



**Figure 4-17: Snow dumping site**

### **Call-out system**

The city is responsible for all winter maintenance activities. A certain number of trucks, Unimog and smaller vehicles equipped with spreaders and snowploughs are necessary to carry out winter maintenance. Vehicles owned by the city administration and private contractors are necessary to clean all roads efficiently. In many cities there are fixed staff rosters for the personnel of the local authority. In this case, a special call out system is not necessary. Private contractors are paid after call-outs. The contract permits certain regulations to be made; e.g. it is possible to pay a monthly lump sum for the availability of the vehicle. Another possibility is to guarantee the payment of a number of hours to the private contractors in the case of a call-out. A gradual alert system is also possible, when winter maintenance is only necessary in certain areas of the town. The call-out can be made by SMS, allowing certain pre-established texts (e.g. "equipped only with spreader, no plough") to be conveyed. To guarantee reception of the call-out, the company has to call a particular phone number belonging to the city administration.

### **Example of winter maintenance activities of road workers**

During the winter, activities concentrate primarily on work related to snow clearing and spreading. A part of the roadway and the adjacent part of the sidewalk are cleared from snow and treated with grit. The objective of this activity is to provide pedestrians with a safe place to cross the roadway, where a section of the snow barrier caused by the snowplough is eliminated. The path, which is cleaned by the street workers, has both a width and length of 2 metres. 1 metre of the sidewalk and 1 metre of the roadside must also be cleared.

Each road worker receives a working plan (see Figure 4-18) of his or her area. All locations, which must be dealt with in a certain order, are entered onto this layout. The same plans are created also on ARC VIEW and give a variety of information (location number, sandboxes, parking sites for disabled persons and so on). Each road worker has an appropriate plan and a