

## Winter Maintenance Policy



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Infrastructure and Operations	September 16, 2025	122-2025	1	11
Subsection	Repeals By-law Number		Policy Number	
Winter Maintenance	118-2018		IO-4-1	

### Policy Statement

This policy is intended to be a guide as to how the Roads Maintenance Branch conducts its winter maintenance program. At least one of the following which may delay all or some of the services provided may affect all or parts of this policy:

- Equipment breakdown or manpower shortage
- Vehicle disabled in the snow
- Weather so severe as to cause crews to be called in from the streets
- Equipment rendered inadequate by the depth of snow and drifts
- Crew breaks, breaks required for refueling, refilling of abrasive materials, changing of blades
- Unforeseen conditions and emergencies
- Shift breaks as required by applicable regulations (CVOR/Employment Standards Act)

### Purpose

The purpose of this Winter Maintenance Policy and Procedure is to establish the process and level of service for the winter season.

### General Objectives

The following are the objectives of the City of Kenora Winter Maintenance Program:

- (a) To reduce the hazards of icy road conditions to motorists as well as maintain safe possible routes for buses, emergency vehicles as well as for commercial and passenger vehicles;
- (b) To maintain safe visibility for the operation of motor vehicles at driveways and intersections as well as to allow access to sidewalks from those exiting from parked vehicles and to provide space for plowing snow.

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### Procedures:

#### 1. Implementation

- 1.1 In order to meet these objectives, O.Reg 239/02 and O.Reg 366/18 Minimum Maintenance Standards for Municipal Highways shall be adhered to (as closely as possible) by the Roads Maintenance Branch. It must be noted that because no two winter storms are alike, it may not always be feasible to achieve the standards below due to insufficient equipment or manpower, or the severity of a storm. However, these standards should act as a guide to be followed wherever possible.
- 1.2 The following policies and procedures outlined herein will be in effect when the weather conditions could cause accumulations of frost, sleet, ice or snow on Municipal roadways and lots and will be in effect during the normal winter season.
- 1.3 The normal Winter season for the City of Kenora is to be considered from November 15 to April 15 of the following year.

#### 2. Monitoring and Notification of Snow/Ice Events

- 2.1 During normal hours, 8:00 a.m. to 4:30 p.m., Monday to Friday, the observations of staff and / or police may alert the first response for snow plowing. After hours, police may contact the Roads Supervisor or Manager regarding road conditions. The Roads Supervisor or Manager will make the necessary arrangements to begin sanding and snow plowing operations.
- 2.2 The Roads Supervisor and Manager will monitor weather conditions when inclement weather is approaching.

#### 3. Winter Parking Bans

- 3.1 A Permanent Ban Remains in effect on downtown streets between 2:00 a.m. and 6:00 a.m. The permanent ban means that there is no parking on any signed street between the hours of 2:00 a.m. and 6:00 a.m. for maintenance purposes.

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- 3.2 Also, no motorized vehicles shall park or be positioned in a manner so as to interfere with snow plowing/ removal by the Roads Maintenance Branch. Any vehicle parked in violation of this section can be ticketed and towed at the expense of the owner.
- 3.3 Calendar Parking is also in effect in accordance with the City's Traffic and Parking bylaw from November 15 to March 31.
- 3.4 Temporary Snow Removal signage is placed out the day before an area is to be cleared. Any person failing to remove their vehicle from the street may be towed at the owner's expense.
- 3.5 Our goal is to restore safe road conditions quickly and this can be done more efficiently when roads are free of traffic and illegally parked vehicles.

### **4. Abandoned Vehicles**

- 4.1 All abandoned vehicles left more than 48 hours along the roadway may be towed at the owner's expense.

### **5. Illegally Plowed Snow**

- 5.1 No person shall take snow from their property or driveway and deposit it on a highway or roadway within the Municipality.
- 5.2 Every person having deposited snow or permitted snow to be deposited on a municipal highway or roadway shall be responsible to remove the snow from the highway or roadway.
- 5.3 No person shall clear or remove snow from a municipal highway or roadway in front of their residence and stock pile it on a municipal highway or roadway.
- 5.4 No person shall take snow and deposit it on a municipal highway or roadway or private property that abuts a municipal highway or roadway in such a

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way as to obstruct the safe flow of traffic, for example impaired site lines when exiting private driveways or causing people to park in a traveled portion of highway or roadway.

### 6. Snow Plowing and Sanding Operations

- 6.1 The City's equipment shall be stored in the heated equipment bays at the City's Operations Centre when equipment is not in use. Warmed equipment helps ensure equipment is reliably available to start work when required.
- 6.2 When City trucks or equipment require cleaning/cleanout (box emptying, etc.) at the beginning, during or after a work period, staff shall do so only at the snow dump area in the rear of the City's Operations Center. Staff shall endeavor to minimize tailgate noise whenever possible.
- 6.3 All truck and equipment departures from, and arrivals to, the City's Operations Centre, shall be via the West end of 14<sup>th</sup> St N, to and from the D2 - Veterans Drive, to or through Veteran's Drive, Ninth St N or Rabbit Lake Road. Mellick Ave shall not be used as an access route unless Winter Maintenance work is taking place on Mellick Ave, or in the Rideout neighbourhood, immediately connected to Mellick Ave.
- 6.4 All storm conditions are dictated by temperature, the amount of moisture present in the storm, wind speed and duration. The combination of these factors is directly related to the conditions that dictate how a storm will be dealt with. Freezing rain, sleet, wet snow, dry snow, amount of snow, wind condition and time of day contribute to storm conditions.
- 6.5 During major storms, crews will continuously plow and sand higher priority routes to ensure proper traffic flow.
- 6.6 For snowfall events exceeding 8cm, sidewalks will be cleared to a depth of 8cm or less within two (2) days (48hrs) of the end of the snowfall event.

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6.7 The prioritization of plowing and sanding operations is based on the roads classifications (Class 1-6) as described in the Municipal Act 2001. The City of Kenora has no Class 1 or 2 roads. Class 3, 4 and 5 roads are outlined in Appendix "A". All remaining roads are deemed as Class 6 roads.

### 6.8 Roads Maintenance Branch to Determine Routes

The residential road surfaces shall be bared as time and equipment permit, or at the discretion of the Roads Supervisor. Subject to policy, the Roads Supervisor shall determine when the plows and sanders should be called out.

6.9 The City's goal is to open streets as quickly as possible and keep them open throughout the storm. After heavy storms, snow on all roads will be pushed back to as close as the curb as possible and corners widened. Since the City uses different types of snowplow equipment it is sometimes necessary to have larger equipment go back after each heavy snow to push snowbanks back on some roads. Residents need to be aware that snowbanks will be pushed back and end up into driveways. The City will not be responsible for nor will the Roads Maintenance Branch clear driveways.

### 6.10 Before or after season storms on an equipment available basis.

Equipment normally used for the winter season might not be available for the storm event. The City of Kenora will make every effort to achieve the Standard Levels as outlined.

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### 7. Snow Removal

The level of service for snow removal shall be in accordance with the following:

#### 7.1 Downtown Core

Snowbanks in the downtown core shall be removed using graders, loaders, blowers and dump trucks when the bank is 600 millimeters high from the curb, as staff and resources are available.

#### 7.2 Arterial, Collectors and Intersections

Snow shall be picked up using graders, loaders, blowers and dump trucks when the bank is one meter in height from the curb, as staff and resources are available.

#### 7.3 Residential Streets

Snow shall be picked up if and when it reaches a height of 1.2 meters, as staff and resources are available.

On rural municipal roads snow will only be picked up on bridge decks and in areas where the boulevard space will not accommodate a bank of 1.2 meters in height (intersections and areas with sidewalks).

#### 7.4 Railway Crossings

Snow shall be picked up as required to ensure that the bank does not exceed 800 millimeters in height within 50 meters of the crossing.

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### 8. Winter Sanding and Salting

- 8.1 Screened sand is stockpiled at the Public Works Yard located at 60 14<sup>th</sup> St North by the 31st of October each year. Salt is added to the sand at a rate of 1:25 to prevent freezing. During freezing rain events, salt is applied to Arterial and Collector routes only.
- 8.2 Police shall contact the Roads Supervisor or designate to call out sanding trucks after hours and on weekends in the event that unpredicted working weather conditions are causing a road hazard.
- 8.3 Priority routes shall be sanded first, followed by Arterial roads. Special attention will be paid to hills and intersections.

### 9. Municipal Parking Lots

- 9.1 The Roads Branch is responsible for maintaining municipal parking lots. The lots will receive a priority lower than the streets and will be plowed and sanded as equipment becomes available and the storm conditions allow. Depending on the time of the storm and normal operating hours of each municipal building will dictate the priority for plowing each lot.

### 10. Cemetery

- 10.1 The cemetery staff will endeavor to clear snow within two (2) days of a snowfall event. The Roads Branch will provide additional support after significant snow events, following the plowing of all streets, sidewalks and parking lots. If a burial is scheduled, priority will be given to clearing and sanding only those laneways needed to adequately serve the funeral service and grave site area. In most cases, other than after large snow events, all roadways will be cleared within (5) days.

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### 11. Claims for Damage

#### 11.1 Mailboxes

The Department will not be responsible for any damages to objects located in the highway right of way including mailboxes, utility poles, garbage boxes, bus shelters and commercial signs. Mailboxes installed in the Right-of-Way are placed at the owners' risk. Each mailbox installation should be sufficiently solid to withstand snow clearing efforts by the City. The rolling action of the snow may damage mailboxes and posts. Residents may want to place a second post to act as a brace or place reflectors on the box and post for visibility in poor conditions

#### 11.2 Windshields

The Department will not accept any claims from the public for windshield or vehicle paint chip damage resulting from snow and ice control during winter operations of snow equipment.

### 12. Driveways

12.1 City equipment and contracted snow plows will not clear private driveways or other private property. Snow placed in a driveway or on a sidewalk where the driveway or sidewalk meets the Right-of-Way is the responsibility of the property owner to remove.

### 13. Sand Boxes

13.1 Sand boxes are strategically placed on steep hilled streets for residents to utilize as determined by the Roads Supervisor. Sand boxes are filled at the start of each Winter season and are re-filled as required during the winter months. Sand boxes may be emptied by residents sooner than they are refilled. Residents can submit a service request for the refilling of sand boxes as required. Winter sand is also made available to residents at the Transfer Station, during the Transfer Station's operating hours.

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### **14. Complaints**

14.1 A phone line has been established to register complaints. Calls for service should be avoided early in a storm event since it may take several hours for plows to make their way to certain streets. If there is an immediate emergency or feel that a street was missed, please call the snow number.

### **15. Significant Weather Events**

15.1 Driving in winter snowstorms should be avoided whenever possible. In every storm event there are, at times, conditions when the road becomes too hazardous despite all efforts.

The City may declare a Significant Weather Event when an approaching or occurring weather hazard poses a significant danger to users of the City's roads. In such event, maintenance standards timelines shall be in accordance with O.Reg. 239/02 Minimum Maintenance Standards for Municipal Highways.

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### Appendix "A"

**Class 3 Roads:**

Highway 17 East	Lakeview Drive	2 <sup>nd</sup> Street South
Highway 17 West	Main Street South	Veterans Drive

**Class 4 Roads:**

Airport Road	May Avenue	7 <sup>th</sup> Avenue South
Chipman Street	McLellan Avenue	16 <sup>th</sup> Avenue North
Darlington Drive	Miikana Way	6 <sup>th</sup> Avenue South
8 <sup>th</sup> Avenue South	9 <sup>th</sup> Street North	6 <sup>th</sup> Street
5 <sup>th</sup> Street South	Norman Drive	6 <sup>th</sup> Street North
14 <sup>th</sup> Avenue North	Ottawa Street	6 <sup>th</sup> Street South
4 <sup>th</sup> Avenue South	Park Street	10 <sup>th</sup> Street
Government Road	Parsons Street	12 <sup>th</sup> Avenue North
Jones Road	Railway Street	Valley Drive
Matheson Street South	Rabbit Lake Road	

**Class 5 Roads:**

Agate Bay	Dowsett Street	14 <sup>th</sup> Street North
Agur Street	Duffus Road	4 <sup>th</sup> Avenue North
Amethyst Street	East Melick Road	4 <sup>th</sup> Avenue South
Anderson Road	18 <sup>th</sup> Avenue North	4 <sup>th</sup> Street
Bay Street	8 <sup>th</sup> Avenue North	4 <sup>th</sup> Street North
Bayview Drive	8 <sup>th</sup> Avenue South	4 <sup>th</sup> Street South
Beach Road	8 <sup>th</sup> Street	Front Street
Belle Avenue	8 <sup>th</sup> Street North	Gerald Street
Bernier Drive	11 <sup>th</sup> Avenue North	Golf Course Road
Beryl Winder Road	11 <sup>th</sup> Street North	Gould Road
Brinkman Road	Erie Street	Granite Court
Bunny Street	Essex Road	Guelph Street
Cambrian Drive	15 <sup>th</sup> Avenue North	Guernsey Street
Carlton Road	5 <sup>th</sup> Avenue South	Gunne Crescent
Charles Street	5 <sup>th</sup> Street	Heenan Place
Clarence Avenue	1 <sup>st</sup> Avenue South	Hennepen Lane
Coker Road	5 <sup>th</sup> Street	Hillside Crescent
Colonization Road	5 <sup>th</sup> Street North	Homestake Road
Crestview Street	1 <sup>st</sup> Avenue West	Huron Street
Currie Road	1 <sup>st</sup> Street North	James Road
Darren Avenue	1 <sup>st</sup> Street South	Kay Street
Donbrock Drive	Florence Avenue	Kirkpatrick Avenue
Doner Avenue	14 <sup>th</sup> Street	Lake Street

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### **Class 5 Roads (cont'd):**

Lakeshore Drive	North Hamilton Street	Shauna Crescent
Lakeside Crescent	Ocean Avenue	Silverstone Drive
Laurenson Lane	Old Chalet Lane	16 <sup>th</sup> Avenue North
Lyndale Avenue	Ontario Street	6 <sup>th</sup> Avenue South
Main Street	Pearl Avenue	6 <sup>th</sup> Street
Main Street North	Peterson Road	6 <sup>th</sup> Street North
Main Street Rideout	Pine Portage Road	6 <sup>th</sup> Street South
Maple Street	Pine Ridge Drive	South Park Drive
Mary Lou Street	Poplar Lane	Spruce Street
Mascott Avenue	Poplar Street	Street A
Matheson Street North	Portage Street	Superior Street
May Avenue	Preston Street	Sylvan Street
McLean Avenue	Pump Avenue	10 <sup>th</sup> Avenue South
McQuillan Avenue	Rat Portage Road	10 <sup>th</sup> Street
Mellick Avenue	Regina Avenue	10 <sup>th</sup> Street North
Mikado Avenue	Ritchie Road	3 <sup>rd</sup> Avenue South
Mill Street	River Drive	3 <sup>rd</sup> Avenue West
Minnesota Street	River Street	3 <sup>rd</sup> Street
Minto Avenue	Robertson Street	3 <sup>rd</sup> Street North
Minto Crescent	Rocky Heights Road	3 <sup>rd</sup> Street South
Minto Drive	Rupert Road	13 <sup>th</sup> Avenue North
Minto Street	Sandstone Place	13 <sup>th</sup> Street North
Nairin Avenue	School Road	Transmitter Road
Nelson Street	Scramble Avenue	Trojan Street
Nethercutt Drive	2 <sup>nd</sup> Avenue East	12 <sup>th</sup> Avenue North
19 <sup>th</sup> Avenue North	2 <sup>nd</sup> Avenue South	12 <sup>th</sup> Street
19 <sup>th</sup> Avenue South	2 <sup>nd</sup> Avenue West	12 <sup>th</sup> Street North
9 <sup>th</sup> Avenue North	2 <sup>nd</sup> Street North	Water Street
9 <sup>th</sup> Avenue South	17 <sup>th</sup> Avenue North	Wharf Street
9 <sup>th</sup> Street	7 <sup>th</sup> Avenue North	Wolsley Street
9 <sup>th</sup> Street North	7 <sup>th</sup> Avenue South	Woodfield Drive
9 <sup>th</sup> Street South	7 <sup>th</sup> Street	Woods Drive
Norman Drive	7 <sup>th</sup> Street North	
North Campbell Street	7 <sup>th</sup> Street South	