Roadway snow removal and ice control

2025 Performance reporting

Service description

Deliver effective snow and ice control to maintain safe and accessible roads, sidewalks, and pathways during winter, reducing hazards and helping people, goods and services move reliably throughout the city.

Key goals

- Keep priority routes, sidewalks, and pedestrian crossings accessible for citizens, emergency services, transit, and essential travel throughout the winter season.
- Apply standardized snow and ice control practices to ensure equitable service across all neighbourhoods while using resources efficiently and responsibly.
- Apply salt and other de-icing materials in a manner that reduces negative impacts on waterways, vegetation, and infrastructure while maintaining safety.
- Provide timely, accurate information to residents on service priorities and response times, supported by performance monitoring, annual reviews, and data-driven improvements to winter operations.

2025 by the numbers

90
Annual snowfall (cms)

10
Days of snowfall (3 cm or more)

5,546
Average # of vehicles ticketed per residential parking ban

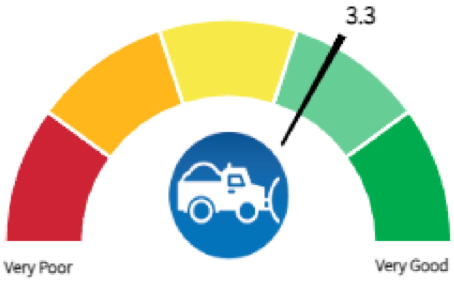
32,529
Sidewalks plowed (kms)

44,550
Sand applied (tonnes)

15,619
Salt applied (tonnes)

Performance results

Residents want to know which services are available to them and when they can expect the City to get things done. Staff want to know what is expected of them. Level of Service (LOS) targets help us set clear expectations for residents and staff by explaining what work we do, how often we do it, and how quickly we respond.



2025 Overall LOS Grade

Table 1. Customer Level of Service Scorecard. The target for customer level of service is 'good'.

Customer Objective	Customer Level of Service Measure	Customer Grade	Trend
Quality and Function Services are reliable and responsive to customers	Snow is removed promptly from streets after a snow event	**Very Good**	→
	Snow is removed promptly from sidewalks and pathways after a snow event	**Good**	→
	Icy conditions on streets, sidewalks, and pathways are minimized	**Good**	→
	Snow clearing crews conduct quality operations	**Good**	→
	Snow and ice control services are carried out with a commitment to minimizing environmental impact	**Good**	→
	Winnipeggers receive fast responses to and resolution of snow and ice-related questions, concerns and complaints	**Poor**	→

74% of Winnipeggers are **very satisfied** or **somewhat satisfied** with snow removal services

Table 2. Level of Service Measures. When the current performance is equal to or better than the identified target, the individual technical level of service grade is considered 'good' or 'very good'.

Customer Level of Service Measure	Technical Level of Service Measure	Current	Target[1]	Trend[2]
Snow is removed promptly from streets after a snow event	Average % of P1 streets plowed within 36 hours of a callout following a 3cm+ snow event	100%	90%	→
	Average % of P2 streets plowed within 36 hours of a callout following a 5+ cm snow event	99%	90%	→
	Average % of back lanes plowed within 5 working days of a callout following a 5+ cm snow event	100%	90%	→
	Average % of P3 streets plowed within 5 working days of a callout following a 10+ cm snow event	100%	90%	→

Customer Level of Service Measure	Technical Level of Service Measure	Current	Target[1]	Trend[2]
Snow is removed promptly from sidewalks and pathways after a snow event	Average % of P1 sidewalks & pathways plowed within 36 hours of a callout following a 5+ cm snow event (not including back-to-back events)	92%	90%	→
	Average % of P2 sidewalks & pathways plowed within 36 hours of a callout following a 5+ cm snow event (not including back-to-back events)	87%	90%	→
	Average % of P3 sidewalks & pathways plowed within 36 hours of completion of P1/P2 plow	97%	90%	→
Icy conditions on streets, sidewalks, and pathways are minimized	% of days where salt was applied to P1 streets at ideal conditions	96%	90%	→
Snow clearing crews conduct quality operations	Average # plowing service requests (regional streets) within a 72-hour period following snow clearing operation	15	25	→
	Average # plowing service requests (collector streets) within a 72-hour period following snow clearing operation	1	25	→
	Average # plowing service requests (local streets) within a 72-hour period following snow clearing operation	39	25	→
	Average # plowing service requests (alleys) within a 72-hour period following snow clearing operation	19	25	→
	Average # plowing service requests (sidewalks & pathways) within a 72-hour period following snow clearing operation	31	25	→
Snow and ice control services are carried out with a commitment to minimizing environmental impact	% of days where salt was applied to P1 streets at ideal conditions	96%	90%	→
	% of salt and sand storage facilities in good or better condition	33.3%	70%	→
Winnipeggers receive fast responses to and resolution of snow and ice-related questions, concerns and complaints	% of snow and ice control-related 311 cases due each year that were closed within the SLA	61%	80%	→

1. Target Technical Standard: Technical Level of Service targets are specific to each performance measure dependent upon desired state, therefore will vary from one to the next.

2. Trend: As of 2025, only two years of data are available to determine trend.