



POLICY AND PROCEDURE MANUAL

SNOW AND ICE REMOVAL

Revised 9/16/2020

POLICY AND PROCEDURE MANUAL
SNOW AND ICE REMOVAL
CITY OF KALISPELL

FOREWORD:

The following policies and procedures shall serve as a guide in the removal and control of snow and ice on the streets, alleys, public parking lots and City-owned sidewalks in Kalispell by the Public Works Department Street Division, with assistance by other City departments. The manual shall be updated as conditions dictate. The streets, alleys, public parking lots and sidewalks shall be kept clear of ice and snow for the safety of the motoring and walking public. However, cost effective ice control and snow removal operations shall be used at all times. The City of Kalispell does not utilize a “Bare Pavement” snow/ice removal policy. A concept of reasonableness shall guide our snow and ice removal efforts.

This document states the normal snow and ice removal policies of the City of Kalispell. However, under certain circumstances: emergency situations, budgetary concerns, personnel limitations, and the unpredictability of weather conditions in Northwest Montana, these policies may have to be suspended or superseded when conditions warrant.

This document supersedes all previously written documents, policies or unwritten policies of the City in reference to snow and ice removal.

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CITY OF KALISPELL

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1.0 POLICY

This document states the normal snow and ice removal policies of the City of Kalispell. Under certain circumstances such as emergency situations, budgetary and/or personnel limitations, and the unpredictability of weather conditions in Northwest Montana, these policies may have to be suspended or revised to reflect conditions in place at the time.

The City of Kalispell does not utilize a “Bare Pavement” snow/ice removal policy. Snow and ice removal operations will be conducted in a manner that provides efficient use of available resources to maintain essential City services and a reasonable service level for the public roads consistent with the unique weather conditions of Northwest Montana. Snow removal operations will start at 4:00 am on snow events that accumulate 3 inches or more of snow on city roadways.

2.0 MONTANA WEATHER CONDITIONS

The average winter (47 years of record for the period November, December, January, and February) snowfall is 54.6 inches. The historical record of recent snowfalls for this period is as follows:

YEAR	SNOWFALL
2008-09	67.9”
2009-10	87.0”
2010-11	41.0”
2011-12	33.3”
2012-13	35.9”
2013-14	43.6”
2014-15	64.7”
2015-16	41.4”
2016-17	89.8”
2017-18	82.8”
2018-19	66.4”
2019-20	38.6”

The overall budgetary and planning goal for our snow and ice removal efforts is to plan for the worst, hope for the best, budget for an average snowfall and use contingency funds if we have a severe winter.

3.0 SNOW/ICE REMOVAL – RESOURCES AVAILABLE

3.1 CHEMICALS AND ABRASIVES (3/8” Washed Gravel, Chips and Sodium Chloride)

To ensure conformity with all applicable State and Federal regulations, the City of Kalispell employs the following policy regarding the use of abrasives and chemicals for ice and snow control.

The policy of the department is to use Sodium Chloride for melting of ice and hard packed snow. Sodium Chloride is used only when it can be effectively applied. Other chemicals may also be investigated and tested for cost effective ice removal.

Locally available 3/8” washed gravel and 3/8” fractured rock chips are used as street sanding abrasives to help as a driving aide during slippery conditions.

3.2 EQUIPMENT

The primary equipment available to remove snow and ice will be supplied by the Public Works Department Street Division. The Parks Department shall provide the equipment to remove snow from sidewalks at City operated facilities.

During normal snow removal operations, the Superintendent shall schedule appropriate equipment from the snow removal equipment inventory.

During a major snow event, contractor equipment may be placed in service subject to City Manager concurrence.

3.3 MANPOWER

The primary manpower for snow removal shall be supplied by the Public Works Department Street Division. During major snow events, personnel from other Public Works Department Divisions may assist with snow removal efforts. The Parks Department shall provide manpower to remove snow from sidewalks at City operated facilities.

Total Public Works snow removal manpower consists of 2 Superintendents, 7 Foremen, 2 Plant Managers, 3 Mechanics, and 36 Operators and Maintenance Personnel. See Appendix A for a full listing of available personnel.

During a major snow event, contractor personnel may be placed in service subject to City Manager concurrence.

For normal snow events, work schedules shall be determined by the Road and Fleet Superintendent, or the Director of Public Works and City Manager as conditions direct.

4.0 SNOW ROUTES

The snow routes are divided into first priority, second priority, and third priority routes. A first priority system of unmarked emergency snow routes has been established for effective snow removal on collector, arterial, school and hospital routes. Any hour snow and ice removal will be provided to the first priority snow routes. (See Appendix B).

Second priority routes will be plowed to provide essential access to residential areas, hospitals, government buildings, schools, and central businesses. Second priority routes will receive immediate attention following plowing of first priority routes. (See Appendix C).

Alleys are classified as third priority routes. The Public Works Street Department, when time and resources allow, will only plow the alleys in order for the City Solid Waste equipment to service the garbage containers and for other Kalispell utilities services.

5.0 MONITORING AND NOTIFICATION OF ICE/SNOW EVENTS

Weather reports shall be continuously monitored by the Police Department and the Road and Fleet Superintendent when inclement weather is approaching. The Police Chief, Director of Public Works, Road and Fleet Superintendent and City Manager shall keep each other informed of anticipated snow events, including timing and intensity of the event. The primary responsibility for coordinating and directing work shall rest with the Public Works Department's Superintendent and/or the Street Foreman.

During nighttime, weekends and holidays, the Superintendent shall identify the shift personnel available for sanding and ice control operations. During these periods, the Police Department shall monitor weather reports and road conditions and notify the Superintendent when additional action is needed by the Public Works Department Street Division that **cannot** be met by on-duty shift personnel.

During normal weekday operations, the Police Department dispatcher shall notify the Superintendent, Street Supervisor, or Street Division's On- call Personnel when action may be needed by the Street Division.

6.0 OPERATING PROCEDURES

6.1 SNOW REMOVAL PRIORITIES AND GOALS

Snow removal efforts shall be made on a priority system as follows:

- | | |
|--|--|
| First Priority Snow Routes | - Any hour service by the Street Division for first priority routes. |
| Second Priority Snow Routes | - Second priority routes to receive immediate attention following plowing of first priority routes. |
| Residential Streets | - Plowed within 48 hours of end of snow event for snowfall in excess of 3 inches. Snowfalls less than 3 inches will not be plowed from residential streets unless drifting is occurring. |
| Third Priority Snow Routes - Alleys | - Alleys will not be plowed except to maintain essential city services. |
| Public Parking Lots
(Parking lots and sidewalks administered by the Kalispell Parking Commission are not covered by this policy.) | - Plowed within 24 hours of the end of snow event by Street Division. |
| CBD – Street Parking | - Snow moved from parking areas within 48 hours of snow event by Street Division, depending on severity of occurrence. |
| Sidewalks, City responsibility | - Cleared within 36 hours of end of snow event by Parks Department personnel. |
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6.2 SANDING/ICE CONTROL

Use of street sanding abrasives and chemicals will be dictated by the specific weather and road conditions of each snow event. Street sanding abrasives and Sodium Chloride solution shall be used sparingly and only when application will produce a positive result.

As a general rule Sodium Chloride will not be applied when temperatures are below 20°F and falling and/or significant snowfall is occurring. All streets, including the first priority snow routes, will have highly traveled intersections, and other hazard areas, sanded or treated with Sodium Chloride solution as required by weather conditions.

Sanding abrasives generally will not be used except when a solution of Sodium Chloride will be ineffective. Abrasives may be effectively used when the temperatures are below 20°F and melting is not expected to take place.

6.3 TOWING VEHICLES ILLEGALLY PARKED

Cars parked on the streets during a snow removal effort may be ticketed and/or towed away. The City Code Sec. 17-76states:

PARKING REQUIREMENTS DURING SNOW EVENT SEASON: The snow season is considered to be the period from November 1 through March 31. During the snow season, parking shall not be permitted in City-owned off-street parking areas between the hours of two o'clock (2:00) A.M. to six o'clock (6:00) A.M. In the central business district, the on-street parking prohibition shall be between two o'clock (2:00) A.M. to six o'clock (6:00) A.M.

For the purpose of enforcing this ordinance, vehicles parked on public streets between the hours of sunset and 12:00 o'clock midnight shall be considered to be properly parked regardless whether they are parked in strict accordance with the calendar day parking requirements. For the period from 12:00 o'clock midnight to sunset of that calendar day this ordinance shall be strictly enforced to facilitate snow and ice removal operations. This ordinance shall be enforced during snow events and for the 48-hour period following the end of a snow event that necessitates snow and/or ice removal operations by the City.

The Superintendent shall contact the Police Department and coordinate ticketing and towing operations ahead of the snow removal effort. Vehicles plowed in during snow events shall be ticketed and towed regardless of the calendar day parking restrictions outlined above.

6.4 COMMUNICATIONS

All snowplow equipment shall keep in radio communication with the Police Dispatch Center or Superintendent at all times. Radio communications by snowplow operators shall be between supervisor, equipment, and/or Dispatch Center. The Police Department shall keep the Superintendent or Street Supervisor advised on road conditions only and shall not direct the operations of snow removal by the Street Division. All communications, whether they are direct, telephone, or radio shall be made in a courteous manner. No temper flare ups, or profane language will be tolerated.

The Superintendent shall periodically inform the Public Works Director on road conditions and snow removal efforts.

The Police Department may provide periodic notification of the media on street conditions or when any street needs to be closed due to weather conditions. The Public Works Department shall provide notice to the public of snow plowing operations via local print, social media, and broadcast media.

6.5 SAFETY

Safety is paramount to any snow event. The sole purpose of the snow/ice removal operation is to make the streets, sidewalks, alleys, and parking lots safe for the motoring and walking public. The following safety rules shall be observed by all snowplow operators.

- A. Check your snow removal equipment prior to leaving the yard, including:
 - 1. All working lights and emergency lights
 - 2. Radio
 - 3. Snowplow and frame for damage
 - 4. Sander
 - 5. Rear view mirrors
 - 6. Flags and reflectors
 - 7. Windshield wipers
 - 8. Heater and defroster
 - 9. Check oil and gas levels
- B. Obey all traffic laws, while travelling and as reasonable as possible while performing snow removal operations.
- C. Report any non-working equipment immediately.

- D. Use reasonable caution in operation of snow removal equipment.
- E. Maintain speeds that are consistent with conditions, particularly when backing or turning.
- F. Slow down if in close quarters with parked cars on a street.
- G. Know your route and any fixed objects covered by snow.
- H. Travel on wrong side of street is permitted only when conditions permit safe operation.
- I. Always maintain a safe following distance.
- J. Slow down prior to turning – the plow will tend to push the equipment where it’s directed.
- K. Snowplows are emergency equipment, but they still must obey all traffic laws and give right-of-way to other vehicles.
- L. When plowing in tandem, notify following truck prior to turning.

6.6 CITIZEN COMPLAINTS

All citizen complaints on the snow removal effort shall be routed to the Public Works office for follow-up by the Superintendent or Street Supervisor. Snowplow Operators shall avoid verbal confrontations with irate citizens. All citizen complaints shall be treated courteously and followed-up promptly.

6.7 ACCIDENTS

Report all accidents immediately to your supervisor and the Police Department. All accident reporting and documentation shall be performed in accordance with City of Kalispell Personnel Policies Handbook, Section 70-3.

6.8 CARE AND USE OF EQUIPMENT

The Snowplow Operator is responsible for routine maintenance on their vehicle. Report any maintenance needed to the Supervisor on duty. Check vehicle before and after use for any maintenance needed or damage to equipment. The vehicle is to be refueled at the end of duty shift.

During snow removal emergencies maintenance/repairs for snow removal equipment and public safety equipment, will take priority over maintenance/repairs of other City equipment or vehicles, subject to the discretion of the City Manager.

7.0 LIMIT OF JURISDICTION AND RESPONSIBILITY

The City of Kalispell will not be responsible for any snow removal outside its municipal boundaries.

7.1 PLOWING PRIVATE PROPERTY

It is strictly forbidden for a City plow to clear snow or ice from private property unless at the request of fire or police to allow emergency vehicle access to said private property for ambulance, fire, or police calls.

7.2 DRIVEWAYS – PRIVATE

City snowplows are not responsible to clear private driveways or snow from private property. The snow placed in driveways by City plows is the responsibility of the property owner to remove. Snow from a private driveway or property may not be placed on or pushed across a City street. All complaint calls shall be routed to the Police Department for complaint follow-up and code enforcement. The City Code states as follows:

Sec. 24-18. Pushing snow from private premises onto streets and sidewalks. It shall be unlawful to push snow from private property onto City sidewalks, streets and boulevards.

7.3 SIDEWALKS – PRIVATE RESPONSIBILITY

All sidewalks and multi-use paths adjacent to private property are the responsibility of the property owner or occupant. All complaint calls shall be routed to the Public Works Department and Police Department for complaint follow-up and code enforcement. The City Code states as follows:

Sec. 24-17: Duty to keep sidewalks clean generally; snow, ice, etc., removal. It shall be the duty of the occupant of any premises within the City limits, or in case the same are unoccupied, then of the owner or his agent, to keep the sidewalks in front of and adjoining his premises clean and safe for pedestrians. Such occupant, owner or agent shall, **within 72 hours**, remove snow, ice, slush, mud or other impediment to safe and convenient foot travel, and

prevent the continuance and accumulation of the same.

A reasonable time period shall be 72 hours for purposes of enforcement. The City lacks sufficient manpower to clear sidewalks so every effort should be made to convince the property owner to clear the sidewalk or multi-use path of ice and snow.

7.4 MAILBOXES

Every attempt will be made by the snowplow operator to clear snow adjacent to mailboxes to allow mail delivery. The snow will only be cleared, however, from curb line to curb line. The adjacent property owner is responsible for any other snow clearing and to assure the mailbox is properly installed to withstand snow clearing efforts by the City. The City will not replace mailboxes damaged by snow. The City will consider replacement of mailboxes directly damaged by City snow removal equipment.

7.5 EMERGENCY ASSISTANCE

No towing or pushing of vehicles, other than City vehicles, shall be allowed. No “jump” starting private vehicles shall be allowed. Transportation assistance to private citizens, shall not be allowed except for emergency purposes only, i.e.: doctors to surgery, nurses needed for surgery, pharmacist for medicine calls. Any other transportation assistance must be approved by the City Manager.

APPENDIX
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<u>ITEM</u>	<u>PAGE</u>
City Personnel	A -2
Emergency Routes	B-2

Appendix A

Staffing	Staffing availability
Superintendents	
1 Road and Fleet Superintendent	All snow events / supervision and complaints
1 Utility Management Superintendent	Emergency only
Plant Manger	
1 Wastewater Treatment Plant Manager	Emergency only
1 Wastewater Treatment Plant Assistant Plant Manager	Emergency only
Department Foreman	
1 Street Foreman	All snow events
1 Water Foreman	Dependent on water leaks and emergency repairs
1 Sewer Foreman	Dependent on sewer leaks and emergency repairs
1 Traffic Signs and Signal Foreman	Dependent on emergency sign and signal repairs
1 Solid Waste Foreman	Dependent on staffing and solid waste routes
1 Central Garage Foreman	Emergency only
1 Meter Foreman	Dependent on meter schedule
Department Operator and Maintenance Staff	
11 Street Department Staff	All snow events
6 Water Department Staff	Dependent on water leaks and emergency repairs
6 Sewer Department Staff	Dependent on sewer leaks and emergency repairs
2 Traffic Sign and Signal Department Staff	Dependent on emergency sign and signal repairs
5 Solid Waste Department Staff	Outside of collection route
2 Central Garage Staff	Dependent on breakdowns and repair schedule
2 Meter Department Staff	Dependent on meter schedule
4 Wastewater Treatment Plant Staff	Emergency only
1 Part Time Employee - 20 hours a week	As needed

Appendix B

EMERGENCY ROUTES

- Church Drive
- Treeline Road from HWY 93 N to intersection by Lowes Garden Center
- Stillwater Road from West Reserve Drive to Three Mile Drive
- Three Mile Drive from Stillwater Road to North Meridian
- Four Mile Drive from Stillwater Road to Grandview Drive
- Grandview Drive from HWY 93 N to Sunnyview Lane
- Sunnyview Lane from Sunset Boulevard to Grandview Drive
- Conway Drive from Sunset Boulevard to Claremont Street
- Northland Drive from Four Mile Drive to Parkridge Drive
- Parkridge Drive from Northland Drive to Northridge Drive
- Northridge Drive from Parkridge Drive to Parkway Drive
- Sherry Lane from Northridge Drive to Garland Street
- Garland Street from Three Mile Drive to Sherry Lane
- North Meridian from West Center Street to Sunset Boulevard
- Two Mile Drive from North Meridian to Greenbriar Drive
- Appleway Drive from HWY 2 West to North Meridian
- South Meridian from West Center Street to Foys Lake Road
- Foys Lake Road from South Meridian to Foys roundabout
- 7th Street West from South Meridian to 5th Avenue West
- 6th Street West from South Meridian to South Main Street
- 2nd Street West from South Meridian to Woodland Avenue
- Conrad Drive from Woodland Avenue to Woodland Park Drive
- Woodland Park Drive from Conrad Drive to HWY 2
- West Center Street from Meridian to Woodland Avenue
- West Wyoming from North Meridian to Sunset Boulevard
- West Arizona from Sunset Boulevard to 5th Avenue WN
- 5th Ave West from West Arizona to Sunnyside Drive
- 11th Street from 8th Avenue West to Park Place
- Park Place from 11th Street East to Woodland Avenue
- Woodland Avenue from Park Place to East Center Street
- 1st Avenue West from Airport Road to West Center Street
- 1st Avenue East from HWY 93 S to East Idaho Street
- 21st Street East from HWY 93 S to 3rd Avenue East
- 3rd Avenue East from 21st Street East to East Oregon Street
- 4th Avenue East from 14th Street East to East Oregon Street
- East Oregon Street from North Main to Montclair Drive
- 7th Avenue EN from HWY 2 to Whitefish Stage
- Whitefish Stage from 7th Avenue EN to West Reserve Drive
- West Evergreen Drive from Whitefish Stage to East Nicklaus Avenue
- Rose Crossing from Whitefish Stage to Highway 93