Transportation Services:

2016 Operations Update

September 27 2016

Sturgeon County

Operations Update - Purpose

The 2016 Operations Update is intended to brief council on:

- Transportation Services Programs and Initiatives
- Progress and current status
- Year-end Forecasts
- Successes and Challenges
- Lessons Learned

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Roadside Brushing

Removal of brush within the right-of-way to address safety concerns and to prepare for future projects

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Brushing (km)*	55.2 km	25 km	45.6 km	54.6 km

*Combination of County and Contracted Forces

Successes

- Competitive pricing in 2016 Tender for contracted brushing
- Some heavy areas completed
- Drainage improvements

Challenges

- Quality of final product – Rework required
- Public expectations regarding the disposal of mulch
- Backlog of Intersections and total km to brush

Lessons Learned

- Increased focus on QA/QC
- Prioritization of brushing locations based primarily on public safety (intersections- SRIS data)
- Exploration into modified levels of service based on location

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Dust Suppression

Application and maintenance of calcium dust suppression

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Applications (#)	414 applications	495 applications	685 applications	N/A

Successes

- Council Support for the addition of several subsidized heavy haul routes
- Trial of Magnesium dust suppression
- Wet spring / summer minimized requests/need for re-application
- Increased communication with residents regarding oil dust control reclamation
- Additional QA/QC measures on gravel
- Quality of gravel (size and specs) greatly improved final product

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Dust Suppression

Application and maintenance of calcium dust suppression

Challenges

- 38% increase in applications (Budget Pressure as 66% subsidized)
- Resident concerns related to the reclamation of oil dust control
- Resident concerns related to coordination with gravelling operations
- Residents looking for alternative products/solutions

Lessons Learned

- Exploration of coordination with gravelling operations
- Opportunity for tracking and planning improvements with a higher number of applications

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Grading Operations

Maintaining gravel roads for integrity and safety

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Grading frequency (x per month)	~3x / month	~3x / month	~3x / month	~3x / month

Successes

- Floater Grader Operator (Funded by 2016 Operations Transfer)
  - Increased divisional capacity
  - Training of less experienced staff
  - Ability to complete special maintenance projects Routes requiring regular additional grading identified and implemented
- Divisional Grader Development and Performance Plans

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Grading Operations

Maintaining gravel roads for integrity and safety

Challenges

- Level of Service challenges due to traffic volumes and size
- Policy, Level of Service, and targets not clearly defined

Lessons Learned

- Success of floater grader operator (Council Decision)
- Refinement of Additional Grading Route Plan
- Continuation of Divisional Grader Development and Performance Plans
- Need for more proactive activity to mitigate damage to Gravel Roads (i.e. Proposed RUA Improvement Initiative)
- Need for more defined Level of Service (under development)

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Gravelling Operations

Re-gravelling of roads to maintain stability and driveability

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Gravelling (km)*	609.1 km	642.1 km	650.0 km	660.0 km

*Annually May-July

*Includes patrols / spot gravelling / programs

Successes

- Implementation of gravelling signage at all sites
  - Notifies the public of gravelling operations so that alternate routes can be taken
  - Helps ensure safety of the public and county staff
- Additional QA/QC Measures before/after gravel is applied

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Gravelling Operations

Re-gravelling of roads to maintain stability and driveability

Challenges

- Very wet spring/summer: more spot gravelling required
- Roads experiencing heavy and high traffic volumes
- Resident concerns related to coordination with dust control operations

Lessons Learned

- Need for more proactive activity to mitigate damage to Gravel Roads (i.e. Proposed RUA Improvement Initiative)
- Exploration of coordination with dust control operations

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Asphaltic Road Repair

Maintenance of hard-surface roads to ensure public safety

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Pothole Patches (#)	3,565	3,019	2,994	3,494
Grader Patching (km)	4.7 km	7.3 km	10.5 km	10.5 km
Oil Road Maintenance (km)	10.4 km	7.8 km	0.5 km	4.5 km
Crack filling (km)	29.1 km	21.2 km	23.8 km	29.9 km
Line Painting (km)	121.8 km	123.8 km	130.5 km	130.5 km
Street sweeping (km)	99.6 km	116.2 km	120 km	120 km

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Asphaltic Road Repair

Maintenance of hard-surface roads to ensure public safety

Successes

- Coordination of patching activities to minimize disruption to residents
- Positive feedback on quality of final product of patching operations

Challenges

- Resident concerns related to crack filling application (in subdivisions and where cracks are within ~15m)
- Resident concerns related to patching where resurfacing is warranted
- Age /condition of rented street sweeper: downtime and quality of final product

Lessons Learned

- Exploration into different crack filling applications based on location and extent of cracking
- Early input into capital program for rehabilitation potentials
- Planning of sites based on appropriate long-term treatment
- Early engagement of newer rental street sweeper

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Bridge Maintenance

Inspect, maintain, and repair bridges to ensure public safety

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Bridges (# maintained)	2 Bridges	4 Bridges	5 Bridges	6 Bridges

Successes

- Development of guardrail cleaning attachment for skid steer to improve drainage
- Improved public safety

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Bridge Maintenance

Inspect, maintain, and repair bridges to ensure public safety

Bridge Maintenance

Inspect, maintain, and repair bridges to ensure public safety

Challenges

- Aging Infrastructure
- Conceptual Estimate to address all structures requiring repair: $971,000
- Current level of funding: $145,000

Lessons Learned

- Importance of developing innovative solutions
- Examine funding levels

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Shoulder Pull

Re-establish the shape and integrity of gravel roads while improving drainage

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Shoulder Pull (km)*	12.2 km	12.8 km	19.6 km	30 km

Successes

- Increased commitment and successful ramp-up (2016 Operational Transfer)
- Positive feedback on improved resident communication and additional information provided
- Positive feedback on shoulder cleanup with available equipment
- QA/QC process developed to ensure final width and slope adherence

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Shoulder Pull

Re-establish the shape and integrity of gravel roads while improving drainage

Challenges

- Resident concerns with final planned road width:
  - Many roads originally built to a 5-6 m width : availability of material
  - Some roads with planned width of less than 7.5 m
- Wet spring / summer

Lessons Learned

- Development of process to prioritize roads for shoulder pull or reconstruction based on achievable width
- Continued improvement on resident communication
- Continued improvement of QA/QC Process
- Continuation of Shoulder Cleanup

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Drainage Operations

Culvert maintenance / replacement, ditching, and beaver dam removal to support the life-cycle of Transportation infrastructure

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Ditching (km)	7.9 km	6.45 km	3.54 km (56 files)	5.84 km (72 files)
Culvert Replacements (#)	47	42	51	64
Culvert Maintenance (#)	78	96	112	132
Beaver Dams (#)	N/A	9	51	51
Capital Drainage Investigation (#)	N/A	N/A	34	34

2016 File Closure Target:	380
Revised 2016 File Closure Target:	321 (All backlog)
2016 File Closure YTD:	277
2016 File Closure Forecast:	326

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Drainage Operations

Culvert maintenance / replacement, ditching, and beaver dam removal to support the life-cycle of Transportation infrastructure

Successes

- Large number of conclusively closed files
- Refinement of drainage file process (Log Form, Investigation Form, Closure Form)
- Increased resident engagement and communication
- Complex files transferred to Capital Drainage program

Challenges

- Large number of capital drainage issues

Lessons Learned

- Continued improvement of drainage process
- Continued engagement and communication with residents
- Need for proactive drainage asset condition assessment and evaluation

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Resident Inquiries and Concerns

Responding to resident inquiries

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Logged Calls (#)	2176 Calls	2480 Calls	1494 Calls	2980 Calls

Successes

- Launch of Case Management System
- Improved ability to trend resident concerns
- More proactive communication with residents on certain programs

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Resident Inquiries and Concerns

Responding to resident inquiries

Challenges

- Implementing the new CRM system
- Timely Call backs
- Conclusive resolution
- Operations Supervisors / Manager are main points of contact

Lessons Learned

- Requirement for dedicated staff to address resident inquiries
- Importance of proactive resident communication
- Resident FAQs (under development)

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Road Use Agreements

Controls industry usage and damage to transportation infrastructure

Current Status and Forecast

Service Metric	2014	2015	2016 YTD	2016 Forecast
Number of Agreements (#)	13	8	9	13

Successes

- Legal Review of Road Use Agreement completed
- Resident feedback and follow-up with industry has resulted in new Road Use Agreements

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Road Use Agreements

Controls industry usage and da

Challenges

- Nothing to compel industry to obtain Road Use Agreements
- No decisive accountability mechanisms to enforce Road Use Agreements
- No dedicated personnel

Lessons Learned

- Requirement for dedicated staff to address Road Use Agreements
- Importance of RUA Initiative (2017 Proposed Corporate Initiative)

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Additional Gravel pit

Acquisition of an additional Sturgeon County-owned gravel pit

Transportation Services is actively pursuing gravel pit opportunities in the following locations:

- Villeneuve (30 km)
- Fort Saskatchewan (45 km)
- Onoway (75 km)
- Smokey Lake (110 km)
- Ft. Assinniboine (145 km)

An update to Council is planned for November with more details on results and ranking of opportunities.

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Questions / Comments

Thank you