

- Q** What can businesses do to help?
- A** Keep the sidewalks in front of their properties cleared of snow and ice.
- Q** Does the City clear sidewalks or other public walkways?
- A** The sidewalks adjacent to most multi-lane arterial roads in the City are cleared of snow by City crews. The crews will begin working on the sidewalks as soon as the snow starts falling and continue plowing as necessary. The intent is to get the sidewalks to as near bare condition as possible.

The Parks Division clears snow from the sidewalks adjacent to any City-owned properties such as community centres, swimming pools, arenas, parking lots, parkades, pedestrian overpasses, and at the wheelchair crossing ramps in the downtown and Tranquille business areas after the snow accumulation reaches 2.5 cm (1"). Some walkways that link neighbourhoods are maintained, but only after the first priorities are completed and as time and manpower permit.

For a complete list of the facilities maintained by the Parks Division, please call the number on the back of this brochure.

- Q** What precautions can the elderly and infirm take when venturing outside in icy or snowy conditions?
- A**
- Try to avoid areas of accumulated snow and ice until they have been treated.
  - Ask your health professional or medical supply store about walking aids or hip protectors.
- Q** Some bus stops have deep snow or piles of snow at the curb. What takes the City so long to clear these?
- A** There are over 600 bus stops throughout the City and cleaning them requires a significant amount of time. We clear bus stops on a priority basis starting with bus stops along arterials, collectors, and the residential streets.

- Q** Why do the crews leave large piles (windrows) of snow in the middle of the streets downtown?
- A** Moderate snow amounts are placed against the curb, but if too much snow accumulates, it can severely restrict access to the on-street parking in the commercial areas such as the downtown core and on Tranquille Road. Placing the windrow in the centre of the road also makes it easier to pick up the snow and remove it.
- Q** What if my street is missed?
- A** Please call the number on the back of this brochure so that we can respond appropriately; however, please note that roads are sanded or plowed as necessary within 36 hours of the cessation of the storm.
- Q** Who maintains the Trans Canada Highway and other major routes into the City?
- A** The Ministry of Transportation, through its road maintenance contractor, is responsible for the Trans Canada and Yellowhead Highways, as well as the on ramps and off-ramps. Highway 5A from the Trans Canada Highway to the southern city limits is maintained by the City.



## Snow and Ice Control



## Contact us.

Your ongoing feedback and cooperation are valued. If you have complaints or positive feedback, we would like to hear from you.

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# City of Kamloops Public Works and Sustainability

The City of Kamloops snow and ice control crews take great pride in the service they provide. The crews make a point of getting to know neighbourhoods and facilitating the safe and efficient movement of people and goods.

Because of the difficulty in predicting the levels and types of precipitation, there are different challenges with each occurrence. City crews work as expediently as possible, yet not all residents can be satisfied as quickly as we would like.

This pamphlet offers a sample of the questions the City faces each season.

## Frequently Asked Questions

**Q** Which streets are plowed first?

**A** The City maintains in excess of 1,650 lane km of public roadways that are divided into eight zones. The streets in each zone are prioritized as:

- Arterials;
- Collectors and bus routes; and
- Residential streets.

Arterial roads carry the higher volumes of traffic and are most easily identified as the main roads in the City. These roads are the first to receive attention during a snowfall. The goal is to keep these routes bare as long as possible and returned to bare within four hours of the cessation of the storm.

The second priority roads are collectors and bus routes. These roads are kept bare as long as possible through the storm and returned to bare condition within 16 hours of the cessation of the storm.

The next priority is the residential streets. These roads are sanded or plowed as necessary within 36 hours of the cessation of the storm. The residential streets are not returned to a bare pavement condition.

Within each of the above categories, further priority is given to hilly streets over level streets.

**Q** What is the City's budget for snow removal this year?

**A** The annual budget for snow and ice control is approximately \$1.76 million.

**Q** How many vehicles and operators does the City have for snow and ice control?

**A** Monday to Friday (24-hour coverage): Three shifts of ten people with one operator in each zone. If needed, up to four additional personnel are called in for a total of 14.

Weekends: Two 12-hour shifts of seven people on standby who are expected to be at the Public Works Centre within 30 minutes of the initial call.

The City utilizes the following equipment for snow and ice control:

- 13 sand trucks with blades;
- 2 liquid dispersal trucks;
- 2 graders;
- 3 sidewalk plows;
- 1 loader plow; and
- 2 loaders (for snow pickup).

**Q** In heavy snowfall do you focus more on one zone over another?

**A** If snow is falling evenly throughout the City, personnel are deployed evenly to work on their zone according to the priorities outlined above. If the storm is concentrated in one zone of the City and it is not snowing elsewhere, extra manpower can be used where it is most needed.

**Q** How do you forecast and prepare for snowfall and/or icy conditions?

**A** The City operates four Road Weather Information System (RWIS) stations that include monitoring equipment for air temperature, humidity, wind direction and speed, and precipitation gauges. Each site also has several road sensor locations (City Centre, Aberdeen, Barnhartvale, and Westsyde) that monitor pavement temperature and wetness. All of the information gathered is analyzed in conjunction with weather forecasts to determine when and how to respond to upcoming freezing temperatures or the arrival of snow. Forecasting information is provided by a company specializing in this service. When a winter weather event is approaching, the company will call with advance warning prior to the arrival of the storm.

**Q** What is the wet substance that the trucks spray on the pavement before it snows?

**A** This is an anti-icing agent called magnesium chloride. The material is applied in advance of a snowstorm and helps prevent the compacted snow from bonding to the road. It is also used to prepare wet sand and salt before they are applied, which makes these materials stick to the road better in order to do their job.

**Q** I live on a cul-de-sac, and our street always seems to be the last one cleared. Why is that?

**A** Because of their shape and varying size, cul-de-sacs require specialized procedures and equipment that is not readily available during a snowfall. The City contains well over 300 cul-de-sacs, and to adequately treat these, additional resources would be required.

**Q** When it snows for a long period of time, do you repeat clearing the priority areas before moving on to lower priorities?

**A** Yes, the first priority is to keep the arterial roads open so that most traffic and emergency vehicles can move as needed.

**Q** I cannot handle the heavy snow load at the end of my driveway or the load that is pushed onto my sidewalk. What is my responsibility for snow removal, and who can help me clear this?

**A** The crews strive to plow the snow off the travelled portion of the road and into the gutter and not place it on the adjacent sidewalk. Unfortunately, the reality is that this sometimes happens, especially during a very heavy snowfall. It is the responsibility of homeowners to clear the snow off the sidewalk adjacent to their property and to clear the windrow of snow at the end of their driveway.

**Q** My neighbour pushes the snow onto the street, which makes driving slippery. What can be done about this?

**A** It is against City by-laws to take the snow from your driveway and push it onto the public portion of the roadway. The extra pile of snow can create a driving hazard for passing motorists. Most people understand the rationale for this and comply once informed. For those citizens that continue to create this hazardous situation, a call to the By-law Services office at 250-828-3409 may be required.

**Q** What can residents do to help?

**A** Remove obstructions from the road that inhibit the plows from being able to do their job such as parked cars and basketball hoops. Do not push the snow from your driveway onto the road. As indicated above, it creates a hazardous situation for passing motorists, and when the snowplow does come around, the extra snow is going to end up in front of your driveway again. Pile snow on your property. On garbage collection day, provide a clear path to your refuse container. This will help avoid lifting injuries for the collectors.