

# **Township of Zorra**

## Roads and Public Works Level of Service Guidelines

Adopted June 4, 2025





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## Preamble

This document outlines the level of service that the Township Roads & Public Works Department is expected to provide for the mentioned operations. This will provide Council, Township staff, and residents with a frame of reference pertaining to Township maintenance. This document may be modified at the Township's discretion to account for changing demand, legislative requirements, and service delivery needs.

The following levels of service objectives meet and/or exceed the Minimum Maintenance Standards set out by the Province of Ontario through Regulation 239/02 under the Municipal Act, 2001, as amended from time to time.

The Director of Public Services shall be the primary person responsible for implementation and oversight of these standards.

## Definitions

**“Bituminous Surface”** – otherwise known as a seal coat, is a thin protective wearing surface that is applied to pavement or base course as waterproofing and increased skin resistance

**“Crossfall”** – the transverse sloping of a roadway toward the shoulder or gutter on either side

**“Culvert”** – an open-ended underground pipe, conveying surface storm water across Township roads or across an entrance

**“Debris”** – any material (except snow or ice) or object on the roadway

- a) That is not an integral part of the roadway or has not been intentionally placed on the roadway by a municipality, and
- b) That is reasonably likely to cause damage to a motor vehicle

**“Grading”** – the work of leveling or sloping an area to ensure proper drainage, achieve desired contours, and establish a solid foundation (refers to ground level or elevation at a given point)

**“Loose top”** – Unpaved roads with loose material surfaces such as gravel roads

**“Patrolling”** – consists of observing the highway, either by driving on or electronically monitoring, and may be performed by persons responsible for patrolling highways or persons responsible for performing highway maintenance

**“Wash out”** – the washing out of earth, gravel, etc. by water, often due to heavy rain or flash floods

**“Cold Patch Asphalt”** - a pre-mixed, ready-to-use asphalt material that is used for temporary or emergency repairs of potholes and other pavement damage

**“Hot Patching Asphalt”** - a pavement repair method where hot molten asphalt concrete is used to fill cracks and potholes and other pavement damage

For the purposes of this Regulation, every highway (part of a highway) under the jurisdiction of a municipality in Ontario is classified as Class 1, Class 2, Class 3, Class 4, Class 5 or Class 6 as outlined in the Table below and based on the speed limit applicable to it and the average annual daily traffic on it. O. Reg. 239/02, s. 1 (2).

### Classification of Highways Table

Average Annual Daily Traffic	Posted or Statutory Speed Limit (KM/H)						
	91-100	81-90	71-80	61-70	51-60	41-50	1-40
53,000 or more	1	1	1	1	1	1	1
23,000-52,999	1	1	1	2	2	2	2
15,000 – 22,999	1	1	2	2	2	3	3
12,000 – 14,999	1	1	2	2	2	3	3
10,000 – 11,999	1	1	2	2	3	3	3
8,000 – 9,999	1	1	2	3	3	3	3
6000 – 7,999	1	2	2	3	3	4	4
5,000 – 5,999	1	2	2	3	3	4	4
4,000 – 4,999	1	2	3	3	3	4	4
3,000 – 3,999	1	2	3	3	3	4	4
2,000 – 2,999	1	2	3	3	4	5	5
1,000 – 1,999	1	3	3	3	4	5	5
500 – 999	1	3	4	4	4	5	5
200 – 499	1	3	4	4	5	5	6
50 – 199	1	3	4	5	5	6	6
0-49	1	3	6	6	6	6	6

### Highway Patrolling Frequency

Class of Road	Frequency
1	3 times every 7 days
2	2 times every 7 days
3	Once every 7 days
4	Once every 14 days
5	Once every 30 days
6	Once every 30 days

\*In addition to the minimum standards set out in this table, highways will be inspected as necessary during winter maintenance season to check for conditions described in Section 6\*

## Section 1: Hard Top Maintenance

The major objectives for maintaining hard top levels of service are:

- To provide a smooth, safe driving surface and road shoulders
- Eliminate hazards to vehicular traffic, pedestrians and property by loose objects or unsafe road conditions
- To protect the Township investment in the road surface, pavement markings and maintain or enhance physical appearance

### 1.1 Bituminous/Treated Surfaces

The levels of service objectives are:

- Cracks wider than 5cm shall be repaired within 60 days
- Depressions or bumps greater than 5cm over a distance of 3 meters or more shall be corrected
- Bumps or depressions exceeding 8cm occurring at bridge approaches, catch basins, maintenance holes, etc. shall be corrected as soon as practicable
- Ruts or corrugations greater than 5cm deep in the wheel path shall be corrected within 21 days
- Cold patch asphalt will be preferred method of repair
- Hot mix asphalt repairs will be conducted from June 1<sup>st</sup> to November 1<sup>st</sup>, limited by weather and material constraints

### 1.2 Street Cleaning

The levels of service objectives for street cleaning are:

- Cleaning will be conducted in the spring as soon as the weather permits (Between April 15 and May 15)
- All streets will be swept over their full width to ensure clear and operational catch basin inlets and storm sewers
- Municipal parking lots shall be cleaned manually once per year between April and June
- Streets in unassumed subdivisions will be the responsibility of the developer

### 1.3 Gravel Shoulders

The levels of service objectives for gravel shoulders are:

- To maintain a safe and relatively defect-free shoulder for emergency stopping of vehicles
- Maintaining correct crossfall of minimum 4% on all shoulders
- Shoulder drop-off exceeding 5 cm over a distance of 10 meters shall be repaired within 7 days
- Ruts in shoulders exceeding 8 cm shall be repaired within 7 days
- Gravel windrow at pavement edge, outside shoulder edge or under guide rail shall be removed
- Routine grading shall be conducted in the spring and fall annually to correct shoulder defects and control vegetation
- Additional spot grading, as needed, shall be limited to during or after rainfall when moisture is present
- Gravel shall be added when there is insufficient material to grade the shoulder

#### **1.4 Shoulders and Road Wash Outs**

The levels of service objectives for shoulder and road wash outs are:

- Shoulder washouts caused by sudden thaw or heavy rainfall shall be barricaded and repaired as soon as practical after notification
- Correction of washout causes, or report to Director of Public Services if complex issue
- Materials to be used will be at Director of Public Services discretion
- Anything from 2" clear stone – pit run – to 5/8 crushed is acceptable

#### **1.5 Line Painting and Pavement Markers**

The levels of service objectives for line painting and pavement markings are:

- One solid yellow centerline
- Two white edge lines
- Three-meter lane width
- Half of all paved roads painted biannually
- Pavement markings such as stop blocks and crosswalks repainted annually

### **Section 2: Loose Top Maintenance**

The major objectives of loose top maintenance are:

- To provide a smooth, safe driving surface



- To eliminate hazards to vehicular traffic
- To protect the investment in the road surface

## 2.1 Patching Gravel Surfaces and Wash Outs

- Gravel shall be added to restore sections of gravel roads when there is a general loss of surface material resulting in frequent breaks in the crust or extensive potting in a local area
- Gravel patch shall be performed in the spring or fall when road is pliable, and bonding is good
- Wash outs shall be repaired as soon as practicable, after having been made aware of the problem, using Granular "A" material. If the wash out is more than 12" deep and requires more than one load of granular, Granular "B" material can be used first
- The road should be graded out as soon as possible
- If required, barricades or pylons must be erected as soon as possible

## 2.2 Grading Gravel Surfaces

The levels of service objectives for grading gravel surfaces are:

- Correction of causes of water lying or running across the surface
- Rocks greater than 8 cm in diameter heaved to the surface shall be removed
- A crown with a crossfall of approximately 4% measured from the center line to the edge of the road shall be maintained
- Gravel windrows at road edge will be removed
- Grading of roads shall be primarily performed in the Spring and Fall
- Summer grading conducted as needed and only when moisture is supplied by rain or water truck

## 2.3 Dust Control for Unpaved Roads

The levels of service objectives for dust control on unpaved roads are:

- Gravel roads shall be fine graded immediately before dust suppressant application
- Gravel roads shall receive one treatment of liquid dust suppressant in the spring only; any additional treatments must be approved by the Director of Public Services

- If dry weather persists, water shall be applied to surface prior to treatment application
- Unpaved shoulders will not be treated unless directed by Council
- Predetermined quantities based on road section map for that year
- Roads that receive fresh gravel application have double application of dust suppressant

## **2.4 Gravel Resurfacing**

The levels of service objectives for gravel resurfacing are:

- Gravel application rate of 250 metric tonne
- One application every third year
- Roads receiving fresh gravel will be graded a minimum of three times prior to dust suppressant application

## **Section 3: Roadside Maintenance**

The major objectives for roadside maintenance are:

- To improve the general appearance of the roadside
- To maintain correct sight distances and improve visibility
- To eliminate hazards and ensure public safety
- To ensure proper operation of drainage and stormwater systems to remove surface water and prevent erosion

### **3.1 Grass Control**

The levels of service objectives for grass control are:

- Mowing shall begin about May 15<sup>th</sup> and mowing should end about October 15<sup>th</sup>
- Mowing should happen twice per summer season
- All intersections to be cut back for maximum visibility where possible
- All roads to receive 2 passes per cutting where possible

### **3.2 Weed, Brush and Tree Control**

The levels of service objectives for weeds, brush and tree control are:

- Noxious weed patches shall be prevented from maturing or spreading to adjacent properties
- Brush growth restricting drainage and sight distance or forming snow drifts near travelled surface shall be removed as required and conditions permit
- Dead or dangerous trees or their limbs which are diseased, weakened, unsound or leaning such that they might fall on or across the roadway shall have branches trimmed or be removed
- Trees obscuring signs shall be trimmed
- Tree stumps in urban areas or lawns of rural lots shall be removed to a depth of 15 to 20 cm and excavation filled with topsoil and seeded in urban areas
- Permission must be obtained prior to entering private property to remove trees or limbs encroaching on municipal property

### 3.3 Debris Pickup

The levels of service objectives for debris pickup are:

- Debris shall not disrupt mowing operations or obstruct drainageways
- Debris shall not accumulate on lightly travelled roads or encourage dumping
- All debris shall be cleaned up within 14 days after becoming aware of it

### 3.4 Ditches

The levels of service objectives for ditches are:

- Ditches shall be regularly inspected and cleaned of debris when necessary, during April to May during Spring runoff, and October to November prior to the winter season
- Ditch grade lines shall have a uniform fall and be free from obstructions or sudden drop offs
- Side slopes shall have a maximum uniform slope of 2 to 1, or less, and shall be corrected where necessary
- Weeds and brush growing in the ditch line shall be removed prior to the winter season
- Equipment used for these purposes will be the most economical and appropriate for the job

### **3.5 Storm Sewer Repairs**

The levels of service objectives for storm sewer repairs are:

- Collapsed sections of pipe shall be repaired to prevent damage to public and private property, health hazards and pollution of the environment
- Repairs to sewers will be in accordance with Zorra Township roads construction standards

### **3.6 Maintenance Hole Repairs**

The levels of service objectives for manhole are:

- The Township shall maintain storm sewer maintenance holes only – Sanitary maintenance hole problems are to be reported to Oxford County Water Department
- Maintenance holes that are considered unsafe or have steps that are broken, deteriorated or in an unsafe condition shall be reported immediately and repaired/replaced
- Walls, lids, castings, etc. shall be inspected and maintained regularly for structural soundness and cracks
- Loose or noisy lids shall be corrected
- Benching and channels shall be smooth throughout
- Precast concrete sections shall be used in repairs where possible
- Depressed or protruding casting greater than 5cm in the travelled portion of the road shall be corrected

### **3.7 Catch Basin Cleaning and Repair**

The levels of service objectives for catch basin cleaning and repair are:

- To clean out basins before their capacity has been exceeded to maintain the free flow of run off and reduce surface ponding
- To replace unsafe catch basins, and repair those with loose bricks, cracked or broken barrels, and cracked, chipped or broken frames and covers
- To clean catch basins and inlets once ever 3 years after spring so that grating, openings, traps and outlets are kept free from obstructions
- Basins may require cleaning more than once every 3 years, as needed due to:
  - Restricted sump capacities
  - Amount of dirt and debris reaching road surface

- Frequency of road cleaning

### 3.8 Curbs and Gutters

The levels of service objectives for curbs and gutters are:

- Curbs or gutters that have heaved up by more than 5 cm shall be thoroughly investigated and reset if possible
- If reset is not possible, sections will be reconstructed
- Holes or gouges deeper than 5cm shall be repaired when feasible
- According to Township standards, all repairs to concrete curb and gutter shall be made with concrete
- Asphalt curb and gutter sections that are deteriorated or damaged to the point of not serving their intended purpose shall be replaced

### 3.9 Sidewalk Repairs and Replacement

The levels of service objectives for sidewalks are:

- All sidewalks shall be inspected annually to identify and replace/repair cracked, broken, heaved or depressed slabs which are hazardous and dangerous to pedestrians
- Surface discontinuities of more than 2cm shall be treated within 14 days
- Broken sidewalk slabs which are heaved or depressed by less than 2cm shall be monitored and repaired when possible
- The cost of sidewalk slabs broken or removed during utilities installation or repair will be the responsibility of the utility company and shall be replaced in accordance with road department standards and specifications- Concrete will be used when replacing sidewalk sections
- Actual repairs to the sidewalk will be the responsibility of the roads department

### 3.10 Miscellaneous Roadside Maintenance

The levels of service objectives for miscellaneous roadside maintenance are:

- Work to be done as soon as practicable after becoming aware of the problem, including:
  - Repairs of roadside mischief
  - Damage or markings to road or ditch caused by accidents or farm equipment
  - Spillage

- Environmentally dangerous spills shall be cleaned up by those responsible for the spill under the supervision of Ministry of the Environment

## **Section 4: Bridges and Culverts**

### **4.1 Bridges**

The levels of service objectives for bridge maintenance are:

- Preventative maintenance to extend the useful lifespan of the structure, protect users and protect the investment into the bridge
- Water flushing and brooming will be performed on the structure in summer periods to remove winter debris
- Damage to structures from traffic accidents shall be repaired and/or replaced and the costs billed to the offending parties, if possible
- Drains shall be inspected once annually in the spring and cleaned if required
- Repairs shall be conducted as needed on dysfunctional seats, rollers, and other expansion elements
- Expansion joints and bearings shall be cleaned and flushed annually in the spring
- Washouts around abutments shall be repaired
- Bridge deck spalls with a depth of 8 cm over 1000cm<sup>2</sup> shall be repaired within 7 days
- A surface discontinuity (uneven joint) of 5cm or more shall be repaired within 7 days (road classes)
- Major reconstruction or rehabilitation will be done in conjunction with the 10-year capital budget

### **4.2 Culverts**

The levels of service objectives for culverts are:

- Obstructions restricting water flow shall be removed
- Regular inspections and cleaning of debris if culvert is more than 25% obstructed should be conducted during April and May.
- Culverts shall be inspected after heavy storms or periods of high runoff and corrected if necessary
- During storms and floods critical areas shall be patrolled and inlets kept clear

- Badly worn or broken culverts shall be repaired or replaced as soon as possible to avoid water saturation damaging the roadbed fill material
- Culvert aprons and head walls which are scoured or broken shall be repaired if needed
- Damaged embankments at culvert inlets or outlets shall be repaired and riprapped as soon as possible
- Permit applications for new entrance culverts shall be made to the Roads Department and shall be installed in accordance with current standards and specifications
- Property owners are responsible for the cost of the initial installation, and subsequent maintenance of the culvert shall be the responsibility of the Roads Department

## **Section 5: Road Safety Measures**

### **5.1 Streetlights**

The levels of service objectives for streetlights are:

- All luminaries shall be inspected at least once annually, and employees are encouraged to observe lights when conducting nighttime patrols and maintenance activities
- Any lights not working will be promptly reported to the Township office for notification to the Township's service provider for repair. Pole number and address should be included in report
- Lights will be repaired in a time frame that meets or exceeds the minimum maintenance standards (I.e. When three or more luminaries in a row are not working, they must be repaired within 14 days).

### **5.2 Sign Maintenance**

The levels of service objectives for sign maintenance are:

- All signs shall be inspected during normal road patrol operations
- All signs with incorrect wording and spelling shall be replaced
- All signs shall be mounted in accordance with MTO "Manual of Uniform Traffic Control Devices"
- Signs incorrectly placed shall be corrected
- Missing, loose or defective bolts and fasteners on all signs shall be repaired

- Dirt or snow accumulation on signs that impair legibility, or reflectivity shall be removed or cleaned during inspection
- Any obstruction of signs by structures, trees, bushes, or weeds shall be removed upon scheduling
- All regulatory and warning signs shall be checked for reflectivity annually as per Minimum Maintenance Standards O. Reg. 239 – s 7, 8, 10
- Stop, stop ahead, do not enter, checkerboard, yield and yield ahead signs that are downed, broken, damaged or defaced shall be repaired or replaced as soon as practicable after becoming aware of the issue
- All remaining regulatory and warning signs that are downed, broken, damaged or defaced shall be repaired or replaced during working hours, within 14 days
- Any illegal signs shall be reported to the proper authority
- Sign posts out of plumb or off level by more than 15 cm in 2 m shall be reset or re-leveled

### **5.3 Temporary Signs, Barricades, and Other Activity**

The levels of service objectives for temporary signs, barricades, and other activities are:

- Referring to signs and barricades temporarily ejected, construction or maintenance signs, snow emergency closure signs, detour signs during construction
- All temporary condition signs are to be placed in accordance with “Ontario Traffic Manual, Book #7 Temporary Conditions” and must be accompanied by a traffic plan
- Signs to be erected prior to maintenance activity and removed as soon as activity is completed
- Signs shall be kept clean and straight while in use
- Signs or barricades should be repaired and painted during times of inclement weather

### **5.4 Guide Rail/Posts**

The levels of service objectives for guide rail/posts are:

- To define sharp curves, high fills, or other hazardous objects or locations



### Steel Beam Guide Rail

- Shall be aligned horizontally and vertically with the general line of installation
- All posts shall be sound and solidly set in the ground
- All bolts shall be tightened
- Steel beam guide rail shall not be painted
- Damaged end sections and broken offset blocks shall be replaced
- Overlap of steel beams must be in the direction of traffic

### Guideposts

- Guideposts shall be maintained in accordance with MTO “Manual of Uniform Traffic Control Devices”
- All posts shall be sound and solidly set in the ground
- There shall be reflective strips in clean, good condition on:
  - i. each end post
  - ii. every third post on curves and on each end post
  - iii. every fifth on tangents and straight runs

### Cable Guide Rail

- Shall be maintained in accordance with MTO “Manual of Uniform Traffic Control Devices”

## **Section 6: Winter Maintenance**

The major objectives for winter maintenance levels of service are:

- To have sufficient winter control equipment, schedules and staffing in place for the roads department to commence winter control operations on the 15<sup>th</sup> day of November of each year
- Winter control equipment and staffing will be available on a continuous basis 7 days a week to respond to winter events, as needed, until 1<sup>st</sup> day of April the following Spring.

### **6.1 Sidewalk Plowing**

The levels of service objectives for sidewalk plowing are:

- Minimum standard - To deploy resources to clear the snow accumulation after becoming aware of at least 8 cm, within 48 hours of the cessation of the event
- Minimum standard - If accumulation is greater than 8 cm after the storm has ended, snow shall be cleared to a depth of less than or equal to 8 cm within 48 hours, and 1-meter width after becoming aware of the fact whenever reasonably practical
- This level of service does not apply to sidewalks not designated for Winter Control Operations
- In time of staff shortages or heavy snowfalls priority will be given to Winter Control on the roadways
- The use of salt may be limited on new sections of sidewalk for one (1) year from the date of installation due to proper concrete curing restrictions. These walks may be treated with sand as an alternative

## 6.2 Snow Clearing and Removal

The levels of service objectives for snow clearing are:

- Patrols of representative roads shall be done in the early morning (3 to 4 a.m.) when conditions dictate so that operators can be called in for a 5 a.m. start time, and patroller on duty shall monitor roads throughout the day as conditions dictate
- Plowing operations will begin by 5 a.m. following designated routes and will continue until levels of service as set out on the table below have been met, when possible
- The Township does not operate an afternoon shift but will recall operators to service selected roads
- While snow continues to accumulate, our goal shall be to maintain snow depths listed in the chart below
- After snow accumulation has ended and is found to be greater than the depth set out in the chart, snow shall be cleared to return the roadway to the desired surface condition
- When time permits, remove snowbanks from both ends of large culverts with a backhoe or front end loader or shovel
- Open ditches on steep hills where water runs out onto the roads
- Check all road cross pipes for snow blockages when time permits
- Snow clearing and ice formation will be maintained as per the Minimum Maintenance Standards Section 47 of the 2001 Municipal Act as amended

Snow Accumulation Table

Class of Road	Depth	Time
1	2.5 cm	4 hours
2	5 cm	6 hours
3	8 cm	12 hours
4	8 cm	16 hours
5	10 cm	24 hours

Ice Formation Table

Class of Road	Time
1	3 hours
2	4 hours
3	8 hours
4	12 hours
5	16 hours

- If a winter event becomes so severe that operations cannot safely continue, the operations will be suspended until conditions improve
- Winging back windrowed snow to provide storage for subsequent snowfalls will be completed during normal daylight hours
- Loading and hauling away of snow in the core areas of Zorra Township shall be done at night (11 p.m. to 6 a.m.) when accumulation of snow interferes with traffic flow and parking. This operation shall be scheduled so that it does not interfere with the normal clearing for snow from other roadways

### 6.3 Snow Fence Installation and Removal

The level of service objectives for snow fencing are:

- To prevent significant snow accumulation on roadways
- To be utilized only where abnormal drifting occurs, at the discretion of Director of Public Services
- Snow fence shall be installed after the 15<sup>th</sup> of November unless prior permission is received
- Property owner shall be contacted before entering private property to install snow fence

- Snow fence shall be located at least 40 meters from the edge of the travelled portion on the prevailing upwind side of the road
- Snow fence shall be removed before April 15<sup>th</sup> annually, and will be rolled up, fastened and stored
- Repairs to fencing should be made while fence is in place, prior to removal

## **6.4 Ice Blading**

The level of service objectives for ice blading are:

- To reduce the hazards associated with icy roads
- To facilitate smooth handling of emergencies by fire, police and ambulance services
- All intersections will receive a double pass for 75m each way, and be done in conjunction with sanding
- Conducted when there is an ice buildup or when snow-packed roads are at risk of icing over
- Conducted only after an ice storm, not during
- Two passes for wide roads, one pass for narrow roads
- Chains should only be used on graders when necessary for traction

## **Section 7: Miscellaneous**

### **7.1 Utility Cut Repair**

The levels of service objectives for utility cut repairs are:

- Utility cuts shall be backfilled and temporary repairs using cold mix asphaltic concrete shall be made to the street surface by utility company making the repair or installation
- Cost of the backfill and temporary surface patch up to 1 year after installation or until surface is permanently repaired shall be the responsibility of the utility company
- The cost and installation of the initial permanent surface patch shall be the responsibility of the utility company
- All utility cut repairs shall be completed to the satisfaction of the Director of Public Services