

Be “In the Know About Snow” Operations

The 2014 winter weather season is upon us and the Town of Pelham is reminding residents again to be “in the know about snow” operations! Keeping you safe on roads and sidewalks during snowy and icy conditions is the primary objective of our operations crews.

During a winter storm event, staff works around the clock to complete operations within prescribed service levels. The following documents have been prepared to help outline Town of Pelham winter control operations procedures:

- Winter Control Operations Information Sheet
 - answers questions about how snow operations are done, where and when
- Winter Control Operations Protocols
 - highlights the sequence of events staff follows leading up to a storm event, during the storm event, and post storm event
- Winter Control Operations Standards
 - summarizes winter control operations policies and procedures

Sidewalk Clearing Operations

During the 2013-2014 winter maintenance season, the Public Works Department began plowing all sidewalks in Town. Residents are reminded that the Town is continuing the sidewalk clearing initiative throughout the 2014-2015 maintenance season. This includes staff clearing sidewalks once a snowstorm has passed and snow accumulation has reached 5 cm or more. Sidewalks are cleared to a snow-packed condition as the equipment does not allow for clearing down to bare surface. Sidewalk salting is only done when extremely slippery conditions exist. See attached documents for more information.

Public Service Requests

As always, you can visit pelham.ca to send [service requests](#) to report issues, make requests for service, ask questions and provide feedback to Town staff, from anywhere, anytime. Best of all, you can track the progress and completion of your request so you know exactly what is going on.

Working Together

To provide the best service within the shortest time, the help and support of residents is greatly appreciated. Staying informed and alert about winter storm conditions allows us all to be safer while carrying on with our day-to-day responsibilities.

For additional information, please contact:
Public Works Department
(905) 892-2607 ext. 332

Winter Control Operations Information Sheet

How is it all done?

The Pelham Public Works Department provides snow clearing services for 235 kilometers of municipal roads throughout the Town during the winter season. Roads are maintained by our equipment operators using a fleet of seven snow plow trucks across a diverse transportation system ranging from arterial and collector-type roads to steeply graded hills and subdivisions.



What do we do?

At the onset of a storm, roads are treated with sand and salt at intersections, on hills and curves. Once snow has accumulated to 5 cm, snow plowing operations begin. During continuous and prolonged storms the priority is to maintain the arterial and collector-type roads. Once the storm has passed or diminished in strength, snow plows return to clear and treat all secondary roads, subdivisions and cul-de-sacs. The goal is to clear and treat all roads within 24 hours after a storm has passed.

How do we do it?

During snow plowing operations, our equipment must clear the snow from the road. Plows are designed to move snow from the road and push it to the curb. As the snow rolls off the plow it will accumulate at the side of the road including driveway entrances. Please understand that this is an unavoidable function of the plow and is not done intentionally. To reduce the amount of snow deposited by your driveway, pile snow on the right side of your driveway, looking towards the road.



Where do we do it?

The Public Works Department is responsible for snow removal in the downtown commercial areas of Fenwick, Fonthill and Ridgeville, to accommodate parking and businesses. Snow is removed from these designated areas as soon as possible after a storm has passed and the windrows exceed 1m in height. The Highway Traffic Act limits the hours equipment operators are able to operate vehicles and equipment. Only after equipment operators are provided the required off-duty time and no further snow is forecast will snow removal operations commence.

What's NEW for 2014-2015?

During the 2013-2014 winter maintenance season, the Public Works Department began plowing all sidewalks throughout Town. This coming winter season, crews intend to once again plow all 65 kilometers of sidewalks within 24 hours of the end of a storm event.

For More Information

Please contact the Public Works Department at (905) 892-2607 ext. 332 or visit pelham.ca to log your [service request](#).



Be in the Know when it Starts to Snow

Winter Control Operations Protocols

	2.5 cm 	5 cm 	5 cm + 	Post-Snowfall 	Post-Storm 
Forecasting	Storm Begins	Facility Parking Lots & Sidewalks	Plowing Operations	Sidewalks & Cul-de-Sacs	Post Storm Patrols
Staff monitors multiple weather sources for a consistent forecast and plans operations.	Staff begins salting & sanding operations of arterial & collector-type roads, sharp corners & steep hills.	Staff clears snow in front of municipally owned & operated buildings.	Staff starts plowing operations of roads in priority sequence: <ul style="list-style-type: none"> • arterial • collector-type • rural • residential 	Staff begins: <ul style="list-style-type: none"> • clearing municipal sidewalks • removing snow from commercial areas, if required • clearing cul-de-sacs, dead-ends & road widenings 	Staff debriefs and tends to any service concerns, if necessary.

During a winter storm event, crews work around the clock to complete operations within prescribed service levels. Kindly help them out by remembering:

- DO NOT park on roads when snow clearing operations are underway.
- Pile snow from your driveway and walkways onto your property - not on the road.
- Do not push snow into the traveled portion of the road.
- To assist with sidewalk clearing, help by removing snow from the sidewalk in front and beside your property as soon as you can after a snowfall and apply sand or salt when icy.
- Keep children safe by preventing them from playing or building snow forts in the snowbanks at the side of the road.
- Keep fire hydrants clear and accessible.
- Help prevent road flooding and icing by clearing snow away from storm sewer catch basins near your property.
- On garbage day, place all garbage and recycling containers on your driveway near the edge of the road. Don't place garbage or recycle boxes on top of snowbanks.
- If you need to drive during a winter storm plan your route accordingly. Roads with steep hills may be difficult to navigate during snow events.

For additional information, please contact the Public Works Department at (905) 892-2607 ext. 332 or visit pelham.ca to log your [service request](#).



Winter Control Operations Standards

The Town of Pelham Public Works Department performs winter control operations on 235 kilometers of roads, 65 kilometers of sidewalks, and within the Town's three commercial areas in Fenwick, Fonthill and Ridgeville.

Treating Roads (Sanding & Salting)

- At the onset of a winter storm (or when staff becomes aware of icy road conditions), sand and salt trucks are dispatched.
- Arterial and collector-type roads are salted/sanded first. Examples of these types of roads include: Pelham Street, Haist Street, Canboro Road, Effingham Street, Sixteen Road and Foss Road.
- A sand/salt mixture is used to treat icy conditions at intersection and on steep hills, curves and roads.
- Salt use is kept to a minimum. It is spread only on arterial roads and some collector-type roads. Salt is used at the beginning of a snowfall to establish a melting point to help keep roads clear.

Plowing & Clearing Snow

- With the accumulation of 5 cm of snow, plowing operations begin.
- The Town of Pelham is divided into 7 areas or "routes". Each route is assigned one snow plow unit and is made up of priority roads that are plowed and treated first. These are the arterial and collector-type roads with the highest volume of traffic or roads with steep hills or sharp curves.
- All other roads within the route are considered second priority and are systematically plowed once priority roads are completed. By following different priority levels crews can focus their operations to first ensure basic access through the Town for emergency vehicles and other travellers.
- During prolonged or heavy snowfalls, crews may need to continue to maintain the higher priority roads before attempting secondary roads, including cul-de-sacs and dead-ends. Plows will make one pass through cul-de-sacs during snowfalls and return the following business day to complete the cleanup.
- All arterial and collector-type roads are cleared to a bare pavement surface.
- Residential and rural roads are cleared to a centre-bare or snow packed surface.



Winter Control Operations Standards

- When roads require plowing, they are cleared or treated within 6 to 24 hours following the end of a snowfall event, depending on road classification and snow accumulation. Heavy snowfalls or successive storms can sometimes extend this period beyond 24 hours.
- The Town of Pelham does not “pile” snow in front of driveways purposely. Snow plows clearing roads must push snow from the road onto the curb or road edge. Piling snow on the right side of your driveway, looking towards the road, will reduce the amount of snow pushed onto your driveway apron.

Sidewalks

- Sidewalk clearing commences once a snowstorm has passed and snow accumulation is 5 cm or more.
- Sidewalks are cleared within 24 hours following the end of a snowfall event. Heavy snowfalls and successive storm events can sometimes extend this period.
- All sidewalks are maintained in a snow-packed surface condition as the equipment does not allow for clearing down to bare surface.
- Sidewalk salting is done only when extremely slippery conditions exist.

Reporting Concerns

- Residents who have concerns about the quality of winter control operations *after* the prescribed service level has passed are encouraged to contact the Public Works Department at (905) 892-2607 ext. 332 or by visiting pelham.ca and sending [service request](#).
- Boulevards damaged during winter control operations will be repaired in the spring or at the Public Works Department’s earliest convenience.
- The Town will repair or replace damaged mailboxes if they conform to Canada Post standards and if the damage is deemed to result from a direct hit by plow equipment. Mailboxes damaged by snow load from the plow equipment will not be eligible for repair or replacement. Mailbox owners are required to repair their own mailboxes if they have been damaged by snow impact. Please re-attach the mailbox securely to prevent this from happening.

