

**INQUIRY RESPONSE DATE:** February 21, 2025

**SUBJECT:** Snow and Ice Service Levels

---

**INQUIRY DATE**

February 18, 2025

**COUNCIL MEMBER**

Councillor Penrod

**INQUIRY**

Please provide information on any plans to conduct a snow and ice service level review and if so, please include details and potential timeline for completion.

**RESPONDING DEPARTMENT**

Chief Administrative Officer's Department

**RESPONSE**

Each year, as part of the City's budget planning process, the service levels for outdoor operations are carefully reviewed. The details of the City's current service levels can be found in the 2025 budget document, specifically in Schedules A through N. In 2024, Administration conducted a route optimization review with a third party and also updated its cost estimates for ongoing road repairs and maintenance, reflecting the City's growing infrastructure asset portfolio. Any necessary changes to meet service levels are submitted as unfunded change requests for Council's consideration as part of the budget process.

For snow and ice management, the upcoming review will focus on several key aspects, including:

- Identifying potential efficiencies for implementation,
- Assessing the effectiveness and adequacy of current services,
- Evaluating resourcing needs, including staffing levels and equipment suitability,
- Simplifying and clarifying service level descriptions,
- Exploring enhanced communication methods for reporting the status and progress of snow and ice management in future years.

With an increasing number of kilometers of roadways to maintain, Administration anticipates that additional funding will be necessary to sustain current snow and ice services. In light of broader operating budget pressures and the City's growth, Administration is also evaluating both formal and informal service levels across the organization - beyond snow and ice - identifying areas where service levels can be adjusted to generate savings or where service level performance is lagging and requires investment. This review is expected to be substantially completed in 2025, with recommendations presented to Council in the fall, ahead of the 2026 budget deliberations.