

ADMINISTRATIVE DIRECTIVE

Ops-016
Snow and Ice Control

Responsible Department: Operations, Utilities & Parks

CAO Approval Date: December 4, 2024
Amendments: January 21, 2026

Statute(s) and Bylaw(s): n/a

1. DIRECTIVE STATEMENT

This Directive will provide basic guidelines for the provision of Snow and Ice Control (SNIC) services for publicly owned and operated roadways, sidewalks, and pathways, within the Town of Diamond Valley. Residential Snow *Removal* will be subject to a rotational schedule to ensure fairness across the Town.

2. PURPOSE

- 2.1. This directive establishes safe service level standards for the systematic management of snow and Ice Control operations for Town-owned and operated roads, Public Walkways, facilities, and parking facilities.
- 2.2. Ensure hazards caused by accumulated snow and ice are efficiently and safely addressed.
- 2.3. Reduce the impact of melt runoff by keeping storm drains open and clear for road safety.

3. DEFINITIONS

- 3.1. **Administrative Directive** means a direction, which may include a procedure, for Administration to perform a task or set of duties. An Administrative Directive, and any related procedures, are established by the authority of the CAO.
- 3.2. **Alley** means a narrow Road Right-of-Way providing access to the rear of buildings and parcels of land.
- 3.3. **As Required** means that service will not be limited to a pre-planned number of work occurrences per year. It allows operating forces to apply field judgment and expertise to varying weather conditions.
- 3.4. **Compacted Snow** means Snow Accumulation on the roadway that has been packed by vehicle traffic.
- 3.5. **Employee** means any person employed by the Town of Diamond Valley.
- 3.6. **Ice Control** means any actions taken to prevent ice from forming, or any actions taken to remove ice, or any actions taken to mitigate hazards associated with ice formation on roadways. Examples would include the application of traction assisting or abrasive materials alone or in combination with ice-melting chemicals or solutions.
- 3.7. **On-Call** means a period other than a Regular Workday when an Employee is expected to respond to a work-related incident when called to do so.



- 3.8. **Parking Ban** means any subscribed or posted notification of a parking restriction for the purpose of snow management practices.
- 3.9. **Parking Facility** means a Town-owned or operated site or part of a site for the parking of vehicles and includes the parking spaces and all other areas required for vehicle access and circulation within the facility.
- 3.10. **Priority Routes** identifies variations of routes prioritized by volume of traffic, risk of liability to traffic/pedestrian traffic, primary use, collector use, and residential use.
- 3.11. **Provincial Highway** means a highway designated as a Provincial Highway pursuant to the *Highways Development and Protection Act*.
- 3.12. **Public Walkway** means hard-surfaced pedestrian walks constructed by the Town as part of a pedestrian circulation system.
- 3.13. **Regular Workday** means the regularly scheduled operation hours, Monday through Friday, but excluding New Year's Day, Good Friday, Canada Day, Labour Day, Thanksgiving Day, Christmas Eve, Christmas Day, or any other holiday officially observed by the Town of Diamond Valley.
- 3.14. **Road Right-of-Way** means an area of land acquired for or devoted to the provision of a common or public thoroughfare. These include a highway, street, lane, Alley, bridge, and any other structure incidental thereto.
- 3.15. **Rutting** means troughs formed by vehicle traffic in Compacted Snow and/or ice which may make maneuvering a vehicle difficult or dangerous.
- 3.16. **Snow Accumulation** means the depth of compacted and un-compacted snow accumulated on a roadway surface.
- 3.17. **Snow Control** means the pushing of accumulated snow from the roadway surface either to the sides of the roadways, boulevards or to the center to maintain no less than one traffic lane in each direction.
- 3.18. **Snow Removal** means the loading of snow onto trucks and trucking it to an approved snow storage site.
- 3.19. **Town** means the incorporated municipality of the Town of Diamond Valley.
- 3.20. **Town Council** means the Council of the Town of Diamond Valley.
- 3.21. **Windrowing** means the plowing of snow into long continuous piles for storage, or to facilitate removal, or to provide drifting protection.

4. RESPONSIBILITIES

- 4.1. The Operations Manager is authorized for implementation and coordination of all snow and Ice Control operations.
- 4.2. The CAO is authorized to initiate a Snow Removal event or any other snow management practices deemed necessary.
- 4.3. Wherever the term "Operations Manager" is used, it is intended to mean either the Civic Operations Manager or their designate.
- 4.4. The Operations Manager is responsible for determining Snow Accumulations for the purposes of this Directive.
- 4.5. The Operations Manager is responsible for maintaining and updating this Administrative Directive.



5. ROADWAY LEVELS OF SERVICE

5.1. Priority 1: Arterial Roads and Downtown Corridors

- Sanding operations shall commence within four (4) hours when snowfall accumulation under approximately 6 cm has occurred.
- Snow clearing will commence within four (4) hours when approximately 6 cm or more has accumulated.
- Once Snow Control/plowing of Priority 1 routes commences, all routes within this category, within twenty-four (24) hours after the snow event has ceased, shall be managed of snow and ice generally from the edge of road to edge of road (curb to curb) or around parked vehicles and other objects to ensure that the largest extent of the road has been reasonably cleared.
- Additional snow clearing (widening) along these routes may occur once all other priority and secondary routes have received an initial snow clearing response.
- Snow Removal may be initiated when Compacted Snow on the road is sufficient to impede the flow of traffic, causes drainage concerns, or when windrows along the side of the road become excessive as determined by the Chief Administrative Officer. The Town will assume no liability whatsoever for damage to obstructions or landscaping of any kind placed or developed within a Road Right-of-Way without a permit.

5.2. Priority 2: Collector Roads

- Sanding operations shall commence within twenty-four (24) hours when snowfall accumulation under approximately 6 cm has occurred.
- Snow clearing may commence within twenty-four (24) hours after the snow event has ceased when approximately 6 cm or more has accumulated.
- Once Snow Control/plowing of Priority 2 routes commences, all routes within this category, within forty-eight (48) hours after the snow event has ceased, shall be cleared of snow and ice generally from the edge of road to edge of road (curb to curb) or around parked vehicles and other objects to ensure that the largest extent of the road is reasonably cleared.
- Additional snow clearing (widening) along these routes will occur once all other priority and secondary routes have received an initial snow clearing response.
- Snow Removal may be initiated when Compacted Snow on the road is sufficient to impede the flow of traffic, cause drainage concerns, or when windrows along the side of the road become excessive as determined by the Chief Administrative Officer. The Town will assume no liability whatsoever for damage to obstructions or landscaping of any kind placed or developed within a Road Right-of-Way without a permit.

5.3. Priority 3: Residential Roads (Alleys Excluded)

- Sanding operations will commence where necessary (intersections and slopes) once priority 1 and 2 routes are completed.



- Snow and Ice Control operations are activated when the road is rendered impassable, poses significant safety concerns, drainage is impacted, extenuating circumstances exist, or when compact snow exceeds 20 cm.
- When snow and Ice Control operations are activated, routes in this category are sanded and bladed flat to minimize Rutting; however, snowpack of varying depths may be left in accordance with what is required to minimize driving difficulty and when extenuating circumstances exist.
- The Town will assume no liability whatsoever for damage to obstructions or landscaping of any kind placed or developed within a Road Right-of-Way without a permit.
- The transportation team is in constant communications with Emergency Responders and waste services to ensure access is available throughout the community.
- Snow Removal may not be completed in accordance with the Snow and Ice Control Priority map.

6. ROADWAY SNOW AND ICE CONTROL GUIDELINES

- 6.1. The Operations Manager may authorize the use of rental equipment or contracted equipment and operators if Town resources are insufficient to deal with a major storm, or where ongoing weather conditions exceed the capacity of the Town to carry out snow and Ice Control priorities.
- 6.2. Normal Snow Removal practices may include stockpiling snow in parking facilities or on residential roadways/boulevards for removal later.
- 6.3. For Snow Removal on residential roadways, snow will be plowed and windrowed in the centerline of the Road Right-of-Way and on the parking lane on one side of the roadway but shall not cover a public sidewalk. Windrows shall not be higher than 1 metre. Normal hours of operation are between 07:00 and 18:00 Monday to Friday.
- 6.4. Snow windrows will be opened in front of lane crossings, and public or private wheelchair ramps. Snow windrows will be opened and cleared for 5 metres (where possible) from Public Walkway intersections with roadways, and at intersections where traffic visibility would be impeded if the windrow was not removed.
- 6.5. The opening of windrows at private sidewalks is the responsibility of the property owner as is the removal of minor amounts of snow or ice spilled over onto private driveways after Windrowing opening.
- 6.6. Snow and Ice Control operations in Alleys may only be initiated in extreme cases (30 cm or greater) and not before priority routing.
- 6.7. Snow hauling shall not be undertaken in school zones or school areas between the hours of 08:00 and 09:30; or 15:00 and 16:30 during scheduled school days.
- 6.8. The Town will assume no liability whatsoever for damage to obstructions or landscaping of any kind, placed or developed within a Road Right-of-Way without a permit.

7. Parking Bans/Seasonal Bans

- 7.1. The CAO is authorized, when deeming it necessary to do so, to declare a Parking Ban, by providing public notification of such Parking Ban.



- a. A seasonal ban will be posted for those roadways that are too narrow for road maintenance operations to safely operate. Permanent signage will be erected at these locations.
 - b. Automatic Parking Bans will be implied/enacted for any priority 1 and priority 2 routes (*as defined in the priority zone map*), during a snowfall and for a period of 72 hrs after a snowfall event.
 - c. Except in matters of public safety, no less than 24 hours notice of a Parking Ban will be provided on the Town website, Facebook account, and, when possible, street signage.
 - d. A subsequent Parking Ban may be issued to extend or terminate an existing Parking Ban.
- 7.2. The Community Peace Officers may take actions, in accordance with the Town of Diamond Valley's Traffic Bylaw, to issue violation tags or violation tickets and/or relocate or tow and impound vehicles parked on a Maintenance Route during a declared Parking Ban.

8. PUBLIC WALKWAYS, PATHWAYS, AND PARKING LOTS SNOW AND ICE CONTROL

Snow Control and Ice Control operations on public sidewalks, walkways, and other pedestrian facilities shall be conducted only on Regular Workdays. In the event of significant snowfall or icing that begins or continues through a weekend or holiday, response will commence at the start of the next Regular Workday unless the Operations Manager determines that conditions present an immediate and substantial risk of injury, in which case emergency response may be initiated at any time.

- 8.1. The Supervisor of Parks and Recreation is responsible to initiate and carry-out Public Walkway and facility snow and Ice Control on a regular and ongoing basis after an accumulation of snow. The provision of this service is limited to Public Walkways and facilities.
- 8.2. Public Walkways adjacent to Town-owned buildings and open spaces to the public shall be cleared within 48 hours after the end of every snowfall, in accordance with the Town of Diamond Valley's Property Responsibility Bylaw (Bylaw 2023-23, as amended or replaced from time to time).
- 8.3. During heavy or prolonged snowfall, freezing rain or other severe weather events, a continuous focus of resources will be applied to priority walkways.
- 8.4. Sidewalks in the downtown business corridors will be maintained all 7 days of the week by a contracted service provider.
- 8.5.

9. SNOW DISPOSAL SITES AND FEES

- 9.1. The snow disposal site will be maintained to minimize the impact of pollutants on the environment.
- 9.2. The Operations Manager may advertise the location of Town-owned snow disposal sites for use by private companies and may discontinue their availability during the season if the need arises. Commercial haulers are required to pay the prevailing rates established by the Town to utilize Town-owned snow disposal sites.



10. EFFECTIVENESS

- 10.1. The Operations Manager will conduct an annual review of the previous season's snow and Ice Control operations. This review shall include recommendations for additions, deletions, or amendments to this Directive.

11. PUBLIC RELATIONS

- 11.1. Residents can contact the Town of Diamond Valley between 08:30 and 16:30 during Regular Workdays. Messages may also be sent outside of regular business hours.
- 11.2. Public Works staff will place signs at main arteries to residential neighbourhoods 24 hours prior to residential Snow Removal. All vehicles are expected to be removed from the street during this process.
- 11.3. Obstructed areas of the roadway due to parked vehicles will not be cleared due to the risk of public or private damage to property. Public works will not return to these sites to remove snow due to mobilization costs.
- 11.4. The public can utilize the Town's website at <http://www.diamondvalley.town> to access information regarding the Town's Snow and Ice Control program.

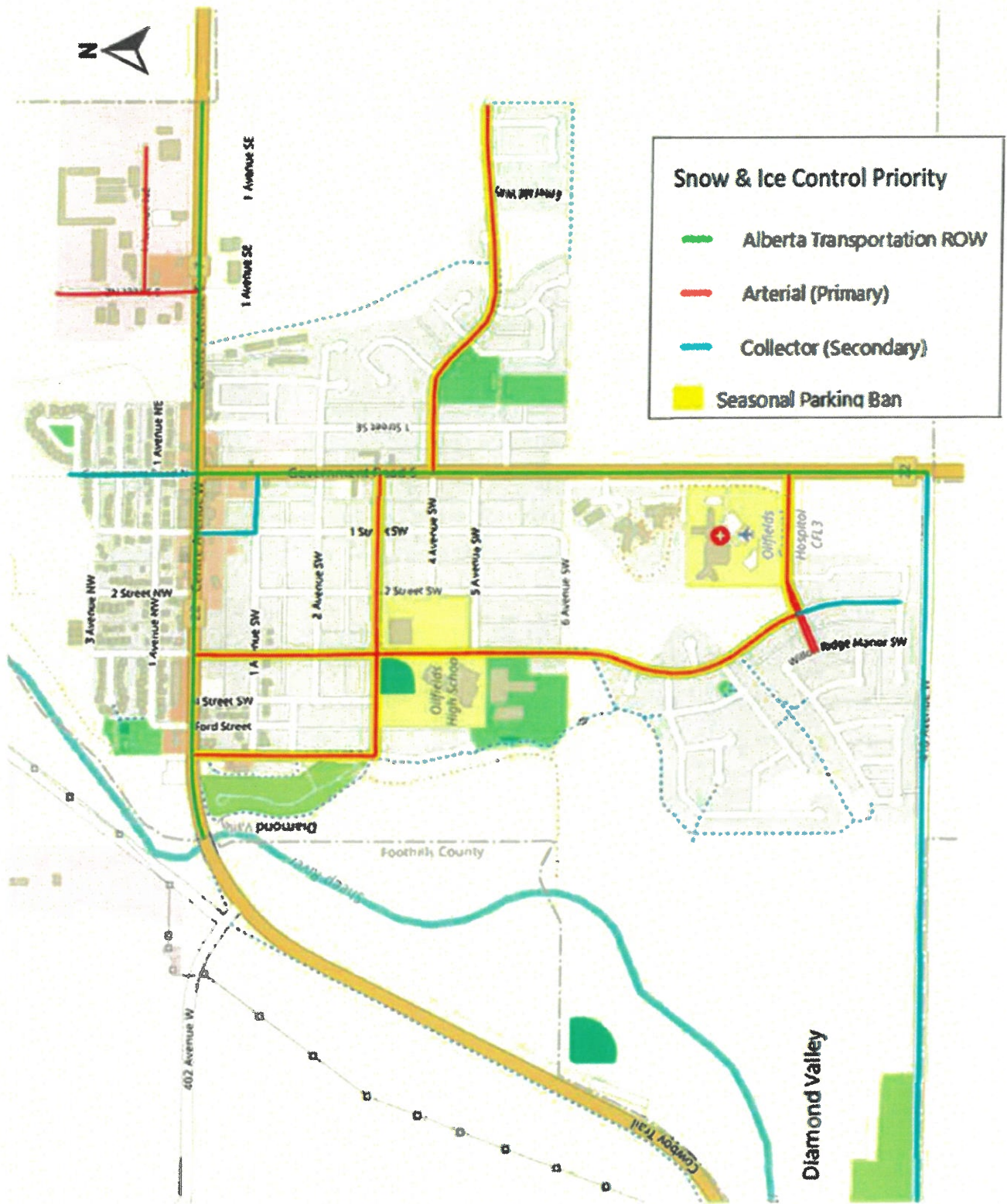

CHIEF ADMINISTRATIVE OFFICER

DIRECTIVE Revision History

Directive Name	Revision Date	Revision Description	Approved by: CAO	Effective Date
Ops-016 Snow and Ice Control	Authorized Date: December 4, 2024	NEW: Rescind all Black Diamond and Turner Valley policy or directive documents relating to snow management	December 4, 2024	December 4, 2024
	January 21, 2026	Change in service levels, to regular hours of operation	January 21, 2026	January 21, 2026



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