



# Working Together to Manage Snow and Ice in Your Municipality

Snow season is upon us. Your municipality monitors road and weather conditions throughout the winter months. When snow and icy conditions are forecast, crews and equipment are dispatched to clear roads on a priority basis.

The **first priority** for municipal crews, during and after a snowfall, is to clear the major arterial streets, as well as bus routes, bus stops, and access to emergency services (e.g. fire halls, ambulance stations and hospital). The **second priority** is to clear collector streets and routes leading to schools.

Once conditions have stabilized on first and second priority routes, crews will begin to clear **local streets**. Local streets are not ploughed immediately during a snow event. In the event of continual snowfall, it may take longer than normal for ploughs to reach local streets as first and second priority streets will require additional attention. **Thank you** for your cooperation and patience during a snow event as municipal crews work to keep your streets clear and safe. For more information on your municipality's snow and ice removal policy and how you can prepare for winter storms, please contact your local municipality.

## You Can Help

### Before a snowfall:

- **Prepare** for an emergency. Keep an emergency kit and supplies in your home, office and car. During an emergency, such as a large-scale power outage, residents may be without services or assistance for up to 72 hours. Visit the North Shore Emergency Management Office website at [www.nsemo.org](http://www.nsemo.org), or call 604-969-7000 to find out more about personal emergency preparedness and for information on free emergency preparedness workshops.
- **Stock up** on food supplies and ensure that your prescriptions are filled.
- **Note** the locations of fire hydrants and catch basins around your property.
- **Purchase** and install quality snow tires. Tune-up your vehicle for winter driving.
- **Keep** a shovel and supply of salt handy for sidewalks and driveways.
- **Make** alternate arrangements (such as taking public transit) to commute to work, school, or medical appointments when it snows.
- **Monitor** local weather reports.



- **Stay** away from rivers and creeks. With heavy rainfall or melting snowpack comes increased risk, due to elevated water levels, swift moving currents, and bank erosion.
- **Report** downed power lines. Stay clear and contact BC Hydro at 1-888-POWERON. Go to BC Hydro's website for further information about power outages at [www.bchydro.com/outages](http://www.bchydro.com/outages).

## Collection Services During a Snow Event

In the event of hazardous road conditions due to snow and ice, it may be necessary to suspend garbage, recycling and green waste collection in some or all parts of the North Shore.

**Garbage Collection (North Van District):** If your garbage collection (single family or multi-family) is missed, then collection will not occur until the next scheduled collection day and the container limit will be increased to accommodate the missed pick-up. Please remove your garbage containers from the curb and store until the next scheduled collection day.

**Garbage Collection (North Van City and West Van):** If your garbage collection is missed, then crews will attempt to make the collection the following day. Please ensure that your containers are not buried in snow. If crews are unable to collect your material the next day, then it will be collected on your next scheduled collection day and the container limit will be increased to accommodate the missed pickup.

**Note for all North Shore residences:** If your garbage/recycling is normally collected from the street: Do not place your garbage cans and recycling containers on the road. Keep them on the sidewalk or boulevard and remove them as soon as possible after they have been emptied.

**Recycling Collection (North and West Vancouver):** If recycling collection is missed, crews will attempt service the following day. If crews are not able to collect your material the next day, please remove it from the curb until your next scheduled collection day.

**Green Waste Collection:** will be suspended in the District of North Vancouver during snow and icy conditions, allowing crews to focus on garbage collection. Green waste collection may also be suspended in the City of North Vancouver and District of West Vancouver. Please check with your municipality for more information



### When it snows:

- **Drive** only if necessary. Public transit is a good alternative.
- **Park** in your driveway, not on the street. This will allow snow ploughs and salt spreaders the room required to safely clear the street. This is particularly important on cul-de-sacs and narrow roadways. Please note that lanes/alleys are not ploughed during a snow event.
- **Observe** posted signs that may restrict on-street parking in some areas during periods of heavy snow.
- **Do not abandon** your car if it gets stuck. Illegally parked cars that hamper snow clearing may be ticketed and/or towed.
- **Remove** snow from your sidewalk. The owner or occupier of an industrial, commercial or multi-family property is required to remove any accumulation of snow or ice from the sidewalks and footpaths bordering the real property as soon as practicable after the cessation of any snow or ice accumulation. Residents of single-family properties are also asked to clear snow and ice from sidewalks in front of their home in order to ensure the safety of pedestrians. (Note: the City of North Vancouver bylaw also *requires* removal of snow from sidewalks fronting residential properties). Please visit your municipal website to learn more about snow clearing bylaws in your community:  
District of North Vancouver Street and Traffic Bylaw 7125  
City of North Vancouver Street and Traffic Bylaw 6234  
District of West Vancouver Traffic and Parking Bylaw 4370
- **Check** your municipality's website for snow shovelling tips.
- **Clear** snow away from fire hydrants. This will make it easier for the fire department to locate the hydrant in the event of an emergency.
- **Clear** snow and ice from the catch basins in front of your home or business. This will allow for proper drainage and will reduce the chance of flooding on the street and on property.
- **Check** on neighbours and family members who may need some extra assistance.

### Schools can also be affected by heavy snowfall:

In the event of a major snowfall, local area schools may be closed. Please check the following websites during a snow event for more information.

**North Vancouver School District:** [www.nvsd44.bc.ca](http://www.nvsd44.bc.ca)

**West Vancouver School District:** [www.sd45.bc.ca](http://www.sd45.bc.ca) or (604) 981-1234 (24 hours)

**Independent/Private Schools:** Please contact the school directly.



### City of North Vancouver

City Hall: 604-985-7761

Engineering: 604-983-7333

To report a public works problem:

Operations: 604-987-7155, [eng@cnv.org](mailto:eng@cnv.org)

8:00 am – 4:30 pm (Monday to Friday)

After hours public works emergency line 604-988-2212

For more information visit: [www.cnv.org/snowready](http://www.cnv.org/snowready)



### District of North Vancouver

Main Reception: 604-990-2311

8:00 am – 4:30 pm (Monday to Friday)

Snow Line (to report a problem): 604-990-2255

After-hours public works emergency calls: 604-990-3666

Email: [snowcommand@dnv.org](mailto:snowcommand@dnv.org)

For more information visit: [www.dnv.org/snow](http://www.dnv.org/snow)



### District of West Vancouver

Public Works Dispatch:

Call 604-925-7100 for snow removal and flooding issues

Municipal Hall

Call 925-7000 for other non-emergency issues

8:30 am – 4:30 pm (Monday to Friday)

For more information visit:

[www.westvancouver.ca/snowremoval](http://www.westvancouver.ca/snowremoval)