



Council Policy

Council Policy No.:	C 125 EPW 011
Council Policy Name:	Sidewalk Level of Service Policy Winter Maintenance
Date Approved by Council:	November 29, 2005
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Related SOP, Management Directive, Council Policy, Forms	n/a

Policy Statement and Rationale:

It is the objective of the City of Kawartha Lakes, Public Works Department to apply its operational activities in an efficient and effective way, so as to provide safe walking conditions consistent with a small town or village setting during those times of the year when winter conditions can be expected. The goal will be to achieve the levels of service as defined herein 75% or more of the time.

Scope:

This policy shall apply to all sidewalks within road allowances assumed and maintained by the City of Kawartha Lakes. Notwithstanding the foregoing, neither the Corporation of the City of Kawartha Lakes nor its officials or employees make any promise, assurance or guarantee that the services provided by the Public Works Department will be in excess of the minimum as detailed herein.

Inherent within the standard is the expectation that users will act responsibly and will act, at all times, reasonably with due regard for the prevailing weather and sidewalk conditions.

Definitions:

Ambient Conditions are conditions that are commonly found in a stabilized environment. Normally in ambient conditions there are no negative effects actively reducing the existing conditions. i.e. Storm, excess traffic or construction effects are not in evidence. (See storm conditions.)

Aspects the context of these standards refers to specific elements of sidewalk service, which are defined by these standards.

“As Soon As Practicable” shall mean without undue delay.



Council Policy

Bare conditions refer to winter sidewalk conditions where all traveled portions are effectively clear of snow build-up or general ice conditions that might impair safe pedestrian sidewalk travel under ambient conditions.

Central Business District “CBD” means the central business district of an urban area (unless covered by By-Law). It is the location where the majority of the commercial activity of the urban area is undertaken.

Conditions define the state in which the subject matter is found. The policy indicates the condition being measured.

Cycle is that time interval between inspections conducted for a specific purpose. Consideration can still be made for inspection cycle time adjustments at the discretion of the Supervisor for mitigating circumstances, which are of an uncommon, or unpredictable, nature.

Day is a calendar day. (See also working day.)

Effect is the acting of an external influence on the condition of any aspect of the sidewalk.

Improved condition refers to the condition being better than it was before, from the perspective of a typical user, all other effects being equal.

Inspection is the activity performed by a qualified person, authorized and directed by the Director of Public Works or designate(s) to investigate and report on the relevant conditions of the sidewalks.

Localized conditions, for the purpose of these standards, that occur on short lengths of sidewalk specifically on bridges, intersections, curves and hills.

Notice of an effect or condition is considered given when received by an appropriate employee of the road authority.

Policies decisions of a formal nature made by the road authority to enable, qualify and govern the mission of the road authority as directed by-law.

Operations means those activities the Public Works Department performs to improve a condition or sustain the sidewalk standard. Operations are normally defined by guidelines (not policy), with discretion of the Supervisor to choose various methods to achieve results cost-effectively.

Response describes that action taken by the roadway authority when informed of an effect or condition. Monitoring an effect or condition may constitute a response. A reasonable response takes into account the relevant standards.



Council Policy

Roadside refers to all features that make up the roadway within the jurisdiction of the roadway authority, except for the road surface itself.

Roadway Authority indicates the public agency accountable for the status and condition of the roadway. This refers to the Corporation of the City of Kawartha Lakes and its designated officials or agents.

Section refers to a portion of a sidewalk. A sidewalk section is commonly used for construction costing, inventory control in Maintenance Management Systems, Road Needs Studies, Pavement Management Studies, and Priority Planning and Budgeting.

Service can be defined in two contexts. In the larger context any municipal activity is a service. A roadway network is a service, as is a library, potable water supply, etc. When used in the context of these standards, “service” refers more specifically to aspects of a pedestrian walkway and their condition. Services are seen from the perspective of the user.

Service Levels a range of values that quantify a particular service standard, by one or more parameters. Service levels typically reflect a maximum or minimum condition.

Shoulder that maintained surface immediately adjacent to the traveled surface of the road. The shoulder may be partially or fully hardtop, loosetop, grassed, or earth. It is not considered a part of the road for these standards.

Sidewalk a hard surfaced, typically concrete or asphalt pathway within the public road allowance intended for the use of pedestrians.

Snow Accumulation means the natural accumulation of any of the following, alone or in combination:

- New fallen snow
- Wind-blown snow
- Slush

Snowpacked conditions refer to winter sidewalk conditions where the traveled surface of the sidewalk is covered with a buildup of snow and/or ice and allows the user to manage safe travel.

Storm conditions or effects are when natural or external effects are acting upon the sidewalk surface condition. It does not refer to weather conditions that do not impact on the infrastructure. Storm conditions could include wind, rising and/or moving water, precipitation, cold temperatures (below -15°C) snowfall, freezing rain, hail, blowing snow, etc.



Council Policy

Substandard refers to a condition that is outside the defined standard. Normally a substandard condition requires a response, unless otherwise considered in the standard.

Supervisor refers to a person in the Public Works Department who is accountable for the deployment of operations that impact on the condition of sidewalk services.

User refers to any person travelling on or over the sidewalk.

Winter that season when cold weather effects on sidewalk conditions can be reasonably expected and as specified herein.

Policy:

Winter Response

This Level of Service policy covers those activities that are required to produce safe walking conditions for a pedestrian acting responsibly, during those times of the year in which winter conditions can be anticipated.

The internal sidewalk winter control resources of the City of Kawartha Lakes consist of Trackless Sidewalk units complete with plow and blower attachments and tag along de-icing and/or abrasive spreading units. The City employs sufficient operators to operate each unit to meet the levels of service detailed in this policy. These in house resources are supplemented with contracted resources as needed to meet the Cities overall obligations. In order to ensure that these resources are employed as efficiently and effectively as possible, the City of Kawartha Lakes adopts a policy of having the resources deployed generally when the needs are greatest.

The activities covered by this standard include continuous plowing, spot plowing, continuous sanding/salting, spot sanding/salting and inspection during normal ambient and storm conditions.

Snow Clearing Level of Service

The policy for snow clearing is to deploy resources as soon as practicable to clear snow accumulations after becoming aware that the snow accumulation is greater than the depth set out in Table 1 below and to ensure that the accumulation of snow is maintained at a level less than or equal to the maximum depth indicated within the time allowed for in the policy for the duration of the storm.

Table 1 – Snow Accumulation and Surface Condition Level of Service

Response to Snow Accumulation		
Area/ Road Class	Maximum Depth	Time
CBD (unless covered by By-Law)	5 cm	12 hours
Arterial	5 cm	12 hours
Collector	10 cm	24 hours
Local Residential	10 cm	48 hours

Sanding and Salting

The objective will be to deploy resources as soon as practicable, after becoming aware that the sidewalk is snow or ice covered. The response will be to treat the sidewalk or sections thereof with deicing chemicals and/or abrasives (as appropriate) to treat the ice or snow and provide improved traction within the timeframes indicated in Table 1 and 2 for such response.

Table 2 –Ice Covered Sidewalk Response Level of Service

Minimum Standards to Treat ice covered Sidewalks		
Area/Class	Response Time	Cycle Time
CBD (unless covered by By-Law)	6 hours	8 hours
Arterial	6 hours	8 hours
Collector	8 hours	12 hours
Local Residential	12 hours	24 hours

Winter Sidewalk Inspection Level of Service – Routine Conditions

Winter sidewalk inspection during daylight hours of the winter season shall be as specified in Table 5 of this Policy. Inspection is that activity which the road authority undertakes in an effort to inform itself of, and document the condition of, its sidewalks. The City of Kawartha Lakes shall inspect its sidewalks via a representative route, so that the maximum cycle length as specified in Table 5 is not exceeded. Winter inspection may be achieved by making observations while driving on the adjacent roadways or walking representative sections of the walks. Winter inspection will take place during normal operating hours. Winter inspection will not occur between sunset and sunrise. Winter inspection may be achieved by patrol of representative roads/sidewalks as determined by the Municipality.



Council Policy

Table 5 – Winter Inspection Level of Service

Ambient Condition Minimum Standard	
Class	Cycle
Central Business District “CBD” (unless covered by By-Law)	1 x every 7 days
Arterials	1 x every 7 days
Collectors	Once every 7 days
Locals	Once every 14 days

Revision History:

Proposed Date of Review:

Revision	Date	Description of changes	Requested By