

**SNOW AND ICE REMOVAL**

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**SECTION:** Administration**DEPARTMENT:** Public Works**COUNCIL APPROVAL DATE:** October 17, 2023**LAST REVIEWED BY COUNCIL:** October 17, 2023

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**POLICY STATEMENT**

The intent of snow and ice removal operations is to maintain the Town of Bon Accord streets, sidewalks, and walking trails in a reasonably safe and passable condition. Snow and ice removal services are not intended to eliminate all hazardous conditions on the Town's streets, sidewalks, or trails at all times. These services are intended to assist vehicles that are properly equipped for winter driving and operated using good winter driving practices and pedestrians using sidewalks and trails with proper winter footwear.

**PURPOSE**

The effective and efficient provision of snow and ice removal operations is necessary to allow the Town of Bon Accord to function under normal winter conditions. A policy is necessary to make a clear statement of the intent of the Town's snow and ice removal operations and to establish a framework for the priorities within which limited resources will be applied.

**SCOPE**

This policy applies to snow and ice removal operations during the winter season.

**DEFINITIONS**

"Arterial Roads" means roads that deliver traffic from collector highways or roads in and out of Town.

"Commercial Alley" is an alley adjacent to or behind a business or in a business district.

"Council" means the elected officials of the Town of Bon Accord.

"Emergency Access Route" means roadways that facilitate access to and egress from the Town of Bon Accord by emergency services personnel and vehicles.

“Residential Alley” means an alley adjacent to or behind a residential area.

“Walkway” means sidewalks, trails or pathways that are Town property or adjacent to Town property.

“Infrastructure Manager” means the person employed by the Town as the Infrastructure Manager or designate.

“Town” means the Town of Bon Accord.

“Town Manager” means the person employed by the Town as the Chief Administrative Officer or designate.

## **I. RESPONSIBILITIES:**

1. The Infrastructure Manager will be responsible for oversight of snow removal, and sanding operations and equipment including development of the operating and capital budgets for Council approval.
2. The Town Manager will ensure that road projects are incorporated into the Town’s asset management plan and the Town’s annual, 5-year and 10-year capital plans at the direction of Council during the budget process.

## **II. PRIORITIES**

1. It is expected that under normal winter conditions, there will be situations when the immediate demand for snow and ice removal services will exceed the available resources. In this event, the Town shall conduct operations according to the following priorities as the discretion of the Infrastructure Manager

**Table 1 - General Priorities**

First Priority	Second Priority	Third Priority
<ul style="list-style-type: none"> <li>• Arterial Roads</li> <li>• Emergency Services</li> <li>• Municipal Office Walkways</li> </ul>	<ul style="list-style-type: none"> <li>• Residential zones</li> <li>• Town Walkways</li> </ul>	<ul style="list-style-type: none"> <li>• Residential and Commercial Alleys</li> <li>• Remove excessive snow buildup in Town at the discretion of the Infrastructure Manager.</li> <li>• Remove excessive snow buildup in high traffic areas at the discretion of the Infrastructure Manager.</li> </ul>

2. The Arena, Jewel Box and Cemetery parking areas will be cleared of snow based on scheduled programming, events, or services and when Public Works staff have time to address snow clearing in those areas at the discretion of the Infrastructure Manager.
3. If or when snowfall remains both heavy and continuous causing an ongoing accumulation of snow on the first priority route, snow clearing services shall remain directed to first priority routes until the accumulation has been reduced to and remains at an acceptable level according to this policy and operational procedures.
4. Schedule “A” includes a map indicating the arterial routes and residential snow clearing zones. The Infrastructure Manager will determine the order of zones to be cleared following each snowfall.
5. Schedule “B” includes a map illustrating Town Walkways.

**III. GENERAL PROCEDURES**

The following procedures will be implemented by the Town:

1. Snow and ice removal operations will be available during the winter season during regular working hours.

2. After regular working hours, the determination of start-up of snow clearing operations shall be made by the Infrastructure Manager.
3. Sanding shall be undertaken whenever necessary to maintain safe and passable streets, sidewalk and trail conditions for properly equipped vehicles and pedestrians in proper winter footwear.
4. Fire hydrant locations will be cleared of accumulated snow following street snow clearing as needed to ensure emergency operation of hydrant.
5. The public shall be updated on snow and ice removal operations through public service announcements, the Town's social media, and/or website updates, where possible and at the discretion of the Infrastructure Manager.

#### **IV. SNOW AND ICE CLEARING GUIDELINES**

1. The following guidelines are the targets for the Town's snow and ice clearing operations.
2. During and after significant snowfall events, these targets may be adjusted so that higher priorities areas can be worked on continuously or until the targets for these higher priority areas are met.

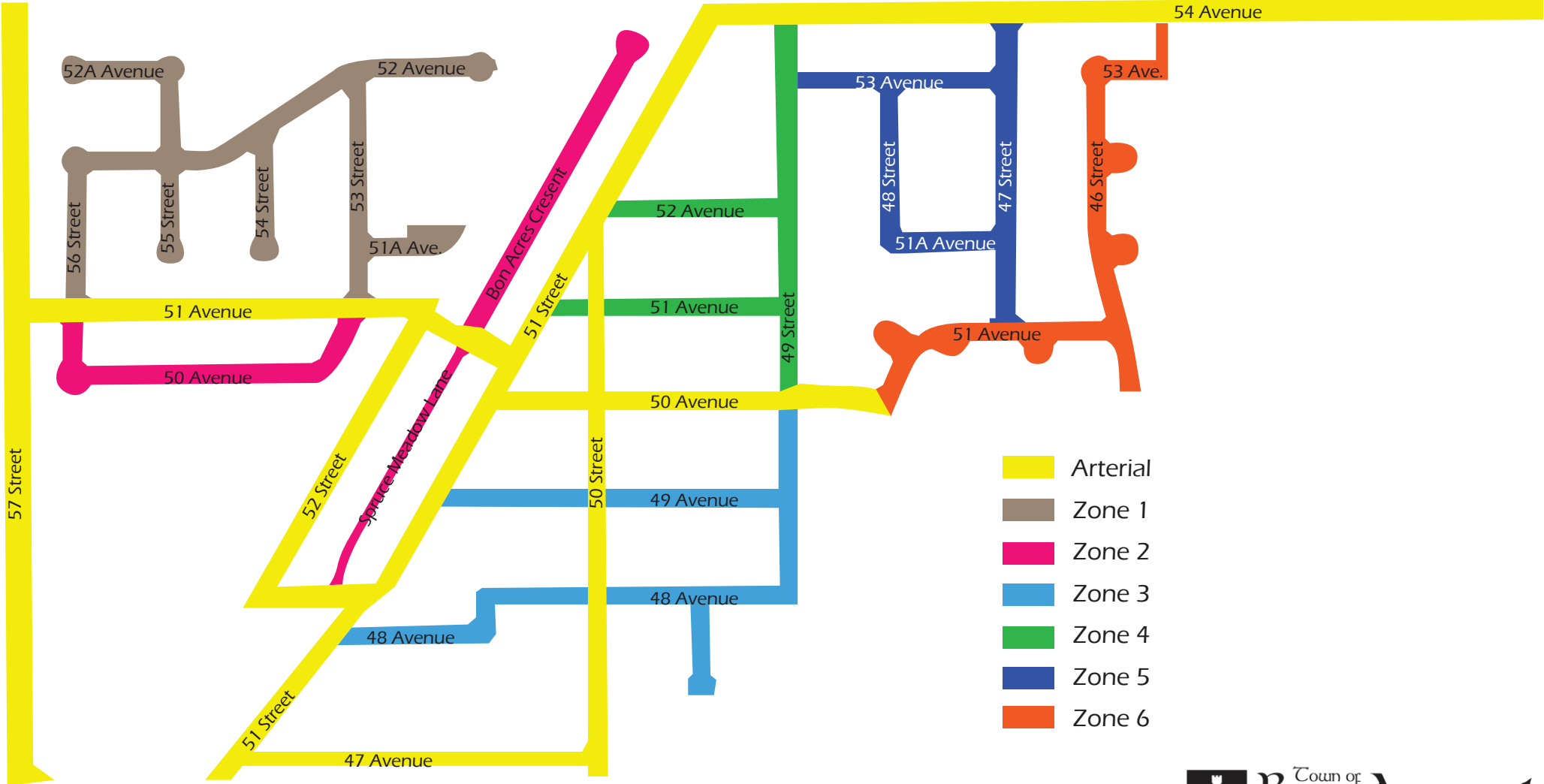
#### **V. SNOW AND ICE ACCUMULATION AND GUIDELINES**

1. Snow removal priorities will be reset with each snowfall of 10 cm or more.
2. Snow removal on Walkways is not based on snow accumulation. Walkways will be cleared following a snowfall as per the Town's Community Standards Bylaw, unless impacted by an unforeseen equipment failure or community emergency in which case the public will be notified via the Town website.
3. The Town will endeavor to achieve 10 cm of maximum depth of compacted snow.
4. The Infrastructure Manager will have the discretion to determine sanding priorities based on weather and ice conditions.
5. Sanding on roads and walkways will be safety focused including roadway intersections and areas of incline on roadways or Walkways.

## **VI. COMPLAINT AND NOTICE PROCEDURES**

1. The Town will respond to complaints about snow and ice removal as follows:
  - 1.1. Residents may contact the Town Office to file a complaint by completing a written complaint form as per the Town's Complaint Policy.
  - 1.2. All complaints will be directed to the Infrastructure Manager for a follow-up response.
2. The Town Manager will review any unresolved complaints.

# Schedule "A" Snow Removal Zone Map



# Schedule "B" Town Walkways

