

Subject:	Winter Maintenance of Walking, Driving and Parking Surfaces		
	Department: Facility Services	Dated:	January 2013
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1 Purpose

The purpose of this procedure is to ensure that snow and /or ice accumulation on campus walking, driving and parking surfaces is quickly and strategically addressed to ensure safe passage for both pedestrians and vehicles.

2 Roles and Responsibilities

2.1 Facility Service Department – Environmental Services

2.1.1 Environmental Services will ensure that snow or ice accumulation is quickly and strategically addressed throughout campus in order of priority as follows:

- Primary pedestrian walkways and roads
- Parking lots
- Exterior fire hydrants and Fire Department building connections
- Secondary pedestrian walkways and roads

2.1.2 During normal business hours, Monday to Friday, Environmental Supervision will regularly monitor the condition of walking, driving and parking surfaces and take action as required ensuring safe passage for both pedestrians and vehicles.

2.1.3 Environmental Services will advise the Campus Police when they are scheduled for an early start due to forecasted severe weather.

2.1.4 Outside of normal business hours (i.e. evenings, weekends and holidays) Snow removal resources will respond to attend to walking, driving and parking surface concerns as follows:

2.1.4.1 On duty Custodial Supervisors will notify the Environmental Supervision of concerns regarding snow/ice conditions.

2.1.4.2 Parking Services Department, Campus Police, Food Services, Residence Services and The Health and Safety Division will notify the Environmental Supervision of concerns regarding snow/ice conditions.

2.1.6 The Environmental Supervision who arrives to tend to the concern will also assess overall campus walking, driving and parking surface conditions and may call in snow removal resources as required.

2.1.6 If severe weather creates conditions that require immediate action the Supervisor who receives the initial call may call in additional resources as need.

2.1.7 Install & Maintain “Temporary Lot Closure” signage in parking lots.

2.2 Facility Service Department - Environmental Services

Building Custodial personnel are responsible for ensuring that snow is removed and apply salt or salt alternative from the first 3 metres of pedestrian walkway outside all building entrances and exits. Building custodial personnel will ensure all main building entrances are completed by 8:00am and secondary entrances and exits are cleared by 12:00 noon.

2.3 Parking Services

Parking Services personnel are responsible for the following activities:

2.3.1 Enforce parking restrictions and tow vehicles as required to ensure snow removal is not impeded.

2.3.2 Provide snow removal contractors with access to parking lots via security gates.

2.4 Human Resources - Health and Safety

Health and Safety will report all complaints or concerns to the Facility Services dispatcher (FSD)

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extension 2850). The dispatcher will in turn email Environmental Services Supervision during regular business hours. After hours call will be given to Campus Police who will respond as Emergency Call-in SOP for request to attend to the areas of concern.

2.5 Facility Services dispatcher (FSD extension 2850)

During normal business hours, Monday to Friday, the FSD will forward concerns about walking, driving or parking surface conditions directly to Environmental Services Supervision.

2.6 Campus Community Police (CCP)

Outside of normal business hours (i.e. evenings, weekends and holidays) User's concerns about walking, driving or parking surface conditions will be forwarded to the Campus Community Police (CCP). CCP will in turn call in an Environmental Supervisor as follows:

- 2.6.1 Refer to the Environmental Services Management call-in list
- 2.6.2 Wait 15 minutes for a call-back. If no call-back is received, call the next person on the list.
- 2.6.3 Enforce closure of Parking Lots, Sidewalks or other Health and Safety issues if required.

3 Winter Maintenance Procedures for Environmental Services

3.1 During normal business hours (7:00am - 3:30pm, Monday - Friday)

- 3.1.1 Monitor walking, driving and parking surface conditions.
- 3.1.2 Address and monitor "Accessibility Services Request"
- 3.1.3 Respond to concerns about walking, driving and parking surface conditions.
- 3.1.3 Scrape snow or ice from surfaces as required.
- 3.1.5 Apply snow melting products or grit to surfaces as required.
- 3.1.6 Remove accumulated piles of snow and transport to the snow dump area.
- 3.1.7 Restock snow melting products and grit bins.

3.2 Outside of normal business hours (3:30pm - 7:00am, Monday - Friday)

From 3:30pm - 7:00am, Monday - Friday, winter maintenance is accomplished as follows:

- 3.2.1 Prior to forecasts of major accumulations of snow or ice, snow removal resources may be scheduled to arrive early to begin snow and ice removal activities.
- 3.3.1 Scheduled Overtime - Prior to forecasts of major accumulations of snow or ice, Snow removal resources may be scheduled to arrive early on the next day to begin winter maintenance activities. During this overtime period and then throughout the remainder of normal business hours, the snow removal personnel will carry out their normal winter maintenance duties as detailed in section 3.1 above.

4.1 Winter Maintenance Location Priorities

In order to most effectively utilize available winter maintenance resources, walking, driving and parking surfaces are prioritized into primary and secondary routes. The objective of route prioritization is to ensure that primary pedestrian and vehicle arteries such as main roads, main pedestrian walkways and main building entrances are effectively maintained. Consequently, during periods of heavy snowfall or rapid temperature change, routes designated as secondary priority may temporarily experience snow and ice accumulation while the primary routes are serviced. Route

Standard Operating Procedure



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designations are detailed below and on the map entitled "Winter Maintenance Routes".

4.2 Primary Routes

The schedule is devised so that within 8 hours of the end of a normal winter condition the following will have been addressed as previous described.