

SNOW AND ICE OPERATIONS SERVICE STANDARDS

SERVICE STANDARDS

The Town of Atikokan is committed to keeping streets and sidewalks clear and safe from snow and ice. Even before a snow event occurs, TOA's snow operations are set in motion to facilitate safe movement for both motorists and pedestrians. Snow and ice operations, however, do take time. The goal is to set an attainable standard which aligns the levels of service with the financial constraints of the TOA budget.

In order to achieve this standard, routes must be classified based on their impact on the overall transportation system. TOA has classified all of the routes and will service them (salt, sand and plow) in the following order of priority:

Streets

Priority 1 Streets and Roads

First Priority streets include main arterials, emergency routes to hospitals and fire equipment, major school bus routes, and snow routes in major hilly terrain during weather situations. TOA's goal is to make class 1 streets safe and clear of snow within 12 hours of the end of snowfall.

Priority 2 Streets and Roads

Second Priority streets include residential and rural routes with medium to low volume traffic, gravel roads, and private lanes which TOA is responsible for. TOA's goal is to make Class 2 streets passable within 24 hours of the end of a snowfall.

Sidewalks

Priority 1 Sidewalks

First Priority sidewalks include main arterials and sidewalks within the Main Street District. TOA's goal is to clear these sidewalks within 12 hours of the end of snowfall.

School Route Sidewalks

TOA's goal is to clear school route sidewalks within 24 hours of the end of a snowfall.

Residential Street Sidewalks and Walkways

TOA's goal is to clear residential sidewalks and walkways within 36 hours of the end of snowfall.

Important Notes on Service Standards

In snowfalls greater than 30 cm, or in blizzard conditions, service levels may not be achieved. TOA's crews will continue working until all streets and sidewalks are clear and safe from snow and ice.

During significant snow events "cut through" (one lane plowing) may commence on residential streets to allow single lane access prior to full street clearing.

While the objective is to maintain sidewalks to a bare or near bare condition, many factors are key to achieving success. Wet snow packed to ice, freezing rain and sudden freezes after rain can produce a heavy ice build-up on sidewalks. Sand will be applied to provide a degree of traction.

In the case of multiple snowfalls, where there has been insufficient time to complete all roadways and sidewalks, operations will return to the highest priorities and start over.

Plowing will result in snow at the end of resident's driveways. TOA will NOT be responsible for removing this snow.

Street Clearing Standards

Priority 1

Main Arterials

Obrien Street, Mackenzie Avenue, Mercury Avenue, Main Street

Transit Routes, Collector Roads

Hemlock Avenue, Hawthorne Road, Rooney Street, Zuke Road (south), Dorothy Street, Maple Crescent (west), Birch Road

Residential Streets with Greater Than 10% Slope that Serves as Bus Route

Front Street, Highland Park

Priority 2

Residential Streets

Laneways

Sidewalk Clearing Standards

Priority 1

Main Arterials, Main Street District

Hemlock Avenue, Hawthorne Road, Main Street, Obrien Street, Mackenzie Avenue

School Routes

Mercury Avenue, Maple Crescent, Birch Road, Pine Crescent, Spruce Road

Residential Street Sidewalks and Walkways

SNOW AND ICE CONTROL FAQs

1. When will my street be plowed?

After a snowfall, our crews plow, sand and salt the streets following a service standard. The Service Standard is the basis for prioritizing snow and ice service delivery. Within the Standard, the Priority 1 Streets include such streets as main arteries, ambulance and bus routes, hill areas and streets leading to schools and public buildings; once Priority 1 streets are complete, then TOA will clear residential roads which are classed as Priority 2. The Service Standard requires that the Priority 1 streets be completed within 12 hours after the end of the snowfall and 24 hours for all Priority 2 streets.

During a snow event, we ask that residents please be patient during snow clear up. TOA's resources are busy with snow removal therefore inquiries about street priorities and snow removal can be best addressed at the completion of a snow event. Our snow and ice crews are out in full force and will work until all streets and sidewalks are completed.

2. Why haven't they plowed my street or sidewalk?

During and after a snow storm, our snow and ice crews are out in full force and are working to clear the streets and sidewalks. Our snow and ice service delivery is based on the Service Standard and eventually they will reach your street. Residents can normally expect streets to be cleaned within 24 hours and up to 72 hours for sidewalks. **However**, things like the amount of snow, time of day, and equipment breakdown can affect whether or not your street might be plowed. Please be patient and rest assured that crews are out working and snow clearing will not stop until all streets and sidewalks are completed.

3. Why did the plow dump all the snow in my driveway and will it be cleared?

When plowing streets, the snow plow does not have a place to push snow except to the curb of the road. It is very important to have the snow pushed well back to open up all catch basins and to provide for snow storage for subsequent snow storms. This means that the plow must make several passes to ensure the snow is pushed back as close as possible to the curb. As a result, your driveways will be filled. It is also important that these additional snow removal passes be made to minimize the narrowing of streets which impacts over time the ability of emergency vehicles to access the streets when required.

TOA understands this is an inconvenience but we as residents to please understand that the purpose of this is to keep the streets safe and free of snow. Snow that accumulates in driveways **will not** be removed by the Municipality because such service requires additional equipment and staffing resources.

4. Why are the streets in one area cleared better than another?

Snow and ice Service Standards are the same for all TOA streets; **however** in any given situation these standards may be impacted based on the timing of the storm, the amount of traffic and snowfalls, and operational issues like equipment breakdown. It is our

intention to deliver a consistent level of snow and ice services throughout all of the TOA's serviced area.

5. Why doesn't the plow do a better job clearing the crest of a cul-de-sac?

It is very difficult for our larger plows to manipulate in the crest of a cul-de-sac to clear all the snow. As more snow builds up throughout the winter, these units present a unique challenge for snow clearing operations. As work scheduling and equipment availability permits, and once a significant amount of snow accumulates in the cul-de-sac, we attempt to remove it.

6. Why did the snow plow push all the snow up against my car and then go around and push the snow into the front of my car?

During a snow storm, the public is asked to not park on any TOA streets if permitted, as it interferes with the carrying out and delivery of snow and ice services. If the vehicle is left on the street, the plow has to go around the vehicle and this will result in snow being pushed up around the front and back of the vehicle.

7. I am a senior citizen and am concerned that I cannot do the amount of snow shovelling that is required in the winter months.

The TOA has a program to assist seniors with the removal of snow that accumulates at the end of their driveways as a result of snow plowing. This snow removal will be done once all other Service Standards have been completed. Driveway snow removal is at the responsibility of the resident or homeowner. For general inquiries about this program call 597-1234 ext 230 or 597-2135.

8. The snow banks are too high at different intersections and I would like to have the snow removed.

TOA carries out snow removal at intersections to improve line of sight for drivers. This work is carried out by the same equipment and crews that provide all the other snow and ice services. Once all the streets, sidewalks, and parking lots have been completed these crews carry out intersection snow removal as the equipment and manpower permits. If you have a particular location in mind, we will place it on the list for snow removal understanding that major intersections will be given first priority.

9. Why don't the snow plow operators plow all the way back to the curb?

TOA's practice is to plow the snow whenever possible back as far as the curb. However, in any given snow storm, with the amount of snow, where the previous snow windrow has frozen in place, or if the plow cannot push all the snow that has fallen, it may not be all the way back to the curb, but it is our practice to try and get it back to the curb whenever possible. There are also situations particularly in the early winter or late spring, when it snows and the area behind the curbs is not frozen, our plows can do a considerable amount of damage to the curb and sodded area, therefore we instruct our operators to use care and stay back from the curb sufficiently to prevent this damage.

10. Why do they need to tear up the grass with the plow, don't they know where the curb is?

Our plow operators make every effort to minimize damage to sodded areas and the curb, particularly in the early winter and late spring when there is no frost in the ground and makes this damage particularly easy to occur. In a snow storm situation, it is difficult for plow operators to see where the actual curb is, and they can do considerable damage without the operator feeling the damage occur. Therefore, there are situations where the plow operator intentionally tries to stay back from the curb and sodded area, but as indicated, this is difficult when there is a lot of snow or visibility is bad during a snow storm. Any damage that is done and reported to the Municipality will be repaired by the Municipality.