

WINTER SERVICES PHASED OPERATION PLAN & SERVICE LEVEL TABLES

QUICK GUIDE

START UP
BEFORE THE SNOW COMES



1. WEATHER WATCH
We watch the weather forecast.



2. PATROL THE STREETS
We patrol the roads & monitor weather conditions.



3. ANTI-ICE
Salt brine is sprayed on expressways, hills, bridges and high priority intersections

PROACTIVE STAGE


- Monitor local area forecast (weather forecast), environmental conditions, road temperature and road conditions
- Implement plans to pre-treat the roads in advance of changing conditions and winter weather hazards
- In advance of snow or ice events, anti-ice trucks will apply salt brine to expressways, hills and bridges

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.


WINTER OPERATIONS COMMUNICATION

- You 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 TransportationServices on the status of the storm clean-up.


CLEAR UP
WHILE THE SNOW IS FALLING



4. SALT THE ROADS
Salt trucks are the first line of defence when the snow starts to fall and stick.



5. PLOW THE ROADS
See when the plows go out below.



6. CLEAR SIDEWALKS & BIKE LANES
City crews start clearing the busiest sidewalks & cycle tracks 2 cm deep

311 SERVICE REQUEST NOT ACCEPTED

ACTIVE OPERATIONS

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.

Roads are salted when snow begins to fall and stick to road surfaces


Bike lanes are salted and/or plowed at the same time as the adjacent road, based on the levels of service.

Sidewalks 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 up to residents and businesses to ensure sidewalks are clear of snow and ice.


Bus stops and transit shelters will generally be plowed within 12 hours after a snowstorm.

Laneways are salted as necessary to maintain safe and passable conditions.


FOLLOW UP
AFTER THE SNOW FALL



7. SHOVEL SIDEWALKS
Residents & business owners maintain the sidewalks outside homes & businesses.



8. CONTINUE TO CLEAR UP SNOW
It can take up to 16 hours after the snow stops falling to clear all of the streets.



9. RESPOND TO SERVICE REQUESTS
Wait at least 16 hours after the snow stops falling to call 311.

CONTACT 311 AFTER CLEAR UP IS COMPLETED

Councillors should first contact 311 after the Active Operations Period is lifted to report:

- Roadway Salting
- Roadway Plowing
- Driveway Windrow Opening (3 Meters)
- Mechanical Sidewalk Plowing/Salting

- TTC Bus Stop Clearing
- Cycling Infrastructure Plowing (5 cm)
- Laneway Salting
- Sightline obstructions

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. **In case of emergency – always call 911 first.**

SALTING OPERATIONS			
Infrastructure Type or Activity	When does the City start salting? (accumulation) ¹	How long does it take?	Desired Pavement Outcome
Expressways	< 2.5 cm	2 hours	Bare Pavement
Arterials	< 5 cm	4 hours	Bare Pavement
Collectors	< 8 cm	4 hours	Centre bare
Local Roads	< 8 cm	8 hours	Safe and Passable
On-road Cycle Lanes	Same as adjacent roadway ²		Safe and Passable
Laneways	24 hours from end of snowfall		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.

PLOWING OPERATIONS			
Infrastructure Type or Activity	When does the City start plowing? (accumulation) ¹	How long does it take?	Desired Pavement Outcome
Expressways ³	2.5 cm	2 hours	Bare Pavement
Arterials ³	5 cm	6 hours	Bare Pavement
Collectors ³	8 cm	8 hours	Centre Bare
Local Roads	8 cm	14 hours	Safe and Passable
Windrow Clearing	Service level times will vary ⁴		Safe and Passable
On-road Cycle Lanes	Same as adjacent roadway ²		Safe and Passable

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.

COMBINED SALTING & PLOWING OPERATIONS			
Infrastructure Type or Activity	When does the City start combined salting and plowing? (accumulation) ¹	How long does it take?	Desired Pavement Outcome
Sidewalks	2 cm	12 hours	Safe and Passable
Bus Stops & Pedestrian Crossovers	2 cm	12 hours	Safe and Passable
Separated Cycle Tracks & Multi-use Paths	2 cm	8 hours	Bare Pavement
Hand Crews	Same as work area		

QUICK GUIDE



PlowTO

Visit the [PlowTO](#) Map to find out what roads and sidewalks near you were recently salted and plowed.

Winter Operations Website

Our Winter Services website shares information on the City's Winter Operations Program, including service levels, road salting, plowing operations, and more. Visit is at [toronto.ca/snow](#)

Ways to Connect



- Call 311
- Use the 311 Web Self Service: [toronto.ca/311](#)
- Use the 311 Toronto App



TWITTER
[@cityoftoronto](#)
[@311Toronto](#)
[@TO_Transport](#)

CITY OF TORONTO MEDIA ROOM
[toronto.ca/mediaroom](#) News Releases & Other Resources

311 is a great resource!

- Service Request # is issued
- Call is tracked
- Service Request goes direct to Field Investigator truck in real-time
- 311 can dispatch priority calls 24/7
- Response times measured
- Prior history linked to Service Request #
- Call back for status update