ILLINOIS STATE UNIVERSITY
GROUNDS’ DEPARTMENT
SNOW REMOVAL MANUAL
REVISED 2011
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General Information
General Information

Mission Statement: The Grounds Department at Illinois State University has the responsibility of snow removal on campus. Our unit works as a team and strives to make access on campus for our staff, students and guests as easy and safe as possible during a snow event. Our main goal is to work in an efficient and safe manner during these events in order to address customer needs and concerns in a timely manner.

**In the event of extremely heavy and fast falling snow, accompanied by high winds (establishing blizzard conditions), the Grounds’ Department reserves the right to make a decision to adjust priorities or removal methods in order to better serve the immediate safety needs of the campus community.**

Priority List: The following list designates areas of campus as priority 1, 2, and 3 in levels of snow removal expectations.

Level One:
* All ADA sidewalk routes, wheelchair ramps and curb cuts.
* All fire lanes.
* President’s Residence drive, walks, and entrances.
* Bone Student Center pay-lot.
* Warehouse Road drive and dock areas.
* Redbird Arena lots (when an event is scheduled).

Level Two:
* All academic and bond revenue buildings.
* Faculty/Staff Parking lots.
* Student Commuter lots.
* Parking Decks.
* Genevieve Green Gardens.
* Residence Hall loading docks.
* ISU Credit Union.
* Campus Recreation.
* Married Student Housing.

Level Three:
* Student Storage lots.
* Auxiliary areas.
Snow Removal Procedure Outline

Streets:
These streets, sometimes referred to as “Fire lanes” are given first priority. Campus streets have regular coverage for snow removal. During average snow fall (1” to 4” and minimal wind) staff will maintain areas until most campus activities are over, typically 8-9:00 pm. If necessary, staff will be called back in to resume snow and ice removal activities.

2. Parking Lots (95 acres):
Covered by the same staff and equipment as the streets, parking lots are divided into areas. Priorities are in the following order:
* Faculty/Staff lots
* Campus Apartment Complexes
* Campus Loading Docks
* General Student Commuter Lots
* Student Storage Lots

3. Sidewalks and Steps (30 miles of sidewalk/ 200 sets of exterior steps):
The campus is divided into zones for the purpose of sidewalk snow removal as well as for maintenance operations throughout the year. Sidewalks will be cleared with garden tractors equipped with snow plow blades and steps/ramps will be maintained either with snow blowers or shoveled manually. Priority is given to access ramps and accessibility routes.

4. Special Needs:
Grounds Services understands the special needs of disabled faculty, staff, students and visitors to the campus and the difficulty of maneuvering over snow and ice. Prior to the snow season we contact Disability Concerns in order to identify locations and routes, as well as to address any issues that occurred in regards to the previous, snow removal season. Routes have been designated in regards to accessibility and staff is specifically assigned to maintain these in the event of snow.

5. Emergencies:
Weekend and evening snow removal is overseen by a supervisor. It is our goal to anticipate storms before they arrive and begin operations immediately. In the event weather conditions change, the University Police Department also has a call list of other supervisors, in the event pagers and phone calls cannot reach the on-call supervisor. It will be the responsibility of the supervisor to contact staff and coordinate snow removal activities to fit the situation.
During the daylight hours snow removal and ice control is performed on a continuous basis throughout campus. **It is important to remember that during continued snowfall, pavement cannot be kept clean.** Our removal program is designed to clear 80% of the campus in six (6) hours after a 4” snowfall. In the event of additional snowfall or blowing this time must be expanded.

We use the *AccuWeather* tracking systems to monitor winter storms and track weather conditions. This system allows us up to the minute satellite links into our offices and provides us with current weather watches and warnings, as well as predicts snowfall amounts for our area. **We believe that this gives us the additional advantage to combat the snow and ice that winter weather brings us.**
Contact Information:

Illinois State University Grounds Management
Emergency Call Numbers

Illinois State University Police Department will be responsible for contacting and dispatching Grounds Management for snow removal and ice control. In most cases Grounds Management will already have scheduled crew and reporting times for staff. In the event the conditions on the campus change (late night ice or snow storm) the police shift commander will notify Grounds of these changing conditions. In turn the Supervisor of the Grounds staff will notify police dispatch when the crew is leaving for the evening and when they return to campus.

Phone List

<table>
<thead>
<tr>
<th>Supervisor</th>
<th>Cell Number</th>
<th>Home Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Larry Milby</td>
<td>309-261-7579</td>
<td>309-378-4642</td>
</tr>
<tr>
<td>Larry Milby</td>
<td>*Pager Number</td>
<td>309-438-0121</td>
</tr>
<tr>
<td>Darcy Loy</td>
<td>309-261-7571</td>
<td>309-830-4865</td>
</tr>
<tr>
<td>Mike O'Grady</td>
<td>309-275-7042</td>
<td>309-726-1327</td>
</tr>
</tbody>
</table>

Please notify the first supervisor listed, Larry Milby. His cell number (309) 261-7579 will be your first contact number. In the event you get no response, call Larry’s home number (309) 378-4642. *Use his pager number as the last attempt to reach him.* If you cannot reach Larry via any of the above numbers, go the next supervisor listed. Again, the (309)261-7579 is the main contact number for Grounds and the first you should dial. Larry’s pager is numeric; at the tone enter your phone number and push the # sign. You should receive a call within 5 minutes. In the event that Larry Milby is gone, the pager will be worn by one of the other supervisors. If for some reason the page system is not working, use the call down list until contact is made with someone.

The supervisor, once contacted, will assume full responsibility for handling the problem, and will determine if immediate action is necessary. The Grounds staff all carry pagers and the supervisor can contact all staff at once. The supervisor will inform the Police Department when staff arrives on campus.
Customer Call-Ins:

Problems concerning the removal of snow and/or ice can be telephoned into the Campus Services Office at the following number: 1-309-438-2032. Staff will be in at 7:00 am to take calls. Customer call-ins will be recorded and handled in regards to their priority status.

University Closure:

December 10, 2007

To: ISU Employees

From: Ira Schoenwald, Associate Vice President, Human Resources

Subject: Severe Weather Procedures

It is our commitment to keep the University open during severe weather if at all possible. However, it is important to clarify in advance what the expectations of our employees will be in the event severe winter weather should cause difficulty traveling to campus and/or result in an Administrative Closure decision.

In the case of severe weather, the University may choose one of the following courses of action:

University Weather Advisory

A University Weather Advisory will be issued when weather conditions are such that the majority of employees and students would be able to maintain their normal schedule, although some might experience difficulty in getting to and from the University and/or classes.

During an advisory, classes will not be cancelled, and the University will operate on a normal schedule.
Employees scheduled for work shifts subsequent to a University Weather Advisory should report to work as usual. Any employee who determines that weather or traffic conditions would prevent safe reporting for work must contact supervisory personnel. Management then knows that the employee will be absent and is not experiencing travel problems en route to campus. The employee may request supervisor approval to use banked compensatory time (Civil Service hourly employees only) or vacation for the time missed.

**Classes Cancelled Only**

A Classes Cancelled Only course of action will be taken when weather conditions are such that most students would be prevented from getting to classes safely. A decision to alter class schedules will be made and shared with the campus community by 6:30 A.M. for day classes and by 2:30 P.M. for evening classes. This information will be provided to media sources, to the University telephone operators, and will be placed on the "Campus News" section of the Illinois State University home page at [http://www.ilstu.edu](http://www.ilstu.edu), the University HOTLINE (438-8371), and on the "Weather Alerts" section of the Environmental Health and Safety website at [http://www.ehs.ilstu.edu](http://www.ehs.ilstu.edu).

In the event of a Classes Cancelled Only course of action, University personnel are expected to report to work as usual. As in the case of a University Weather Advisory, each employee will individually determine if the weather is such that he or she cannot get to work safely, and the same provisions will apply.

**Severe Weather Administrative University Closure**

A Severe Weather Administrative University Closure will be declared when weather conditions are such that it would be very unsafe for students or employees to attempt to go to work or class. Only weather-essential personnel will be required to be at work.

This information will be provided to media sources, to the University telephone operators, and will be placed on the "Campus News" section of the Illinois State University home page at [http://www.ilstu.edu](http://www.ilstu.edu), the University HOTLINE (438-8371), and on the "Weather Alerts" section of the Environmental Health and Safety website at [http://www.ehs.ilstu.edu](http://www.ehs.ilstu.edu).
- Employees who are scheduled to work but do not work on the day of a Severe Weather Administrative University Closure will be paid. Timecards for non-exempt employees should indicate the number of hours scheduled. "A.C." (Administrative Closure) should be inserted over the number of hours entered on the timecard.
- Employees designated as weather-essential personnel who do work on the day of a Severe Weather Administrative University Closure will receive an equal number of hours off, with pay, equivalent to those worked on that day and not to exceed 7.5 or 8.0 hours (whichever is applicable). The supervisor and employee will maintain records of the accrual and usage of this hour-for-hour comp time. It should not be reported on timecards or Benefit Usage Statements. Hours worked beyond 7.5 are considered overtime. Premium pay for these hours will be in accordance with University guidelines, FLSA Guidelines, and labor Agreements. Overtime hours are not included in the hour-for-hour comp time.
- Extra Help employees and Student employees are paid for hours worked only and, therefore, are not entitled to receive pay for a Severe Weather Administrative University Closure, nor do they accrue hour-for-hour comp time for time worked on closure day(s).
- Employees who are scheduled, in advance of the closure, to use vacation or sick leave should report the previously approved benefit time.

Weather Essential Personnel

- Selected positions within a variety of departments (i.e. University Police Department, Facilities Management, Campus Dining Service, Environmental Health and Safety, University Housing Services, Telecommunications and Network Support Services, Office of Energy Management/Power Plant) are designated as essential to the safe and effective operation of the campus. In the event of a Severe Weather Administrative University Closure, employees in "essential positions" will be expected to remain at work or come to work.
- Safety of employees is essential. If travel conditions exist that endanger the safety of an "essential" employee, the supervisor should be made aware of such situations immediately.
- All departments, especially those noted above, are responsible for designating essential personnel and communicating expectations of those individuals in the event of a Severe Weather Administrative University Closure.

This memo will not be distributed to all Student Employees and Graduate Assistants. We ask that supervisors inform them of this information on an as-needed basis.

Employees and supervisors may direct questions to Human Resources at 438-8311.
Staff Information
Staff Information

Snowfall Amounts

If snowfall is less than two (2) inches, the Grounds’ Staff will be asked to report at 4:00 am. Weather may move this time up further.

If snowfall is more than two (2) inches, the Grounds’ Staff will be asked to report at 2:00 am. Once again, weather or conditions may move this time up further.

Call In Policy

Management will call staff to report to work. If for example, snowfall in the amount of 1 ½” is received by 12:00am, the supervisor will begin paging staff around 2:00am to report to work at 4:00 am.

Management will page staff using the ALL CALL. Pagers will be provided to staff by the department. Staff members that do not return the call via their pager will be notified utilizing their back-up number. For staff members who do not have pagers, you will be called at the primary number that you have given your supervisor. If you do not respond to that call your back-up number will be used.

Special Events: Basketball, swimming, volleyball, Bone Student Center or any other event are considered to be special events. There may be slick spots or snow might be beginning to fall. At this time, only part of the staff will be called in. Staff will be called utilizing the seniority list.

Salt Availability: Salt will be available for staff to use in two satellite locations; a one-ton truck located beneath the College and Main Street underpass and at the south shop.
Equipment Use

Campus has been divided into light equipment snow removal routes and snow plow truck routes. Campus is divided into zones with a specific staff member responsible for snow removal in their particular zone. This is established at the time of the yearly bid.

**Garden Tractors:** Tractors will be equipped with drop spreaders for salt application and small snowplows. These will be responsible for mainly handling sidewalk snow removal. Special attention is given to accessible routes and entrances.

**Snow Plow Trucks:** Plow trucks are used to remove snow and ice from campus streets and parking lots. Plow trucks are part of the bid process. They are bid by seniority, for route and truck. Once a plow truck operator has completed snow removal at a specific site, they are to radio the individual in the salt spreader truck and let them know the space is ready for salt application.

Plow trucks may also be used to assist the light equipment operators with walkways.

**One-ton Plow Truck:** We fit one of our one-ton, dump trucks with a snow blade. This truck is mainly used to plow parking lots.

**Salt Truck:** Three of our dump trucks are equipped with large spreaders for the application of salt. These trucks are primarily used for parking lots and campus streets.

**Liquid De-Icer Trucks:** We have one of our trucks equipped with a system for applying liquid de-icer. This truck will be used mainly on all levels of the parking decks where salt cannot be used. Storm systems will be monitored via the AccuWeather satellite weather system and de-icer will be sprayed before the ice/snow begins falling.
**End Loaders:** Management will decide if the end-loaders will be used to assist in the clean-up of snow. The most senior grounds worker in the small tractor areas will be asked to run the end-loader once that decision has been made. End-loaders would mainly be used to assist in the removal of snow from loading docks and other Campus areas.

**Bob Cat:** Management will decide if the bobcat will be used to assist in the clean-up of snow. The bobcat would mainly be used to assist in the removal of snow from the upper decks of the parking garages.

**Mounted Snow Blowers:** Two spare garden tractors will be fitted with snow blower mounts. Blowers will be used in to open up drifted areas or clear sidewalks that have accumulated heavy amounts of snowfall. Blowers will be removed and the tractors used as a back-up plow tractor in the event of a breakdown.

**Snow Blowers:** Walk-behind snow blowers will be available to staff and students to utilize on accessibility ramps and sidewalks that cannot be cleared with the small tractors.

**Post Storm Equipment Clean-Up:**
After the snow event is over and campus has been cleared, staff will be given time to clean up equipment. This entails washing spreaders, garden tractors, truck, truck beds and any other piece of equipment that has come into contact with salt. Salt neutralizer is available in all three of the shops and is to be used at a rate of eight (8) ounces per gallon of water and is to be applied after initial equipment clean-up.

**Post Storm Campus Clean-Up:**
Once the snow/ice event has passed and campus sidewalks, parking lots, streets, etc. are clean, staff will be asked to go back into their areas and push back any piles of snow that have been created, finish clearing any stairways, and open any additional sidewalks or parking spaces that have not be attended to. Upon completion and as the snow/ice melts, staff will also be asked to go back into their areas and sweep up any remaining salt at building entrances, stairs, etc.
Student Support Snow List

Student staff will be utilized to assist the grounds workers in the clearing of snow and ice. Management will determine their work assignments. This is a basic list:

**Credit Union**: Clean the east sidewalk and check the north doorway. All sidewalks need to be completely cleared of snow.

**Watterson Commons**: Clear the steps west of the food court. Clean off the north landing and steps on the back side of the bus stop.

**Watterson**: Clear the west steps.

**Hewitt/Manchester**: Clean a 4’ path from the dock to the breezeway and clear off the landing by the dumpster.

**Overpass**: Clear off the steps east and west of the overpass.

**Warehouse**: Clean off sidewalks west of the building and wheel chair ramp. Also clear the landing just west of the west door.

**Shelbourne and Cardinal Court**: Clear out around mail box areas. Also included are outer sidewalks next to the parking lot, which will be cleaned using snow blowers just at Shelbourne.

**PAC**: Clear off loading dock on the east side of the building. Clear steps in-between PAC and the theater.

**Assist**: Assist grounds workers with snow removal campus-wide per supervisor’s instructions.
Safety Information

All Grounds Services staff is required to attend an annual snow preparedness training session presented by Health and Safety before the snow season begins. This training session includes defensive driving techniques, safety training, as well as information in regards to treating frostbite and hypothermia.

Frost Bite

For us cold weather is a factor of life. While you cannot control Mother Nature we can protect ourselves from cold weather dangers, including frostbite and hypothermia.

When cold weather approaches, one of the secrets to winter warmth is layering. Thermal long underwear provides a snug-fitting layer against the skin and wicks perspiration away from it. For outerwear, wind and moisture resistance are essential for comfort. For feet, wool or wool blend socks are better for warmth than cotton, and they keep your feet drier. During particularly cold conditions, put the wool socks over a lightweight fabric such as polypropylene. Avoid tight fitting boots, they can restrict blood circulation and limit the amount of trapped air necessary for insulation. Remember to look for a sole that will protect you from falls on snow and ice.

Hands need as much protection as feet, even though the protection must occasionally come off during the course of the work. Insulated gloves are both sturdy and warm. For neckwear, choose chokers rather than scarves. Scarves can become entangled in equipment. A balaclava or partial face covering can keep sensitive nose and cheeks warm. Finally, don’t forget the hat. More body heat escapes through the head than from anywhere else on the body.

Exposure to freezing and cold temperatures for extended periods of time may cause serious health problems such as trench foot, frostbite and hypothermia. Danger signs include numbness, uncontrolled shivering, slurred speech, clumsy movements, fatigue, and confused behavior. If these signs are observed, call your supervisor immediately.

Staff has available to them foot and hand warmers and are also advised that if they do become cold to step into a building to warm up.
Snow Removal Specifics
Special Needs/ADA

Accessibility Routes:

Meetings are held each year prior to the winter season with Disability Concerns to review the campus accessibility routes. These routes are identified in the accompanying map and is given priority one attention. Specific staff will be assigned to these routes and routes will be one of the first areas addressed when staff arrives on campus, and will continually be monitored throughout the day to keep them as free of ice and snow as possible.

A part of this route is also identified in both the Emergency Route and the Sidewalk Route sections of this manual. Staff will concentrate their snow removal efforts along this route first, and will make regular re-checks of the locations high-lighted in the circles. The Town of Normal fills in these locations as they remove snow from city streets. While we will make every effort to plow these locations repeatedly throughout the snow event and clean-up, there will be times that ramps may be filled with snow.

Concerns in regards to accessibility routes can be phoned into the Campus Services office at (309) 438-2032 and will be addressed as a priority one.

Special Events

Grounds Services is notified of most Campus events which are recorded and up-dated on a regular basis. Staff will be available for snow and ice control during larger campus events (basketball, volleyball, Bone Student Center events, etc), and will stay on site in the event of a snow/ice event until most visitors have safely left Campus.
Street Snow Removal

There are approximately six (6) miles of streets to plow on the Illinois State University Campus. These must be kept free of snow and ice seven days a week.

These roads, sometimes referred to as “fire lanes” are vital to the campus safety. Police, fire and rescue use these roads. These roads are used to move vehicular traffic around and through our Campus. The accompanying map and highlighted areas depict the locations of these roads.

To accomplish street snow removal, Grounds Services utilizes nine (9) snow plow trucks, as well as one additional plow that can be used in the event of very heavy snows or in the event of an equipment breakdown. Additional trucks have liquid de-icing application equipment.

All Grounds Services staff attends annual snow preparedness training, which includes defensive driving and safety training.

All Grounds Services staff carries pagers and radios. The supervisor has the ability to page all staff at one time in the event of a snow emergency. If extra equipment is needed we have a list of area contractors who can assist us with snow removal.

Materials such as bulk road salt are kept at Facilities Services. These supplies are monitored continuously and replenished, as needed, throughout the season. Our salt contract is bid each year through Central Management Services.
Parking Lot Snow Removal

The same equipment and operators that remove snow from streets also plow the 95 acres of parking lots.

In general, lots are cleaned with the following priorities in mind:
A. Faculty/Staff parking lots
B. Apartment Complex lots
C. General Student Commuter lots
D. Student Storage lots

Grounds Services has divided the campus into 10 areas of responsibility for snow and ice. These areas identified on the map are maintained with 9, 4-wheel drive trucks and a front-end loader.

During average snow fall (1-4 inches and minimal wind) staff will maintain most areas until most Campus activities are over, typically 8-9 pm. Staff will return to campus at 1:00 am and resume snow and ice removal if necessary. The exception to this would be larger, special events that occur. Staff will remain until visitors have left the campus.

During heavy snowfall (5+ or winds in excess of 15 mph) staff will concentrate on emergency routes and the entrances to parking lots. If we experience a snowstorm during the workday with these types of conditions, we can encounter the issue of accumulating amounts of snow that is behind parked cars, (residue from keeping the lot lanes open), which in turn makes it very difficult for the drivers to leave their parking space. Grounds Services will monitor dismissal times and attempt to assist staff that is having difficulty exiting the lot. If you or anyone else experiences a problem in vacating a lot, please contact Grounds Services at 438-2032 or Illinois State University Police and we will dispatch staff to assist.

It is the goal of our department that most pavements on 80% of our Campus (with the exception being storage lots) be cleared of snow and wet pavement present by 8:00am, after a 4” snowfall with temperatures above ten (10) degrees and light winds.
Sidewalk Snow Removal

The light equipment operators handle 30 miles of sidewalk snow removal. The Campus is divided into nine (9) zones and a grounds worker, using a garden tractor with a front mount snow blade, will maintain a specific area. Staff also has salt spreaders designed to drop-spread salt onto the sidewalks.

During an average snowfall (1-4” and minimal wind) staff will maintain most areas until campus activities are over, typically 8-9 pm. Staff will return to campus at 1:00 am and resume snow and ice removal if necessary.

During special events (basketball, concert, etc) staff will remain on campus and keep walks cleared and ice controlled.

We realize that 80% of our Campus moves by way of our sidewalk system. In heavy snowfall conditions, Grounds Services will focus attention to the sidewalks. We will use both 4-wheel drive plow trucks and tractor-mounted snow blowers to assist the light equipment operators in snow removal. Also, during heavy snowfall staffing levels do not allow for all steps and walks to be or to remain open. The areas that are closed are routes of convenience rather than necessity. In some cases one half of a set of stairs may be cleared by hand in an effort to get to as many places of Campus as possible. Later, after all main routes are opened these areas will be attended to.

Areas that are inaccessible to the light equipment are cleared by hand. The majority of these areas are steps and access ramps, and will usually be cleared by the same grounds workers (or in some cases extra-help or student staff) and will be completed as they arrive at each location.

Special attention is given to accessible routes and entrances. These locations and routes are identified under the **Accessibility Routes** section.
Parking Deck Snow Removal

Since salt cannot be used within or on the top of the parking garages, our staff utilizes a preventative program to handle potential areas that will become slick in the event of snow or ice.

Snow and ice events are monitored using our AccuWeather satellite weather radar. In the event that a storm system is approaching, staff will be sent out to the parking garages to apply a liquid de-icer at the entrance, the drives throughout the deck itself, and on the upper, exposed area. It is also sprayed at the entrances and exits to stairwells and elevators. Applications will continue throughout a snow or ice event. Snow that has accumulated on the upper, exposed area of the deck will be cleared using a snow plow truck. If necessary, a bobcat will be taken to the upper level in order to clear large amounts of snowfall that may be impeding parking spaces.
Emergency Snow Removal
Contact Numbers

In the event that we have a substantial snowfall and need outside assistance in the removal of snow the following contractors may be called to help our crews. While no purchase order has been issued, the following contractors have been reviewed and approved by Risk Management. They are committed to moving and hauling snow if we contact them. They would most likely be called in to work at night to haul snow from parking lots. Vendors that are not listed below cannot be contacted without prior approval of the Director of Grounds.

**Stark Excavating**
1805 W. Washington
Bloomington, IL  61701

Contact:  Curtis Marcum (Boney)  
Office: 309-828-5034  
Cell:  309-275-1280

**McLean County Concrete and Materials**
1100 W. Market
Bloomington, IL  61701

Randy Kaufman  
Office: 309-827-6115  
Cell:  309-530-1896

**J.G. Stewart Contractors**
2201 W. Oakland
Bloomington, IL

Contact:  Joe Stewart  
Office: 309-829-2964  
Cell:  309-275-3465
**Ice Control Management/Products**

Bulk salt for streets, parking lots and sidewalks is stored at the Grounds Services complex. We currently have the capability of storing 150 ton of salt. Salt is bid once per year through the State of Illinois Central Management Service and we most generally request 350 ton of salt. This contract stipulates that we take 70% of our order and also requires the vendor to deliver, within seven (7) days, any order that we place. In the event that we use our total amount of salt requested, we have the capability of ordering additional loads. In the event of an emergency we have verbal agreement with the Town of Normal to provide us with salt. On the average, during a 4” snow, we will use sixty (60) ton of salt.

Our department also utilizes a liquid de-icer product, Ice Ban. This agricultural co-product is a non-corrosive, biodegradable liquid that can be sprayed or combined with salt. We use this product exclusively in our parking garages, using the product as a preventative and applying it pre-storm.

**Contact Numbers for Town of Normal personnel:**

Robin Weaver  
Director of Public Works  
Office: 309-454-9576

Scott Dennewitz  
Supervisor of Public Works  
Office: 309-454-2482