










# Attachment 4: Winter Services Phased Operation Plan & Service Level Tables

## WINTER SERVICES PHASED OPERATION PLAN & SERVICE LEVEL TABLES

## QUICK GUIDE

OPERATIONAL PHASES	<b>START UP</b> BEFORE THE SNOW COMES	<b>CLEAR UP</b> WHILE THE SNOW IS FALLING	<b>FOLLOW UP</b> AFTER THE SNOW FALLS
	 <b>1. WEATHER WATCH</b> We watch the weather forecast.   <b>2. PATROL THE STREETS</b> We patrol the roads & monitor weather conditions.   <b>3. ANTI-ICE</b> Salt brine is sprayed on expressways, hills, bridges and high priority intersections.  <b>PROACTIVE STAGE</b> <ul style="list-style-type: none"> <li>Monitor weather forecast, environmental conditions, road temperature and road conditions.</li> <li>Implement plans to pre-treat the roads in advance of changing conditions and winter weather hazards.</li> <li>In advance of snow or ice events, anti-ice trucks will apply salt brine to expressways, hills and bridges.</li> </ul> 24-hour patrols continuously check road conditions and staff monitor weather forecasts and pavement temperature. While the majority of snow events in Toronto do not involve plowing activities, even before the snow starts to fall, crews swing into action and work continuously until the storm is over.	 <b>4. SALT THE ROADS</b> Salt trucks are the first line of defence when the snow starts to fall and stick.   <b>5. PLOW THE ROADS</b> See when the plows go out below.   <b>4. CLEAR SIDEWALKS &amp; BIKE LANES</b> City crews start clearing the busiest sidewalks & cycle tracks 2 cm deep.  <b>ESCALATED 311 SERVICE REQUESTS - ONLY</b> <b>ACTIVE OPERATIONS</b> During a winter storm event 311 serves as a source of information for resident inquiries. Active Operations involves clearing and salting roads, sidewalks, bike lanes, bus stops and transit shelters.  <b>Roads</b> are salted when snow begins to fall and stick to road surfaces.  <b>Bike lanes</b> are salted and/or plowed at the same time as the adjacent road, based on the levels of service.  <b>Sidewalks</b> are now mechanically cleared by City crews after 2 cm of snow accumulation. When the 2 cm activation threshold is not reached or when ice build-up occurs after the City plows have completed its routes, it is the responsibility of residents and businesses to ensure sidewalks are clear of snow and ice.  <b>Bus stops and transit shelters</b> will generally begin to be plowed within 12 hours after a snowstorm.  <b>Laneways</b> are salted as necessary to maintain safe and passable conditions.	 <b>7. SHOVEL SIDEWALKS</b> Residents & business owners maintain the sidewalks outside homes & businesses.   <b>8. CONTINUE TO CLEAR UP SNOW</b> It can take up to 16 hours after the snow stops falling to clear all of the streets.   <b>9. RESPOND TO SERVICE REQUESTS</b> Wait at least 16 hours after the snow stops falling to call 311.  <b>CONTACT 311 AFTER CLEAR UP IS COMPLETED</b> Service Requests can be submitted to report concerns with the following: <ul style="list-style-type: none"> <li>Roadway Salting</li> <li>Roadway Plowing</li> <li>Driveway Windrow Opening (3 Meters)</li> <li>Mechanical Sidewalk Plowing/Salting</li> <li>TTC Bus Stop Clearing</li> <li>Cycling Infrastructure Plowing (5 cm)</li> <li>Laneway Salting</li> <li>Sightline obstructions</li> </ul> Once a 311 Service Request is submitted, a Field Investigator visits the site and creates a work order to resolve the issue. Councillors and residents can monitor the status of their Service Request via the 311 Toronto App or 311 Web Self Service portal. <b>In case of emergency - always call 911 first.</b>
	Councillors' Offices will receive a Pre-Snow Event Notification in advance of a forecasted winter event.	Every 6-8 hours during a snow event you will receive detailed information from Transportation Services on the status of the storm clean-up.	Councillors' Offices will be notified when the Clear Up period is completed and 311 will start accepting Service Requests.

SERVICE LEVELS	SALTING OPERATIONS				PLOWING OPERATIONS				COMBINED SALTING & PLOWING OPERATIONS			
	Infrastructure Type or Activity	When does the City start salting? (accumulation) <sup>1</sup>	How long does it take?	Desired Pavement Outcome	Infrastructure Type or Activity	When does the City start plowing? (accumulation) <sup>1</sup>	How long does it take?	Desired Pavement Outcome	Infrastructure Type or Activity	When does the City start combined salting and plowing? (accumulation) <sup>1</sup>	How long does it take?	Desired Pavement Outcome
	Expressways	< 2.5 cm	2 hours	Bare Pavement	Expressways <sup>2</sup>	2.5 cm	2 hours	Bare Pavement	Sidewalks	2 cm	12 hours	Safe and Passable
	Arterials	< 5 cm	4 hours	Bare Pavement	Arterials <sup>2</sup>	5 cm	6 hours	Bare Pavement	Bus Stops & Pedestrian Crossovers	2 cm	12 hours	Safe and Passable
	Collectors	< 8 cm	4 hours	Centre bare	Collectors <sup>2</sup>	8 cm	8 hours	Centre Bare	Separated Cycle Tracks & Multi-use Paths	2 cm	8 hours	Bare Pavement
	Local Roads	< 8 cm	8 hours	Safe and Passable	Local Roads	8 cm	14 hours	Safe and Passable	Hand Crews	Same as work area		
	On-road Cycle Lanes	Same as adjacent roadway <sup>2</sup>		Safe and Passable	Windrow Clearing	Service level times will vary <sup>4</sup>		Safe and Passable				
	Laneways	24 hours from end of snowfall		Safe and passable	On-road Cycle Lanes	Same as adjacent roadway <sup>2</sup>		Safe and Passable				

1. The City may initiate salting or plowing earlier than the indicated standard.

2. On-road cycle lanes must be cleared by the Vendor as part of adjacent roadway Operations at no additional cost to the City.

3. When plowing Operations are carried out by the Vendor on expressways, arterials, collectors, and locals, the Vendor is required to provide salting as part of plowing Operations at no additional cost to the City.

4. Please see page 28 for more information.