

STORM TRACKING

How a Path-of-Storm Deployment Model Can Help Keep Your Sites Open and Snow-and-Ice-Free

Many facilities managers struggle to create an action plan for managing snow and ice from year to year. The unpredictable nature of weather in general makes it hard for managers to ensure their locations remain open and productive, while also not impacting their budget. When the storm hits, you want a plan in place that outlines the process for snow and ice response while also having a way to understand what the forecast means for each of your sites.



THE PREPARATION BEFORE THE STORM

While snow and ice removal can seem as simple as securing the right service providers, there's a lot that goes into creating a snow management strategy that ensures you are prepared for winter's hazards and not paying for unneeded services.

A SNOW RESPONSE PLAN PROVIDES AN ORGANIZED ATTACK AGAINST STORMS—FOR ALL DIFFERENT TYPES OF CONDITIONS.

A good starting point is the [Snow and Ice Management Association's \(SIMA\) Snow and Ice Best Practices Checklist](#), which provides recommendations and protocols to ensure you are prepared to keep your sites open during a storm.¹ The

list takes into consideration everything your plan needs to have in place, from environmental and risk management needs, to snow response plans, communication and verification requirements.

Although the entire checklist is important, a snow response plan should be high on your list of to-do's. Creating and documenting your company's response process for the variability of weather scenarios, from average snow accumulation to blizzards that require a disaster plan, helps create an organized attack against storms, while also achieving the maximum productivity in your service providers' response.

A snow response plan ensures your providers follow different policies and procedures for different types of events or incidents. Three inches of snow overnight requires a different response than a three-inch storm during rush hour. Blizzard conditions and long-duration storms with heavy accumulation may lead to impassable roads, traffic accidents and declared states of emergency. This would necessitate a disaster response plan that outlines what to do during travel bans, public transportation closures, widespread power outages and fuel shortages. And because snow removal teams can often be required to work long and irregular hours, providers should have sufficient staff/equipment to allow adequate downtime while still ensuring service during prolonged events.



A FACILITY FOR WEATHER

SIMA finds that experienced snow and ice management professionals make weather planning a priority in the response planning process.² Some will pay for private forecasting services to be as prepared as possible with up-to-the-date information on weather conditions.

PREPARING SERVICE TEAMS FOR ACTION

At FacilitySource, our snow response plan incorporates storm verification services and path-of-storm deployment models. Between November 1 and April 1, our in-house atmospheric science specialists monitor weather patterns and interpret forecasts, based on our proprietary business intelligence, to prep the service teams for action. Daily weather reports are issued to clients that include local forecasts describing what's coming, and what we anticipate over the next 30 days.

Our weather team continues to work behind the scenes to keep providers on track and sites up-to-date by providing:

- A pretreatment plan to speed “day of” remediation, helping keep stores open and safe
- Path-of-storm instructions so providers can prioritize work orders by the zip codes that will be impacted first
- Service calls to site managers before and after scheduled work to ensure satisfaction

Providers are also required to confirm their availability and readiness—if we do not get confirmation, back-up teams are dispatched. Service providers must also complete in-the-field verification using geo-fencing technology to check-in once on site.

By leveraging our national, Elite Service Provider Network, we confirm you have on-site coverage no matter the conditions.

PATH-OF-STORM SERVICE DEPLOYMENT HELPS PRIORITIZE WORK ORDERS BY IMPACT POTENTIAL

STAY AHEAD OF WINTER

Preparing for winter's arrival by creating response plans for any weather pattern will make snow and ice removal more efficient. Plus, using the path-of-storm deployment model will help service providers understand what the forecast means for their service delivery, while also helping prioritize responses for different storm types and paths. You'll ensure an effective snow and ice response so your sites remain open and safe.



CASE STUDY

CHALLENGE

A national grocery store chain, with 300+ locations, had experienced multiple situations where contracted service providers had failed to perform work as scheduled, resulting in lost sales and on a few occasions, customer and employee injuries.

SOLUTION

FacilitySource was chosen to create a customized service plan while also screening and securing local professionals from our Elite Service Provider Network.

Each service provider reviewed site maps and location plans to confirm they knew exactly what to do when inclement weather occurred. In addition, our internal meteorological team kept stakeholders updated on weather conditions, so they could be quickly mobilized when a storm approached.

The FacilitySource field service coordinators followed up with store managers once the weather cleared to confirm they were completely satisfied with the work performed and provided ongoing communication, detailed reporting, and cost and quality audits.

RESULTS

With detailed planning, up-to-the-minute weather alerts and a network of experienced professionals, the grocery chain improved snow and ice management while receiving better quality exterior services at reduced rates.

RESOURCES

1. Snow and Ice Management Association's (SIMA) Snow and Ice Best Practices Checklist
2. SIMA: How to Hire a Snow Professional, Planning and Preparation

ABOUT FACILITYSOURCE

Choosing a facilities management partner is critical for your organization. FacilitySource is the only single source facility management partner focused on partnering with clients to take facilities management to the next level. By combining business analytics, a roll-up-your-sleeves attitude and an elite service provider network, FacilitySource helps clients save money, enhance efficiency and ultimately Stay Ahead.

For more information, contact us at marketing@facilitysource.com.



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