

Winter Roads Services -

Ensuring our roads and pavements are treated in winter weather is crucial for public safety and supporting the economic wellbeing of Aberdeen.

The Council's aim is to provide an effective and efficient winter service within the city boundaries with the resources available which means:

- assisting the safe passage of vehicles, cycles and pedestrians
- aiming to minimise delays due to winter weather
- undertaking winter maintenance operations safely

This essential service, along with pre-gritting where necessary, is typically provided by the Roads Operations Team from October through to mid April. For the duration of the period, the service operates 24 hours a day, 7 days a week.

This leaflet aims to answer some of the questions you may have in relation to our winter road service but if you need further information, please contact us on:

Tel: **08456 080919**

Email: **RoadMaintenance@aberdeencity.gov.uk**

Or visit our website:

www.aberdeencity.gov.uk/winter



Winter Maintenance - FAQ's

Why has my road, street, footway or local cycleway not been treated?

We operate a priority system for gritting the roads, streets, footways and cycleways. Those which the Council has a statutory duty to maintain will be treated first, followed by main bus routes and those carrying a high volume of traffic or footfall. A full list of these is available on our website at **www.aberdeencity.gov.uk/winter**. We prioritise footways based on level of use. All priority footways are in the city centre. In all other areas of the city, priority will be given to footways outside shops and schools etc that are most used and to steep hills. Gritting will be carried out on an as-and-when required basis during the normal working day. Services have to be provided based on greatest need so a priority system must be used. After all high priority routes are clear we will treat other access routes and residential areas as resources allow. We are not responsible for treating or maintaining private roads or trunk roads. Trunk roads, such as the A90 Anderson Drive, are the responsibility of the Scottish Government and you can get more information at **www.trafficscotland.org**. During prolonged periods of bad weather, there may also be issues obtaining sufficient salt due to nationwide shortages. We manage our salt stocks carefully to ensure they do not run out and at times this may also result in reduced levels of salting.

How are priority routes defined?

There are 3 Priority Categories which are defined below:

- **Priority 1** - principal roads that carry heavy traffic flows or serve as a public service bus route
- **Priority 2** - principal or classified roads that carry medium traffic flows or give access to community or public facilities of a non-urgent nature
- **Priority 3** - access/minor roads where it could be expected that road users could make their way to the nearest higher priority route

How does the Council decide when to treat priority roads in winter?

The Council receives a detailed daily forecast from the Met Office along with data from the weather stations throughout the region to determine what precautionary treatment action is required in which area. We also use six road sensors located across the city to provide up to date temperatures and road conditions.

Can the Council provide me with salt for my drive and path?

The Council does not provide salt or grit for private use. Salt and grit can be easily obtained from garages, supermarkets and hardware stores. The Council does provide a Community Winter Self-help Scheme which gives residents the opportunity to request a delivery of salt to treat roads, streets and footpaths as a community resource. Further information can be found at **www.aberdeencity.gov.uk/winter**

How can I arrange to get the grit bin for our street refilled?

Grit bins are located throughout the city for public use. Please use them to help clear the snow and ice as required from the footways outside your house. If the grit bin is getting low, empty or has been vandalised please call **01224 241511** and leave a message, giving the location of the bin. This can also be done online by going to **www.aberdeencity.gov.uk** and using the 'Report it' function, selecting 'Grit bins – report a concern'.

Why does the gritter lorry or snow plough not come up my road?

Gritting lorries and snow ploughs are large vehicles that have difficulty treating narrow residential streets with tight bends and junctions. They require a minimum width of three metres in order to gain access. This might mean they are unable to get up your street, especially if cars are parked on both sides of the road. Sometimes following previous ploughing, a build up of snow can result in cars being parked too far from the kerb. This may also mean large vehicles such as gritters are unable to gain access. In these circumstances, please clear snow from the kerb before parking your car.

Why is my driveway or path blocked by snow?

When snow is of a depth that needs ploughing, the plough blade pushes the snow to the side of the road. This unfortunately means that access to driveways and crossing points for pedestrians can be obstructed. If this occurs, you may want to clear any build up to prevent the situation worsening. Unfortunately, some build up is unavoidable.

What do I need to consider when clearing my own driveway or path?

Firstly, remember it's much easier to clear fresh snow, so make a start before it is packed down if you can. Do not use hot water as this may create black ice. Make sure you can be easily seen by oncoming traffic if you are on the road. If shoveling snow, do not block the surrounding footway or other people's driveways or paths. Also avoid blocking drains as this can cause problems with flooding when snow melts. Please take all reasonable steps to do this in a safe and sensible manner.

Why are the road surfaces still icy?

Ice can persist in various circumstances after salt treatment – in ongoing heavy snow, after melting snow or rain and in very low temperatures when salt becomes less effective. Be aware of the risk of black ice when driving, cycling or walking.

Why do you continue to grit when the temperature rises?

Even when the air temperature rises above zero, roads and footways can still require gritting. The road temperature will be colder and the surface will take a period of time to warm up after a period of severe weather. This is why we measure both road and air temperatures when deciding if gritting is necessary. The temperature in your car will also be several degrees warmer than the air outside so be aware of this too. We will complete all gritting routes that have been started, even if the temperature rises during the day and will also grit in advance, if bad weather is anticipated.



What should I do if I have a medical or other emergency and my road is inaccessible?

If a situation arises where you need to contact the emergency services, please advise them that they may encounter problems getting to you and ask them to contact us urgently. We will do our utmost to attend your address and resolve the problem. Also see our Winter Travel Advice leaflet which is available on our website at www.aberdeencity.gov.uk/winter

What if my road becomes flooded during a thaw?

This is usually caused by drains or gullies becoming blocked with packed snow and is simple to prevent. Check drains or gullies near your property during severe weather and make sure they are clear so that any melting snow can drain away easily.

Remember

The route you intend to use for your journey may not have been gritted so always take care when driving, walking or cycling. Consider whether your journey is necessary, if there is a different route you can take or a different mode of transport. During extreme weather conditions remember it may be necessary for us to direct resources to the main routes to keep them open.

Travelling in winter always involves the risk of icy surfaces, even after gritting, so please take care at all times. When embarking on a long journey check the forecast, pack some warm clothes and emergency food supplies in case you are held up.

More information on staying safe at home and on the roads in winter is available on www.readyscotland.org/are-you-ready/winter-weather. Also see our Winter Travel Advice leaflet which is available on our website.



This document is available in various formats including black on white paper and languages. Please call **01224 522692**

ان كنت تريد الحصول على هذه الوثيقة بلغة أخرى أو بصيغة أخرى أو بطريقة الصوتية المسموعة أو كنت تريد ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أثناء

আপনি যদি এই নথিটিতে ব্রেইলে, বড় আকারে অথবা বা শোনার জন্য শিডি, অথবা নথিটি অন্য কোন ভাষায় অনুবাদ চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、语音光碟、或其他语种翻译本，请致电下列号码。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Braille, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.

Please call us on **08456 080919** if you have any further enquiries or e-mail **RoadMaintenance@aberdeencity.gov.uk**.

Information can also be found online at www.aberdeencity.gov.uk/winter



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