



WINTER OPERATIONS POLICY

Version: December, 2023

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A. INTRODUCTION

It is among the responsibilities of the City of Shorewood to manage snow and ice on city streets and public property under the city's jurisdiction. The purpose of this document is to set policies for how the city will fulfill this responsibility and to identify those city officials and employees who are authorized to set subordinate policies and make judgments while carrying out snow and ice management activities.

Setting policies for snow and ice management involves evaluating and weighing several considerations, including the following:

1. Public safety. The safety of those traveling by motor vehicle, on foot and by other modes of transportation is of high priority. The goal of the city is to provide for surface conditions that are safe for travel in consideration of surrounding conditions and circumstances. Also, vehicles and personnel engaged in snow and ice management activity can increase risk to the public by virtue of their presence on public ways during times when travel conditions and vision are impaired.
2. Personnel safety. City personnel incur risk by their presence on public ways while managing snow and ice. The safety of city personnel as well is of the utmost importance.
3. Cost. City funds are limited, and taxpayers require that they be spent cost-effectively. It is not possible to address all snow and ice issues simultaneously and completely. It is not practical to maintain equipment and personnel availability at a level that is sufficient for all circumstances.
4. Environment. Materials to maintain or improve surface traction contribute pollutants such as sand and chlorides to surface waters and to city stormwater basins and other facilities, which in turn can increase the cost of maintaining those facilities. It is important not to use an excess of these materials. Chloride harms fish and other freshwater aquatic life and negatively affects infrastructure, vehicles, plants, soil, pets, and wildlife, as well as impairs groundwater and drinking water supplies. Once in the water, chloride becomes a permanent pollutant and continues to accumulate in the environment over time. The data show that salt concentrations are increasing impairments to both surface waters and groundwater across the state.
5. Priority setting to optimize outcomes. Because consideration must be given to all factors, it is necessary to set priorities for snow and ice management activities. Considerations include, though are not limited to, maintenance area classification and vehicle use level, need for emergency vehicle access, areas of known safety risk, reported conditions, costs, and impact on the environment.
6. Management/professional/technical judgment. Policies and practices rest on management, professional, and technical knowledge, on prevailing weather and travel conditions and on other circumstances that operators encounter. As to important policy elements, the council cannot state a policy but instead must delegate the authority to

establish and adjust the policy to the professional judgment of appropriate city personnel.

7. Need for adaptability. Particularly with respect to effectiveness, cost and environmental consequences, snow and ice management is a realm of innovation. It is important that city policy allows for personnel to maintain awareness of developments and allow for practices to be adjusted as appropriate. The public must practice due care given the continuously changing hazards presented by natural snow and ice concerns.

The policies stated in this document, as well as any delegations of authority to set subordinate policies, rest on an assessment and balancing of these considerations. It is not possible or practicable for snow and ice to be fully removed from all surfaces or prevented from accumulating on surfaces. The city encourages and expects that city residents and other members of the traveling public will always conduct their activities mindful of conditions, hazards, and what is necessary to remain safe.

B. SNOW AND ICE MANAGEMENT PRIORITIES

The city differentiates among maintenance areas based on a variety of factors, including traffic volume and location (e.g., school route). The established city priority is as follows:

Classification	Target Maintenance Time After Operations Commence	Level-Of-Service (LOS) Description
Priority Roads	2-5 hours	The LOS goal of the jurisdiction is to plow and/or treat driving lanes with the goal of that drive lanes are as free of snow and ice as reasonably possible in a northern climate. Drivers should take due care when driving on snow and ice surfaces, including reducing their speed.
Residential Roads, including cul-de-sacs	3-8 hours	
Parking lots, sidewalks, trails, and other surfaces for non-motorized travel	6-36 hours	

However, the city will also consider localized safety concerns, reported hazard conditions and other relevant information in adjusting priorities. The City Administrator, or delegated authority has discretion to direct the resources contained in this Policy, and those directives set by the City Administrator or delegated authority. City Administrator delegated authority directs resources and adjusts priorities during an event with due attention to the considerations listed in Section A, above. Within the policies and directives set by the City Administrator or delegated authority, operations personnel may adjust their activity as well to address safety concerns, improve effectiveness, reduce costs, and limit environmental impacts. Section A, paragraph 1, is a significant operational consideration for cities when making such adjustments.

The city is not responsible for managing snow and ice on streets, sidewalks, or other areas not within city jurisdiction.

C. TRAINING

It is important that personnel involved in snow and ice management receive appropriate training to inform their operational capacities and the judgment that they must exercise in performing their responsibilities. The Public Works Director is delegated the authority to determine and provide appropriate training and tasked to inform council of training funding needs during budgeting. The Administrator and Director will consider training for police, emergency response and other city personnel who may not have specific responsibilities for snow and ice management but whose awareness and coordination is important to the city's efforts.

The city will document, or require documentation of, all training that it requires or conducts.

D. DELEGATIONS OF AUTHORITY

Authority with respect to snow and ice management decisions is delegated as follows:

1. City Administrator or delegated authority. The City Administrator or delegated authority will exercise general oversight of snow and ice management activities and will make recommendations to the council on staffing, purchases, and funding as a part of annual budgeting.

The Administrator or delegated authority will establish procedures for reports on snow and ice conditions from city personnel or the public to be documented and routed to appropriate city personnel so that such reports inform snow and ice management activities. Operators will consider how best respond to snow and ice management complaints, pursuant to the following city policy:

All inquiries or complaints that come to the city through any media method (i.e. phone call, email, social media, SeeClickFix, etc.) shall be routed to the Lead Field Supervisor and/or the Public Works Director. Outside of normal business hours, all emergency inquiries or complaints shall be routed to the Streets On-Call staff at (952)292-2968.

The Administrator or delegated authority may enter into contracts or service agreements for snow and ice management services or may recommend such contracts or service agreements to the council, in accordance with city policy. All contracts will provide the following:

- a. All personnel performing the contract on behalf of the contracting party are trained to MPCA's Smart Salting Level 1 certification, and the performer of the contract is responsible for managing the training of these personnel.

- b. The contracting party will perform the work in accordance with all applicable city policies and directives, copies of which will be provided to the contracting party.
 - c. The contracting party will be insured for general and automotive liability to the same limits and under the same standard conditions as in other city contracts and service agreements, or to such other limits and under such other conditions as the city Attorney may advise.
 - d. The contracting party will perform all work with due care and will indemnify the city and hold it harmless for its negligent and willful acts and omissions.
2. Public Works Director or delegated authority. The Public Works Director or delegated authority is authorized to establish subordinate policies and directives with respect to the following:
- a. Adjustments to snow and ice management priorities as indicated in Section B, above.
 - b. The Administrator or delegated authority will exercise responsibility with respect to personnel training as indicated in Section C, above.
 - c. Protocols and directives concerning the initiation and cessation of snow and ice management activities. Cessation protocols and directives will consider conditions that endanger employee or equipment safety, or that cause management activities to be ineffective.
 - d. Protocols and practices for snow plowing and other operations, including snow storage. In determining snow storage locations and conditions, the Director or delegated authority will consider the debris and pollutant load held within stored snow and the potential water pollution impact of snowmelt within surface runoff.
 - e. Protocols for application of salt, sand, and other means to preserve/reestablish traction. The Director or delegated authority will consider safety, environmental, and cost concerns, will maintain city awareness of best practices and innovations, and in his or her judgment will adjust protocols in accordance with such practices and innovations.

In making the judgments underlying these actions, the Public Works Director or delegated authority will give due attention to the considerations listed in Section A, above. The Public Works Director or delegated authority should consider providing for awareness of best practices, including those contained in the [Winter Parking Lot and Sidewalk Maintenance Manual](#) (MPCA, 2022) and the [Minnesota Snow and Ice Control Field Handbook for Snowplow Operators](#) (Minnesota Department of Transportation and Minnesota Local Road Research Board, 2022), as they may be updated, and to provide for incorporation of best practices as appropriate.

Until such time as applicable policies and directives are established, the Public Works Director or delegated authority will direct operations in his or her best judgment and with attention to the considerations listed in Section A, above.

3. Operators. City personnel engaged in snow and ice management operations are authorized to adjust activities in accordance with Section B, above. Such personnel, in their judgment, also may adjust plowing and other operational methods and may implement hazard warnings, consistent with the policies and directives set by the Public Works Director or delegated authority. Operators are to use professional judgment and discretion to determine the best course of action to complete snow and ice management responsibilities under the circumstances, considering public and driver safety.

E. OPERATIONAL FRAMEWORK

1. Documentation. The city and its operators will document control practices and decisions and keep written or printed records of application and other decisions in carrying out this Policy. A storm record will be completed by the city for each storm event and should include operating times, weather conditions, material used, and personnel and equipment resources committed. See Appendix C for documentation template.
2. Emergency Situations. The city will dispatch operators and equipment as soon as possible to the routes required by emergency vehicles—fire, medical, police—responding to an emergency situation within the jurisdiction of the city, Fire Department, or Police Department.

The city will plow private property only if emergency vehicles require access.

3. Damage to Personal Property. The city will consider for repair or replacement at city expense property that is (1) properly installed, (2) permitted by city ordinance to be located adjacent to the street, and (3) damaged by contact with city equipment. The city will not repair or replace damaged trees, shrubs, or landscaping.
4. Deviation from Policy. If a person with delegated authority determines deviation from this Policy to be in the best interest of the city, or that a change is needed, the deviation will be documented. Documentation includes identifying: the cause, why the response was necessary, and how long the deviation will be in effect.
5. Review and Modification of Policy. The City will review the policy and modify as needed on an annual basis prior to each winter season.

F. ASSUMING RESPONSIBILITY FOR PRIVATE ROADWAYS, PARKING AREAS, SIDEWALKS, AND TRAILS

The city is not responsible for snow and ice management on any roadway or parking area not owned by or dedicated to the city, except as may be provided in a legally binding, written acceptance of that responsibility in the context of a development approval or otherwise.

The city does not have maintenance responsibility on the following private streets. The city may, at its discretion, provide emergency services to private streets, such as snow removal. However, the city is not obligated to provide these services.

- Eureka Way
- Pondview Drive
- Ridge Point Circle
- Galpin Lane
- Island View Road
- Gideons Lane
- Lagoon Drive
- Carrie Lane
- Tiffany Lane
- Ridge Road
- Strawberry Circle
- Christmas Lake Point
- Sussex Place
- Kensington Gate
- Devonshire Circle
- Regents Walk
- Spencer Lane
- ½ of Bayswater Road
- Spring Circle
- St Albans Bay Circle
- Barrington Way

G. COORDINATION WITH OTHER JURISDICTIONS

The table below lists the facility and the jurisdiction responsible.

Maintenance Area	Responsibility	Telephone No.
Truck Highway 7	MnDOT	
County Road 19 – Oak St/Smithtown Rd/ Manitou Rd	Hennepin County	
County Road 82 – Mill St	Hennepin County	
Vine Hill Road – East side	City of Minnetonka	
Minnetonka Blvd – North Side	City of Deephaven	
Minnetonka Blvd – West Side	City of Greenwood	

The city will coordinate with neighboring or regional jurisdictions as warranted to realize better management outcomes, cost savings or environmental benefits.

No Rights Created

This policy is for internal use only to specify the policies and distribution of authority for snow and ice management. The policy is for the benefit of serving the public and not for the benefit of any individual or specific group of individuals. It is not intended to and does not create any right or expectation in any third party. The City Council may amend this policy or make exceptions to it as it deems appropriate.

Disclaimer

The city will begin snow and ice management as soon as reasonably possible. Cold, wind, visibility, equipment failure or disability, rapid snow and ice accumulation, and/or other unforeseen conditions or emergencies may prevent safe or effective management and cause delays in management operations.

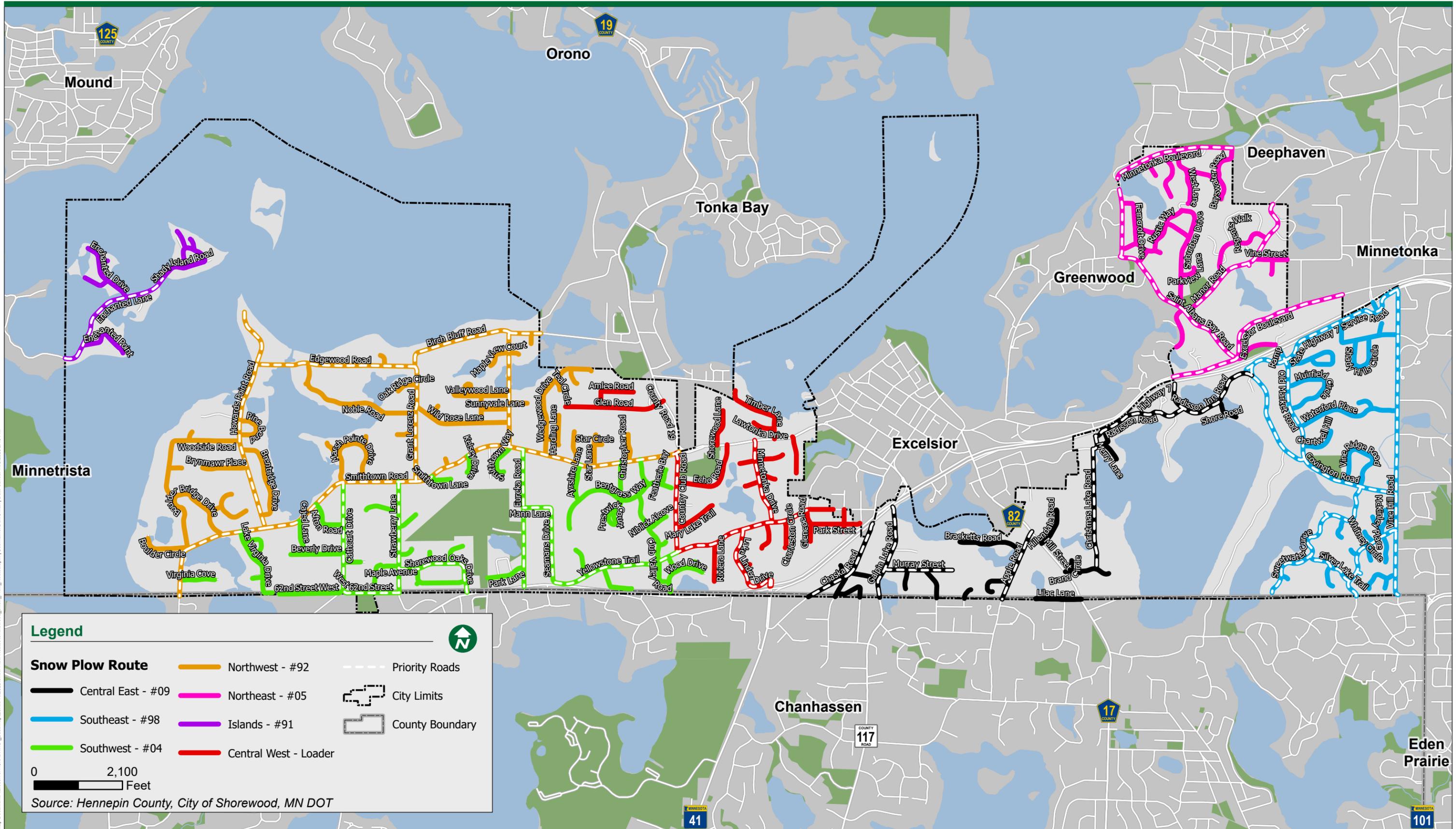
Distribution

This policy will be distributed to the following:

- Mayor and Council
- City administrator
- City attorney
- Public works staff
- City's website

APPENDIX A

ROUTE MAPS



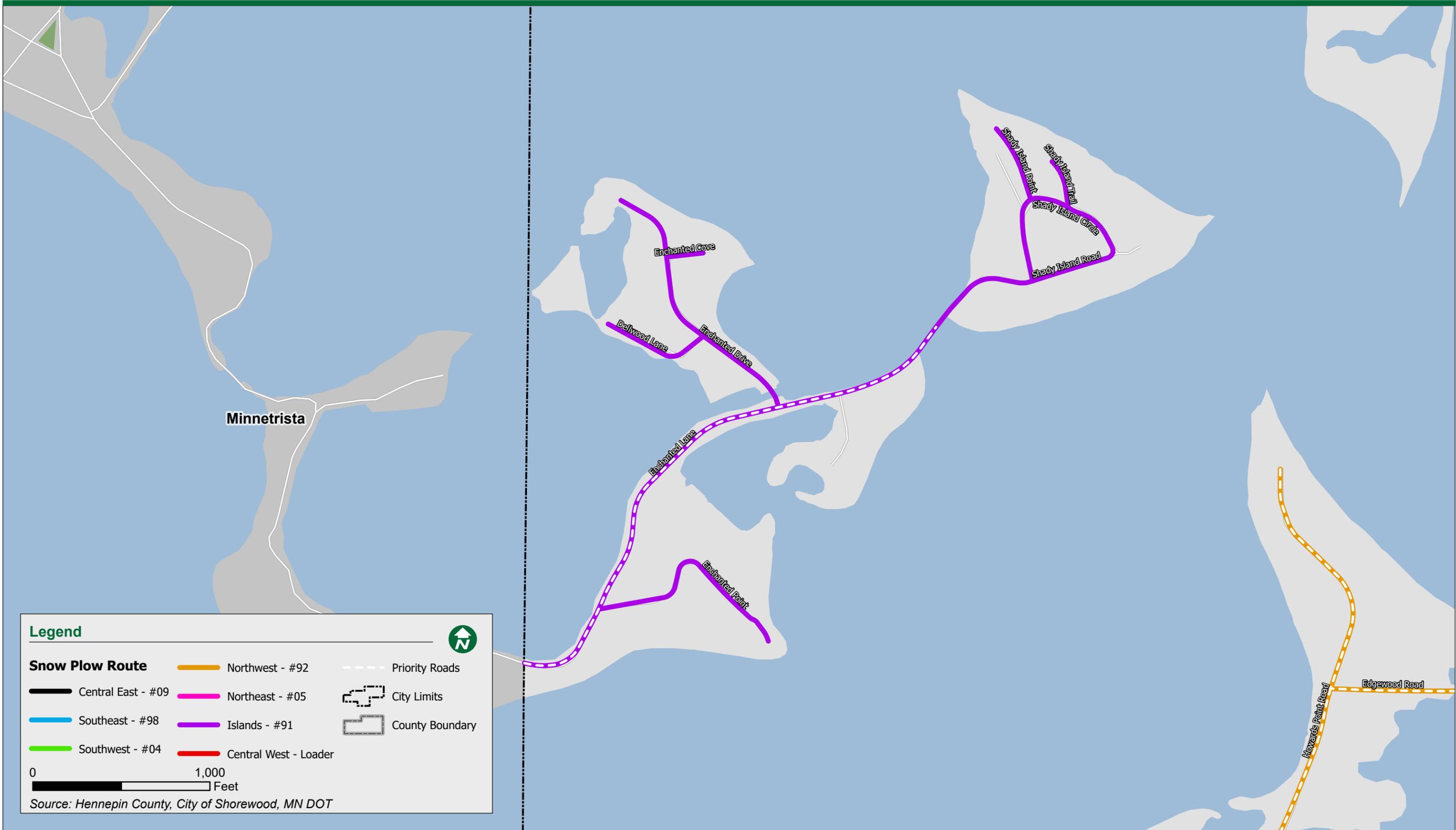
Legend

	Northwest - #92		Priority Roads
	Central East - #09		City Limits
	Southeast - #98		County Boundary
	Southwest - #04		
	Northeast - #05		
	Islands - #91		
	Central West - Loader		

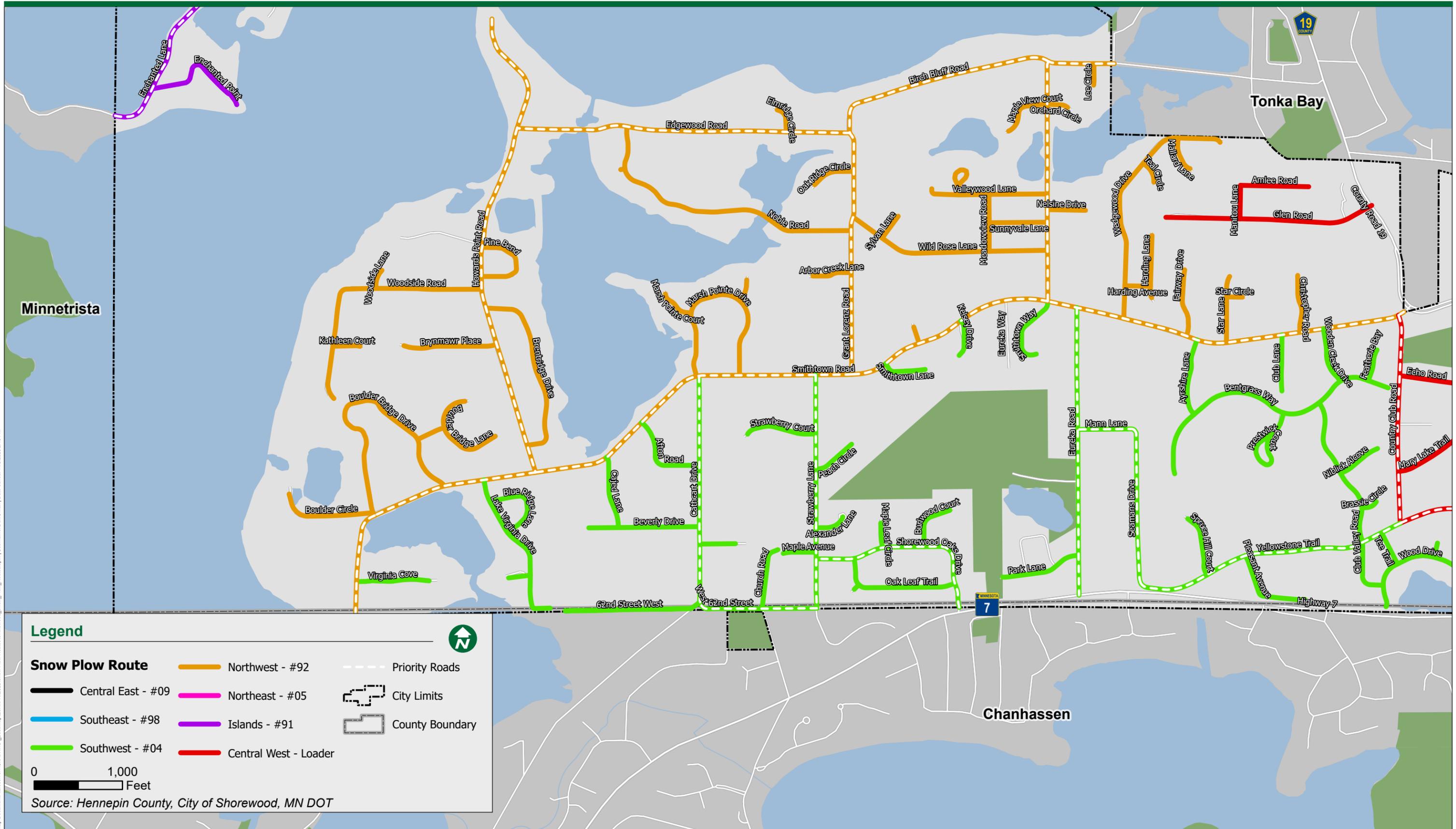
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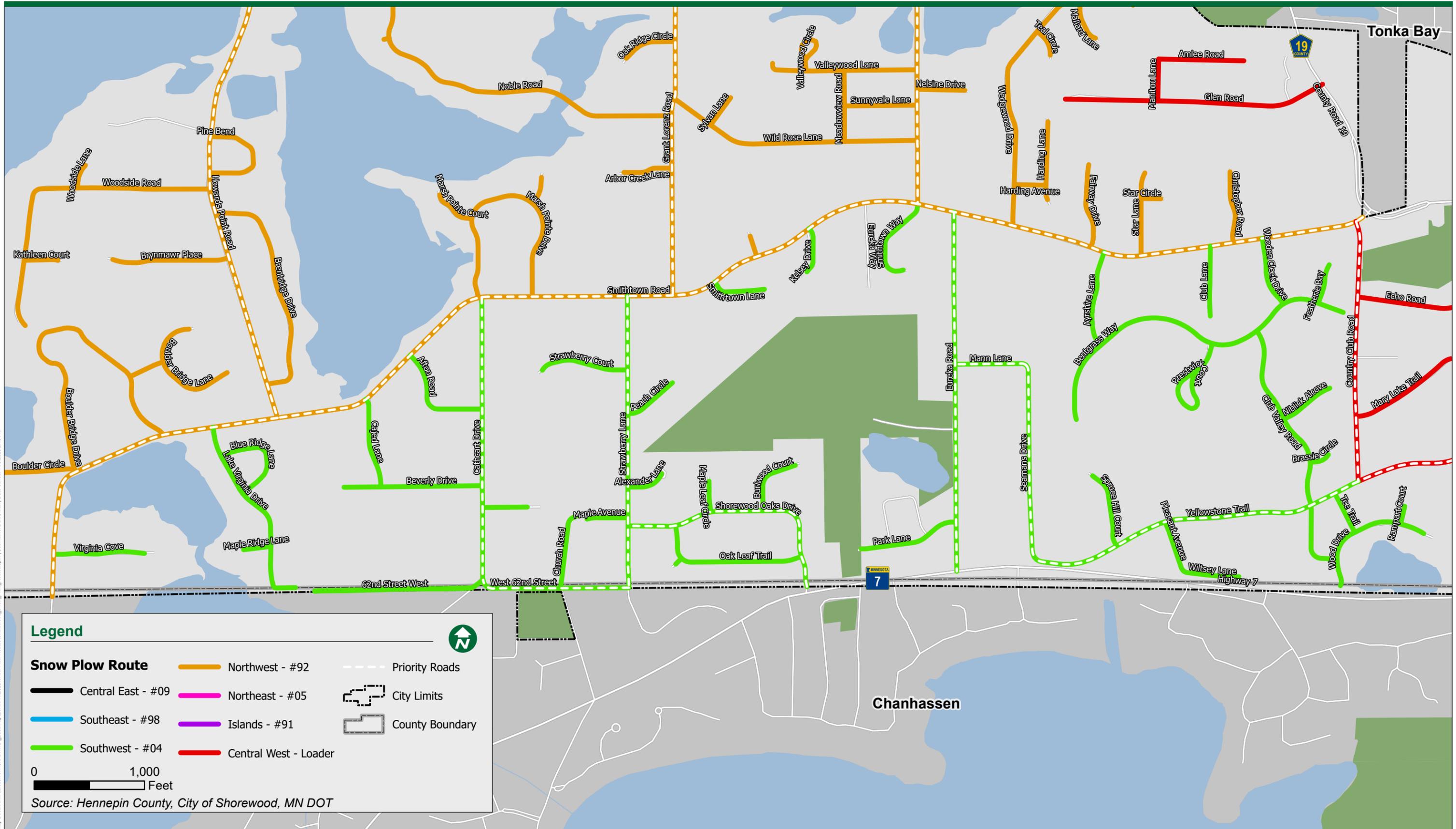
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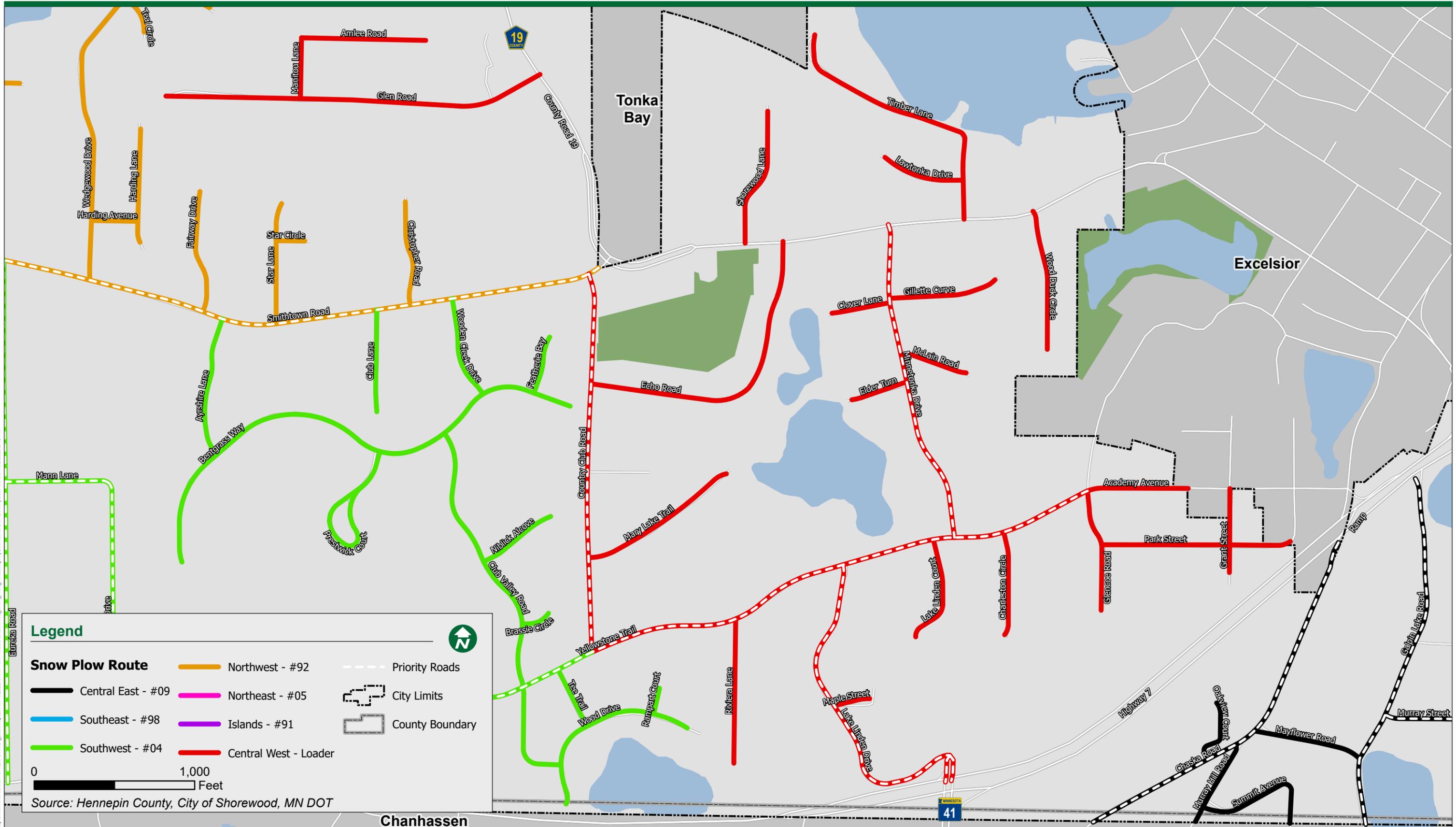
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|--|-----------------------|
| | Northwest - #92 |
| | Central East - #09 |
| | Southeast - #98 |
| | Southwest - #04 |
| | Northeast - #05 |
| | Islands - #91 |
| | Central West - Loader |

- | | |
|--|-----------------|
| | Priority Roads |
| | City Limits |
| | County Boundary |

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Source: Hennepin County, City of Shorewood, MN DOT

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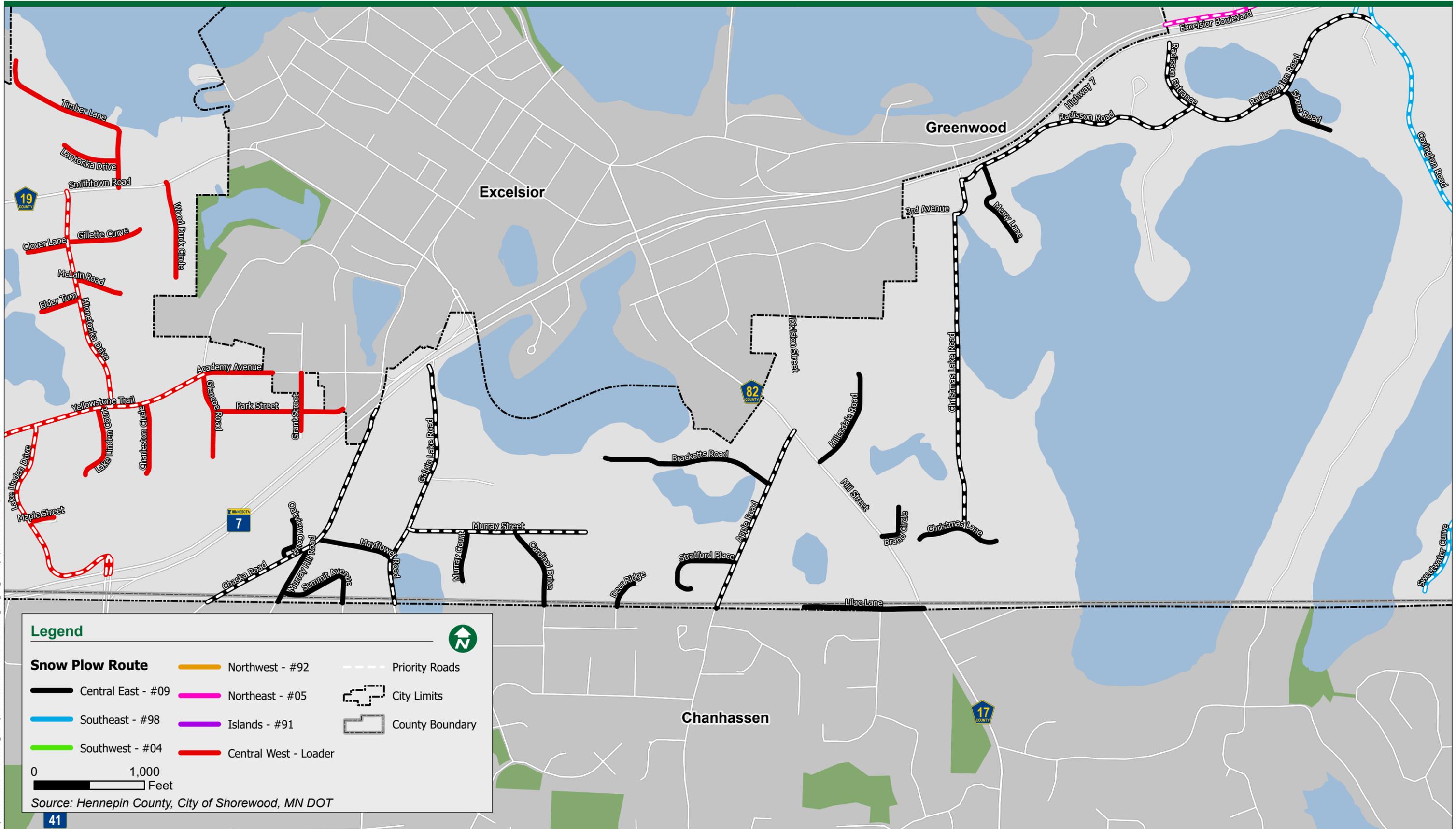
Legend

	Northwest - #92		Priority Roads
	Central East - #09		City Limits
	Southeast - #98		County Boundary
	Southwest - #04		Central West - Loader
	Northeast - #05		
	Islands - #91		

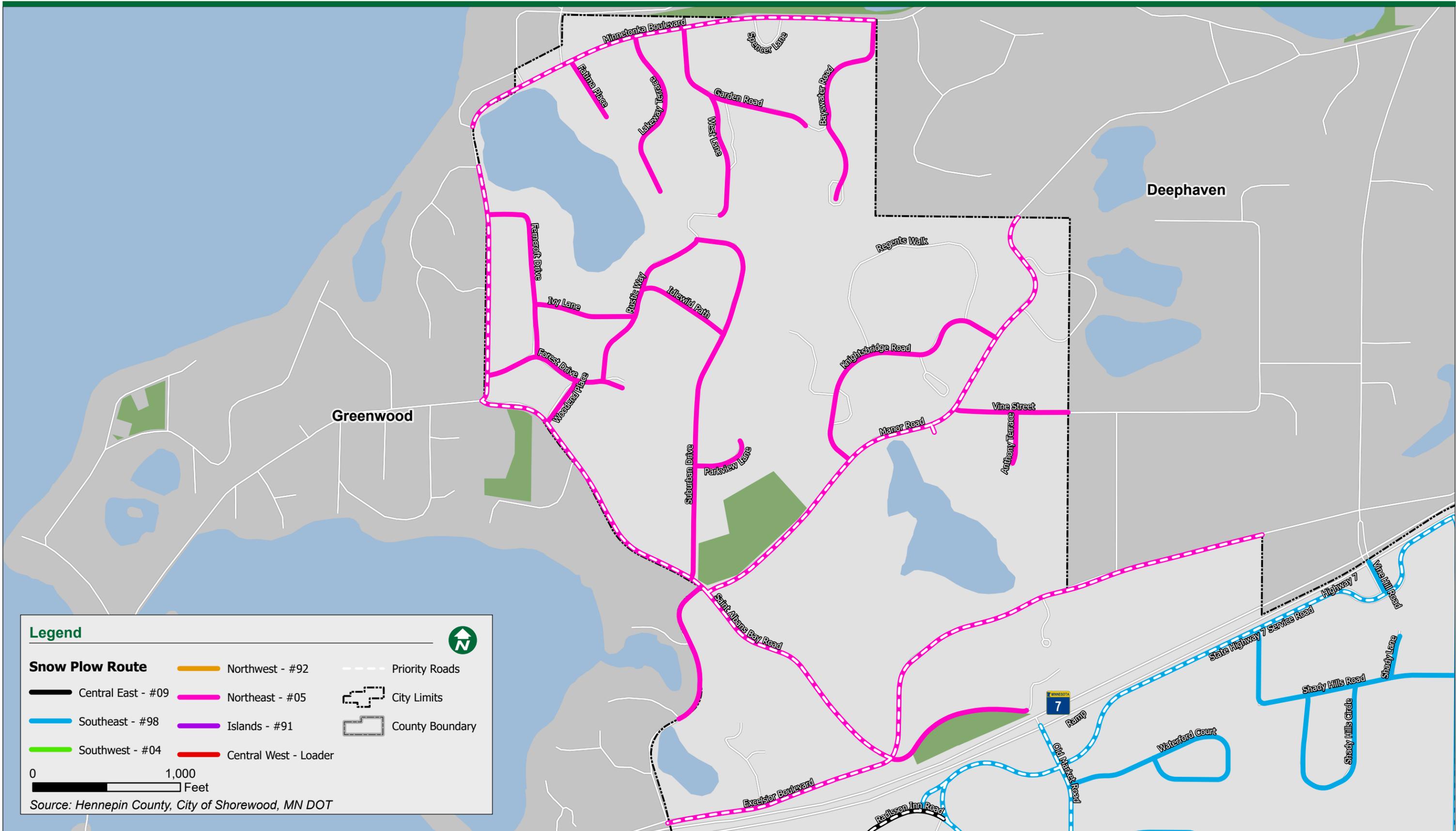
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Source: Hennepin County, City of Shorewood, MN DOT

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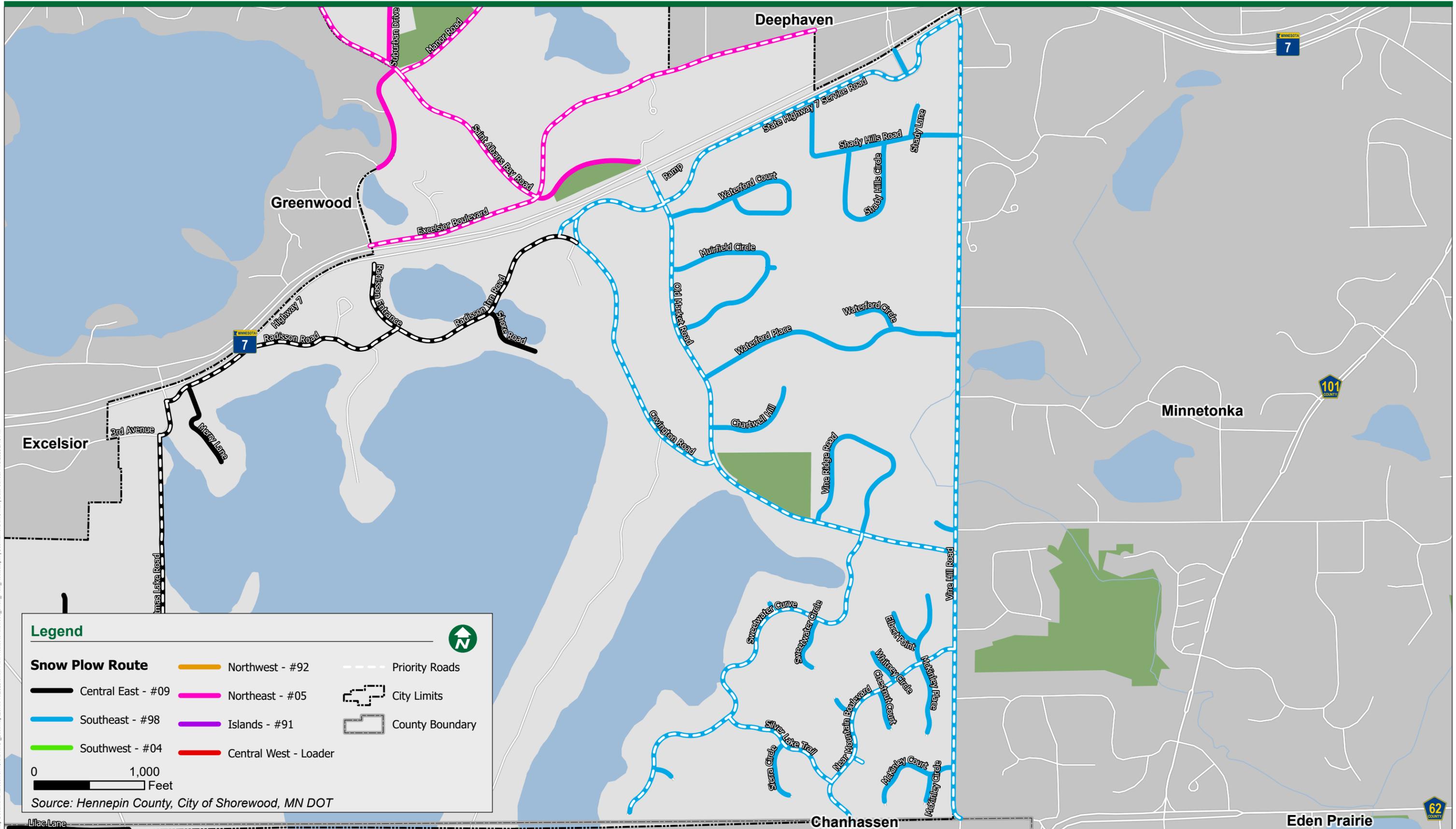
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	Northwest - #92		Priority Roads
	Central East - #09		Northeast - #05
	Southeast - #98		Islands - #91
	Southwest - #04		Central West - Loader
			City Limits
			County Boundary

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Source: Hennepin County, City of Shorewood, MN DOT

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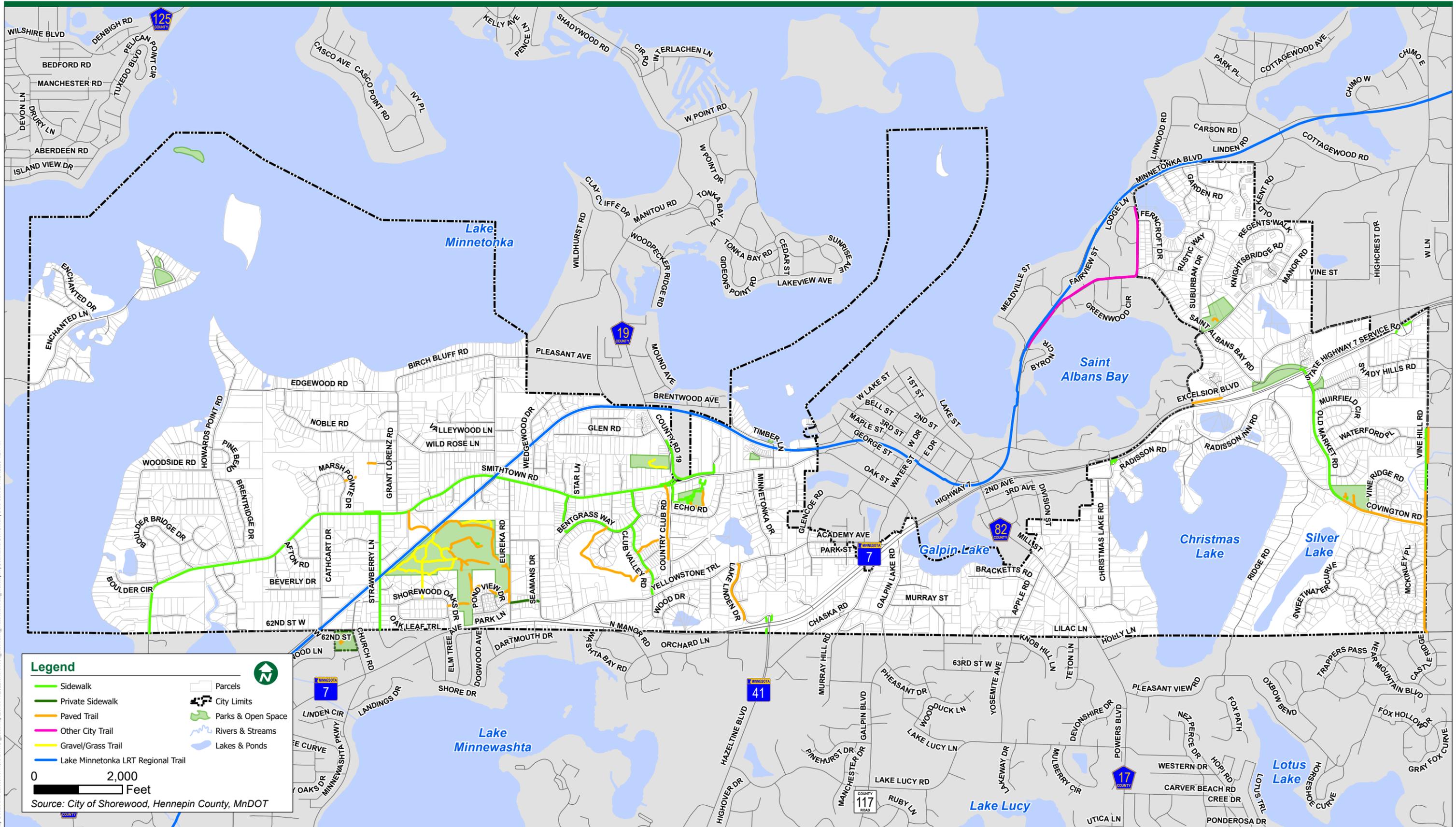
Northwest - #92	Priority Roads
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Central West - Loader	

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Source: Hennepin County, City of Shorewood, MN DOT

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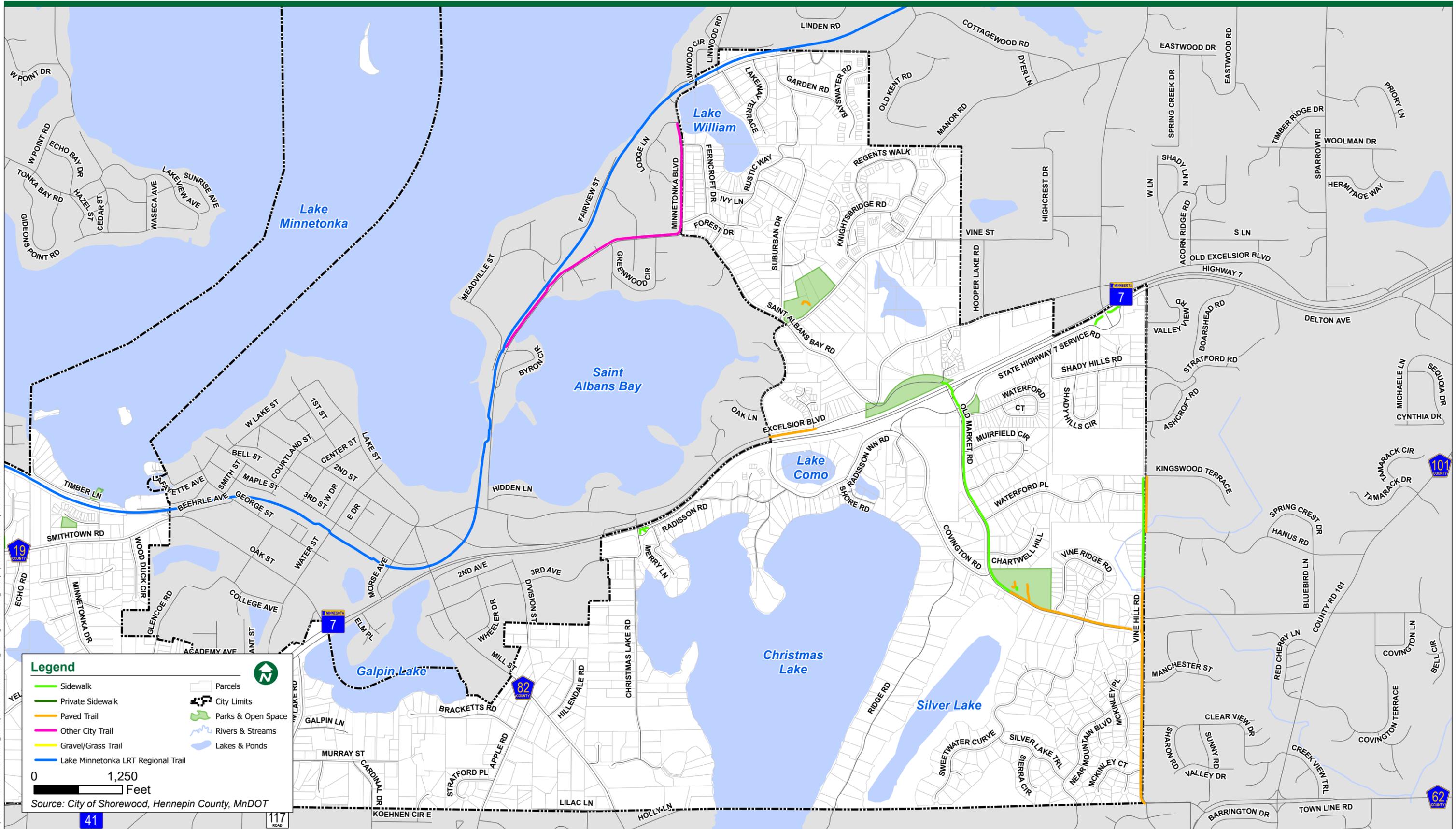




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APPENDIX B

ROUTE ASSIGNMENTS

2023/2024 ROUTE ASSIGNMENTS

- North-WestLuke Weber, LEO-Utility, CDL-A
- South-WestMatt Vanlith, LEO, CDL-A
- Central-West.....Tim Kosek, LEO-Utility, CDL-A
- Central-EastRob Hanson, LEO-Utility, CDL-A
- North-East.....Jeremy Moe, LEO-Utility, CDL-A
- South-East.....Chris Pratley, LEO, CDL-A
- Islands.....Bruce Stark, LEO-Utility, CDL-A
- Trails/Sidewalks/Parking LotsRyan Brant, LEO, CDL-A
Todd Roden, LEO, CDL-A
- Reserve StaffChris Heitz, Lead Field Supervisor, CDL-A
Andy Eslinger, Street Inspector, CDL-A
Matt Morreim, PW Director

APPENDIX C

OPERATIONS DOCUMENTATION TEMPLATE

SHOREWOOD WINTER OPERATIONS

2023-2024 WINTER SEASON

EVENT DATE		to			
FORECAST	----- Prior to event -----				EVENT ACTUALS
	3-days	2 days	24-hrs	12-hrs	<6 hrs
Forecast Date					
Forecast Time					
Temp (°F) - max					
- min					
Pavement Temp. (°F)					
Wind (mi/hr)					
Direction					
Dewpoint (°F)					
Precip Chance					X
Type					
Liquid (in)					
Snow (in)					
Rate (in/hr)	X				
Start date					
Start time					
Duration (hrs)					

Notes:

OPERATIONS

Anti-icing:				
	Yes/No	Application Rate (gal/mi)	Brine Type	
Amount (%)				
	Priority Routes	Hills/Curves	Islands	TOTAL (gallons)

Notes:

Operation		Date		Begin	End
	Type of Material	Application Rate (lb/mi)	Material Used (tons)	# of Salters	# of Plow Trucks

Notes:

Operation		Date		Begin	End
	Type of Material	Application Rate (lb/mi)	Material Used (tons)	# of Salters	# of Plow Trucks

Notes: