



SERVICE GOALS

Transportation Services aims to provide timely and effective winter maintenance to ensure the safety of road and sidewalk users. This is done while striving to minimize the adverse effects that salt use can have on the environment.



24-HOUR PATROLS

24-hour road patrols call the winter response teams into action. This provides the timely and cost effective resources needed to respond to localized weather conditions.



FORECASTING

Transportation Services uses detailed weather reports to inform winter response teams of forecasted weather conditions. Summaries of these weather reports are available by calling the winter roads information hotline **311 or 416-338-SNOW (416-338-7669)**.

Road Weather Information System stations (RWIS) operate at key locations within the City. This equipment provides automated weather reporting by using sensors embedded in the roadway to provide information on air and pavement temperatures.

Infrared pavement temperature sensors in patrol trucks together with RWIS station data provide the precise information needed when making de-icing decisions. This reduces salt use. Global Positioning Units (GPS) are being installed in all winter response team vehicles to improve salt use monitoring.



ROADWAY SALTING

Roadway salting is typically our first defence against Old Man Winter. Salt trucks are activated immediately when winter driving conditions become hazardous and can be on the road within one hour of being activated.

It takes one to two hours to salt expressways and arterial roads and up to 12 hours for collector and local roads. Depending on the severity of snow, roads may be salted more than once.



STANDBY CREWS

When rush hour snow or ice is expected, Transportation Services has winter response teams in standby positions across the City for faster mobilization.



ROADWAY PLOUGHING

Roadway ploughing operations commence as snow begins to accumulate on the roadway and salt is no longer effective. Ploughing of snow on city expressways begins when the snow has accumulated to a depth of 2.5 - 5cm and is still snowing. It takes two to three hours to complete one round of ploughing on all the expressways.

Ploughing of arterial roads begins when the snow reaches 5 cm and is still snowing. It takes six to eight hours to complete one round of ploughing on arterial roads. Ploughing of local roads begins when snow accumulates to a minimum depth of 8cm and has substantially stopped. It takes about 15 - 20 hours to complete one round of ploughing on the City's many local roads.



SIDEWALK PLOUGHING

Transportation Services clears snow from sidewalks in most areas of the City, but not where a mechanical snow plough is not able to physically clear snow. Sidewalk ploughing activities are activated when snow accumulations on the sidewalk have reached eight cm and the snow has stopped, or when icy conditions dictate.

Typically, it takes up to 24 - 48 hours to clear all sidewalks. However, in response to heavier winter storms, sidewalk ploughing is a two day operation. Ploughs will clear sidewalks on the first day and return to apply a sand/ salt mix on the second day. The actual commencement of sidewalk ploughing operations may be delayed until the completion of roadway ploughing operations.



SENIORS/ DISABLED

Where the City does not clear snow from public sidewalks, citizens who are seniors or are disabled can request snow clearing assistance by calling **311 or 416-338-SNOW (7669)**.



DRIVEWAYS

Where possible, Toronto Transportation opens snow windrows left by ploughs at the foot of residential driveway entrances in the City. To make this activity effective, residents are asked to remove parked cars from the roadway when ploughing operations are in progress.

Driveway windrow opening is initiated at the same time as the final round of roadway ploughing and is completed within one hour of the end of roadway ploughing. This service is initiated when windrows have reached a height of 25cm and is delivered to the extent where a small car can pass safely. However, there will be some residual snow for the resident to clear. As a result of some heavier snow storms, there may be some overspill snow from the plough blade that remains in the driveway.



BUS STOP CLEARING

Transportation Services clears all bus stop pads in the City as part of the road ploughing and sidewalk ploughing operations. Bus stop clearing generally begins following the final round of roadway ploughing. It takes about 72 hours to clear all bus stops. This time frame may be extended if additional winter snow clearing equipment is needed to clear sightline problems caused by the snow.



YOU CAN HELP!

There are a number of things that you can do to assist Transportation Services' snow clearing activities in your community.

You can help:

- By removing encroachments adjacent to sidewalks and curbs that may interfere with sidewalk ploughs and roadway ploughs.
- By ensuring that the sod on your boulevard is kept cut back to the edge of the sidewalk
- By removing all your vehicles from the roadway during ploughing operations.
- By not trying to overtake snow ploughs on the roadway.