

Winter Maintenance Policy

Unforeseen climatic conditions update

Transportation and Agriculture Services

Priorities Committee Meeting
January 29, 2019

Agenda

- Winter maintenance policy overview (normal service levels)
- About Unforeseen Climatic Condition clause
- December 2018 snow event
- Resource summary
- Costs
- Parking during snow clearing
- Resident inquiries
- Operational challenges
- Future considerations
- Questions

Winter Maintenance Policy Summary

Normal service levels

Priority	Urban Service Area		Rural Service Area	
	Max Time for Completion	Snow Accumulation (cm)	Max Time for Completion	Snow Accumulation (cm)
Priority 1	12 hours	2 - 5	12 hours	2 - 5
Priority 2	12 hours after completion of P1	5 - 7	12 hours after completion of P1	5 - 7
Priority 3	8 days after completion of P2	15-21	72 hrs after completion of P2	5 - 7
Priority 4	12 days, 10cm of compacted (prior to January 1) 12 days, 7 cm of compacted (after January 1)		48 hours	
Pathway & Parking Lots	Clearing commence immediately following Priority 2; completed within 8 days		Clearing commence immediately following Priority 2; completed within 8 days	

Unforeseen climatic condition clause

- Added the clause to the Winter Maintenance Policy on June 25, 2013 to address large accumulations of snow in a short period of time.
- Operations are accelerated when snowfall exceeds a 17 cm amount in a 48 hour period.
- It has been activated two times since it was added to the policy:
 - December 2014
 - December 2-3, 2018

Winter Maintenance Policy Summary

Unforeseen climatic conditions service levels

Snow Accumulation of over 17cm in 48 hours

Priority	Urban Service Area	Rural Service Area
	Max Time for Completion	Max Time for Completion
Priority 1	12 hours	12 hours (12)
Priority 2	12 hours	12 hours (24)
Priority 3	Roadways bladed and windrowed within 48 hours of accumulation and completed within 8 days	72 hours (96)
Priority 4	Roadways bladed and windrowed within 5 Days of accumulation and completed within 12 days	48 hours (144)
Pathway & Parking Lots	Clearing commence immediately following Priority 2; completed within 8 days	

December 2018 snow event

- Snowfall began on December 2 with 24 cm accumulated by early December 3.

Priority	Started	Complete	Total Time	Policy Met
Snow Route Clearing (P3)	December 3	December 5, 12 a.m.	36 Hours	✓
Rural Roads (P3)	December 3	December 5, 2 p.m.	55 Hours	✓
Residential Clearing (P4)	December 5	December 8, 5 a.m.	71 Hours	✓
Parking Lots	December 3	Evening of December 5	2 Nights	✓
Rural Roads (P4)	December 4	December 7, 6 p.m.	53 Hours	✓
Trails and Bus Stops	December 3	December 9	7 Days	✓

Resource summary

- County Resources
 - 14 truck plow/sanders
 - 10 graders
 - 6 loaders/blowers
 - 5 sidewalk machines
- Additional Contract Resources were called into support
 - 60 tri-dem end dumps
 - 16 graders
 - 5 loaders
 - 4 sidewalk machines
 - 4 tow trucks
 - 3 Dozers (Meltwater Operations)
- Support from other Departments
 - Fleet Services, Enforcement Services, Corporate Communications

Costs

- Urban P3 - Approximately \$350,000
- Urban P4 - Approximately \$835,000

Parking during snow clearing

- Snow Route Parking Ban was declared December 3 at 12 pm (tickets were not issued until after the 24 hour waiting period)
- Temporary No Parking signs were installed on residential streets 24 hours prior to clearing initiated
- Fines
 - Parking of vehicle that interferes with maintenance activities
 - \$250.00
 - Towed vehicles are moved to the nearest cleared roadway, no tow bill is issued



Resident inquiries

December 2-10:

- 379 phone calls
- 146 county connect inquiries

Topic areas:

- Positives
 - Removed snow quickly
 - Able to get around
- Concerns
 - Not enough warning prior to towing
 - Sign placement concerns
 - Noise of working through the night
 - Trails were slow to be cleared

Operational challenges

- Due to the fast pace of snow clearing, not as many orange No Parking signs were installed prior to P4 residential snow removal.
- Trails and bus stops were behind due to staff resources required for snow route and residential clearing.
- Managing resident expectations for future snow events under normal policy.

Future considerations

- Increase Rural Service Level during unforeseen climatic conditions to have all rural roads complete within 5 days instead of 6 days.

Questions....

