

APPENDIX A - WINTER MAINTENANCE SERVICE LEVELS 2021-22

ASSET CLASS	ASSET DESCRIPTION	ANTI-ICING AND DE-ICING OPERATIONS SERVICE LEVELS	PLOWING OPERATIONS SERVICE LEVELS	SNOW REMOVAL/HAULAGE SERVICE LEVEL
Primary Roads	Arterial roads and main roads within commercial areas.	Liquid brine anti-icing before the start of snow / ice event on Primary Roads. Maintain surfaces as bare as possible. De-ice until a maximum snow depth of 5cm. Continuous de-icing only during freezing rain or other extreme circumstances.	Plowing/slushing operations commence as soon as snow begins to accumulate to depths of 5cm. Complete the plowing of all through lanes within 6 hours after end of storm. Complete plowing of turn lanes within 12 hours after a storm.	Along arterial roads as required and at intersections when visibility issues are evident. Within commercial areas (BIA's), as conditions warrant snow to be removed in boulevard areas when significant accumulations are experienced and windrows are high.
Secondary Roads	Minor arterials, secondary roads, bus routes and key industrial/residential roads.	Maintain surfaces as bare as possible subject to addressing the primary roads first. De-ice until a maximum snow depth of 5cm. Continuous de-icing only during freezing rain, icy conditions or other extreme circumstances.	Plowing operations commence with the accumulation of 5cm of snow, subject to the clearing of primary roads first. To be completed within 12 hours after storm end. Complete plowing of turn lanes within 24 hours after a storm.	As required at intersections when visibility issues are evident.
Local Roads	Residential Streets	Surfaces are permitted to be in snow packed condition for accumulations of snow up to 7.5cm. Spot sanding on hills, curves and intersections as required. Sanding or de-icing along entire length only during freezing rain or other extreme circumstances.	Plowing operations commence when the accumulation of snow exceeds 7.5cm, subject to clearing of all primary & secondary roads first. To be completed by 24 hours after end of storm.	Only when there is no more room to store snow and visibility issues / traffic safety concerns are significant.
Laneways & Others	Public laneways servicing rear garages	As required, concurrent with local roads.	Same as residential road service, only after roads in vicinity cleared first.	As conditions warrant due to insufficient snow storage space.
BIA Sidewalks	Sidewalks within BIA commercial boundary areas.	Anti-icing as necessary in advance of an event. De-icing operations to assist in the melting of snow, breakdown frozen or icy surfaces. Maintain surfaces as bare as possible.	Plowing operations commence with the accumulation of 5cm of snow. To be completed within 24 hours after storm.	As required in areas where road plowing results in snow being pushed onto curb faced sidewalks.
Primary Sidewalks including select walkways and pathways.	Sidewalks along arterial routes.	Anti-icing as necessary in advance of an event. Sanding or De-icing operations to assist traction or melting of snow, breakdown frozen or icy surfaces.	Plowing operations commence with the accumulation of 5cm of snow. To be completed within 24 hours after storm.	As required in areas where road plowing results in snow being pushed onto curb faced sidewalks.
Secondary Sidewalks including select walkways and pathways.	Sidewalks along minor arterial routes, collector roads, transit routes, hospital & school zones, key industrial roads	Anti-icing as necessary in advance of an event subject to addressing the primary sidewalk first. Sanding or De-icing operations to assist traction or melting of snow, breakdown frozen or icy surfaces. Surfaces are permitted to be in snow packed condition for accumulations of snow up to 5cm.	Plowing operations commence with the accumulation of 5cm of snow, subject to the clearing of primary roads first. To be completed within 24 hours after storm.	N/A
Local Sidewalks including select walkways and pathways.	Sidewalks along residential streets.	Anti-icing as necessary in advance of an event subject to addressing the primary sidewalks first. Sanding or De-icing operations to assist traction or melting of snow, breakdown frozen or icy surfaces. Surfaces are permitted to be in snow packed condition for accumulations of snow up to 5cm.	Plowing operations commence with the accumulation of 5cm of snow, subject to clearing of all primary & secondary roads first. To be completed within 48 hours after storm.	N/A
Driveway Window Clearing Program	Seniors & physically challenged. User fee service.	N/A	Program applies only when accumulations exceed 7.5cm. To be completed within 40 hours after the snow stops and within 16 hours of the completion of all roadway plowing.	N/A