

**TITLE:** SNOW AND ICE MANAGEMENT PROCEDURE  
**SECTION:** ENGINEERING & PUBLIC WORKS  
**POLICY NO.:** 31600-25P

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**APPROVAL DATE:** March 24/2020

**CAO Signature:** 

### **PURPOSE**

This Operating Procedure provides detailed operational guidance to Public Works staff for implementing the Snow and Ice Management Policy, including priority classifications, salt routes, snow hauling, and major storm response.

### **SCOPE**

This Procedure applies to all Town employees, supervisors, and contractors involved in snow and ice management activities, including:

- Snow plowing of streets and sidewalks.
- Salting of streets and sidewalks.
- Response during routine and major storm events.

### **RESPONSIBILITY**

#### Public Works Foreman / On-Call Supervisor

- Ensures all plowing and salting operations are carried out in accordance with the Snow and Ice Management Policy.
- Conduct inspections and complete required documentation.
- Monitor weather forecasts and road conditions.
- Determine when plowing and/or salting operations commence, escalate, or cease.
- Assign priorities, routes, and staffing.
- Ensure equipment readiness.

#### Equipment Operators

- Conduct plowing and salting in accordance with assigned routes and procedures.
- Adjust operations based on observed conditions.
- Report equipment issues or hazards.

#### Senior Management

- Ensure compliance with Snow and Ice Management Policy and Procedure.
- Recommend capital equipment acquisitions to Council.

### **SERVICE LEVEL TRACKING**

The Service Level Tracking form, attached as Appendix "A" shall be completed by the on-call supervisor for all snow events that require salting and/or plowing. This record is intended to document weather conditions, operational decision-making, deployment timing, locations treated, and resources used. Completion of the service level tracking form is mandatory and supports service level monitoring, operational oversight, post-event review, public inquiries, and risk management.

### **CONTINUOUS IMPROVEMENT**

Service level tracking, inspection records, and public complaints will be reviewed periodically to identify trends, need for operational improvements, or training needs.

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## **PRIORITY CLASSIFICATION – STREET PLOWING**

### Priority-1 Streets

These streets are plowed and salted to a “bare pavement” condition due to traffic volume, emergency access, and community importance. These streets include:

- Victoria Street
- Church Street
- Willow Street
- Albion Street
- South Albion Street
- Lawrence Street
- LaPlanche Street
- Robert Angus Drive
- East Pleasant Street
- West Pleasant Street
- Hickman Street
- Albion / West Pleasant intersection

For the purposes of this procedure, bare pavement conditions refer to winter road conditions where all travel lanes of the roadway are primarily clear of snow and ice build-up that could impair safe travel on the road.

### Priority-2 Streets

- All remaining collector and local streets not identified as Priority-1.

Street plowing will be completed using 3 loaders and 2 plow trucks, as per the designated plow routes shown in Appendix “B”

## **PRIORITY CLASSIFICATION – SIDEWALK PLOWING**

### Priority-1 Sidewalks

- Sidewalks in school zones.
- Sidewalks in the downtown core.
- Sidewalks on arterial streets.

### Priority-2 Sidewalks

- All remaining sidewalks not identified as Priority-1.

### During Street Clearing Operations

Staff will maintain pedestrian accessibility from the Downtown area to the South Albion Street commercial area during street clearing operations on the following sidewalks, when possible:

- Hickman Street (Park to West Victoria - east side)
- West Victoria (Hickman to CNR Tracks - south side)
- East Victoria (CNR Tracks to Acadia Street – both sides)
- East Victoria Street (Acadia Street to Willow – south side)
- Willow Street (East Victoria to Robert Angus)
- Robert Angus (Willow to South Albion)
- South Albion (Robert Angus to Albion – east side)
- Albion Street (South Albion to Church)
- Church Street (Albion to Victoria – both sides)

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### **PRIORITY CLASSIFICATION – SALTING**

#### Priority-1 Streets (Designated Salt Route)

- Streets as per Appendix “C” and salt route directions as per Appendix “D”.

#### Priority-2 Streets

- All remaining collector and local streets not identified as Priority-1.

#### Priority-1 Sidewalks

- Sidewalks in school zones.
- Sidewalks in the downtown core.
- Sidewalks on arterial streets.

#### Priority-2 Sidewalks

- All remaining sidewalks not identified as Priority-1

### **PUBLIC PARKING LOTS**

Snow removal from the following public parking lots is to be removed by private contractors and checked regularly by the on-call supervisor:

- Town Hall
- Library and CCUBIC
- Ratchford Street and Dayle’s Grand Market
- George Blanche
- Corner of Maple Street and Electric Street
- Bounded by west side of Church Street and north side of Electric Street
- Paramount Theatre and Lion’s Den
- Trinity St. Stephen Church
- Baptist Church and Church of England
- King Street
- Dickey Park
- Stadium
- Fire Station

### **PUBLIC BUILDINGS**

The public entrances and adjacent sidewalks to the following Town operated facilities will be cleared of snow daily, before the building is open to the public contractors and checked regularly by the on-call supervisor:

- Town Hall
- Police Station
- Fire Station (AFD Staff)
- Library
- Works Garage
- Stadium (Recreation Staff)
- CCUBIC

### **FIRE HYDRANTS**

The Public Works Foreman, responsible for the water utility, will decide if the accumulation of snow around the fire hydrants, and/or the snowbanks along the street in front of the fire hydrant, warrants the clearing operation to be activated.

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## **MAJOR STORMS**

During a major snowstorm, crews will attempt to keep at least one lane of the following streets open and as shown in Appendix "E":

- Abbey Road
- Albion & South Albion Street
- Anson Avenue
- Chamberlain Street
- Chandler Road
- Church Street
- Havelock Street
- Hickman Street
- Industrial Park Drive
- King Street
- LaPlanche Street
- Electric Street
- Lawrence Street
- McCully Street
- Prince Arthur (Church to Havelock)
- Pleasant (East & West)
- Spring Street
- Robert Angus Drive
- Rupert Street
- Townshend Avenue
- Tupper Blvd
- Victoria Street
- Willow Street

During a major snowstorm, the Town Hall, Fire Station and Stadium parking lots will be kept open to allow emergency off-street parking.

## **SNOW HAULING**

When required snow will be hauled away from the boulevards of the Town streets listed below:

- Victoria Street from Herbert Street to C.N.R. Tracks
- Church Street from Victoria Street to YMCA Driveway
- Havelock Street from Victoria Street to Prince Arthur Street
- Ratchford Street
- King Street and Princess Street
- Electric Street
- Prince Arthur Street from Acadia Street to Station Street
- Acadia Street from Victoria Street to Prince Arthur Street
- Albion Street and South Albion Street from Church Street to Ancestral Drive
- LaPlanche Street from Victoria Street to Civic # 12
- Lawrence Street from Victoria Street to Civic # 17
- Academy Street from Spring Street to Queen Street
- Charles Street from Spring Street to Dunlap Street
- Spring Street from Albion Street to Church Street
- Maltby Court and Cornwall Avenue (Sidewalk side)
- Hickman Street from Mission Street to Park Street
- Mission Street from Hickman Street to Cornwall Avenue

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APPENDIX "A"  
SNOW REMOVAL SERVICE LEVEL EXPECTATIONS

Date: \_\_\_\_\_ Snowfall Start: \_\_\_\_\_ am / pm

Total Snowfall: \_\_\_\_\_ cm Snowfall End: \_\_\_\_\_ am / pm

General Temperature: \_\_\_\_\_ C°

Comments:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Route	Start Time	End Time	Comments
Central (17.5 km)	am / pm	am / pm	
North (3.6 km)	am / pm	am / pm	
South (16.4 km)	am / pm	am / pm	
West (13.2 km)	am / pm	am / pm	
Plow Truck (24.5 km)	am / pm	am / pm	
Sidewalk Plow 1	am / pm	am / pm	
Sidewalk Plow 2	am / pm	am / pm	
Sidewalk Plow 3	am / pm	am / pm	

Level of Service	Yes	No	N/A
Priority 1 Streets - plowing completed within 4 hours after storm ends			
Priority 2 Streets - plowing completed within 6 hours after storm ends			
Priority 1 Sidewalks - plowing completed within 12 hours after storm ends			
Priority 2 Sidewalks - plowing completed within 24 hours after storm ends			
Fire Hydrants accessible within 96 hours of completion of snow plowing			

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**PRIORITY STREETS - BARE PAVEMENT**

Town snow clearing crews will attempt to create a "bare pavement" condition within 12 hours following a snowfall event of up to 30cm

	YES	NO	Comments
Victoria Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
Church Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
Willow Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
West Pleasant @ Albion	<input type="checkbox"/>	<input type="checkbox"/>	_____
Albion Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
South Albion Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
Lawrence Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
LaPlanche Street	<input type="checkbox"/>	<input type="checkbox"/>	_____
Robert Angus Drive	<input type="checkbox"/>	<input type="checkbox"/>	_____
East Pleasant	<input type="checkbox"/>	<input type="checkbox"/>	_____
West Pleasant	<input type="checkbox"/>	<input type="checkbox"/>	_____
Hickman Street	<input type="checkbox"/>	<input type="checkbox"/>	_____

**OTHER SNOW CLEARING**

Dickey Park Track	<input type="checkbox"/>	<input type="checkbox"/>	_____
YMCA walkway	<input type="checkbox"/>	<input type="checkbox"/>	_____
Victoria Square Walkway	<input type="checkbox"/>	<input type="checkbox"/>	_____

**SNOW HAULING**

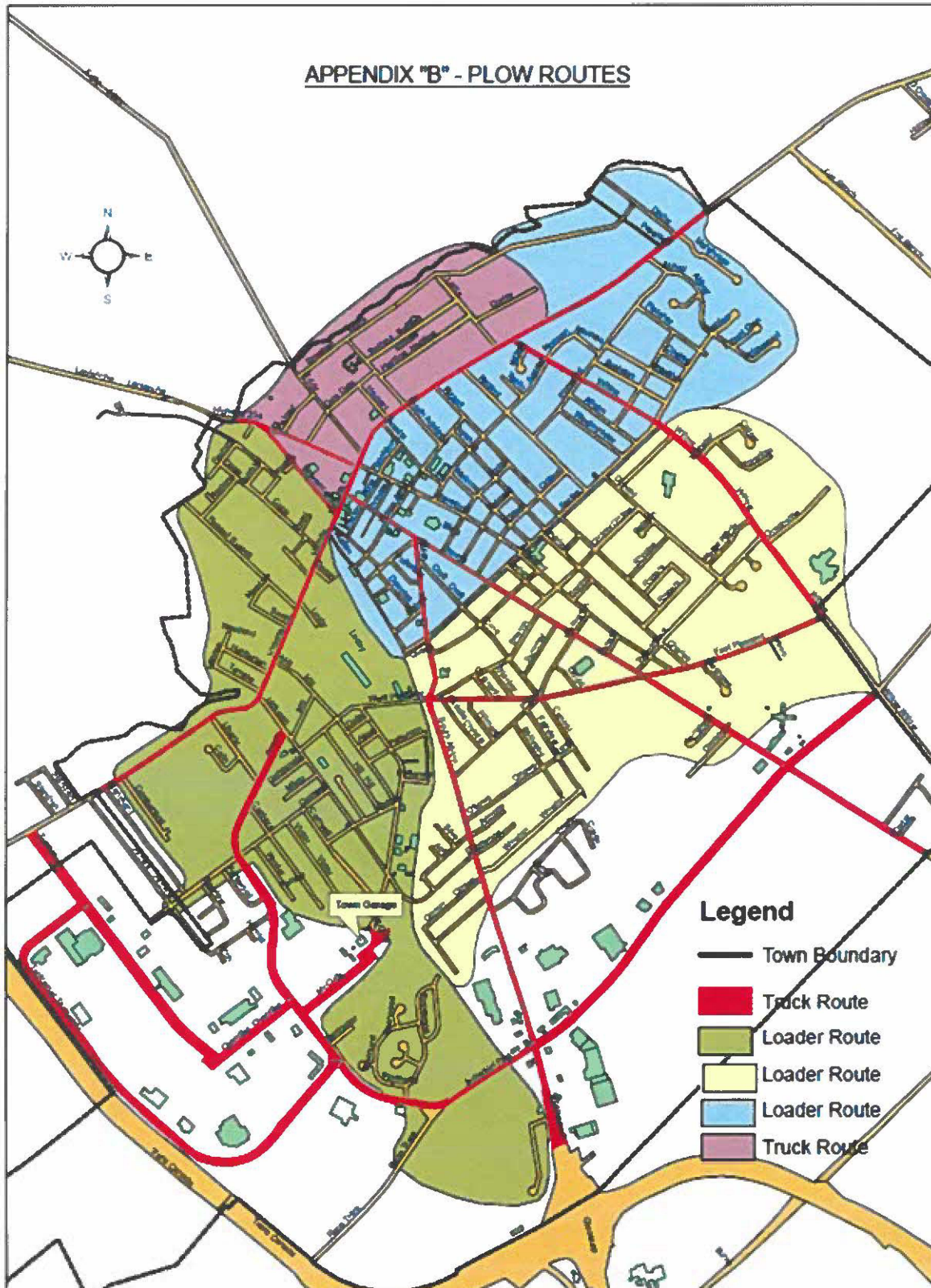
Within 48 hours of the accumulation of 10 or more centimetres of snow, the snow will be hauled away from the boulevards of Town Streets. (see page 4 of Snow and Ice Management Policy)

	COMPLETED	NOT REQUIRED BY DIRECTION OF CAO
Downtown Area	<input type="checkbox"/>	<input type="checkbox"/>
School Areas	<input type="checkbox"/>	<input type="checkbox"/>
Albion / S. Albion St.	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor: \_\_\_\_\_  
Signature

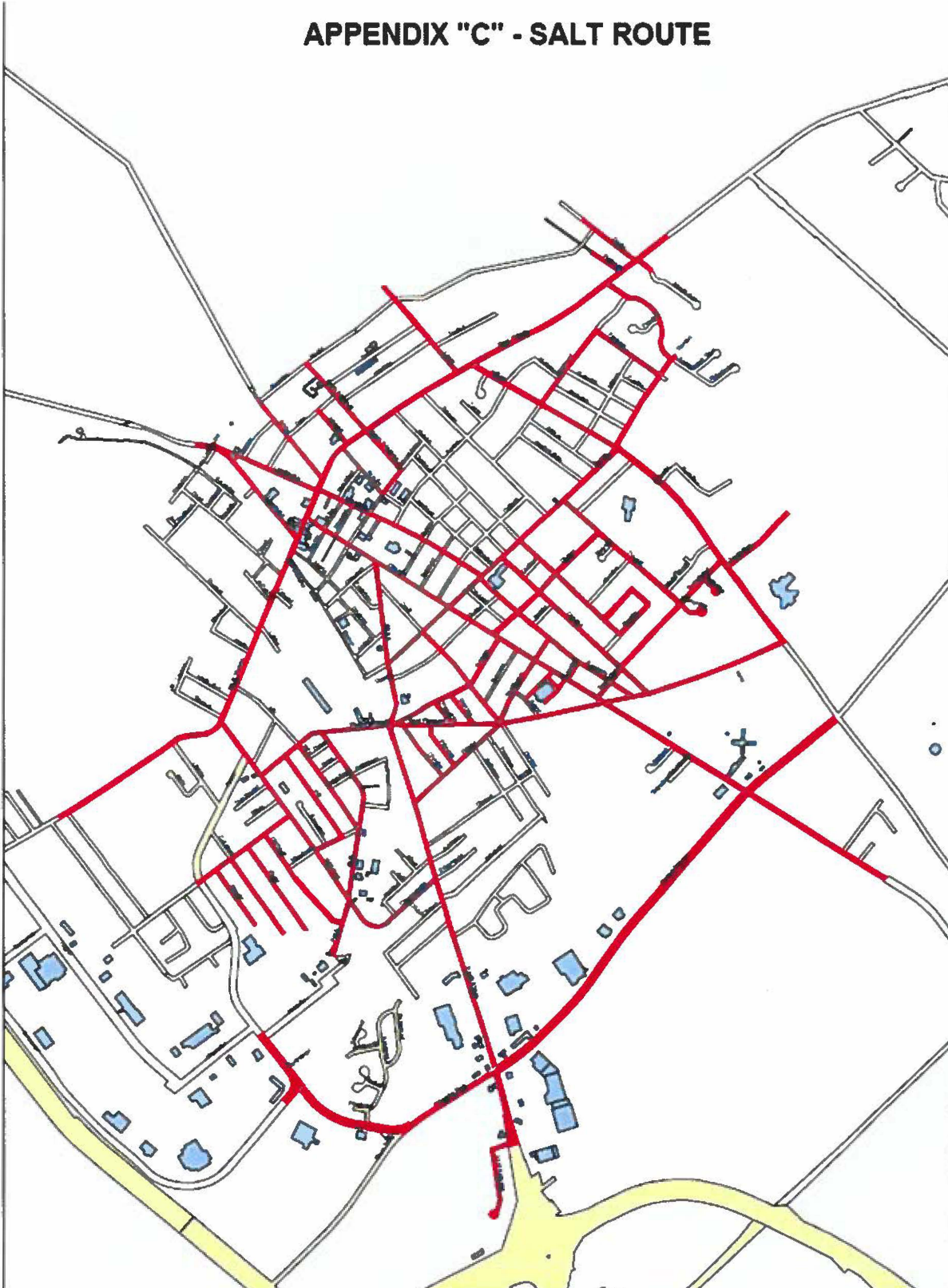
Date: \_\_\_\_\_  
dd/mm/yy

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**APPENDIX "C" - SALT ROUTE**



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### APPENDIX "D" - SALT ROUTE DIRECTIONS

When the primary salt truck is called out, the operator will respond to site specific areas which require immediate attention as instructed by police dispatch or management. (i.e.: cars sliding through an intersection) Once the primary salt truck operator has commenced the salt route they will not deviate from the designated route outlined below. If necessary, a second truck will be dispatched to salt slippery areas which are not on the priority route. Streets which are not on the priority salt route are to be salted at intersections only. In extreme slippery conditions (i.e.: freezing rain storm) one pass down the centre of streets not on the priority salt route may be required.

STREET	FROM	TO	COMMENTS
Park St.	Town Garage	Hickman St.	Turn Left
Hickman St.	Park St.	West Pleasant St.	Turn Right
West Pleasant St.	Hickman St.	South Albion St.	Turn Right
South Albion St.	West Pleasant St.	Lord Amherst Dr.	Salt Lord Amherst Dr.
South Albion St.	Lord Amherst Dr.	Ind. Park Dr.	Turn Left
Ind. Park Dr.	South Albion St.	Tantramar Cr.	Turn Left
Tantramar Cr.	Ind. Park Dr.	D'way Ind. Mall	Turn Around
Ind. Park Dr.	Tantramar Cr.	McCully St.	Turn Around
Ind. Park Dr.	McCully St.	South Albion St.	Go Straight
Robert Angus Dr.	South Albion St.	Church St	Turn Right
Church St.	Robert Angus Dr.	Town Boundary	Turn Around
Robert Angus Dr.	Church St.	Willow St.	Turn around
Robert Angus Dr.	Willow St.	South Albion St.	Turn Right
South Albion St.	Robert Angus Dr.	Church St.	Turn Right
Church St.	Albion St.	Robert Angus Dr.	Turn Around
Church St.	Robert Angus Dr.	East Victoria St.	Turn Right
East Victoria St.	Church St.	South Adelaide St.	Turn Right
South Adelaide St.	East Victoria St.	Prince Arthur St.	Turn Right
Prince Arthur St.	South Adelaide St.	Acadia St.	Turn Right
Acadia St.	Prince Arthur St.	East Victoria St.	Turn Right
East Victoria St.	Acadia St.	Abbey Road	Turn Right
Abbey Road	East Victoria St.	Spring St.	Turn Around

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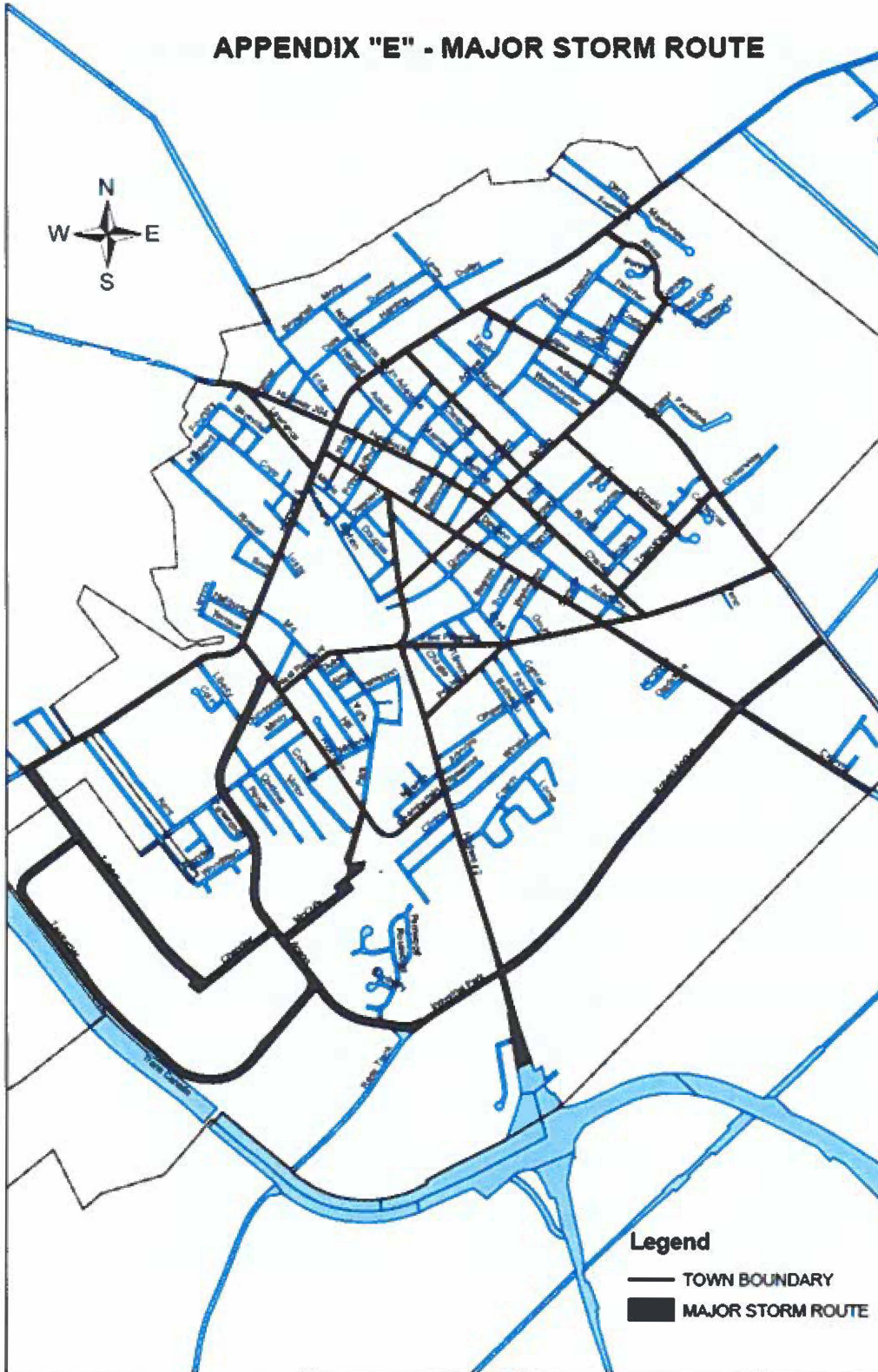
STREET	FROM	TO	COMMENTS
Abbey Road	Spring St.	East Victoria St.	Turn Right
East Victoria St.	Abbey Rd.	Marshview Dr.	Turn Right
Marshview Dr.	East Victoria	"Hill"	Turn Around
East Victoria St.	Marshview Dr.	Town Boundary	Turn Around
East Victoria St.	Town Boundary	Derby St.	Salt Derby St.
East Victoria St.	Derby St.	Freeman St.	Salt Freeman St.
East Victoria St.	Freeman St.	Lamy St.	Salt Lamy St.
East Victoria St.	Lamy St.	North Adelaide St.	Salt North Adelaide St
East Victoria St.	North Adelaide St.	Herbert St.	Salt Herbert St.
East Victoria St.	Herbert St.	Eddy St.	Salt Eddy St.
East Victoria St.	Eddy St.	LaPlanche St.	Turn Right
LaPlanche St.	East Victoria St.	Town Boundary	Turn Around
LaPlanche St.	Town Boundary	Lawrence St.	Stay To Right
Lawrence St.	LaPlanche St.	East Victoria St.	Turn Around
Lawrence St.	East Victoria St.	LaPlanche	Turn Right
LaPlanche St.	Lawrence St.	East Victoria St.	Turn Right
East/West Victoria St.	LaPlanche St.	Town Boundary	Turn Around
West Victoria St.	Town Boundary	Hickman St.	Turn Right
Hickman St.	West Victoria St.	West Pleasant St.	Turn Around
Hickman St.	West Pleasant St.	West Victoria St.	Turn Right
West Victoria St.	Hickman St.	Havelock St.	Turn Right
Havelock St.	East Victoria St.	Spring St.	Go Straight
Academy St.	Spring St.	East Pleasant St.	Turn Right
East Pleasant St.	Academy St.	South Albion St.	Turn Left
South Albion St.	East Pleasant St.	Chamberlain St.	Turn Right
Chamberlain St.	South Albion St.	Park St.	Turn Left
Park St.	Chamberlain St.	Town Garage	RE-LOAD TRUCK
Park St.	Town Garage	West Pleasant St.	Turn Right
West Pleasant St.	Park St.	East Pleasant St.	Go Straight
East Pleasant St.	South Albion St.	Christie St.	Turn Right
Christie St.	East Pleasant St.	Poplar St.	Turn Left
Poplar St.	Christie St.	Fillmore St.	Turn Left
Fillmore St.	Poplar St.	East Pleasant St.	Turn Right
East Pleasant St.	Fillmore St.	Chignecto St.	Turn Left
Chignecto St.	East Pleasant St.	Beacon St.	Turn Right
Beacon St.	Chignecto St.	Stanley St.	Turn Right
Stanley St.	Beacon St.	East Pleasant St.	Turn Left
East Pleasant St.	Stanley St.	Croft St.	Turn Left
Croft St.	East Pleasant St.	Spring St.	Turn Right
Spring St.	Croft St.	Abbey Rd.	Turn Around
Spring St.	Abbey Rd.	Fletcher Dr.	Turn Right
Fletcher Dr.	Spring St.	Elmwood Dr.	Turn Left
Elmwood Dr.	Fletcher Ave.	Willow St.	Turn Right
Willow St.	Elmwood Dr.	East Victoria St.	Turn Around

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STREET	FROM	TO	COMMENTS
Willow St.	East Victoria St.	East Pleasant St.	Turn Right
East Pleasant St.	Willow St.	Charles St.	Turn Right
Charles St.	East Pleasant St.	Spring St.	Turn Right
Spring St.	Charles St.	Rupert St.	Turn Right
Rupert St.	Spring St.	Rogers Ave.	Turn Left – Salt Loop
Rupert St.	Rogers Ave.	Dickey St.	Turn Right
Dickey St.	Rupert St.	Donald St.	Turn Right
Donald St.	Dickey St.	Townshend Ave.	Go Straight
Townshend Ave.	Townshend Ave.	Around Cul-de-sac	Turn Right
Townshend Ave.	Townshend Ave.	Centennial Ct.	Turn Right
Centennial Ct.	Townshend Ave.	Around Cul-de-sac	Turn Right
Townshend Ave.	Centennial Ct.	Willow St.	Turn Right
Willow St.	Townshend Ave.	Oceanview Dr.	Turn Left
Oceanview Dr.	Willow St.	End	Turn Around
Willow St.	Oceanview St.	Townshend Ave.	Turn Left
Townshend Ave.	Willow St.	Church St.	Turn Right
Church St.	Townshend Ave.	Stadium	Turn Left
Stadium	-	-	Loop Through Parking
Church St.	Stadium	Senator Ave.	Turn Left
Senator Ave.	Church St.	Academy St.	Turn Left
Academy St.	Senator Ave.	Wellington St.	Turn Left
Wellington St.	Academy St.	Poplar St.	6 Way Stop
Poplar St.	Wellington St.	South Albion St.	Turn Right
South Albion St.	Poplar St.	East Pleasant St.	Turn Right
Beacon St.	East Pleasant St.	Church St.	Turn Left
Dickey St.	Church St.	Donald Ave.	Turn Left
Donald Ave.	Dickey St.	Spring St.	Turn Left
Spring St.	Donald Ave.	Albion St.	Turn Left
Albion St.	Spring St.	West Pleasant St.	Turn Right
West Pleasant St.	Albion St.	Park St.	Turn Left
Park St.	West Pleasant St.	York St.	Turn Right
York Street	Park St.	West Pleasant St.	Turn Left
West Pleasant St.	York St.	Hill St.	Turn Left
Hill St.	West Pleasant St.	Mission St.	Turn Right
Mission St.	Hill St.	Hickman St.	Turn Right
Hickman St.	Mission St.	Cornwall St.	Turn Left
Cornwall St.	Hickman St.	Anson Ave.	Turn Around
Cornwall St.	Anson Ave.	Pender St.	Salt Pender St.
Cornwall St.	Pender St.	Cordova St.	Salt Cordova St.
Cornwall St.	Cordova St.	Victor St.	Salt Victor St.
Cornwall St.	Victor St.	Cornwall Ave.	Turn Right
Cornwall Ave.	Cornwall St.	Park St.	Turn Right
Park St.	Cornwall Ave.	Town Garage	Re-Fill Brine Tanks

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**APPENDIX "E" - MAJOR STORM ROUTE**



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**ROLES AND RESPONSIBILITIES**

Title/Role	Responsibilities
<b>Director of Operations</b>	<ul style="list-style-type: none"> <li>• Ensure the procedure is reviewed periodically and updated as needed to reflect changes in best practices and ensure it meets the needs of the Town.</li> <li>• Be able to interpret and explain procedure content</li> </ul>
<b>CAO</b>	Review recommended procedural changes for approval (approve, reject or edit)
<b>Operations Staff</b>	<ul style="list-style-type: none"> <li>• Implement and follow operating procedure</li> </ul>

For Administrative Use Only:

**VERSION LOG**

Amendment Description	Procedure Owner	Approved By	Approval Date
<b>New Procedure Created</b>	Director of Operations	CAO	March 24, 2026