

## 1 BUILDING ENTRANCES

Transitions from exterior to interior spaces are prime areas for slip and falls. Identify awnings/areas that create runoff that can refreeze.

## 2 CURBS

Don't ignore curb lines and any other obstructions (fire hydrants, decorative, drains etc.) that can lead to ice/snow buildup.

## 3 DRAINAGE

The slope of the property and the placement of drains can cause water to flow onto a walking surface and then freeze, creating a major liability for your property.

## 4 SNOW STORAGE

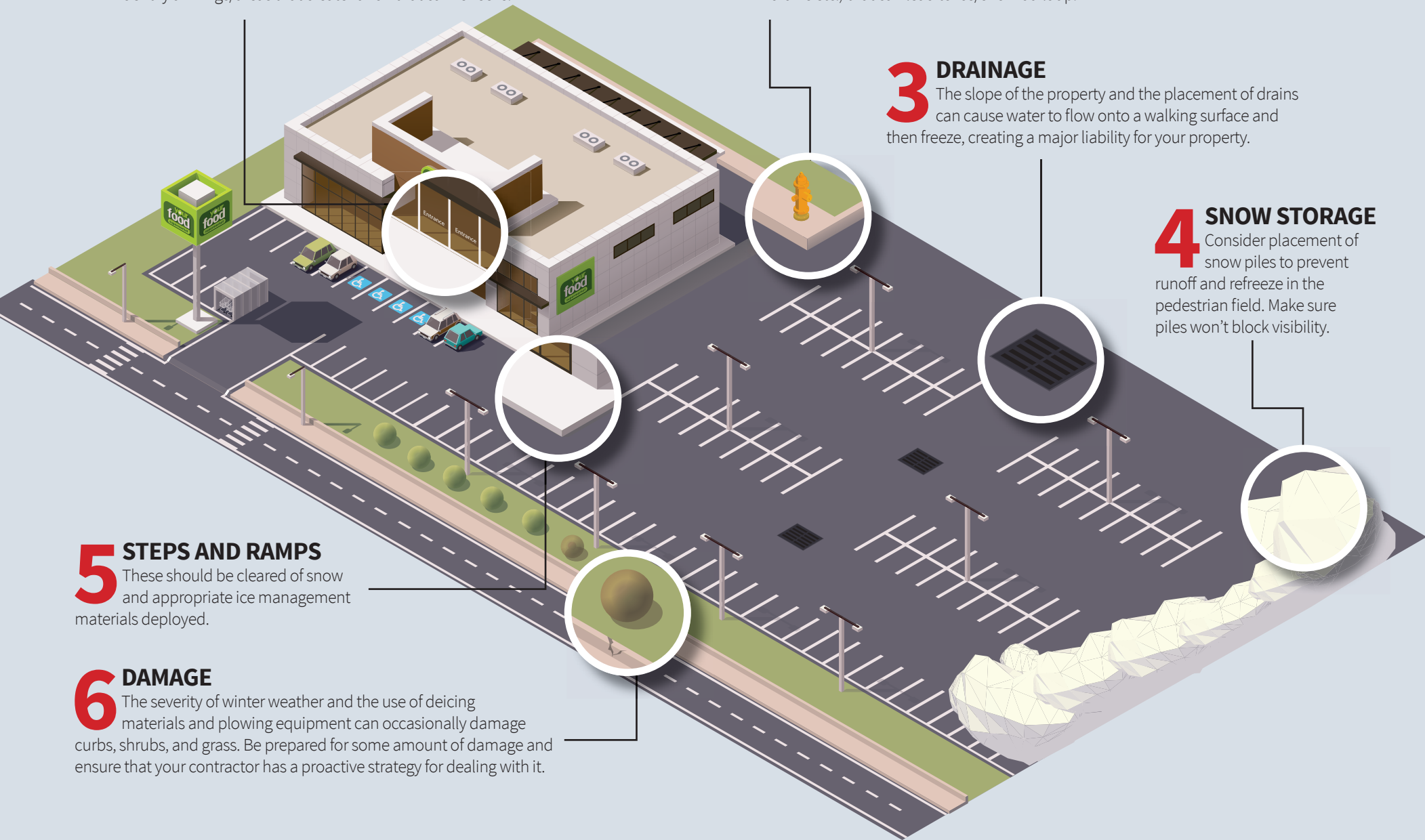
Consider placement of snow piles to prevent runoff and refreeze in the pedestrian field. Make sure piles won't block visibility.

## 5 STEPS AND RAMPS

These should be cleared of snow and appropriate ice management materials deployed.

## 6 DAMAGE

The severity of winter weather and the use of deicing materials and plowing equipment can occasionally damage curbs, shrubs, and grass. Be prepared for some amount of damage and ensure that your contractor has a proactive strategy for dealing with it.



# PROFESSIONAL SNOW & ICE SERVICE GUIDELINES



## When taking bids, consider professionals who:

- Understand the total square footage of parking and sidewalks to properly allocate resources
- Identify priority areas (handicap, loading docks, entrances, etc.) and factor them into response planning
- Plan to have equipment, materials, and labor in reserve for big storms and breakdowns



## Prior to the start of a season, quality contractors will:

- Conduct a preseason site visit to identify existing property damage, take photos, address concerns and special circumstances, and allocate equipment
- Document potential hazards on site maps incorporated into snow response plans
- Identify service priorities, including loading docks, storage units/sheds, garbage receptacles, emergency exits, fire hydrants and wheelchair accessory ramps, on site maps
- Identify priority service areas and any site hazards, including PIV valves, gas meters, and fire hydrants, with visible snow stakes
- Understand site security and request necessary keys, training, lock combinations, etc., for off-hours site access
- Document hours of operation and any shift changes for equipment operators and account managers
- Designate snow pile locations to minimize line-of-site and melt/refreeze risks, and have proactive plans for extra snow storage or staging if needed



## Property owners/managers should consider these legal aspects tied to snow removal:

- Public Right-of-Way Accessibility Guidelines (PROWAG) and compliance
- Americans with Disabilities Act compliance: Pedestrian Access Routes (PAR)
- Local regulations/ordinances related to:
  - Snow clearing on sidewalks
  - Sound ordinances
  - Stormwater management and environmental ordinances
  - Chemical storage