

PARKS AND ROAD SERVICES

Edmonton

SNOW AND ICE CONTROL ANNUAL REPORT

2025 – 2026 Winter Season

City of Edmonton

August 31, 2026 - Community and Public Services Committee | CO03513

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SEASONAL HIGHLIGHTS FOR 2025/26¹

Weather—This season experienced a once-in-30-year snowfall event, with December seeing four times its usual snowfall.



Operational Performance—The season's repeated snow events meant snow-clearing efforts restarted multiple times and school windrow removal was delayed until after the school break. Cold snaps in the season caused equipment complications. Spring Sweep was delayed due to late snowfall in April.



Parking Bans—Three Major Roadways (Phase 1) parking bans and one Residential Roadways (Phase 2) parking ban were activated throughout the season.



Communications—The City shifted mid-season to a transparency-first model, leveraging high-frequency digital updates and integrated community messaging to manage public expectations during major events.



Budget—Program spending exceeded the season's budget in alignment with the record snowfall in December and freezing rain in January.



Upcoming—Upgrades at the snow storage facilities continue through 2030 with further development of the option to introduce tipping fees at a future time.

¹ Most of the 2025-26 data included in this report is from October 2025 - April 2026 unless stated otherwise. In most instances, up to the last three seasons' results are provided for comparison unless historical data or averages are based on a longer time period.

INTRODUCTION

The 2025-26 winter season was one of the most operationally complex in recent history, marked by record-breaking precipitation and high-intensity weather events that tested the agility and effectiveness of the City's Snow and Ice Control (SNIC) program. The City remains committed to a safe, reliable, and accessible winter mobility network, and this season required constant adaptation. The team executed the operational plan with precision. Extreme weather necessitated service level adjustments; for example, an unprecedented mid-season melt necessitated residential blading that exceeded standard procedures. These adaptations required resources beyond original estimates, resulting in financial overages and were necessary responses to the season's unique weather profile and commitment to safety and obligations within the Municipal Government Act. Crews demonstrated extraordinary resilience, and this report details how the program balanced these challenges to maintain safety during extreme fluctuations.

The City's Snow and Ice Control Policy and Administrative Procedure can be found at edmonton.ca/safetravels. They support the following outcomes:

- **Safety:** Prevention and reduction of collisions, slips, falls and injury to people, and ensuring emergency responders can reach those that need help.
- **Reliability:** Edmontonians understand when active pathways and roadways are to be cleared and what service standards can be expected through public awareness and education.
- **Connectivity:** Edmonton's snow clearing approach enables Edmontonians to move safely however they move around the city and use the entire mobility network.

WEATHER

The Snow and Ice Control program typically runs from the last week of October to mid-April, since this is when the majority of snow, freezing rain and freeze-thaw cycles are likely to occur. The amount and type of precipitation influences:

- The type and frequency of maintenance activities, such as plowing and material application
- Equipment and materials usage
- When and what type of a parking ban may be declared

2025-26 Winter Season Temperature and Precipitation

Winter season 2025-26 was slightly colder with an average mean temperature - 2.6 degrees below the previous year (2024-25)².

December was the coldest month of the season with an average temperature of -14.9°C and the coldest day reaching -32.5°C. October was the warmest month of the season with an average temperature of 5.3°C and the highest temperature of 24.3°C.³

A cold snap occurred from February 3-10, 2025, where temperatures remained below -25 for a 7 day span. The extreme cold temperatures caused some complications with equipment and snow-clearing operations.

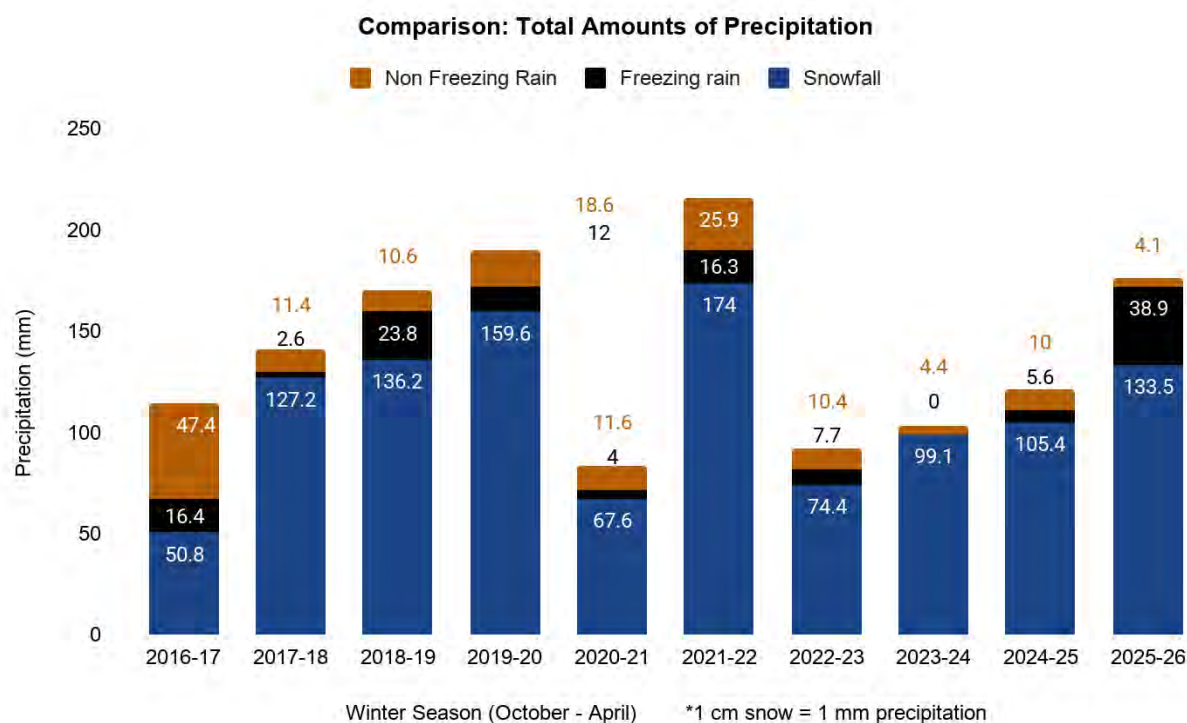
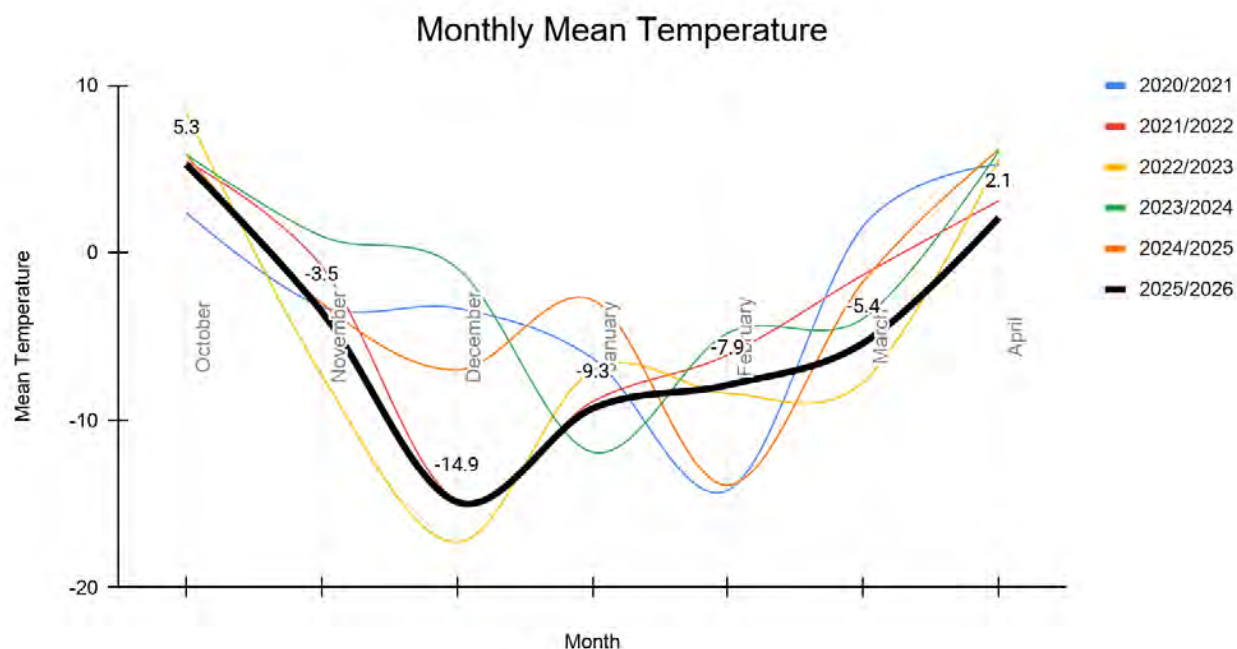
As noted above, this winter was defined by extreme volatility and a once-in-30-year snowfall event. While the season began two weeks later than usual due to unseasonably mild conditions in October, it quickly shifted into one of the most demanding winters on record. The season featured the highest seasonal snowfall totals since 2021-22 and the highest freezing rain amounts since before 2016-17. December received 59.9 cm of snow - nearly four times the average - placing significant strain on staff and equipment. Quick succession of snow events added to the complexity requiring crews to restart on priority 1 areas before advancing into priority 2 and 3 service levels.

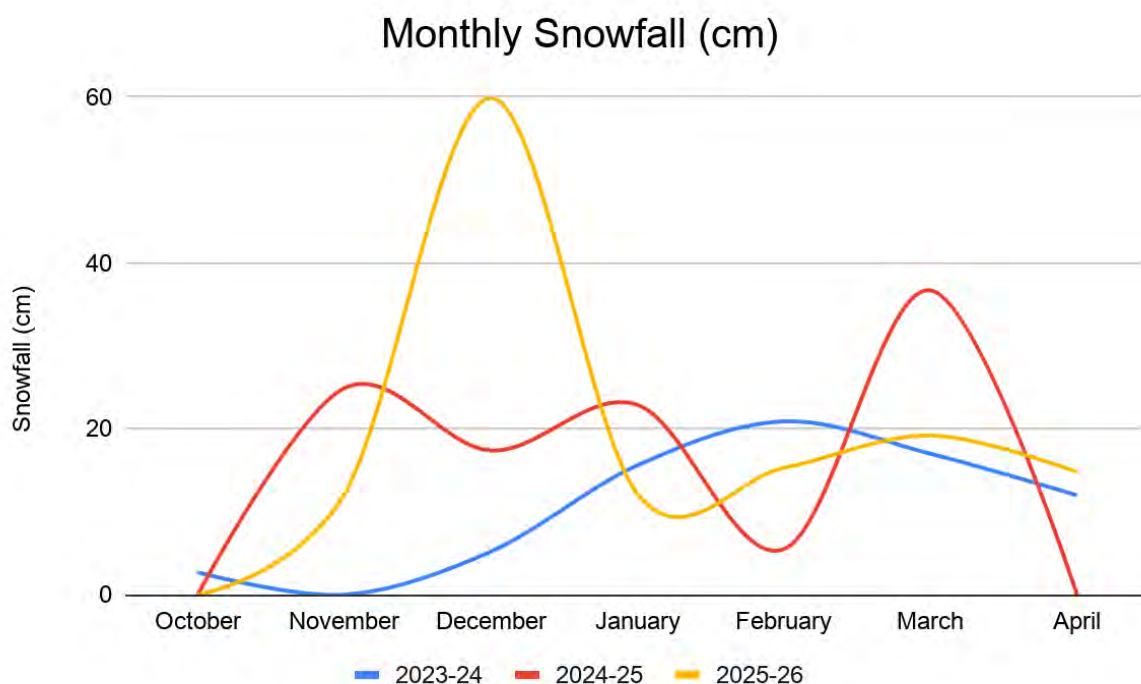
January saw a range of temperatures from lows of -30°C to as high as 8.7°C. There were six consecutive days with highs of above 0°C where the lows of those days were below freezing. With the previous month's snowfall, these temperatures led to soft-pack freeze/thaw cycles and pooling water, which was exacerbated by freezing rain.

The extreme conditions, including a February cold snap with seven consecutive days below -25°C, led to significant equipment complications and required 24/7 rotations for over 600 staff. A notable operational pivot occurred in late April when a forecast of 10-20 cm of snow forced a diversion of Spring Sweep resources back to SNIC response, delaying the sweep schedule and necessitating intensive equipment conversions.

² <https://climate.weather.gc.ca/>

³ Historical and current data from Government of Canada <https://climate.weather.gc.ca/>





The first snow event of the season occurred on November 7, 2025, and snow events continued through April. Three Phase 1 parking bans were activated - December 17, December 28 and February 18 - and a Phase 2 parking ban for residential roadways was in effect from January 12 to 23, 2026.

The majority of precipitation occurred in December, March and April, primarily falling as snow, with a total precipitation for the season at 143.7 mm compared to last season's 128.3 mm. In December 2025, 59.9 cm of snow fell, compared to 17.4 cm in December, 2024. The last day of snowfall this season was April 26, with the month's total of 14.8 cm of snowfall.

Temperature fluctuations and a significant amount of freezing rain led to numerous freeze/thaw cycles. School zone clearing was prioritized on weekends to avoid disrupting educational access during the school week and ensure City equipment remained available to complete priority clearing during December's record snowfall. Unseasonably warm temperatures in January created issues for equipment during residential clearing.

Snow Events

Snow events	Oct 2025	Nov 2025	Dec 2025	Jan 2026	Feb 2026	Mar 2026	Apr 2026	Total
Active Pathways	0	2	11	4	4	6	0	27
Roadways	0	2	4	1	1	0	0	8

A snow event occurs in the roadways when there is an accumulation of 2 cm or more. For Active Pathways, a snow event is when any amount of snowfall occurs. There were 27 Active Pathway snow events spread throughout the 2025/2026 season. Following each of these events, clearing active pathways and public amenities occurred once the snowfall ended. Snow clearing of priority 1-3 roadways also occurred following these events. Three of these events led to the activation of a Phase 1 (major roadways) parking ban.

There was one Phase 2 (residential roadways) parking ban declared in January to clear Priority 4 residential roadways, with a cul-de-sac clearing initiated within the Phase 2 parking ban timeline. Prior to the February Phase 1 parking ban, crews began windrow removal at all school locations.

SERVICE LEVEL DELIVERY

When it snows, crews are out 24/7 maintaining the city's Roadways and Active Pathways. The Snow and Ice Control program uses a priority system to identify snow clearing service levels. Priority levels are based on the Snow and Ice Control Policy. These service levels are used to manage and measure performance.

Along with their own dedicated staff and equipment, Roadways and Active Pathways have their own priority hierarchy. That way, their service levels do not compete with each other. Service levels begin once a weather event ends and each type of inventory is completed independently. If it snows before clearing is completed, service levels are restarted.

The road priorities are outlined in the Snow and Ice Control procedure as:

1. Main freeways, arterial roads, river valley main hills and central business districts
2. Remaining freeways, arterial roadways, business districts, slopes in other priority areas that have been shown to cause safety issues, collector roads and transit park and ride access roads
3. Industrial areas and rural roadways
4. Residential roadways, maintained to a 5cm snowpack as part of a Phase 2 parking ban

The Active Pathway priorities are outlined in the Snow and Ice Control policy and are:

1. City facilities, LRT stations, transit centres, Winter Priority Loop bike route

2. City-maintained sidewalks, wheelchair ramps, pedestrian bridges, stairs, shared paths, bike lanes
3. Manually cleared paths, bus stop benches and pads
4. Community sandboxes and safe mobility devices

2025-26 SERVICE LEVELS AND PRIORITY PLAN				
Network Type	Priority 1	Priority 2	Priority 3	Priority 4
Roadways	Freeways, arterials, business districts: Bare pavement within 1 day . Alleys in business districts: 5 cm snowpack within 5 days .	Collector roads, Transit Park and Ride access roads: Bare pavement within 5 days	Industrial roads: Bare pavement within 6 days . Rural roads: Level snowpack within 6 days .	Residential roads and alleys: 5 cm snowpack within 14 business days once residential blading cycle is initiated
	Phase 1 parking ban when applicable	Phase 1 parking ban when applicable	Phase 2 parking ban when applicable	Phase 2 parking ban when applicable
Active Pathways	Paths adjacent to City facilities, transit centres and LRT stations; Winter Priority Bike Route: Bare pavement within 24 hours .	All other City maintained active pathways, stairs, bike lanes, pedestrian bridges and bus stop access: Safe and passable surface within 3 days .	Manually cleared active pathways, bus benches and pads: Safe and passable surface within 14 days .	Community sandboxes: Refill when resources allow. Safe mobility devices: completed when resources allow.

Snow and Ice Control is a shared responsibility. Crews are responsible for clearing and maintaining pathways around City facilities and bus stops adjacent to City property. Sidewalks adjacent to private property are the responsibility of property owners or occupants, as are bus stops that fall in the same area as adjacent sidewalks next to private property (Community Standards Bylaw 14600).

2025-26 WINTER SEASON PERFORMANCE RESULTS

A total of eight snow events were declared for Roadways which lead to four parking bans. A total of 27 snow events occurred for Active Pathways.⁴

Contributing factors for this season's completion rate included:

- This season saw the highest snowfall totals since 2021-22, combined with the largest amount of freezing rain since before 2016-17.

⁴ For Roadways, a snow event is declared when there is an accumulation of 2 cm or more. For Active Pathways, a snow event is declared when any amount of snowfall occurs. For Active pathways, this is the number of events that were at least 24 hours before a snow event restarted.

- December's significant snowfall meant snow clearing efforts had to be restarted multiple times before service levels were completed.
- Six snow events occurred in rapid succession. Crews were able to complete snow clearing for Priorities 1-3, yet unable to start Priority 4 (residential) and other related operations before a new snow event began and work restarted. The maximum time between finishing Priority 3 and the next snow event was three days during those six snow events.
 - Crews completed windrow removal at school locations on evenings and weekends in January, as they were unable to complete this work during the school break due to the need to complete clearing on Priority 1 and 2 roadways.
 - The Phase 2 (residential) parking ban in January saw residential roads cleared to bare pavement due warm weather, ruts, water pooling, and uneven conditions. The City used 120 contracted graders to conduct full-width clearing of residential roadways while City plows focused on alleys and Priority 2 roadways.
- Collector road blading timelines were affected by contracted grader availability.
- February had seven consecutive days below -25°C which created equipment complications.
- Spring Sweep was delayed due to heavy snowfall in late April. Resources were diverted back to snow and ice response. Crews were still able to finish by June 1.

Snowfall Start Date	Snowfall Restart Date	Snowfall End Date	Snow Clearing End Date	Notes
November 7	N/A	November 7	November 14	
November 28	N/A	November 28	December 2	
December 5	N/A	December 7	December 17	
December 17	N/A	December 17	December 24	Parking Ban – Phase 1 (major roads)
December 24	December 27	December 28	January 1	Parking Ban – Phase 1 (major roads)
January 1	N/A	January 2	January 23	Parking Ban – Phase 2 (residential) from January 12 and 23
February 17	N/A	February 18	February 23	

The following scorecards indicate the percentage of total inventory completed within the service level timeframe. A score of 100 per cent means crews were able to complete all designated areas within the service level timeframe for the entire season.

Overall, this season is considered a success, as – despite the challenging conditions – clearing was 88 per cent for Priority 1-3 roadways and 88 per cent for all active pathways. However, crews completed a smaller percentage of inventory within service level timelines when compared to the previous season.



WINTER SEASON CITY SERVICES DELIVERY - ROADWAYS

ROADWAYS SCORECARD				
Priority Level	2024-25 Winter Season		2025-26 Winter Season	
	Service level (aligned to budget)	On-time % Completion	Service level (aligned to budget)	On-time % Completion
P1 – Arterial, Business Improvement Areas	1 days	95%	1 days	90%
P1 – Alleys in business areas	5 days	100%	5 days	95%
P2 – Collector, bus routes	5 days	98%	5 days	77%
P3 – Industrial, rural	6 days	100%	6 days	75%
P4 – Residential	14 business days (from when a Phase 2 Parking Ban is declared)	92%	14 business days (from when a Phase 2 Parking Ban is declared)	100%

Blue shaded cells indicate on-time completion rate of 95% or higher (target) for 2025 season.

WINTER SEASON CITY SERVICES DELIVERY APR

ACTIVE PATHWAYS SCORECARD				
Priority Level	2024-25 Winter Season		2025-26 Winter Season	
	Service level (aligned to budget)	On-time % Completion	Service level (aligned to budget)	On-time % Completion
P1 – City facilities/ centres, some bus stops, stairs	1 day	96%	1 day	88%
P1 – Prioritized bike routes	1 day	100%	1 day	93%
P1 – LRT stations	1 day	96%	Not part of the 2025-26 service level	N/A
P2 – Hard surface trails (river valley)	3 days	100%	3 day	83%
P2 – Parking lots	3 days	92%	3 days	60%
P2 – Non-prioritized, separated bike lanes	3 days	95%	3 days	67%
P2 – Pedestrian bridges	3 days	97%	3 days	69%
P2 – All-season stairs (separate from City facility areas)	3 days	96%	3 days	64%
P2 – City maintained sidewalks, wheelchair ramps, shared paths	3 days	96%	3 days	60%
P3 – Manually cleared areas (bus stops, paths, etc)	14 days	100%	14 days	53%
P3 – Bus stops	14 days	100%	14 days	28%
P4 – Community sandboxes	As Resources Allow	98%	As Resources Allow	20%
P4 – Traffic Calming Measures	As Resources Allow	100%	As Resources Allow	10%

Blue shaded cells indicate on-time completion rate of 80% or higher (target).

Safety, Accessibility and Mobility

The Snow and Ice Control program ensures the mobility network is safe, reliable, connected and accessible for all users. During the 2025-26 winter season, crews:

- Completed bike lane windrow pick-ups
- Created and maintained outdoor ice facilities (skating rinks) for public use
- Monitored and mitigated bridge decks and hills closely for ice and frost formation
- Maintained and widened pathways (including sidewalks, Shared Use Paths (SUPs) and River Valley Trails), parking lots, stairs and bus stops as resources allowed to reduce snow and ice and to improve pedestrian mobility
- Provided transparent tracking to the public for snow removal progress
- Detailed service level signage for River Valley Trail systems

INFRASTRUCTURE INVENTORY AND GROWTH

Edmonton is a growing city. The City maintains more than 12,000 km of roadway and 500 km of active pathways, and the amount of maintained roads and pathways is growing, particularly residential roads, machine-cleared paths, active transportation infrastructure, trails in natural areas, and manually cleared areas, such as around bus stops and benches. As inventory grows, more staff and resources are needed to maintain consistent service levels year-over-year.

Changes in inventory are affected by several factors:

- New construction of neighbourhoods and active transportation network, road widening, and installation of traffic calming measures, which increases the amount and complexity of surfaces to be maintained
- Annual review, evaluation and possible recategorization of inventory and routing within Snow and Ice Control
- Continual process improvements and accuracy with mapping and inventory data
- Citywide changes with services and roadway classification

Roadways Routing	% Change in Inventory (2024-25 to 2025-26)
P1	 10.9% (arterials)
P2	 -0.50% (collector routes)
P3	 0.95% (industrial, rural)
P4	 No Change (residential)

Active Pathways	% Change in Inventory (2024-25 to 2025-26)
P1	 6.04% (facilities)  -2.05% (machine cleared paths)
P2	 12.89% (natural areas trials) 7.19% (parking lots) 2.29% (machine cleared paths)  -17.06% (Facilities) -12.17% (stairs)
P3	 - 0.56% (hand cleared areas) -5.55% (contractor parking lots)
P4	 -9.09% (large sand bins)  9.22% (operational sandboxes) 3.4% (traffic calming features)

Adaptable Traffic Calming Infrastructure

In alignment with the [Safe Mobility Strategy](#), adaptable traffic calming measures are installed to help reduce traffic speeds, reduce non-local traffic and improve pedestrian visibility and safety at crossings. The adaptable measures are installed through various programs, shown in the table below. More information about these features can be found edmonton.ca/VisionZero.

Vision Zero Safe Mobility Programs ¹	2019-21	2021-22	2022-23	2023-24	2024-25	2025-26
Street Labs	0	3	15	9	16	11
Safe Crossings	0	2	29	16	20	40
Safe Routes to School	0	0	0	5	5	9
Towards 40	0	0	0	0	3	4
Special Projects	3	0	1	5	2	2

¹ Includes five types of Safe Mobility Programs, this table outlines the number of projects completed across the City in each year.

Adaptable measures are designed with Snow and Ice Control in mind, allowing regular equipment to maneuver around them. However, due to the nature of adaptable measures, manual clearing may be needed due to ice build up or as a result of an extreme snow event. Depending on the scope and scale of the traffic calming installation, this can be a resource and time intensive process. Should the number of projects continue to increase at this rapid pace across the city, additional Snow and Ice Control resources may be needed to maintain an adequate level of service.

Traffic Calming Measures ¹	2024-2025	2025-2026	Average Change in Number (across all types)
Total Number	734	1,132	 54%

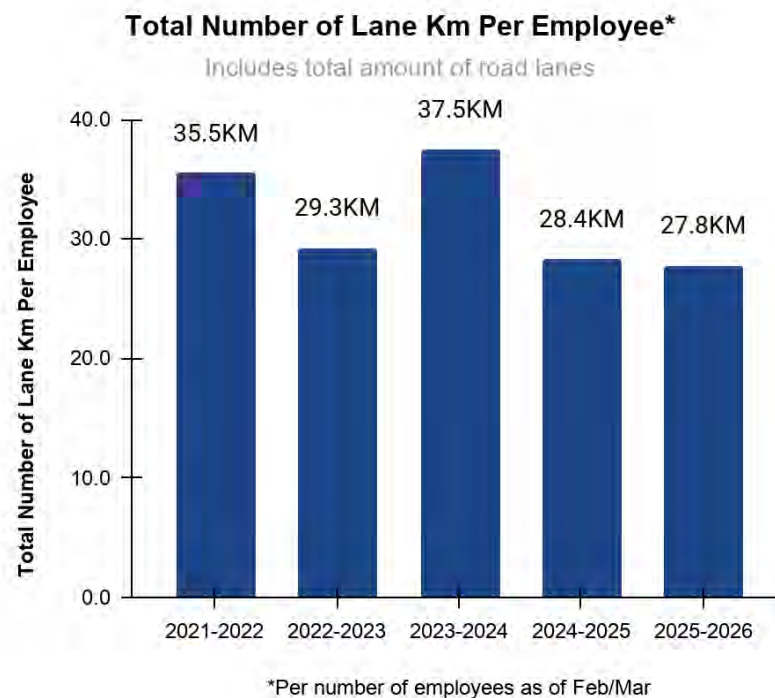
¹ Includes seven types of adaptable measures: curb extensions, centreline hardening, centre medians, two-stage crossings, road narrowing, rubber speed humps and traffic diverters.

PERSONNEL AND EQUIPMENT

Dedicated, trained staff and access to necessary equipment are critical to the success of the Snow and Ice Control program. The City has approximately 645 people as part of the Roads and Active Pathways crews. Roadways and Active Pathways have their own teams and specialized equipment to complete clearing. That way, the services they deliver do not compete with each other.

Personnel

	2022-23	2023-24	2024-25	2025-26
Number of Employees⁵	649	580	647	645



Distances are represented in lane kilometres (lane km), which is a function of the length of the street or bike route multiplied by the number of lanes on that street or bike route.

Roadways are mainly maintained by City crews, with Active Pathways being maintained by a combination of City crews and contractors.

⁵ Numbers indicate employee headcount, not FTE totals

Network Type	Number of Contractor Callouts (based on snow events)
Roadways	5
Active Pathways	5 – parking lots 16 – sidewalk plowing 43 – civic walks

Equipment

Equipment utilization rates are affected by several factors:

- Number of staff and contractors available to operate the equipment
- Type of equipment and availability of optimal equipment required to complete the work
- Availability of well-maintained and properly functioning equipment
- Percentage of owned equipment (utilization rates do not include leased equipment)
- Weather and road conditions

The number of available equipment units have remained fairly constant for the past several years. Leased equipment utilization rates are not reflected in the tables below.

ROADWAY EQUIPMENT (OWNED UNITS)						
Equipment Type	Max Total Available (in yard)		Max Units Used ¹ (daily)		% Max Utilization of Bookout Rate ²	
	2024-25	2025-26	2024-25	2025-26	2024-25	2025-26
Graders	20	20	19	18	95%	 0%
Loaders	16	22	14	14	87.5%	 64%
Tandem Sanders / Plows	112	108	100	96	89.29%	 89%
Total Units	148	150	133	128	-	-

ACTIVE PATHWAYS EQUIPMENT (OWNED UNITS)						
Equipment Type	Max Total Available (in yard)		Max Units Used ¹ (daily)		% Max Utilization of Bookout Rate ²	
	2024-25	2025-26	2024-25	2025-26	2024-25	2025-26
John Deere	26	25	20	5	76.92%	 5.45%
Toolcat	25	25	22	15	88%	 90.9%
Bobcat/Skid Steer	5	7	3	3	60%	 50%
Tractor	5	12	3	10	60%	 50%
Total Units	61	69	48	33	-	-

² Bookout rate: approx. 20% of equipment on reserve for equipment repairs and maintenance

SNOW AND ICE CONTROL MATERIALS APPLICATION

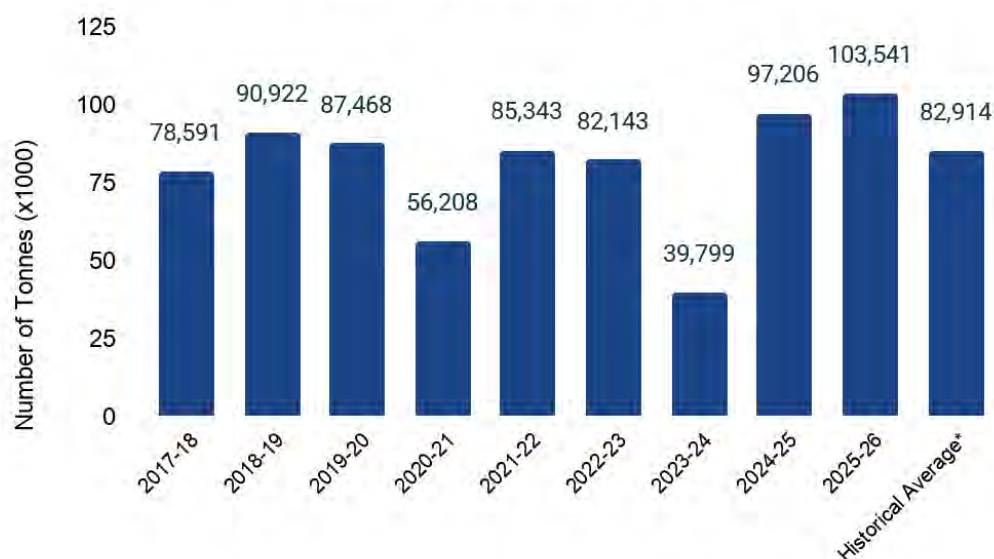
Since 2015, sand application on winter roads has been minimized where possible to help reduce waste, minimize impacts to waterways, and reduce the likelihood of sand-related property damage. Weather, combined with road and temperature conditions, influences the amount of sand and salt applied, and safety for all users is always the top priority. Due to the season's extreme temperature fluctuation, the amount of freezing rain, and record snowfall in December, the material usage was higher than in previous seasons.

- 2025/2026 materials used: 3% sand mixture - 71,734 MT; Salt - 28,482 MT; Dried sand - 3,323 MT; CaCl - 135,000 Litres;
- 2024/2025 materials used: 3% sand mixture -72,794 MT; Salt - 22,228 MT; Dried sand - 2,184 MT; CaCl - 114,918 Litres;

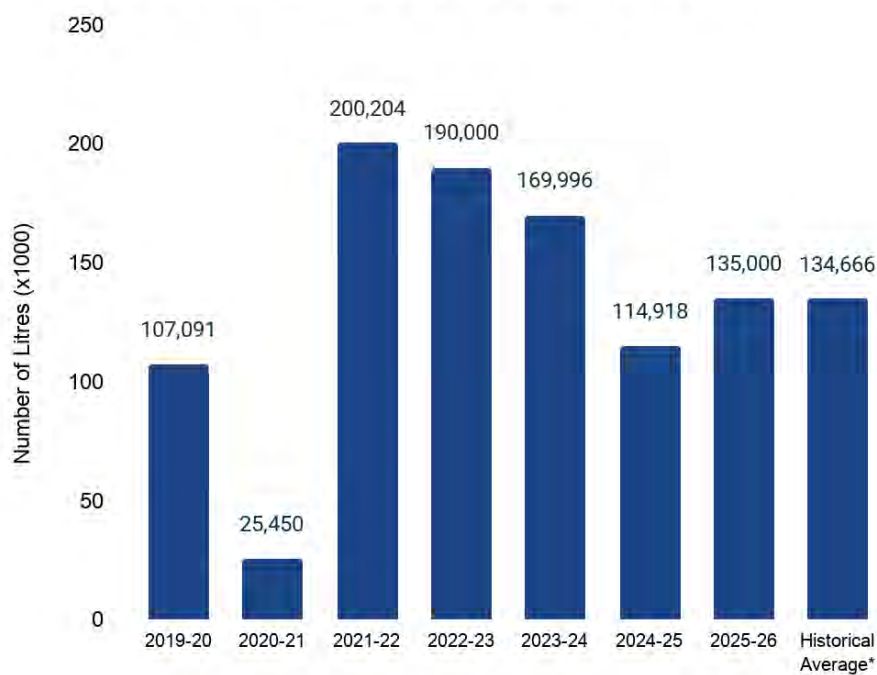
Use of liquid calcium chloride directly on roadways continues to be restricted. The only authorized uses are: (1) the strict application as a pre-wetting agent on sand-salt mixtures to improve adhesion and effectiveness of materials to roadways under certain weather conditions, and (2) direct application as an anti-icing agent on Priority 1 bike lanes.

Solid Snow and Ice Materials Applied Per Season

Includes sand, salt and rock chip



*Compared with historical average (2017-18 to 2025-26)

Liquid Calcium Chloride Solution Applied Per Season

*Compared with historical average (2019-20 to 2025-26)

ROADWAY MAJOR SNOW EVENTS – PARKING BANS

To achieve safe travel conditions as quickly as possible, Edmontonians must work together. Parking bans are instituted during roadway snow clearing to ensure City crews can clear the roads as efficiently and effectively as possible. Edmontonians play a key role in supporting City staff and contractors by moving their vehicles when a parking ban is in effect.

Parking bans are announced through a variety of communication channels, including neighbourhood temporary signage, email/text alerts, news media, radio, social media, web information and banners, digital signs, and destination signs on buses. Residents are encouraged to register for Service Notifications to receive direct and location-specific email and/or text message notifications for parking bans and clearing status. Residents are also encouraged to check the City's social media channels and website to learn when a parking ban is in effect and view the snow clearing maps for the clearing status of roadways and active pathways.

For the 2025-26 season, there were a total of 46 vehicles towed. Bylaw enforcement teams also conducted ticketing, with a minimum fine of \$250.00, for failure to comply with the parking ban. Officers provided enforcement support based on real-time routing of crews.

TWO-PHASE PARKING BAN

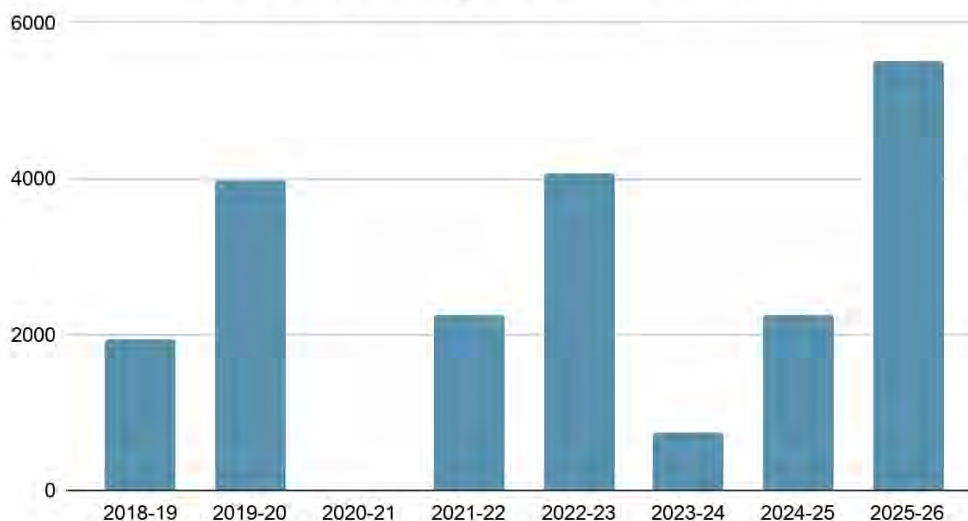
The City of Edmonton has used a two-phase parking ban system since 2020-21.

MAJOR ROADS (PHASE 1): Applies to Priority 1 (arterial) and Priority 2 (collector) roads. It can be activated with a minimum of eight hours' notice. A Phase 1 parking ban does not automatically mean a Phase 2 parking ban will be called.

RESIDENTIAL ROADS (PHASE 2): Applies to Priority 3 (industrial, rural) and Priority 4 (residential) roads. Efforts are made to communicate these as quickly as possible, with at least 24 hours' notice.

NUMBER OF PARKING BANS			
Type	2023-24	2024-25	2025-26
Phase 1	Jan 23 - Jan 26 Feb 26 - Mar 2 Average Length: 4 days	Nov 24 - Nov 28 Dec 19 - Dec 23 Feb 2 - Feb 7 Average Length: 4 days	Dec 17 - Dec 22 Dec 28 - Dec 31 Feb 18 - Feb 22 Average Length: 4 days
Phase 2	No Phase 2 parking bans were activated.	Jan 7 - Jan 24	Jan 12 - Jan 23
Total	2	4	4

Number of Parking Ban Violation Tickets



* Includes both Phase I and Phase 2 parking bans.

** No parking bans were called in 2020-21, therefore no tickets were issued.

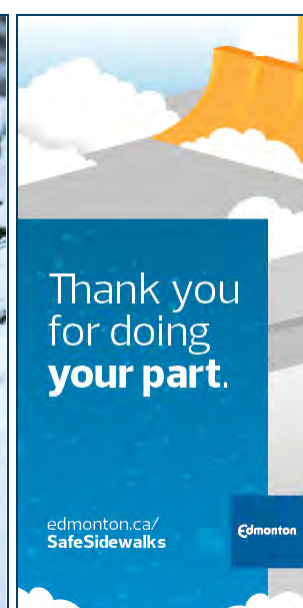
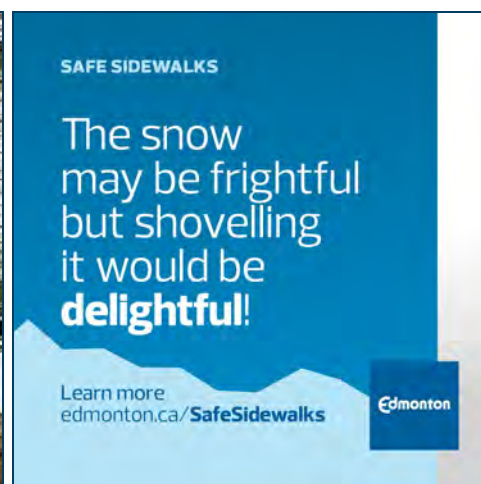
The 2025/2026 snow season saw an increase in the number of parking ban tickets issued, driven primarily by extreme weather conditions that necessitated rapid adjustments to service levels. To meet these service demands, the City expanded enforcement efforts beyond the five dedicated Seasonal Snow Enforcement Officers (SIOs) by engaging both Parking Enforcement and Community Standards Officers.

SIDEWALK ENFORCEMENT

Edmonton is a winter city. Snow-covered and icy sidewalks create a mobility and safety impact on our neighbours and fellow citizens. The [Community Standards Bylaw 14600](#) states, “A person shall maintain any sidewalk adjacent to land they own or occupy clear of all snow and ice.” Sidewalk investigations are handled by both regular, full time Municipal Enforcement Officers (MEOs) as well as temporary, seasonally hired Snow and Ice Officers (SIOs). When possible, enforcement takes an education first approach to encourage property owners to comply with the Community Standards bylaw. If a violation of the bylaw is observed and sidewalks are found in an unsafe condition, officers exercise discretion to send a written notice, leave a door hanger reminder or escalate enforcement for non-compliance, leading to a fine. Failure to comply with the bylaw may result in a \$100 ticket plus the cost of snow removal.

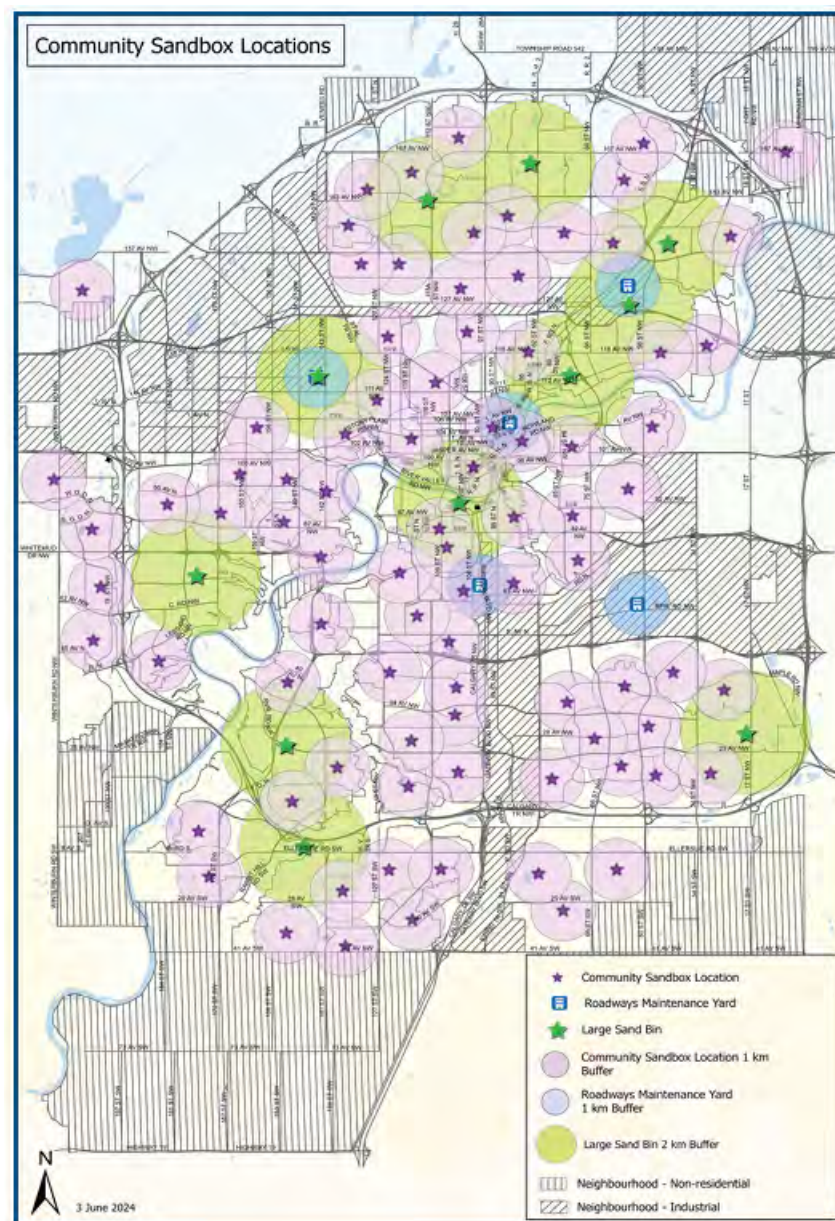
The City deployed an integrated public education campaign reminding property owners of their legal requirement to remove snow and ice from adjacent sidewalks. The campaign focused on altruism, reminding residents that cleared walkways directly protect neighbours with mobility challenges, senior citizens and emergency responders. The public education push achieved massive citywide exposure through digital and traditional media advertising. Road signs, transit shelters, digital billboards and weather triggered advertising resulted in significant visibility, with over 44 million views of the entire campaign across both traditional and digital channels within high-complaint areas. To maximize message reach, sidewalk clearing expectations were integrated directly into all high-frequency Phase 1 and Phase 2 parking ban Public Service Announcements (PSAs). Safety messages were also promoted in community league newsletters and on the Next Door app to support city enforcement efforts.

2025-26 SIDEWALK ENFORCEMENT		
Number/Type	MEOs	SIOs
Total Staff	21 Permanent	5 Seasonal
Roles	- Conduct snow on walk enforcement (mostly resident-initiated complaints) - Enforce other violations (eg, graffiti, nuisances, business licencing)	Support parking bans and vehicular enforcement. When no ban in effect: - Proactive snow/ice enforcement in high traffic and low compliance areas - Support business license inspections
Investigations <i>complaints + proactive</i>	10,705	2,494
Total warnings issued <i>letters, notices and door hangers</i>	8,443	2,408
Compliance Rate <i>snow and ice cleared by owner prior to ticket issued</i>	70.62%	79.30%
Total Tickets Issued* <i>Not including subsequent cancellations or appeals</i>	2,283	2,732
Total Work Orders <i>Property cleaned by City contractor at owners' expense</i>	2,889	514



COMMUNITY SANDBOX PROGRAM

This program continues to be a vital resource for resident-led sidewalk safety. The City maintains 100 free sand locations across the city. This season, the City strategically emphasized the expansion and use of its 11 large, centralized bin locations, as these sites proved to be a more reliable and efficient source for sand during the winter. These centralized hubs are prioritized because they can be refilled more quickly and consistently than smaller, distributed neighbourhood boxes, which are refilled as resources allow. While neighbourhood sandboxes remain a Priority 4 service level, these centralized locations ensure residents have predictable access to the traction materials needed to manage safe paths adjacent to their properties during the frequent freeze-thaw cycles experienced this year.



SNOW STORAGE SITES

Overview of Snow Storage Infrastructure

Five snow storage facilities are managed and operated by the City of Edmonton, all of which will be undergoing enhancements to boost their environmental efficiency in the coming years. Due to safety concerns arising from exceptional snow accumulation, the 17th Street site was closed temporarily in January for site management activities, while the Poundmaker facility in the west end remained inactive throughout the 2025-26 winter due to ongoing capital improvements.

Operational delays at snow storage sites occurred due to the on-boarding of a new on-site contractor mid-season. Challenges impacting access, offloading, and egress were exacerbated by the record snowfall experienced in December and required redirecting facility users to the Horsehills and Ellerslie locations. While the Kennedale facility is reserved exclusively for City staff and authorized contractors, the general public and businesses accessed the three operational public snow storage sites during the season.

Long-Term Facility Enhancements

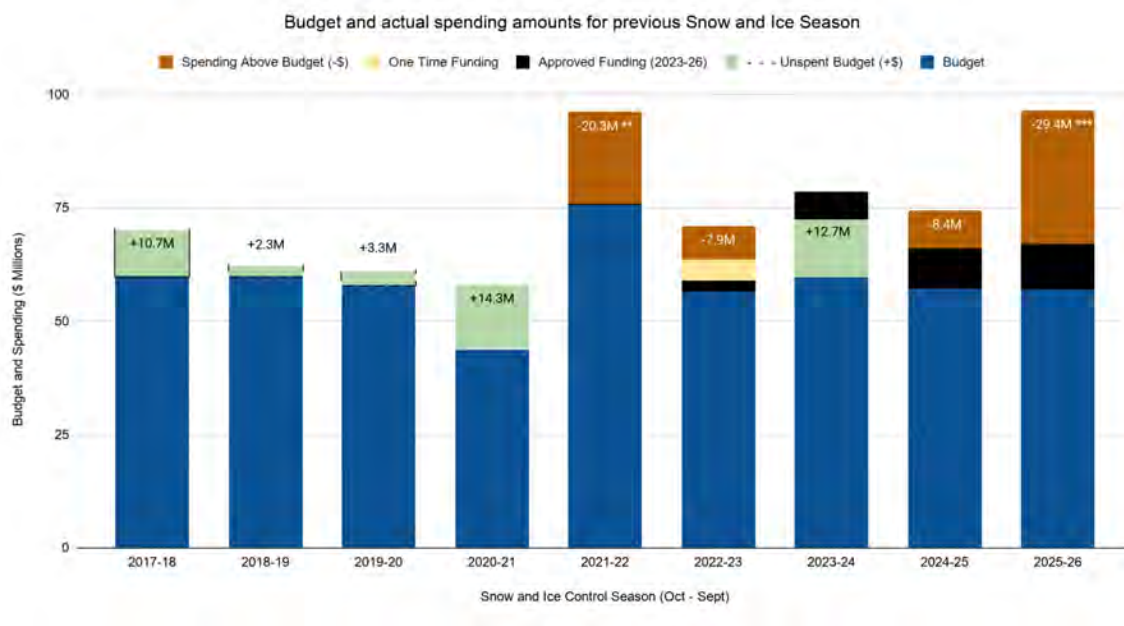
As part of a long-term modernization strategy funded by the City Council-approved 2023-26 budget, these facilities are receiving vital upgrades. The initiative, projected to span 8-10 years, focuses on improving environmental and operational outcomes through various site developments:

- Installation of hard surfacing and repairs to settling ponds.
- Enhancements to site access and lighting for users.
- Deployment of infrastructure to facilitate usage and the future rollout of tipping fees.

BUDGET AND EXPENDITURES

The Snow and Ice Control program enables Edmontonians to experience a safe and liveable winter city, ensuring residents can access spaces, services, facilities and transportation networks no matter how they travel. The City budgets for average volumes and operations and manages deficits and surpluses through the Financial Stabilization Reserve.

In December 2022, as part of the 2023-26 budget process, City Council approved the Enhanced Snow and Ice Control Service Standards Integrated Service Package, which provided ongoing funding needed for the full implementation of proposed service level increases. The increase in funding associated with this Integrated Service Package is shown by the black segments in the graphic below for the period 2023-2026.



** 2021-22 Season includes variance for the residential blading pilot

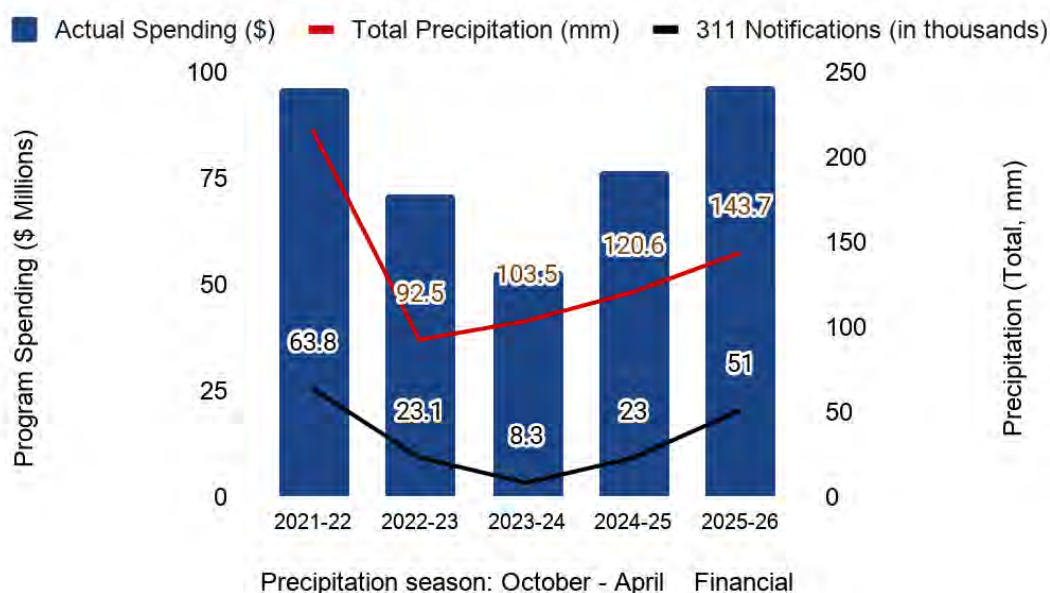
*** 2025-26 Season includes variance for contracted residential blading

During the 2025-26 winter season, operations were over budget by \$29.4 million. Most of the overspend was related to the record snowfall in December and freezing rain in January which required an unbudgeted, bare-ground residential blading cycle. The operational response included blading, windrow removal, and cul-de-sac clearing using a combination of staff overtime, contractor callouts, and hired equipment.

Weather and precipitation play a factor in actual spending and costs incurred each year. Spending tends to increase with higher precipitation, as it costs more to maintain Roadways and Active Pathways inventory with increased snow and freezing rain. Notifications to 311 are also influenced by precipitation.

Comparison: SNIC Spending, Winter Precipitation and 311 Notifications

Precipitation includes snow and rain (freezing and non-freezing)



COMMUNICATIONS AND CUSTOMER SERVICE

Communications

2023-24 COMMUNICATIONS SUPPORT

OBJECTIVES ACHIEVED:

- Increased public awareness around weather events
- Increased understanding of service levels and improved experience
- Improved positive sentiment
- Leverage internal communications

TACTICS IMPLEMENTED: Media relations, paid and organic social media posts, neighbourhood and community communications, paid radio ads, Reddit Ask Me Anything, services notifications, internal communications channels.

2025-26 RESULTS BY THE NUMBERS			
5	Media Events	188	Media Inquires and Related News Stories
9	News Releases & PSAs	103	Social Media Posts
33	Operational Updates to Council	636K	Web Page Views edmonton.ca/SafeTravels Winter Parking Bans Snow Clearing Service Levels
58K	Subscribers to Service Notifications (Email and SMS alerts)	4	Parking Bans

The communications activities for the 2025-26 winter season were marked by a strategic shift toward proactive transparency and high-frequency digital engagement to manage the operational complexities of a record-breaking snowfall year. This season's approach differed fundamentally from previous years by moving beyond standard notifications to a layered model that integrated paid advertising, enhanced social media strategies and direct community outreach.

Enhanced advertising and media strategy

The City implemented a paid advertising campaign based on resident feedback from the previous annual communications survey and used radio traffic sponsorships to provide immediate reach during parking ban activations. This was complemented with advertising on Facebook, Instagram, and YouTube to quickly build awareness of parking restrictions. Communications also used the Roadways Snow Clearing Map to provide status updates on clearing. An updated [parking ban video](#) received 800,000 views on YouTube. Communications also managed an increase in media inquiries and documented 188 local media stories - a nearly 220 per cent increase over the 59 from the previous season - by providing consistent, transparent and real-time messaging.

SNIC leadership and communications hosted an Ask Me Anything session on Reddit to coincide with an upcoming parking ban. The session received more than 25,000 views and the SNIC team answered 30 unique questions with a total of 83 questions, answers and additional commentary throughout. It served as a vital tool for humanizing City staff and addressing controversial topics in a clear and direct manner.

The communications team developed a highly specific community league email strategy for parking bans. These emails included granular details on clearing the City's over 3,300

cul-de-sacs with specialized equipment over four-to-six weeks, weekend school zone clearing, and residential windrow mitigation, ensuring hyper-local information was delivered directly to those most affected. This alignment with physical street signage was a direct response to survey data showing residents found visual cues more reliable than numerical phases. This season the communications team also increased direct communication in major snow events to City Council, school boards, focus and interest groups and Business Improvement Areas.

Throughout the season, Edmontonians were encouraged to sign up for parking ban notifications. The City's service notification tool sends advanced text and email notifications to subscribers prior to a ban in their area. By the end of the season, there were 58,451 subscribers to the notification tool.

Annual Communications Survey

Since 2022, the City has conducted an annual survey to understand residents' perceptions about communications of the Snow and Ice Control program. The end of season survey results, completed by 21,649 respondents through the five years it has been used, indicate communications were successful in terms of reach and engagement:

- Respondents showed awareness of knowing where to find SNIC information
- Respondents understood the different service levels for roads and pathways, parking ban phases, sand availability and information sources
- A majority of respondents understand how parking bans work

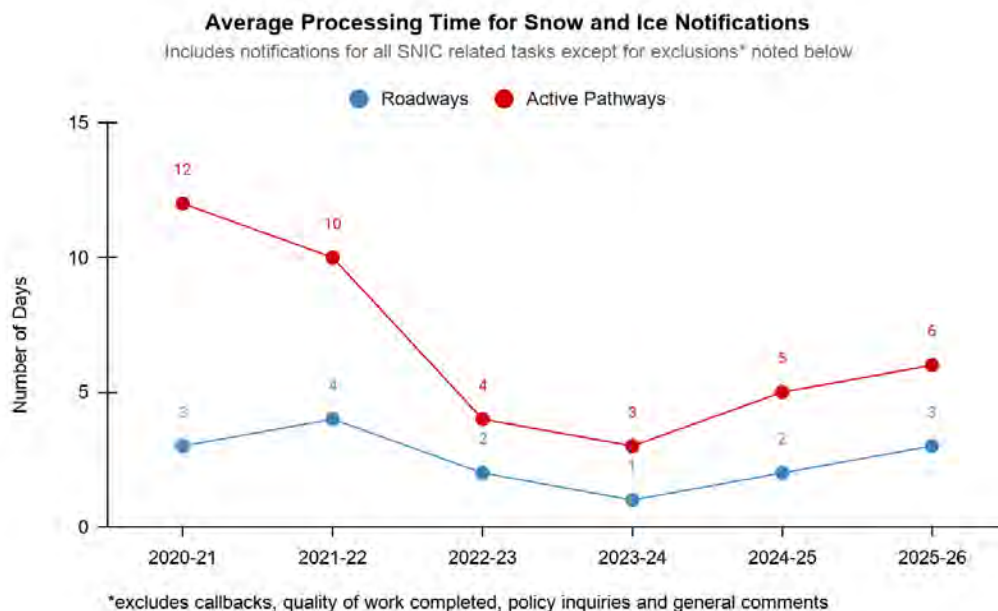
Survey results:

- 82 per cent understood there are different service levels
- 84 per cent understood how a Phase 1 parking ban works
- 70 per cent knew where to find snow and ice clearing information
- 88 per cent found the Roadways Snow Clearing Map useful
- The top ways residents found out about SNIC information (in order of awareness): news media, street signage, parking ban notification (email and text), the City's website, transit bus displays, and social media.
- Resident awareness of a residential (Phase 2) parking ban was up from 52% to 74% year over year.
- Residents have a strong desire for as detailed communication as possible about upcoming clearing activities.

311 Notifications

A total of 51,071 notifications were received through 311 from October 2025 to April 2026. Of these notifications, 32,668 were for roadways, and 10,578 were for active pathways.

The average processing time for both roadways and active pathways increased by about one day since last season.



Service Satisfaction Survey

The City of Edmonton's Annual Service Satisfaction Survey has recently concluded. The purpose of this survey is:

- To gather Edmontonians' perceptions of overall service quality, satisfaction and importance of highly visible City of Edmonton public services
- To provide insight into Edmontonians' priorities and complement other insights to inform decision-making

Respondents were asked to rate their satisfaction with the importance of, and their preferred level of financial investment for, each of 21 visible services. Results for the current survey will be available in August on the City website. The previous year's survey results were published in [August 2025](#).

An Edmonton Insights Community survey was completed in May focusing on the snow and ice clearing maps perceptions and usage. Key takeaways from this survey include:

- 71% of respondents were aware of the Roadways map with the status of roadway clearing being the most sought-information by those who use it.
- 26% of respondents were aware of the Active Pathways map, with the top priority of users being the current clearing status of pathways across the city.
- Users place strong value in communications about clearing activities, including timelines and completion information.

OPERATIONAL REVIEWS, IMPROVEMENTS AND REPORTING

Environmental Monitoring & Reporting

Given the number of contaminants such as salt, traction materials, and litter in snow cleared from roadways, designated sites are used as a way to contain and mitigate the associated environmental impacts. Road salts are used operationally to ensure road and path conditions are safe for Edmontonians, but must be managed to minimize environmental impacts. Road salts can enter the environment through discharge of meltwater at snow disposal sites, runoff at salt and sand storage sites, runoff from roadways following application and from unintended spills and releases.

The five snow storage sites are registered under the provincial Environmental Protection and Enhancement Act and have environmental compliance monitoring and reporting programs for the meltwater's impacts to soil, groundwater and surface water. This includes regular reporting on the monitoring program to both EPCOR and provincial regulators.

In addition to the planned snow storage site upgrades, the program continues to focus on soil and watershed protection through operation and monitoring activities that include:

- Following Environment Canada's Code of Practice for the Environmental Management of Road Salts and provincial Snow Disposal Guidelines.
- Incorporating best practices into operational procedures for materials usage and snow storage site management including:
 - Storing sand and salt mixtures in the lowest volumes required to serve operational needs and meet service levels for road safety.
 - Reducing runoff with approved funding to provide future covered on-site storage.
 - Regular soil, groundwater and surface water monitoring; and
 - Demonstrating commitment to continuous improvement of environmental performance through the City's ISO 14001 registered Environmental Management System, Enviso.

Acknowledgments

This has been a challenging snow and ice season, which was only achievable through the dedication of the City and contracted snow and ice teams, alongside the invaluable cooperation of Edmontonians. We are proud of how our community united to navigate these conditions, reflecting our shared responsibility in maintaining a safe, reliable winter city.