

Service Review Survey

The Province of Ontario has provided funding to municipalities and school boards throughout the province to conduct independent reviews to find efficiencies while protecting important front-line services.

The City of Burlington has received up to \$250,000 of Provincial funding to review the delivery of the following City services:

- Loose leaf collection
- Winter maintenance
- Corporate fleet
- Pre-building permit development approval process

As part of the reviews the consulting team would like to hear from residents about their satisfaction with the loose-leaf collection program, winter maintenance and the pre-building permit development approval process. Your input will be considered in the development of the final recommendations.

The consultant's final report must will be delivered to the Province by December 31, 2019.

Please take a few moments to provide your input on the three external facing services under review.

Loose-leaf collection program

Burlington residents currently have two services they can use to remove leaves from their properties.

1. Halton Region bagged leaf and yard waste collection program. Every other week from April to mid-December. Leaves and yard waste must be bagged or put into rigid reusable containers that must be tagged with yard waste labels. More information is available [here](#).
2. City of Burlington loose-leaf collection program. Twice in the fall (November and December) where residents in the urban area rake their leaves to the curb and the leaves are collected by City vacuum trucks. More information is available [here](#).

Q 1. Which leaf collection service are you aware of?

Halton Region Program (every other week bagged collection with garbage)

City of Burlington Program (loose leaf curbside collection in November and December)

Both the programs

Neither program

Q2. Have you used the Halton Region program?

Yes

No

If no, why not?

I live in a condo/apartment

I use a lawn service

Other, please explain

Q3. Have you used the City of Burlington program?

Yes

No

If no, why not?

It is not available where I live

I live in a condo/apartment

I use a lawn service

I leave my leaves on the lawn

I put my leaves in a composter

I bag my leaves and put them out with my garbage

I bag my leaves and take them to the Halton Region Waste Management Site

Other, please explain

The review that is currently underway on City services includes determining if and/or where efficiencies can be gained from environmental, financial and social perspectives. In addition, the City has declared a Climate Change Emergency, with a goal of the City operations being net carbon neutral by 2040.

Q4. Given this information, how important is the City's loose-leaf collection program to you?

Very important – I rely on it

Important – I could adjust and use the Halton Region program

Not important - I have/currently use other options to manage my leaves

General comments (maximum 20 words)

The City uses the same trucks for loose-leaf collection as for snow removal so when the first snowfall hits, the trucks need to have snow removal equipment installed. This can sometimes happen before all the leaves have been picked up, which could result in the program ending and the remaining leaves may be plowed onto your boulevard. In addition, leaves raked to the curbside can lead to clogged sewers.

Q5. Given this information, how important is the City's loose-leaf collection program to you?

Very important – I rely on it

Important – I could adjust and use the Halton Region program

Not important – I have/currently use other options to manage my leaves

General Comments (maximum 20 words)

Q6. Finally, when thinking about the City's loose-leaf collection program, what is most important to you (select up to two responses)?

Being environmentally responsible (e.g. reducing greenhouse gas (GHG) production associated with leaf disposal – CO₂ and other GHGs are released from collection and processing vehicles)

Being fiscally responsible (e.g. reducing worker hours required to offer services, wear and tear on City infrastructure and the maintenance required to deliver the service, etc.)

Safety of drivers and/or pedestrians on the roads

Convenience

Not important, as leaves are not an issue on my property

Other (maximum 20 words):

Thank you for your input.

Winter Maintenance Survey

Each winter, the City of Burlington provides winter maintenance services throughout the city. Our fleet of snow clearing equipment and crews maintains 1,637 km of City owned roads, 195 km of Halton Region's arterial roads located in Burlington and 850 km of sidewalks.

Primary and secondary roads are plowed first to ensure that emergency service vehicles can move quickly and easily throughout the city. Residential roads are plowed afterwards.

Primary roads such as Guelph Line, Plains Road and Upper Middle Road have greatest volume of traffic. These roads are plowed when snow accumulation reaches 5 cm (2 inches), they are also salted to assist in clearing the road to bare pavement.

Secondary roads, such as Townsend Road, Spruce Avenue and Headon Road, have less traffic than primary roads, but often have bus routes and generally lead to primary roads. These roads are plowed when snow accumulation reaches 5 cm (2 inches), they are also salted to assist in clearing the road to bare pavement.

Residential roads have far less traffic and are plowed when snow accumulation reaches 7.5 cm (3 inches). Unlike primary and secondary roads, residential roads are NOT plowed or salted to achieve bare pavement. More information is available [here](#).

Q 1. Given this information rate your level of satisfaction with the City's winter maintenance of primary roads?

Excellent

Good

Fair

Poor

Very Poor

Comments (maximum 20 words):

Q 1 b) Rate your level of satisfaction with the City's winter maintenance of secondary roads?

Excellent

Good

Fair

Poor

Very Poor

Comments (maximum 20 words):

Q 1 c) Rate you level of satisfaction with City's winter maintenance of residential roads?

Excellent

Good

Fair

Poor

Very Poor

Comments (maximum 20 words):

Sidewalk and paved path clearing begins when snow accumulation reaches 5 cm (2 inches). Like roads, sidewalks are cleared beginning with primary sidewalks and then secondary and local (residential) sidewalks.

The City aims to have sidewalks cleared with 24 hours after the end of snowfall when accumulation is 12.5 cm (5 inches) or less. For snow accumulation between 12.5 cm (5 inches) and 30 cm (12 inches), the City aims to have primary sidewalks cleared within 18 hours, secondary sidewalks cleared within 36 hours and local sidewalks cleared within 72 hours. When snow accumulation exceeds 30 cm (12 inches), sidewalks will be cleared as soon as possible. More information is available [here](#).

Q2. Keeping this information in mind how would you rate your satisfaction with the City's sidewalk, paved path clearing, program?

Excellent

Good

Fair

Poor

Very Poor

Comments (maximum 20 words):

A windrow is the pile of snow that is left at the bottom of driveways by roadway plows. The City of Burlington offers a windrow clearing program for persons with disabilities for an annual non-refundable fee of \$54.88. The program is limited to the first 150 registrants. More information is available [here](#).

Q 3. If you are a participant in the program, please rate your satisfaction with the program?

Excellent

Good

Fair

Poor

Very Poor

Comments (maximum 20 words):

Q3 b) Thinking about the windrow program do you think the fee is

Too high

Just right

Too low

If too high or too low, what do you think a fair price would be?

Q3 c) Regarding the windrow clearing program should the City of Burlington consider?

Increasing the number of people accepted into the program

Increasing the number of people accepted into the program and expand the program to include seniors

Leave it as is

Thank you for your input.

Pre-building permit development approval process

With less greenfield development taking place in Burlington, residential infill developments will be more common. Infill development that conforms with the character of an existing neighborhood is important.

As part of the pre-building permit development approval process review we would like to hear from the community about their experiences with this type of development: both from the applicant (homeowner/developer doing the construction) and the neighbour's perspective.

Q1. Has there been any infill development in your neighbourhood?

Yes

No

Q1 b) If you answered yes, were there any issues or concerns throughout the construction process? Please check all that apply.

Dirt

Noise

Parking

Length of workday (too early, too late)

Drainage/grading

Privacy

Other (please specify).

Q1 c) If you had concerns, did you reach out to anyone for assistance? Please check all that apply.

Member of Council

Contractor

City staff

Neighbour

Other (please specify).

Q1 d) How satisfied were you with the response you received? Were your concerns addressed?

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

If you were dissatisfied, please explain why? Maximum 20 words

Q2) Have you constructed infill development in Burlington?

Yes

No

Q2 b) If you have, did you have any issues or concerns with the development approval process? Please check all that apply:

Timing

Submission requirements

Fees

Staff contact

Inspections

Other (please specify):

Comments: Maximum 20 words

Q2 c) If you had concerns, did you contact anyone about them?

Member of Council

Contractor

City staff

Other (please specify):

Q2 d) How satisfied were you with the response you received? Were your concerns addressed?

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

If you were dissatisfied, please explain why? Maximum 20 words

Thank you for your input.