

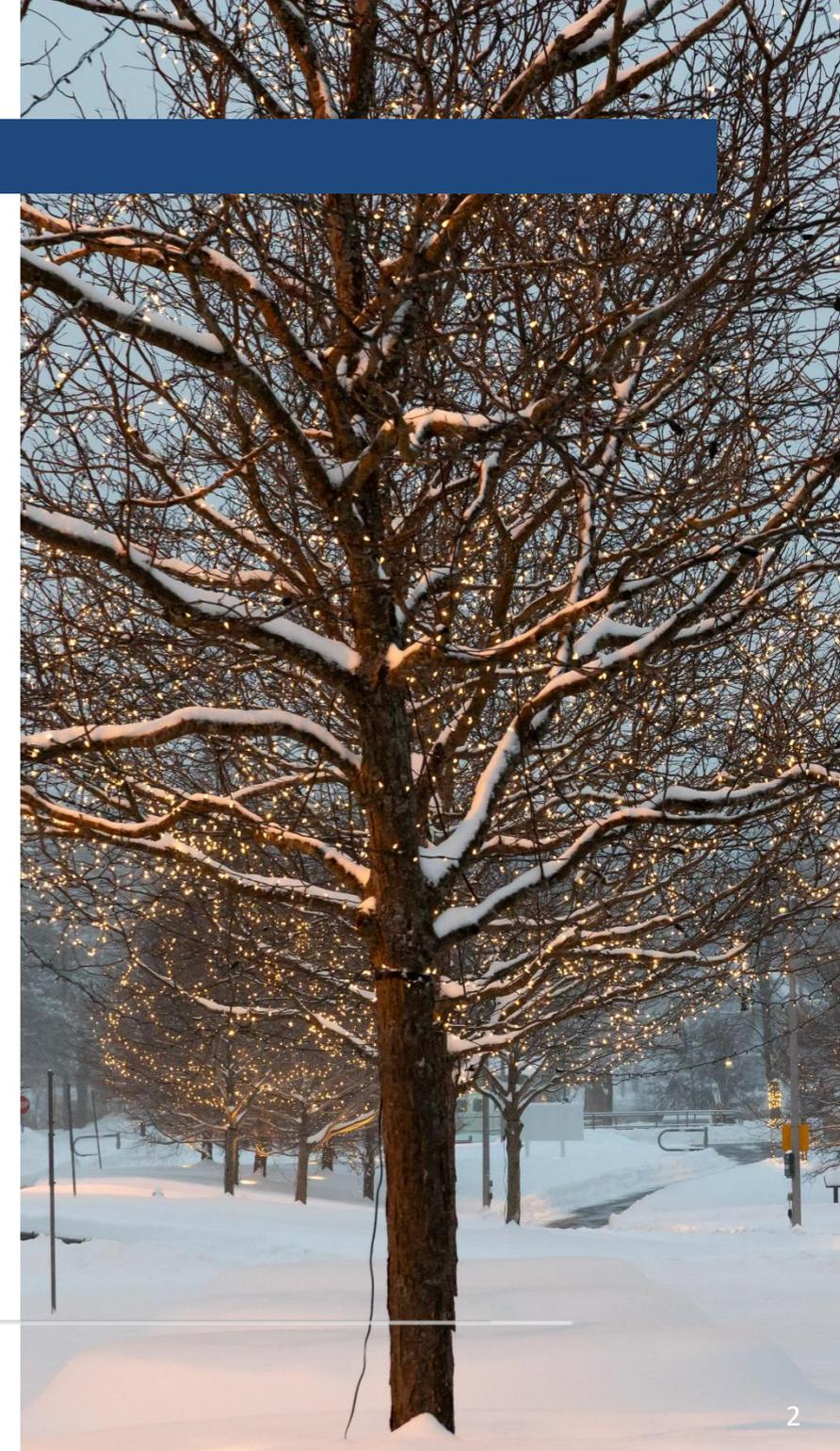


Residential Winter Windrow Opening Service

COMMITTEE OF THE WHOLE JUNE 16, 2025

Agenda

- Current Winter Maintenance Service for Roads
- Program Types & Municipal Scan
- Additional Considerations & Information
- Community Feedback
- Program Options
- Questions & Comments





Motion

- **That staff be directed to investigate and identify options for clearing windrows during winter snow events including a scan of various GTA municipalities; and,**
 - **That staff be directed to evaluate the operational and funding implications for implementing the various options including but not limited to municipal budget, user fees, provincial and federal grants, community partnerships and volunteer programs; and**
- That staff report back to Council with findings and recommendations before the end of Q2, in order to be able to potentially pilot a**
- **solution before the next winter snow season.**
-

Current Winter Maintenance Service for Roads



Maintain 644 lane KMS



12 Routes (7 Town equipment, 5 with contractors)



2024/2025 Winter Season:

- 54 events (44 Salting, 10 Plowing)
- 161.5 cm (63 ½") of accumulated snow



Total Costs - \$1.6 million for the 2024/2025 season



Program Types & Municipal Scan



36 Municipalities Reviewed

- **York Region**

Richmond Hill, Vaughan, Markham, Aurora, Stouffville, King Township, Georgina, East Gwillimbury, and Region of York

- **GTA**

Toronto, Mississauga, Brampton, Milton, Ajax, Pickering, Whitby, Oshawa, and Clarington

- **Ontario**

Kitchener, Ottawa, Thunder Bay, Guelph, North Bay, Sault Ste Marie, Kingston, Peterborough, Barrie, Sudbury, Hamilton, and Brantford

- **Canada**

Winnipeg , Edmonton, Montreal, Red Deer, Quebec City, and Saint John

* 28% of Municipalities had no service.

Types of Window Opening Services

1 NO SERVICE

- No changes

2 FULL SERVICE

- Service provided to all Residents

3 PAY FOR SERVICE

- Available to all Residents
- Payment Process
- No Precedents

4 SENIORS / DISABILITIES NO FEE

- Application Process
- No User Fees (Incl. in Tax Base)

Most Common

5 SENIORS / DISABILITIES FEE

- Application and Payment Process
- Set Fee

6 SENIORS / DISABILITIES SUBSIDY

- Application and Payment Process
- Subsidy Provided

Criteria to Initiate Service

1 SNOW ACCUMULATION ON STREET

- Snow on street reaches a specific depth

2 HEIGHT OF WINDROWS ON DRIVEWAYS

- Windrow at driveways reach a specific depth

3 WHEN PLOWING OPERATIONS DEPLOYED

- When snowplows are deployed

Most Common

Staff Recommended

Service Completion Times

1

2 - 4 HOURS

- Significantly affects road plowing times and Minimum Maintenance Standards

2

4 - 8 HOURS

- Increased costs and difficult to achieve consistently

3

12 - 24 HOURS +

- 24 hours or less is the most common
- Manages expectations

Most Common

Staff Recommended

Width of Driveway Windrow Opening

1

3m (10 feet)
1 car width

- Strong Majority
- Manages Expectations

Most Common

2

Total Width

- Difficult to achieve

3

75% of Driveway

- Manages expectations

Staff Recommended

Residential Windrow Opening Services





Additional Considerations & Information





Major Storm Events History and CRM Windrow Complaints Comparison

During the 2024/2025 winter season, we had two major snow events with larger than normal snow accumulation and CRM tickets regarding windrows (roads and sidewalks)

- February 12 & 13, 2025
 - 25cm (10”) of snow
 - 60 CRM tickets regarding windrows
 - February 16, 2025,
 - 35cm (14”) of snow
 - 39 CRM tickets regarding windrows
-

Historical Winter Maintenance and CRM Data

Year	Total Winter Events	Total Plowing Events	Windrow Related CRM Tickets
2024/2025	54	10	172
2023/2024	29	8	38
2022/2023	41	14	98
2021/2022	59	9	115
2020/2021	41	12	111
2019/2020	61	20	77

- In the last four (4) years Newmarket has averaged 11 plowing events/year



Seniors and/or Persons with Disabilities Estimated Numbers in Newmarket

Program participation estimates based on census data and municipal scans:

- No Fees – 2,000 – 3,000
- With Fees – 1,000 – 1,500
- Subsidies – 2,000 – 3,000

It is estimated that there are approx. 14,000 Seniors (2021 Census) and 18,000 residents in Newmarket with a disability.





Seniors and/or Persons with Disabilities With Fees

- Aurora**
 - \$100 and could be free depending on income amount
 - Clarington**
 - \$103.20 (HST incl.)
 - Milton**
 - \$66.00 (no tax)
 - Pickering**
 - Fees are based on your income tax assessment
 - Fees could be from \$0 to \$206 + HST depending on income
 - May be not eligible for window service depending on income amount
 - Mississauga**
 - \$200 and could be free depending on income amount
-



Seniors and/or Persons with Disabilities With Subsidies

East Gwillimbury

- \$150 financial grant to eligible residents who hire a service
- Cap of 150 households

Brampton

- \$300 to \$400 financial grant pending on location of property, and how many sidewalks front the property, to eligible residents who hire a service

Thunder Bay

- \$400 property and water credit for eligible residents who hire a service

Ottawa

- \$250 to \$450 financial grant to eligible residents who hire a service

Hamilton

- \$250 to \$450 financial grant to eligible residents who hire a service
-



Additional Considerations

- **Regional roads with residential driveways would not have windrow removal service**
 - **Sidewalk windrows would not be removed**
 - **Restoration program needed from sod/driveway damage**
 - **Windrow removal service could be impacted/delayed on recycling and waste pick up days**
 - **Curb-faced sidewalks and streets with over-curb parking (ex. Bondi Ave.) may not receive service**
 - **Potential claims for property/vehicle damage**
 - **Snow storage capacity limitations in higher density communities**
 - **Roadway snow lifts required if windrow accumulation begins to impede into roadway**
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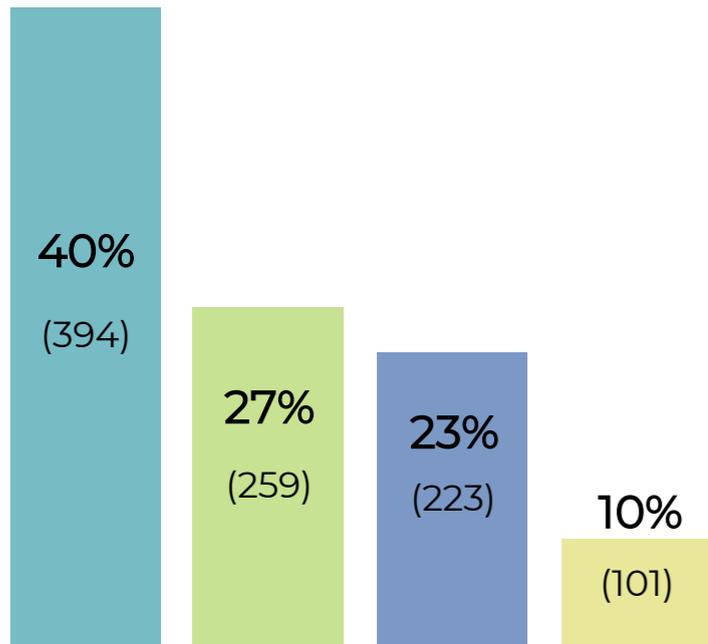
Community Feedback

Survey Results

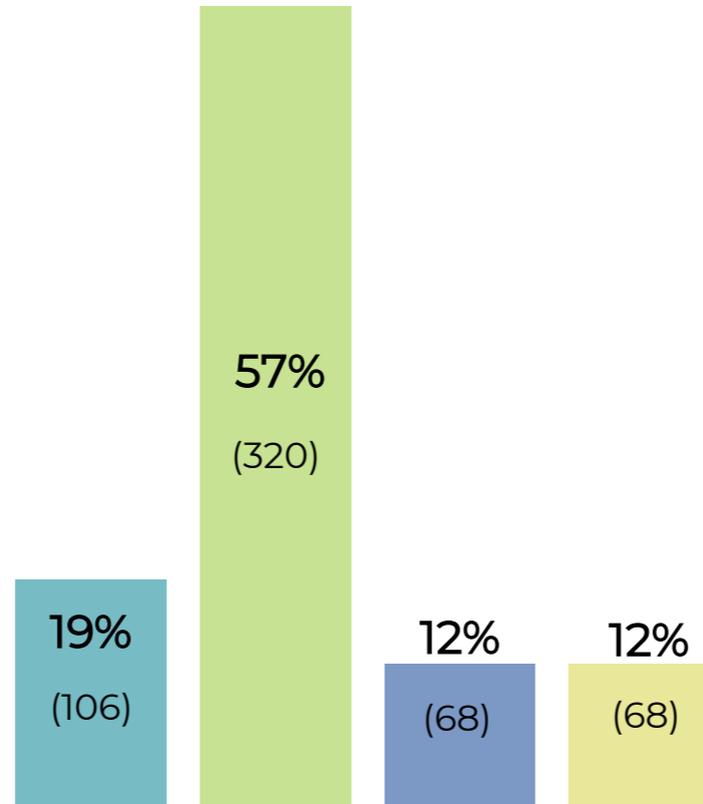
Program Type

- Windrow Opening Service for All Residents (with Increase in Property Taxes)
- Windrow Opening Service for Seniors and/or Persons with Disabilities (No Fees)
- Windrow Opening Service for All (for a TBD Fee per applicant)
- Keep the Snow Clearing As Is (No Change)

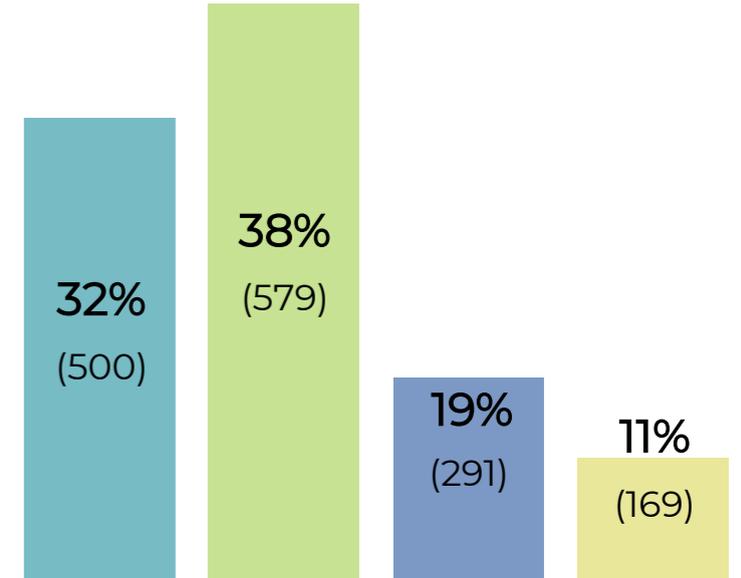
Respondents 18-64 (977)



Respondents 65+ (562)



All Respondents (1539)

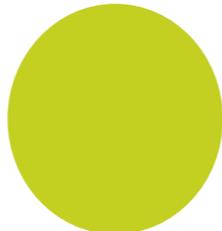




Survey Results

Comment Summary

- **Concerns About Tax Increases**
 - **Strong Support for Seniors and Residents with Disabilities**
 - **Timing and Efficiency Concerns (requested immediately after plowing)**
 - **Skepticism About the Need and Value**
 - **Many reference the service being provided in other municipalities**
 - **Mixed Views on Size of Windrow Opening (3m min.)**
 - **Comments about alternatives and funding (Private Service Options, Opt-In Program)**
-



Program Options



Baseline For Service Comparisons

Staff Recommended

1

Windrow clearing service provided when plowing operations are initiated

2

Windrow service completed in 24 hours or less

3

Windrow opening to be 75% of the driveway



Baseline for Pilot Program Comparisons

Staff Recommended

1

Potential Start for 2025/2026 Season

2

Limited Pilot (300 homes)

3

Monitor, Evaluate and Report Back to Council (Q2 2026)

1

NO SERVICE

Est. Full Program Cost:

\$0

Est. Pilot Cost:

\$0

Est. Tax Impact: **0%**

2

FULL SERVICE

Est. Full Program Cost:

\$1.4 mil – \$1.6 mil

23,000 driveways (approx.)

Est. Pilot Cost: **\$150,000**

300 driveways

Est. Tax Impact: **2%**

3

PAY FOR SERVICE

Est. Fee for Service:

\$450 – \$550

Not Recommended

Est. Tax Impact: **0%**

4

SENIORS/DISABILITIES
NO FEE

Est. Full Program Cost:

\$550,000 – 650,000

Est. 2,500 driveways

Est. Pilot Cost: **\$150,000**

300 driveways

Est. Tax Impact: **0.8%**

5

SENIORS/DISABILITIES
FEE

Est. Fee for Service:

\$300 – 350

Est. 1,500 driveways

Pilot: 300 driveways

Est. Tax Impact: **0%**

6

SENIORS/DISABILITIES
SUBSIDY

Est. Full Program Cost:

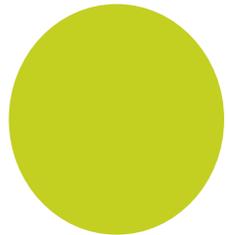
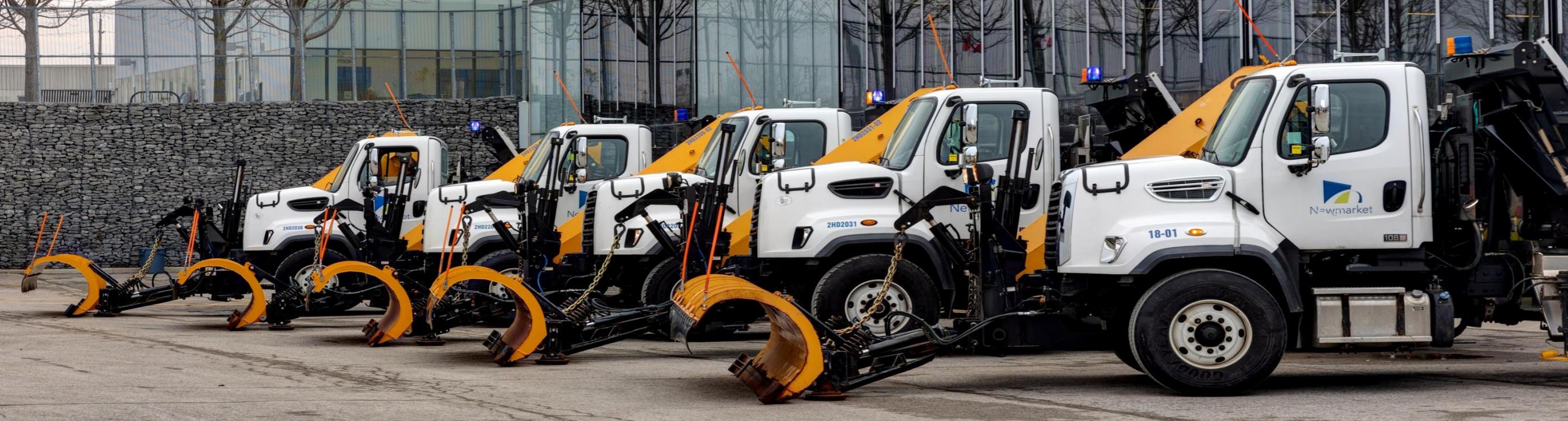
\$550,000

Est. 2,500 driveways

Suggested Subsidy: **\$200**

Pilot: 300 applicants

Est. Tax Impact: **0.7%**



Questions & Comments