

Policy #: IED-008

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1 PURPOSE

This Policy was written to generally conform to the O. Reg. 366/18 Minimum Maintenance Standards for Municipal Highways and the Town's needs and expectations while allowing Infrastructure and Engineering to operate within the means of its approved budget.

This Policy is intended to ensure that appropriate winter maintenance and levels of service standards are developed and implemented to meet the Common Law test of reasonableness.

2 SCOPE

This Policy applies to all staff involved in infrastructure maintenance and is intended to provide a guide for setting a reasonable level of service and determining appropriate winter maintenance standards.

3 DEFINITIONS

"Municipality" and/or **"Town"** refers to The Corporation of the Town of Kingsville;

"MMS" means Ontario Regulation 366/18 Minimum Maintenance Standards for Municipal Highways;

"Roadway" any highway, as defined by the Municipal Act, 2001, in the jurisdiction of the Town of Kingsville;

"Winter Weather Event" means a weather condition affecting transportation infrastructure (roads, sidewalks, and bicycle lanes) such as snowfall, wind-blown snow, sleet, freezing rain, frost or ice, to which a Winter Event Response is required;

"Winter Event Response" means a series of winter control activities, such as plowing, salting, or the application of other materials, in response to a Winter Weather Event;

"Substantial Probability" means a significant likelihood considerably in excess of 51 percent;

"Treated" and/or **"Treat"** and/or **"Treatment"** means any combination of plowing, salting, or applying abrasive materials.

“Significant Weather Event” means an approaching or occurring weather hazard with the potential to pose a significant danger to users of the Roadway within a municipality.

4 REFERENCE DOCUMENTS

The Municipal Act, 2001

O. Reg. 366/18 Minimum Maintenance Standards for Municipal Highways

5 RESPONSIBILITIES

The Manager of Public Works and Environmental Services will review and update the Winter Maintenance and Level of Service Policy on an annual basis to incorporate new technologies and new developments.

The Supervisor of Public Works will review the policy with staff on an annual basis and ensure staff are appropriately trained to meet the provisions within this policy safely and effectively.

6 PROCEDURE: ROAD CLASSIFICATION AND PATROLLING

6.1 ROAD CLASSIFICATION

For the purposes of this winter maintenance policy, the Roadways under the jurisdiction of the Town have been classified (Class 3, 4, 5, 6) as per the following table which is based on the Classification of Highways table in O. Reg. 366/18.

Average Daily Traffic (number of motor vehicles)	Posted or Statutory Speed Limit (Kilometers per hour)						
	91 - 100	81 - 90	71 – 80	61 – 70	51 - 60	41 - 50	1 - 40
15,000 – 22,999	1	1	2	2	2	3	3
12,000 – 14,999	1	1	2	2	2	3	3
10,000 – 11,999	1	1	2	2	3	3	3
8,000 – 9,999	1	1	2	3	3	3	3
6,000 – 7,999	1	2	2	3	3	4	4
5,000 – 5,999	1	2	2	3	3	4	4
4,000 – 4,999	1	2	3	3	3	4	4
3,000 – 3,999	1	2	3	3	3	4	4
2,000 – 2,999	1	2	3	3	4	5	5
1,000 – 1,999	1	3	3	4	4	5	5
500 – 999	1	3	4	4	4	5	5
200 – 499	1	3	4	4	5	5	6
50 – 199	1	3	4	5	5	6	6
0 - 49	1	3	6	6	6	6	6

6.2 PATROLLING

6.2.1. Roadways

- (1) The standard for the frequency of patrolling of Roadways is set out in the following table:

PATROLLING	
Class of Highway	Patrolling Frequency
3	once every 7 days
4	once every 14 days
5/6	once every 30 days

O. Reg. 239/02, s. 3, Table; O. Reg. 23/10, s. 3 (2).

- (2) If it is determined by the Municipality that there is a substantial probability of a Winter Event, the standard for patrolling Roadways, in addition to that set out in the table above, is to patrol Roadways that the Municipality selects as representative of its network, at intervals deemed necessary by the Municipality.
- (3) Patrolling a Roadway consists of observing the highway, either by driving on or by electronically monitoring the highway, and may be performed by persons responsible for patrolling Roadways or by persons responsible for or performing Roadway maintenance activities.

6.2.2. Sidewalks

- (1) If it is determined by the Municipality through weather monitoring that there is a substantial probability a Winter Event with snow accumulation on sidewalks over 8 cm, the standard for patrolling sidewalks is to patrol sidewalks that the Municipality selects as representative of its network, at intervals deemed necessary by the Municipality
- (2) Patrolling a sidewalk consists of visually observing the sidewalk, either by driving by the sidewalk on the adjacent roadway or by driving or walking on the sidewalk or by electronically monitoring the sidewalk, and may be performed by persons responsible for patrolling Roadways or sidewalks or by persons responsible for or performing roadway or sidewalk maintenance activities.

7 PROCEDURE: WINTER MAINTENANCE

The Town of Kingsville provides the following level of service during the winter maintenance season in response to Winter Events:

7.1 WEATHER MONITORING

- (1) From October 1 to April 30, the Standard is to monitor the weather, both current, and forecast, to occur in the next 24 hours, once every shift or three times per

calendar day, whichever is more frequent, at intervals determined by the municipality.

7.2 ROADWAYS

7.2.1. Snow Accumulation

Snow Accumulation - Roadways

Class of Highway	Depth	Time
3	8 cm	12 hours
4	8 cm	16 hours
5/6	10 cm	24 hours

O. Reg. 47/13, s. 4; O. Reg. 366/18, s. 5 (5).

- (1) After becoming aware of the fact that the snow accumulation on a Roadway is greater than the depth set out in the table to deploy resources as soon as practicable to address the snow accumulation;
- (2) After the Winter Event has ended, to address the snow accumulation reduce snow to a depth less than or equal to the depth set out in the table within the specified time. e.g., After the Winter Event has ended, snow accumulation on a Class 3 road will need to be reduced to less than 8 cm within 12 hours.
- (3) After the Winter Event has ended, provide a minimum lane width of three meters within the times specified in the table.

7.2.2. Ice formation and icy Roadways

Treatment of Icy Roadways

Class of Highway	Prevention Time (Preceding the Event)	Treatment Time (After becoming aware of icy roads)
3	16 hours	8 hours
4	24 hours	12 hours
5/6	24 hours	16 hours

O. Reg. 366/18, s. 8.

- (1) If the Municipality determines, through weather monitoring, that there is a Substantial Probability of ice formation on a Roadway, Treat the Roadway preceding the Winter Event within the time set out in column 2 in the table above.
- (2) If, despite the action taken to prevent ice formation, the municipality becomes aware of ice formation on a Roadway, the standard is to Treat the icy Roadway within the times set out in column 3 in the table above.

7.3 SIDEWALKS (MULTI-USE PATHWAYS)

7.3.1. Snow Accumulation

- (1) As defined by the MMS, the Town does not have any dedicated cycling facilities. Ontario Traffic Manual Book 18 Cycling Facilities recommends that in-boulevard multi-use pathways, commonly used by pedestrians, be maintained at the same level of service as municipal sidewalks. As such, for the purposes of this policy, Kingsville's active transportation pathways will be classified as sidewalks;

7.3.1.1. Primary Sidewalks

- (1) After the Winter Event has ended, the municipality will reduce snow accumulation to a depth less than or equal to four (4) centimeters within 48 hours; and
- (2) provide a minimum sidewalk width of one (1) meter.
- (3) If the depth of snow accumulation on a sidewalk is less than or equal to four (4) centimeters, the sidewalk is deemed to be in a state of repair.

7.3.1.2. Secondary Sidewalks

- (1) After the Winter Event has ended, the municipality will reduce snow accumulation to a depth less than or equal to eight (8) centimeters within 48 hours; and
- (2) provide a minimum sidewalk width of one (1) meter.
- (3) If the depth of snow accumulation on a sidewalk is less than or equal to eight (8) centimeters, the sidewalk is deemed to be in a state of repair.

7.3.2. Ice formation on sidewalks and icy sidewalks

- (1) If the Municipality determines that there is a Substantial Probability of ice formation on sidewalks, resources will be dispatched within 48 hours starting from when the Municipality arrives at this determination.
- (2) Once the Municipality is made aware of the fact that a sidewalk is icy, it will be Treated within 48 hours.

7.3.3. Unmaintained Sidewalks

- (1) As specified in Section 16.8 of the MMS, the municipality has the authority to close a highway or part of a highway, which could be the roadway, the sidewalk, the bicycle lane, all three asset types or any combination thereof.
- (2) The Town will maintain a list of sidewalks that receive no Winter Event Response or Treatment and make the list publicly available on its website.
- (3) Where possible, temporary warning signage and/or barricades will be installed to identify the sidewalk as closed and unmaintained.

7.4 MUNICIPAL PARKING LOTS (FACILITY LOTS)

7.4.1. Snow Accumulation

- (1) Municipal parking lots will be cleared upon the accumulation of five (5) cm of snow within 24 hours.
- (2) Accumulated snow will be stored onsite, utilizing 25% of the available spaces in each respective parking lot.
- (3) Priority will be given to parking lots at emergency service base stations, including OPP Dispatch, the North Fire Hall, and the South Fire Hall.

7.4.2. Ice formation in municipal parking lots

- (1) If the Municipality determines that there is a Substantial Probability of ice formation in a municipal parking lot, resources will be dispatched within 24 hours starting from when the Municipality arrives at this determination.
- (2) Once the Municipality is made aware of the fact that a parking lot is icy, it will be Treated within 24 hours.

7.5 SIGNIFICANT WEATHER EVENT

- (1) The Director of Infrastructure and Engineering, or designate, may declare a significant weather event when they, through their knowledge, experience, and available information, believe that the Town's Winter Maintenance Operations are unlikely to be able to meet the level of service defined in this policy due to a weather hazard or other adverse weather conditions.

- (2) After the declaration of a Significant Weather Event, all **Roadways** within the Municipality are deemed to be in a state of repair with respect to **snow accumulation** until the times set out in the table to section 7.2.1. have expired following declaration of the end of the Significant Weather Event.
- (3) After the declaration of a Significant Weather Event, all **Roadways** within the Municipality are deemed to be in a state of repair with respect to **ice formation** on Roadways until the times set out in the table to section 7.2.2. have expired following declaration of the end of the Significant Weather Event.
- (4) After the declaration of a Significant Weather Event, all **sidewalks** within the Municipality are deemed to be in a state of repair with respect to snow and ice accumulation until **48 hours** following declaration of the end of the Significant Weather Event.

8 PROCEDURE: REGULATED SERVICES

The Town of Kingsville provides the following level of service for the maintenance of public infrastructure identified within the MMS:

8.1 POTHOLES

- (1) If a pothole exceeds both the surface area and depth set out in the following tables, as the case may be, the minimum standard is to repair the pothole within the specified time as appropriate, after becoming aware of the fact. A pothole shall be deemed to be repaired if its surface area or depth is less than or equal to that set out in tables.

POTHOLES ON PAVED SURFACE OF A ROADWAY

Class of Highway	Surface Area	Depth	Time
3	1000 cm ²	8 cm	7 days
4	1000 cm ²	8 cm	14 days
5/6	1000 cm ²	8 cm	30 days

O. Reg. 239/02, s. 6, Table 1.

POTHOLES ON NON-PAVED SURFACE OF ROADWAY

Class of Highway	Surface Area	Depth	Time
3	1500 cm ²	8 cm	7 days
4	1500 cm ²	10 cm	14 days
5/6	1500 cm ²	12cm	30 days

O. Reg. 239/02, s. 6, Table 2.

POTHOLES ON PAVED OR NON-PAVED SURFACE OF SHOULDER

Class of Highway	Surface Area	Depth	Time
3	1500 cm ²	8 cm	14 days
4	1500 cm ²	10 cm	30 days
5/6	1500 cm ²	12 cm	60 days

O. Reg. 239/02, s. 6, Table 3.

8.2 SHOULDER DROP OFF's

- (1) In this section, "shoulder drop-off" means the vertical differential, where the paved surface of the Roadway is higher than the surface of the shoulder, between the paved surface of the Roadway and the paved or non-paved surface of the shoulder.
- (2) If a shoulder drop-off is deeper than 8cm, for a continuous distance of 20 metres or more, the minimum standard is to repair the shoulder drop-off within the times specified in the table below, after becoming aware of the fact.
- (3) A shoulder drop-off shall be deemed to be repaired if its depth is less than or equal to 8cm.

SHOULDER DROP-OFF's

Class of Highway	Time
3	7 days
4	14 days
5/6	30 days

O. Reg. 366/18, s. 9 (2).

8.3 CRACKS

- (1) If a crack on the paved surface of a Roadway is greater than 5cm wide and 5cm deep for a continuous distance of three (3) metres or more, the minimum standard is to repair the crack within the time specified in the table below after becoming aware of the fact.
- (2) A crack shall be deemed to be repaired if its width or depth is less than or equal to 5cm.

CRACKS

Class of Highway	Time
3	60 days
4	180 days
5/6	180 days

O. Reg. 366/18, s. 10 (2).

8.4 DEBRIS

- (1) If there is debris on a Roadway, the minimum standard is to deploy resources, as soon as practicable after becoming aware of the fact, to remove the debris.

8.5 LUMINARIES

- (1) The standard for the frequency of inspecting all luminaires to check to see that they are functioning is once per calendar year, with each inspection taking place not more than 16 months from the previous inspection.
- (2) For conventional illumination, if three or more consecutive luminaires on the same side of a Roadway are not functioning or 30 percent or more of the luminaires on any kilometer of Roadway are not functioning, the standard is to repair the luminaires within 14 days.

8.6 SIGNS

- (1) The standard for the frequency of inspecting signs of the type listed in the table below to ensure that they meet the retro-reflectivity requirement of the Ontario Traffic Manual is once per calendar year, with each inspection taking place not more than 16 months from the previous inspection.
- (2) If any sign of a type listed in the table is illegible, improperly oriented, obscured, or missing, the standard is to deploy resources as soon as practicable after becoming aware of the fact to repair or replace the sign.

Checkerboard	Load Restricted Bridge	Stop	Yield
Wrong Way	Curve Sign with advisory tab	Stop Ahead	Yield Ahead
Do not enter	Traffic Signal Ahead, New	Stop Ahead, New	Yield Ahead, New
One Way	School Zone Speed Limit	Low Bridge	Two Way Traffic

8.7 REGULATORY OR WARNING SIGNS

- (1) The standard for the frequency of inspecting regulatory signs or warning signs to check to see that they meet the retro-reflectivity requirements of the Ontario Traffic Manual is once per calendar year, with each inspection taking place not more than 16 months from the previous inspection.
- (2) If a regulatory sign or warning sign is illegible, improperly oriented, obscured, or missing, the standard is to repair or replace the sign within the time set out in the Table below after becoming aware of the fact.

REGULATORY AND WARNING SIGNS

Class of Highway	Time
3	21 days
4	30 days
5/6	30 days

O. Reg. 239/02, s. 12.

8.8 TRAFFIC CONTROL SIGNAL SYSTEMS

- (1) If a traffic control signal system is defective in any way as described in the MMS, the standard is to deploy resources as soon as practicable after becoming aware of the defect to repair the defect or replace the defective component of the traffic control signal system.
- (2) The standard is to inspect, test, and maintain traffic control signal sub-systems, such as physical support structures, support cables, traffic signal cabinets, and internal hardware, once per calendar year, with each inspection taking place not more than 16 months from the previous inspection.

8.9 BRIDGE DECK SPALLS

- (1) For the purposes of this section, a “bridge deck spall” means a cavity left by one or more fragments detaching from the paved surface of the Roadway or shoulder of a bridge.
- (2) If a bridge deck spall exceeds 1000 cm² in surface area and 8cm deep, the standard is to repair the bridge deck spall within seven (7) days.

8.10 SURFACE DISCONTINUITIES

- (1) For this section, “surface discontinuity” means a vertical discontinuity creating a step formation at joints or cracks in the surface of sidewalks or the Roadway, including bridge deck joints, expansion joints, and approach slabs to a bridge.
- (2) If a surface discontinuity on a Roadway exceeds the height set out in the Table below, the standard is to repair the surface discontinuity within the specified time after becoming aware of the fact.

SURFACE DISCONTINUITIES

Class of Highway	Height	Time
3	5 cm	7 days
4	5 cm	21 days
5/6	5 cm	21 days

- (3) If a surface discontinuity on a bridge deck exceeds five centimetres, the standard is to deploy resources as soon as practicable after becoming aware of the fact.
- (4) If a surface discontinuity on or within a sidewalk exceeds two centimetres, the standard is to treat the surface discontinuity within 14 days after acquiring actual knowledge of the fact.
- (5) Treating a surface discontinuity on or within a sidewalk means taking reasonable measures to protect users of the sidewalk from the discontinuity, including making permanent or temporary repairs, alerting users' attention to the discontinuity or preventing access to the area of discontinuity.

9 PROCEDURE: UNREGULATED SERVICES

The Town of Kingsville provides the following level of service for the maintenance of public infrastructure not identified in the MMS:

9.1 GRAVEL ROADS

- (1) To grade and compact gravel roads 2-3 times annually, to maintain proper drainage and improve the driving surface.
- (2) Gravel roads inspections will be conducted annually to identify and prioritize roads in need of re-graveling
- (3) To compensate for the loss of fines and subsequent aggregate loss due to traffic, the Town will complete an Annual Re-graveling Program by adding granular A to gravel roads to ensure a smooth, safe riding surface free from defects.

9.2 LOOSETOP DUST CONTROL

- (1) All loose top roads will receive at least one application of calcium chloride or an approved equivalent at the rate of four (4) tonnes per kilometer (flaked equivalent).
- (2) The application of dust suppressants will generally coincide with the Annual Re-gravelling Program to aid in compaction and suppress dust.

9.3 ROADSIDE GRASS CUTTING

- (1) A minimum of two mowing's will be completed annually to keep the roadside neat and to help prevent the spread of weeds.
- (2) Public Works staff will mow all grass more than 0.5 meters in height and that is accessible from the road's shoulder.

9.4 WEED SPRAYING

- (1) To control the growth of weeds as directed by the *Weed Control Act* to prevent the spread of seeds to workable farm property, spraying the entire roadside area will be completed once annually.
- (2) Application notice shall be placed in a newspaper of local distribution, advising of the weed spray application as per regulations of the Ministry of Environment Conservation and Parks.
- (3) Spraying of problem weed areas, such as curb lines, alleyways, and municipal parking lots, will be completed at least once annually and on an as-needed basis.

9.5 TREES

- (1) Public Works will complete an annual Tree Inspection and Maintenance Program to ensure safety to the public by removing dead limbs and trees and removing encroachments into the Roadway, which could be hazardous to vehicles.
- (2) Infrastructure and Engineering will employ the services of a qualified Arbourist when required to assist in determining the status of any tree.

9.6 CATCH BASINS AND DITCH INLETS

- (1) Catch basins and ditch inlets will be cleaned and inspected annually to ensure they are free of debris and sand.
- (2) Catch basins will be inspected to ensure concrete work is free of defects and that frame and covers are not broken or damaged.

9.7 ACCESS CULVETS

9.7.1. Permanent Culverts

- (1) All new access culverts over a municipal roadside ditch or drain shall be the responsibility of the requestor, including 100% of the costs.

- (2) The Manager of Public Works and Environmental Services, or designate, shall determine the type and extent of culvert required by the requestor.
- (3) Any future maintenance required to the access culvert shall be cost-shared 2/3 by the Town and 1/3 by the requestor.
- (4) The Manager of Public Works and Environmental Services, or designate, shall determine the extent and type of maintenance required to the access culvert.
- (5) Existing culverts that do not fit the design or flow line of a re-graded ditch, will be removed and reset at the correct elevation and the entrance restored with owner to pay material costs and the Town to supply labour and machinery.

9.7.2. Temporary Culverts

- (1) All requests for temporary access culverts over a roadside ditch or Drainage Act Municipal Drain shall be submitted in writing to the Infrastructure and Engineering Department.
- (2) The Drainage Superintendent, or designate, shall determine the type and extent of culvert required by the requestor.

9.7.2.1. Long-term Access

- (1) Culverts are to be installed for a maximum of one construction season of no more than ten (10) months. An extension may be granted upon receipt of a written request stating the reason for the extension.
- (2) Removal of the culvert is to proceed immediately after completion of its required use with complete restoration to the satisfaction of the Drainage Superintendent.
- (3) If the culvert is not removed on time, the Drainage Superintendent is to have the culvert removed with all costs being paid for by the requestor.
- (4) The requestor will be required to submit an Encroachment Permit and pay the associated fee before installation of the culvert can proceed.

9.7.2.2. Short-term Access

- (1) Short-term culvert installations, typically one day in duration, may be permitted to allow construction and farm equipment to cross over roadside ditches and Municipal Drains.

- (2) The culvert will be set in place and top graded to the satisfaction of the Drainage Superintendent.
- (3) The Drainage Superintendent may require immediate removal of the culvert due to significant weather events and other unforeseen circumstances.
- (4) All costs associated with installation, removal, and drain restoration, to the satisfaction of Infrastructure and Engineering, will be borne by the requestor.

9.8 ENTRANCES

- (1) The type of entrance permitted must conform to the zoning of the property. i.e., residential, commercial, industrial, agricultural
- (2) The Town will not be responsible for the maintenance of entrances, entrance culverts, headwalls or any item ancillary to the entrance.
- (3) Entrances which are established without approval of the Town will be removed at the owner's expense and will not be re-established until approval is granted to place a properly sized culvert at their expense.
- (4) The property owner is responsible for maintenance of the paved or gravelled portion of the entrance to the curb or edge of the pavement.
- (5) New entrances shall be constructed in accordance with the Town's Development Manual and the specification in OPSD 300- Entrances for the appropriate application.

9.8.1. Residential or General Farm Entrance

- (1) For this section, a residential/ general farm entrance is a private entrance to a property containing no more than five residential units or less than three acres of greenhouses.
- (2) In accordance with provincial standards, a residential/general farm entrance should have a minimum width of five meters.
- (3) A lot fronting on a municipal road shall be permitted one entrance unless it is a corner lot. Approval for a second entrance must be granted by the Director of Infrastructure and Engineering or designate.
- (4) Additional auxiliary entrances may be considered for non-residential properties where access to the property is not practical due to physical constraints.

Approval must be granted by the Director of Infrastructure and Engineering or designate.

- (5) Wider entrances may be considered in certain situations to accommodate special farm equipment or trucks upon approval by the Director of Infrastructure and Engineering or designate.

9.8.2. Industrial, Commercial, and Agricultural Entrances

- (1) For this section, A commercial/ industrial and intensive agricultural entrance is an entrance to a property zones commercial, industrial, multi-residential (greater than five residential units), or agricultural property containing three or more acres of greenhouses and/or a processing and packaging facility for agricultural purposes.
- (2) Entrances must meet the visibility requirements as outlined in the following table in all directions.

ENTRANCE VISABILITY

Speed Limits	Distance
50 km/h	120 m
60 km/h	140 m
80 km/h	180 m

- (3) Site-specific design requirements may be specified as part of a development agreement or site plan.

9.9 ROADSIDE DRAINAGE

- (1) Ditching generally will be completed through the summer and fall each year as determined by the Manager of Public Works and Environmental Services or their designate.
- (2) Obstructions in flow within roadside ditches shall be removed when identified.
- (3) Ditch outlets that are subject to erosion and embankment failures due to erosion will be reinforced with rip-rap stone or other non-eroding materials
- (4) The cost of improving or replacing any crossing drains under the road will be the Town's responsibility.
- (5) In areas where roadside drains also service abutting private property, and a property owner requests maintenance, the cost of the work shall be shared 2/3 by the Town and 1/3 by the requestors.

9.10 MAILBOXES

- (1) Mailboxes and support posts damaged by the Town's snowplow, and where it is evident that the damage was incurred by the snowplow making direct contact with the post or mailbox, will be replaced by the Public Works Department to a maximum of \$30.00.
- (2) The Town will supply a 4 x 4 wooden post.
- (3) Installation and the associated costs are the property owner's responsibility.

10 REVIEW/REVISIONS

No.	Revision Details (incl. provision #)	Revision By	Date
1.			
2.			
3.			

Questions about this policy can be referred to Infrastructure and Engineering.

APPENDIX A- WINTER MAINTENANCE STANDARDS SUMMARY TABLE

Asset Type	Winter Maintenance Objective	Snow Plowing			Spreading Materials	
		Snow Accumulation	Plow Time	Objective	Spreading Time	Objective
Class 3 Road	To make best efforts to achieve center bare or track bare pavement.	8 cm	12 hours	Both sides of the road plowed one time within 12 hours after it has been determined that there is 8 cm of snow accumulated on the road's surface.	8 hours	Have materials spread within 8 hours after becoming aware that such treatment is required.
Class 4 Road	To make best efforts to achieve center bare or track bare pavement.	8 cm	16 hours	Both sides of the road plowed one time within 16 hours after it has been determined that there is 8 cm of snow accumulated on the road's surface.	12 hours	Have materials spread within 12 hours after becoming aware that such treatment is required.
Class 5/6 Road	To make best efforts to provide smooth snow covered surface.	10 cm	24 hours	One lane 5 m in width plowed one time within 24 hours after it has been determined that 10 cm of snow accumulated on the road's surface.	16 hours	Have materials spread within 16 hours after becoming aware that such treatment is required.
Primary Sidewalks	To make best efforts to provide hard surface, free of ice and snow, for pedestrian travel.	4 cm	48 hours	Center lane 1 m in width plowed one time within 48 hours after it has been determined that 4 cm of snow accumulated on the sidewalk.	48 hours	Have materials spread within 48 hours after becoming aware that such treatment is required.
Secondary Sidewalks	To make best efforts to provide hard surface, free of ice and snow, for pedestrian travel.	8 cm	48 hours	Center lane 1 m in width plowed one time within 48 hours after it has been determined that 8 cm of snow accumulated on the sidewalk.	48 hours	Have materials spread within 48 hours after becoming aware that such treatment is required.
Parking Lots	To make best efforts to provide hard surface, free of ice and snow over 75% of each parking lot.	5 cm	24 hours	75% plowed, within 24 hours, after determining 5 cm of snow has accumulated in the parking lot.	24 hours	Have materials spread within 24 hours after becoming aware that such treatment is required.