



1. Authority

The Department of Neighborhood Services shall prescribe a policy with specifications for the removal and control of snow ice, as approved by the Common Council. This is the authority for the guidelines outlined in chapter 6 of this manual. These guidelines are considered a living document and will typically be reviewed at the end of each winter season.

2. Introduction

- A. The goal of winter maintenance is to make roadways safe within the limitations of resources. Hence, motorists can expect some inconvenience and will be expected to modify their driving practices to adapt to road conditions. Access for emergency services will be maintained without exception.
- B. Not every snow event is the same, therefore, not every snow plowing effort is the same. With minor snowfalls, all streets may be plowed within 6-8 hours. With a heavy snowfall, or one that occurs over multiple days, it will take much longer to clear all streets. Every effort is made to complete snow plowing operations as quickly and safely as possible. We do not have sufficient staff or equipment to provide 24 hour coverage.
- C. The proactive approach of anti-icing has proven under certain conditions to be an effective and efficient technique for winter maintenance. The Division of Public Works will utilize anti-icing methods when the weather conditions warrant. Current acceptable anti-icing methods may include applying liquid anti-icing agents and/or pre-wetted salt to the pavement surface and/or bridge decks prior to predicted precipitation events or on a predetermined schedule.
- D. Plowing is to be the primary means of snow removal. De-icing agents are used principally to keep snow from bonding to the pavement, which in turn facilitates clearing of the pavement after a storm.
- E. De-icing agents should be used in the following recommended priority order:
 - a. to anti-ice by attempting to prevent the bonding of ice/snow to the pavement;
 - b. to keep snow in plowable condition and keep slush from forming into compacted snow (snowpack);
 - c. to de-ice, thereby breaking the bond between ice/snow already bonded to the pavement; and
 - d. to melt ice/snow.



1. General

The supervision of winter maintenance is the responsibility of the he Superintendent of Public Works. The Superintendent directs and delegates responsibilities to the Working Foreman. Lines of authority should be adhered to so that the winter maintenance program is run smoothly and efficiently.

2. Introduction

Public Works should ensure the effective administration of the winter maintenance program through general guidance and control of activities. The gathering of maintenance forces and equipment, identification of required activities and establishment of priorities should be requisite duties, and all actions should be done with recognition of goals established in or with the use of this policy. Public Works should also monitor operations for uniformity of service and appropriate usage of salt and other de-icing agents.

3. Personnel

In order to administer the winter maintenance program, Public Works should provide supervision of personnel, equipment and resources. It should ensure that personnel are adequately trained to perform the duties assigned them and operate the necessary pieces of equipment. It should determine equipment, materials and manpower requirements, taking into account all known and anticipated needs. The Superintendent and the on-call Working Foreman is responsible for personnel call-in; scheduling rest breaks; determining the number of hours of service; and removing operators from the road during extreme conditions.



1. General

Winter maintenance activities are prioritized based upon a system of facility classifications.

2. Facility Classifications

The following is a list of facility classifications by priority:

High Priority

- A. Arterial Streets (high volume)
- B. Collector Streets (medium volume)
- C. Institutional Streets (serving public buildings including schools)
- D. Commercial Streets (serving business districts)
- E. Emergency Services Buildings including the Fire Stations and the Law Enforcement Center

Medium Priority

- A. Residential streets (low volume)
- B. Alleys
- C. Parking Lots

Low Priority

- A. Sidewalks
- B. Bus pads

3. Winter Facility Classifications Map

Public Works will maintain a map of facilities by classification requiring winter maintenance.



1. General

Weather Conditions Monitoring is the process by which road conditions are monitored and reported to prepare for and implement winter maintenance operations.

2. Weather Service Providers

Public Works monitors local weather forecasts.

3. Responsible Personnel

During a normal workday, the Working Forman on-call, in consultation with the Superintendent of Public Works, monitors the weather.

While off duty during the evening, on weekends and holidays, the On-call Working Foreman is responsible for monitoring the weather. During severe weather, they may consult the Superintendent of Public Works.

Weather conditions can vary throughout the city. The Police and Fire Department personnel are a valuable resource for reporting localized weather conditions. The Police and Fire Department Supervisors may contact the On-call working foreman through dispatch to alert them to changing weather conditions.



1. General

The Winter Maintenance Policy calls for up to 18 hours of coverage per day during the storm. The intent is to provide service to the public for those hours based on the facility usage and traffic volumes. Experience has shown that continuous 24 hour coverage during winter storms is not necessary to maintain an acceptable level of service. Continuous coverage needlessly causes exhaustion of plow operators, making them unavailable to work during the hours when they would be more effective. Access for emergency services will be maintained without exception.

Not every snow event is the same, therefore, not every snow plowing effort is the same. With minor snowfalls, all streets may be plowed within 6-8 hours. With a heavy snowfall, or one that occurs over multiple days, it will take much longer to clear all streets. Every effort is made to complete snow plowing operations as quickly and safely as possible. We do not have sufficient staff or equipment to provide 24 hour coverage.

2. Health and Safety

Public Works limits the number of continuous hours a plow operator can work on a shift. The limitation is done with the public's and plow operator's health and welfare in mind. Excessive continuous hours can be hazardous to both the operator and the public and can lead to an increased potential for crashes.

3. Temporary Level of Service Reduction During Extreme Conditions

During storms of high intensity or long duration, it may be necessary to temporarily accept a lower level of service because of the need to allow a portion of the available plow operators to rest.

The goal of winter maintenance is to make roadways safe within the limitations of resources. Hence, motorists can expect some inconvenience and will be expected to modify their driving practices to adapt to road conditions.



1. General

The purpose of this guideline is to outline the level of service that should be undertaken Facility Classification during a winter storm event. After the event has ended the effort will switch to cleanup with the intermediate goal of bare/wet pavement and finally the ultimate goal of bare/dry pavement. The time to achieve these goals will depend on the limitations imposed by weather conditions, the availability of resources, and environmental concerns.

2. Level of Service Maintenance Priorities

A. *High Priority Classifications (Arterial, Collector, Institutional, Commercial, and Emergency Services Buildings)*

Efforts will be made to maintain this category to the highest standards possible, dependent upon the current weather conditions. When conditions warrant, coverage will be provided up to 18 hours per day during the storm. The gap in coverage is necessary to provide for operator recovery time. The operator recovery time should typically be between the hours of 10:00 PM and 4:00 AM, but will vary with specific storm conditions. Access for emergency services will be maintained without exception.

High Priority Classifications may be pre-treated with brine. Plowing begins if 1-inch of snow has accumulated. Salt is applied based on conditions such as air and pavement temperature, wind and drifting, current and predicted snow fall rate, and other factors that impact the effectiveness of the salt.

B. *Medium Priority Classifications (Residential, Alleys, Parking Lots)*

At the discretion of the Superintendent or their designee, any available resources not dedicated to the High Priority Category will be assigned to maintain the Medium Priority Category. When conditions warrant, coverage will be provided up to 18 hours per day during the storm. Initially this category will only be maintained to keep it passable for vehicles. As weather conditions improve, and during normal work hours, efforts will be made to maintain this category to the highest standards possible. The gap in coverage is necessary to provide for operator recovery time. The operator recovery time should typically be between the hours of 10:00 PM and 4:00 AM, but will vary with specific storm conditions. Access for emergency services will be maintained without exception.

Medium Priority Classifications may be pre-treated with brine. Plowing typically begins if 2-inches of snow has accumulated. A minimal amount of salt is applied based on conditions such as air and pavement temperature, wind and drifting, current and predicted snow fall rate, and other factors that impact the effectiveness of the salt. A thin cover of snow is considered acceptable, as long as it does not result in excessively slippery conditions.

C. *Low Priority Classifications (Sidewalk, Bus Pads)*

Coverage for the Low Priority Category will be provided during normal work hours.



1. General

Cleanup is generally accomplished during normal non-overtime working hours. All cleanup operations should be performed with the motorist's expectations in mind. Outcomes the motorist expects might include:

- A. Elimination of fingers of drifting snow
- B. Adequate visibility for safe vehicle operation
- C. Shoulder point or curb line which is defined
- D. Minimal gouging or other damage to the sod
- E. Minimal displacement of shoulder gravel
- F. Safe operation of vehicle at a reasonable speed without loss of traction

Cleanup should include:

- A. In cul-de-sacs, where conditions warrant, push snow up into higher piles in center
- B. Wing back along streets
- C. Plow unplowed parking lots or paths
- D. Push back and / or remove snow at intersections to improve visibility
- E. Remove snow where snowmelt may run onto the street and cause slippery conditions
- F. Take necessary action in areas that are subject to drifting
- G. Remove snow from areas where snow storage reduces visibility in intersections
- H. Complete any needed truck, equipment or maintenance repairs.

Private driveways are not to be opened during plowing or as a cleanup activity. Owners are responsible for opening their driveways and removing the windrow. Authorized winging back should be done carefully so that accumulation of snow in driveways is minimized.