

Public Works (Levels of Service to Public) July 2020 - June 2021 Results

Operations													
Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results / Comment
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Roadways	Vehicle Operators	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Snow Removal	Class I- Freeway (e.g. Wheeler Blvd.) • Plowing commences at 2cm accumulation; • One complete pass of road to be completed within 2-3 hours of snow event starting; • Final plowing to be completed within 2-3 hours after the cessation snow event; • Upon plowing being completed, after the snow event, road surface will be mostly bare and dry or wet	Yes	Yes	Yes	2021 Comments: Contractor responded to 16 events, averaging 6.1 hours in duration. 2020 Comments: Contractor plowing activities commence shortly (>0.25 hours) after first recorded snowfall, and continue for snow event duration. For 2019-2020, Contractors responded to 19 snow events, averaging 7.3 hours in duration.
									Class II- Arterials (e.g. Mountain Rd.) • Plowing commences after 2cm accumulation; • One complete pass of road to be completed within 6-8 hours of snow event starting; • Final plowing to be completed within 6-8 hours after the cessation snow event; • Upon plowing being completed, after the snow event, road surface will be mostly bare and dry or wet	Yes	Yes	Yes	2021 Comments: Plowing activities along arterials began with 2 hours and continued until complete. 2020 Comments: Plowing activities along arterials begin within 2 hours of event start and require approximately 1 hour to complete
									Class III- Collectors (e.g. Evergreen Dr.) • Plowing commences after 2-8cm accumulation; • One complete pass of road to be completed within 8 hours of snow event starting; • Final plowing to be completed within 8 hours after the cessation snow event; • Upon plowing being completed after the snow event road will be partially covered with two wheels of a vehicle on a bare surface and other wheels likely on snow pack, loose snow or ice	Yes	Yes	Yes	2021 Comments: First pass of snow clearing activities complete within 6 hours of event start and continued through event until complete. 2020 Comments: First pass of Snow clearing activities complete within 5.2 hours of event start and continue through event until complete.
									Class IV- Local Streets (e.g. Douglas Ave.) • Plowing commences after 8cm accumulation; • One complete pass of road to be completed within 8 hours of starting; • Final plowing to be completed within 8 hours after the cessation snow event; • Upon plowing being completed after the snow event road is safe and passable	Yes	Yes	Yes	2021 Comments: Contractors activated 12 times during the season. Average time to respond was 1 hour, and continued snow clearing for 5.4 hours. 2020 Comments: Contractors activated 14 times during the season. Average time to respond was 45 minutes, and continued snow clearing for 5.4 hours.

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Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Roadways	Vehicle Operators	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services	Salting and Sanding	Class I- Freeway (e.g. Wheeler Blvd.) & Class II- Arterials (e.g. Mountain Rd.) <ul style="list-style-type: none"> Salting and/or sanding shall commence when snow or ice starts to accumulate on the traveled portion of the roadway, causing slippery driving conditions. Method shall be used to maintain roads to a bare pavement condition, until such actions become ineffective due to temperature, severity of the storm, or other conditions. One complete pass of road salting / sanding should be completed within 2-3 hours of starting salting / sanding operations. Direct Liquid Application (DLA) to be applied when temperatures -7C and rising prior to winter storm event. 	Yes	Yes	Yes	2021 Comments: First pass of Class I & II Roadways completed within 1 hour. Subsequent passes may be required depending on weather conditions and rate of salt application. 2020 Comments: First pass of Class I & II Roadways completed within 1 hour. Subsequent passes may be required depending on weather conditions and rate of salt application.
									Class III- Collectors (e.g. Evergreen Dr.) <ul style="list-style-type: none"> Salting and/or sanding shall commence once Class II roads have been maintained and when snow accumulations on traveled portion of the roadway are < 5cm. One complete pass of road salting should be completed within 2-3 hrs. of starting salting / sanding operations. Salting and/or sanding shall restart after plowing of has been completed with a service level that road is partly covered with two wheels of a vehicle on a bare surface and other wheels likely on snow pack, loose snow or ice. Direct Liquid Application (DLA) to be applied when temperatures -7C and rising prior to winter storm event. 	Yes	Yes	Yes	2021 Comments: First pass of Class III & IV Roadways completed within 3 hours of Salting Operations. 2020 Comments: First pass of Class III & IV Roadways completed within 3 hours of Salting Operations. Subsequent passes may be required depending on weather conditions and rate of salt application. * Based on weather events requiring only Salt/Sand, independent of Plowing activities.
									Class IV- Local Streets (e.g. Douglas Ave.) <ul style="list-style-type: none"> Service level is safe and passable with one complete pass of road salting / sanding to be completed within 10-14 hrs. after cessation of snow event; Direct Liquid Application (DLA) to be applied when temperatures -7C and rising prior to winter storm event and road conditions are bare. 	Yes	Yes	No	2021 Comments: 14 applications of DLA, November(2), December (4), January (3), February (5). Locals streets salting completed within 14 hours. 2020 Comments: 8 applications of DLA, November(1), December (1), February (5), and March (2). Locals streets salting completed within 14 hours on average.
Social	To provide the public with safe access to sidewalks.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Winter Maintenance - Sidewalk	Pedestrians	A public service provided to sidewalk users offering safe access.	Snow Removal, Salting, and Sanding: Sidewalk Snow Plow Plan follows a three-tier priority structure without fixed timeframes. As each priority level (1-3) is completed, public updates on the sidewalk clearing status will be provided. If a storm event occurs prior to completing all three priority levels, the program would reset to the first priority service level. This approach prioritizes sidewalk plowing in a logical fashion that is easier to understand and allows for a better structure of providing a consistent order of works throughout the City.	Priority 1 <ul style="list-style-type: none"> Sidewalks include both sides of arterials (e.g. Mountain Rd.), on side of collectors (e.g. Evergreen), on side of the downtown core streets (with the exception of Main St. and St. George St. which are cleared on both sides) and sidewalks adjacent to schools and hospitals and some bus routes. Initial plowing round takes up to 24hr. to complete. Depending on level of accumulation, subsequent rounds may be required. Salt/Sand mixture appropriate to conditions. 	Yes	Yes	Yes	2021 Comments: 99.9% of Priority 1 Sidewalks cleared within 24 hours. 2020 Comments: 95% Priority 1 Sidewalks cleared within 24 hours.
									Priority 2 <ul style="list-style-type: none"> Sidewalk would include the remaining downtown sidewalks on the Sidewalk Snow Plow Plan, the other side of collectors, bus routes and other sidewalks on busy streets. Initial plowing round takes up to 48 hrs. to complete. Depending on level of accumulation, subsequent rounds may be required. Salt/Sand mixture appropriate to conditions. 	Yes	Yes	-	2021 Comments: 99.8% of Priority 2 Sidewalks cleared within 48 hours. 2020 Comments: 93.7% Priority 2 Sidewalks cleared within 48 hours.
									Priority 3 <ul style="list-style-type: none"> Sidewalks would include the remainder of the sidewalks on the Sidewalk Snow Plow Plan. These are mostly in residential areas and provide a walking corridor for citizens. Initial plowing round takes up to 5 days to complete. Depending on level of accumulation, subsequent rounds maybe required. Salt/Sand mixture appropriate to conditions. 	Yes	No	-	2021 Comments: 99.5% of Priority 3 Sidewalks cleared withing 5 days. 2020 Comments: 87% Priority 3 Sidewalks cleared within 5 days. 3 resets required due to new snowfall events.

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Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Public Works	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	Pedestrians	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Traffic Markings: The work plan is developed based upon a level of risk priority. Weather and road temperatures are factors affecting target completion dates.	Priority 1 - (mid – June completion) • Crosswalks around schools	No	Yes	–	2021 Comments: Schools 25% completed with priority based upon marking condition following winter season. Target August 2021. Impacts to schedule based on delays in Patching Program and weather conditions. 2020 Comments: Schools deferred due to July/August.
									Priority 1 - (mid – June completion) • Both hospitals	Yes	Yes	–	2021 Comments: Hospitals completed June 2021. 2020 Comments: Hospitals completed June 16, 2020.
									Priority 1 - (mid – June completion) • High traffic areas.	Yes	Yes	–	2021 Comments: High traffic areas completed June 2021. 2020 Comments:
									Priority 1 - (mid – June completion) • Lane pre-markings. • Main streets – yellow centre lane & white broken lane markings	Yes	Yes	–	2021 Comments: Lane pre-marking activities complete as of June 23, 2021. 2020 Comments: Main streets yellow and white lane markings 93.6% complete as of June 30, 2020.
									Priority 2 - (late June – August) • Crosswalks – residential areas. • Lane markings on secondary streets (both yellow centre line & white broken) • Directional arrows (areas not clearly visible to be completed first) • Bike lane lines, edge lines & push lines	In Progress	Yes	–	2021 Comments: 90% Crosswalks complete by August 2020. Lane Markings: 98.5%(yellow) and 98.7%(white). Directional Arrows 98.5% as of October 28. Note: Marking durability is estimated for a 12 month cycle of exposure. 2020 Comments: Crosswalks 42% complete by June 30, 2020. Lane markings: Yellow centre line 93.6% complete by June 30. White lines 46.7%complete by June 30.
Priority 3 - (June – July) • Metered parking within the downtown core. • Metered parking around the hospitals. • On street parking stalls • City owned parking lots and facilities.	Yes	Yes	No	2021 Comments: Metered parking downtown and Hospitals completed in June 2021. On Street parking completed in July 2021. City owned parking lots and facilities(10) completed in July 2021. 2020 Comments: Metered parking within the downtown core. Completed May 2020. • Metered parking around the hospitals completed June 2020. • On street parking stalls. Completed May 2020. • City owned parking lots and facilities. Deferred 2021.									

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Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	Trail Users and Vehcile Operators	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Traffic Markings: The work plan is developed based upon a level of risk priority. Weather and road temperatures are factors affecting target completion dates.	Priority 4 - (End of July) • Trail markings • City owned parking lots and facilities.	Yes	Yes	Not applicable	2021 Comments: Trail markings included as part of crosswalk count. Refer to Priority 2 listed above.
						Cyclists		• Approximately 865 crosswalks • Approximately 1140 stop bars and 356 yield bars • Approximately 870 bike symbols plus diamonds and sharrowes • Approximately 2057 directional arrows	Priority 5 - (End of September) • Bike symbols, sharrowes, & diamonds.	In Progress	No	Not applicable	2021 Comments: Activities underway, anticipated completion September 2021. 2020 Comments: Deferred pending Traffic study.
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer Maintenance - Road	Vehcile Operators and Cyclists	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Street Sweeping:	Frequency Cycle • Main Street – Vaughan Harvey to Dieppe limits – once per week (Sunday night). • Downtown streets between Queen/Gordon Street and Assomption Blvd – once per week. • All streets that are considered priority streets such as arterials and collectors – once per month • All residential streets – twice to three times per year Second pass.	Yes	Yes	Yes	2021 Comments: Sweeping schedule maintained and levels of service met. As of June 26, the City had been swept once. 2020 Comments: Sweeping schedule maintained and levels of service met for start of program. As of June 24, 2020, the City had been swept once.
									Priority Cycle • Arterial streets and streets with bike lanes – starting by the end of April (weather dependent) - 3 sweepers on day shift, 2 sweepers on night shift– 2 passes- anticipated completion the end of May. • Remainder of streets (including residential), to begin the end of May (arterials to be maintained by 2 night shift sweepers and residential to be started by 3 day shift sweepers), anticipated completion the end of June. • City wide maintenance to begin end of June – 1 or 2 sweepers on day and night shift (as required)– following the Frequency Cycle stated above, to be repeated until leaf season begins • Leaf Season begins end of September – 3 sweepers on day shift and 2 sweepers on night shift – areas designated	Yes	Yes	Yes	2021 Comments: Priority streets completed once by May 29th. Residential streets completed by June 26th. 2020 Comments: Sweeping schedule maintained and levels of service met for start of program. As of June 24, 2020, the City had been swept once.
Economy	To provide the public with safe access to roads for the transport of people, goods and services.	Engineering & Environment	Public Works	Road / Sidewalk Access and Maintenance	Summer/Winter Maintenance - Road	Vehcile Operators and Cyclists	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	Asphalt Patching: There are two principal methods of repairing asphalt roadways: 1. Remove and replace the defective pavement and surfacing and/or base material – replacing it with new, base and surface material*. 2. Cover the defective area with an overlay of material*, sealing the defective area and stabilize the affected area. *Material is defined as: • Winter – Cold Patch or recycled material dependent upon air temperature. • Summer – Includes a plant manufactured two layer asphalt of base and seal grades asphalt. *Pothole is defined as: Pavement deterioration resulting in a pothole depth of 75mm and surface width of 300mm to be considered as a candidate for repair as conditions and resources allow.	Priority Cycle Winter: • Class II- Arterials (e.g. Mountain Rd.) • Class III - Collectors (e.g. Evergreen Dr.) • Class IV- Local Streets (e.g. Douglas Ave.) • Repaired as required with cold patch asphalt or recycled material Summer: • Class II- Arterials (e.g. Mountain Rd.) • Class III - Collectors (e.g. Evergreen Dr.) - Work to begin once asphalt manufacturing plants have opened. All repair work completed by June 25th. • Class IV- Local Streets (e.g. Douglas Ave.) - Work to begin once asphalt manufacturing plants have opened and all Class II and III roadway repairs are completed. All repair work completed by July 24th. Note: Class I - Class I- Freeway (e.g. Wheeler Blvd.) are included in agreements with the Province of NB under the Department of Transportation and Infrastructure	No	Yes	No	2021 Comments: Winter Asphalt Repairs underway from December 4, 2020 to April 29, 2021. Target date based on Patching Tender(s) end date. Contractor(s) tonnage placement did not meet June 25, 2021 deadline due to crew availability (COVID). 2020 Comments: Winter Asphalt Repair Activity underway from November 19, 2019 to April 30, 2020. Priority streets completed by June 26, 2020. All repair work completed by August 13, 2020.