

Attachment B: Winter Maintenance (Salting and Plowing) Service Request Problem Codes and Service Levels

Service Request Problem Code	System Name	Service Request Problem Code Description	Response Time
CSROWWM-08	Bike Lane - Winter Maintenance Required	Request to perform winter maintenance such as snow clearing on bike lanes.	72 hrs
CSROSR-02	Boulevard - Plough Damage	Report snow plow damage to a boulevard or sidewalk that was caused by a City or City-contracted snow plow.	360 days
CSROSWM-01	Bridge Icy Needs Salting	Request salting of an icy bridge.	24 hrs
CSROSWM-02	Bus Stop Icy Needs Salting	Request salting of a bus or streetcar stop. It is recommended to wait until at least 72 hours after a snowfall or storm before submitting a service request.	72 hrs
CSROSWM-03	Bus Stops Snow Clearing Required	Request snow clearing of a bus or streetcar stop. It is recommended to wait until at least 72 hours after a snowfall or storm before submitting a service request.	72 hrs
CSROSWM-06	Driveway-Blocked By Windrow	Request a residential driveway clearing outside of the City core that has been blocked by a plowed snowbank (windrow).	72 hrs
CSROSWM-08	Sidewalk Icy, Needs Salting	Request salting of an icy City sidewalk.	72 hrs
CSROSWM-11	Sidewalk - Snow Clearing	Request snow clearing on a City sidewalk. Note: Please wait 72 hours after a snow fall or storm has passed, before submitting a service request.	72 hrs
CSROSWM-14	Walkway - Snow Clearing/ Salting required	Request snow clearing or salting on a City walkway. Note: Please wait 72 hours after a snow fall or storm has passed, before submitting a service request.	72 hrs
CSROSWM-20	Snow - Clearing - General	Request for snow clearing where the snow is posing a sight line hazard, lane encroachment or reduction.	72 hrs
CSROWWM-01	Snow at Intersections - Impeded Mobility	Request for snow clearing operations - when snow is piled too high or too much for vehicle/pedestrian travel.	72 hrs
CSROWWM-02	Laneway - Salting / Sanding	Request for salting of the laneway	72 hrs
CSROWWM-04	Road - Plough Damage	Report road and curb damage caused by a City or City-contracted snowplow. Note: The City will not repair private property encroaching on the City right of-way. The property owner is responsible for these repairs.	360 days
CSROWWM-05	Road Ploughing Required	Request plowing of a City road.	72 hrs
CSROWWM-06	Road - Salting Required	Request for salting of a City road	72 hrs