

## **SERVICE LEVEL AGREEMENT (SLA)**

### **Snow and Ice Control Services**

#### **Village of Olympia Fields, Illinois**

#### **1. Purpose**

This Service Level Agreement (SLA) defines the standards, responsibilities, and performance expectations for snow and ice control services provided by the Village of Olympia Fields to ensure public safety, mobility, and continuity of essential services during winter weather events.

#### **2. Scope of Services**

Snow and ice control services include, but are not limited to:

- Plowing of public streets and designated public ways
- Application of salt or other ice-control materials
- Clearing of priority areas such as emergency routes and access to critical facilities
- Secondary residential streets following completion of priority routes
- Limited clearing of municipal parking lots and sidewalks, where applicable

This SLA does not include snow removal from county, state, Metra property, private property, private driveways, or sidewalks unless otherwise specified by ordinance or separate agreement.

#### **3. Service Levels & Performance Standards**

##### **3.1 Snow Event Definition**

A snow event is defined as accumulation of 2 inches or more, or conditions creating hazardous roadways due to drifting, freezing rain, sleet, or ice.

##### **3.2 Response Time**

- Pre-treatment initiated when feasible for forecasted snow/ice
- Plowing begins within 4 hours of accumulation reaching 2 inches
- Continuous operations during active snowfall
- Post-storm cleanup completed within 24–36 hours, weather permitting

##### **3.3 Priority Levels**

Priority 1: Emergency routes, arterial and collector roads

Priority 2: Secondary residential streets and municipal parking areas

Priority 3: Cul-de-sacs and low-traffic streets

##### **3.4 Roadway Condition Targets**

- Priority 1 routes passable at all times during storms

- Priority 2 routes passable within 12–24 hours after storm ends
- Priority 3 routes passable within 24–36 hours, conditions permitting

#### **4. Operating Conditions & Constraints**

Performance may be affected by extreme weather, continuous snowfall, ice storms, equipment breakdowns, material shortages, or coordination with other agencies. The Village will make reasonable and good-faith efforts to maintain service levels under all conditions.

#### **5. Communication & Public Information**

The Village will provide public updates via official communication channels, announce snow emergencies when applicable, and provide guidance on parking restrictions. Residents are responsible for compliance with posted regulations.

#### **6. Measurement & Reporting**

Performance may be evaluated using response times, operational logs, and citizen service requests. This SLA is operational and does not guarantee specific roadway conditions at all times.

#### **7. Exclusions & Limitations**

This SLA does not guarantee bare pavement during active snowfall, immediate clearing of residential streets, or elimination of all icy conditions. The Village is not liable for delays caused by conditions beyond reasonable control.

#### **8. Review & Modification**

This SLA may be reviewed and updated periodically based on operational experience, budgetary considerations, equipment, staffing, or policy direction from the Village Board.

#### **9. Effective Date**

This SLA is effective upon adoption and remains in effect until amended or replaced by the Village of Olympia Fields.