"Well Maintained City" Package Summary

As part of the 2027-2030 Operating Budget planning, Administration is developing the "Well Maintained City" service package to align winter and complementary seasonal programs with current service demands, growing municipal inventory and public expectations. The package represents approximately $23.6 million in ongoing operating investment and $11.5 million in one-time capital funding, and is presented here for information ahead of formal presentation during 2027-2030 budget deliberations. If approved for funding, the proposed service level enhancements will be implemented for the 2027-28 season.

The package was developed with input from front-line personnel, cross-departmental support services, and resident feedback, and is organized around four operational areas.

Winter Program Stabilization and Local Business Access

Adjusts winter programs to deliver predictable, reliable clearing on arterial roads, collector routes and pathway networks.

- **Optimized Residential Service:** Maximize internal roadway staffing to complete residential snow clearance within an eight-day service window once activated, and move residential grooming to predictable monthly cycles.
- **Enhanced Enforcement:** Enhance municipal enforcement capacity and training to ensure compliance during parking bans, alongside public education initiatives and enforcement regarding sidewalk snow and ice removal. These measures will foster safer mobility across all sidewalks, pathways and roadways by encouraging responsible winter maintenance behaviors .
- **Workforce Stabilization:** Introduce a unified seasonal classification system to improve the front-line employee experience, streamline seasonal transitions and support long-term retention.
- **Permanent Role Conversion:** Transition select seasonal positions into permanent roles to anchor specialized expertise and maintain year-round capacity in traffic services, auxiliary operations and bridge structures maintenance.

Scaling Services to Inventory

Scales summer service portfolios to address service pressures from municipal inventory and infrastructure growth.

- **Structure Inspections:** Increase critical bridge and roadway structure inspection frequency to support long-term asset integrity.

- **Summer Sweep Flushers:** Expand sweeping and flushing operations to maintain public rights-of-way.
- **Reactive Sanitation:** Expand targeted sanitation capacity to address citywide cleanliness demands.

Supporting Winter Tourism and Events

Establishes a dedicated support model for large-scale community gatherings and commercial destinations.

- **Dedicated Landscaping and Remediation:** Deploy summer landscaping crews specializing in turf management to maintain festival venues and repair turf damage sustained during events.
- **Operational and Detour Support:** Integrate detour coordination and dedicated litter abatement into seasonal festival workflows.
- **Oversight and Inspection:** Add landscape inspectors to perform pre- and post-event site audits, triage service notifications and support site restoration.
- **Graffiti Abatement:** Expand graffiti removal capacity to reduce the targeted service delivery timeline from 30 days to 15 days.
- **Dedicated Snow and Ice Service Team:** Establish a team to address pedestrian and traffic access for major civic events, ensuring city-wide services continue while events proceed.

Accessibility Enhancements and Inclusive Growth

Prioritizes vulnerable road users and pedestrians through targeted resourcing of the active pathway network.

- **Core Facilities and Pathways (Priority 1) Cycle Crew:** Introduce a specialized team focused on clearance of primary commuter bike lanes and active pathways following snowfall events.
- **Resource Redistribution:** By concentrating Core Facilities and Pathway (P1) responsibilities within the specialized team, remaining active pathways personnel can focus on Machine City-Maintained Pathways and Transit Access, Manual City-Maintained Pathways and Transit Access, and Community Support (Priority 2 through 4) infrastructure.
- **Targeted Accessibility Zones:** Emphasize high-need areas including bus stops, pedestrian crosswalks and public walkways, using festival and event support staff for manual clearing during their seasonal downtime.

- **Reduced Mobilization Delays:** Use decentralized existing maintenance facilities to reduce equipment mobilization time, allowing secondary crews to clear lower-priority inventories more frequently.