

D. Levels of Service (LOS) – Goals and Objectives

1. Definition

- a. Level of Service (LOS) refers to an agency’s goals and guidelines that establish maintenance activities for the prevention and removal of snow and ice from roadways
- b. The primary goal of a snow and ice control program is to provide an improved level of service

2. The components of a basic Level of Service (LOS) document are:

- a. Statement as to the level of service to be provided in measurable terms, such as outcome or effort to be achieved or provided
- b. The period of time that the agency agrees to maintain the level of service
- c. The specification of routes that are to be maintained at each level of service
- d. Any special circumstances involved in the snow and ice control program (special events, bus or emergency routes)

Route Application Guidelines and Goals					
Treatment of Routes					
Apply materials as determined by the application rate guidelines chart.					
FIRST PRIORITY INCLUDING INTERSTATES	Plow and/or apply materials during storm to eliminate hazardous areas and keep traffic moving throughout the storm.				
SECOND PRIORITY	Plow and/or apply materials during storm to eliminate hazardous areas and keep traffic moving throughout the storm. Modify operations between 11:00 p.m. and 5:00 a.m. unless ice storms, heavy accumulations or high winds threaten road closures.				
THIRD PRIORITY	Plow and/or apply materials during storm to eliminate hazardous areas and keep traffic moving throughout the storm. Modify operations between 11:00 p.m. and 5:00 a.m. unless ice storms, heavy accumulations or high winds threaten road closures.				
Route Goals during an Event					
FIRST PRIORITY INCLUDING INTERSTATES	Maintain 90% clear pavement when practical. (Edgeline to Edgeline)				
SECOND PRIORITY	Maintain 60% clear pavement when practical. (Edgeline to Edgeline)				
THIRD PRIORITY	Maintain 50% clear pavement when practical. (Edgeline to Edgeline)				
Cleanup after an Event			Plow Back after Cleanup during Regular Work Hours when Practical		
FIRST PRIORITY INCLUDING INTERSTATES	Obtain 100% clear pavement as soon as practical. (Edgeline to Edgeline)		Plow back berms.		
SECOND PRIORITY	Obtain 95% clear pavement as soon as practical. (Edgeline to Edgeline)		Plow back berms and mailbox approaches.		
THIRD PRIORITY	Obtain 95% clear pavement as soon as practical. (Edgeline to Edgeline)		Plow back berms and mailbox approaches.		
Materials					
	Above 32°F	25°F to 32°F	20°F to 25°F	15°F to 20°F	Below 15°F
Salt Only		Recommended	Recommended	Recommended	
Salt Brine	Recommended	Recommended	Recommended		
Salt w/Salt Brine	Recommended	Recommended	Recommended	Recommended	
Salt w/Calcium Chloride			Recommended	Recommended	Recommended
Salt w/Grits/Abrasives		Acceptable	Acceptable	Recommended	Recommended
Recommendations					
	Salt Brine	CaCl			
Splinner Application	8-10 gal/ton	8-10 gal/ton			

3. The Route Application Guidelines and Goals details:

- a. Treatment of routes
 - i. Interstates
 - ii. First Priority
 - iii. Second Priority
 - iv. Third Priority
- b. Route goals during an event
 - i. Details the percent of bare clear pavement required by route type
- c. Clean up
 - i. Minimum requirements by route type
- d. Plow back and regular work hours
 - i. End of storm work description and details
- e. Material recommendations
 - i. Based on material types and temperatures
- f. Manufacturer recommendations
 - i. Liquid chemical applications rates for various products

Exercise: Lesson One Review

1. During the work cycle the _____ is responsible for using available tools, communicating conditions and status, using safe operating speeds, staying alert for hazards, remaining mindful of conditions and completing required documentation.

2. Essential services, individuals, the economy, the environment and infrastructure are all _____ by winter maintenance.

3. An agency's goals and guidelines for snow and ice removal on roadways are defined in its _____ plan.