



Council Policy #C60

LEVELS OF SERVICE POLICY – ROADS AND PARKS OPERATIONS

Approved by Council Resolution # 26/09/05

1. PURPOSE:

This policy establishes the City's target levels of service for roads and parks to support a safe and reliable transportation and park network within the geographic boundaries of the City. It provides a framework for the effective delivery of maintenance services and for adjusting these service levels over time. Service levels are operational targets only; while the City will make reasonable efforts to achieve them, they are not guaranteed and may be affected by operational, environmental, or resource constraints.

2. POLICY STATEMENT:

The City will provide efficient and cost-effective maintenance for roads and park spaces year-round to ensure the safety of users of municipal roads, sidewalks, and trail networks. In doing so, the City will manage competing budgetary priorities and operational demands. The City will also strive to minimize adverse environmental impact and comply with the Municipal Government Act and other regulations related to City operations.

3. DEFINITIONS:

For the purpose of this policy, defined terms have the meanings ascribed to them in this policy, whether capitalized or not. See Schedule 1 for a list of definitions used in this policy.

4. SCOPE / APPLICATION:

This policy applies to all City personnel and contractors who perform roads and parks operational services within the City.

5. FOUNDATIONAL PRINCIPLES:

This Policy has the following foundational principles:

- a) Routine operations described in this policy are based on a 40-hour service week per employee, which may include scheduled weekday and weekend coverage, unless otherwise noted. Response to urgent or hazardous conditions is excluded from routine operations and is managed through an on-call system outside of regular services hours, as required.
- b) Service levels and operational activities are planned based on typical seasonal conditions, as informed by 5-year historical averages. Annual budgets are established using these historical averages as a baseline. Variations from these conditions, including atypical or extreme weather events, may require increased operational response and result in higher than budgeted expenditures to maintain service levels, and may impact the City's ability

to meet established service levels and timelines..

- c) During atypical or extreme weather events, the City's ability to meet established service levels and response timelines may be impacted, despite additional resources.
- d) The activities detailed herein attempt to reduce hazardous conditions that are beyond the City's control and dangerous conditions may nonetheless result despite the City's efforts.
- e) That road, sidewalk, park, and trail safety is a cooperative activity between users of the active transportation network and the City. The City expects that users of the transportation network will exercise reasonable care for their own safety.
- f) To meet the service levels identified in this policy, personnel and equipment will need to be scaled in accordance with the growth of the community. This will occur during the annual budget process.
- g) The City will assume no liability whatsoever for damage to obstructions or landscaping of any kind placed or developed on a road right-of-way without a permit.
- h) The City will ensure that all municipally managed and controlled roads and publicly owned pathways within the municipality are maintained in accordance with the *Municipal Government Act*, RSA 2000, c. M-26 (Sections 18, 530, 531 and 532).

6. WINTER MAINTENANCE SERVICE LEVEL GUIDELINES – Refer to Schedule 2

Service levels including how, when and where the City sands, salts, plows, and removes snow and ice depends on the Council-approved priority system. In setting priorities, consideration is given to criteria such as dangerous conditions, traffic volume, road classification, terrain, emergency services, drift exposure and potential drainage issues.

Winter maintenance will be conducted in order of priority as set out in Schedule 2. Once the City has completed Priority 1 and 2 maintenance service, Priority 3 and 4 winter maintenance will occur in Quadrants as shown on Map E – Quadrants Map¹. In year 1, maintenance will commence in Quadrant 1 and will proceed in numerical order and rotate clockwise annually. For example, in the first winter season following the adoption of this Policy, Quadrant 1 will be the first to receive winter maintenance after Priority 1 and 2 are completed. In the following winter season, Quadrant 2 will be the first quadrant to receive winter maintenance services once Priority 1 and 2 are complete.

The snow and ice service levels describe the varying levels of response to different snow accumulation events. The sequence and the methodology of services provided at each level, including monitoring the efficiency of clearing roadways, parking lots and active transportation networks will be based on operational efficiency, including route optimization, waste removal schedules, equipment maintenance or availability and other relevant applicable factors.

The snow and ice control program will "reset" when continuous snow events are experienced.

After a snowfall, crews begin snow removal in Priority 1 and Priority 2 areas. Once those are completed, they move on to Priority 3 and Priority 4 areas. If another snowfall occurs before all areas are finished, crews will pause work in lower-priority areas and return to Priority 1 and 2 locations. Once those are addressed, crews resume work where they previously paused.

¹ All maps referenced herein are located on the City's website.

For example, if snow removal was paused in Quadrant 3, crews will return clearing Priority 3 and 4 areas in Quadrant 3.

a) Ice Control (Sanding and Rock Chips)

As road conditions become slippery, ice control material may be applied to hazardous locations such as intersections, curves, hills, school areas and pedestrian crosswalks. Residential intersections, and lane entrances and exits, will only be completed as required.

It is not common practice to sand streets in their entirety unless severe weather conditions warrant such actions. Ice control for residential areas will predominantly consist of rock chips. De-icing agents in residential areas will not be used unless weather conditions deem it necessary.

Crews adjust snow and ice control materials depending on the prevailing temperature and weather conditions.

To assist the public with neutralizing ice on sidewalks in front or alongside private property, the City may make available rock chips in designated areas located throughout the City.

b) Snow Plowing

Roads shall be plowed and have snow and ice control operations to ensure they are passable to emergency services, waste collection and the general public, as per approved service levels. Alleys will be monitored to maintain one-way traffic.

c) Snow Removal

Removal and disposal of snow in an approved snow disposal facility is carried out in those areas where inadequate physical space exists to store the snow onsite and/or the presence of windrow interferes with the normal winter movement of vehicular and/or pedestrian traffic and sight restrictions at intersections and around fire hydrants.

The City shall take advantage of mechanically blowing snow to adjacent municipally-owned properties to accommodate snow storage wherever possible, rather than resorting to hauling.

d) Drifting

Drifting snow will be controlled by the strategic placement of snow fencing. Snow drifts that render roads, sidewalks, or trails impassible will be cleared per the approved service level.

e) Snow Storage Site Management

The City's permanent snow storage site is located at the Operations Facility Yard and is for City use only. As this permanent site has restricted capacity, temporary snow storage sites may be located throughout the City during extreme weather events. Temporary locations may include boulevards, community green spaces and cul de sacs, and will be relocated to the permanent snow storage site as resources are available.

f) Parking Bans

Parking bans may be implemented, as required, to provide for space for winter operations to commence. Any parking bans and enforcement will be addressed in accordance with the Traffic Safety Bylaw.

g) Weather Monitoring and Extreme Weather Conditions

Once every seven hour shift, weather monitoring, both current and forecast in the next 24 hours, shall occur. When severe weather conditions reach a point where winter operations cannot continue without compromising public and/or employee safety, temporary road closures may be implemented.

h) Sidewalks and Trails

Snow removal and ice control occurs on regular business days. Should snow accumulation occur after-hours or on a weekend or holiday, maintenance will occur on the next business day.

i) Playground and Outdoor Amenity Maintenance

Beaumont conducts maintenance of garbage cans, City-owned playgrounds, toboggan hills, hard surface amenities, skating trails, and outdoor rinks. Maintenance of these facilities and assets takes into consideration user-group seasons and activity for operational efficiency purposes.

Maintenance of outdoor rinks are consistent across different types of facilities and can include clearing snow from the ice and/or flooding with water, on an as-needed basis.

7. SPRING/SUMMER/FALL MAINTENANCE SERVICE LEVEL GUIDELINES – *Refer to Schedule 3*

Service levels including how, when and where the City maintains spring and summer assets and amenities depends on the asset. Consideration is given to criteria such as user volume, asset management, safety, cleanliness, and other factors.

The spring/summer maintenance service levels describe the varying levels of response to different outdoor assets and amenities. The sequence and methodology of services provided will be based on operational efficiency, including route optimization, waste removal schedules, equipment maintenance or availability and other relevant applicable factors.

Priorities for residential spring/summer/fall maintenance will start in Quadrant 1, as seen in Map E - Quadrant Map², in numerical order and rotate clockwise annually. For example, in one year, Quadrant 1 will be the first to receive maintenance after Priority 1 and 2. In the following Spring maintenance will start with Quadrant 2.

a) Street, Sidewalk and Trail Sweeping

Beaumont conducts an annual Spring street sweeping program for roadways, sidewalks, and trails. Sanding material and other debris that has accumulated on the roads during the winter is removed through this process. The City begins with a bulk clean-up phase, which focuses on clearing winter debris from main drive lanes prior to cleaning the curbs and gutters. Once the bulk material is cleared from these primary travel lanes, crews advance to detailed, comprehensive sweeping within local neighborhoods, which includes the thorough cleaning of curbs, gutters, medians, and curb ramps.

b) Roadway and Drainage Infrastructure Maintenance

Beaumont conducts scheduled and responsive maintenance on roadways, sidewalks, traffic controls, and drainage networks throughout the spring, summer, and fall seasons.

² All maps referenced herein are located on the City's website.

- **Pothole Repairs:** Pothole maintenance is conducted year-round using a tiered approach. Emergency cold-patch repairs may be executed at any time under any weather conditions to mitigate immediate hazards. Permanent hot-mix asphalt repairs are completed during the spring, summer, and fall, and can only be executed when both the surface and ambient temperatures are above 0°C. Repair activities for both methods are prioritized by traffic volume, starting with highest-traffic roadways (arterial roads), followed by collector and local roads.
- **Sidewalk Repairs:** Concrete and sidewalk repairs are carried out annually between April and October. Maintenance scheduling prioritizes areas presenting the highest potential impact on public safety, as well as high-pedestrian zones including the central commercial district, school zones, and senior living facilities.
- **Road Signage:** Road signage replacement and maintenance occurs year-round. Once the City is notified, damages to signage are corrected as soon as reasonably practicable, with highest priority given to regulatory signs required for active traffic control.
- **Drainage and Culverts:** Culverts and drainage infrastructure are inspected following significant rain events as required. During the spring thaw, inspections are elevated to a weekly schedule to proactively prevent blockages and ensure drainage capacity is not impacted.
- **Line Painting:** Line painting occurs post-street sweeping to ensure a clean surface for maximum material adhesion. Painting is executed once annually on all arterial and collector roads. This scope includes refreshing pedestrian crosswalk lines in school zones, stop bars, and directional arrows.

c) **Grass Cutting and Trimming**

Grass cutting and trimming maintenance activities are impacted by wet weather conditions. Trimming occurs in community green spaces bi-weekly, and on an-as needed basis in other areas within City boundaries; however, efforts are made to prioritize trimming that may impact safety.

For all storm water management facilities, landscaping shall remain naturalized below the 1-in-5-year flood line. Naturalization below the 1-in-5-year flood line is necessary to accommodate regular flooding, reduce maintenance requirements, control erosion, and support the long-term function of stormwater infrastructure.

However, where a formal path exists within the area of the storm water management facility, public safety and path integrity take precedence. A mandatory 1-meter mowed buffer strip will be maintained along the path edge to ensure sightlines and prevent vegetation encroachment, regardless of the 1 in 5-year high-water line.

d) **Playground and Outdoor Amenity Maintenance**

Beaumont conducts maintenance of City-owned or operated garbage cans, porta potties, playgrounds, hard surface amenities, sports fields, ball diamonds, and outdoor rinks. Maintenance of these facilities and assets takes into consideration user-group seasons and activity for operational efficiency purposes.

Maintenance of sports fields are consistent across different types of facilities and may include grass cutting, trimming, and line painting, based on inspections.

8. USE OF CONTRACTORS

Contractors may be used to provide specialized, seasonal, or surge-capacity services. This includes routine maintenance activities and, during above-average snowfall years, additional snow and ice control support to help maintain established service levels.

9. COMMUNICATIONS

Administration will maintain and publish current information on the City's website regarding service levels, amenity locations, property owner responsibilities, and service level maps, which may be updated from time to time to reflect operational requirements and changes to municipal infrastructure.

Street signs used during snow plowing, removal, and street cleaning, are to be placed forty-eight (48) hours prior to work commencing. Sign locations are to be identified on the interactive map found on our webpage.

Following a winter storm event and during all subsequent snow clearing operations, the public will be kept informed of snow and ice control operations on Beaumont's website.

Outdoor space condition status is updated on the City's website during the relevant seasons, Monday to Friday by the end of business day, and by 10am on weekends and holidays.

10. AUTHORITY/RESPONSIBILITY TO IMPLEMENT

The Director of Public Works has authority to implement this policy and must ensure the effective administration of this policy.

Policy Record

Adopted by Council: September 8, 2026

Council Resolution: 26/09/05

Cross Reference:

- Community Standards Bylaw 1024-22
- Utilities Bylaw 1052-24
- Traffic Safety Bylaw 1084-25
- Parks & Facilities Bylaw 737-09

Administrative Responsibility: Director, Public Works

Next Review Date: Annually

Schedule 1 - Definitions

In this Policy, unless the context otherwise requires:

Arterial Roadway: is a major roadway that expedites the movement of vehicles between communities and major destinations, carries the highest traffic volume, and serves as essential to providing access to neighbourhood entrances.

Alley: is a narrow roadways providing access to the rear of buildings and properties.

Ball Diamond: is an outdoor recreation facility for organized baseball, softball, or similar activities, consisting of graded and maintained infield, grass outfield, base paths, pitcher's mound, backstop, and associated infrastructure.

Boulevard: is to the area from the edge of the asphalt or back of curb to the edge of sidewalk, separate landscape area, trail or walkway.

City: means the Corporation of the City of Beaumont.

Collector Roadway: is a roadway that connects local streets to arterial roads and carries moderate volumes of traffic.

Community green space: is the grass area along trails and in open parks but does not include programmable areas (like sports fields).

Dragging: is the practice of pulling a mat or screen across infield dirt of a baseball diamond to smooth the surface, remove small bumps or cleat marks, and create an even, safe playing field.

Extreme weather event: is a weather event, which may include snow, freezing rain, hail, heavy rain, or other inclement weather that exceeds the available City resources to the extent that emergency vehicle and citizen mobility is compromised.

Hard surface amenity: is any City-owned or operated hard surface facility used for recreational purposes, such as basketball courts, skate parks, tennis courts, volleyball courts, and spray parks.

Ice control: is the application of aggregate abrasives and/or chemicals to a driving or walking surface to improve traction.

Local roadway: is a roadway that provides direct access to residential and commercial properties.

Multi-sport artificial turf: is the multi-sport artificial turf field located in the City's Four Seasons Park.

Passable: is the act of maintaining a driving lane in such a condition that emergency service vehicles can use the street in an emergency response.

Parking lot: is a City-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 access and circulation within the facility.

Road right-of-way: is the space over the land that is reserved for transportation purposes and contains, among other things, the driving surface (paved or unpaved), concrete curbs and gutters, drainage ditches, sidewalks, streetlights, boulevards, and utility infrastructure such as manholes, water valves, fire hydrants etc.

Sand: is the abrasive material used for traction control.

Salt: is the material that contains inorganic chloride salts with or without ferrocyanide salts used for ice control.

Sidewalk: is a concrete walkway located within the road right-of-way.

Snow event: is the accumulation of five (5) cm or more. For snow and ice control activity, the term *snow event* shall also include rain or freezing rain or other weather conditions that have a similar effect on road surfaces. The end of a snow event is when winter precipitation no longer accumulates on roadway surfaces.

Snow plowing: means the pushing of accumulated snow from roadway surfaces to the middle or sides of a roadway or lane.

Snow removal: is the reducing or cleaning away of windrows or piles by loading and hauling off site.

Snow ridge: is the row of excess snow formed by plowing roads, alleys, trails or sidewalks.

Snow storage: is the activity of relocating and storing snow within designated areas to ensure a safe and accessible transportation network is reasonably maintained.

Sports field: is an open space on City-owned land where sport activities are conducted.

Sweeping: is the process of removing sand and other debris that has accumulated on the roads during the winter.

Toboggan Hills: means designated open slope areas on City-owned or managed land intended for winter sliding activities and subject to periodic safety inspections and maintenance, including St. Vital Church Hill, St. Vital Park, and the area behind the library.

Trail: is an asphalt pathway located on or adjacent to public lands that is interconnected to the greater pathway/sidewalk system.

Quadrant: means the to different quarter sections of the City as a method of dividing up the community in a way to plan maintenance activities.

Schedule 2

Winter Maintenance Service Levels

Table A – Road Network Refer to Service Level Map A ³ .						
Priority	Descriptions	Ice Control		Plowing		Removal
		Minimum Metrics	Timelines	Minimum Metrics	Timelines	
Priority 1: Arterial Roadways	• 50th Street • 50th Avenue • Main routes from residential neighborhoods • Emergency vehicle station and access • Commercial or Main Street District	After 1 cm snow accumulation	Within 8 hours after the end of a snow event	After 5 cm snow accumulation	Within 24 hours after the end of a snow event	Snow on the road or windrows exceed one (1) metre in height or is of sufficient size to impede the flow of traffic or sight lines.
Priority 2: Collector Roadways	• All secondary roadways connecting to arterials • Main routes from residential neighborhoods • Transit stops on operating days	After 1 cm snow accumulation	Within 12 hours after the completion of Priority 1 roads	After 5cm snow accumulation	Within 48 hours after the completion of Priority 1 roads	Snow on the road or windrows exceed one (1) metre in height or is of sufficient size to impede the flow of traffic or sight lines.
Priority 3: Local Roads	• Residential roadways that support movement through the community by connecting directly to arterial or collector roadways and providing access within neighbourhoods.	After 1 cm snow accumulation	Within 24 hours after the completion of Priority 2 roads	To create a safer driving surface for residents without slick, compacted snow, snow plowing is reserved for severe accumulation events.		When compacted snow exceeds fifteen (15) centimetres.
Priority 4: Local Roads	• Local access streets serving adjacent homes only, including dead-ends, cul-de-sacs, crescents and loops, with low traffic volumes and limited through connectivity. • Alleys • Gravel roads	After plowing operations completed	As required after Priority 3			When compacted snow exceeds twenty (20) centimetres. Where Cul-de-sac temporary snow storage piles are created, they will be removed once per season.

³ All maps referenced herein are located on the City’s website.

Table B – City-Owned Parking Lots			
Priority	Descriptions	Minimum Metrics	Timelines
Priority 1:	• Emergency Service • Administrative facilities	After 5cm snow accumulation	Within 48 hours after the end of a snow event
Priority 2:	• Recreational facilities • City operated daycare facilities	After 5cm snow accumulation	Within 72 hours after the end of a snow event
Priority 3:	• Cemetery • Operational yards	After 5cm snow accumulation	Within 96 hours after the end of a snow event
Priority 4:	• Overflow lots • Outdoor Recreational programming locations	After 5cm snow accumulation	Within 96 hours after the end of a snow event and after Priority 3 lots are completed
Notes: 1) Parking areas shall be cleared and initially snow will be stockpiled within the parking lot areas; stockpiles will be removed as City resources warrant. 2) Ice Control will be provided as required. 3) City building entrances will be cleared within 2 hours of opening.			

Table C – Sidewalk and Trails			
Refer to Service Level Map B. ⁴			
<i>Note: Sidewalk and Trail maintenance is available Monday to Friday. Should snow accumulation occur after-hours or on a weekend or holiday, maintenance will occur on the next business day.</i>			
Priority	Descriptions	Minimum Metrics	Timelines
Priority 1:	Route 1	After 2 cm snow accumulation	Within 24 hours after the end of a snow event
Priority 2:	Route 2	After 2 cm snow accumulation	Will commence immediately upon completion of Priority 1

⁴ All maps referenced herein are located on the City's website.

Schedule 3

Spring/Summer/Fall Maintenance Service Levels

Table A – Street, Sidewalk and Trail Sweeping		
Refer to Service Levels Map C ⁵		
Priority	Descriptions	Timeline
Priority 1	50 Street, 50 Ave, TWP RD 510	To be completed once per year in April-June (weather dependent).
The following priorities start at Quadrant 1 in numerical order and rotate clockwise annually.		
Table B – Grass Cutting & Trimming		
Identifier	Service Level	
Community Green Space	Cutting – Weekly Trimming – Bi-weekly	
Collector Roads	Cutting - Monthly	
Gravel Roads	Cutting – 3 times per year, or as needed	
Sports fields	Cutting – Twice per week on all sports fields Trimming and line painting occurs as needed Inspections occur on weekends	
Multi-Sport Artificial Turf	Daily checks and grooming, as needed Inspections occur on weekends	
Baseball Diamonds	Daily checks and dragging, Monday to Friday Inspections occur on weekends	
Cemetery	As needed per operational inspections	
Garden beds, flowerpots, and hanging baskets	Bi-monthly weeding & watering	
Table C – Playground & Outdoor Amenity Maintenance		
Garbage Can Maintenance	Sports fields & Facilities	Daily, May - September Monthly, October – April
	Parks, open spaces, City trails, non-school playgrounds	Weekly, May to October Bi-weekly, November to April
Porta Potties	All locations	Serviced weekly, May to October
	Permanent bathrooms	Cleaned daily, May to October
Playgrounds	All City-owned playgrounds receive monthly checks and annual inspections.	
Toboggan Hills	Pre-season inspection for hazards and clean-up	Annual Straw bales placed at St. Vital Church Hill and St. Vital Park
	Post-season inspection for hazards and clean-up	Annual
	In-season	Weekly inspection for hazards and clean-up
Hard surfaces	Weekly inspections of all hard surfaces, Monday to Friday (May to October) Other inspections occur when facility is booked	
Outdoor Rink Maintenance	Daily checks (May to October)	
	Daily maintenance and checks as weather permits, once snow clearing duties on sidewalks and facilities are complete (November to April)	

⁵ All maps referenced herein are located on the City's website.

