



TRANSPORTATION

Policy 11-003: Winter Maintenance Level of Service Policy

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A. Policy Statement

The Town of Tillsonburg will endeavour to provide safe, reliable, efficient, and environmentally responsible winter maintenance service within the Town of Tillsonburg in accordance with its approved level of service policies and accepted standards.

This Policy sets out the level of service Council has adopted for winter maintenance of roadways, bicycle lanes, sidewalks, and municipal parking lots which it has determined to be an appropriate level of service. The policy recognizes that operational decisions will need to be made based on local conditions in the field depending upon the extent and severity of a winter storm event, and as a result, there may need to be some reasonable deviations from this Policy.

At a minimum, the Town will adhere to the Minimum Maintenance Standards for Municipal Highways (MMS) as prescribed by the Ontario Ministry of Transportation under Regulation 239/02, as amended from time to time. All other regulatory requirements will also be met, including but not necessarily limited to those set out in the Occupational Health and Safety Act (OHSA) and the Highway Traffic Act (HTA).

B. Purpose

To designate responsibility for, and to establish service priority levels as it relates to winter control activities specifically snow clearing, ice control and snow removal operations for specified infrastructure within the Town of Tillsonburg boundaries.

C. Responsibility

The responsibility for ensuring snow clearing, ice control and snow removal from the Town's infrastructure of roadways, bicycle lanes, sidewalks, and municipal parking lots rests entirely with the Public Works Division.

D. Scope

This document is intended to provide a guideline for Council, Staff and the general public to educate and inform as to the level of service for the various winter maintenance activities and to define winter maintenance levels of service for roadways, bicycle lanes, sidewalks, and municipal parking lots. These levels of service include the following activities of plowing, salting/sanding, winter road patrol, weather monitoring, and snow removal.

The amount of Town owned equipment and personnel to provide this level of service is funded through the Town's tax base and may be reviewed annually through the budget process and/or may be amended by Council from time to time.

The Town will endeavour to use all available Town resources to meet the level of service defined within this Policy subject to functioning equipment and staff availability due to illness or hours of work legislation.

E. Policy

In this Policy the Town of Tillsonburg's "Winter Maintenance Season" means the continuous period of time between the fifteenth (15th) day of November and the first (1st) day of April of the following year. The Town shall also attend to winter events that occur prior to November 15th and after April 1st if conditions warrant. Town Council acknowledges that the level of service provided outside the Winter Maintenance Season will be at a lower level than during the Winter Maintenance Season as the full complement of fleet and equipment may not be ready to respond prior to November 15th or some of the fleet of equipment may be decommissioned after April 1st.

The Winter Maintenance Level of Service Policy is based on the assumption that not all infrastructure needs to be maintained at the same level of service, but depends on its role in the total transportation network and on other various services the Town provides, whether they be emergency or non-emergency. To simplify the determination of levels of service, the various infrastructure components have been designated to specific classes and priorities. These are fully explained within this Policy.

By-Laws

Applicable By-laws passed for the purposes of supporting snow and ice control efforts and other related By-laws which could be enforced during all out emergencies are listed below:

- Snow, Ice, Dirt and Litter Removal Bylaw No.2189
- Traffic and Parking Bylaw No. 3701

On Street Parking

Parking is prohibited on all streets during the months and times specified in the Traffic and Parking Bylaw.

Property Damage

During the course of operations throughout any given winter season, a certain amount of damage to Town and private property may be incurred by snow clearing forces. In the event that significant sod damage is sustained it will be restored by the Public Works Division using topsoil and seed at the earliest availability of material (usually May), conditional upon the severity and extent of sod damage and the prevailing weather conditions. Any sod damage sustained due to salt inadvertently splashed onto a boulevard or lawn during the course of the winter will not be treated or repaired by the Town.

If a Town vehicle/plow damages a mailbox, either through direct contact or due to the force of the snow rolling off the plow, the mailbox will be repaired or replaced by Public Works personnel with a standard type mailbox as established by the Public Works Division. The Town will not replace decorative mailboxes. A property owner who installs decorative materials, retaining walls, irrigation sprinklers or other like structures on the Town right-of-way does so at their own risk.

Driveway Entrance Clearing

It can be expected that snow will be plowed into driveways as a normal part of roadway and sidewalk snow clearing operations. Owners of properties which the driveways service will be responsible for removal of the snow deposited in those entrances by Town snow clearing operations. Under no circumstance are owners or their contractors

allowed to deposit snow from driveways onto the travelling portion of the Town roadways as per Section 181 of the Highway Traffic Act.

Assistance to Private Property

Under no circumstances will a Town employee be allowed to use a Town owned vehicle to push, pull, or tow a stranded private vehicle from a roadway or parking lot. The employee may, if a hazard exists, use the two-way radio to notify the Customer Service Centre of the hazardous condition. Likewise, under no circumstances, will a Town employee use a Town owned vehicle to perform any snow removal or ice control operation on private or commercial property and the employee will not be allowed to use personal equipment during working hours.

Weather Monitoring

- 1) During the period of time from October 1 to April 30 the weather, both current and forecasted to occur in the next 24 hours, will be monitored by Public Works three times per calendar day. During the period of time from May 1 to September 30 the weather, both current and forecasted to occur in the next 48 hours, will be monitored by Public Works once per calendar day.
- 2) The Public Works Road Supervisor or designate performing the weather monitoring shall indicate if there is a substantial probability of snow accumulation, ice formation, or icy conditions on roadways, bicycle lanes, sidewalks, or in Downtown municipal parking lots prior to signing off.
- 3) In this Policy,

“substantial probability” means a significant likelihood considerably in excess of 51 percent.

“weather” means air temperature, wind, and precipitation.

Declaration of a Significant Weather Event

- 1) If the Town declares a significant weather event relating to snow accumulation, ice formation, or icy conditions the Town will monitor the weather as outlined above and if deemed practicable by the Town, deploy resources to address snow accumulation and/or icy conditions on roadways, bicycle lanes, sidewalks and Downtown municipal parking lots starting from the time that the Town deems appropriate to do so.
- 2) If the Town complies with subsection (1), all roadways, bicycle lanes, sidewalks and Downtown municipal parking lots are deemed to be in a state of repair with respect to snow accumulation, ice formation, or icy conditions until the applicable service

level timeframes set out in this Policy expire following the declaration of the end of the significant weather event by the Town.

- 3) Following the end of the weather hazard in respect of which a significant weather event that was declared by the Town, the Town shall declare the end of the significant weather event when the Town determines it is appropriate to do so and address snow accumulation, ice formation, or icy conditions on roadways, bicycle lanes, sidewalks, and Downtown municipal parking lots in accordance with the respective levels of service defined within this Policy.
- 4) If the Town declares the beginning of a significant weather event or declares the end of a significant weather event the Town shall issue a media release and post such notice on the Town website and on social media.
- 5) The responsibility for the declaration of or for the cancelling of a significant weather event is by the Manager of Public Works or his/her designate.
- 6) In this Policy,

“significant weather event” means an approaching or occurring weather hazard with the potential to pose a significant danger to users of the highways within a municipality.

“weather hazard” means the weather hazards determined by Environment Canada as meeting the criteria for the issuance of an alert under its Public Weather Alerting Program”.

Patrolling

- 1) If it is determined by the Public Works Road Supervisor or designate, as a result of weather monitoring that there is a substantial probability of snow accumulation, ice formation or, icy conditions on roadways, bicycle lanes, sidewalks, or in Downtown municipal parking lots the Public Works Supervisor, or his/her designate will patrol representative roadways, bicycle lanes, sidewalks and Downtown municipal parking lots at intervals deemed necessary by the Public Works Road Supervisor or designate.
- 2) Patrolling of a roadway or Downtown municipal parking lot consists of observing and documenting the roadway or municipal parking lot conditions by driving on the roadway or municipal parking lot by the Public Works Road Supervisor or designate.
- 3) Patrolling of a sidewalk or bicycle lane consist of visually observing and documenting the sidewalk or bicycle lane conditions by driving by the sidewalk or bicycle lane on the adjacent roadway by the Public Works Road Supervisor or designate.

- 4) The Public Works Road Supervisor or designate will document the respective conditions throughout the patrol including either an actual measurement or visual estimate of snow accumulation depth on the roadway, bicycle lane, sidewalk, or in Downtown municipal parking lots, the staff and equipment deployed to address the snow accumulation, ice formation, or icy conditions on the roadway, bicycle lane, sidewalk, or in Downtown municipal parking lots, and the time deployed.
- 5) Where there is no substantial probability of snow accumulation, ice formation or icy conditions, patrolling will be completed in accordance with **Table 1** to check for conditions described in the Minimum Maintenance Standards O.Reg. 239/02.

Table 1 – Patrolling Frequency

Class of Highway	Patrolling Frequency
1	N/A
2	2 times every 7 days
3	once every 7 days
4	once every 14 days
5	once every 30 days
6	once every 45 days

ROADWAYS

CLASS DESIGNATION

As per the Classification of Highways Table in Ontario Regulation 239/02, Roadways have been divided into 6 Classes based on Average Daily Traffic (ADT) and speed limit to determine their priority for patrolling, snow clearing and ice control. No roadway section will be classified at a lower classification than that specified in the Highway Classification Table in O. Reg. 239/02.

Class 1

There are presently no Class 1 roadways within the Town of Tillsonburg.

Class 2

Are roadways which carry large volumes of traffic to and through the Town. These roadways are identified as Provincial Highways in the Official Plan that make up the Connecting Link within the Town of Tillsonburg.

Class 3

Are roadways which carry medium volumes of traffic through, and local traffic within the Town. These Class 3 roadways are identified as a combination of Arterial and Collector roads in the Official Plan.

Class 4

Are roadways which carry low volumes of local traffic to and from a specific address including any roadway that schools or hospitals are located on, have main driveway entrance onto, or connect the street that the school or hospital fronts on to the closest arterial or collector roadway would automatically qualify for this Classification. These Class 4 roadways are identified as Collector and Other roads in the Official Plan.

Class 5

Are mainly local roadways that service residential, industrial or commercial addresses depending on the property zoning abutting them and are identified as Other roads in the Official Plan.

Class 6

Are all remaining local roadways including many cul-de-sacs and dead ends. These Class 6 roadways may service residential, industrial or commercial addresses depending upon the property zoning abutting them and are identified as Other roads in the Official Plan.

LEVEL OF SERVICE

Snow Accumulation on Roadways

- 1) (a) After becoming aware of the fact that the snow accumulation on a roadway is greater than the depth set out in **Table 2**, Public Works will deploy available Town resources as soon as practicable to address the snow accumulation.
- (b) after the snow accumulation has ended Public Works will deploy available Town resources as soon as practicable to address the snow accumulation, so as to reduce the snow to a depth less than or equal to the depth set out in **Table 2**, in accordance with subsections (2) or (3), as the case may be, within the time set out in the **Table 2**.
- 2) The snow accumulation must be cleared to provide a minimum lane width of the lesser of three (3) metres or the actual lane width.
- 3) Despite subsection (2) for a Class 4, Class 5 or Class 6 roadway with two lanes, the snow accumulation on the roadway must be cleared to provide a total width of at least five (5) metres.

- 4) If the depth of snow accumulation on a roadway is less than or equal to the depth set out in **Table 2** the roadway is deemed to be in a state of repair with respect to snow accumulation.
- 5) This section does not apply to that portion of the roadway designated for parking, consisting of a bicycle lane, or used for snow storage.
- 6) In this Policy,

Addressing snow accumulation includes, but is not limited to plowing, salting, applying abrasive materials or other chemical agents, or any combination of the above methods.

“snow accumulation” means the natural accumulation of new fallen snow or wind-blown snow or slush that, alone or together, covers more than half a lane width of a roadway.

Table 2 – Snow Accumulation on Roadways

Class of Highway	Depth	Time
1	N/A	N/A
2	5.0 cm	6 hours
3	8.0 cm	12 hours
4	8.0 cm	16 hours
5	10.0 cm	24 hours
6	15.0 cm	48 hours

Note: Unless authorized by the Public Works Road Supervisor or designate Class 5 & 6 roadways will be plowed only for individual snowfalls greater than 5 cm, or when accumulated successive snowfall totals reach a 10 cm total. Exception to this total may occur if easily broken snow pack conditions result from a rise in temperature.

Ice Formation on Roadways and Icy Roadways

- 1) If the Public Works Road Supervisor or designate as a result of weather monitoring and/or patrolling in the 24-hour period preceding an alleged formation of ice on a roadway determines there is a substantial probability of ice forming on a roadway the Public Works Road Supervisor or designate will deploy available Town resources to treat the roadway, if practicable, to prevent ice formation within the time set out in **Table 3**, starting from the time that the Public Works Road Supervisor or designate determines as the appropriate time to deploy available Town resources.

- 2) Despite compliance with subsection (1), should ice form on a roadway the roadway is deemed to be in a state of repair until the applicable time set out in **Table 4** expires, starting from the time that the Public Works Road Supervisor or designate becomes aware of the fact that the roadway is icy.
- 3) Subject to subsection (1) the standard for treating icy roadways is to treat the icy roadway within the time set out in **Table 4** and an icy roadway is deemed to be in a state of repair until the applicable time set out in **Table 4** expires, starting from the time that the Public Works Road Supervisor or designate becomes aware of the fact that the roadway is icy.
- 4) In this Policy,

Treating a roadway, bicycle lane, sidewalk, or municipal parking lot to address ice formation or icy conditions means the application of material to the roadway, bicycle lane, sidewalk, or municipal parking lot, including but not limited to, salt, sand, abrasive material or other chemical agents, or any combination of the above methods.

“ice” means all kinds of ice, however formed.

Table 3 – Ice Formation Prevention on Roadways

Class of Highway	Time
1	N/A
2	8 hours
3	16 hours
4	24 hours
5	24 hours
6	24 hours

Table 4 – Treatment of Icy Roadways

<i>Class of Highway</i>	<i>Completion Time</i>
1	N/A
2	4 hours
3	8 hours

4	12 hours
5	16 hours
6	24 hours

End of Storm Pavement Surface Condition

Public Works will attempt to restore the pavement surface to the condition set out in **Table 5** following the end of a winter event.

Table 5 – Surface Condition

Class of Highway	Condition
1	N/A
2	Bare Pavement
3	Bare Pavement
4	Centre Bare
5	Snow Pack
6	Snow Pack

Priority for Servicing

Class 1 – N/A

Class 2 & 3 – Roadways will be serviced first.

Class 4 – Roadways will be serviced second.

Class 5 – Roadways will be serviced third.

Class 6 – Roadways will be serviced fourth.

For unusual or severe conditions, or when equipment breakdowns occur, lower priority roadway classes may be delayed in an attempt to maintain the upper roadway classes at the required service levels for both snow accumulation and ice control.

Therefore, Class 6 roadways would be delayed first, followed by Class 5, then Class 4, then Class 3. Class 2 roadways are to be kept open at all times. If this process requires implementation, then a single break through pass will be made through the delayed roadway classes once their maximum allowable roadway snow depth has been reached.

BICYCLE LANES

CLASS DESIGNATION

As per Ontario Regulation 239/02, Bicycle Lanes have been classified as the same class as the adjacent roadway or roadway which the bicycle lane is situated upon to determine the priority for snow clearing and ice control.

In this Policy a “bicycle lane” means a portion of a roadway that has been designated by pavement markings or signage for the preferential or exclusive use of cyclists, or a portion of roadway that has been designated for the exclusive use of cyclists by signage and a physical or marked buffer.

LEVEL OF SERVICE

Snow Accumulation on Bicycle Lanes

- 1) After becoming aware of the fact that the snow accumulation on a bicycle lane is greater than the depth set out in **Table 6**, Public Works will deploy available Town resources as soon as practicable to address the snow accumulation.
- 2) After the snow accumulation has ended Public Works will deploy available Town resources as soon as practicable to address the snow accumulation, so as to reduce the snow to a depth less than or equal to the depth set out in **Table 6**, within the time set out in the **Table 6**.
- 3) If the depth of snow accumulation on a bicycle lane is less than or equal to the depth set out in **Table 6** the bicycle lane is deemed to be in a state of repair with respect to snow accumulation.
- 4) The snow accumulation on the bicycle lane must be cleared to a minimum width of one (1) metre or the actual bicycle lane width.

Table 6 – Snow Accumulation on Bicycle Lanes

Class of Highway or Adjacent Highway	Depth	Time
1	N/A	N/A
2	5.0 cm	12 hours
3	8.0 cm	24 hours
4	8.0 cm	24 hours
5	10.0 cm	24 hours
6	15.0 cm	48 hours

Ice Formation on Bicycle Lanes and Icy Bicycle Lanes

- 1) If the Public Works Road Supervisor or designate as a result of weather monitoring and/or patrolling in the 24-hour period preceding an alleged formation of ice on a bicycle lane determines there is a substantial probability of ice forming on a bicycle lane the Public Works Road Supervisor or designate will deploy available Town resources, to treat the bicycle lane, if practicable, to prevent ice formation within the time set out in **Table 7**, starting from the time that the Public Works Road Supervisor or designate determines as the appropriate time to deploy available Town resources.
- 2) Despite compliance with subsection (1), should ice form on a bicycle lane, the bicycle lane is deemed to be in a state of repair until the applicable time set out in **Table 7** expires, starting from the time that the Public Works Road Supervisor or designate becomes aware of the fact that the bicycle lane is icy.
- 3) Subject to subsection (1) the standard for treating icy bicycle lanes is to treat the icy bicycle lane within the time set out in **Table 7** and a bicycle lane is deemed to be in a state of repair until the applicable time set out in **Table 7** expires, starting from the time the Public Works Road Supervisor or designate becomes aware of the fact that the bicycle lane is icy.

Table 7 – Ice Formation Prevention and Treatment of Icy Bicycle Lanes

Class of Highway or Adjacent Highway	Ice Formation Prevention Time	Treatment of Icy Bicycle Lanes Time
1	N/A	N/A
2	8 hours	4 hours
3	16 hours	8 hours
4	24 hours	12 hours
5	24 hours	16 hours
6	24 hours	24 hours

End of Storm Bicycle Lane Surface Condition

Public Works will attempt to restore the bicycle lane surface to the same condition as the adjacent roadway or roadway which the bicycle lane is situated upon.

Priority for Servicing

Class 1 – N/A

Class 2 & 3 – Roadways with bicycle lanes will be serviced first.
 Class 4 – Roadways with bicycle lanes will be serviced second.
 Class 5 – Roadways with bicycle lanes will be serviced third.
 Class 6 – Roadways with bicycle lanes will be serviced fourth.

For unusual or severe conditions, or when equipment breakdowns occur, lower priority classes may be delayed in an attempt to maintain the upper classes at the required service levels for both snow accumulation and ice control.

SIDEWALKS

CLASS DESIGNATION

There are no class designation standards for sidewalks in the Minimum Maintenance Standards O.Reg. 239/02. The intention of this section of the Policy is to fulfill the Town's duty to provide a reasonable standard of care to prevent foreseeable harm to others.

In this Policy, a "sidewalk" means hard surface paths within the part of the highway specifically set aside or commonly understood to be for pedestrian use, inter-block walkways, footbridges, staircases and hard surface pathways within Parks and Open Space, but does not include crosswalks, medians, boulevards, shoulders or any part of the sidewalk where cleared snow has been deposited.

Primary Class Sidewalks

Primary Class Sidewalks are defined as sidewalks located within a Special Event area, when they are scheduled to occur, sidewalks along arterial or collector roadways that directly serve an Institution such as a school or hospital as well as common safe access routes to schools that connect crossing guard locations, sidewalks on bridges and steep hills along arterial and collector roadways, sidewalks along arterial or collector roadways that directly serve Commercial areas such as the Service Commercial and Central Commercial District, hard surfaced walkways and pathways identified as Primary in the Trails Master Plan, and sidewalks that service high density apartment and social housing complexes, including retirement centers.

Secondary Class Sidewalks

Secondary Class Sidewalks are defined as any remaining sidewalks located along arterial and collector roadways, sidewalks along roadways that transport pedestrians to and remaining hard surfaced walkways within Parks and Open Space, and sidewalks along local roadways. Where sidewalks exist on both sides of a local roadway only one side would be considered. The selection of which sidewalk would be considered would be determined on an individual basis to ensure a smooth sidewalk transportation network in accordance with the Official Plan.

Other Sidewalks

Other Sidewalks are defined as sidewalks along local roadways where no sidewalk precedes or follows, any walkway, sidewalk, staircase, or pathway along any roadway that terminates mid-block and does not provide a continuous connection to another

component of the sidewalk network, and any sidewalk, walkway or pathway along or adjacent to a vertical drop, large body of water, or along a steep grade where public safety during the Winter Maintenance Season is a potential concern.

LEVEL OF SERVICE

Snow Accumulation on Sidewalks

- 1) After the snow accumulation has ended Public Works will deploy available Town resources as soon as practicable to address the snow accumulation so as to reduce the snow to a depth less than or equal to the depth set out in **Table 8** within the time set out in **Table 8**.
- 2) If the depth of snow accumulation on a sidewalk is less than or equal to the depth set out in **Table 8** the sidewalk is deemed to be in a state of repair with respect to snow accumulation.
- 3) If the depth of snow accumulation on a sidewalk exceeds **Table 8** while the snow continues to accumulate, the sidewalk is deemed to be in a state of repair with respect to snow accumulation until the applicable time set out in **Table 8** expires, starting from the time the snow accumulation ends.
- 4) The snow accumulation on a sidewalk must be cleared to a minimum width of one (1) metre.
- 5) No sidewalk snow clearing will take place on any class sidewalk if the individual snowfall is less than 5.0 cm, unless authorized by the Public Works Roads Supervisor or his/her designate.

Table 8 – Snow Accumulation on Sidewalks

Class of Sidewalk	Depth	Time
Primary	5.0 cm	24 hours
Secondary	8.0 cm	48 hours
Other *	No Service	No Service

Ice Formation on Sidewalks and Icy Sidewalks

- 1) If the Public Works Road Supervisor or designate as a result of weather monitoring and/or patrolling in the 24-hour period preceding an alleged formation of ice on a sidewalk determines there is a substantial probability of ice forming on a sidewalk the Public Works Road Supervisor or designate will deploy available Town resources, to treat the icy sidewalk, if practicable, to prevent ice formation or improve traction within the time set out in **Table 9**, starting from the time that the

Public Works Road Supervisor or designate determines as the appropriate time to deploy available Town resources.

- 2) Despite compliance with subsection (1), should ice form on a sidewalk, the sidewalk is deemed to be in a state of repair until the applicable time set out in **Table 9** expires, starting from the time that the Public Works Road Supervisor or designate becomes aware of the fact that the sidewalk is icy.
- 3) The standard for treating icy sidewalks, after the Public Works Road Supervisor or designate becomes aware of the fact that the sidewalk is icy is to treat the icy sidewalk within the time set out in **Table 9** and an icy sidewalk is deemed to be in a state of repair for the applicable time set out in **Table 9** after it has been treated.

Table 9 – Ice Formation Prevention and Treatment of Icy Sidewalks

Class of Sidewalk	Time
Primary	24 hours
Secondary	48 hours
Other *	No Service

End of Storm Sidewalk Surface Condition

Public Works will attempt to maintain sidewalks in a smooth snow packed condition due to the limitations of the sidewalk clearing equipment to get down to the bare surface, unless specified otherwise.

Priority for Servicing

Primary Class – Sidewalks will be serviced first.

Secondary Class – Sidewalks will be serviced second.

* Other Class – Sidewalks are considered closed from November 15th to April 1st and shall receive no winter maintenance.

For unusual or severe conditions, or when equipment breakdown occur, lower priority sidewalks may be delayed in an attempt to maintain higher priority sidewalks at the service levels described above for both snow accumulation and ice control.

MUNICIPAL PARKING LOTS

LEVEL OF SERVICE

Snow clearing and ice control of parking lots servicing the municipal public parking lot system within Downtown Tillsonburg will be prioritized for service as per **Table 10** and carried out in accordance with the following guidelines:

- 1) Snow clearing operations shall begin within one (1) hour after the accumulation of 8.0 cm of snow accumulation, or within one (1) hour upon request by the Public Works Roads Supervisor or designate.
- 2) Follow-up snow clearing/scraping operations will only resume following the accumulation of an additional 8.0 cm of new snow on the previously serviced areas.
- 3) Sanding/salting operation for ice control, if required, will be restricted to the driving lanes between rows of parking stalls.
- 4) Snow storage piling is to be done at the same time as snow clearing within the designated snow storage areas.
- 5) Snow storage piles are not to take up more than 10% - 20% of the available parking spaces at any one time during the Winter Maintenance Season.

Priority for Servicing

Servicing of Downtown Municipal Parking Lots for snow clearing and ice control will be prioritized as outlined in **Table 10**.

Table 10 – Downtown Municipal Parking Lots

Priority	Municipal Lot	Priority	Municipal Lot
1	1A	1	5B
2	7A (west half)	2	1B
3	6A (west half)	3	2B
4	3A	4	3B
5	10A	5	4B
6	7A (east half)	6	5A
7	6A (east half)	7	11A
8	8A	8	4A
9	9A	9	6B

For unusual or severe conditions, or when equipment breakdown occur, lower priority Downtown municipal parking lots may be delayed in an attempt to maintain higher priority Downtown municipal parking lots at the service levels described above for both snow accumulation and ice control.

SNOW REMOVAL

Snow removal on roadways, parking lots, cul-du-sacs/dead ends, and the Downtown Core area will be carried out when required by the Public Works Division. Depending on the area and number of locations to be undertaken, a decision will be made by the Public Works Road Supervisor or designate in consultation with the Public Works Manager or designate to implement the removal process.

Snow Removal Areas

For snow removal operations, the Town infrastructure has been divided into four Areas which determine the priority for servicing.

Area 1 – Intersections

Area 2 – Downtown Core

Area 3 – Downtown Municipal Parking Lots

Area 4 – Local Streets with Dead Ends / Cul-du-sacs

LEVEL OF SERVICE

Area 1 – Intersections

The Public Works Road Supervisor or designate will assess the snow storage volume at intersections to ensure the required sight lines and normal traffic flows are not obstructed.

If the Public Works Road Supervisor or designate determines that the removal of snow is required, and after all other previously identified levels of service in this Policy have been achieved, the Public Works Road Supervisor or designate will schedule snow removal operations, depending on the forecast. Snow removal operations would normally begin 24 hours after the Public Works Road Supervisor or designate determination.

Area 2 – Downtown Core

The Public Works Road Supervisor or designate will assess the volume of snow storage in the Downtown Core to ensure a reasonable volume of snow storage remains while considering weather forecast, parking accessibility, and safe access to the sidewalk from on-street parking locations.

If the Public Works Road Supervisor or designate determines that the removal of snow is required, and after all other previously identified levels of service in this Policy have

been achieved, the Public Works Road Supervisor or designate will schedule snow removal operations, depending on the forecast. Snow removal operations would typically be completed between 12:00 am and 7:00 am during a weeknight and within 24 to 48 hours of the Public Works Road Supervisor or designate determination, except for a Tuesday night / Wednesday morning due to Downtown waste collection Wednesday morning.

Area 3 – Downtown Municipal Parking Lots

If the Public Works Road Supervisor or designate determines that snow storage piles are taking up more than 10 – 20% of the available parking lot spaces, and after all other previously identified levels of service in this Policy have been achieved, the Public Works Road Supervisor or designate will schedule snow removal operations, depending on the forecast. Snow removal operations would typically be completed during normal business hours by Public Works and within 5 days of the Public Works Road Supervisor or designate determination.

The removal of snow storage piles may not be necessary within all Downtown municipal public parking lots, however should extreme conditions exist, limited snow removal operations may be required.

Area 4 – Local Streets with Cul-du-sacs / Dead Ends

The Public Works Road Supervisor or designate will assess the volume of snow storage of local streets with dead ends and cul-de-sacs to ensure a reasonable volume of snow storage remains while considering weather forecast and traffic maneuverability.

If the Public Works Road Supervisor or designate determines that snow removal is required, and after all other previously identified levels of service in this Policy have been achieved, the Public Works Road Supervisor or designate will schedule snow removal operations, depending on the forecast. Snow removal operations would typically be completed during normal business hours by Public Works and within 5 days of the Public Works Road Supervisor or designate determination.

Priority for Servicing

Snow removal operations would normally occur after all other previously identified levels of service in this Policy have been achieved, depending on the forecast, however in severe weather the following prioritization of service areas would be initiated.

Area 1 – Intersections would be serviced first.

Area 2 – Downtown Core would be serviced second.

Area 3 – Downtown Municipal Parking Lots would be serviced third.

Area 4 – Local Streets with Dead Ends / Cul-de-sacs would be serviced fourth.

DEPARTURE FROM POLICY

The Town of Tillsonburg recognizes that conditions may be so unusual or unexpected that a temporary departure from this Policy may be authorized. Therefore, when conditions warrant the Public Works Road Supervisor in consultation with the Manager of Public Works and Director of Operations, may order a temporary departure from these general guidelines. Special requests or changes to the Policy shall only be authorized by Council.