

Fundy Albert

Snow Removal Policy

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DISCLAIMER.....4

1 GENERAL INFORMATION.....4

2 WINTER MAINTENANCE POLICY.....4

2.1 PURPOSE.....4

2.2 MISSION.....4

2.3 PRIORITY.....5

 2.3.1 Roads and Streets.....5

 2.3.2 Side Walks.....5

 2.3.3 Parking Lots.....5

3 RESPONSIBILITIES5

3.1 DIRECTOR OF OPERATIONS.....5

3.2 PUBLIC WORKS SUPERINTENDENT/SUPERVISOR.....6

3.3 PUBLIC WORKS OPERATORS.....6

3.4 FUNDY ALBERT CONTRACTORS.....6

4 SNOW REMOVAL LEVEL OF SERVICE6

4.1 MUNICIPAL STREETS6

4.2 HIGHWAY 114 AND OTHER ROADS AND HIGHWAYS.....6

4.3 SIDEWALKS6

4.4 PARKING LOTS7

 4.4.1 Contracted Snow Removal.....7

 4.4.2 Public Works Snow Removal.....7

4.5 APPROACH WAYS AND ENTRANCES.....8

 4.5.1 Municipal Occasional Rented Spaces and Municipal Government Buildings8

 4.5.2 Municipal Short and Long Term Leased Spaces.....8

4.6 HYDRANTS (FIRE AND FLUSHING).....9

4.7 UTILITIES LANEWAYS AND BUILDINGS.....9

4.8 MISCELLANEOUS POINTS REGARDING LEVELS OF SERVICE.....9

 4.8.1 Level of Service timelines.....9

 4.8.2 Concurrent Activities.....9

 4.8.3 Driveway Snow Windrow Management10

 4.8.4 Snow Pile Management10

4.9 SPRING CLEAN-UP AND REMEDIAL WORKS.....10

5 COMPLAINTS, CONCERNS AND REPORTING OF ISSUES.....10

6 REVIEW AND UPDATES.....11

6.1 REVIEW AND UPDATES.....11
6.2 FEEDBACK.....11

APPENDIX A - STREETS AND ROADS, LEVEL OF SERVICE.....12

HILLSBOROUGH.....12
HILLSBOROUGH- MAP.....13
RIVERSIDE-ALBERT14
ALMA15

APPENDIX B- SIDEWALK CLASSIFICATION MAPS16

HILLSBOROUGH.....16
RIVERSIDE-ALBERT17
ALMA18

APPENDIX C- PARKING LOT CLASSIFICATION19

Disclaimer

This plan is based on normal winter conditions, availability of personnel and availability of equipment. Fundy Albert does not guarantee a level of service under abnormal or extreme weather conditions, nor in the event of staff shortages or equipment breakdowns. Furthermore, while every effort will be made to minimize disruption and damage to public and private property, Fundy Albert acknowledges that on occasion some disruption and damage may occur, despite this snow removal operations are linked to public safety and must be conducted.

1 General Information

Fundy Albert is a large rural municipality with three distinct communities; Alma, Riverside-Albert and Hillsborough, that are provided with snow removal services by the Fundy Albert Public works team or their subcontractors. Snow removal services for all other areas outside of the former villages are delivered by DTI or their subcontractors.

Fundy Albert and its contractors are responsible for snow clearance across a public road network consisting of 60Km of maintained road surface, 5.7km of sidewalk, 6100m² parking lots, 1.2km of service roads and 69 fire hydrants.

The Fundy Albert public works team is a dedicated team of employees who in addition to snow removal operations are responsible for the operation of the Hillsborough arena, public rented spaces, community centers in Riverside-Albert and Alma, the daily operation and maintenance of three utility companies supplying water and wastewater services to three communities of Alma, Riverside-Albert and Hillsborough.

2 Winter Maintenance Policy

2.1 Purpose

The purpose of the winter maintenance policy is to provide an effective and efficient level of service for snow and ice removal across the three communities in Fundy Albert and to ensure that this level of service is understood by operators, supervisors, administration, Council and the public.

2.2 Mission

To provide a consistent level of snow and ice control, and the continued delivery of other municipal services within the constraints of workforce and equipment.

2.3 Priority

Fundy Albert provides snow removal and ice control on municipal streets, sidewalks and parking lots according to pre-established priorities based on their importance in the overall transportation network. This includes considerations given to the level of use, emergency services, access to government services, access to local businesses, access to recreational facilities and activities.

2.3.1 Roads and Streets

Class A: municipal streets that have dangerous intersections.

Class B: municipal streets with high usage.

Class C: municipal streets with medium usage.

Class D: municipal streets with low usage.

2.3.2 Side Walks

Class A: sidewalks near school zones.

Class B: sidewalks in heavily travelled areas providing access to vital local businesses and services.

Class C: all other sidewalks.

2.3.3 Parking Lots

Class A: parking lots supporting government and priority services.

Class B: parking lots providing access to multiple local businesses, services and activities

Class C: parking lots providing access to individual businesses, services or activities.

3 Responsibilities

3.1 Director of Operations

The Director of Operations is responsible for the maintenance and execution of this policy, directing the public works team and contractors in the delivery of ice and snow removal services and dealing with public complaints and concerns regarding ice and snow removal operations within the communities of Alma, Riverside-Albert and Hillsborough.

3.2 Public Works Superintendent/Supervisor

The Public Works Superintendent is responsible for understanding the Fundy Albert snow and ice removal policy, the tactical execution of snow and ice removal operations under the responsibility of the public works department and the passage of information regarding workforce and equipment availability that may impact on the snow and ice removal plan.

3.3 Public Works Operators

Public works operators are responsible for the maintenance and safe operation of snow removal equipment. While this policy outlines the prioritization and conditions for snow and ice removal, operators are expected to use their judgment to ensure the safety of Fundy Albert employees¹ and the public, as well as to maintain the continued delivery of other municipal services.

3.4 Fundy Albert Contractors

External providers under contract with Fundy Albert to provide snow and ice removal services are responsible for upholding the standards in existing and future contracts.

4 Snow removal Level of Service

4.1 Municipal Streets

Snow and Ice removal on Fundy Albert streets are provided under contract. Any public complaints or concerns should be directed to the Fundy Albert Village office or the Director of Operations.

Levels of service provided to each community can be found at [Appendix A](#)

4.2 Highway 114 and other Roads and Highways

Snow and ice removal services for highway 114 throughout all of Fundy Albert and all other roads and highways outside of community limits is the responsibility of DTI or their subcontractors. Any public complaints or concerns should be directed to DTI.

4.3 Sidewalks

The Fundy Albert Public Works department is responsible for the removal of snow along 5.7 km of sidewalk following the end of a snowstorm once no further accumulation of snow is expected to the following levels:

¹ Safety relates to excessive working hours, exposure to extreme conditions, conducting snow removal in the presence of the public and ensuring equipment that is damaged or unsafe is not continued to be used.

Class of Sidewalk	Description
Class A	The objective is for all Class A sidewalks to be cleared within 24 hours of the end of a snowstorm where snow accumulation is up to 30cm. Storms resulting in an accumulation greater than 30cm may result in extended clearance times, which may be further impacted depending on snow type, personnel and equipment availability.
Class B	All Class B sidewalks will be cleared on completion of all Class A sidewalks. The objective is to complete snow clearance on Class B sidewalks within 48 hours from the end of the snowstorm.
Class C	All Class C sidewalk will be cleared on completion of all Class A & B Sidewalks. The objective is to have all sidewalks clear within 72hours of the end of the snowstorm.

Notes:

1. The amount and type of snow received during each event will vary, this may have a positive or negative impact on the times given above.
2. The Fundy Albert Public Works team is not a dedicated snow removal team and at times may be required to support other high priority tasks such as the continued provision of water and sewer and garbage collection.
3. The Fundy Albert snow removal capability is small in terms of both staff and equipment, reduced staff due to sick days and unavailability of equipment due to breakdown will have a significant impact on snow removal timelines.
4. When possible, sidewalks will be salted prior to the commencement of a storm.
5. Sidewalk type and Classification Maps can be found at [Appendix B](#).

4.4 Parking Lots

4.4.1 Contracted Snow Removal

Parking lots under contracted snow removal will be cleared in a reasonable amount of time after the completion of streets and roads. .

4.4.2 Public Works Snow Removal

Class of Parking Lot	Description of Service
Class A	Cleared within 24 hours of the end of a snowstorm where snow accumulation is up to 30cm. Storms resulting in an accumulation greater than 30cm may result in extended

	clearance times., which may be further impacted depending on snow type, personnel and equipment availability.
Class B	Cleared on completion of all Class A parking lots. The objective is to clear all Class B Parking Lots within 12 hours of completion of Class A Parking Lots
Class C	Cleared on completion of all Class A & B Parking lots. The objective is to have all Class C parking lots cleared within 12 hours of the completion of all Class A & B parking lots.

Notes:

1. The amount and type of snow received during each event will vary, this may have a positive or negative impact on the times given above.
2. The Fundy Albert Public Works team is not a dedicated snow removal team and at times may be required to support other high priority tasks such as the continued provision of water and sewer and garbage collection.
3. The Fundy Albert snow removal capability is small in terms of both staff and equipment, reduced staff due to sick days and unavailability of equipment due to breakdown will have a significant impact on snow removal timelines.
4. Parking lot type and classification List can be found at [Appendix C](#)

4.5 Approach Ways and Entrances

4.5.1 Municipal Occasional Rented Spaces and Municipal Government Buildings

The approach ways: paths, footways and/or sidewalks leading from the closest cleared sidewalk or parking lot to entrances, porches and access points to municipal occasional rented spaces will be cleared and salted/sanded by the public works team concurrently or consecutively to the clearing of the closest sidewalk or parking lot as per the priorities set for sidewalks and parking lots.

4.5.2 Municipal Short and Long Term Leased Spaces

It is the lessee's responsibility to clear approach ways and entrances to short and long term leased spaces from the closest cleared sidewalk or parking lot to meet the needs of their own schedules. In the event that an approach way and entrance is shared with a municipal occasional rented space or municipal government building the public works team will be responsible for the snow removal and salting/sanding.

4.6 Hydrants (Fire and Flushing)¹

Hydrants will be cleared of snow when snow prevents access to the front cap. The snow will be removed from all hydrants within 5 working days of the storm end. The operations will be conducted based on the following priority:

1. Institutional (School) Zones
2. Business and government Areas
3. Residential Areas

The decision as to whether snow accumulation around fire hydrants warrants removal sits with the Director of Operations and Public Works Superintendent/Supervisor. The Hillsborough Fire Chief will have the final authority to overrule other decisions and instigate hydrant snow removal operations.

4.7 Utilities Laneways and Buildings

The laneways, paths and entrances to utility buildings; well houses, lift stations, and wastewater facilities will initially be cleared on an as-required basis upon the completion of other snow clearing activities. However, in the event of severe weather conditions that impact the normal operation and delivery of water and wastewater services, a decision may be made by the Administration to prioritize snow removal in these areas to ensure continued provision of water and wastewater services.

4.8 Miscellaneous points regarding levels of Service

4.8.1 Level of Service timelines

The levels of service and timelines given are a guide which Fundy Albert and its contractors will endeavor to deliver the service within. Often, it may be possible to complete snow removal operations well within these guidelines, however snow type, personnel and equipment availability may significantly impact these times.

4.8.2 Concurrent Activities

Fundy Albert plans to conduct snow removal activities concurrently across all communities, however, personnel and equipment availability may make this impossible, in such cases the Administration will make decisions on the priority of snow removal on a case-by-case basis.

¹ Only Hillsborough has Fire Hydrants, the communities of Riverside-Albert and Alma only have flushing hydrants that do not require snow removal.

4.8.3 Driveway Snow Windrow Management

Fundy Albert does not offer windrow removal services for private driveways; therefore, property owners are responsible for clearing the snow piles left at the end of their driveways after municipal snow plowing. To assist residents, the municipality strives to minimize the size and impact of windrows by adjusting plowing techniques and equipment where feasible, while ensuring the safe and efficient clearing of public streets and sidewalks remains the top priority.

4.8.4 Snow Pile Management

Snow removal operations often result in snow being piled along the sides of roads and sidewalks, occasionally this may result in overflows onto private property. While this is an unavoidable aspect of our snow clearance efforts, we acknowledge the concerns raised by residents regarding potential damage to private property and the mess left behind in the spring. To address these concerns, the municipality will:

1. Regularly monitor the height and spread of snow piles to ensure they do not obstruct visibility or access to properties.
2. Inform residents about the expected locations and sizes of snow piles and encourage them to report any issues.
3. Plan for a thorough clean-up in the spring to remove residual snow and debris from public and private areas affected by snow build-up.
4. Work with property owners to mitigate any potential damage caused by snow piles, including providing guidance on protective measures they can take.

4.9 Spring Clean-Up and Remedial Works

Contractors engaged in snow removal operations are responsible for addressing any property damage caused during the winter season as part of their contractual obligations. Fundy Albert will not reimburse homeowners for any remedial work completed by the homeowners themselves or their chosen contractors without prior authorization from the municipality. Homeowners are encouraged to report any damage as soon as possible to allow Fundy Albert to coordinate appropriate remedial actions with the contractor responsible.

5 Complaints, Concerns and Reporting of Issues

Fundy Albert acknowledges that despite their best efforts, complaints, concerns and issues may arise. Individuals are first directed to review this policy to ensure that their issues or concern falls outside of the

service levels described and to identify where the responsibility lies. If after that, there is still a concern it can be directed to one of the following:

1. Issues under the responsibility of Fundy Albert and its contractors can be directed to the village office: Telephone: (506) 734-3733 or email: assistant@fundyalbert.ca
2. Issues under the responsibility of DTI: Tel: 1-833-384-4111 or email: transportnb@gnb.ca

Under no circumstances are Fundy Albert employees or contractors to be approached aggressively or subjected to abuse regarding concerns or dissatisfaction with snow removal activities.

6 Review and Updates

6.1 Review and Updates

This policy is to be reviewed and updated as required by Administration on the following occasions:

1. Annually prior to winter season.
2. Renewal/tender of contracts.

6.2 Feedback

Feedback from Fundy Albert staff, constituents and council are encouraged to support the continuous improvement of this policy.

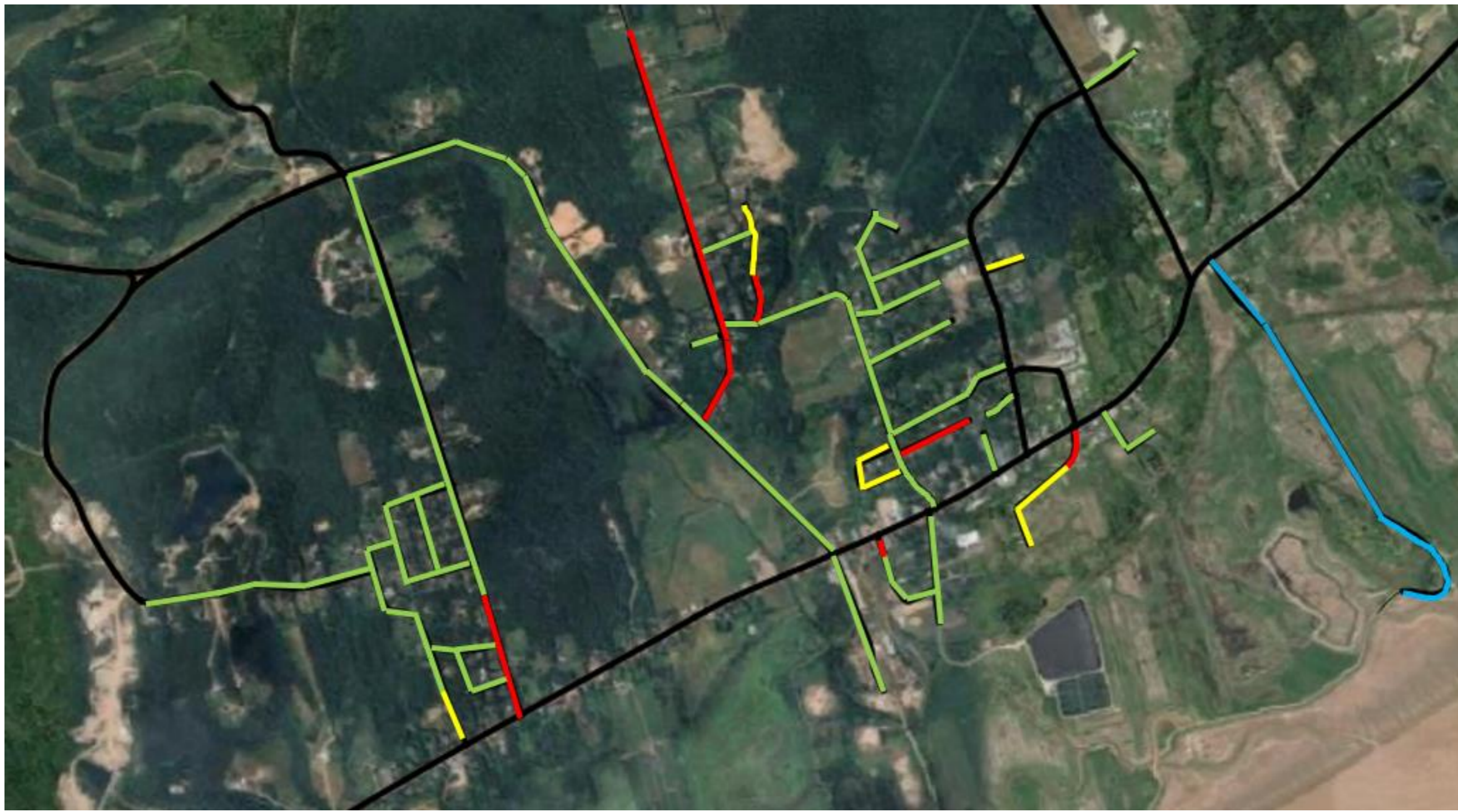
Appendix A - Streets and Roads, Level of Service

Hillsborough

Class	Level of Service
<p>A. Municipal Street that have dangerous intersections</p> <p>(these streets will be plowed continuously during the snow storm, where possible. The Ice control service will use controlled salting to maintain clear driving lanes within a reasonable time after a storm)</p>	<ol style="list-style-type: none"> 1. Plow after 2 cm accumulation when possible. 2. Plow continuously during a storm, visibility permitting. 3. Controlled salting after driving lanes are plowed with no further accumulation expected. 4. Widen during daylight hours only.
<p>B. Municipal Streets</p> <p>(These streets will be plowed so as to hold snow accumulation to 8cm where possible. Salting will be carried out so as to maintain bare centre strip within a reasonable time after storm)</p>	<ol style="list-style-type: none"> 1. Plow after 2-8cm accumulation when possible. 2. Repeat so as to hold maximum accumulation to 8cm. 3. Controlled salting on designated collectors. 4. Widen during daylight hours only.
<p>C. Municipal Streets</p> <p>(These streets will be plowed after 8cm accumulation of snow, and ice control will be with sand. The resulting level of service will accept a snow packed highway with hills, curves intersections and hazardous areas treated with sand)</p>	<ol style="list-style-type: none"> 1. Plow after 8cm or more accumulation when possible. 2. Repeat plowing in necessary. 3. Sand hills, curves, intersections and icy spots. 4. Widen during daylight hours only.
<p>D. Low volume Municipal Streets and Parking Areas.</p>	<ol style="list-style-type: none"> 1. Plow within a reasonable amount of time after a storm.

A map of Streets and their classification under this contract can be found below.

Hillsborough- Map



Class A: — Class B: — DTI/Other Organization Responsibility: —
Class C: — Class D: —

Riverside-Albert

(NB DTI Winter Levels of Service)

Winter Levels of Service

Winter Service Category "A-1"
(4 Lane Arterials)
Traffic Count > 4000



Objective: Bare driving lanes within 24 hours after end of storm

Winter Service Category "A-2"
(Remaining Arterials and high volume collectors)
Traffic Count > 2000



Objective: Bare driving lanes within 24 hours after end of storm

Winter Service Category "B"
(Medium volume Collectors & selected Locals)
Traffic Count = 500 to 2000



Objective: Bare center strip or bare wheel path within 48 hours after end of storm

Winter Service Category "C"
(Low Volume Collectors, most local highways)
Traffic Count < 500



Objective: Snow packed condition with hills, curves and intersections treated with sand


Winter Service Category "D"
(Local Highways)
Traffic Count < 100




Objective: Snow packed condition. May not receive service for extended periods of time

- DTI operates and maintains approximately 18,000 kms of provincial highway and road ways.
- DTI monitors roads during winter storms, with plowing operations typically running from 5 a.m. to 11 p.m. on most provincial roads. From 11 p.m. to 5 a.m., services are typically reduced to emergency only response. DTI is available to respond to emergencies around the clock.
- Levels of service may be reduced due to the following:
 - Length and severity of storm
 - Limited visibility for operators, compromising the safety of maintenance personnel and/or the traveling public
 - Equipment, material and staff availability
 - Winds causing drifting
 - Freezing rain or sleet
 - Road surface temperatures (less than -10C) which limit the effectiveness of de-icing chemicals (i.e. salt)
 - Recovery time for operators during extended winter storm conditions

REMINDER - Give plowing equipment space. Keep back 30m so they can see you.




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Alma

- a) Plowing of snow and spreading of salt, sand, or a combination of both during and following snowstorms to be carried out ensuring travel lanes are clean from curb to curb or shoulder to shoulder and passable to the satisfaction of the Village.
- b) The contractor will not allow more than 3cm (30mm) of snow to accumulate before plowing operations begin.
- c) Salting and sanding or a combination of both must be carried out in a timely manner or within one hours' notice from the village to ensure safe traffic movement.
- d) Except when visibility is a danger, streets are to be plowed during snowfalls to allow emergency vehicle access.
- e) Provide continuous plowing during a snowstorm when and where possible, and ice control service using controlled salting to maintain clear driving lanes within a reasonable time before, during and after a storm.
- f) Plowing and other winter maintenance will proceed simultaneously starting at various locations within Alma so that plowing and other winter maintenance will be provided to ensure safe driving conditions on all roadways within the former Village of Alma.

Snow plowing and winter maintenance is provided on the following streets:

- | | |
|-----------------------------|-----------------------|
| a) School Street 1.5km | o) Forest Drive .58km |
| b) Falcon Ridge Drive .25km | p) Elliot Drive .19km |
| c) Brittany Court .14km | q) Shady Lane .19km |
| d) Fundy View Drive .37km | |
| e) Orange Lane .11km | |
| f) Ocean Drive .12km | |
| g) Green Hill .16km | |
| h) Hill Top Lane .23km | |
| i) Foster Road .33km | |
| j) Edgewater Drive .22km | |
| k) Chignecto Drive .88km | |
| l) Bayview Drive .19km | |
| m) Elm Street .15km | |
| n) Shore Lane .11km | |

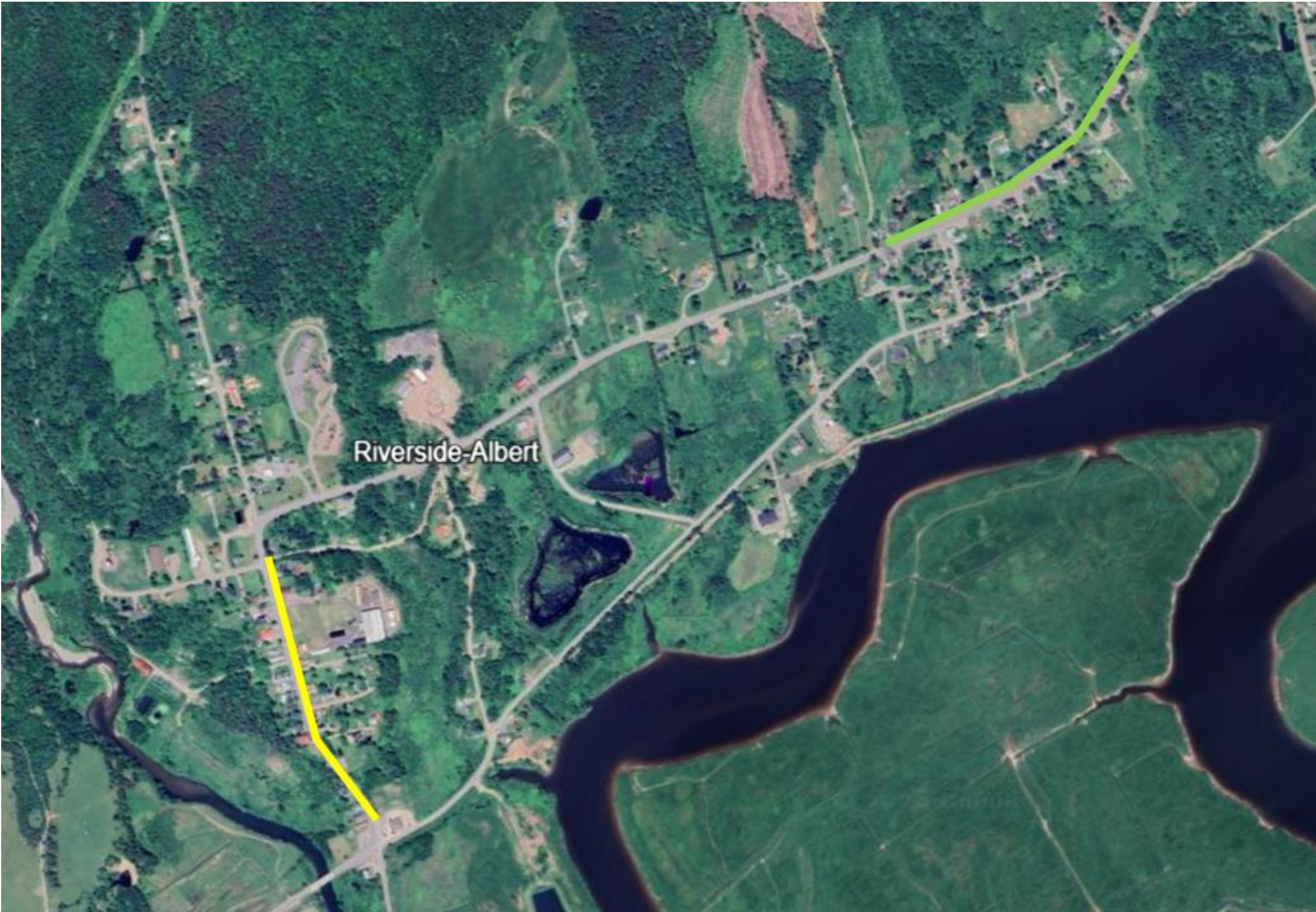
Appendix B- Sidewalk Classification Maps

Hillsborough



Class A: — Class B: — Class C: —

Riverside-Albert



Class B:  Class C: 

Alma



Class B:  Class C: 

Appendix C- Parking Lot Classification

Class A: (Gov't Services)

- Fundy Albert Village Office at 61 Academy Street Hillsborough.
- Fundy Albert Municipal Garage

Class B: (Access to multiple Businesses & Services)

- Hillsborough Library at 2849 Main Street Hillsborough
- Alma Activity Centre Parking Lot, School Street, Alma
- Riverside Albert Recreation Centre

Class C: (Access to individual Businesses & Services)

- Anglican Church on Mill Street, Hillsborough
- Visitor Information Centre at 2861 Main Street Hillsborough
- White Rock Recreation Area Parking Lot, Golf Club Road, Hillsborough
- Kiwanis Parking Lot Hillsborough when mobile ECO Depot due in.

*All other parking lots in Fundy Albert are privately owned and maintained and not the responsibility of Fundy Albert