SNOW REMOVAL PLAN 2018

Summary of new Level of Service Description

Service Level	Roadway Type	Current plan	New definition Roadway Type	New LOS (<mark>bold</mark>)
Critical Areas	major intersections / hills / bridges	Start salting at the beginning of the storm	major intersections / Hills / Bridges	Start salting at the beginning of the storm
Level 1	Emergency and Bus routes	 Start salting at the beginning of the snowstorm. Plowing will start once slush begins to form. Plowed to bare pavement, curb to curb, within 4 hours after storm. Streets are salted within 6 hours after storm. 	Arterial & Collector Primary	 Start salting at the beginning of the snowstorm. Plowing will start once slush begins to form. Plowed to bare pavement, curb to curb, within 4 hours after storm ends. Streets are salted within 6 hours after storm.
Level 2	Major Streets and collectors	 Start salting at the beginning of the snowstorm. Plowing operations begin after 10 cm of snow. Normally plowed to bare pavement, curb to curb, within 6 hours after storm ends. Streets are salted within 6 hours after storm. 	Bus Routes & Collector Minor	 Start salting at the beginning of the snowstorm. Plowing operations begin after 10 cm of snow. Plowed to bare pavement, curb to curb, within 6 hours after storm ends. Streets are salted within 6 hours after storm.

Level 3	Local or residential streets	 Plowing operations begin after 10 cm of snow. Centerlines of streets are salted within 6 hours after storm. 	Local / Residential streets	 Plowing operations begin after 10 cm of snow. Centerlines of streets are salted within 6 hours after storm.
Sidewalks		 All sidewalks are maintained Sidewalks are plowed and salted within 24 hours after storm ends. 	Level 1	 Sidewalks near school zones and heavily travelled arterial streets plowed within 12 hours after storm. Example: Buckingham, Cleveland, Whitepine, Chambers, Devere, Canterbury, Trites, etc
			Level 2	 All other sidewalks are cleared within 48 hours. Example: Lawson, Carriage Hill, Old Coach, Runneymeade, McDowell, Trites ext, etc
			Level 3	 Not Plowed during winter Example: Small section on Irving Road without sidewalk connectivity, Cleveland extension, Karolie, etc
Parking lots		No LOS policy		 Weekdays only, plowed and salted within 24 hours after storm Church parking lots are plowed and salted for Sunday church services.

Trails	No LOS policy	 Only certain trails are cleared of snow during winter. Certain trails will be cleared within 48 hours: Parks & Recreation Pinder ext. Findlay to Lawson Pine Glen (Coverdale to Cross Creek) Gunningsville (Bridge to Pinder) Riverfront Trail (Causeway to Avondale) Sawgrass to Runneymeade Public Works Mabel (Trites to Wilson) Old Coach to Gunningsville Canterbury to Page Bradford Pedway Hebron (McAllister to Pine Glen) Kasley Park Buckingham trails to RHS property
Fire Hydrants	No LOS policy	 Start clearing when snow prevents access to front cap All cleared within 5 working days from storm Cleared based on following priority: High risk buildings, Coverdale, Hillsborough, Seniors complex, institutional (schools), business district Residential area

November 15 to April 15 Weekday M-F (8am–4:30pm) 11 Operators	December 15 to April 15 Weekday (8am – 4:30pm) 10 Operators
4 foreman	4 foreman
November 15 to April 15 Evening M-F (4pm–midnight) 2 Operators	January 6* to April 1 Evening (4pm – midnight) 2 Operators * Actual start day is subject to amount of snow on the ground
November 15 to April 15 Night M-F (midnight–8am) 2 Operators	December 2* to April 15 Night (midnight – 8am) 2 Operators * Actual start day is subject to amount of snow on the ground
Friday midnight to Sunday midnight No shift Winter parking by-law Dec1 to April1	Weekend Friday midnight to Sunday midnight No shift
	Weekday M-F (8am–4:30pm) 11 Operators 4 foreman November 15 to April 15 Evening M-F (4pm–midnight) 2 Operators November 15 to April 15 Night M-F (midnight–8am) 2 Operators Weekend Friday midnight to Sunday midnight No shift







