

Frequently Asked Questions (FAQ) – Winter Maintenance Transition to Contracted Service

1. Why is the Town of Berwick changing how it handles winter road maintenance?

The Town is transitioning to contracted winter maintenance services to address aging municipal equipment, rising maintenance costs, and to preserve our capacity to borrow for critical infrastructure (streets, sewer, storm) upgrades.

2. What's wrong with the current winter maintenance equipment?

Much of the Town's winter equipment (e.g. plow trucks, sidewalk machine) has reached the end of its useful life. These aging vehicles are increasingly unreliable and costly to maintain, causing delays and service disruptions during winter weather events.

3. How much would it cost to replace the equipment?

Replacing the outdated winter maintenance equipment would require a capital investment of approximately \$1.6 million.

4. How will this transition benefit residents?

By contracting out winter services, the Town can maintain road safety during the winter while redirecting funds toward critical infrastructure projects like road upgrades, sewer and stormwater systems, and asset renewal.

5. Will there be any changes in the level of winter service?

Residents may notice minor differences in how services are delivered, but the Town will set clear performance standards for contractors and monitor service delivery throughout the season.

6. How will the Town ensure contractors deliver reliable service?

Contractors will be held to defined service-level agreements. The Town will monitor and evaluate performance during the season to ensure standards are met and issues are addressed promptly.

7. Can residents report concerns or service issues?

Yes. The Town will launch an online reporting tool where residents can share feedback, report issues, or suggest improvements related to winter maintenance.

8. Does this mean the Town is stepping back from its responsibilities?

Not at all. The Town remains fully committed to public safety and winter maintenance. Contracting services allows the Town to prioritize resources on long-term critical infrastructure.

9. When will the transition take effect?

The new contracted service model will be implemented for the upcoming 2025/26 winter season. More details will be shared with the community as preparations continue.

10. Who can I contact for more information?

Further details and updates will be available on the Town of Berwick's website. Residents may also contact Aaron Dondale, Director of Public Works for specific inquiries.

11. What Will Staff Do?

There are no changes to our staff compliment because of this transition.

Town staff who previously operated winter maintenance equipment will focus on parks and trails maintenance, infrastructure maintenance, and other repair work.

This ensures that experienced personnel remain a valuable part of operations while contributing to year-round community improvements.