



PARKS AND ROAD SERVICES

Edmonton

# SNOW AND ICE CONTROL ANNUAL REPORT

2024 – 2025 Winter Season

City of Edmonton

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## SEASONAL HIGHLIGHTS FOR 2024/25<sup>1</sup>



**Weather**—The previous season experienced a cooler trend than the year prior, with a mean average temperature decrease of 2.3 degrees. This, coupled with four major roadway incidents and 25 active pathway incidents, led to a substantial increase in traction material usage, approximately 230% higher. Consequently, a significant portion of crew time was allocated to applying and subsequently removing this material during the spring cleanup.



**Operational Performance**—Roadways and Active Pathways both saw notable increases in on-time percent completion of priority service levels compared with the previous season. The City kept the same ratio during 2025.



**Parking Bans**—This was the third season using the Service Notifications tool for parking bans and integrated communications tactics to promote the service.



**Communications**—A communications survey has been conducted for four years (2022–2025) to ensure residents are aware and understand the service levels and details of the Snow and Ice Control program. A majority of respondents indicated awareness and knowledge of parking bans and where to find SNIC information.



**Budget**—Program spending increased over the budget for the season in alignment with the increase in total precipitation for the season when compared to the previous season.



**Upcoming**—Upgrades at the snow storage facilities will continue through 2030 with the option to introduce tipping fees at a future time.

<sup>1</sup> Most of the 2024-25 data included in this report is from October 2024 - April 2025 unless stated otherwise. In most instances, up to the last three seasons' results are provided for comparison unless historical data or averages are based on a longer time period.

## INTRODUCTION

The City of Edmonton is committed to ensuring a safe, reliable and accessible winter mobility network for people walking, rolling, biking, using transit and driving. The City maintains more than 12,000 linear km of roadways and 500 km of active pathways and prioritizes snow and ice clearing using a systematic approach that ensures major roadways are cleared first as they are most integral to the safe mobility of users across the city.

The City's Snow and Ice Control Policy and Administrative Procedure can be found at [edmonton.ca/safetravels](https://edmonton.ca/safetravels). They support the following outcomes:

- **Safety:** Prevention and reduction of collisions, slips, falls and injury to people, and ensuring emergency responders can reach those that need help.
- **Reliability:** Edmontonians understand when active pathways and roadways are to be cleared and what service standards can be expected through public awareness.
- **Connectivity:** Edmonton's snow clearing approach enables Edmontonians to move safely however they move around the city and use the entire mobility network.

## WEATHER

The Snow and Ice Control program typically runs from the last week of October to mid-April, since this is when the majority of snow, freezing rain and freeze-thaw cycles are likely to occur. The amount and type of precipitation influences:

- The type and frequency of maintenance activities, such as plowing and material application
- Equipment and materials usage
- When a parking ban may be needed

### 2024-25 Winter Season Temperature and Precipitation

Winter season 2024-25 was slightly colder with an average mean temperature -2.3 degrees below the previous year (2023-24)<sup>2</sup>.

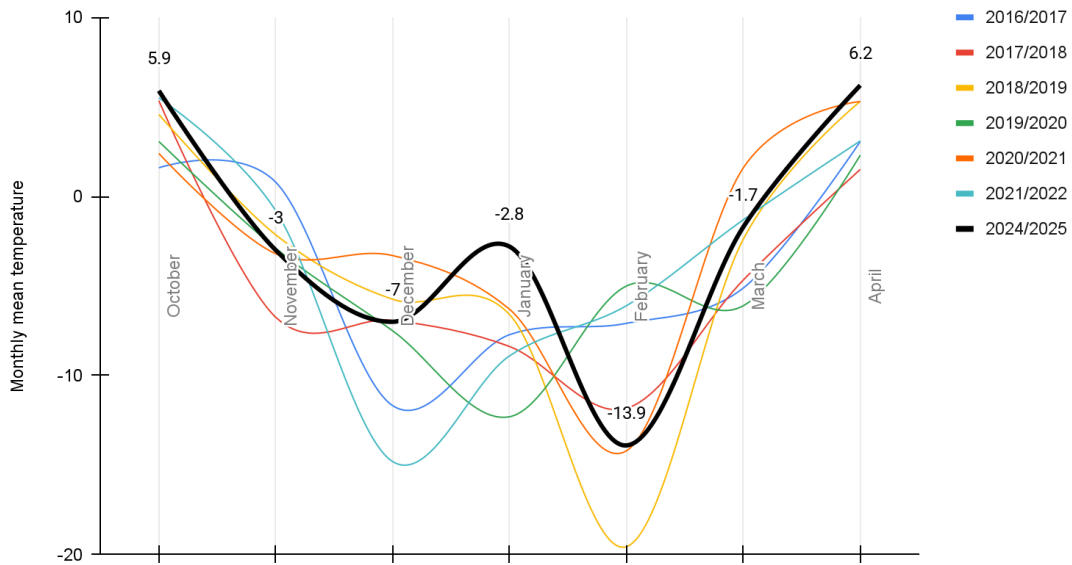
*February was the coldest month of the season* with an average temperature of -13.9°C and the coldest day reaching -32°C. April was the warmest month of the season with an average temperature of 6.2°C and the highest temperature of 16.5°C.<sup>3</sup>

A cold snap occurred from February 3-10, 2025, where temperatures remained below -25 for a 7 day span. The extreme cold temperatures caused some complications with equipment and snow-clearing operations.

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<sup>2</sup> <https://climate.weather.gc.ca/>

<sup>3</sup> Historical and current data from Government of Canada <https://climate.weather.gc.ca/>



The first snow event of the season occurred on November 24, 2024, and snow events continued through March. Three Phase 1 parking bans were activated - November 24, December 19 and February 2 - and a Phase 2 parking ban for residential roadways was in effect January 7 to 24.

During times of unseasonably mild weather, and once all clearing operations were completed, crews were reassigned to respond to other priority tasks within the Parks and Roads Services (PARS) branch. These reassignments occurred on several occasions for short periods of time, and included tasks such as sidewalk repairs, graffiti removal, litter and illegal dumping cleanup, pothole repairs and other necessary work.

The 2024-25 winter season had higher precipitation than the previous season, yet still below several seasons from recent years. The majority of precipitation occurred in November, December and February, primarily falling as snow. Total precipitation of 18 mm occurred in March. In April, 5.4 mm of rain occurred in the City. Temperature fluctuations and multiple freezing rain events in January, February and March led to numerous freeze/thaw cycles. This led to rutting issues on residential roadways, thick packs of ice on sidewalks and increased roadway repairs.

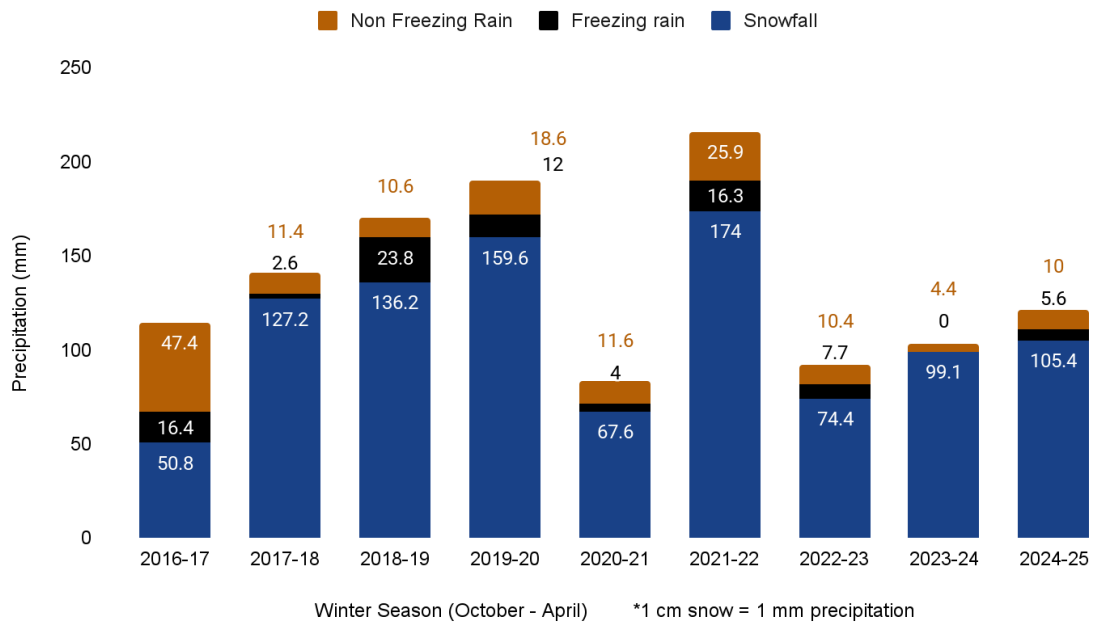
### Snow Events: 2024-25

Snow events	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	Total
Active Pathways – P1	0	4	9	5	4	3	0	25
Roadways – Regular (Phase I)	0	1	1	1	0	1	0	4

A snow event occurs in the roadways when there is an accumulation of 2 cm or more. For Active Pathways, a snow event is declared when any amount of snowfall occurs. There were 25 snow events spread throughout the 2024/2025 season. Following each of these events, clearing active pathways and public amenities occurred upon completion of snowfall. Snow clearing of priority 1-3 roadways also occurred following these events. Four of these events led to the activation of a Phase 1 parking ban.

Immediately following a Phase 1 parking ban in December, crews conducted windrow removal at all school locations in the City as this coincided with the school break. Once all school zones were completed, a Phase 2 parking ban was conducted to clear Priority 4 residential roadways and address uneven conditions and accumulation. Following this completion, cul-de-sac clearing was initiated.

**Comparison: Total Amounts of Precipitation**



## SERVICE LEVEL DELIVERY

When it snows, crews are out 24/7 maintaining Roadways and Active Pathways. The Snow and Ice Control program uses a priority system to identify snow clearing service levels. Priority levels are based on the Snow and Ice Control Policy. These service levels are used to manage and measure performance.

Along with their own dedicated staff and equipment, Roadways and Active Pathways have their own priority hierarchy. That way, their service levels do not compete with each other. Service levels begin once a weather event ends and each type of inventory is completed independently.

The road priorities are outlined in the Snow and Ice Control policy and are:

1. Main freeways, arterial roads, downtown business districts and hills
2. Remaining freeways, arterial roadways, business districts, collector roads and transit park and ride access roads
3. Industrial areas and rural roadways
4. Residential roadways as part of a Phase 2 parking ban

The Active Pathway priorities are outlined in the Snow and Ice Control policy and are:

1. City facilities, LRT stations, Winter Priority Loop bike route
2. City sidewalks, wheelchair ramps, pedestrian bridges, stairs, shared paths, bike lanes
3. Manually cleared paths, bus stop benches and pads
4. Community sandboxes and safe mobility devices

This winter season, the City published an updated [Active Pathways Snow Clearing Map](#). The map displays all sidewalk and multi-use pathways cleared by the City and the service levels. New for the 2023/24 season, a **Winter Priority Loop** was created forming a network of Priority 1 active pathways connecting downtown, Old Strathcona and the University of Alberta. This new feature was in response to suggestions from the community.

For Roadways, a new [Roadways Snow Clearing Map](#) was launched to display the current location of all active plows. During snow events, this map proved to be popular with both media and social media spotlights on the online map. During a snow event on February 26, over 30 million page requests were made for the map indicating residents were using it to follow the plows as they were active across the City. During this time, the average viewing time was around nine minutes!

In addition to showing residents where plows are active, the map can be updated to show the clearing status of all roadways during an active parking ban. This was done twice this season following snow events when phase one parking bans were activated on January 23, 2024, and February 26, 2024.

2024-25 SERVICE LEVELS AND PRIORITY PLAN				
Network Type	Priority 1	Priority 2	Priority 3	Priority 4
<b>Roadways</b>	Freeways, arterials, business districts: Bare pavement within <b>1 day</b> .  Alleys in business districts: 5 cm snowpack within <b>5 days</b> .	Collector roads, Transit Park and Ride access roads: Bare pavement within <b>5 days</b>  <i>Service fully provided by contractors when snow event is called.</i>	Industrial roads: Bare pavement within <b>6 days</b> .  Rural roads: Level snowpack within <b>6 days</b> .	Residential roads and alleys: 5 cm snowpack within <b>14 business days once residential blading cycle is initiated</b>
	Phase 1 parking ban when applicable	Phase 1 parking ban when applicable	Phase 2 parking ban when applicable	Phase 2 parking ban when applicable
<b>Active Pathways</b>	Paths adjacent to City facilities, transit centres and LRT stations; Winter Priority Bike Route: Bare pavement within <b>24 hours</b> .	All other City maintained active pathways, stairs, bike lanes, pedestrian bridges and bus stop access: Safe and passable surface within <b>3 days</b> .	Manually cleared active pathways, bus benches and pads: Safe and passable surface within <b>14 days</b> .	Community sandboxes: Refill when resources allow. Safe mobility devices: completed when resources allow.

Crews are responsible for clearing and maintaining pathways around City of Edmonton facilities and bus stops adjacent to City property. Sidewalks adjacent to private property are the responsibility of property owners or occupants, as are bus stops that fall on the same area as adjacent sidewalks next to private property (Community Standards Bylaw 14600).

### 2024-25 WINTER SEASON PERFORMANCE RESULTS

A total of four snow events were declared for Roadways, including one for residential blading. A total of 25 snow events occurred for Active Pathways.<sup>4</sup>

Contributing factors for this season's completion rate included:

- Immediately following the Phase 1 parking ban in December, crews conducted a two-week initiative of windrow removal at all school locations in the City as this coincided with the school break.
- The Phase 2 parking ban to address the ruts and uneven conditions on residential roadways was initiated once all school zones were complete. During this parking ban, warm temperatures added complications while maintaining 5cm of snowpack on residential roadways.

<sup>4</sup> For Roadways, a snow event is declared when there is an accumulation of 2 cm or more. For Active Pathways, a snow event is declared when any amount of snowfall occurs. For Active pathways, this is the number of events that were at least 24 hours before a snow event restarted.



- As crews continued to address uneven conditions, extreme cold temperatures caused delays.
- Extreme cold followed by above normal warm temperatures and daily freeze/thaw cycles occurred in February while cul-de-sac clearing was underway.

The following scorecards indicate the per cent of total inventory completed within the service level timeframe. A score of 100 per cent means crews were able to complete all designated areas within the service level timeframe for the entire season.

**Overall, this season was a success as clearing was 97 percent for Priority 1-3 roadways and 94 percent for all active pathways. Crews were able to complete a higher percentage of inventory within service level timelines when compared to the previous season.**

## WINTER SEASON CITY SERVICES DELIVERY - ROADWAYS



Blue shaded cells indicate on-time completion rate of 95% or higher (target) for 2025 season.



ROADWAYS SCORECARD				
Priority Level	2023-24 Winter Season		2024-25 Winter Season	
	Service level <i>(aligned to budget)</i>	On-time % Completion	Service level <i>(aligned to budget)</i>	On-time % Completion
P1 – Arterial, Business Improvement Areas	5 days	99%	1 days	95%
P1 – Alleys in business areas	5 days	99%	5 days	100%
P2 – Collector, bus routes	5 days	99%	5 days	98%
P3 – Industrial, rural	5 days	100%	6 days	100%
P4 – Residential	10 days	N/A	14 business days <sup>5</sup>	92%

<sup>5</sup> The 10 day service level was extended to 14 days as the city doesn't do residential blading on weekends due to parking restrictions.

## WINTER SEASON CITY SERVICES DELIVERY APR



ACTIVE PATHWAYS SCORECARD				
Priority Level	2023-24 Winter Season		2024-25 Winter Season	
	Service level (aligned to budget)	On-time % Completion	Service level (aligned to budget)	On-time % Completion
P1 – City facilities/ centres, some bus stops, stairs	1 day	99%	1 day	96%
P1 – Prioritized bike routes	1 day	98%	1 day	100%
P1 – LRT Stations	1 day	96%	1 day	96%
P2 – Hard surface trails (river valley)	1 day	96%	3 day	100%
P2 – Parking lots	3 days	87%	3 days	92%
P2 – Non-prioritized, separated bike lanes	3 days	97%	3 days	97%
P2 – Pedestrian bridges	3 days	99%	3 days	99%
P2 – All-season stairs (separate from City facility areas)	3 days	94%	3 days	94%
P2 – City maintained sidewalks, wheelchair ramps, shared paths	3 days	94%	3 days	94%
P3 – Manually cleared areas (bus stops, paths, etc)	14 days	91%	14 days	100%
P3 – Bus stops	14 days	94%	14 days	100%
P3 – Community sandboxes	As Resources Allow	87%	As Resources Allow	98%
P4 – Traffic Calming Measures	As Resources Allow	71%	As Resources Allow	100%

*Blue shaded cells indicate on-time completion rate of 80% or higher (target).*

### Safety, Accessibility and Mobility

The Snow and Ice Control program ensures the mobility network is safe, reliable, connected and accessible for all users. During the 2024-25 winter season, crews:





- Completed additional bike lane windrow pick-ups
- Created and maintained outdoor ice facilities for public use
- Monitored bridge decks and hills closely for ice and frost formation
- Maintained and widened pathways as needed to reduce snow and ice and to improve pedestrian mobility
- Provided transparent tracking to the public for snow removal progress
- Cleared and monitored adaptable traffic calming measures
- Added additional signage for snow pick-up areas
- Detailed service level signage for River Valley Trail systems
- Added new boxes, locations and signage for the Community Sandbox Program









### INFRASTRUCTURE INVENTORY AND GROWTH

Edmonton is a growing city. The City maintains more than 12,000 km of roadway and 500 km of active pathways, and the amount of maintained roads and pathways is trending upward, particularly residential roads, machine cleared paths, bike lanes, trails in natural areas and manually cleared areas, such as around bus stops and benches. As inventory grows, more staff and resources are needed to provide consistent service levels year-over-year.

#### Changes in inventory are affected by several factors:

- New construction of neighbourhoods and bike lanes, road widening and installation of traffic calming measures, which increases the amount and complexity of surfaces to be maintained
- Annual review, evaluation and possible recategorization of inventory and routing within Snow and Ice Control
- Continual process improvements and accuracy with mapping and inventory data
- City-wide changes with services and roadway classification

Roadways Routing	% Change in Inventory (2023-24 to 2024-25)
P1	 1.9% (arterials)
P2	 3.2% (collector routes)
P3	 -0.4% (industrial, rural) <sup>1</sup>
P4	 4.7% (residential)

Active Pathways	% Change in Inventory (2023-24 to 2024-25)
P1	<ul style="list-style-type: none"> <li> 5.1% (bridges) 2.0% (civic walkways)</li> <li> -7.8% (machine cleared paths)</li> </ul>
P2	<ul style="list-style-type: none"> <li> 6.2% (natural areas trials) 26.6% (bike lanes)</li> <li> -7.05% (parking lots)</li> </ul>
P3	<ul style="list-style-type: none"> <li> 16.7% (parking lots)</li> <li> - 11.5% (manually cleared areas) -22.8% (bus stops)<sup>2</sup> -38.8% (community sandboxes)</li> </ul>
P4	<ul style="list-style-type: none"> <li> -38-82% Community Sandboxes</li> <li> 121.6% (traffic calming features)</li> </ul>

<sup>1</sup> Decrease due to recategorization of inventory between priority categories.

<sup>2</sup> Decrease due to: reprioritization and recategorization of inventory; Edmonton Transit Service bus route redesign (changes in number of bus stops)

### Adaptable Traffic Calming Infrastructure


In alignment with the [Safe Mobility Strategy](#), adaptable traffic calming measures are installed to help reduce traffic speeds, reduce non-local traffic and improve pedestrian visibility and safety at crossings. The adaptable measures are installed through various programs, shown in the table below. More information about these features can be found [here](#).

Vision Zero Safe Mobility Programs	2019-2021	2021-2022	2022-2023	2023-2024	2024-2025
Street Labs	0	3	15	9	16
Safe Crossings	0	2	29	16	20

<b>Safe Routes to School</b>	0	0	0	5	5
<b>Towards 40</b>	0	0	0	0	3
<b>Special Projects</b>	3	0	1	5	2

<sup>1</sup> Includes five types of Safe Mobility Programs, this table outlines the number of projects completed across the City in each year.

Adaptable measures are designed with Snow and Ice Control in mind, allowing regular equipment to maneuver around them. However, due to the nature of adaptable measures, manual clearing can be needed due to ice build up or as a result of an extreme snow event. Depending on the scope and scale of the traffic calming installation, this can be a resource and time intensive process. In unique cases, the Safe Mobility team covers the cost of this additional labour through budget allocated from the Traffic Safety Automated Enforcement Reserve. Should the number of projects continue to increase at this rapid pace across the city, additional Snow and Ice Control staff may be needed to maintain an adequate level of service.

<b>Traffic Calming Measures<sup>1</sup></b>	<b>2023-2024</b>	<b>2024-2025</b>	<b>Average Change in Number (across all types)</b>
<b>Total Number</b>	347	734	 112%

<sup>1</sup> Includes seven types of adaptable measures: curb extensions, centreline hardening, centre medians, two-stage crossings, road narrowing, rubber speed humps and traffic diverters.

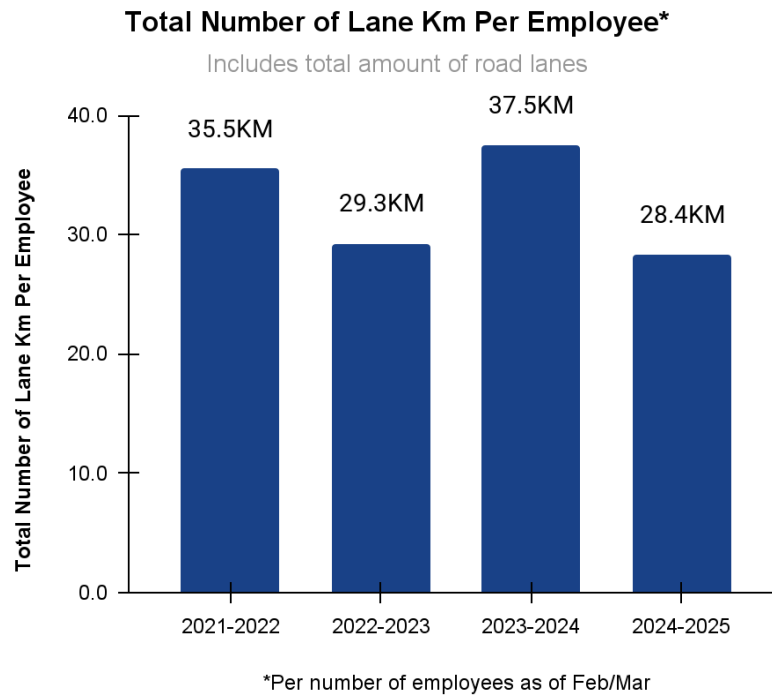
## PERSONNEL AND EQUIPMENT

Dedicated, trained staff and access to necessary equipment are critical to the success of the Snow and Ice Control program. The City has approximately 647 people working on the Roads and Active Pathways crews. Roadways and Active Pathways have their own teams and specialized equipment to complete clearing. That way, the services they deliver do not compete with each other.

### Personnel

	<b>2022-23</b>	<b>2023-24</b>	<b>2024-25</b>
<b>Number of Employees<sup>6</sup></b>	649	580	647

<sup>6</sup> Numbers indicate employee headcount, not FTE totals



*Distances are represented in lane kilometres (lane km), which is a function of the length of the street or bike route multiplied by the number of lanes on that street or bike route.*

While most roads are maintained by City crews, Priority 2 roads are maintained by contractors during declared snow events. Active Pathways are maintained by a combination of City crews and contractors..

Network Type	Number of Contractor Callouts (based on snow events)
Roadways	3
Active Pathways	5 – parking lots 15 – sidewalk plowing 48 – civic walks

## Equipment

Equipment utilization rates are affected by several factors:




- Number of staff and contractors available to operate the equipment
- Type of equipment and availability of optimal equipment required to complete the work
- Availability of well-maintained and properly functioning equipment
- Percentage of owned equipment (utilization rates do not include leased equipment)







- Weather and road conditions

The number of available equipment units have remained fairly constant for the past several years. Leased equipment utilization rates are not reflected in the tables below.

**Note: 2024-2025 season Total Grader and loaders increased in the yards**

ROADWAY EQUIPMENT (OWNED UNITS)						
Equipment Type	Max Total Available (in yard)		Max Units Used <sup>1</sup> (daily)		% Max Utilization of Bookout Rate <sup>2</sup>	
	2023-24	2024-25	2023-24	2024-25	2023-24	2024-25
Graders	18	20	16	19	88.89%	 95%
Loaders	12	16	10	14	83.33%	 7.5%
Tandem Sanders / Plows	125 <sup>3</sup>	112	92	100	73.60%	 9.29%
<b>Total Units</b>	<b>155</b>	<b>148</b>	<b>118</b>	<b>113</b>	-	-

ACTIVE PATHWAYS EQUIPMENT (OWNED UNITS)						
Equipment Type**	Max Total Available (in yard)		Max Units Used <sup>1</sup> (daily)		% Max Utilization of Bookout Rate <sup>2</sup>	
	2023-24	2024-25	2023-24	2024-25	2023-24	2024-25
John Deere	29	26	21	20	58.06%	 76.92%
Toolcat	28	25	23	22	85.71%	 88%
Bobcat/Skid Steer	6	5	3	3	50.00%	 60%
Tractor***	6	5	4	3	100.00%	 60%
<b>Total Units</b>	<b>69</b>	<b>61</b>	<b>51</b>	<b>48</b>	-	-

<sup>2</sup> Bookout rate: approx. 20% of equipment on reserve for equipment repairs and maintenance

\*\* Leased MT bookout rates are unavailable for this season, with implementation of GPS this data will become available for the 25/26 season (leased MTs are the primary vehicle currently used for Snow and Ice clearing).

### SNOW AND ICE CONTROL MATERIALS APPLICATION

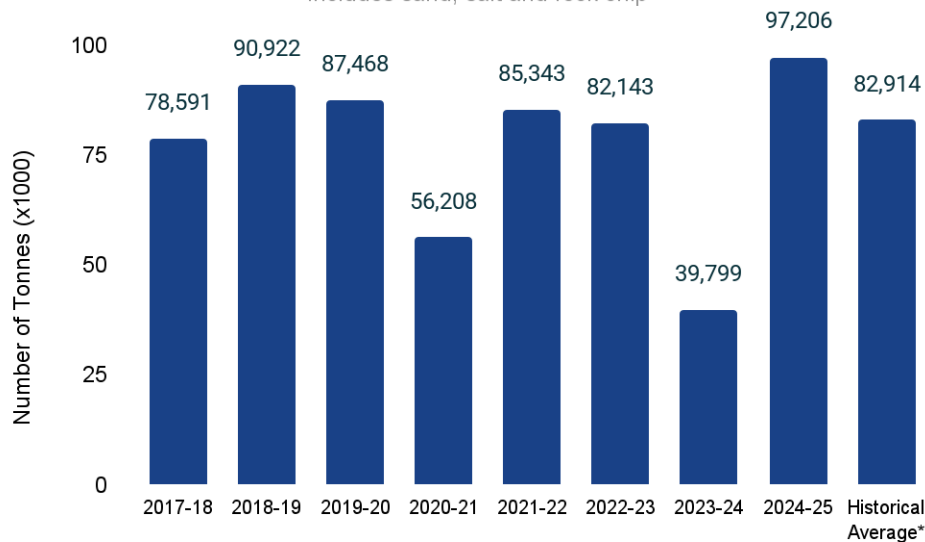
Since 2015, sand application on winter roads has been minimized where possible to help reduce waste and impacts to waterways, reduce the likelihood of sand-related property damage and control spring sweeping costs. Weather combined with road and temperature conditions influence the amount of sand and salt applied, and safety for users is always the top priority for crews. Due to the unseasonably cold temperatures throughout the 2024-25 winter season, the need for repeated material application was higher than the previous season.

- 2024/2025 materials used: 3% sand mixture -72,794 MT; Salt - 22,228 MT; Dried sand - 2,184 MT; CaCl - 248,646 Litres;
- 2023/2024 materials used: 3% sand mixture -27,094 MT; Salt - 11,300 MT; Dried sand - 1,406 MT; CaCl - 169,996 Litres

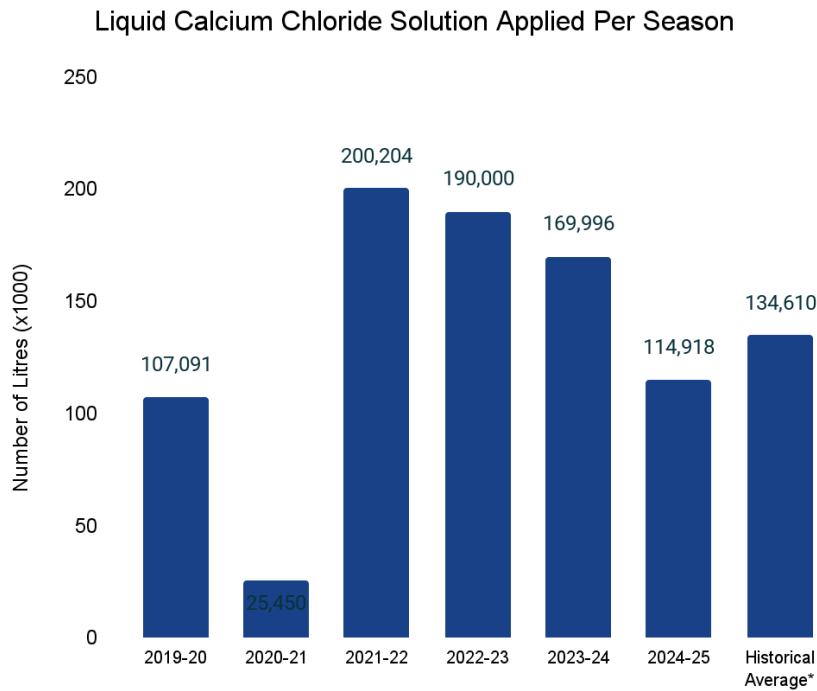
Use of liquid calcium chloride as a commercially prepared solution continues to be restricted. The only authorized uses are the strict application as a pre-wetting agent on sand-salt mixtures to improve adhesion and effectiveness of materials to roadways under certain weather conditions, as well as the direct application as an anti-icing agent on Priority 1 bike lanes.

#### Solid Snow and Ice Materials Applied Per Season

Includes sand, salt and rock chip



\*Compared with historical average (2017-18 to 2024-2025)



\*Compared with historical average (2019-20 to 2024-25)

## ROADWAY MAJOR SNOW EVENTS – PARKING BANS

To achieve safe travel conditions as quickly as possible, we must work together. Parking bans are instituted during roadway snow clearing to ensure City crews can clear the roads as efficiently and effectively as possible. Edmontonians play a key role in supporting City staff and contractors by moving their vehicles when a parking ban is in effect.

Parking bans are announced through a variety of communication channels, including neighbourhood signage, email/sms alerts, news media, social media, web information and banners, digital signs and destination signs on buses. Residents were encouraged to register for Service Notifications and receive email or sms message notifications for parking bans and clearing status of their locations. Residents are also encouraged to the City's social media channels to learn when a parking ban was in effect and view the snow clearing maps for the clearing status of roadways and active pathways.

For the 2024-2025 season, the City did not tow vehicles failing to comply with the parking ban. The budget was reduced for the 2023-2026 budget period with no resources allocated to tow services. Bylaw enforcement teams did conduct ticketing, a minimum fine of \$250.00, for failure to comply with the parking ban. Officers provided enforcement support based on real-time routing of crews.

## TWO-PHASE PARKING BAN

The City of Edmonton has used a two-phase parking ban system in 2020-21.

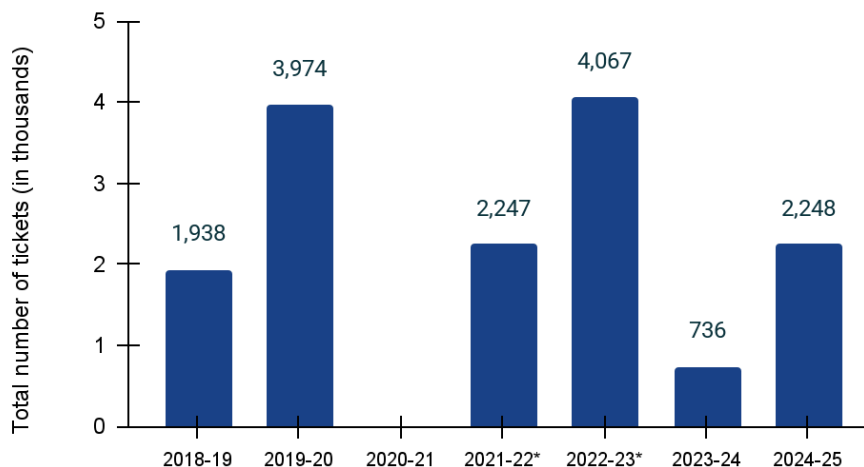
**PHASE 1:** Applies to Priority 1 (arterial) and Priority 2 (collector) roads. It can be called with a minimum 8 hours' notice. A Phase 1 parking ban does not automatically mean a Phase 2 parking ban will be called.

**PHASE 2:** Applies to Priority 3 (industrial, rural) and Priority 4 (residential) roads. Efforts are made to communicate these as quickly as possible, with at least 24 hours' notice.

NUMBER OF PARKING BANS		
Type	2023-24	2024-25
<b>Phase 1</b>	Jan 23 - Jan 26 Feb 26 - Mar 2  <b>Average Length:</b> 4 days	Jan 23 - Jan 26 Feb 26 - Mar 2  <b>Average Length:</b> 4 days
<b>Phase 2</b>	No Phase 2 parking bans were activated.	Jan 7 - Jan 24
<b>Total</b>	<b>2</b>	<b>3</b>

### Number of Parking Ban Violation Tickets

No parking bans were called in 2020-21, therefore no tickets were issued.



\*Includes both Phase 1 and Phase 2 parking bans.

The general decrease in the number of tickets issued the past two seasons is attributed to two factors:

- The budget for dedicated Snow and Ice Officers (SIOs) was reduced from 15 seasonal staff for the 2022-23 season to five staff beginning in the 2023-24 season.
- There was no Phase 2 parking ban in the 2023-24 season, which generally results in a greater number of tickets..

## **SIDEWALK ENFORCEMENT**

Edmonton is a winter city. Snow-covered and icy sidewalks create a mobility and safety impact on our neighbors and fellow citizens. The [Community Standards Bylaw 14600](#) states, "A person shall maintain any sidewalk adjacent to land they own or occupy clear of all snow and ice." Sidewalk investigations are handled by both regular, full time Municipal Enforcement Officers (MEOs) as well as temporary, seasonally hired Snow and Ice Officers (SIOs). When possible, enforcement takes an education first approach to encourage property owners to comply with the Community Standards bylaw. If a violation of the bylaw is observed and sidewalks are found in an unsafe condition, officers exercise discretion to send a written notice, leave a door hanger reminder or escalate enforcement for non-compliance, leading to a fine. Failure to comply with the bylaw may result in a \$100 ticket plus the cost of snow removal.

2024-25 SIDEWALK ENFORCEMENT		
Number/Type	MEOs	SIOs
<b>Total Staff</b>	<b>21 Permanent</b>	<b>5 Seasonal</b>
<b>Roles</b>	<ul style="list-style-type: none"> <li>Conduct snow on walk enforcement (mostly resident-initiated complaints)</li> <li>Enforce other violations (eg, graffiti, nuisances, business licencing)</li> </ul>	Support parking bans and vehicular enforcement. When no ban in effect: <ul style="list-style-type: none"> <li>Proactive snow/ice enforcement in high traffic and low compliance areas</li> <li>Support business license inspections (10K per year for Complaints and Investigations Section)</li> </ul>
<b>Investigations</b> <i>complaints + proactive</i>	<b>10,190</b>	<b>2,597</b>
<b>Total warnings issued</b> <i>letters, notices and door hangers</i>	<b>7,164</b>	<b>2,569</b>
<b>Compliance Rate</b> <i>snow and ice cleared by owner prior to ticket issued</i>	<b>70.33%</b>	<b>74.95%</b>
<b>Total Tickets Issued*</b> <i>Not including subsequent cancellations or appeals</i>	<b>1,076</b>	<b>355</b>
<b>Total Work Orders</b> <i>Property cleaned by City contractor at owners' expense</i>	<b>2,976</b>	<b>659</b>



## SAFE SIDEWALKS

The snow  
may be frightful  
but shovelling  
it would be  
**delightful!**

Learn more  
[edmonton.ca/SafeSidewalks](https://edmonton.ca/SafeSidewalks)

Edmonton



Thank you  
for doing  
**your part.**

[edmonton.ca/  
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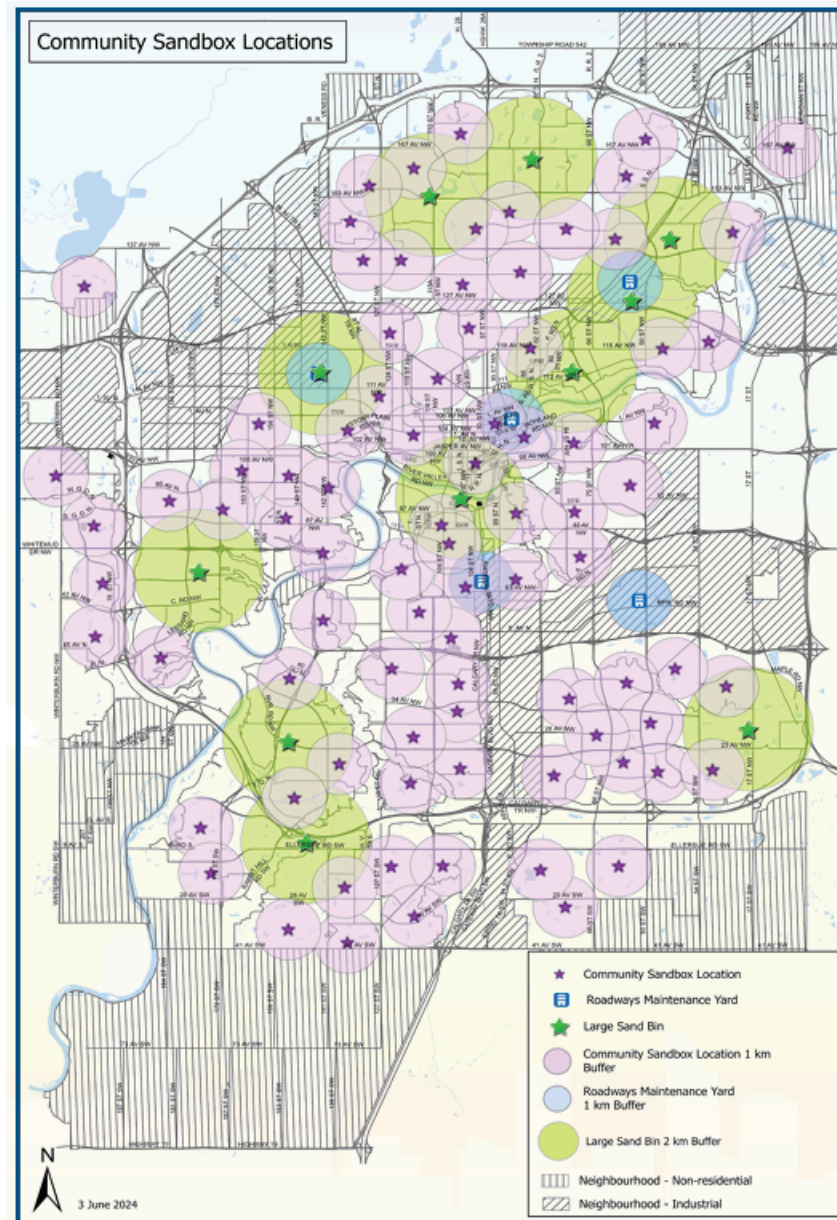
Edmonton

## COMMUNITY SANDBOX PROGRAM

The Community Sandbox Program provides free, dry sand at designated locations for use on icy sidewalks and walkways. Following recommendations from the 2021 Snow and Ice Control Audit Report, public engagement with residents and stakeholders was conducted in 2023 to inform changes to this program. For the 2024-25 season, the number of public sandboxes was reduced to 100 locations. These changes align with the City's efforts to introduce operational measures that reallocate resources to priority areas. With these changes, the overall snow clearing program is more effective and efficient, while ensuring sandboxes were redistributed to ensure equitable access across the City. Additional large bin locations were added to provide more reliable access to sand. These primary locations provide faster, equipment-based filling, and greater accessibility and reliability.

The 2024-25 season was the first season where the updates to the Community Sandbox Program were realized. The locations of free sand were updated prior to the start of the

season as the program adjusted to have 100 locations equitably distributed throughout the City, including 11 large, centralized bins. This led to approximately \$800,000 reallocated to other priorities within the Snow and Ice Control program so that more resources can be dedicated to improving Snow and Ice Control service levels for Active Pathways, including bus stops and public amenities.



### SNOW STORAGE SITES

The City of Edmonton operates and maintains five snow storage facilities. These facilities are undergoing upgrades to improve environmental performance. The Poundmaker location on the West end of the City was closed for the 2024-25 season. Contractors and businesses using



the snow storage sites were directed to use the other 3 public snow storage facilities this season. The fifth site (Kennedale) was reopened for the 2024-25 season after extensive upgrades. This site is for City of Edmonton crews and hired contractors, and is not available for public use.

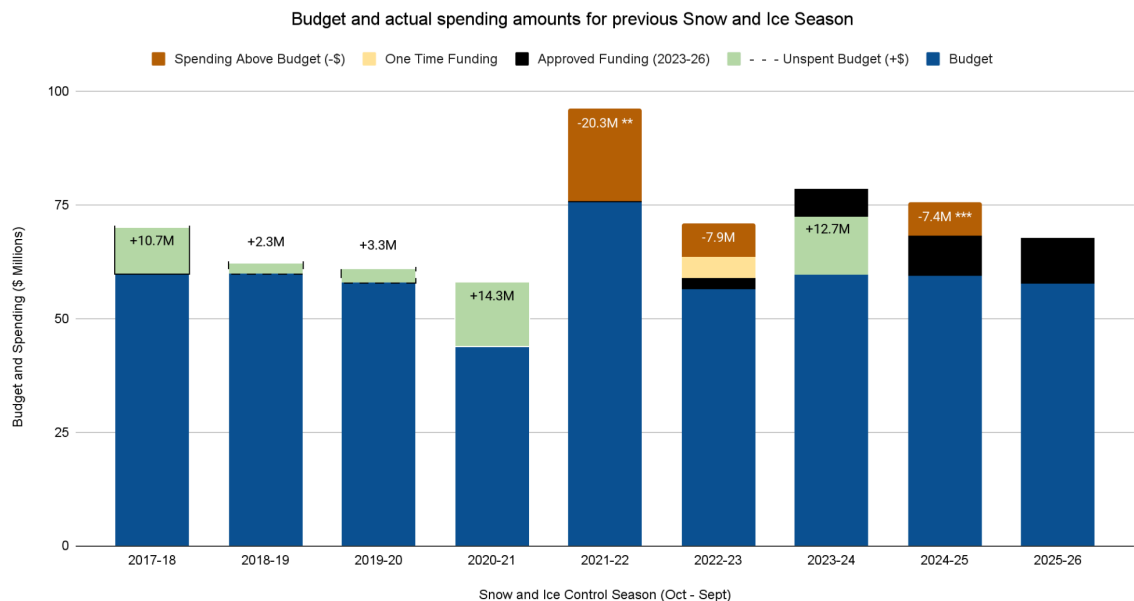
The facility upgrades are part of the City Council-approved 2023-26 budget funding for a long-term snow storage site upgrade project. This project is expected to take approximately 8-10 years. Upgrades include the addition of hard surfacing, settling pond repairs, improved lighting and site user access, and the installation of telecommunications infrastructure that will enable site usage monitoring and future implementation of tipping fees. These planned upgrades aim to enhance operational and environmental performance and better align with site design best practices.

### BUDGET AND EXPENDITURES

The Snow and Ice Control program enables Edmontonians to experience a safe and liveable winter city, ensuring residents can access spaces, services, facilities and transportation networks no matter how they travel.

In December 2022, as part of the 2023-26 budget process, City Council approved the additional funding needed for full implementation of proposed service level increases. The approved budget increase is shown by the black segments for the life of the service package.

For the 2024 budget year, there was an incremental increase of \$2.6 million of on-going tax-levy funding that was part of the original Council approved 2023 Enhanced Snow and Ice Service Package. The increase is for additional staff and equipment to support the shift towards increased service levels and service enhancements by 2026.



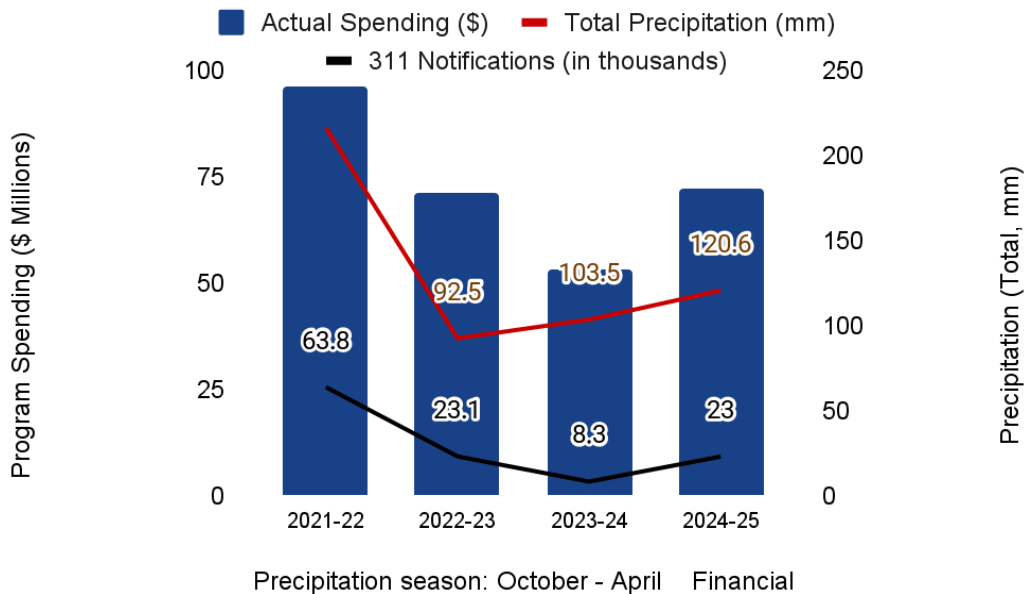
\*\*2021-22 Season includes variance for the residential blading pilot  
 \*\*\* Season to Date unfavorability reflected for the period October 2024 to April 2025

During the 2024-25 winter season, operations were over budget by \$7.4 million. Most of the overspend is related to heavy snowfall in a short time period during Q4 of 2024. This snowfall required a combination of overtime, contractor callouts, and hired equipment to remove the old snow from the windrows and push the new snow into the windrows. In addition, there was an unbudgeted clearing of school zones and an approximately 40% inflationary increase to materials contracts relating to salt which was unavoidable.

Weather and precipitation play a factor in actual spending and costs incurred each year. Spending tends to increase with higher precipitation as it costs more to maintain Roadways and Active Pathways inventory with increased snow and freezing rain. Notifications to 311 are also influenced by precipitation.

### Comparison: SNIC Spending, Winter Precipitation and 311 Notifications

Precipitation includes snow and rain (freezing and non-freezing)



## COMMUNICATIONS AND CUSTOMER SERVICE

### Communications

#### 2023-24 COMMUNICATIONS SUPPORT

**OBJECTIVES ACHIEVED:**

- Increased public awareness around weather events
- Increased understanding of service levels and improved experience
- Improved positive sentiment
- Leverage internal communications

**TACTICS IMPLEMENTED:** Media relations, social media, neighborhood and community communications, podcast, Reddit Ask Me Anything, services notifications, internal communications channels.

2024-25 RESULTS BY THE NUMBERS			
1	Media Events	59	Media Inquires and Related News Stories
8	News Releases & PSAs	103	Social Media Posts
26	Operational Updates to Council	284K+	Web Page Views <a href="https://edmonton.ca/SafeTravels">edmonton.ca/SafeTravels</a> <a href="#">Winter Parking Bans</a> <a href="#">Snow Clearing Service Levels</a>
42K	Subscribers to Service Notifications (Email and SMS alerts)	4	Parking Bans

The SNIC program was in the news throughout the season starting with the 2024-25 season kickoff media event in October. Following this, the leadership team participated in a podcast hosted by a local media organization, and provided an in-depth exploration into the details of the SNIC program. Analysis of the tone and sentiment of the coverage indicated overall neutral-positive presentation of the program, with quotes and images from the City appearing prominently.

Throughout the season, communications regularly shared information on community sandboxes, snow storage upgrades, Winter Priority Loop, snow clearing maps, service levels, service notifications tool and parking bans. Communications themes in messaging were safety, improved experience, shared responsibility and accessibility. In addition to media coverage, communications relied on the City's social media channels - X, Facebook, Instagram and LinkedIn - to keep residents informed. Several social posts generated significant engagement and increased awareness for parking ban notifications. The SNIC team also conducted a Reddit "Ask Me Anything" to address public questions and provide clear understanding of details related to the program. The AMA answered 54 questions and received 31,000 views.

Throughout the season, Edmontonians were encouraged to sign up for parking ban notifications. The City's service notification tool sends advanced text and email notifications to subscribers prior to a ban in their area. By the end of the season, there were 42,158 subscribers to the notification tool.

Since 2022, the City has conducted an annual survey to understand residents' perceptions about communications of the Snow and Ice Control program. The end of season survey results, completed by 17,302 respondents through the four years it has been used, indicate communications were successful in terms of reach and engagement:

- Respondents showed awareness of knowing where to find SNIC information
- Respondents understood the different service levels for roads and pathways, parking ban phases, sand availability and information sources
- A majority of respondents understand how parking bans work

**Communication Survey results:**

- 78 per cent understood there are different service levels
- 71 per cent understood how a Phase 1 parking ban works
- 62 per cent knew where to find snow and ice clearing information
- 90 per cent found the Roadways Snow Clearing Map useful
- The top ways residents found out about SNIC information (in order of awareness): street signage, news media, Service Notifications (emails/SMS), transit bus displays and the City's website.

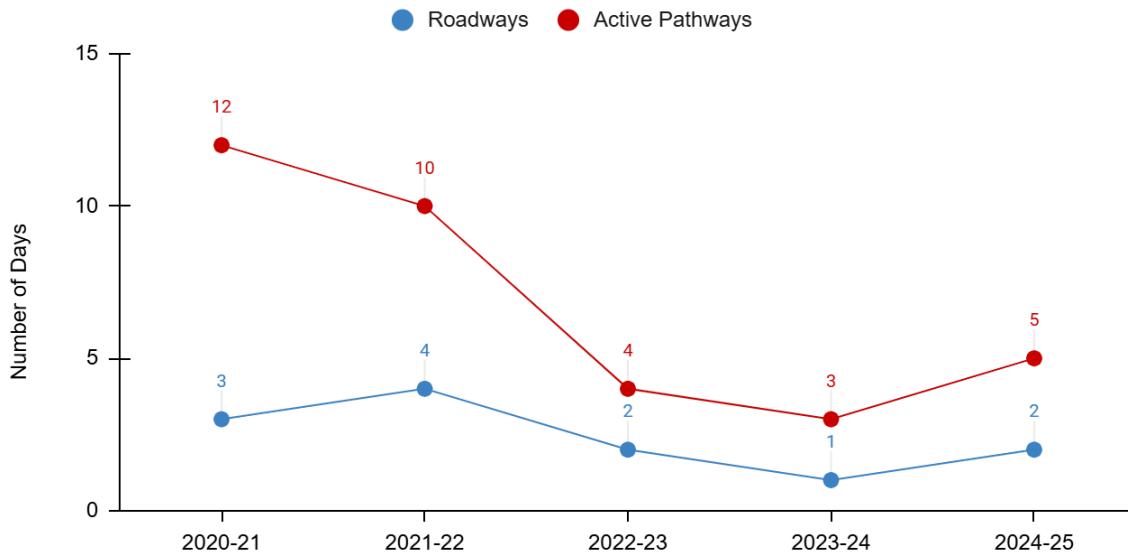
### 311 Notifications

A total of 15,309 notifications were received through 311 from Nov 1, 2024 to April 30, 2025. Of these notifications, 10,720 were for roadways and 4598 were for active pathways.

Processing time for Snow and Ice Control 311 notifications has improved over the past three seasons as staff have been successful at streamlining processes for addressing and closing notifications.

### Average Processing Time for Snow and Ice Notifications

Includes notifications for all SNIC related tasks except for exclusions\* noted below



\*excludes callbacks, quality of work completed, policy inquiries and general comments

### Service Satisfaction Survey

The City of Edmonton’s annual Service Satisfaction Survey will be conducted in June and July. The purpose of this survey is:

- To gather Edmontonians' perceptions of overall service quality, satisfaction and importance of highly visible City of Edmonton public services
- To provide insight into Edmontonians’ priorities and complement other insights to inform decision-making

Respondents will be asked to rate their satisfaction with the importance of, and their preferred level of financial investment for, each of 21 visible services. Actions have been taken to improve our services following previous surveys. Results for the current survey will be available in August on the city website. The 2024 survey results can be accessed through [this link](#).

## OPERATIONAL REVIEWS, IMPROVEMENTS AND REPORTING

### Environmental Monitoring & Reporting

Road salts are used operationally to ensure road and path conditions are safe for Edmontonians, but must be managed to minimize environmental impacts. Road salts can enter the environment through discharge of meltwater at snow disposal sites, runoff at

salt storage sites, runoff from roadways following application and from unintended spills and releases.

The five snow storage sites are registered as a designated activity under the provincial Environmental Protection and Enhancement Act and have environmental compliance monitoring and reporting programs for the meltwater's impacts to soil, groundwater and surface water. This includes regular reporting on the monitoring program to both EPCOR and provincial regulators.

In addition to the planned snow storage site upgrades, the program continues to focus on soil and watershed protection through operation and monitoring activities that include:

- Following Environment Canada's Code of Practice for the Environmental Management of Road Salts and provincial Snow Disposal Guidelines.
- Storing sand and salt mixtures in the lowest volumes required to serve operational needs and meet service levels for road safety. Funding has been approved to provide future covered on-site storage.
- Following operational procedures for snow storage pond and site maintenance such as soil, groundwater, and surface water monitoring, clean up of spills related to equipment and regulatory reporting as required, and routine audits under the City's ISO 14001 registered Environmental Management System, Enviso.