

Winter Maintenance Program

Education Session – General Committee –
October 1, 2025





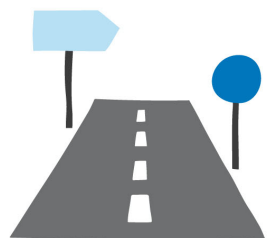
Introduction

- New Services this Winter – What to Expect
- Our Winter Maintenance Journey – How we Deliver Winter Operations
- Outreach and Education

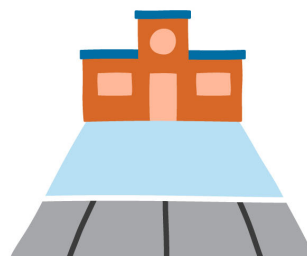


NEW SERVICES THIS WINTER – WHAT TO EXPECT

What we clear



5,700
lane km of
roads



1,550
km of priority
sidewalks



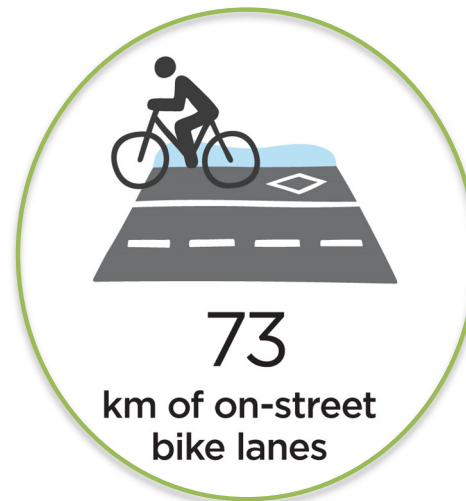
900
km of secondary
sidewalks



3,300
bus
stops



127
km of roadside
multi-use trails



73
km of on-street
bike lanes



134,000
residential driveway
windrows

Citywide Residential Driveway Windrow Clearing

- Specialized equipment with side arm
- Minimum 3.0m wide opening cleared
- Condominiums, commercial properties and homes on private roads are not eligible for this service
- Approximately 134,000 driveways will be serviced



Winter Maintenance Levels of Service



- Windrow clearing starts after the final round of plowing on the street

1. Windrows

2. Sidewalks

3. Bike Lanes

Secondary Sidewalk Winter Maintenance

- ~ 900 km of secondary sidewalks
- Completed within 24-36 hours after it stops snowing
- Salted: less than 5 cm of snow
- Plowed and salted: 5 cm+ of snow



Bike Lane Snow Removal

- Bike lanes are plowed as priority infrastructure
- Snow removal will be completed within 24 to 36 hours after it stops snowing when snow storage is limited



1. Windrows

2. Sidewalks

3. Bike Lanes

Expected Challenges

- On-street and lower boulevard parking
- Waste pickup timing
- Driveway access may be reduced to less than 3.0m
- Property damage: driveways, sod and encroachments
- Snow storage

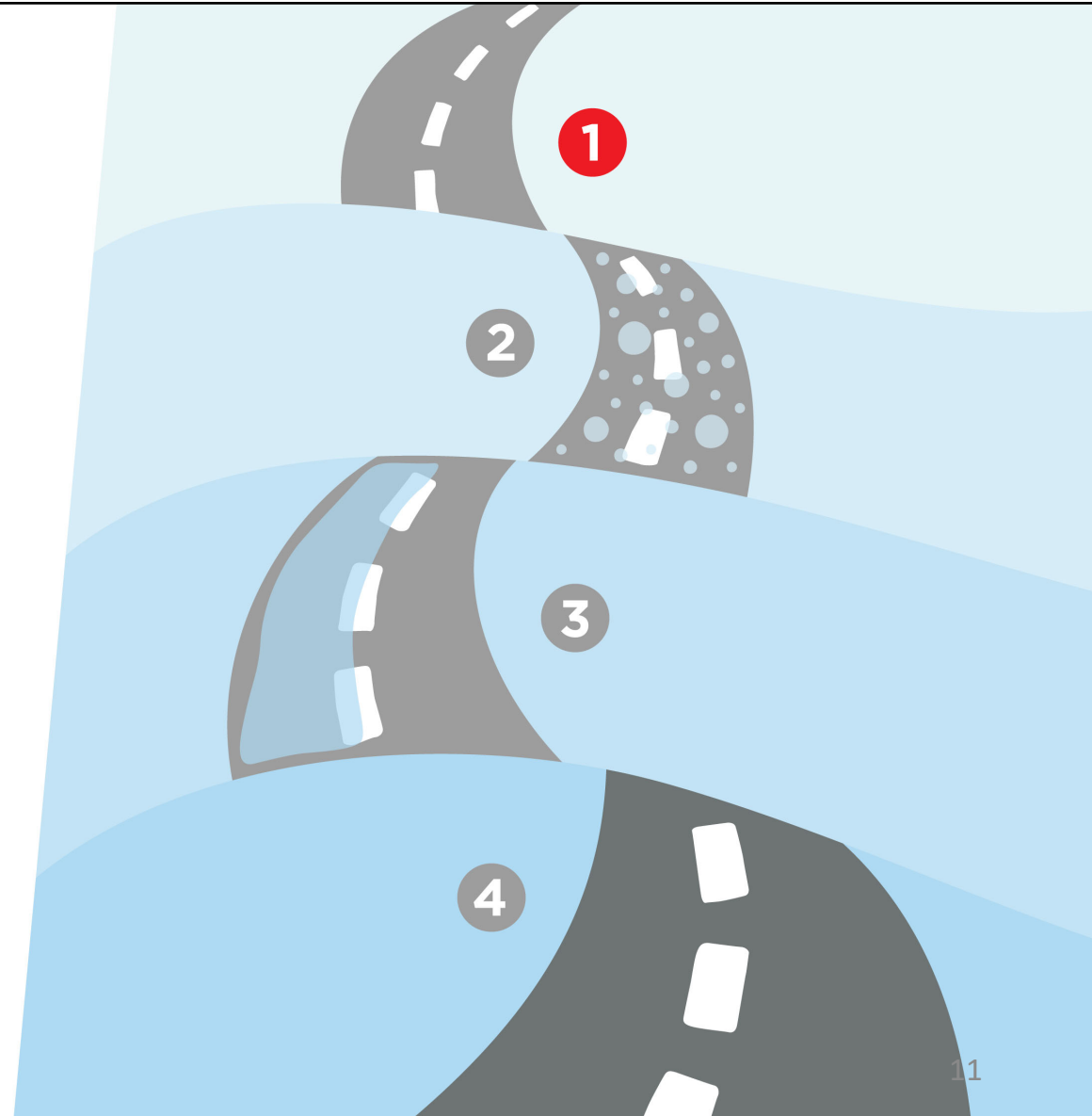


OUR WINTER MAINTENANCE JOURNEY – HOW WE DELIVER WINTER OPERATIONS

Winter maintenance journey

1 PREPARATION (2 days prior)

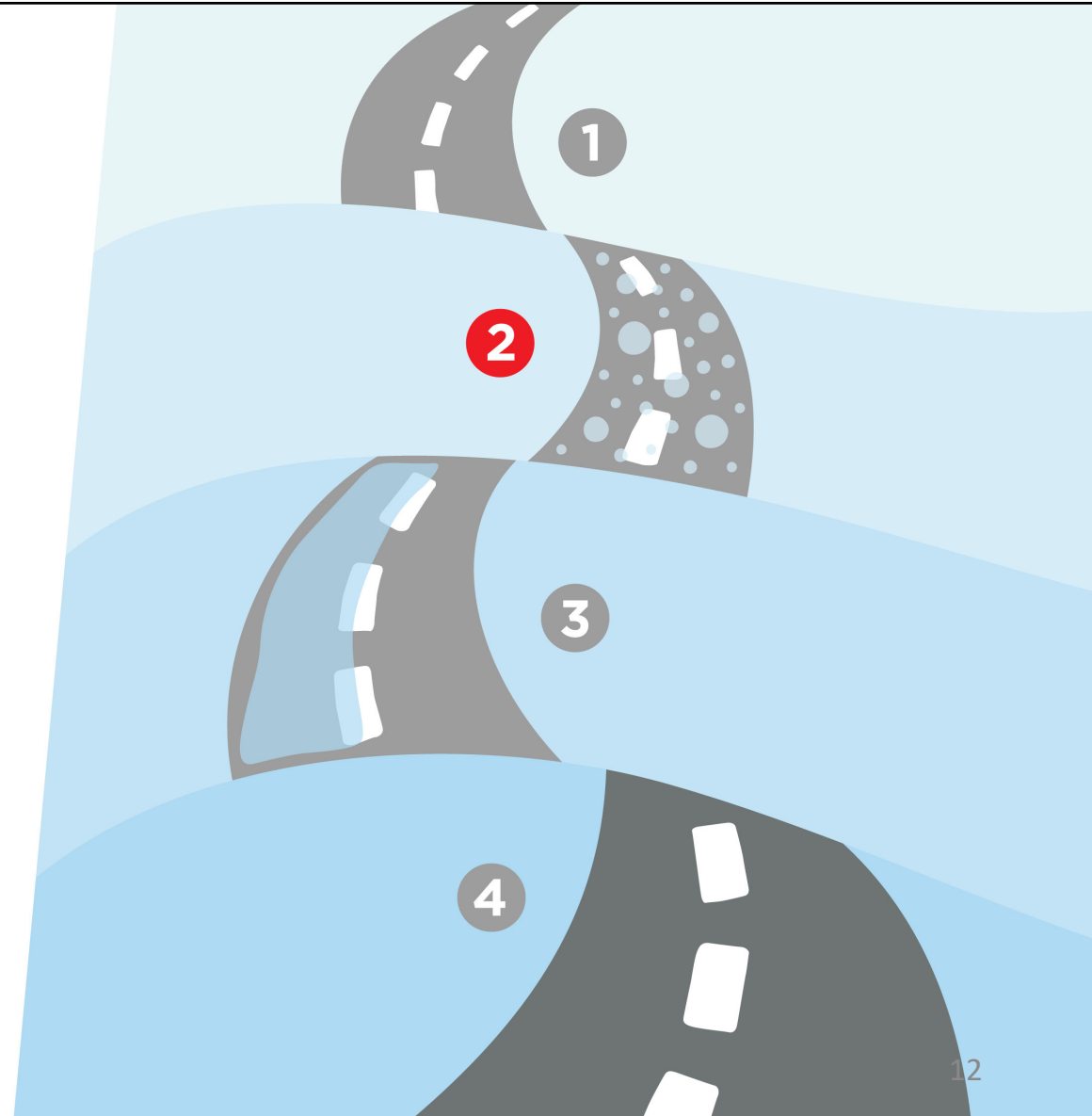
- Review forecasts
- Ready equipment
- Monitor road conditions
- Brine major roads, hills, bridges, as needed
- Prepare public communication



Winter maintenance journey

2 ACTIVATION (Duration of snowfall)

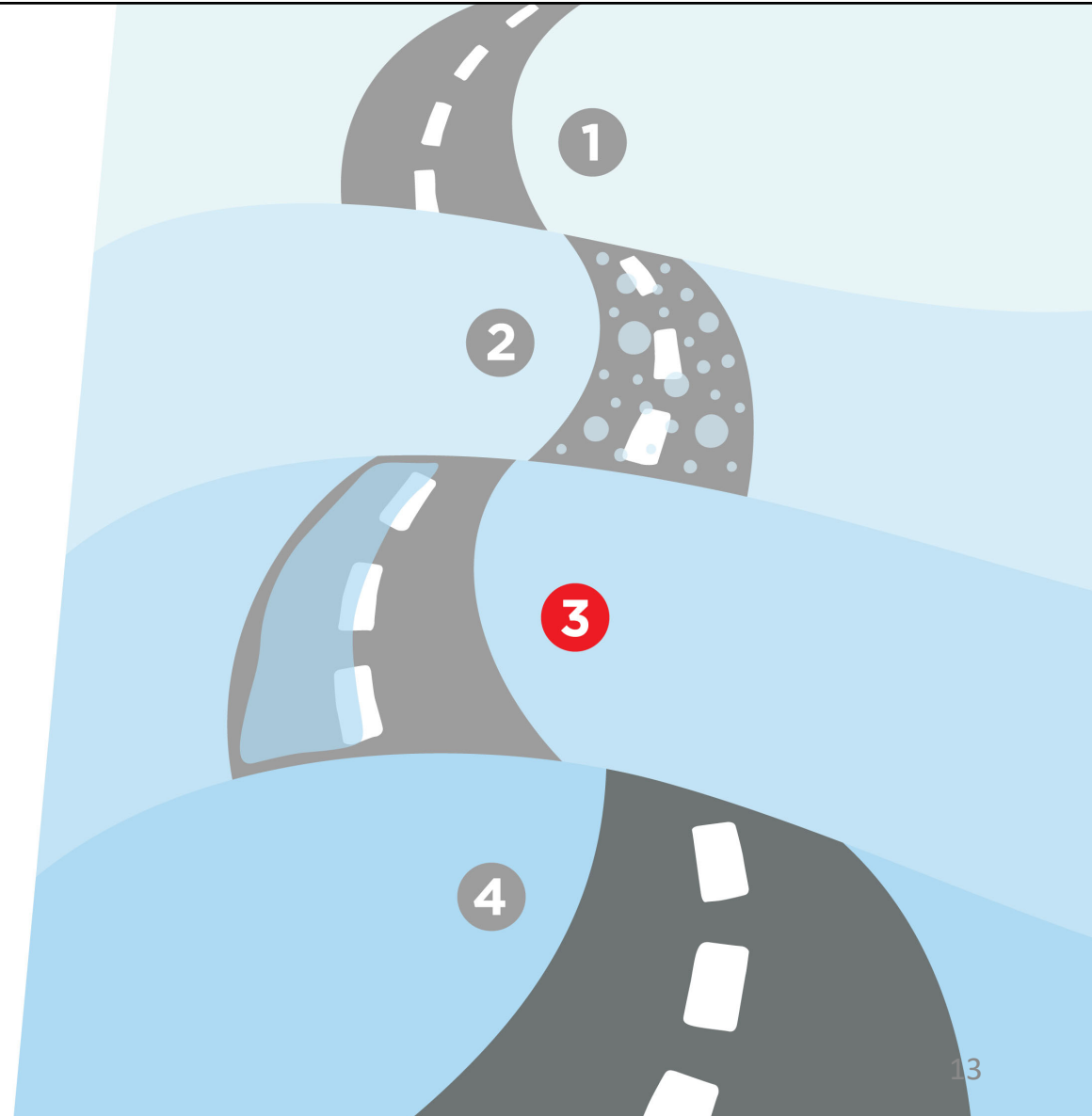
- Begin clearing priority roads and sidewalks, multi-use trails, bus stops, pedestrian crossings
- Complete multiple passes on priority infrastructure, as required
- Update Council and public



Winter maintenance journey

3 CLEAN-UP (Snowfall ends)

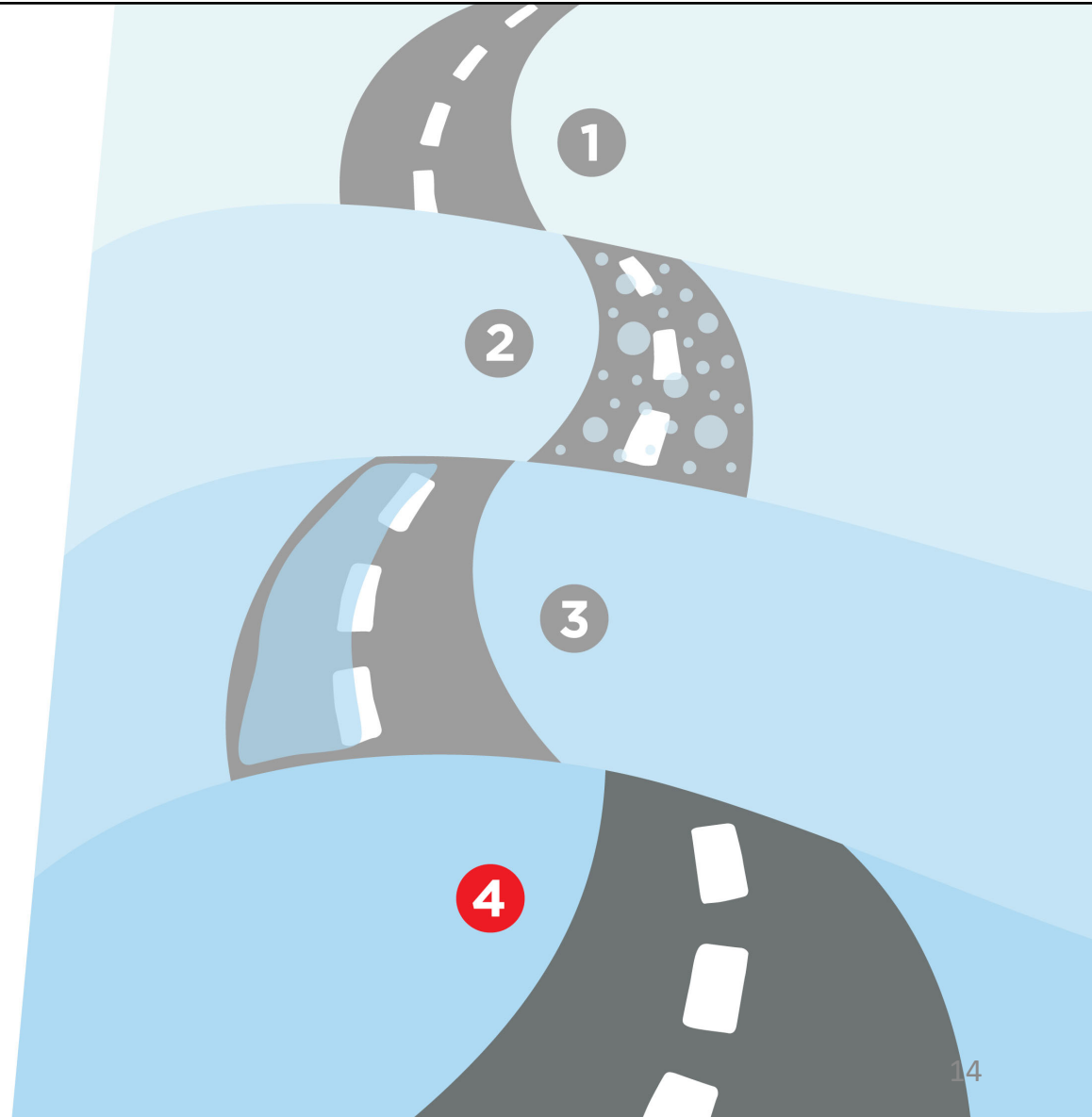
- Confirm total accumulation and set service timeframes
- Clearing of residential roadways and sidewalks
- Final pass on all priority infrastructure
- Inspect completed routes and confirm service standards
- Update Council and public



Winter maintenance journey

4 RECOVERY (24-36hrs after snowfall ends)

- All surfaces cleared
- Residents submit 311 service requests
- Snow removal, as needed:
BIAs, bridges, intersections, on-street bike lanes
- Assess contractor performance
- Service equipment





ANTICIPATED SERVICE REQUESTS

“Why wasn’t my windrow cleared?”

Please be patient. The road is cleared first.

The machine will return to clear windrows within 4-6 hours after the street has its final round of plowing.

Driveways blocked by parked cars, waste bins, sports equipment or other obstacles will not be cleared.

These will be assessed on a case-by-base basis.



“Why wasn’t the full width of my driveway cleared?”

These openings are not cleared to bare pavement and are not treated with salt.

Machines will clear a space that is at least three metres wide.

“Why wasn’t my sidewalk cleared?”

Please be patient. Priority sidewalks are cleared before secondary sidewalks.

It may take between 12 and 36 hours for sidewalks to be cleared after it stops snowing.

Sidewalks may have been blocked by parked cars, waste bins, sports equipment or other obstacles.

Sidewalk will be serviced once these obstacles are removed.

These surfaces are not cleared to bare pavement and may have some packed snow left on them.

Surfaces are cleared to be safe and passable.



OUTREACH AND EDUCATION

Key Messages

1. Don't park vehicles on the road or over the sidewalk – you can be ticketed.
2. Avoid parking on the lower portion of their driveway when it snows, where not permitted.
3. Place waste bins away from the road/curb.
4. Remove obstacles (ex. sports equipment, lawn ornaments) located near the sidewalk or road.

Communication Tactics

- Webpage
- Organic and paid social media
- Online advertising
- Radio
- Print
- Signage
- Digital Screens
- Media Event
- News Release
- e-newsletters
- Councillor Toolkit
- Videos

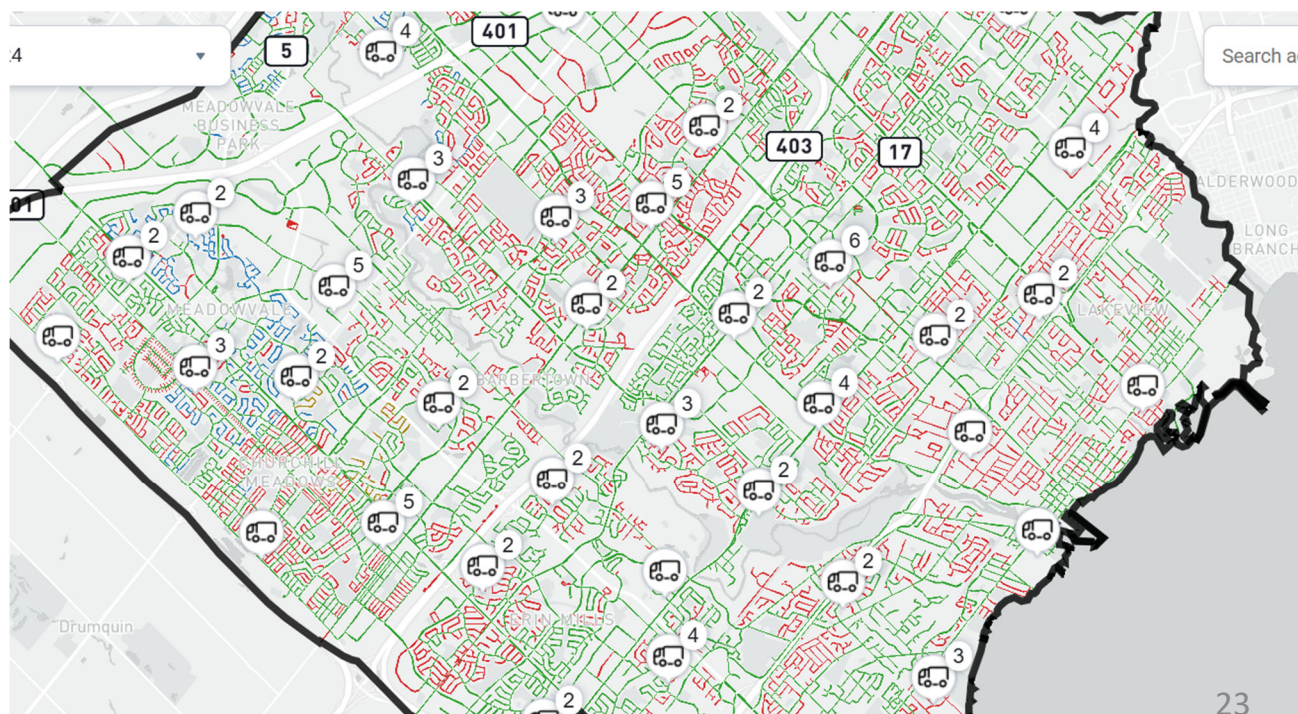




Plow Tracker Website

Track snow plowing and salting on roads and sidewalks.

Mississauga.ca/plowtracker



Thank you.

