

SRCS.24.10 - ATTACHMENT 2:

SURVEY OF OTHER MUNICIPLITIES

10 municipalities were surveyed. Five are neighbouring comparators.

Town of Aurora:

For the 2023-2024 winter season Aurora launched a free Windrow Removal Pilot Program for seniors (all occupants of the household must be 65 and older) and residents with disabilities. Services to approximately 1,100 homes are provided by in house resources. Windrow operations are only mobilized when a snowfall event exceeds 8 cm. Windrow plows are dispatched following the end of the significant weather event and work is performed only after primary and secondary roads are plowed. It may take up to 24 hours after the end of a snowstorm for windrows to be cleared. Driveways on regional roads, commercial, industrial, institutional, high-rise properties, private roads, roads undergoing development and rear lanes are specifically not included in the program.

Residents must apply in person and provide documentation including proof of age and/or proof of disability. Snow is cleared from the end of residential driveways with a minimum of one car width and stored within the boulevard and/or appropriate location on site. Windrows are not plowed if blocked by parked car and are not serviced at a later date.

City of Markham:

Markham provided free windrow services to approximately 7,600 homes for residents 60 years and older and the disabled. Services are provided by external contractors. Windrow operations are mobilized only following a 7.5 cm (3 inch) snowfall event and Markham aims to clear windrows within 8 hours after road plowing. Markham reserves the right to decide when windrow services will take place. Residential homes with rear lanes, as well as homes located on private roadways inclusive of condominiums, do not qualify for the service.

Residents can apply by mail and supporting documentation for temporary medical conditions must be provided annually.

City of Vaughan:

The City offers a free windrow-clearing service to all 89,000 homes in Vaughan and the service is fully contracted out. The service is bundled with other contracted snow plowing services and is delivered through two outside contractors. Vaughan currently services residential driveways at an annual cost of \$2.1M, which equates to \$23.60 per residential driveway per winter season.

Much like other municipalities, Vaughan reminds residents that services do not include windrows left by sidewalk plows or hardened snow, ice, or the entire driveway. Windrow operations are mobilized only following a 5 cm snowfall event and they aim to clear windrows within 4 hours after road plowing. Like other municipalities, one car width is cleared.

City of Mississauga:

Mississauga offers a driveway windrow clearing program for residents 65 years and older, and for persons with disabilities. The service is available to only 750 participants on a first come first served basis. Windrow clearing occurs after primary and secondary roads have been plowed and it may take up to 36 hours after the end of a snowstorm for windrows to be cleared.

Like the other municipalities, Mississauga clears one car width (3 metres) or enough space for one car to pass and only enough to make the driveway access safe and passable.

Mississauga charges a separate fee for the service. The cost of \$200 per winter season but is free for residents who meet the financial assistance criteria. To qualify, the household net income must be less than the Statistics Canada low-income cut-off.

City of Toronto:

Toronto offers the largest windrow program which services approximately 262,000 driveways in certain parts of Toronto, North York, Scarborough, and Etobicoke. Like the other municipalities, Toronto attempts to clear a 3-metre-wide opening – or one car width. The service is free but is not universally provided, and the city determines what areas are eligible by applying certain operational criteria. For example, the city states the service can only be provided where there is no on-street parking, roads are sufficiently wide, existence of a boulevard, no monolithic sidewalks and there are no obstructions. Properties must have snow storage capacity – if properties do not meet the set criteria they are excluded.

Toronto fully contracts out the windrow service and it is bundled with local residential road plowing services. Plowing on local residential roads only commences at 8 cm of snowfall and plowing must be completed within 14 hours upon activation. Windrow services commence as soon as the local residential road plows are deployed and are completed approximately 2 to 4 hours following the completion of plowing services.

For the 2024 budget year, Toronto considered the feasibility of cancelling their Windrow Program to generate an expected savings of approximately \$16 million. Toronto opted to continue delivery of this service.

Other Municipalities:

- **Town of Whitby** - provides a free snow windrow clearing program. Residents must not have someone in the home under the age of 65 who can assist with snow clearing and be either 65 years or older or certified in writing by a medical doctor to be physically unable to clear snow. Windrows services for those in the program typically begins about 36 hours after the snow has stopped falling or there is no further snow drifting caused by winds.
- **City of Burlington** – limited to 1,000 residences with a fee of \$125 + HST per driveway. Priority given to residents who are unable to clear their windrow with no other able-bodied person living at the address.
- **Town of Milton** - offered free to residents who are 65 years of age and older and persons with disabilities. It takes at least 36 hours after all the roads have been plowed before the windrow removal service is completed.
- **Town of Oakville** – offered to seniors 65 and older and the disabled (with no able bodies at the residence) at a cost of \$102 per winter season subject to a financial assistance criterion. Operations are mobilized after 7.5 cm of snow, and it may take up to 36 hours after the end of a snowfall to complete.
- **Municipality of Clarington** - Offered to seniors 65 older and residents with a physical disability at a cost pf \$100 (incl. HST). Fraudulent applications will be subject to fees and charges. Service starts after Clarington's plows have finished clearing municipal roads and only when there is more than 15 cm of snow.