

Appendix A to Staff Report SRCS.22.11

Appendix A: Sample Winter Maintenance Communications



Fall 2020 | Winter 2021

We're Ready for Winter – Are You?

From snow plowing and windrow clearing to parking and frozen pipes, read on for everything you need to know about preparing for winter in Richmond Hill.

Snow Clearing – What We Do

We work hard to clear roads and sidewalks as quickly and efficiently as possible to ensure your safety and the safety of those around you.

BEFORE THE SNOW COMES



Watch weather forecast, monitor weather conditions and keep an eye on roads and sidewalks for change in road conditions.

Declare a winter event if 5cm+ snow is expected. All parked cars must be removed from the road so that plows can get through.

Anti-ice Salt brine is sprayed on roads to help prevent ice/snow accumulation.

WHILE THE SNOW IS FALLING



Salt roads/sidewalks*
We apply de-icing materials to roads/sidewalks during all winter events.

Plow roads and sidewalks*
Plowing begins once 5 cm of snow has accumulated. Primary roads are plowed and salted first, followed by secondary roads.

Clear windrows*
Windrow clearing starts approximately 4 hours after road plowing begins and may take up to 13 hours to complete after the snow stops.

AFTER THE SNOW



Continue clearing snow*
We aim to clear roads within 16 hours, sidewalks within 14 hours, dead ends, laneways and cul-de-sacs within 24 hours after the snow stops.

Respond to service requests
Please wait 16 hours after snow has stopped falling before contacting Access Richmond Hill with service requests.

* Times may vary due to length of storm, time of day and staffing due to COVID-19. Contingency plans are in place should staffing be affected by the pandemic.

COVID-19

Thank you to everyone for helping take care of our community and continuing to do your part in the fight against COVID-19. The health and safety of the Richmond Hill community remain our top priority.

Throughout the global pandemic, the City has continued to provide essential services to residents – from waste collection and fire services to by-law enforcement and safe drinking water. We waived penalties and interest on late property tax and water bill payments through January 1, 2021 to support those struggling financially due to COVID-19. We also created the Recover Richmond Hill Task Force and action plan to help local businesses adapt and recover.

While some City facilities remain closed to the public, residents can access many City services online, by phone or by appointment.

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For information on the City's COVID-19 response, including a list of what's open and closed, visit RichmondHill.ca/COVID19.

