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**DEPARTMENT:** OPERATIONS

**TITLE:** SNOW AND ICE MANAGEMENT POLICY

**Date:** 24 November 2014      23 November 2015

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**PURPOSE:**

The purpose of this policy is to provide direction to staff involved in snow and ice management operations to ensure streets, sidewalks, fire hydrants and parking lots are cleared in a safe and timely manner.

**POLICY STATEMENT:**

1. Snow and ice management operations will commence after 5 – 10 cm of snow has fallen and snowfall is continuing.
2. Salting of streets on the 'salt route' will commence when conditions warrant and salting of remaining streets not on the salt route will occur as needed.
3. Upon completion of the public streets, sidewalk operations will commence.
4. Priority will be given to heavily travelled streets and sidewalks, as defined in this policy.
5. Safety of the public and our operators is paramount in all aspects of our work.
6. Additional street widening and intersection clearing will occur upon the completion of the priority operations and as time and budget allow.

**SERVICE LEVEL EXPECTATIONS**

Level of Service for Roadway Types

**The objective is that all streets will be cleaned of snow within 6 hours from the end of a snow storm of up to 30 centimetres.**

Street Priority 1

- Plow continuously during storm, visibility permitting
- Plow to bare pavement, whenever possible
- Normally plow curb to curb within 4 hours after storm ends

Street Priority 2

- Plow continuously during storm, visibility permitting
- Salting of hills, intersections, as needed
- Normally plow curb to curb within 6 hours after storm ends

Level of Service for Sidewalk Types

**The objective is that all sidewalks will be cleaned of snow within 24 hours from the end of snow plowing operations, for snow storms up to 30 centimetres.**

Sidewalk Priority 1 (Cleared within 12 hours)

- Sidewalks in school zones
- Sidewalks in the Core Area District (Downtown)
- Arterial streets

Sidewalk Priority 2 (Cleared within 24 hours)

- Collector streets
- Local streets

The sidewalks in the Downtown will be maintained with salt. Other sidewalks will receive sand to improve traction, as needed.

Level of Service for Fire Hydrants

**The objective is that all fire hydrants will be accessible by emergency personnel 96 hours from the end of snow plowing operations, for snow storms up to 30 centimetres.**

The Streets Foreman will decide if the accumulation of snow around the fire hydrants, and/or the snow bank along the street in front of the fire hydrant, warrants the clearing operation to be activated.

Town crews are available to clear hydrants in an emergency, whenever required.

**MAJOR STORMS**

**A major storm will be declared by the Transportation Foreman, or on-call supervisor, when snow clearing crews are no longer able to keep all Town streets cleared of snow and the storm continues.**

During a major snowstorm, crews will attempt to keep at least one lane of the following streets open:

- Abbey Road
- Albion & South Albion Street
- Anson Avenue
- Chamberlain Street
- Chandler Road
- Church Street
- Havelock Street
- Hickman Street
- Industrial Park Drive
- LaPlanche Street
- King Street
- Electric Street
- Lawrence Street
- McCully Street
- Pleasant (East & West)
- Spring Street
- Robert Angus Drive
- Rupert Street
- Townshend Avenue
- Tupper Blvd
- Victoria Street
- Willow Street
- Prince Arthur (Church to Havelock)

During a major snowstorm, the Town Hall Parking Lot, Fire Station and Stadium parking lots will be kept open to allow emergency off-street parking.

To provide quick response in an emergency, a "storm line" will be activated during major storms (664-6000). This line will be monitored 24 hours a day until all of the streets have been opened.

As snowfall intensity decreases, Town equipment will commence snow plowing operations on other streets.

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**PRIORITY STREETS – BARE PAVEMENT**

**Town snow clearing crews will attempt to create a “bare pavement” condition within 12 hours following a snowfall event of up to 30 cm on the following streets:**

- Victoria Street
- Church Street
- Willow Street
- Albion / West Pleasant intersection
- Albion Street
- South Albion Street
- Lawrence Street
- LaPlanche Street
- Robert Angus Drive
- East Pleasant
- West Pleasant
- Hickman Street

**SNOW HAULING**

**Within 48 hours of the accumulation of 10 or more centimeters of snow, the snow will be hauled away from the boulevards of the Town streets listed below:**

- Victoria Street from Herbert Street to C.N.R. Tracks
- Church Street from Victoria Street to YMCA Driveway
- Havelock Street from Victoria Street to Prince Arthur Street
- Ratchford Street
- King Street
- Princess Street
- Electric Street
- Prince Arthur Street from Acadia to Station Street
- Acadia Street from Victoria Street to Prince Arthur Street
- Albion Street from Church Street to the Lord Amherst Drive
- LaPlanche Street from Victoria Street to Civic # 12
- Lawrence Street from Victoria Street to Civic # 17
- Academy Street from Spring Street to Queen Street on (West side only)
- Charles Street from Spring to Dunlap (West side only)
- Spring (Albion to Church)
- Maltby Court
- Cornwall Avenue (West Side)
- Hickman Street (Mission to Park)
- Mission Street (Hickman to Cornwall)

**TOWN OWNED PROPERTY**

**Town staff will take necessary steps to minimize public hazards due to snow/ice conditions on Town-owned/leased property.**

Public Parking Lots

~~When a snow event of 5cm or more has occurred over night, snow will be removed by private contractors before 8:00 a.m. each day for the following Town owned parking lots:~~

- ~~Town Hall~~
- ~~Police Station~~
- ~~Fire Station~~
- ~~Library~~
- ~~Works Garage~~
- ~~Stadium~~
- ~~Ratchford Street~~
- ~~Corner of Maple and Electric~~

AND

~~For private parking lots that are leased by the Town of Amherst.~~

~~The lots will then be checked for slippery conditions by Town staff and appropriate measures taken, using salt and sand as required to alleviate any hazard to the public. Further periodic checks are to be made as conditions warrant throughout the day.~~

- ~~Town Hall~~
- ~~Library~~
- ~~Ratchford Street~~
- ~~George Blanche~~
- ~~Corner of Maple and Electric~~
- ~~Corner of Church and Electric~~
- ~~Bounded by Church, Prince Arthur, Maple and Electric~~
- ~~Trinity~~
- ~~Baptist Church and Church of England~~
- ~~YMCA~~
- ~~Stadium~~
- ~~Fire Station~~

Public Buildings

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The public entrances and adjacent sidewalks to Town operated facilities will be checked by Town staff for hazardous snow and ice conditions each day, before the building is open to the public. Excess snow will be removed and slippery conditions will be addressed using salt, sand and other suitable ice control material. Further periodic checks are to be made as conditions warrant throughout the day.

- Town Hall
- Police Station
- Fire Station
- Library
- Works Garage
- Stadium
- [Community Credit Union Business Innovation Center](#)

## SALT MANAGEMENT

**The Town of Amherst is committed to the efficient management of its road salt, while continuing to provide effective winter maintenance for the safety of motorists and winter maintenance workers.**

The Town will demonstrate environmental responsibility by implementing and maintaining a Salt Management Plan (SMP) and associated best management practices.

To ensure the Town successfully meets its commitment, it will:

- Conduct operational activities in a manner that protects the environment and prevents or minimizes pollution;
- Continue to provide snow and ice control on Town streets so that service level standards are achieved;
- Address concerns raised by the federal government's review of road salts and their effect on the environment;
- Comply with environmental legislation, relevant standards, and industry codes of practice that apply to the Town's facilities and operations;
- Provide all winter maintenance personnel with appropriate training and resources so they are able to complete their assigned tasks in a manner that is consistent with the requirements of this Policy;
- Establish and track objectives and targets to verify effectiveness and identify opportunities for continual improvement of processes and operations;
- Monitor operations and implement appropriate corrective and/or preventive actions to improve performance;
- Communicate the requirement of this Policy and the Salt Management Plan to all employees





