Council Policy
CP#2026-04

penticton.ca

Category: PUBLIC WORKS

Subject: Snow and Ice Control Policy

Goal

To provide for the safe passage of vehicles and pedestrians within the City of Penticton by ensuring that the snow and ice control operations are carried out on City roads, lanes, bus stops, select sidewalks and walkways, parking lots and City Facilities in a timely manner in accordance with the priorities identified by Council, included as Appendix A and B of the Policy.

This policy provides a balance between public safety and the City's resources, and is reflective of best practices and established procedures.

Scope

Subject to equipment, personnel, and budget constraints, the City of Penticton undertakes snow and ice control on a priority basis to accommodate the safe and efficient movement of all road users on:

- Road rights-of-way within the geographical boundaries of the City, excluding highway 97 (also known as the Channel Parkway, and Eckhardt Ave W. from Railway Street to the west City limits);
- City owned and maintained building entryways;
- Sidewalks adjacent all City owned properties;
- Select stairways, sidewalks, walkways, mobility lanes, bridges, lanes, bus stops and parking lots.

As indicated on the following Appendices:

- *Appendix "A" - Roadway Priority Ratings;*
- *Appendix "B" - Other Surface Types Priority Ratings and Service Levels*

The key objectives of this policy are:

- To provide all road users with sufficient mobility under prevailing winter conditions within the City's financial resources.
- To reduce the hazards of ice and snow conditions for all road users.
- To facilitate the handling of emergencies by emergency operations personnel.
- To facilitate the operation of public transit.
- To minimize economic losses to the community and industry.

- To ensure the City owned parking lots are adequately maintained.
- To provide safe recreational opportunities for residents during winter months.
- To reduce the harmful effects of anti-icing and de-icer chemicals on the environment.

Definitions:

In this policy:

"APPENDIX A" - Appendix A – Roadway Priority Ratings as attached to this policy.

"APPENDIX B" - Appendix B – Other Surface Types Priority Ratings and Service Levels as attached to this policy.

"APPENDIX C" – Appendix C – Anti-Icing Priorities

"CLEAR (ED, ING)" means the plowing or shoveling of snow on roadways and other surface types.

- Snow clearing of roadways, lanes, and parking lots shall be done in a manner to achieve a minimum of 2.75 meters of width for driving and a maximum accumulation of 5 cm of snow and slush.
- Snow clearing of sidewalks, walkways, and stairs shall be done in a manner to achieve a minimum walking path of 1 meter of width and a maximum accumulation of 5 cm of snow or slush.
- Snow clearing of mobility lanes shall be done in a manner to achieve a minimum of 1 meter width for operating a mobility device and a maximum accumulation of 5 cm of snow and slush.

"COMPACTED SNOW STANDARD" means snow accumulated and packed by traffic or leveled by snow plows.

"DE-ICER" means the chemical agent that the City of Penticton uses or mixes with sand to control ice.

"ICE CONTROL" means the control of the build-up of packed snow or ice through the use of equipment, application of abrasives and de-icing materials. Conditions that warrant ice control are highly variable, depending on temperature, humidity, location, current ground snow cover, and other weather conditions, and can change frequently, at times on an hourly basis. During SNOW AND ICE CONTROL operations staff will monitor conditions and apply their discretion on the application of Ice Control.

"MULTIFAMILY DEVELOPMENTS" means a residential mobile home park, an apartment building, townhouse building, or any other residential building containing more than 4 dwelling units.

"PUBLIC WORKS MANAGER" means the Public Works Manager or his/her approved designate.

"SNOW AND ICE CONTROL" means all operations that may be associated with snow plowing, snow loading, snow hauling, and ice control.

"SNOW PLOWING" means plowing of snow into windrows that may remain on roads, lanes and sidewalks, on or near center lines or medians, boulevards, adjacent to the curb or sidewalk or edge of back lanes or City owned parking lots.

"SNOW REMOVAL" involves loading the windrowed snow onto trucks and subsequently hauling the snow to snow disposal sites. No attempt will be made to remove snow from driveway entrances.

Policy:

1.0 RESPONSIBILITES

1.1 City Council Shall:

- Set and adopt the SNOW AND ICE CONTROL Budget;
- Set the levels of service.

1.2 The Public Works Manager shall implement the Snow and Ice Control Policy on Public Right of Ways by:

- Determining when and how to initiate and implement SNOW AND ICE CONTROL Operations;
- Allocating and scheduling Public Works resources;
- Obtaining, allocating and scheduling privately held resources;
- Addressing public complaints;
- Managing the allocated budget;
- Implementing revisions as required to APPENDIX A, APPENDIX B, and APPENDIX C on an annual basis.

1.3 The Public Works Department shall operate the City owned equipment and/or hired equipment to carry out SNOW AND ICE CONTROL on public rights of way in accordance with the Snow and Ice Control Policy and in accordance with the instructions of the PUBLIC WORKS MANAGER.

2.0 PRIORITIES AND STANDARDS FOR ROADS AND OTHER SURFACE TYPES

2.1 The City operates with a finite budget, which funds many services. The City in establishing the Snow and Ice Control Policy, has taken into consideration its financial resources and personnel. Priorities are established to provide the greatest benefit to the majority of the traveling public. When setting the priorities consideration is given to traffic volumes, road classification, emergency services, road geometrics, terrain, transit, and access to amenities.

2.2 The City has set the following **3 priority ratings** for roads and other surface types as referenced in APPENDIX A and APPENDIX B of this policy.

Priority 1 Roads - Outlined in Red in APPENDIX A

Generally servicing:

- Major Collectors – main routes serving as connectors/collectors between areas and routes;
- Steep Grades – Hilly terrain with high traffic volumes;
- School Zones – serving as routes to access school;
- Roads serving emergency routes to hospitals and fire equipment;
- Major Transit Routes – serving the majority of the Transit Users.

Priority 2 Roads - Outlined in Green in APPENDIX A

Generally servicing:

- Collectors – remainder of;
- Main Industrial Routes – serving as routes for industrial traffic;
- Minor Transit Routes.

Priority 3 Roads - Outlined in Yellow in APPENDIX A

Generally servicing:

- The remainder of the routes in the City, typically local roads.

2.3 Other Surface Types outlined in APPENDIX B

Generally servicing:

- Stairways - Priority 1
- Bridges – Pedestrian Access – Priority 1
- Parking Lots – Priority 1
- City Owned Buildings - Pedestrian Access – Priority 1

- Transit Stops with Shelters – Priority 2
- Sidewalks and Walkways – Priority 2
- Mobility Lanes – Priority 2

- Designated Lanes – Priority 3
- Floating Traffic Infrastructure – Priority 3
- Walkways - Priority 3

2.4 The City has set the following **standards** for SNOW AND ICE CONTROL subject to budget constraints, and availability of personnel and equipment:

Priority 1: The roads and the other surface types shall be CLEARED and ICE CONTROL may be applied as required within **12 hours** of the end of the storm event.

Priority 2: The roads and the other surface types shall be CLEARED and ICE CONTROL may be applied as required within **24 hours** of the end of the storm event.

Priority 3: The roads and the other surface types shall be CLEARED and ICE CONTROL may be applied as required within **48 hours** of the end of the storm event.

Exceptions:

- Priority 3 roads or other surface types may not be CLEARED on weekends or statutory holidays. These days are not included in the 48 hour standard noted above. For example if the storm event ends Friday at 11:30 pm all Priority 3 roads and other surface types shall be cleared within 48 hours of 12:00 am Monday morning which is 12:00 am Wednesday.

- When the storms are continuous, or follow within 12 hours of another, SNOW AND ICE CONTROL operations may be repeated or continued on Priority 1 Roads and Other Surface Types until the standards are achieved prior to commencing SNOW AND ICE CONTROL operations on priorities 2 and 3.

- Due to operational circumstances including but not limited to; traffic flow, operational efficiencies, road closures, special events, and other such circumstances deemed appropriate by the PUBLIC WORKS MANAGER, lower level priorities may be addressed prior to high level priorities provided that all priorities will be addressed within the time frame allocated for that priority.

- Snow Removal shall be undertaken only in situations where lack of adequate storage prohibits the reasonable movement of vehicular, bicycle, and/or pedestrian traffic, due to the presence of a windrow or stockpile of snow. During most winter seasons, only a limited amount of Snow Removal will be done due to storage space and budgetary limitations. In the event Snow Removal is required the process will be aligned with the Priorities outlined in Appendices A & B.

3.0 ANTI – ICING BEFORE A SNOW EVENT

3.1 When roads surfaces are dry, temperatures are either forecasted to be or are below 0° Celsius and precipitation is predicted, a sodium chloride, anti-icing solution may be applied to roadways and parking lots around the City to help to prevent ice and snow from accumulating and adhering to the road during a snow event. Anti-icing will be applied in accordance with priorities defined in Appendix C – Anti-Icing Priorities.

4.0 SNOW PLOWING OF ROADS, CITY OWNED PARKING LOTS AND LANES

4.1 SNOW PLOWING Operations may commence in accordance with the priorities and standards discussed in Sections 2.2, 2.3, and 2.4, upon a snow accumulation of 2.5 cm, and in consideration of field conditions and weather forecast.

4.2 Lanes which provide the only available access to MULTIFAMILY DEVELOPMENTS with no available on street parking and lanes as shown in APPENDIX B will be addressed on a Priority 3 basis. All other lanes are considered low priority and may be addressed only in the event of extreme weather resulting in a single snowstorm accumulation greater than 30 cm. These lanes may be CLEARED to a COMPACTED SNOW STANDARD as budget and resources permit.

4.3 SNOW PLOWING may result in windrows on both sides of the road. The clearing of windrows in front of driveways left by snow plowing equipment shall be the responsibility of the property owner or occupant.

4.4 The clearing of windrows as they cross lane entrances shall be the responsibility of the City and may be CLEARED as required as soon as practical after CLEARING all Priority 3 roads and other surface types.

4.5 The clearing of snow between the edge of the street and all fire hydrants is the responsibility of the City. The work may commence when the snow depth exceeds 45 cm or when the hydrant is hidden from view.

5.0 ICE CONTROL OF ROADS, CITY OWNED PARKING LOTS AND LANES

5.1 The City will provide ICE CONTROL on City roads, parking lots and lanes in accordance with the priorities and standards discussed in Sections 2.2, 2.3, and 2.4, upon determining that ice conditions exist or are in the immediate forecast.

5.2 ICE CONTROL on roadways and lanes will not normally be undertaken mid-block and may only be undertaken at intersections with the exception of Priority 1 roads if conditions warrant.

6.0 SNOW AND ICE CONTROL ON STAIRS, SIDEWALKS, BRIDGES, WALKWAYS, TRANSIT STOPS WITH SHELTERS, CITY OWNED BUILDING PEDESTRIAN ACCESSES, MOBILITY LANES, AND FLOATING TRAFFIC INFRASTUCTURE

6.1 The City will CLEAR snow and may provide ICE CONTROL on City owned stairs, sidewalks adjacent to City property, transit stops with shelters, mobility lanes, floating traffic infrastructure, walkways and entrances to City owned buildings where indicated in APPENDIX B as per the priorities and standards identified in Sections 2.2, 2.3 and 2.4.

6.2 SNOW AND ICE CONTROL on sidewalks may result in windrows of snow on either side of the sidewalk which may remain in place.

6.3 SNOW AND ICE CONTROL for City owned building – pedestrian accesses may involve snow removal and/or the application of DE-ICER and may commence upon accumulation of 2.5 cm of snow or icy conditions being present at the entryways of City Owned Buildings as indicated in APPENDIX B.

6.4 SNOW AND ICE CONTROL on mobility lanes may result in windrows of snow on either side of the mobility lane which may remain in place.

6.5 Public complaints received advising that rain or snow melt has created a layer of ice on the Other Surface Types that has created a hazard may be investigated within one working day of the complaint. If warranted the ice layer may be sanded, treated with DE-ICERs, closed, or allowed to have a level firm snow layer established above the ice level to permit pedestrian use.

6.6 Good Neighbour Bylaw 2012 - 5030 Section 7.5, stipulates that "Every owner or occupier of any building or premises, including any vacant lot, within the City, shall clear the sidewalk of snow and ice adjacent to the property before the hour of eleven o'clock (11:00AM) on the forenoon following the snow event."

This bylaw may be enforced by any Bylaw Enforcement Officer and may be subject to the fines and penalties identified in the bylaw.

7.0 PUBLIC RELATIONS

7.1 The Public Works Clerk at (250) 490-2500, Monday to Friday 7:30 am to 3:00 pm, shall handle all concerns and inquires. At all other times including statutory holidays, emergency concerns and inquires shall be directed to the afterhours line (250) 490-2324.

8.0 HOURS OF OPERATION AND STAFF DEPLOYMENT.

8.1 The City will be prepared to conduct SNOW AND ICE CONTROL Operations during the period November 1 to March 31.

8.2 The City will normally provide SNOW AND ICE CONTROL Operations between the hours of 4:00 am and 11:00 pm, 7 days per week including statutory holidays as per the following:

- During REGULAR HOURS OF OPERATION (7:00 am to 3:15 pm weekdays with the exception of statutory holidays) crews will provide SNOW AND ICE CONTROL in accordance with the priorities and standards set out in Sections 2.2, 2.3 and 2.4 of this policy.

- Weekends and statutory holidays will have SNOW AND ICE CONTROL on Priority 1 and Priority 2 roads and other surface types only. Priority 3 roads and other surface types may not be CLEARED on weekends or Statutory holidays.

- In the event of winter conditions requiring SNOW AND ICE CONTROL commencing after 3:15 pm, operators and equipment may be dispatched to provide maintenance on Priority 1 roads and other surface types only. Priority 1 roads may be CLEARED and Priority 1 other surface types may be CLEARED until 11:00 pm.

8.3 The Public Works Department standby personnel may monitor weather conditions and will provide a visual inspection at 3:00 am to determine if crews are to be called out as early as 4:00 am (7 days a week). In addition to the above noted, during the regular work week for the period of November 01 to March 31 one equipment operator may commence work at 3:00am. If conditions warrant, additional operators may be called in to address snow and ice concerns.

- If afterhours standby personnel receive complaints about hazardous road conditions from the R.C.M.P., Public or Fire Department, they may be investigated and dealt with in accordance with this policy. Discretion as to the level of SNOW AND ICE CONTROL required may be applied. If a complaint is received on Priority 3 road or other surface type or in a low traffic and flat area the complaint may not be investigated or addressed.

8.4 When extreme winter weather (greater than 30 cm snow accumulation) conditions exist as caused by severe or repetitive storms or emergency conditions, overtime, additional City equipment and outside resources may be mobilized under the authorization of the PUBLIC WORKS MANAGER.

9.0 PARKING BANS

9.1 Parking bans may be implemented, as required, to provide for operations. Areas where parking is to be banned will be signed in advance or odd/even parking will be initiated. Vehicles that do not adhere to the parking ban may be towed and the owner of the vehicle will be responsible for all towing costs.

APPENDICES

1. Appendix A –Roadway Priority Ratings, may be revised by the Public Works Manager and adopted by Council as required.

2. Appendix B - Other Surface Types Priority Ratings and Service Levels, may be revised by the Public Works Manager and adopted by Council as required.

3. Appendix C –Anti-Icing Priorities, may be revised by the Public Works Manager and adopted by Council as required.

Approval History			
Replaces current policy:	CP#2025-08 Snow and Ice Control Policy		
Approved by Council on:	November 17, 2026	Resolution No.:	297/2026

Certified Correct:

Angie Collison, Corporate Officer

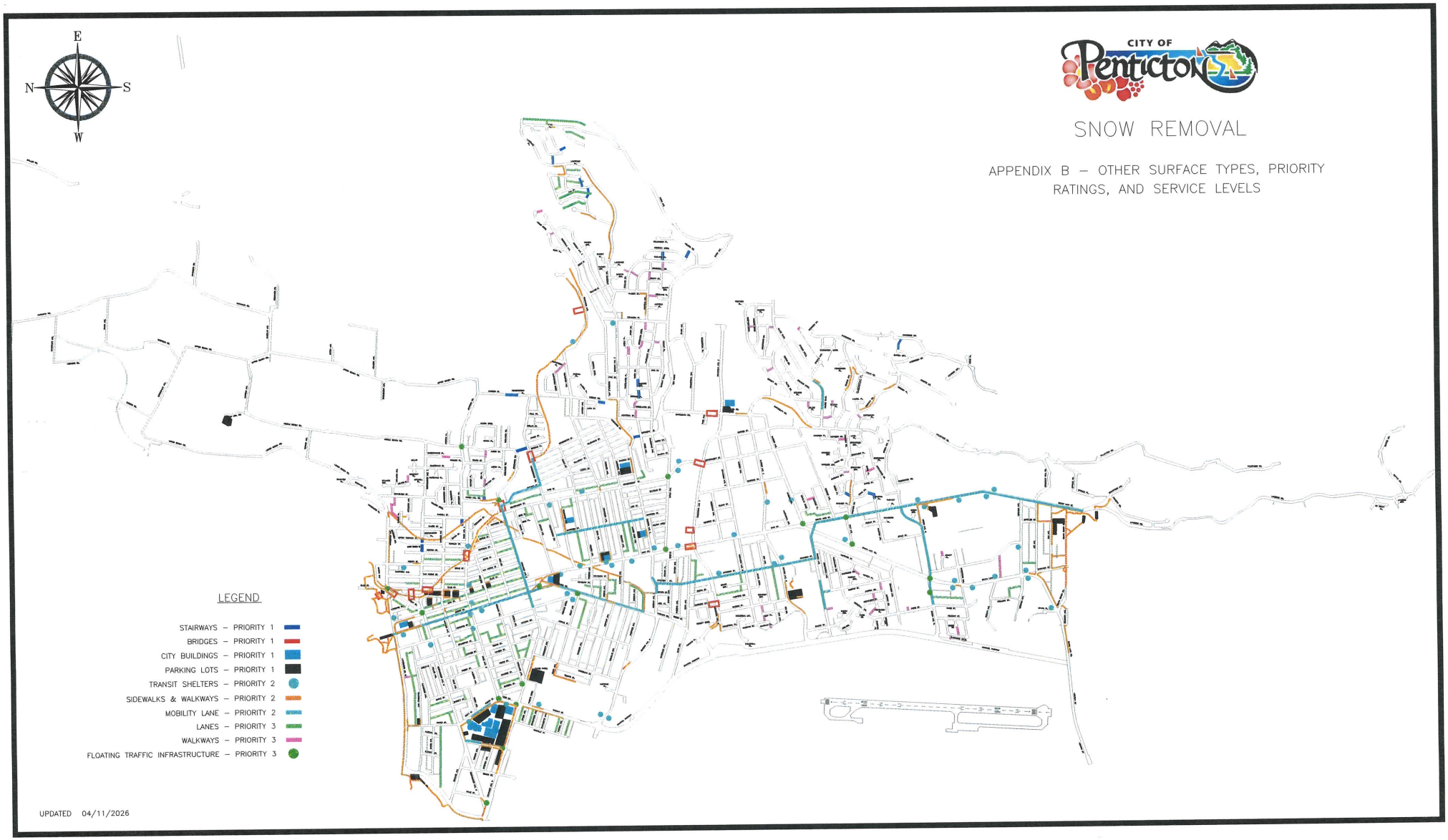
CITY OF PENTICTON

SNOW REMOVAL

APPENDIX A – ROADWAY PRIORITY RATINGS

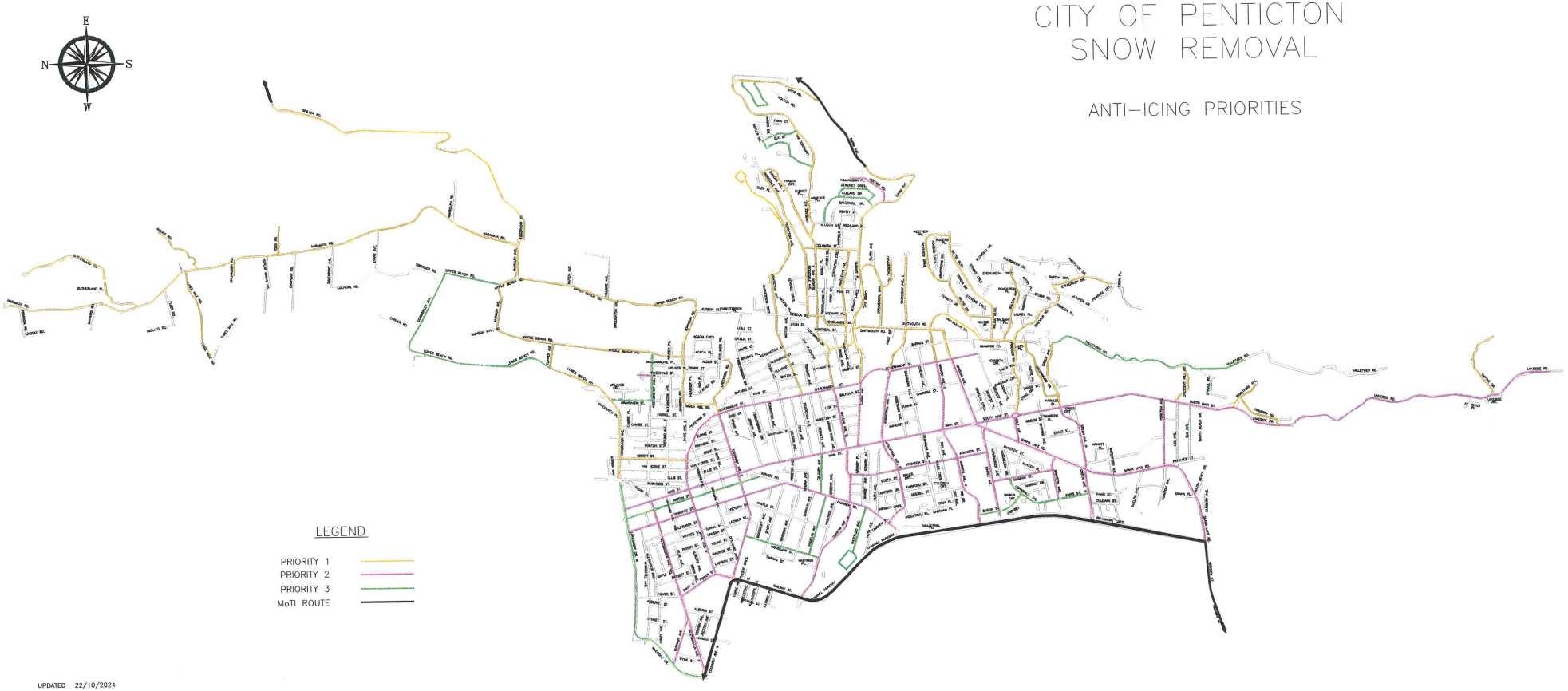


UPDATED 06/11/2026


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Penticton
SNOW REMOVAL
APPENDIX B – OTHER SURFACE TYPES, PRIORITY RATINGS, AND SERVICE LEVELS
LEGEND
STAIRWAYS – PRIORITY 1
BRIDGES – PRIORITY 1
CITY BUILDINGS – PRIORITY 1
PARKING LOTS – PRIORITY 1
TRANSIT SHELTERS – PRIORITY 2
SIDEWALKS & WALKWAYS – PRIORITY 2
MOBILITY LANE – PRIORITY 2
LANES – PRIORITY 3
WALKWAYS – PRIORITY 3
FLOATING TRAFFIC INFRASTRUCTURE – PRIORITY 3
UPDATED 04/11/2026

CITY OF PENTICTON
SNOW REMOVAL

ANTI–ICING PRIORITIES



UPDATED 22/10/2024