

Operations Services - Public Works

Pillars	Description	Department	Division	Service Name	Sub Service	Direct Client	Service Definition	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	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	<ul style="list-style-type: none"> Class I - Freeway e.g. Wheeler Boulevard • Plowing commences at 2 cm 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 		NA	Yes	Yes	• Responsibility for Class I transferred to NBDTI for 2023-2024 season
									<ul style="list-style-type: none"> Class II - Arterials e.g. Mountain Road • Plowing commences after 2 cm 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
									<ul style="list-style-type: none"> Class III - Collectors e.g. Evergreen Drive • Plowing commences after 2-8 cm 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
									<ul style="list-style-type: none"> Class IV - Local Streets e.g. Douglas Avenue • 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 8 times during the season
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	<ul style="list-style-type: none"> Class I - Freeway e.g. Wheeler Boulevard & Class II - Arterials e.g. Mountain Road • 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 -7°C and rising prior to winter storm event- 		Yes	Yes	Yes	<ul style="list-style-type: none"> • Responsibility for Class I transferred to NBDTI for 2023-2024 season • Class II Roadways completed within 2 hours • Subsequent passes may be required depending on weather conditions and rate of salt application
									<ul style="list-style-type: none"> Class III - Collectors e.g. Evergreen Drive • Salting and/or sanding shall commence once Class II roads have been maintained and when snow accumulations on traveled portion of the roadway are < 5 cm • One complete pass of road salting should be completed within 2-3 hrs- hours 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 -7°C and rising prior to winter storm event- 		Yes	Yes	Yes	<ul style="list-style-type: none"> • First pass of Class III 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.

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									Class IV - Local Streets (e.g. Douglas Ave.) Avenue <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 hours after cessation of snow event; Direct Liquid Application (DLA) to be applied when temperatures -7°C and rising prior to winter storm event and road conditions are bare. 		Yes	Yes	Yes	<ul style="list-style-type: none"> First pass of Class IV completed within 8 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 Conditions for applying DLA not met during the season
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 Road, on side of collectors e.g. Evergreen Drive, on side of the downtown core streets, except Main Street and St. George Street which are cleared on both sides, and sidewalks adjacent to schools and hospitals and some bus routes. Initial plowing round takes up to 24 hours to complete Depending on level of accumulation, subsequent rounds may be required Salt/Sand mixture appropriate to conditions 		Yes	Yes	No	<ul style="list-style-type: none"> 20 events, 99.88%
									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 hours to complete Depending on level of accumulation, subsequent rounds may be required Salt/Sand mixture appropriate to conditions 		Yes	Yes	No	<ul style="list-style-type: none"> 20 events, 99.65% No resets during season
									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 may be required Salt/Sand mixture appropriate to conditions 		Yes	Yes	No	<ul style="list-style-type: none"> 20 events, 99.75% No resets during season
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. <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 1 - mid-June completion <ul style="list-style-type: none"> Crosswalks around schools 		No	No	No	
									Priority 1 - mid-June completion <ul style="list-style-type: none"> Both hospitals 		No	No	No	
									Priority 1 - mid-June completion <ul style="list-style-type: none"> High traffic areas 		No	No	Yes	
						Priority 1 - mid-June completion <ul style="list-style-type: none"> Lane pre-markings Main streets – yellow centre lane and white broken lane markings 				No	No	Yes		
						Priority 2 - late June – August <ul style="list-style-type: none"> Crosswalks – residential areas Lane markings on secondary streets (both yellow centre line and white broken) Directional arrows (areas not clearly visible to be completed first) Bike lane lines, edge lines & push lines 				No	Yes	Yes		

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						Vehicle Operators			Priority 3 - June – July <ul style="list-style-type: none"> Metered parking within the downtown core Metered parking around the hospitals On street parking stalls City owned parking lots and facilities 		No	No	No	
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	Trail Users and Vehicle 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. <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 4 - End of July <ul style="list-style-type: none"> Trail markings City owned parking lots and facilities 		No	No	Yes	
						Cyclists			Priority 5 - End of September <ul style="list-style-type: none"> Bike symbols, arrows, and diamonds 		No	Yes	Yes	
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	Vehicle 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 Streets and Assumption Boulevard – 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	• 2 complete passes of residential streets complete by November 23, 2023
									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	

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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/Winter Maintenance - Road	Vehicle Operators and Cyclists	A public service provided to roadway users offering safe access to roads for the transport of people, goods and services.	<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 Road • Class III - Collectors e.g. Evergreen Drive • Class IV - Local Streets e.g. Douglas Avenue • Repaired as required with cold patch asphalt or recycled material</p> <p>Priority Cycle Summer-- • Class II - Arterials e.g. Mountain Road • Class III - Collectors e.g. Evergreen Drive - Work to begin once asphalt manufacturing plants have opened, all repair work completed by June 25th • Class IV - Local Streets e.g. Douglas Avenue - 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 - Freeway e.g. Wheeler Boulevard are included in agreements with the Province of NB under the Department of Transportation and Infrastructure</p>		No	No	No	<ul style="list-style-type: none"> • Zone A completed August 21, 2023 • Zone B completed August 3, 2023