



Municipal Innovation Exchange (MIX) Project

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Municipal Innovation Exchange

The MIX project takes a fresh look at how municipalities can collaborate with entrepreneurs, not-for-profit organizations, small and medium businesses, service clubs and start-ups to meet the current and emerging needs of the community.

The City of Barrie is leveraging challenge-based procurement to address a community driven issue that aligns with Council's Strategic Plan ;

How might the City of Barrie connect Seniors and Persons with Disabilities with a solution to clear residential windrows during the winter season ?



RFP# FIN2019-
164P

Innovative Service Model for Clearing of Residential Windrows for Seniors and Persons with Disabilities

The City is looking to engage in open innovation with a company of any size. To ensure resources are not a barrier to participate in the process, the budget for this opportunity is set at \$15,000.00 over the course of the collaboration project (complete by January 31, 2020).

- The Roads, Parks and Fleet department in the City of Barrie currently provides snow removal services limited to roads and sidewalks, which receive different standards of clearing/service if they are primary routes which encompass major arterial roads and transit routes, or secondary routes. The pile of snow (called a windrow) at the end of a residential driveway that is created by a snow plow is the responsibility of the resident to clear. Many residents, in particular older seniors and persons with disabilities often do not have the ability or means to clear the windrow themselves and contact Service Barrie seeking assistance.
- During a snow event, Service Barrie call volumes can spike up to 400 calls per day. These calls can be very lengthy, up to 15 minutes long. Typical average length of calls in Service Barrie is 3 – 5 minutes. Currently, the only recommendation that Service Barrie can provide to the resident is to contact a neighbour for assistance, call 211 Ontario (Social and Community Services) or hire a private snow removal service.

<https://barrie.bidsandtenders.ca/Module/Tenders/en/Tender/Detail/2b6d5362-99cd-4e60-a0a4-76724d78b6a9>

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Innovative Service Model for Clearing of Residential Windrows for Seniors and Persons with Disabilities

The proposed solution should meet one or more of the following outcomes for the residents:

- Enable residents within the City of Barrie to quickly and effectively get assistance clearing windrows during snow events.
- Easily accessible by Seniors and Persons with Disabilities.
- Solutions that have the potential to scale and/or incorporate a for-fee model for a portion of the user base.

The proposed solution should allow for the City of Barrie to achieve one or more of the following:

- Service Barrie can provide the caller with a solution recommendation that supports Barrie Council's Citizen Driven Services strategic plan.
- Service Barrie can decrease call volumes by 10% - 25% and length of calls by 10% - 25% on a snow event day.
- Must operate completely separately and independently from the City of Barrie.