

## **Winter Control Frequently Asked Questions (FAQ'S)**

### **Which Streets Get Plowed First and Why?**

- City streets are designated as Primary Streets, Secondary Streets, and Residential Streets and are designated using various criteria including traffic volumes.
- Primary and Secondary Streets are the roads motorists use to get to schools, business areas, health care facilities, and in and out of the City. These roads are designated as “priority” and are cleared first. Once these streets and hills are cleared crews take care of clearing residential streets.
- Clearing Pembroke’s 225 lane kilometers of roads requires planning and prioritization to make sure that most citizens can have clearer roads in the shortest possible time.
- Each road is part of a predetermined route to ensure maximum efficiency of City staff and fleet resources.
- Plow routes are typically assigned to one snow clearing unit. City staff have a detailed list of streets in their ‘route’ to help ensure that all streets are cleared.
- The City’s winter fleet consists of six plow units and three sidewalk tractors.

### **When are cul-de-sacs plowed?**

- Cul-de-sacs are located in residential areas and are typically plowed when the residential streets are fully plowed.
- If space becomes limited the City may use smaller equipment to assist the larger plow units and improve efficiency for plowing Cul-de-sacs.

### **When Are Salt and Sand Used On Roads?**

- Salt use is required to prevent the formation of ice or to melt existing ice. It is spread only on paved roads. City fleet use modern spreader technology to disperse salt at the proper time and in the proper quantity depending upon

conditions in an effort to control usage. Road salt is only effective to about minus 15 degrees Celsius, and sand is used when it's colder.

- Sand can be used on snow packed residential streets or when temperatures fall below minus 15 degrees Celsius to assist with traction control.

### **Why does the City put salt on a dry road?**

- It is sometimes necessary to pre-treat the streets with material to prevent bonding of snow and ice for an upcoming snow event. This allows staff time to get trucks mobile to respond when the event starts.

### **Does the municipality come back to remove snow the plows have dumped in my driveway?**

- Owners and/or occupants of residential and business properties are responsible for keeping driveways clear to the street. Because street plowing operations push snow from the road to the shoulder or edge of the street, this does leave some snow in driveways. The municipality does not have the resources to come back to remove snow left by the plows at the end of the driveways.

### **How Come the Plow Damages My Sod Every Year and When Is It Going to Be Repaired?**

- Sod damage is typically the result of two factors:
  1. The plow operator may have difficulty finding the sidewalk or the edge of the road under a blanket of snow, or
  2. If the ground is not frozen.
- Once the plows have been out a few times and the sidewalk units have cleared their respective sidewalk routes, further damage is minimal. If the sod was damaged during the first passes of the season, then the damage may not be discovered until the snow melts. Homeowners are encouraged to repair plow damage to their properties, since City staff usually do not repair damage to sod until May when the winter season is over and staff are available for this work.
- If you are unable to repair sod damage if it occurs, you can contact the Operations Department at 613-735-6821, ext. 1409 to be placed on the list for spring repairs.

## **Is It Okay to Push Snow onto The Roadway or to The Boulevard Area Across the Street?**

- Under the Highway Traffic Act and the [City of Pembroke's Fouling of Highways By-Law 79-18](#), placing snow or ice on a roadway is prohibited. Residents are to keep snow from their driveways and walkways, including any deposited from the plow, on their own property.

## **What If I Am Unable to Clear the Snow from My Property Because of Age or Disability?**

- Unfortunately, snow removal services for seniors and individuals with disabilities are not available from municipal crews. You may be able to get assistance from a family member, a friend, or a neighbour. There are also a number of private snow clearing firms who also provide this service.

## **The Snow Bank at The Corner Is Too High and I Cannot See Oncoming Traffic. What Can Be Done?**

- Every attempt is made to keep snow banks at corners to a minimum. Special concerns should be directed to the Operations Department at 613-735-6821 Ext. 1409.

## **What Can I Do to Help City Staff?**

- **Be Patient.** In heavy snowfalls it takes us longer to get all our streets cleared.
- Be a good neighbour. Help those who may not be able to clear their driveways and walks.
- Pursuant to Section 4 – Snow Removal and Section 5 – Winter Parking of the [City's Consolidated Parking By-law 2005-55](#), parking on the street when a snowfall is forecasted – or immediately following a snowfall is prohibited. Parked cars are obstacles that slow down plowing operations. Your vehicle may also be ticketed or towed.
- Keep garbage cans and recycling bins in your driveway, 5 to 6 feet back from the road edge, in driveway, not on the sidewalk or snow bank, so that plows can efficiently clear roadways.