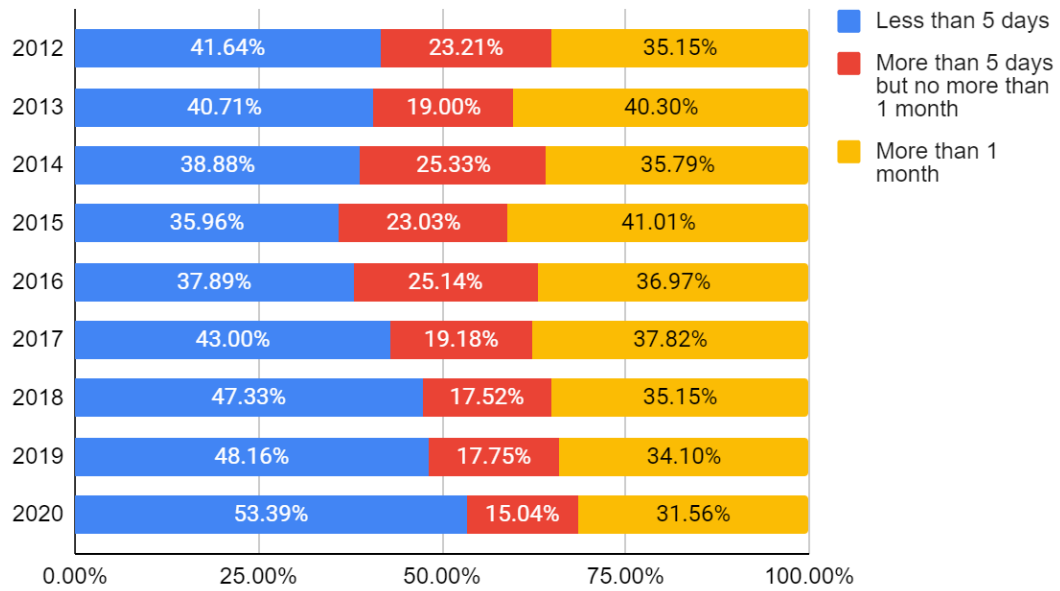


## Timelines to Investigate Sidewalk Notifications

% of notifications inspected within different timeframes



**Maintenance Tasks Performed by Deficiency Type**

The following table lists the simplified damage categories that are assigned to incoming service requests from 311. Infrastructure Maintenance will determine the specific type of damage and causes through the inspection process.

Deficiency	Maintenance Task
Subsidence	<ul style="list-style-type: none"><li>- Mudjacking, inject grout under panels to bring it to an even walking surface, Temporary asphalt patching as identified or the full replacement of the concrete plane.</li></ul>
Trip/Displacement	<p>Heaves/Cracking</p> <ul style="list-style-type: none"><li>- Planing displacement, dry cutting with concrete saw, patching with cement products, or the replacement of the concrete panel</li></ul> <p>Paving Stone Displacement</p> <ul style="list-style-type: none"><li>- Remove and replace broken or missing stones</li></ul>
Ponding	<p>Slab level</p> <ul style="list-style-type: none"><li>- Bringing the sidewalk to an even walking surface and allowing for a proper watershed.</li></ul>

## Repair Methods, Construction Duration, and Weather Limitations

Description of Repair Methods Used	Target Scheduling and Construction Duration*	Weather Limitations
<b>Grinding:</b> Used when less than 25 mm of vertical displacement.	Less than 1 day (construction)	Only during summer and fall.
<b>Polymer-modified concrete:</b> Used when pieces of concrete are missing from the panel (concrete delamination) and a sound surface to adhere to exists.	Less than 1 day (construction)	Only during summer and fall.
<b>Asphalt Patch:</b> Used on panels with vertical displacements of more than 25 mm.	Less than 1 day (construction)	Year round - Surface must be free of ice and snow, temporary repairs only.
<b>Mudjacking:</b> Used when panels are in sound structural condition but restoration of the original grade is required.	3-5 days (scheduling and construction)	Only during summer and fall.
<b>Concrete:</b> Used when structural failures exist but the sidewalk in the immediate area is sound.	3-4 weeks (scheduling and construction)	Only during summer and fall.

\* Includes scheduling/coordinating (marking utilities, equipment/crews, material supply), saw-cutting, excavation, forming, material placement, and curing time. The actual timelines can vary depending on a number of factors e.g. resource availability etc.