

# Council Information Memo

**To:** Mayor Burton and Members of Council

**From:** Roads and Works Operations

**Date:** July 19, 2024

**Subject:** 2024 Windrow Clearing Program, Implementation Plan

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## KEY FACTS:

- The town's annual windrow clearing program is a paid service that removes the windrow along the driveway following a snow event to help seniors and people with physical disabilities or medical conditions that are unable to clear the windrow.
- As of the 2024/2025 season, the **Driveway Snow Windrow Clearing Program** will expand to accept additional applicants outside of the above noted groups, to a total of **1,100 registrants**.
- The purpose of this memo is to present the 2024/2025 Windrow Clearing Program.

## BACKGROUND:

The town's current approved winter maintenance service requires clearing of public roadways based on a tiered service level and does not include town-wide windrow services, rather, the current windrow clearing service is a subsidized fee for service for eligible seniors and persons with accessibility challenges only.

Registration for the 2023/2024 winter season was approximately 450 residents, with a registration fee of \$115.26 (\$102 plus HST); the cost to deliver the program was approximately \$67,000.

## COMMENT:

In 2024, Council approved expansion of the town's windrow program to 1,100 driveways. For the 2024/2025 season, the fee for seniors 65+ and persons with a physical disability or medical

condition will be \$102 (plus HST), similar to the 2023/2024 year, while the fee for general applicants will be \$118 (plus HST). The total budget the town has allocated to this program is \$76,700.

Table 1 shows the 2024/2025 Program Objectives and the proposed implementation plan:

*Table 1 – 2024/2025 Windrow Clearing Program Objectives and Implementation Plan*

<b>2024/2025 Program Objectives</b>	<b>Implementation Plan</b>
<p>Increase the Window Clearing Program capacity to up to 1,100 registrants</p>	<p>To raise awareness/interest to the newly expanded program, staff will work with the town's Communication team to promote the Windrow Clearing Program through a variety of communications tactics such as the town's website, social media channels and corporate eNewsletter. Staff will also contact program registrants from 2023/2024 year to inform them of the 2024/2025 program and their intentions to renew their application.</p> <p>Program registration will span a two-month timeframe throughout September and October, to maximize the number of applicants.</p>

<p>Maintain priority registration to seniors and persons with accessibility challenges</p>	<p>Program registration will be completed in two phases:</p> <p><b>Phase 1: Priority Registration</b> will be available only to residents 65 years of age or older, or residents with a physical disability or medical condition, or has no able-bodied person under the age of 65 living at their residence. Phase 1 registration is scheduled to open on September 2, 2024 and close on September 30, 2024. The fee for applicants meeting the requirements of Priority Registration will be \$102 (plus HST).</p> <p><b>Phase 2: General Public Registration</b> is scheduled to open on October 7, 2024 and close on November 1, 2024, and will be available to all residents (including those described under Phase 1: Priority Registration), on a first-come, first-served bases up to a maximum of 1,100 total program applicants. The fee for General Public Registration applicants will be \$118 (plus HST).</p>
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<p>Streamline the applicant intake and payment process</p>	<p>Staff will work with the Information Technology team to leverage SharePoint and AMANDA to streamline program intake by allowing for online applications and payment to be completed at the same time. The registration link will be available on the town's website. Options to improve registration accessibility will be reviewed including a simplified registration form, automatic address look-up and program eligibility verification within SharePoint.</p> <p>Once the application has been filled, payment will be received through AMANDA by credit card. For applicants who are not able to use a credit card, debit card payment can be in person at the Service Oakville counter or e-transfer to <a href="mailto:windrowprogram@oakville.ca">windrowprogram@oakville.ca</a> (cheques and cash will not be accepted). A confirmation email will be sent once the application and payment have been received.</p>
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<p>Public education on program expectations</p>	<p>It is important to note that the town's windrow service will maintain the same service levels and does not equal a private driveway cleaning service, specifically:</p> <ul style="list-style-type: none"> <li>• Windrow clearing service is only initiated if 7.5 cm is reached after the snow event ends regardless of the classification of the road, and after all roads have been plowed.</li> <li>• The windrow removal is only initiated after all roads are plowed (i.e. windrows will be completed between hour 24-36 after the snow event ends).</li> <li>• Approximately 80% of the driveway width will be cleared to ensure there is no damage to the curb or boulevard; edge-to-edge clearing of the driveway is not provided.</li> <li>• The town service will clear the windrow to packed snow level (1-2 inches) and will not be cleared to bare pavement. Snow is stored in the municipal boulevard.</li> <li>• There are no refunds for this program regardless of the number of snow events in the season; no exceptions.</li> </ul> <p>Staff will ensure messaging on program service expectations is provided throughout various means of project communications including the webpage, application form, and emails.</p>
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The following are key dates for the program registration process, further depicted in Figure 1:

1. Release of Program Communications – August, 2024
2. Phase 1: Priority Registration – September 2 to September 30, 2024
3. Phase 2: General Public Registration – October 7 to November 1, 2024
4. Finalize Registration List – November, 2024
5. 2024/2025 Windrow Clearing Program – December, 2024 to March, 2025

Figure 1 - Key dates pertaining to the Windrow Program registration.

