

# Memorandum

Date: July 7, 2020

To: Members of Council

From: Catherine McLean, Manager, Service Caledon, Strategic Initiatives

Subject: Share the Road and Road Closure Process

## Background

When Service Caledon launched in January 2018 several existing services and processes were transferred to the service centre, including road permits and approvals. This transition allowed staff to review the experience from a client perspective and make improvements in collaboration with the Road Operations and Engineering teams.

Staff reviewed several permits including the “Share the Road/Road Closure” permit typically used for community events, construction and filming projects. Staff determined based on client feedback that it was not clear in which circumstance a client needed to close the road for a fee or could share the road for an event (at no charge).

After careful consideration, discussions with staff and consultation with other municipalities, a new simplified process was established for “Share the Road” requests and Road Closure permits.

## Discussion

As of 2019 clients can request approval to Share the Road for events that do not impact the flow of traffic or result in possible damage to the right of way. The requirements for approval to share the road include a detailed overview of the event with the number of people expected as well as the nature of the activity, a traffic control plan to be reviewed by Finance and Infrastructure Services staff and proof of insurance (comprehensive or commercial general liability policy) where the Corporation of the Town of Caledon is added as additional insured.

Staff reviewing the application will ensure the event is an appropriate use of the right of way as well as identify possible conflicts that may occur as a result of road improvement projects. If a detour is required for a road closure, staff also review the proposed route. Specifically, the following occurs following an application related to a road closure, which may include a filming request:

- 1) Service Caledon – as part of the intake process, ensure that the application is complete including submission of a Traffic Control Plan, prepared in accordance with Ontario Traffic Manual Book 7, and the applicant agreeing to:
  - a. abide by the Town’s noise by-law;
  - b. provide public notice – including notifying residents impacted by the closure;

- c. provide the Town proof of liability insurance with a limit of not less than \$5 million, naming the Corporation of the Town of Caledon as an additional insured for the duration of the event;
  - d. to indemnify the Town of any and all claims and/or damages arising from the road closing;
  - e. Pay the applicable fee and provide appropriate financial security
- 2) Engineering and Transportation – review of traffic control plan submitted with the application to ensure there is no conflict with capital projects in the area, and no conflict with other construction/events that may be occurring during the requested use of the roads, and the signage plan/pavement marking is consistent with the provincial guidelines
- 3) Operations Division – will ultimately approve or deny the application. If approved, Operations staff also complete a pre and post event/road closure inspection to ensure there was no damage caused by the event requiring the road closure.
- 4) Finance Staff – track and release securities, when appropriate, that are posted pursuant to all applications that required a security.

Upon approval the Service Caledon team works with clients to issue permits and collect fees if necessary. The fees for road closures, representing a cost recovery for the work identified above, are currently as follows:

- \$390/day Intermittent Road Closure (\$470 if rush application);
- \$750/day Full Road Closure (\$990 if rush application).

If a road closure is approved Service Caledon requests notification to residents impacted by the road closure so they are aware in advance (for example to film a movie). Service Caledon also coordinates the communication of this closure through the Finance and Infrastructure Administration team who contact all emergency services, school transportation officials, Recreation user groups, Region of Peel, Canada Post, the Senior Management team, the Mayor and Council.

In 2019 when CityWide launched staff implemented the service request feature to track permit requests. This tool increases efficiency by eliminating paper and allowing staff to share information and documents electronically. It also ensures consistent messages are communicated to clients and can be reviewed by anyone in Road Operations, Engineering and Service Caledon on behalf of the client.

## Next Steps

Staff recently launched a new website that allows Share the Road and Road Closure permit requests for approval to made online. The new application has improved functionality and prompts clients for the correct information resulting in a client friendly version of the existing PDF form. The current requirements for insurance, notification to residents, traffic control plans and detour routes will remain the same as current state.

The new form will allow requests to be submitted within a timeframe that provides staff the time required to determine impact on the right of way, review the proposed detour route and evaluate protentional conflict with capital works.

The ongoing efforts of staff over the past two years to review road permit processes with a client focus resulted in improvements to the experience of applying for a request to share or close the road. These changes reflect the commitment by the Town of Caledon to focus on service excellence while improving digital service delivery. Staff recommend a similar review should happen in 2020 to establish a process for filming in the Town of Caledon as previous efforts are outdated and no longer relevant to current practices.