29, 2018 and included 20 participants from 8 divisions. This phase of the review focused on documenting processes, understanding programming gaps, and implementing improvements for the 2018 season.

Pressing programming gaps include:

- Complaint Inspection and Prioritization
 - The Customer Service Centre fields an average of 300 complaints annually between May and October regarding cracking, broken, and settled sidewalk distresses. The City does not have a dedicated resource for completing these inspections and determining the appropriate course of action or “treatment trigger”.
 - As a result, sidewalk complaints are not being inspected in a consistent or timely manner making it hard to define “what citizens can expect”.
 - Additionally, no clear safety risk criteria have been integrated into the sidewalk complaint inspection process. The current inspection only reviews significance of sidewalk defect (or hazard) and the pedestrian potential to determine repair work priority.
- Maintenance Treatment Toolbox Gap
 - Roadways & Operations is looking for alternative maintenance treatments to address large cracks, major scaling, tree root heaving, and pooling water distresses. Traditionally, sidewalks with these types of distresses have been addressed with asphalt overlays restoring the safe mobility of citizens although with less than desirable aesthetics.

Service Level Improvements

Based on the Civic Services Review, an additional \$200,000 in operating funding would result in the following improvements:

- Complaint Inspection and Prioritization
 - Updating the sidewalk complaint inspection and work prioritization processes to implement an improved hazard/safety/risk inspection form by adding 1 FTE.

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- 2019 Service Level Increase
 - A \$200,000 increase to the 2019 sidewalk operation budget would be split between a Safety Complaint Inspection program and a 'Spot Replacement' program to fill the current program gaps.
 - Full sidewalk panel replacements cost approximately \$800 per panel allowing an estimated 125 panel replacements through this program.
 - Average safety complaints pertain to five or more sidewalk panels; with the additional funding, Roadways & Operations will be able to address up to 25 additional safety hazard locations per year.

Options to the Recommendation

1. The Administration could be directed to continue with the status quo for 2019 Roadways & Operations sidewalk operating budget.
 - If this option is selected, Roadways & Operations will be unable to create dedicated sidewalk inspection and safety hazard spot replacement programs without decreasing service levels for existing sidewalk safety maintenance activities.
2. The Administration could be directed to increase the Roadways & Operations sidewalk operating budget by \$100,000 in order to create the safety hazard spot replacement program and create the inspection program.
 - If this option is selected, less funding would be available to complete safety hazard spot replacements (i.e.: an average of 12).
3. The Administration could be directed to increase the Roadways & Operations sidewalk operating budget by \$300,000 in order to create the safety hazard spot replacement program and create the inspection program.
 - If this option is selected additional funding would be available to complete safety hazard spot replacements (i.e.: an average of 50).

Public and/or Stakeholder Involvement

To date, the Sidewalks Civic Service Review has been focused on gathering internal perspectives and data in order to make improvements to known issues for the upcoming season. In the "future state" phase of this review, the review team will be seeking stakeholder involvement from the Accessibility Advisory Committee.

Communication Plan

Once approved, the City website will be updated with the interim process for reporting sidewalk concerns and expectations for follow-up and/or repairs. Long-term, any large scale changes to sidewalks programming will be communicated through the Building Better Roads campaign.

Financial Implications

An operational budget increase of \$200,000 for the Roadways & Operations division would be required to increase the service level as outlined in this report. This additional funding would have a mill rate impact of approximately 0.09% in 2019.

Other Considerations/Implications

There are no policy, environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

The sidewalk maintenance programming runs from May to October annually. With recommended funding, work to address up to 25 additional safety hazard locations per year would be scheduled for completion by October 2019.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Report Approval

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Approved by: Angela Gardiner, Acting General Manager, Transportation & Utilities Department

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