Businesses and Business Improvement Areas (BIAs) are encouraged to share this info sheet and resources with their networks.

This information sheet is intended to:

- Provide BIAs and businesses with relevant info about the City's Snow and Ice Control (SNIC) program.
- Help businesses and commercial property owners understand their roles and responsibilities in snow clearing and ensuring a safe and accessible winter city for everyone.

SHARED RESPONSIBILITY

Managing snow and ice on and beside your property is your responsibility. This information will help ensure your business and patrons have a safe and successful winter season!

Shoveling Snow Around Your Business

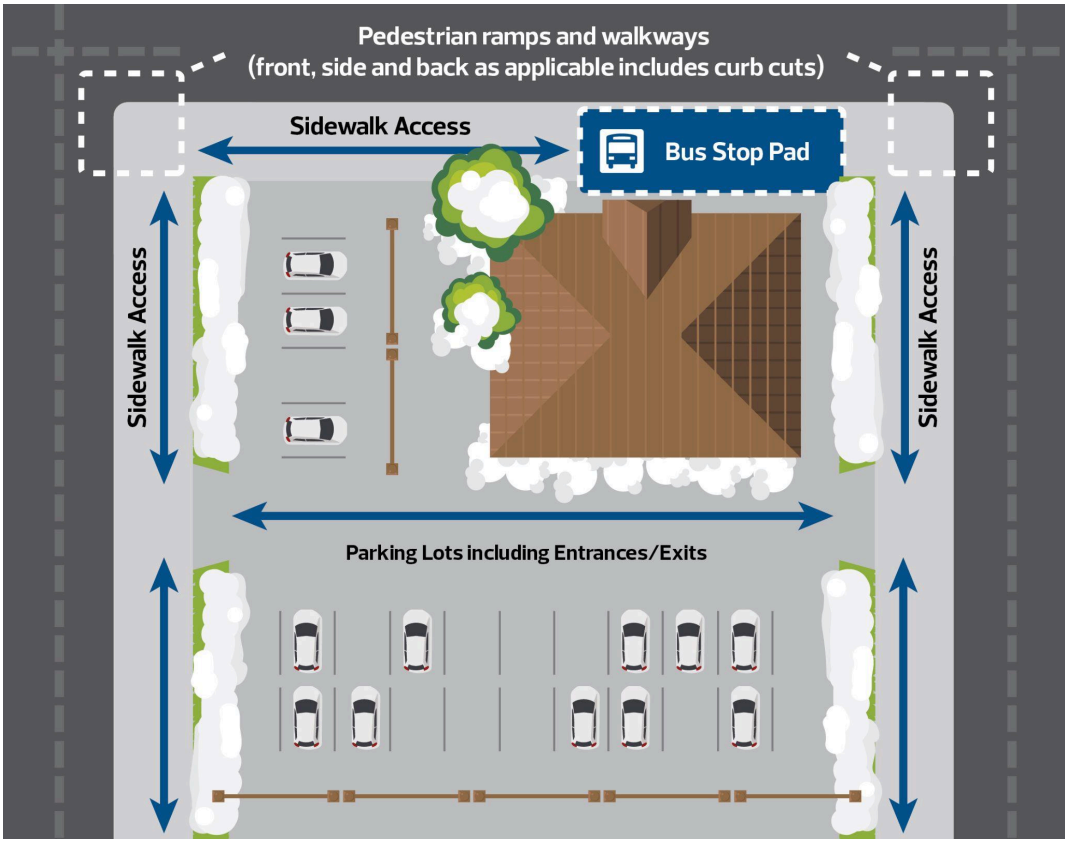
- Property owners are responsible for clearing snow and ice from ***all sides*** of their property. This includes all adjacent infrastructure, such as bus stops along sidewalks, ramps, curb cuts and alley entrances.
- Every property is different, with varying amounts of space to store snow.
- Not maintaining sidewalks could result in a $100 fine and costs for snow removal (Community Standards Bylaw).

Tips for snow shoveling, storage and removal:

YES ✓	NO ✗
Designate a couple of regular parking stalls for snow storage (eg, in a parking lot).	Do not shovel snow onto the street or bike lanes (this may result in a $250 fine - Traffic Safety Bylaw).
Store snow in small piles along the sides of your building, away from sidewalks, entryways or access points.	Do not use ramps for snow storage.
Small amounts of snow can be stored around the base of trees, away from sidewalks. Avoid piling snow on any electrical boxes near the base of trees.	Do not pile snow on catch basins or road drains.
Plan to haul snow from your property as needed. Option: coordinate with other businesses or your BIA to hire a snow removal contractor to share the costs. Snow can be hauled to one of the City's four snow storage sites.	

Info sheet will be updated to reflect information changes.

Example of a commercial property showing areas to clear:



Using Traction Materials on Walkways

If ice cannot be completely removed from walkways, applying traction sand or a sand/gravel mix is a great way to increase winter sidewalk safety for you and your customers.

SUGGESTED MATERIALS - AND TIPS ✓	NOT RECOMMENDED ✗
Traction sand or a mix of sand/gravel reduces slippery patches.	Do not leave icy patches unattended.
If using salt or ice melter, look for concrete-friendly or pet-friendly mixtures. These contain less chloride and will be less damaging to concrete and stone/brick work, but may need to be applied more often.	Avoid using ice melter on sensitive or delicate brick and stone.
Apply materials in a thin, even layer over icy patches.	Applying too much sand or gravel in thick layers or piles can result in slippery conditions.
Consider having an on-site sand box or bin for your business, so you have a place to keep sand for easy access and use.	
Regularly inspect walkways for ice formation during freeze-thaw periods and during/after freezing rain. Apply materials early and often. Removing ice patches as they form will reduce the need to apply traction materials.	

Snow Removal and Noise

Under the Community Standards Bylaw, most noise is only permitted between 7am-10pm, seven days a week. This applies to snow removal contractors and equipment, such as snow blowers, on private property, private parking lots and commercial areas. The City receives complaints from residents about early snow clearing in commercial areas, and businesses may be subject to enforcement.

DID YOU KNOW...?

Keeping your sidewalks clear of ice and snow sets a great example for visitors and customers, by making sure that they can safely access your business and your BIA.

Parking Bans and Snow Clearing

- The City calls a parking ban when heavy snowfall occurs over short periods of time.
    - **Major Roadways (Phase 1) parking ban:** includes arterial and collector roads, bus routes, roads with 'Seasonal No Parking' signs and all Business Improvement Areas.
    - **Residential (Phase 2) parking ban:** includes residential and industrial roads.
- It is important to avoid parking on roads affected by parking bans - not moving vehicles can result in delays with snow removal and vehicles being 'plowed in'. Vehicles not moved during a parking ban are subject to ticketing ($250).
- Businesses can do their part by:
    - Informing staff and customers or visitors about parking bans in effect
    - Paying attention to any parking ban and snow removal signs in your area
    - Signing up for email and text parking ban notifications at my.edmonton.ca
- The City uses a variety of communication channels to notify people about parking bans: signage, news media, social media, web information, digital roadway signs, transit signage and more.

Look for these street signs in your area when Snow and Ice crews are clearing roads.

NEW PARKING BAN SIGNAGE

OLDER PARKING BAN SIGNAGE

SNOW REMOVAL SIGNS (TWO VERSIONS)

Service Levels

City crews are out 24/7 ensuring roads and pathways are maintained throughout the winter. Businesses are welcome to:

- Print, post and share copies of the Infographic (Web & Print) on Snow Clearing Service Levels.
- This folder has graphics to use for Facebook, X and Instagram.
- Visit edmonton.ca/safetravels for more information on the City's Snow and Ice Control program.
- Contact 311 for general inquiries.

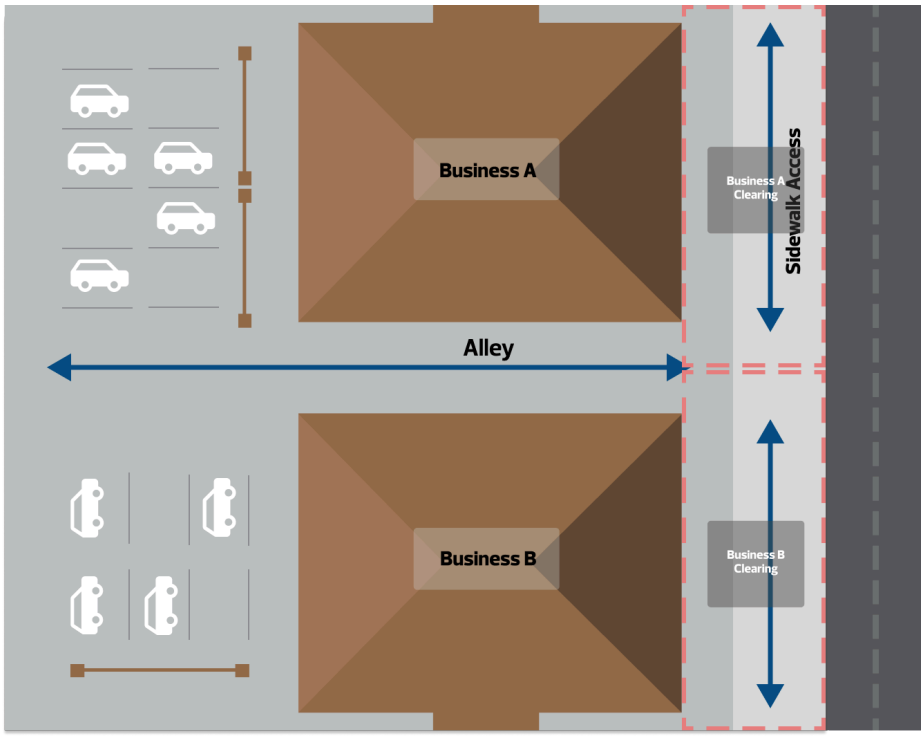
Frequently Asked Questions

Why do we suddenly have a windrow along the curb? I thought the City was center-stacking for snow removal.

This can happen when crews are clearing a small amount of snow while waiting for a large snow event that will result in a parking ban. Instead of center-stacking, crews will blade and push snow to the sides of the road. This reduces the amount of snow needing to be picked up. Pickup of snow/windrows will typically occur within one to two weeks.

I have a small business on a main road with no boulevard and no dedicated parking. I have no place to store snow shoveled from sidewalks. What am I supposed to do?

Businesses are responsible for managing snow and ice on and adjacent to their property. If you have no place to store snow (temporarily or over the winter), you may want to ask neighbouring businesses if they have space you can use. Otherwise, your best option is to haul snow away as needed. The City operates four public snow storage sites for hauling snow. Please note that the Ellerslie site is currently closed for upgrades, so businesses should use one of the other public snow storage sites. You may wish to coordinate with neighbouring businesses or your BIA to hire a snow removal contractor and split the costs.

There is an alley between my business and another - who is responsible for clearing the alley and the sidewalk where it crosses the alley?

Alley clearing is the responsibility of the City. However, businesses are responsible for clearing sidewalks adjacent to their business which includes where the pedestrian walkway crosses the alley. Businesses should clear the pedestrian walkway up to the center of the alley where it then becomes the responsibility of the neighbouring business. The image on the right displays the responsibilities (shown in the red dotted line) of the two businesses where the pedestrian walkway in front of their property crosses the alley.