

## **SNOW AND ICE CONTROL FREQUENTLY ASKED QUESTIONS**

### **When will my street be plowed?**

The streets in Nanaimo fall into three categories for snow removal. Priority and Emergency routes are done first, once these are done then the City works on the secondary routes and then moves into the residential areas, which include dead end streets and culs de sac. It can take upwards of 96 hours for us to get into residential areas. If it snows again while we are working on the secondary or residential routes, we stop and return to plowing on the Emergency and Priority routes.

The Priority routes are routes that are used by Police, Fire, Ambulance and BC Transit to get around the City, they have been determined through meetings with RCMP, Fire Department, BC Ambulance, BC Transit, School Board and Council.

### **Can we have salt/sand put on our street?**

Salt is applied to the roadways once the crews are finished plowing. We only use sand when the temperatures are below -6 degrees Celcius as this is when salt begins to lose its effectiveness. If your road is icy, contact the City Public Works department at 250-758-5222 and we will get a truck out there to salt the road.

### **Who is responsible for clearing the snow off sidewalks?**

Clearing snow off sidewalks is the responsibility of the owner of the property on which the sidewalk fronts according to City Bylaw 5000, Section 22(1). Snow must be removed from sidewalks within 24 hours of a snowfall. With approximately 325 kms of sidewalk in the city, we do not have enough staff resources available to clear the sidewalks in addition to plowing the roads. The City does clear sidewalks around parks, bridges and major City facilities. The City also clears streets, as best as we can, from curb to curb to provide room for people to walk on the edge of the street where needed, if and when safe to do so.

### **I have a medical condition and frequent the hospital regularly, can my street be a priority for snowplowing?**

No, priority routes are those used by Police, Fire, Ambulance, BC Transit and other responders. We work closely with Emergency services to respond to medical situations during a snow event. Should you need an ambulance, we will work with the responding agencies to assist them in getting to their location. The City does not have the resources to respond to all the requests we would get for this service if we offered it.

## **What do I do if a snow plow or garbage truck has caused damage to my property?**

Submit a claims through the [City's Claims office](#), it will be investigated and a ruling will be made. To find more information on submitting a claim, please call 250-755-4405.

## **Why does the snowplow push all of the snow and or heavy slush into the front of my driveway?**

When the crews plow the roads, they open the road with one pass down the middle and then they begin widening the roadway and plowing the snow to the curb or shoulder of the road. This gives you a safe surface to travel upon and also exposes the catch basins that will need to be accessible for when the snow begins to melt. Unfortunately, when widening the road, snow does get plowed into the frontages of driveways and onto sidewalks. A tip to help you when clearing your driveway, shovel as much of your snow onto your property and whatever else is shovelled onto the road, put it on the side of the driveway that is upstream from the direction of the plow, this then minimizes the amount that gets plowed into your driveway.