

Appendix B – Municipal Service Level Comparison

Municipality	Features	Service Level	Completion Time	Comments
Mississauga	<p>Priority sidewalks on major routes, bus stops and pedestrian crossings</p> <p>Residents are responsible for clearing non-priority sidewalks which is any road/sidewalk not on a major route, transit route of school</p>	<p>Less than 8 cm - Salt only</p> <p>8 -15 cm plow and salt</p> <p>15 -30 cm plow and salt</p> <p>30 cm or more plowing and salting</p>	<p>24 hours from the end of the event</p> <p>36 hours from the end of the event</p> <p>More than 36 hours after the event</p>	<p>Damaged equipment and damage to City infrastructure i.e. curb and sidewalk as a result of uneven surfaces</p>
St. Catharines	<p>Sidewalks cleared on City owned property only</p> <p>Downtown walkways plowed when road plowing operations are started on secondary routes</p> <p>Property owners are responsible for all sidewalks adjacent to their property</p>	<p>After any accumulation</p>	<p>Within 24 hours of snow falling</p>	<p>Present cost \$2,100/lane km</p>

Municipality	Features	Service Level	Completion Time	Comments
Burlington	<p>City plows all sidewalks on Arterial, Collectors and residential roads</p> <p>Only after the adjacent road has been plowed</p>	<p>Plowing starts at a minimum 5 cm accumulation</p>	<p>Within 24 hours from the end of snow falling</p> <p>Larger events 12- 30 cm of snow – 36 hours from the end of the snow</p>	<p>Spring cleanup costs associated with sod replacement</p> <p>Balancing the workforce between road plowing and sidewalk plowing</p>
Oakville	<p>Primary and secondary sidewalks</p> <p>Residential sidewalks</p>	<p>Plowing starts after 5 cm of accumulation and once roads are cleared</p> <p>Plowing starts at 8 cm of accumulation and once roads are cleared</p>	<p>Material application is only placed on primary and secondary sidewalks</p>	
London	<p>City plows all sidewalks on arterials, collectors and residential roads</p>	<p>Plowing starts at 8 cm accumulation and plowed to a snow packed service level</p>	<p>City must clear within 48 hours after a snow event</p>	<p>Present cost \$1350/lane km</p>
Toronto	<p>Clear all sidewalks where it is mechanically possible to do so</p> <p>No service on local streets downtown. All arterials downtown receive mechanical clearing</p>	<p>Plowing starts at 2 cm accumulation on high volume sidewalks i.e. arterials, bus routes</p> <p>8 cm on low volume sidewalks</p>	<p>Toronto has developed a sliding scale based upon accumulation and road classification</p>	<p>Toronto offers a program to seniors and the disabled in the Downtown area where they do not provide the mechanical sidewalk plowing service. Staff will report to Council later this year to formally change the activation of sidewalk snow clearing equipment to 2 cm accumulation for all sidewalks</p>