

Attachment 2: Snow Clearing Level of Service Tables

Table: Service Levels

Activity	Initiation Level	Notification Period	Mobilization Period	Maximum Operating Time	Required Outcome
Direct Liquid Application					
Expressway	As Required	1 hour	30 mins	6 hours	Visible Salt Residue
Arterials	As Required	1 hour	30 mins	6 hours	Visible Salt Residue
Collector	As Required	1 hour	30 mins	6 hours	Visible Salt Residue
Salting Operations					
Expressways	< 2.5 cm	15 mins	30 mins	2 hours	Bare Pavement
Arterials	< 5 cm	15 mins	30 mins	4 hours	Bare Pavement
Collectors	< 8 cm	1 hour	30 mins	4 hours	Centre Bare
Local Roads	< 8 cm	1 hour	30 mins	8 hours	Safe and Passable
On-Road Cycle Lanes	Same as adjacent roadway				Safe and Passable
Laneways	24 hours from end of snowfall				Safe and Passable
Plowing Operations					
Expressways	2.5 cm	1 hour	30 mins	2 hours	Bare Pavement
Arterials	5 cm	1 hour	30 mins	6 hours	Bare Pavement
Collectors	8 cm	1 hour	30 mins	8 hours	Centre Bare
Local Roads	8 cm	2 hours	30 mins	14 hours	Safe and Passable
Windrow Clearing	Same as adjacent roadway plus 2 hours				Safe and Passable
On-road Cycle Lanes	Same as adjacent roadway				Safe and Passable
Combined Salting & Plowing Operations					
Sidewalks	2 cm	2 hours	30 mins	12 hours	Safe and Passable
Bus Stops & Pedestrian Crossovers	2 cm	2 hours	30 mins	12 hours	Safe and Passable
Separated Cycle Tracks & Multi-use Paths	2 cm	1 hour	30 mins	8 hours	Bare Pavement
Hand Crew		2 Hour	30 mins	Same as Work Area	

Notes:

1. The City may initiate salting or plowing earlier than the indicated standard.
2. On-road cycle lanes must be cleared by the Contractor as part of adjacent roadway Operations at no additional cost to the City.
3. Following plowing operations on expressways, arterials, collectors, and locals, the Contractor is required to salt the infrastructure at no additional cost to the City.
4. Separated cycle tracks must be cleared by the Contractor as part of adjacent sidewalk Operations.
5. Bare Pavement Definition: Denotes fully cleared snow from a driving surface.
6. Centre Bare Definition: Indicates 2.5 metres of snow is cleared from the centre of a driving surface.
7. Safe and Passable Definition: A road surface that is free from as much ice and snow as is practical and may be traveled safely at reasonable speed.