

# 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 November 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 main 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 that 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 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 on last page of this document)***

### 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. 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 conditions and weather forecasts. For less than 15 centimetres of snow, crews provide minimal plowing and applies sand on potentially slippery surfaces.

### Who maintains provincial routes?

The provincial government (through Mainroad) manages snow and ice along Hwy 19A from the ferry terminal to the Inland Island Highway.

### Can emergency responders get to me?

Campbell River's snow and ice policy makes community safety a top priority. Crews work closely with police, fire and ambulance to make sure major routes are the priority for clearing. When necessary, they divert equipment to clear a residential route for emergency responders.



### Who maintains access to schools?

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.

### How soon will areas be cleared?

During major snowfall events, it can be challenging for people without raised vehicles to get around, and crews know people get frustrated waiting. We put every available, qualified equipment operator from multiple City departments to work clearing snow and keep roads as passable as possible in the circumstances.

City employees also shovel walkways at community buildings and bus stops and clear parking lots at City facilities with smaller equipment as soon as possible.

Priorities are balanced according to urgency in other areas and limited equipment and staff available.

During a major storm that continues for an extended period of time, crews remain focused on maintaining passable priority routes. If necessary, crews work 24 hours a day to clear roads.

***Reminder: Have a 72-hour emergency preparedness kits handy. It's not just an earthquake that can disrupt daily life. Flooding, high winds that cause power outages and even snow can be a reason to dip into stocked-up supplies.***



Last modified November 6, 2018

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**Who clears sidewalks?**  
*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 days the premises are open to the public.*

Sidewalks and parking lots at City facilities are cleared by City crews. 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.

### **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.

### **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 did the truck go by with the blade up?**

While the front blade might have been up, the “belly plow” (the plow between the front and back wheels) may have been clearing snow. Belly plows, while not always used to plow down to the asphalt surface, provide a quick and effective method of plowing the roads while transitioning from one area to another. Belly plows are also used in conjunction with sanding activities with lower amounts of accumulation of snow on the roadway. The front plow can be used to move snow (or push snow) in conjunction with the belly plow (where equipped) when appropriate.

### **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.

### **How long does it take to clear a street?**

On average, it takes between 15 and 25 minutes to clear a single cul-de-sac. With a plow and loader working, the snow is cleared then piled to one area or the centre of the bulb. Things can slow down even more if people have parked cars on the road. Other activities that slow snow removal include moving resources to sanding and salting to address icy conditions when the temperature drops ; dealing with flooding when weather warms up; and dealing with vehicles on the road (parked and stuck) while trying to plow residential roadways.

### **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.



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

For less than 15 centimetres of snow accumulation, crews provide minimal plowing and apply sand for traction. Plows clear roads once snow appears to be deeper than 15cm.

### 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.

### 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.

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

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.



### Has the City tried to arrange to hire contractors or borrow equipment and crews 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.

### Do I have to call to get on a list to get my road cleared?

No. Snow and ice removal follows a plan based on priority routes and amount of snowfall. If a road hasn't been cleared yet, it hasn't been forgotten. We're still working our way to that area. **Trucks are equipped with GPS to confirm routes cleared and area covered.**

**For emergency issues, call the Dogwood Operations Centre (regular work hours) at 250-286-4033 or email [dogwood.centre@campbellriver.ca](mailto:dogwood.centre@campbellriver.ca).**

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

### Where can I find out if other services are affected by snow?

Airport: [www.crairport.ca/flight\\_schedule.php](http://www.crairport.ca/flight_schedule.php)

Garbage and recycling: Call Emterra 250-286-0211

Bus routes: 250-287-7433

Canada Post: [www.canadapost.ca](http://www.canadapost.ca) (under News and Alerts)

### How can residents help?

- Try not to park on the road during, or after it snows 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 and 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.



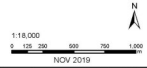
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### Snow Route 2019 Overview

- Snow Route Type**
- Primary Route
  - Secondary Route



This map has been produced using data from a variety of sources and may not be complete or accurate. The City of Campbell River is not responsible for any errors or omissions.  
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