

## Process to Maintain Street, Alley and Construction Sites (M. Walters)

### Recommendation

That the September 30, 2020, City Operations report CR\_7653, be received for information.

### Previous Council/Committee Action

At the October 2, 2019, Community and Public Services Committee meeting, Councillor M. Walters made the following inquiry:

1. Can Administration provide an update on our current process to maintain street and alley lights, recent changes to that process, evaluation on how the process is working and any improvements that are presently being considered?
2. Can Administration provide an update on our current process to manage messy roadway construction sites, leftover construction debris and materials i.e girders and pylons and what controls exist presently to ensure road crews and contractors are cleaning up after themselves expeditiously.

### Executive Summary

The City is committed to promoting safety by maintaining its street and alley lights. The process allows outages to be reported through 311 and Administration is considering improvements to reporting by adapting the internal outage reporting tool to become an outward facing, self-serve tool. The City also seeks to keep Edmonton's neighbourhoods and roadways clear from construction debris and related materials through control mechanisms with internal teams and project contractors.

Proper maintenance of City of Edmonton infrastructure and construction sites supports the City's project and asset management service outcome of ensuring Edmonton's projects are well managed and assets are maintained for accountable service delivery.

## Report

**Can Administration provide an update on our current process to maintain street and alley lights, recent changes to that process, evaluation on how the process is working and any improvements that are presently being considered?**

Administration maintains approximately 120,000 street lights and 14,000 alley lights for physical damage, broken lighting fixtures, lighting malfunctions and damaged underground electrical wiring. Power to service City assets is supplied by the regulated regional utility provider, EPCOR Distribution and Transmission (EPCOR D&T). Electrical services contractors provide planned, proactive maintenance and reactive, unplanned maintenance. Assets are often repaired or replaced. Temporary means of restoring street lighting, such as overhead line connections or temporary infrastructure may often be deployed until permanent solutions are in place.

Prior to 2019, these assets were maintained through the Transportation Systems Electrical Services Agreement (TSESA), an agreement with EPCOR Technologies, the unregulated transportation electrical systems contracting division of EPCOR Energy Services. TSESA included a provision to operate a call center for receiving trouble inquiries from citizens. This agreement expired December 31, 2018.

On January 28, 2019, City Council approved the new Electrical Services Agreement. The new agreement allows for more open market tendering and commits less than 50 percent of the annual dollar value of work dedicated to EPCOR Technologies than in past agreements. The new agreement also aligns performance evaluation and expectations for EPCOR Technologies with similar work awarded to other contractors.

Additionally, in January 2019, Administration entered into three new service agreements for contractors to provide electrical services. Each contractor is assigned to a service area to maintain street and alley lights through an open market tendering process (Attachment 1). All contracts are actively managed and contractor performance is monitored to ensure service level expectations are met.

As part of the January 2019 service agreement changes, Administration modified how residents report outages because EPCOR Technologies is no longer the sole service provider for maintenance activities. Outages or trouble calls are reported by residents and captured by 311 in an internal outage reporting tool. After an inquiry is received, service tickets are created and distributed to contractors with a description of the concern. To date, approximately 13,000 inquiries have been captured using this process.

### Street and Alley Light Opportunities

In Edmonton, there are street light and traffic signal assets that are accommodated on EPCOR Distribution and Transmission (EPCOR D&T) owned infrastructure. This infrastructure includes residential power distribution boxes and wood poles found in alleys and roadways. Due to the proximity of active power lines, assistance from EPCOR D&T is required to access and address maintenance issues on City assets that fall within the utility provider's defined limits of approach to the proximity of power.

Administration is actively working with EPCOR D&T on improving the process so contractors can address outages in a timely manner.

Those opportunities include:

1. Escalating priority for traffic signals and streetlight outages
2. Enabling communication and coordination between City contractors and EPCOR D&T staff
3. Exploring opportunities for permitting contractors to safely work within the limits of approach near energized power lines in compliance with the Alberta Utility Code

As discussed in the previous section, the outage reporting tool is operating internally. Once the tool is available for public use, there will be:

- A self-serve tool to report issues and outages
- Identification of assets undergoing capital renewal and assets identified in new development areas
  - Increased communication to residents experiencing street lighting disruptions due to capital renewal
  - Maintenance issues on assets that are undergoing streetlight rehabilitation as part of capital renewal are addressed with the responsible contractor
  - Assets identified in new development areas, maintained by developer contractors are efficiently dispatched to the area developer

**Can Administration provide an update on our current process to manage messy roadway construction sites, leftover construction debris and materials i.e girders and pylons and what controls exist presently to ensure road crews and contractors are cleaning up after themselves expeditiously.**

### On-Street Construction and Maintenance (OSCAM) Permit Process

On-Street Construction and Maintenance (OSCAM) permits are issued for the temporary use of any public road right-of-way for construction and maintenance activities or civic events. As Edmonton continues to grow, the number of OSCAM

permits issued has increased approximately 25 percent from 6,800 in 2013 to almost 9,000 in 2019.

As a requirement of an OSCAM permit, permit holders must adhere to a standard of performance for ongoing maintenance, removal and storage of temporary traffic controls, as outlined in the City's On-Street Construction and Safety Procedures. Through proactive inspections and public inquiries, Administration identifies and follows up with contractors to address deficiencies related to the operation of a work site. Contractors that fail to address deficiencies may receive penalties or a suspension of their OSCAM permit(s) until they correct the infractions.

Administration issues email reminders two days in advance of an OSCAM permit end date to notify permit holders that their work site needs to be removed or their permit extended, if required.

In February 2019, an OSCAM permit daily fee came into effect to incentivize permit holders to occupy a public space for a shorter period of time. Administration is monitoring the impacts of this fee with the 2019 year set as a benchmark.

Administration continues to work with stakeholders to support open communication in reporting issues associated with temporary closures, including maintaining sites and identifying remnant materials. The public is encouraged to report concerns related to work sites to 311 so staff can address potential issues in a timely manner.

### Work Site Setup and Completion Process

Administration delivers temporary traffic control devices, including barricades and signs, to a site one or two business days before construction work begins; devices are delivered seven to 10 business days in advance of work for larger projects. This material is strategically placed to ensure the safety and accessibility of pedestrians and cyclists. Once construction is completed, the removal of the temporary traffic control devices follows a process similar to the delivery.

The City supplies temporary traffic control devices to approximately 20 percent of work sites and to most of the almost 400 civic events held throughout the year. As part of this process, Administration follows a pickup schedule to allow for the efficient removal of temporary traffic control material. Timelines for contractors who provide their own temporary traffic control devices or use a third-party provider can vary, but they generally follow similar timelines.

Capital projects delivered through the City have a high standard for maintaining work sites. Construction agreements include requirements to hold contractors accountable

for the ongoing maintenance of work sites, including the appropriate disposal of litter or construction debris and dust control, and to take due care and attention to ensure damage is not caused to City or private property. The requirements direct contractors to remove unwanted material, tools and equipment from the work site, leaving the work site clean following the completion of the work. These requirements are addressed on an ongoing basis through scheduled site visits and inspections.

## Enforcement

Administration engages in some proactive enforcement. Detour technicians and inspectors provide oversight and ensure compliance with OSCAM permit conditions. Peace Officers investigate complaints of untidy construction sites. Public complaints are received through 311 and then subsequently assigned to a Peace Officer for inspection. Peace Officers also work collaboratively with other areas of Administration to address non-compliance with applicable permits, nuisance conditions, poor construction etiquette, and other regulatory infractions. Peace Officers commonly investigate concerns of obstructions to sidewalks, boulevards, cycling facilities and roadways, tracking of materials from work sites, noise, and the use of a sidewalk, cycling facility, boulevard or roadway contrary to or without a permit.

Enforcement staff seek voluntary compliance through a combination of education and collaboration. When necessary to elicit compliance, enforcement actions may include verbal or written warnings, violation tickets, and *Municipal Government Act* orders. In determining appropriate enforcement actions, Peace Officers will consider all circumstances, including impacts to public safety, seriousness of the offence and prior history.

## Corporate Outcomes and Performance Management

Corporate Outcome(s): The City of Edmonton has sustainable and accessible infrastructure.			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Effective and efficient service delivery	Documented inspection of OSCAM permit sites	40% of OSCAM permit sites inspected in 2019	40% of OSCAM permit sites inspected in 2020
Effective and efficient service delivery	Street Lighting return to service within 7 days	51.42% of streetlights are returned to service within 7 days	60% of streetlights are returned to service within 7 days

## Attachments

1. Service Areas

**Others Reviewing this Report**

- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- C. Owen, Deputy City Manager, Communications and Engagement
- J. Meliefste, Acting Deputy City Manager, Integrated Infrastructure Services
- B. Andriachuk, City Solicitor