Anti-Icing: A proactive strategy that involves the application of liquid salt brine to the road surface in advance of a winter event to prevent the bonding of the snow to the pavement.

De-icing: The elimination of snowy or icy conditions on the roadway or sidewalk through the application of a material which melts snow or ice (typically salt), or which provides traction (typically sand). Other materials used may include salt brine, sand/salt mixtures, or alternative chemicals.

Salt Brine: A mixture of salt and water that can be applied directly to the roadway in liquid form or sprayed on solid salt prior to it being spread on the road.

Snow Ploughing: The pushing of snow to the curb on roadways typically performed with a blade attached to a motorized vehicle. This activity is not to be confused with snow removal.

Windrow: A linear pile of snow that is created by snow ploughing when the snow comes off the end of the blade. Windrows may be created across driveway entrances or across collector or local roads.

Driveway Windrow Opening: The clearing of an opening about 3 metres wide in the windrow at the foot of a private driveway created by snow ploughing of the adjacent road. It is opened only such that a car may enter or exit the driveway safely, and there will be some residual snow left in the driveway that a resident may wish to clear themselves.

Snow Removal: The physical displacement of snow from a roadway or laneway by either loading it into trucks and hauling it to another location, or through rapid onsite melting. This activity is not to be confused with snow ploughing.

Full Scale Snow Removal: The physical displacement of snow from a roadway, bicycle lane, or pedestrian area by hauling the snow away or through rapid onsite melting. This would typically occur only during the months of January or February and in response to a series of significant snowfalls without any freeze/thaw cycles that would naturally reduce the size of snow banks.

Managed Snow Removal: The physical displacement of snow from a roadway, bicycle lane, or pedestrian area by hauling the snow away or through rapid onsite melting. Unlike full scale snow removal, managed snow removal is much more limited in scope, has limited financial implications, and occurs much more frequently at targeted locations (e.g., streetcar corridors, high pedestrian areas, bridge overpasses).

On-street Bicycle Lane: A designated travelling lane for cyclists that is on the roadway. The bicycle lane may be adjacent to the curb where there is no on-street parking permitted, or it may be between an on-street parking area and the vehicular lanes.

Segregated or Separated Bicycle Lane: A dedicated travelling lane for cyclists that is physically separated from both vehicular lanes and pedestrian paths.

Sidewalk Snow Clearing: All winter maintenance services for sidewalks, including sidewalk snow ploughing, sidewalk de-icing and sanding, and sidewalk snow removal. This generic term is used as these operations may be performed simultaneously using the same piece of equipment; for example, sidewalk machines are capable of ploughing and de-icing at the same time during some snow events.

Bare Pavement: The road surface, including on-street bicycle lanes, will be free and clear of any ice or snow from curb to curb, notwithstanding any snow adjacent to the curb that is part of the snow windrow. This is the level of service for expressways and arterial roads only.

Centre Bare: Partially clear pavement from the centre outward towards the curb. This is the level of service for collector roads.

Safe & Passable: There may be some snow remaining on the roadway from curb to curb, but roads can be safely travelled if done so in accordance with the conditions. The road surface may be snow packed. This is the level of service for local roads.