

*Township of Blandford-Blenheim*



# LEVEL OF SERVICE GUIDELINES

## FOR THE

# Township of Blandford-Blenheim

## PUBLIC WORKS DEPARTMENT

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# INTRODUCTION

This “Level of Service Guideline” document is meant to outline standards for the various activities performed by the Public Works Department. These guidelines will act as a basis for budget calculation and assist staff and Council in answering requests by residents.

These guidelines compliment the adopted Minimum Maintenance Standards as printed in Subsection 44 of the Municipal Act 2001, as amended, but in no way try to supersede them. These guidelines outline asset preservation along with standards for items not covered under the adopted Minimum Maintenance Standards.

Blandford-Blenheim’s roads are classified by Average Daily Traffic counts and posted speed limits. The Townships highest class of road is a class 3 and lowest is a class 6. Road classification plays an important part in determining Minimum Maintenance Standards and Levels of Service for municipalities.

**TABLE  
CLASSIFICATION OF HIGHWAYS**

Average Annual 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 or more	1	1	1	2	2	2	2
12,000 - 14,999	1	1	1	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	3	3
5,000 - 5,999	1	2	2	3	3	3	3
4,000 - 4,999	1	2	3	3	3	3	4
3,000 - 3,999	1	2	3	3	3	4	4
2,000 - 2,999	1	2	3	3	4	4	4
1,000 - 1,999	1	3	<b>3</b>	3	4	4	5
500 - 999	1	3	<b>4</b>	4	4	<b>4</b>	<b>5</b>
200 - 499	1	3	<b>4</b>	4	5	<b>5</b>	<b>5</b>
50 - 199	1	3	<b>4</b>	5	5	<b>5</b>	<b>5</b>
0 - 49	1	3	<b>6</b>	6	6	<b>6</b>	<b>6</b>

O. Reg. 613/06, s. 1.

## DEFINITIONS

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In this document the following words when taken in context mean:

- “Cm”** - centimeters
- “Day”** - a 24 hour period
- “Debris”** - means any material (except snow and ice) or object on the roadway,  
(a) that is not an integral part of the roadway or has not been intentionally placed on the roadway by a municipality, and  
(b) that is reasonably likely to cause damage to a motor vehicle. O. Reg. 239/02, s.9 (2); O. Reg. 47/13,s.9.
- “Emergency repair”** - a repair that is not scheduled and requires a response as soon as practicable.
- “Ice”** - means all kinds of ice, however formed
- “Motor vehicle”** - has the same meaning as in subsection 1(1) of the *Highway Traffic Act*, except it does not include a motor assisted bicycle.
- “Non-paved surface”** - means a surface that is not paved.
- “Paved surface”** - a surface with a wearing layer or layers of asphalt, concrete or asphalt emulsion.
- “Roadway”** - has the same meaning as in subsection 1 (1) of the *Highway Traffic Act*.
- “Shoulder”** - means a portion of a highway that provides lateral support to the roadway and that may accommodate stopped motor vehicles for emergency use.
- “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.
- “Substantial probability”** - means a significant likelihood considerably in excess of 51 percent
- “Surface”** - the top of a roadway or shoulder.

## **DEFINITIONS Cont'd**

- “Surface Discontinuity”** - means a vertical discontinuity creating a step formation at joints or cracks in the surface of a walk.
- “Township”** - the lands within the boundaries of the Corporation of the Township of Blandford-Blenheim or any of its representatives.
- “Township Engineer”** - the Engineer that has been appointed by the Township of Blandford-Blenheim.
- “Director of Public Works”** - the Director of Public Works of the Township of Blandford-Blenheim
- “Road Supervisor”** - the Road Supervisor of Public Works of the Township of Blandford-Blenheim.
- “Regulatory sign”** - has the same meaning as in the Manual of Uniform Traffic Control Devices published by the Ministry of Transportation.
- “Warning sign”** - has the same meaning as in the Manual of Uniform Traffic Control Devices published by the Ministry of Transportation.
- “Weather”** - means air temperature, wind and precipitation

# **GUIDELINES**

## BRIDGE MAINTENANCE

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### Purpose

The purpose of this policy is to establish the level of service for bridge maintenance.

### Objective

To provide safety to the Public through preventative maintenance

### Level of Service

- 1) The minimum level of service for repairing failed or damaged structural components is to deploy resources as soon as practicable after becoming aware of the fact the component is failed or damaged.  
In cases where the repairs are of such a nature not to affect the integrity of the structure they will be carried out within regular maintenance schedules.
- 2) The minimum standard for inspecting structures will be as described in the Ontario Structure Inspection Manual. Structures may be inspected annually by the Manager of Public Works or designate for deficiencies and maintenance priorities.
- 3) Drains, decks and expansion joints will be cleaned each spring.
- 4) Damage to structures resulting from vehicle collision will be billed to offending parties where possible.

## CATCH BASIN & STORM SEWERS MAINTENANCE

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### Purpose

The purpose of this policy is to establish the level of service for catch basin and storm sewer maintenance.

### Objectives

- 1) To remove water from the road surface and channel it to the proper drainage system
- 2) To prevent erosion and flooding of the road allowance.

### Level of Service

- 1) Collapsed or broken drain pipes that can cause settlements will be barricaded and then repaired as resources permit.
- 2) The minimum level of service for repairing noisy manhole or catch basin lids is 60 days after becoming aware of the fact the lid is noisy.
- 3) The minimum level of service for cleaning catch basin sumps is every three years.
- 4) Catch basins will be inspected during scheduled sump cleaning. All deficiencies will be recorded and scheduled on a priority basis.
- 5) Catch basin and storm drain repairs required due to damage caused by contractors will be billed to the offending party.
- 6) No connection to catch basins or storm sewers shall be permitted from private property unless approved by the Townships Drainage Superintendent.  
All connections, when permitted, shall have backwater preventers installed by the home owner on their property.
- 7) Any time there is a blockage in a private connection to the storm sewer system it is the responsibility of the owner to locate the problem. If the problem is on private property it is the owner's responsibility.



## CULVERT MAINTENANCE

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### Purpose

The purpose of this policy is to establish the level of service for culvert maintenance.

### Objective

- 1) To keep culverts clear and free of debris
- 2) To provide safety to the public through preventative maintenance

### Level of Service

- 1) The minimum level of service for repairing failed or damaged culverts is to deploy resources as soon as practicable after becoming aware of the fact the culvert is failed or damaged.  
In cases where the repairs are of such a nature not to affect the integrity of the culvert they will be carried out with regular maintenance schedules.
- 2) The minimum level of service for inspecting culverts will be as described in the Ontario Structure Inspection Manual. Culvert >3 meters are inspected every 4 years.
- 3) Damage to culverts resulting from vehicle collision will be billed to offending parties where possible.
- 4) Application will be made by permit for each new entrance culvert installation. All installations will be carried out by the Public Works or approved contractor.  
The property owner will be responsible for the cost of the initial culvert installation and subsequent maintenance will be the responsibility of the Township.
- 5) Culverts shall be cleaned of debris when the useful area is constricted by more than 25%

## **CURB & GUTTER MAINTENANCE**

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### Purpose

The purpose of this policy is to establish the level of service for curb and gutter maintenance.

### Objectives

- 1) to prevent water from eroding side slopes and shoulders
- 2) To channel water from the road surface to catch basins.
- 3) To protect lawns, boulevards and sidewalks from vehicles.

### Level of Service

- 1) The minimum level of service for repairing heaved or settled curb and gutter sections in excess of 5 cm is 30 days, after becoming aware of the fact the curb and gutter is heaved.  
In times when concrete repairs are not possible repairs may be done using cold mix asphalt or grinding the area.
- 2) Repairs to concrete curb and gutter should be made using concrete, and in accordance to OPS Standards.
- 3) All new driveway entrances require a permit and approval by the Director of Public Works. If a curb cut is required, arrangements shall be made by the Township with all costs being charged to the resident.
- 4) No driveway entrance will be permitted unless it is in accordance with the Townships entrance policy.

## DEBRIS PICK-UP

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### Purpose

The purpose of this policy is to establish the level of service for debris and litter pick-up.

### Objective

To keep roadside and boulevards clean.

### Level of Service

- 1) The minimum level of service respecting debris on a roadway is to deploy resources as soon as practicable after becoming aware of the fact the debris is there.
- 2) The minimum level of service respecting debris on the shoulder is within 14 days after becoming aware of the fact the debris is there.
- 3) When Public Work's staff is directed by the Police to clean up debris caused by an accident, all time will be charged to the parties involved.
- 4) When residents place material on the roadway and that person can be identified, he/she will be asked to remove the debris. Upon failure to do so, the Police will be requested to take action as authorized by Section 156 of the Highway Traffic Act R.S.O. 1990.
- 5) Where contractors place debris, building material, gravel, etc on the roadway they will be asked to remove or cleanup the material. Upon failure to do so the Police will be requested to take action as authorized by section 156 of the Highway Traffic Act R.S.O 1990.
- 6) Guidelines for residential curbside garbage pick-up are covered under the County of Oxford Waste bylaw.
- 7) Dead animals will be picked up by the Public Works Department on the roadway only (not on private property). Any animals that are living will have to be cared for by the owners or in the case of non domestic animals dispatched by the police before disposal.

## DITCHING

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### Purpose

The purpose of this policy is to establish the level of service for ditching.

### Objectives

- 1) To remove surface water from the roadway and channel it to the proper drainage system.
- 2) To prevent erosion of shoulders and side slopes.
- 3) To drain the road base.

### Level of Service

- 1) The minimum level of service for inspecting ditches will be an annual inspection for obstructions, debris, washouts, brush growth and proper water flow.
- 2) Repair to lawns and ditch banks that are required after ditching will be made using topsoil and seed.

## **Dust Control**

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### Purpose

The purpose of this policy is to establish the level of service for Dust Control.

### Objective

- 1) To eliminate dust created from non paved roads.
- 2) To retain gravel fines on non paved roads.

### Level of Service

- 1) Non paved roads will receive a single dust control application no later than the second week of June. Subsequent treatments will be determined by the Director of Public Works.
- 2) Calcium Chloride will be used as the dust control product unless other MOE approved products are available.
- 3) Non paved shoulders will not be treated for dust control unless directed by Council.
- 4) Dust control will be applied to areas of fresh gravel or on construction projects undertaken by the Public Works Department where the surface is left unpaved longer than 5 days.

## **GRADING**

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### Purpose

The purpose of this policy is to establish the level of service for grading.

### Objectives

- 1) To maintain a good driving road.
- 2) To maintain a good crown on the road for drainage.
- 3) To eliminate pot holes and washboard.

### Level of Service

- 1) The grading of Township non paved roads will be done in accordance to the Minimum Maintenance Standards.
- 2) Spring grading will take place in April and May and will be before any new gravel is placed and before Dust suppressant is applied.
- 3) Grading will only take place as deemed necessary by the Director of Public Works or designate during the months of June, July & August.
- 4) Fall grading will start in September on an as needed basis. With all the roads being graded in October in preparation for the winter season.
- 5) Winter grading is only done if deem necessary by the Director of Public Works or designate and if weather permits.

## **GRAVEL**

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### Purpose

The purpose of this policy is to establish the level of service for applying new gravel.

### Objectives

- 1) To maintain a good driving road.
- 2) To maintain a good crown on the road for drainage.
- 3) To eliminate pot holes and washboard.
- 4) To ensure a good gravel content in the road.

### Level of Service

- 1) Gravel is applied on a by-annual rotation between the North and the South of the Township.
- 2) Gravel will be placed with hoppers at a rate of 210 tonne per kilometer.
- 3) Gravel will take place in the month of May will be completed no later than the middle of June.
- 4) Extra gravel will only be placed if it is deemed necessary by the Director of Public Works or designate.

## **GRASS MOWING**

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### Purpose

The purpose of this policy is to establish the level of service for grass mowing.

### Objectives

- 1) To improve site lines at intersections.
- 2) To control noxious weeds and control brush.
- 3) To reduce the effort required to maintain roadside ditches and shoulders.
- 4) To reduce or eliminate drifting snow conditions.
- 5) To allow for proper water flow in storm retention ponds.

### Level of Service

- 1) Cutting of roadsides using a tractor and mower will be carried out two (2) times during the year. The first cut will be in June/July and the second in September/October.
- 2) Cutting of grass on Township owned lots maintained by Public Works will be carried out three (3) times during the summer months.
- 3) Trimming around guide beam, sign posts and similar obstructions will be carried out with string trimmers in areas cut by tractor/mower once per season.



## **Compost & Brush Depot**

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### Purpose

The purpose of this policy is to establish the level of service for leaf pick-up.

### Objectives

- 1) To allow homeowners an economical means of composting leaves.
- 2) To help ensure catch basins and storm water inlets are clear and operational.

### Level of Service

- 1) The Townships Compost & Brush Depot is located at the corner of Township Road 8 and Oxford Road 3 in Drumbo.
- 2) Township residence have 24/7 access to drop off yard waste, leaves and brush. Leaves must be loose or in paper bags. NO PLASTIC BAGS OR CONTAINERS.
- 3) Public Works staff will maintain the Compost & Brush Depot by ensuring piles are pushed up regularly and there is room for residence to enter and exit in a safe manner.
- 4) Public Works staff will load and haul the contents of the Compost and Brush Depot to the Salford land fill at a time that is suitable and scheduled by the Township Road Supervisor.

## ICE BLADING

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### Purpose

The purpose of this policy is to establish the level of service for Ice blading.

### Objectives

- 1) To maintain a good driving road.
- 2) To bring stone up to the surface for the purpose of traction.
- 3) To help reduce the use of sand on gravel roads.

### Level of Service

- 1) The Public Works Department will perform Ice blading on the gravel roads when ice or snow pack has formed.
- 2) The graders may make one pass down the middle or a pass on each lane dependent on time and the severity of the ice/snow pack.
- 3) The Public Works Supervisor or designate will determine when the roads need ice blading by patrolling the gravel roads.

## **Mailbox Replacement**

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### Purpose

The purpose of this policy is to establish the level of service for mail boxes damaged during road maintenance activities.

### Objective

To re-install or replace mail boxes after damage from maintenance activities.

### Level of Service

- 1) All mailboxes and posts that are struck by Public Works staff during maintenance activities will be replaced at no charge to the homeowner. Mailboxes damaged by snow, ice or other road debris will be the responsibility of the homeowner.
- 3) Supplied replacement boxes will be a standard size weather resistant steel rural type.
- 4) Mailboxes that are of inferior design or strength will not be replaced.
- 5) Mailboxes that are placed in locations other than specified by Canada Post will not be replaced.

## Representative Winter Road Patrol

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### Purpose

The purpose of this policy is to establish the representative winter road patrol route.

### Objective

- 1) To establish the details regarding streets patrolled during a representative winter road patrol
- 2) When weather monitoring indicates that there is a substantial probability of snow accumulation, ice formation or icy roadways patrolling of representative roads shall be done.

### Level of Service

- 1) Patrolling shall be done by Public Works supervisor and staff. Details of representative roads patrolled, air and pavement temperature, time of patrol, atmospheric and road conditions observed will be recorded.
- 2) If conditions observed by the patroller indicate the formation of icy roads or snow accumulation, resources will be deployed until Minimum Maintenance Standards are met for snow accumulation and icy roadways.

### Roads

ROADS	BEGIN	END	CLASS
TWP 8-E	OXFORD RD 3	BLENHEIM RD	4
BLENHEIM RD	TWP 8-E	OXFORD RD 8	4
BLENHEIM RD	OXFORD RD 8	OXFORD-WATERLOO	3
OXFORD-WATERLOO	BLENHEIM RD	WASHINGTON RD	4
WASHINGTON RD	OXFORD-WATERLOO	TWP 14-D	4
TWP 14-D	WASHINGTON RD	HOFSTETTER RD	4
HOFSTETTER RD	OXFORD-WATERLOO	OXFORD RD 8	3
TWP 13-C	OXFORD RD 8	OXFORD RD 22	4
TWP 13-B	OXFORD RD 22	BLANDFORD RD	4
BLANDFORD RD	TWP 13-B	OXFORD RD 8	4
BLANDFORD RD	OXFORD RD 8	OXFORD RD 29	3
BLANDFORD RD	OXFORD RD 29	TWP 4-A	3
BLANDFORD RD	TWP 4-A	OXFORD RD 2	3

TWP 3-B	BLANDFORD RD	OXFORD RD 22	4
TWP 3-C	OXFORD RD 22	GOBLES RD	4
GOBLES RD	TWP 3-C	TWP 2-D	4
TWP 2-D	GOBLES RD	COUNTY RD 3	4
TWP 2-E	OXFORD RD 3	BLLENHEIM RD	4
TWP 2-F1	BLLENHEIM RD	CANNING RD	4
CANNING RD	TWP 2-F1	TWP 3-F	4
TWP 3-F	CANNING RD	BRANT_OXFORD RD	4
TWP 5-F	BRANT_OXFORD RD	BLLENHEIM RD	4
BLLENHEIM RD	TWP 5-F	OXFORD RD 29	5
BLLENHEIM RD	OXFORD RD 29	TWP 8-E	4

## PATROLLING

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### Purpose

The purpose of this policy is to establish the level of service for patrolling.

### Objective

- 1) To ensure that patrolling is done in accordance with Ontario's Minimum Maintenance Standards.
- 2) To ensure that patrolling requirements occur in addition to that set out by O. Reg. 23/10,s3(1).

### Level of Service

- 1) Patrolling will be done as described in Table O.Reg 23/10,s3(1) to meet minimum maintenance standards.
- 2) Patrolling shall be done by Public Works supervisor and staff. Details of the roads patrolled, air and pavement temperature, time of patrol, atmospheric and road conditions observed will be recorded.

TABLE  
PATROLLING FREQUENCY

Class of Highway	Patrolling Frequency
1	3 times every 7 days
2	2 times every 7 days
3	once every 7 days
4	once every 14 days
5	once every 30 days

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

## PAVEMENT MARKINGS

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### Purpose

The purpose of this policy is to establish the level of service for pavement markings.

### Objective

- 1) To control, safeguard, or expedite traffic.
- 2) To provide direction, stopping location and parking information.

### Level of Service

- 1) All pavement markings will be in accordance with the Ontario Traffic Manual.
- 2) All four ways stop intersections will have lane and stop lines painted.
- 3) All stop intersections will have stop lines painted.
- 4) Pavement markings in all Township lots or facilities will be painted upon request by the department responsible for the facility.

## **PUBLIC REQUESTS, QUERIES AND COMPLAINTS**

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### Purpose

The purpose of this policy is to establish the level of service for public requests, queries and complaints.

### Objective

- 1) To ensure that all requests, queries and complaints are acted on in a prompt and efficient manner.
- 2) To keep a record of requests, queries and complaints for use in claims or maintenance works.

### Level of Service

- 1) All requests, queries and complaints will be recorded on a form listing the person's name, address, phone number, date and all pertinent information. No record will be filed in situations where this information is not given.
- 2) Anytime a request, query or complaint is made using abusive language or threatening tones, the person will be asked to discontinue. If they persist the conversation will be terminated.
- 3) When requests, queries, or complaints are received by phone message or e-mail the resident will be called or contacted within 24 hours of receiving the message (i.e. the message is received Monday after a weekend then it would be 24 hours from that day).
- 4) All requests, queries and complaints will be answered within 5 working days where practical. If additional time is needed to research the request the complainant will be notified of the timeframe required. All requests will be dealt with on a priority basis with public safety requests taking precedence.
- 5) The sequence for dealing with requests, queries and complaints will be as follows:
  - a) Record the request, query or complaint
  - b) Investigation by the Director of Public Works or designate.
  - c) Record the appropriate recommendation on the form.
  - d) Give the complainant a verbal reply within 5 working days.
  - e) If the response given is not acceptable to the complainant then it will be referred to the CEO for possible further action.



## ROAD SURFACE REPAIRS

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### Purpose

The purpose of this policy is to establish the level of service for road surface repairs.

### Objectives

- 1) To eliminate hazards for vehicular traffic
- 2) To protect the investment in the road surface

### Level of Service

- 1) Asphalt patching will take place within the roadway only. Driveways and driveway entrances will not be repaired except for the following:
  - a) Where street resurfacing causes water ponding in a laneway entrance or sidewalk;
  - b) Where utility companies have made repairs and asphaltting of the drive is required as part of the cut restoration;
  - c) During capital projects such as street reconstruction.
- 2) Cold patch asphalt will be the preferred method of repair.
- 3) Hot mix asphalt repairs will be limited by both weather and material availability. The normal season for hot mix asphalt production is from June 1<sup>st</sup> to November 1<sup>st</sup>.
- 4) Potholes will be repaired as per Minimum Maintenance Standards Section 44 as amended of the 2001 Municipal Act.

## SHOULDER REPAIRS

### Purpose

The purpose of this policy is to establish the level of service for shoulder maintenance.

### Objectives

- 1) To safely accommodate emergency stopping of vehicles
- 2) To provide lateral support of road base and surface course
- 3) To increase the effective use of traffic lanes by encouraging vehicle operators to drive close to road surface edge.

### Level of Service

- 1) The minimum standard respecting shoulder drop-off is to repair any drop-off deeper than that set out in the table for a distance greater than 20 continuous metres or more, within the specified period of time after becoming aware of the fact.

<u>Class of Road</u>	<u>Depth</u>	<u>Response Time</u>
2	8 cm	4 days
3	8 cm	7 days
4	8 cm	14 days
5	8 cm	30 days

The shoulder drop-off shall be deemed to be in a state of repair if its depth is less than or equal to that set out in the table.

## **SIDEWALK MAINTENANCE**

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### Purpose

The purpose of this policy is to establish the level of service for sidewalk maintenance.

### Objective

To provide safe sidewalk conditions for pedestrian traffic.

### Level of Service

- 1) The level of service respecting surface discontinuity is to repair the sidewalk, post temporary warning signs, or use other methods of alerting users where the height differential of the walk exceeds 2 cm after becoming aware of the fact. Repairs may consist of grinding, overlaying, or replacing sidewalk sections.
- 2) The cost for repairing sidewalks due to damages caused by contractors or residents shall be billed to the appropriate party. All such repairs will be carried out by the Public Works Department or approved contractor.
- 3) All sidewalks assumed by the Township will be inspected once per calendar year for maintenance needs. Inspections will be done no more than 16 months from the previous inspection. These inspections may be carried out as part of the Annual Sidewalk Grinding Program.
- 4) All repairs will be dealt with on a priority basis and as budgets permit.

See Minimum Maintenance Standards O.Reg.47/13, s. 16.1

## SIDEWALK PLOWING

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### Purpose

The purpose of this guideline is to establish the level of service for sidewalk sanding, salting and plowing.

### Objective

To clear snow from the sidewalk surface for safe pedestrian passage.

### Level of Service

- 1) The minimum level of service for sidewalk plowing is to deploy resources to clear the snow accumulation after becoming aware the snow accumulation on a sidewalk is greater than 8 cm, within 48 hours of the cessation of the event.
- 2) If after the storm has ended, the snow accumulation is greater than 8 cm. the minimum level of service is to clear the snow accumulation to a depth less than or equal to 8 cm. within 48 hours, and a minimum of a 1-meter width after becoming aware of the fact whenever reasonably practical.
- 3) This level of service does not apply to sidewalks not designated for Winter Control Operations.
- 4) In time of staff shortages or heavy snowfalls priority will be given to Winter Control on the roadways.
- 5) The use of salt may be limited on new sections of sidewalk for one (1) year from the date of installation due to proper concrete curing restrictions. These walks may be treated with sand as an alternative.

## SIDEWALK SWEEPING

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### Purpose

The purpose of this policy is to establish the level of service for sidewalk sweeping.

### Objective

To prevent the accumulation of loose objects on the sidewalks that may endanger pedestrian traffic.

### Level of Service

- 1) Sidewalk sweeping operations will begin in the spring in conjunction with street sweeping. All walks will be required to be free of snow and ice before this operation commences.
- 2) During the initial Spring Clean-up all sidewalks with sufficient width will be swept using the sidewalk tractor and power broom. Only sidewalks wide enough to accommodate this machine will be swept.

## SIGN INSTALLATION AND MAINTENANCE

### Purpose

The purpose of this policy is to establish the level of service for sign maintenance.

### Objective

- 1) To control, safeguard and expedite traffic.
- 2) To provide information as to highway routes, directions, road/street destinations and points of interest.

### Level of Service

- 1) All signs will be maintained as per Minimum Maintenance Standards, Section 44 of the 2001 Municipal Act as amended.
- 2) The cost for repairing signs due to damages caused by contractors or residents shall be billed to the appropriate party. All such repairs will be carried out by the Public Works Department or approved contractor.
- 3) Any new sign requests will be referred to the Public Works Director for review and recommendation.
- 4) All signs will be installed as per the Ontario Traffic Manual.
- 5) Private signs that are placed on the roadway shall be in accordance to the Township's Sign bylaw. Any such signs that have not been approved under this bylaw will be removed at the owner's expense.
- 6) Signs placed in the sight triangles shall be done in accordance with the Zoning Bylaw 4160, Sub Sec. 5.24

## SNOW CLEARING and ICE FORMATION

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### Purpose

The purpose of this policy is to establish the level of service for snow clearing.

### Objectives

- 1) To clear snow from road surface.
- 2) To eliminate ice on the road surface.

### Level of Service

- 1) Each year the Director of Public Works will declare the season and hours of coverage for Winter Control Operations for the Township.
- 2) During the months Winter Control is provided, the Public Works Department will have winter patrollers, one employee work 3 am till 7 am, Monday to Friday and staff will rotate patrolling duties over the weekends. These employees will monitor the road conditions and call in the appropriate staff to deal with the weather conditions.
- 3) Public Works staff will be responsible for patrolling and deploying resources to address snow- and ice-covered roadways outside of normal working hours and weekends. Only predetermined routes will be maintained after hours unless directed by the Director of Public Works or his designate.
- 4) Snow plowed into laneway entrances will not be cleaned out by Public Works staff.
- 5) All plow marks will be repaired in the spring using topsoil and seed when suitable topsoil is available.
- 6) Un-assumed subdivision streets will be maintained for Winter Control by Public Works and billed to the subdivision developer unless prior arrangements have been made with the developer.
- 7) Winging back areas to allow for more snow storage will be done during regular shifts and only after all streets have been maintained to their desired level of service.
- 8) If it becomes evident that available resources are not sufficient to keep roads passable a Significant Weather event may be called by the Direct of Public Works or the Mayor.

## SNOW CLEARING

- 9) Snow in cul-de-sacs and dead end streets will be cleared using loaders and the snow will be piled on abutting lawns and boulevards. During times of staff shortages or heavy snow accumulations, plow trucks may be used for these operations and snow will be plowed around the radius of the bulb.
- 10) Subdivision and back streets will not be plowed on weekends and holidays unless there is more than 10 cm of snow accumulation.
- 11) Subdivision and back streets will be maintained as snow packed.

Snow Clearing and Ice Formation will be maintained as per the Minimum Maintenance Standards Section 47 of the 2001 Municipal Act as amended.

TABLE  
SNOW ACCUMULATION

Class of Highway	Depth	Time
1	2.5 cm	4 hours
2	5 cm	6 hours
3	8 cm	12 hours
4	8 cm	16 hours
5	10 cm	24 hours

O. Reg. 47/13, s. 4.



## SNOW FENCE INSTALLATION AND REMOVAL

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### Purpose

The purpose of this policy is to establish the level of service for snow fence installation and removal.

### Objectives

- 1) To trap snow and deposit it before it accumulates on the roadway.
- 2) To eliminate wind blown snow.

### Level of Service

- 1) Installation of snow fence shall be undertaken only where abnormal drifting occurs and at the discretion of the Director of Public Works or designate.
- 2) Property owners shall be notified before entering private property to erect snow fence;

NOTE: Authority to erect snow fence on private property is given to the Township under the authority of Section 60 of the 2001 Municipal Act.

- 3) Snow fence shall be located no closer than 40 meters from the edge of the traveled portion of the roadway where possible.
- 4) Snow fence will be erected no sooner than November 15<sup>th</sup> and removed no later than April 15<sup>th</sup> unless prior arrangements have been made with the property owner.

# SNOW REMOVAL

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## Purpose

The purpose of this policy is to establish the level of service for snow removal.

## Objective

- 1) To improve visibility at intersections.
- 2) To allow for snow storage on narrow streets.
- 3) To remove snow in the Core Area at parking stalls and turns lanes.

## Level of Service

- 1) The level of service for snow removal in the core area is to clear snow accumulations in the portion of the roadway designated for parking after the snowfall has ended and when deemed necessary by the Director of Public Works or designate.

It should be noted that priority will be given to Winter Control operations on the traveled portion of the roadway during times of staff shortages or heavy snow accumulations.

- 2) Narrow streets and areas of restricted visibility will be cleared at the discretion of the Director of Public Works or designate. These areas will be cleared using blowers and blown on lawns where snow storage exists. Snow will be loaded only at areas where there is no snow storage available.

## STREET SWEEPING

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### Purpose

The purpose of this policy is to establish the level of service for street sweeping.

### Objective

- 1) to help ensure catch basin inlets are clear and operational
- 2) to eliminate material entering catch basins and storm sewers
- 3) to enhance the life span of pavement markings
- 4) to prevent loose objects, gravel, etc. on the road surface that can endanger vehicles, pedestrians, and property

### Level of Service

- 1) Street sweeping operations will take place in the spring as soon as weather will permit.
- 2) During the initial Spring Clean-Up all streets will be swept over their full width.
- 3) Streets in unassumed subdivisions will be the responsibility of the developer.

## TREE TRIMMING & REMOVAL

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### Purpose

The purpose of this policy is to establish the level of service for brushing, tree trimming and removal.

### Objective

- 1) To maintain site lines at intersections.
- 2) To reduce or eliminate drifting snow conditions.
- 3) To ensure safety to the Public by removing dead limbs and trees.
- 4) To extend the useful life of trees by trimming and cabling.

### Level of Service

- 1) The minimum level of service for inspecting trees will be annual visual inspections from the street. Inspections will be carried out by the Director of Public Works or designate.
- 2) The minimum level of service for removing or trimming dangerous trees or limbs is to deploy resources as soon as practicable after becoming aware of the fact (Note: that trees are maintained using contractors so response times are determined by the availability of contractors).
- 3) The level of service offered for stump removal is to grind stumps to a depth of 15 to 20 cm below grade and then fill excavation with topsoil then seed. Stumps will be included in the annual tree tender and not removed individually throughout the year.
- 4) Wood from trees that are removed shall be offered first to the homeowner the tree abuts. If that homeowner doesn't want the wood then it will be taken to the Public Works Yard or other area to be disposed of. All wood taken by homeowners shall be for their own use and not for resale.
- 5) Wood given to home-owners will be cut in lengths of approximately 8 feet and piled on their property. Staff will not go back to pickup logs once the home-owner has requested the wood.
- 6) Entry onto private land to inspect trees and conduct tests on trees is allowed under the authority of Section 62 of the 2001 Municipal Act.
- 7) Wood chips from chipping operations may be deposited on home-owners property when operations are carried out in close proximity. If not in close proximity they will be deposited at the Public Works facility where they will be made available to Township residence.
- 8) Brush and tree cleanup/removal after storms will only be carried out on Township owned trees. All brush from private trees is to be taken by the homeowner to the "Yard Waste & Brush Depot" (no curbside pickup).

## TREE TRIMMING & REMOVAL

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- 9) In cases where private trees fall on Township owned land and these trees cause a safety concern the portion of the tree causing the concern will be removed by Public Works.

## UTILITY CUT REPAIRS

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### Purpose

The purpose of this policy is to establish the level of service for utility cut repair.

### Objective

- 1) To ensure that utility cuts are repaired to the Town's standards.
- 2) To ensure permission is granted to the utility company by the municipality to cut or excavate within the road allowance.
- 3) To ensure the municipality has costs recovered for all time related to any such repairs.

### Level of Service

- 1) Anytime a utility repair is made within the road allowance the utility company will take out a "Road Allowance Excavation Permit" prior to the work. In cases of emergency repairs the utility company will take out a permit the first working day after the repair was made.
- 2) All costs associated with the repair will be billed to the responsible utility.
- 3) All repairs made will be carried out or arranged by the Public Works Department unless prior approval by the Director of Public Works has been given.
- 4) All compaction of backfill by the utility will be free of settlement for one year from the time of permanent asphalt surface repair. Any repairs required during this period will be billed to the utility responsible for the initial cut.
- 5) Anytime a utility repair is made within the road allowance, the utility company will do so in accordance with By-Law No. 01-3975.
- 6) Utility cuts will be repaired when appropriate materials are available.

## WEATHER MONITORING

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### Purpose

The purpose of this policy is to establish the level of service for weather monitoring.

### Objective

- 1) To ensure that weather monitoring reflects the Minimum Maintenance requirements.

### Level of Service

- 2) Weather monitoring will be conducted once (1) in a 24 hour period from May 1<sup>st</sup> through September 30<sup>th</sup> each year. From October 1<sup>st</sup> through April 30<sup>th</sup> each year, weather will be monitored three (3) times daily.
- 3) Public Works staff and supervisors will monitor weather electronically through the use of Value Added Weather Forecasting subscriptions. Forecasts are received four (4) times daily from Oct 1 until April 30 via email. Radio, television and internet weather forecasts will substitute subscription forecasts for the period of May 1<sup>st</sup> to September 31<sup>st</sup>
- 4) When a substantial probability of snow accumulation or ice formation on roadways is indicated as a result of weather monitoring, a patrol of representative roads will be deemed necessary.