

# Frequently Asked Questions

## Snow Removal in Campbell River

**When weather conditions send snow to Campbell River, City crews focus on keeping primary routes open for use by emergency services. Read on to find out about the City's snow and ice management policy.**

### Why have a snow and ice management policy?

The policy provides clear expectations for consistent snow and ice management service within municipal boundaries from Nov. 1 through March 1 so that:

- Emergency response routes are maintained
- Transit services can continue
- Road hazards are reduced
- The public has reasonable access to arterial and collector roadways in our community

### How do crews determine which areas to clear first?

The first priority is primary routes (arterial and collector roadways). We also clear hills and known areas of concern and respond to emergency requests from police, fire and ambulance. Plowing may focus first in areas of the City receive greater amounts of snow, depending on conditions during and after the storm. Next are secondary routes (transit and school bus routes when schools are open) and local collector roadways. Once the main routes are cleared, as time and resources are available, City crews aim to make at least a single pass each way on the residential roadways.

[Priority snow-clearing map](#) available at [www.campbellriver.ca](http://www.campbellriver.ca) under City Services / Transportation / Snow Clearing Brochure.

### Why does it take longer to clear some cul de sacs?

Clearing some cul de sacs requires a smaller plow than the City has on the big trucks. Because the smaller plow works all over town addressing these needs, some cul de sacs are among the last to be reached.

### What about provincial routes?

The provincial government manages snow and ice along the Inland Island Hwy and on Hwy. 19A through town from the ferry terminal to the Inland Island Hwy. through Emcon Services.



City of  
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River**

### Will pavement be bare?

The goal is to keep open a minimum of one driving lane (two lanes on arterial and collector roads) to provide



emergency vehicles and the public with reasonable access around the community. Because bare pavement is not always necessarily the best surface to drive on, in some cases crews may only apply sand/salt to the road to improve traction. The decision to clear or improve traction is based on current and conditions and the weather forecast. For less than 15 centimetres of snow, the City provides minimal plowing and applies sand on potentially slippery surfaces.

### Who maintains access to schools?

The School District staff evaluates school busing and whether or not to close schools. City crews clear bus routes and vehicle access to schools. Sidewalks in front of schools are the school district's responsibility. We forward concerns about school district properties and check to confirm vehicle access to schools.

### Why does the plow leave snow at the side of the road?

Campbell River crews plow to the side of the road for safety and due to the equipment we have available. Plowing to the side of the road is safest for vehicles to travel on because centerline plowing creates a very high risk of collisions at intersections and eliminates left turns into businesses/driveways (and increased risk of collision due to U-turns at intersections.)

Communities that plow to the centre of a route use larger graders or loaders and have a system in place to truck away the snow.

In Campbell River, typically, freezing temperatures do not last long, and rain washes the snow away from the side of the road through the storm drain system.

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### Why does the plow sometimes leave a row of snow in front of driveways?

Plowing to the side of the road can lead to snow spilling off the plow in front of driveways. We know that shoveling snow can be hard work. To minimize the amount of snow that the plow is pushing past driveways, please help us by not shoveling, blowing or pushing snow into the roadway.

### Why does snow stack up along roads or on sidewalks?

During road plowing, the City clears the snow from the driving lanes to the edge of the roadway, sometime onto sidewalks/boulevards. Snow piles along the sides of roadways will stack up during heavy snowfalls. Snow piles can also occur when the plow pushes back snow that property owners have shoveled onto roadways.

### Who's responsible for clearing sidewalks?



Sidewalks and parking lots at City facilities are cleared by City crews. **Commercial, institutional, multi-unit residential and industrial occupants are responsible for clearing sidewalks around their properties (includes schools, hospitals, shopping centres, etc.) by 10 a.m. on any day the**

**premises are open to the public.**

Residents are requested to clear snow and ice from sidewalks in front of their dwellings.

### Does the City ticket people for not clearing sidewalks?

When the City receives complaints about sidewalks that have not been cleared, we notify and remind property owners of the requirements to remove snow and ice from sidewalks. If warning notices are not enough, ticket violations in the amount of \$100 are an option.



### When are routes, sidewalks and parking lots cleared?

City employees work hard to ensure that all routes and parking lots and sidewalks around City facilities are cleared as soon as possible, and priorities are balanced according to urgent areas and limited equipment and staff available. If a storm continues for an extended period of time, crews will remain focused on maintaining priority routes.

### Does the City plow even if there's not much snow?

For less than 15 centimetres of snow accumulation, the City provides minimal plowing and applies sand for traction. Plows clear roads once snow appears to be deeper than 15cm.

### Why is Campbell River less equipped for snow clearing than places that get more snow in winter?

Like most west coast cities, we generally do not deal with prolonged snow storms or large volumes of snow fall. To be fiscally responsible, we do not gear up for the worst case snowfall scenario because, for most of the winter season, snow clearing equipment would be stored unused in our works yard at increased cost to the community.



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### What proactive measures keep roads safe?

When the weather forecast is for icy conditions, the City applies brine (a salt mixture that sticks to pavement and is effective until washed away by rain) to roads to reduce slippery condition. Depending on conditions, in some cases, rather than clearing snow, crews might apply sand/brine or sand/salt rather than clearing because bare asphalt surfaces could become icy. Generally, for less than 15 centimetres of snow accumulation, the City provides minimal plowing and applies sand for traction. Plows clear roads once snow appears to be deeper than 15cm.

### How do service levels compare with the past?

The City has maintained the current amount of equipment to clear snow from roads for a number of years, and road networks continue to expand—now more than 240 kilometres.

The City's current snow and ice management policy is based on what we can do with the equipment we have and focuses on consistent priorities.

In the event of a major snowfall, all available City crews and equipment work around the clock if necessary to keep emergency routes clear, moving to secondary and residential routes as resources become available.

**Trucks are equipped with GPS to confirm routes cleared and area covered.**

### Has the City tried to arrange to hire contractors or borrow from other communities if necessary?

During a storm event, private contractors are engaged in snow removal work for businesses around the community clearing parking lots and sidewalks. Other communities on the island are in a similar position as the City of Campbell River with limited resources to deal with winter snow removal.

### How can residents help?

- Try not to park on the road during, or after, a snowstorm to keep routes clear for plowing or sanding.
- Owners and renters of residential properties, please clear snow and ice from sidewalks... and please don't shovel snow onto the road.
- Try to keep the catch basin grates in front of your property clear to direct melting snow into the storm water system – prevents puddles/flooding.
- In bad weather, use transit whenever possible. If you drive, use extreme caution and be sure you have good winter tires and an emergency kit!
- Pitch in to clear driveways and sidewalks, share rides and run errands for neighbours.



### Where can I find out if airport is affected by snow?

Use this link: [www.craairport.ca/flight\\_schedule.php](http://www.craairport.ca/flight_schedule.php)

### Where do we call for help?

*To reach the Dogwood Operations Centre during regular work hours, the number is 250-286-4033.*

***The emergency after-hours number is 250-287-7444.***

Note: the City prioritizes requests for snow and ice management based on location and amount of snow falling.



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