

Public Works (Levels of Service to Public) July 2022-June 2023 Results													
Operations													
Pillars	Goals	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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.) <ul style="list-style-type: none">• 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	Contractor responded to 30 events, averaging 6h18m in duration.
									Class II- Arterials (e.g. Mountain Rd.) <ul style="list-style-type: none">• 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	Plowing activities along arterials began within 2 hours and continued until complete.
									Class III- Collectors (e.g. Evergreen Dr.) <ul style="list-style-type: none">• 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	First pass of snow clearing activities complete within 6 hours of event start and continued through event until complete.
									Class IV- Local Streets (e.g. Douglas Ave.) <ul style="list-style-type: none">• 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	Contractors activated 24 times during the season.

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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	First pass of Class I & II Roadways completed within 2 hours. Subsequent passes may be required depending on weather conditions and rate of salt application. 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 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	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	Yes	2 applications of DLA. 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	No	Yes	99.87% of 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	No	Yes	99.65% of Priority 2 sidewalks cleared within 24 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	Yes	99.75% of Priority 3 Sidewalks cleared within 5 days.

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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. • Approximately 865 crosswalks • Approximately 1140 stop bars and 356 yield bars • Approximately 870 bike symbols plus diamonds and sharrows • Approximately 2057 directional arrows	Priority 1 - (mid – June completion) • Crosswalks around schools	No	No	No	Schools not completed by end of June 2023.
									Priority 1 - (mid – June completion) • Both hospitals	No	No	Yes	Hospitals not completed by end of June 2023.
						Vehcile Operators			Priority 1 - (mid – June completion) • High traffic areas.	No	Yes	Yes	High traffic areas incomplete as of June 30, 2023.
									Priority 1 - (mid – June completion) • Lane pre-markings. • Main streets – yellow centre lane & white broken lane markings	No	Yes	Yes	Lane pre-marking complete as of May 23, 2023.
									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	Yes	Yes	In Progress	2023 Comments: 83.7% of crosswalks completed by August 2022. 100% of yellow lines by July 2022, 100% of white lines complete by August 2022. 99.8% of directional arrows complete by October 2022
									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.	No	No	Yes	Metered parking in the downtown core completed. All other areas incomplete as of the end of July 2022.

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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) <ul style="list-style-type: none">• Trail markings• City owned parking lots and facilities.	No	Yes	Yes	Trail markings included as part of crosswalk count. Refer to Priority 2 listed above.
						Cyclists		<ul style="list-style-type: none">• Approximately 865 crosswalks• Approximately 1140 stop bars and 356 yield bars• Approximately 870 bike symbols plus diamonds and sharrows• Approximately 2057 directional arrows	Priority 5 - (End of September) <ul style="list-style-type: none">• Bike symbols, sharrows, & diamonds.	Yes	Yes	In Progress	Directional arrows and Bike symbols completed as of September 15, 2022.
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 <ul style="list-style-type: none">• 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	Sweeping schedule maintained and levels of service met. As of June 27, 2023, all priority streets complete.
									Priority Cycle <ul style="list-style-type: none">• 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	Priority streets completed by June 27, 2023. Residential streets swept twice by August 31, 2022..

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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/Winter Maintenance - Road	Vehcile Operators and Cyclists	<p>A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.</p>	<p>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.</p> <p>*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.</p> <p>*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.</p>	<p>Priority Cycle Winter: • Class II- Arterials (e.g. Mountain Rd.)C • 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</p> <p>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.</p> <p>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</p>	No	No	No	Winter Asphalt Repairs underway from December 2022 to April 2023. Repairs completed on priority streets prior to June 25th. Target date based on Patching Tender(s) end date. Contractor(s) tonnage placement did not meet June 25, 2023 deadline due to poor weather conditions.