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# WINTER MAINTENANCE & ROAD OPERATION

## Definitions

Terms	Meaning
Approaches	Means the immediate roadway leading to an intersection, a turn, driveway, or another road.
Bulletin	Means an announcement issued by the Village of Haines Junction.
Chief Administrative Officer (CAO)	The person appointed as Chief Administrative Officer by the Mayor and Council of the Village of Haines Junction
Council Meeting	The regularly scheduled public meeting of Mayor and Council
Designated Person(s)	Any person tasked by the Chief Administrative Officer with implementing this policy or any section thereto
Emergency Responders	A person with specialized training and who is employed, contracted, or expected to be among the first to arrive at the scene of an emergency to provide assistance or support. An emergency responder includes: Police, Medical Professionals including mental health,
Hot Spot	An area that I shown to be particularly susceptible to significant snow or ice accumulation which poses an extraordinary risk to personal injury and or accident.
Mayor and Council	The duly elected or appointed Mayor and Council of the Village of Haines Junction
Plowing	The process of clearing snow from the road surface
Policy	Winter Maintenance and Road Operations Policy
Private or Public Business	An organization, corporation, enterprise, entity where the controlling interest is not owned by a government entity or other institution subsidized by a government entity.
Procedure	Winter Maintenance and Road Operations Procedure
Program	The Village of Haines Junction's Winter Maintenance and Road Operations Program
Public Works	Means the Public Works Department of the Village of Haines Junction
Sanding or Salting	The process of applying sand or salt to the road surface with the intent of increase surface traction
Significant or Major Weather Event	A weather event of sufficient size or impact that would, if materialized, adversely affect road operations and conditions including rain, wind, snow, ice or a combination.
Surface Peeling	The process whereby hard-packed snow is scrapped and removed from the surface of the road
Village, Municipality	The Village of Haines Junction or the Corporation of the Municipality of Haines Junction
Winter Weather Event	A weather system that produces precipitation in the form of snow, sleet, or freezing rain.

## Purpose

To define the policy and procedures by which snow will be managed and ice will be controlled on roads, alleyways, pathways, and parking lots under the care and or control of the municipality. This policy will become part of a larger Highway Maintenance & Operations Program.

## Policy Statement

The municipality will endeavour to maintain roadways, alleyways, pathways, and parking lots under its care and or control in a manner as to minimize economic loss to the community, reduce the risk of accident or injury, and facilitate access to emergencies by emergency responders.

The municipality acknowledges the need to continue exploring various technological means of keeping the public informed and aware on the road conditions throughout the municipality as well as activities undertaken in this context.

The municipality recognizes that there may be times when, due to significant weather events, the level of service described in this policy or any accompanying procedure of this Program, may not be achieved. Under such circumstance, the municipality will resume Winter Maintenance and Road Operations in accordance with this policy as soon as practicable.

## Objectives:

The objectives of this policy are to:

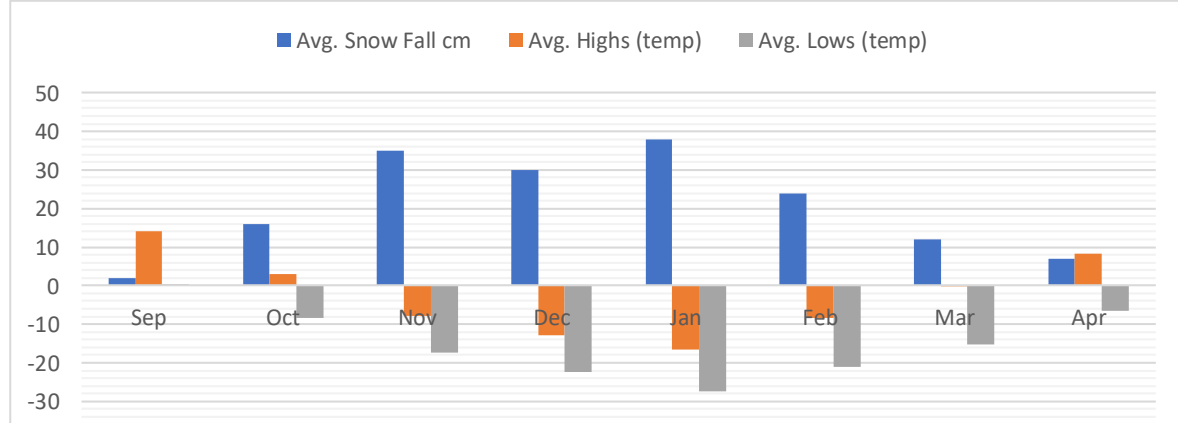
1. Define the service level commitments to the community while being cognizant of municipal resources.
2. Identify priority areas within the municipality.
3. Guide the development of Winter Maintenance and Road Operations Procedures which will detail steps to be taken by the municipality that will focus on:
  - a. Establishing preparatory measures for upcoming winter season
  - b. Establishing minimum standards of communication with the community and other stakeholders such as emergency services.
  - c. Detailing the priority and sequence by which roads will be maintained for snow and ice events.

## General Information

The Village of Haines Junction currently has approximately 42.8 lane kilometers of road, not including alleyways. There is a combination of chip sealed, gravel and asphalt road surfaces. Additionally, the municipality has a network of approximately 70 fire hydrants which are all covered by this policy.

The Winter Maintenance and Road Operations Policy will be in effect from September 15<sup>th</sup> to April 30<sup>th</sup> the following year. On average, the municipality of Haines Junction receives approximately 164cm or 5.38 feet of snow each winter. With the average high and low of -2.6 and -14.7 (Degrees Celsius) respectively, the potential for adverse icy conditions increases significantly with any fluctuation in temperatures.

Category	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Averages
Avg. Snow Fall cm	2	16	35	30	38	24	12	7	164cm*
Avg. Highs (temp)	14	2.9	-7.9	-12.8	-16.7	-8.3	-0.2	8.4	-2.6
Avg. Lows (temp)	0.4	-8.3	-17.4	-22.3	-27.3	-21.1	-15.2	-6.5	-14.7



## Roles and Responsibilities

### Yukon Government

The Yukon Government’s Department of Highways and Public Works (highways and public works) is responsible for ensuring safe and efficient public highways. Highways and Public Works operations are divided into regional geographic areas consisting of northern, western, and eastern areas. Haines Junction is situated in the western area along with Beaver Creek, Burwash Landing, Destruction Bay, and connects to Whitehorse.

In term of road operations during winter season, Highways and Public Works’ primary focus is ensuring the Alaska Highway and Haines Road remains opened and operable. While Highways and Public Works is responsible for the “right of ways” which is calculated as approximately 70ft from the center line of the roadway on either side, windrow build-up on roadway “approaches” and private driveways does not fall under the purview or immediate priority of the department. Clearing of these areas are left up to the municipality and or the property owner, respectively.

### Mayor and Council

The Mayor and Council of the municipality is hereby responsible for the following:

- Reviewing and adjusting, as necessary, the service levels described within this policy.
- Balancing the interests of the community with available municipal resources.
- Allocating sufficient municipal resources to meet the services levels as outlined in this policy.
- Never compromising on or sacrificing employee safety for the sake of the budget.
- Reviewing and evaluating the effectiveness with this policy at the end of each season, with the goal of improving for the following season.

### Chief Administrative Officer

The Chief Administrative Officer of the municipality is hereby responsible for the following:

- a. Ensuring the full implementation of this policy and the appropriate deployment of resources to meet the service levels outlined.
- b. Work with stakeholders to resolve any barriers to fully implementing this policy.
- c. Coordinating the response to complaints received by the municipality in relation to this Program.
- d. Follow-up with any designated person(s) tasked with executing this policy to ensure completion of tasks and compliance with the policy and service expectations.
- e. Preparing or causing to be prepared, reports detailing the expenditures of resources in accordance with this policy.

### Municipality – Public Works

The municipality through the public works department will be chiefly responsible for helping the municipality achieve its service targets outlined in this policy. This will be done by ensuring the appropriate scheduling of staff during regular operating hours as well as on-call staff.

### Designated Person(s)

A designated person is a person tasked by the Chief Administrative Officer (CAO) with the implementation of this Policy under this Program. This person may also be tasked with the responsibility of recommending the allocating and scheduling resources to the CAO or Mayor and Council. A designated person may include a person occupying the position of Lead Hand, Foreperson, and or Standby-Operator.

The designated person will be responsible for the following:

- a. Keeping the Municipal Office and the CAO informed of operational developments.
- b. Ensuring municipal equipment are ready and are safe for operations.
- c. Overseeing and directing staff in accordance with this policy.

### Public / Residents

The public is responsible for taking steps to inform themselves of the current road conditions and adjust driving routes, patterns, and behaviour where necessary to reduce the risk of injury or accident as much as possible.

The public is encouraged to take an active role in reporting concerns about road conditions to the Municipal Office and be patient while the municipality respond to those concerns.

No member of the public shall interfere with, damage, or conceal with snow or other items fire hydrants within the municipality. Fire hydrants are crucial to the municipality's fire safety strategy and can contribute to the saving of lives and property.

### Private Encroachment

The Village will not be responsible for damage to personal items on property owned or operated by the municipality by property owners. To prevent damage to private property, residents are required to:

- a. Not park vehicles, equipment, fences, posts, hedges, shrubs, driveway curbs or other obstructions on the road allowance.
- b. Set back potential obstructions a minimum of 3.0 metres or property line from the edge of the paved surface.

Property owners who install markers other than wooden stakes (1" × 2") or plastic reflectors may be asked to reposition or remove these obstructions if they, in the opinion of a municipal personnel, pose a safety concern, pose an imminent risk of damage to equipment, and or interfere with operations. The Municipality reserves the right to remove said obstructions after providing the property owner with written notice of its intent to do so.

## Supporting Procedures

1. Winter Maintenance and Road Operations Procedures
  - This document will form part of this Policy and Program.

## Weather Event(s) Monitoring

### Forecast and Weather Reports Monitoring

During business hours of the Public Works Department, (Monday to Friday 7:00am to 4:00pm), the municipality will monitor at least twice (2) daily, the weather conditions and forecast reports specific to Haines Junction location, as produced and published by [Environmental Canada](#).

During non-business hours of the Public Works Departments (4:00pm to 7:00am weeknights, Saturdays and Sundays), the Designated Person(s), on-call person, or another municipal employee will be responsible for checking the weather conditions and forecast reports as described above during the window of standby duty.

### Physical Road Conditions Monitoring

The municipality will only perform physical road conditions monitoring during regular business hours of the Public Works Department (Monday to Friday 7:00am to 4:00pm). This will include a check for "hot spots", snow, and ice accumulation. A list of known "hot spots" will be developed and posted publicly for public information. This list shall be reviewed on an annual basis and kept current.

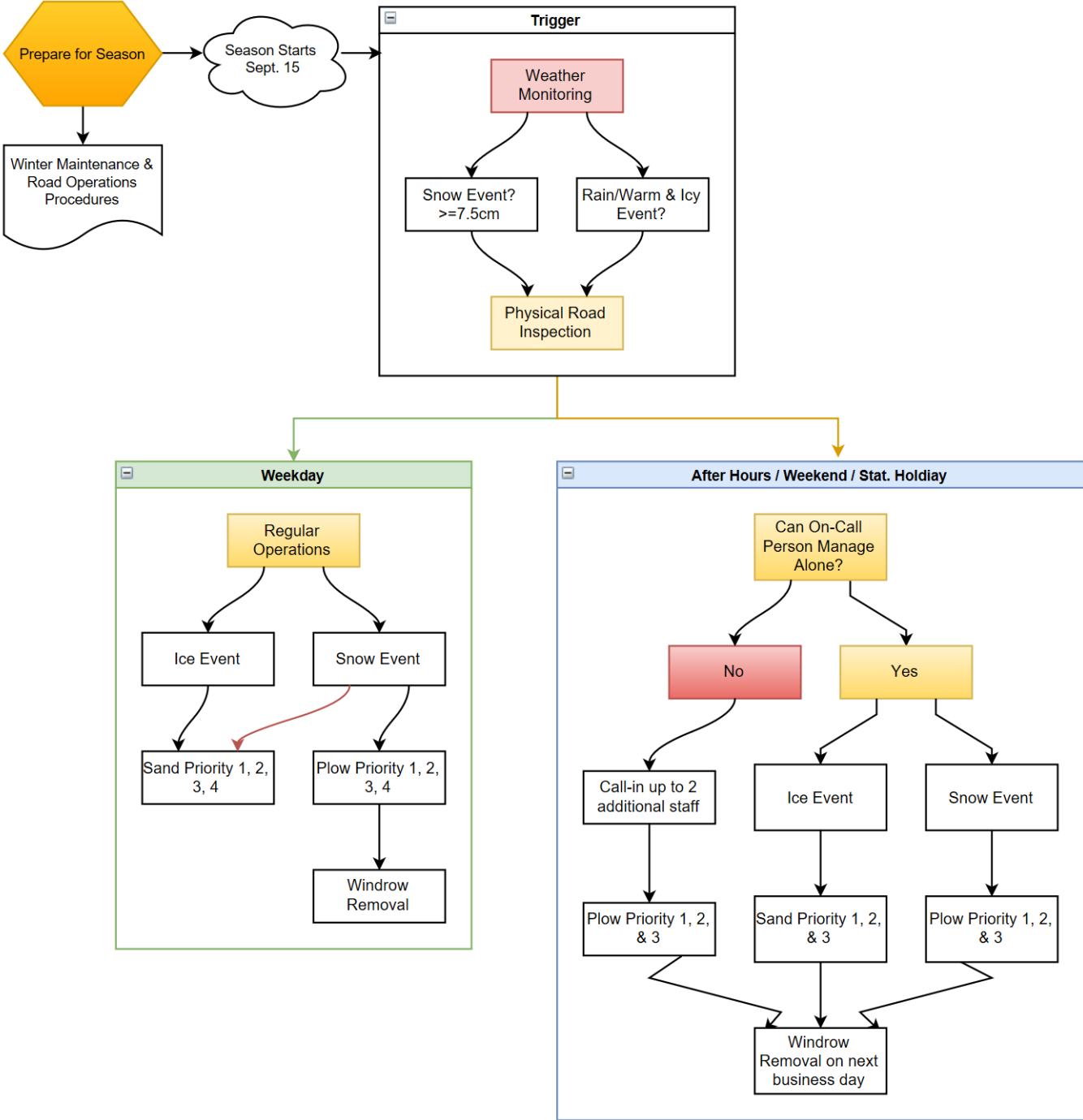
## Requirement to Act

If, due to a significant weather event (snow fall is at or greater than 7.5cm or freezing rain – substantially icy conditions) the person responsible for monitoring weather forecast and road conditions, believes that the present conditions of the roads poses a danger to vehicular and pedestrian traffic, this person is required to stake steps to mitigate such identified risk. Such steps may include but is not limited to: sanding, plowing, contacting the CAO or the employee's immediate supervisor and informing them of the situation.

Subject to operational requirements, the frequency to which weather conditions and forecast monitoring occurs, may be changed at the discretion of the municipality, at anytime, and without prior notice to the public. The Winter Maintenance and Road Operations Procedure will outline in greater detail steps the municipality will take before, during, and after a winter weather event.



# Decision Making Model



## Working Alone

For safety reasons, an employee working alone in accordance to this policy must comply with procedures and practices established and implemented under the municipality's Work Alone Policy. If there is a disagreement between this policy and the Work Alone Policy, the Work Alone Policy will supersede in the applicable area.

## Communication

### Before a Winter Weather Event

If, during a regular working weekday and when the municipality becomes aware of a forecasted winter weather event which, in its opinion has the potential to severely alter the road conditions, the municipality will immediately issue a bulletin alerting the public on its website. The bulletin will include general measures which the public can take to prepare for this event, any anticipated impact to road conditions, and any actions the municipality is or will be taking to mitigate any potential impact to municipal services. The municipality will not be able to issue bulletins after-hours, over the weekends, public holidays, work stoppages, or any other time when the Municipal Office is closed.

### At the Time of or During a Winter Weather Event

It is understood that at the time of or during a weather event, additional resources may be allocated to maintaining municipal services. During a regular working weekday and during a winter weather event, the municipality will strive to continue providing updates with new information as they arise, that is pertinent to the present weather event. Such updates shall include information or advisories pertaining to the present road conditions.

### After a Winter Weather Event

As soon as practicable after a winter weather event, the municipality will provide an update informing the public when the weather event has ended, and normal operations resumes.

## Complaints

All concerns, inquiries, and or complaints stemming from or related to the Winter Maintenance and Road Operations Policy should be directed to the Municipal Office at [vhj@northwestel.net](mailto:vhj@northwestel.net) or (867)-634-7100.

Complaints will be responded to within the operating hours of the Municipal Office, i.e. Monday to Friday 8:30am to 5:00pm. A report will be prepared and provided to the Mayor and Council.

## Service Level Commitments

Snowfall and ice control measures require a coordinated approach by municipal employee and or contractors to ensure that roads, pathways, alleyways, and parking lots under the care and or control of the municipality are reasonably safe for use. The municipality endeavours to meet the following service levels:

## Safety

1. Snow will be cleared or plowed in the municipality after 7.5cm of accumulated snowfall.

2. Snow clearing and/or sanding or salting efforts will be increased in areas identified as “hot spot”.
3. All road surfaces will be sanded and or salted when required to maintain the safe operation of a vehicle.
4. Subject to a request from a private business, in exceptional circumstances where no alternative services are available, where there are significant risks of personal injury or accident, and after all other municipal priorities are completed, the municipality will work with private businesses within the community to provide snow and ice control services on a cost recovery basis (Winter Services Request Package).

### Responsiveness

1. If during a regular working weekdays the municipality experiences a significant or major weather event, the municipality will commence winter maintenance operations at 6am instead of the regular 7am, after a major winter weather.
2. The municipality’s administration will review, investigate, and provide a response or update to complaints stemming from or related to the Winter Maintenance and Road Operations Policy within 48 hours of receiving a complaint.
3. If during a regular working weekday and subject to the availability of staff, the municipality will work to have all priority areas completed within 24 hours of the end of a winter event.
4. During a weekend, public holiday, work stoppage, or any other time when the Municipal Office is closed, the municipality will work to have all priority areas completed within 24 hours of returning normal operations.

### Windrows & Snow Removal

1. All windrows will be removed. Windrow removal will commence after the completion of priority 1, 2, and 3 as outlined in the table below. The municipality will aim to have all windrows removed by 10 hours after the completion of priority 3 or the end of the following business day, whichever comes first.
2. The municipality shall monitor the visibility at intersections or lane entrances on a regular basis throughout the winter months. Windrows or high snow piles which impedes motorists’ and or pedestrians’ line of sights will be removed as soon as possible.
3. Windrows will be removed from streets where the lack of adequate storage results in the reduction in the number of available traffic lanes.
4. Windrows created by the municipality will be cleared from the driveways of residents, fire hydrants, and other emergency routes according to the “Priority Areas & Targets” section of this policy.

## Priority Areas & Targets

Priority	Location	Targets for Snow Plowing/Removal Completion	Targets for Sanding Completion
1	Health Centre, School Zone, Seniors Complex, Emergency Routes, Emergency Services Building,	As soon as possible – 24 hours after the end of a triggering weather event	As soon as possible – 24 hours after the end of a triggering weather event
2	Major Arterial Roads, Municipal Offices	As soon as possible – 24 hours after the end of a triggering weather event	As soon as possible – 24 hours after the end of a triggering weather event
3	Fire Hydrants <sup>1</sup> and Alleyways	10 hours after priority 2 or end of next business day	48 hours after priority 2 (as needed)
4	Windrows, Pathways, and Municipal Parking Lots	10 hours after priority 3 is completed or end of next business day whichever comes first	48 hours after priority
5	Private Businesses <sup>2</sup>		

<sup>1</sup> The municipality is responsible for clearing snow between the edge of the street and all fire hydrants within the municipal boundaries. Fire Hydrants will not necessarily be cleared of snow after each winter weather event. Fire hydrants will be cleared to provide adequate access to all ports when snow on the road side accumulates to a height that may interfere with the accessibility of the hydrant.

<sup>2</sup>Private Businesses will only be serviced at the requests of the business owner, after all other municipal priorities are completed, and as a cost recovery function.

## Winter Operation Functions:

Routes

Priority 1:



Legend:

#01 = St. Elias Secondary School

#02 = Health Centre

#03 = Senior's Centre

#04 = Alleyway servicing the RCMP

#05 = Fire Hall

Priority 2: Area 1



Priority 2: Area 2



Priority 2: Area 3



Priority 2: Area 4

Legend: #06 = Waste Management Facility





## Plowing

Snow plowing is the process of clearing the road surface of snow as close as possible to grade. This process will commence as soon as possible after the end of a triggering winter weather event.

## Sanding / Salting

The objective of sanding or salting the road surface is to help reduce slippery conditions and increase vehicular and pedestrian surface traction. Sanding or salting will be done either during or after a winter weather event. Due to the nature of the road topography, special attention may be given to hills, curves, intersections, or any other area deemed necessary by the municipality for safety reasons.

## Surface Peeling

Surface Peeling is a process where hard-packed snow is scrapped and removed from the surface of roads, walkways, alleyways, etc.

Subject to the availability of staff and or the presence of significant risk of personal injury or accident, surface peeling will be initiated only when severe rutting has formed along the hard-packed snow surface. Ruts will usually be a minimum of 15cm in depth before this condition warrants peeling.

Peeling operations consist of equipment that has the capability of applying sufficient downward force to remove the hard-packed snow (i.e. Grader Blade, Loader Bucket). It is noted that standard snow-plow trucks are not designed for and are not capable of applying the downward force required. Windrows of peeled hard-packed and or ice chunks created from peeling will be removed from entrances to driveways up to the property line.

Surface peeling may result in damage to the surface area where the work is being performed. The municipality will not be responsible for any repairs or reinstatement costs within the municipal road allowance.

## Winter Drainage

When the weather forecast predicts 2-3 consecutive days of milder temperatures i.e.  $0 > \text{deg. C}$ , the Designated Person(s) will proactively investigate or cause to have investigated, specified ditch locations to confirm whether snow and ice removal / clean-out is warranted. The intent of the winter drainage program is to maximize the capacity of existing ditch systems in areas that are historically subject to higher run-off rates from melting snow and/or rain. Similarly, priority culverts will be inspected and cleaned-out, as necessary.

## Fire Hydrant Access Maintenance

Fire hydrants are located throughout the municipality and serve as a critical component to the municipality's fire safety strategy. Fire hydrants will be cleared when necessary to preserve access. Fire hydrants which identified for snow clearing will be done as soon as practicable; ideally, immediately.

In extraordinary circumstances where the municipality cannot meet its commitments under this policy and in an effort to preserve access to fire hydrants, the municipality may ask residents within the community to voluntarily "adopt a hydrant" servicing their neighbourhood. This measure will only be temporary, and should it be implemented, the municipality must provide an anticipated end date of the request.

## Equipment List

The following represents, at the time this policy is developed, an accurate reflection of municipal equipment to be used in winter operations:

- Two (2) Plow Trucks (with sander unit)
- Two (2) Loaders (equipped with blade)

## Equipment Noise

Winter maintenance equipment used by the municipality are typically large and are equipped with back-up alarms. Back-up alarms are a safety requirement and can be loud. These alarms may be considered a nuisance to properties in close proximity to where the equipment is operating. While the noise generated are unavoidable, the municipality will work to complete the work as quickly as possible to minimize the disruption.

## Documentation & Record Management

The municipality will work to develop a data and record management system where information surrounding winter maintenance and road operations can be safely stored, compiled, and retrieved. Information such as but not limited to: the start and end time of operations, tasks monitoring, hours spent, number of personnel, cost of service, material used, equipment maintenance, and any other extraordinary expenses attributable to winter maintenance and road operations will be tracked.

On a quarterly basis and a report detailing the deployment of resources for Road Maintenance and Operations will be prepared and provided to Council at the last regular Council Meeting in the month ending the quarter.

## Municipal Owned/Operated Facilities & Parking Lots

The following stand alone parking lots, exterior walkways and parking lots of municipal facilities will be maintained throughout the winter season.

<b>Facilities</b>	<b>Parking Lots</b>
Convention Centre	Town Square
Public Works Building	
Waste Management Centre	
Arena	
Fire Hall	
Water Pump House	
Sewage Lift Station	
Sewage Lagoon	
Cemetary	

## Repair to Damaged Roads

Plowing Presents many challenges and difficulties. One of the main challenge is for the operator to determine the exact edge of the roadway, trail, or alley beneath the snow or ice. As a result, some damage to public road infrastructure is expected during winter maintenance operations. The municipality will endeavour to repair damaged municipal boulevards and streets as soon as practicable in the Spring.

## Sub-Contractor(s)

On an annual basis, the municipality will put forward a request for quotation for the supply of third party equipment rental or equipment and operators. When necessary, the municipality through the Chief Administrative Officer (CAO) may engage with a service provider to augment the availability of equipment and or operator in order to maintain service level commitments outlined in this policy and program.

## Street Parking

The Designated Person(s) or Chief Administrative Officer may, at their discretion, issue (or rescind) a parking ban declaration for specific municipal roads for a specific time period to allow for the safe and efficient execution of winter road maintenance activities. Such declaration must be made at least 24 hours in advance of the ban effective start time and must be posted to the municipality's website and other areas commonly used by the Municipality for public notices.

All other parking regulations stipulated within the Zoning Bylaw or other bylaws are enforceable under this policy.

# Winter Services Request Package

Municipality of Haines Junction - Snow Policy

Subject to a request from a Private Business, in exceptional circumstances where no alternative services are available, where there are significant risks of personal injury or accidents, and after all municipal priorities are completed, the Municipality will work with Private Businesses within the community to provide snow and ice control services on a cost recovery basis.

## Process

After completing and submitting this request form, a representative from the Municipality will contact you to go over details of this request and discuss the availability to perform the work requested before the request for service is filled. Pricing for the service(s) requested is/are unknown until the completion of the work. The total cost will depend on: the services requested, the length of time it takes to fill the order, and the quantity of material used.

Please be sure to include very clear and specific direction in the request form so that the work can be performed to your exact specifications.

If you have any questions or concerns, please contact the Municipal Office at (867) 647-7100 or [vhj@northwestel.net](mailto:vhj@northwestel.net).

## Terms and Conditions:

By completing and submitting this form, you agree to be bound by the following terms and conditions:

- 1) This document must be completed by the owner or authorized agent of the owner of the business or property where the service(s) requested is intended to be performed.
- 2) The responsibility of proving any person who identify themselves as an agent of a business owner, is in fact an authorized agent acting on behalf of the owner in respect to this agreement, does not rest with the Municipality.
- 3) The Municipality, its employees, and agents are absolved of any liability whatsoever for damages, loss of business, revenue, and or earnings as a result of service delivery delays in accordance with this agreement. The Municipality's priorities will be addressed first.
- 4) Subject to the agreement of the Municipality and the undersigned business entity, the contents of this document will form the basis of an agreement for the provision of services requested herein.
- 5) The cost of the service(s) will be determined after the it is rendered. This shall include labour and material cost.
- 6) The business will be invoiced no sooner than 10 business days and the invoice must be settled within 10 business days from the date it was issued.
- 7) This agreement will remain in effect unless or until either party provides notice, of their intention to terminate this agreement. The notice to terminate the agreement shall include the effective date by which the severance of the agreement is to take effect.

**\*Required**

1. **Email address \***

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## Service Request Form

Please ensure to include all applicable and or required information in for the form for ease of processing, thanks.

2. **Please indicate your relationship to the business for which service is being requested \***

*Mark only one oval.*

- I am the current owner of the business
- I am an authorized agent of the business
- Other: \_\_\_\_\_

3. **Business Name \***

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4. **Business Address: \***

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5. **Phone number \***

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6. **Service(s) Requested \***

*Tick all that apply.*

- Snow Plowing
- Sand or Salt Application
- Snow Removal
- Ice Accumulation Removal

7.

**Please provide any additional specific details that you wish for us to know in order to provide you with the services you requested. \***

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