

File No. 04-1000-20-2016-491

January 24, 2017

s.22(1)

Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of December 19, 2016 for:

**All internal communications (emails and memorandums) concerning the City's preparations and funding to keep major roadways and arterials clear for the anticipated snowfall in the City from November 25, 2016 to December 20, 2016.**

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(l) and s.22(1) of the Act. You can read or download these sections here:

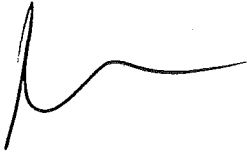
[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-491); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to be 'B. Van Fraassen', with a long horizontal stroke extending to the right.

Barbara J. Van Fraassen, BA  
Director, Access to Information  
*City Clerk's Department, City of Vancouver*

Encl.

:kt

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/16/2016 12:05:49 PM

Subject: Afternoon Weather Response Status Report December 16th, 2016

Attachments: Afternoon Weather Response Status Report December 16th, 2016.docx

Good Afternoon,

Please find attached Streets & Sanitation Operations response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Friday December 16<sup>th</sup>, 2016

**Discussion:** Dry and cold conditions to continue today through Saturday with no new road concerns to note. Expect mostly clear skies today, then gradually increasing clouds tonight. Light snow/flurries returns later Saturday night and continues Sunday morning, turning to rain Sunday afternoon.

**Please Note: National Yard DOC will activate on Sunday December 18<sup>th</sup>, 2016 at 5:00am**

## PROJECTED FORECAST FOR Friday December 16<sup>th</sup>, 2016 (Level 1)

**Noon - 8pm**

Temp: -3 to -7

Rainfall: None to report

Snowfall: None to report

**8pm - 4am Saturday**

Temp: -4 to -5

Rainfall: None to report

Snowfall: None to report

## Planned Response for Friday December 16<sup>th</sup>, & December 17<sup>th</sup>, 2016

### Street Operations 7am - 3:30pm December 16<sup>th</sup>, 2016

- Fourteen Salter/plow on main routes
- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Four Salter/plow on School routes
- Two Brine units on shared bike paths
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- Four maintenance crews to respond to 311 calls (hand salting)

### Street Operations 3:30pm - 7pm December 16<sup>th</sup>, 2016

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Salter/plow on School routes
- Two Brine units on shared bike paths
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- Two maintenance crews to respond to 311 calls (hand salting)

### Sanitation Operations 7pm - 7am Saturday December 17<sup>th</sup>, 2016

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Brine units on shared bike paths
- Two Salter/plow on priority hills
- One Kubota on priority bike routes

### Street Operations 7am - 7pm Saturday December 17<sup>th</sup>, 2016

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Salter/plow on School routes
- Two Brine units on shared bike paths
- Two Salter/plow on priority hills
- One Kubota on priority bike routes

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/14/2016 1:29:16 PM

Subject: Afternoon Weather Response Status Report December 14th, 2016

Attachments: Afternoon Weather Response Status Report December 14th, 2016.docx

Good Afternoon,

Please see attached for Streets & Sanitation Operations response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Wednesday December 14<sup>th</sup>, 2016

**Discussion:** No new road weather concerns tonight or tomorrow. Continued dry and cold conditions continue through Saturday with all hours sub-freezing.

## PROJECTED FORECAST FOR Wednesday 14<sup>th</sup>, 2016 (Level 1)

### Noon - 8pm

Temp: -1 to -4  
Rainfall: None to report  
Snowfall: None to report

### 8pm - 4am Thursday

Temp: -4 to -5  
Rainfall: None to report  
Snowfall: None to report

## Planned Response for Wednesday December 14<sup>th</sup>, 2016

### Street Operations 3:30pm - 7pm

- Four Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Brine units on shared bike routes
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- Two maintenance crews to respond to 311 calls (hand salting)

### Sanitation Operations 7pm - 7am Thursday December 15<sup>th</sup>, 2016

- Four Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Brine units on shared bike routes
- Two Salter/plow on priority hills
- One Kubota on priority bike routes

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/15/2016 2:32:55 PM

Subject: Afternoon Weather Response Status Report December 15th, 2016

Attachments: Afternoon Weather Response Status Report December 15th, 2016.docx

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Good Afternoon,

Please see attached for Streets & Sanitation response to the latest weather forecast.

Thanks,

# WEATHER RESPONSE STATUS REPORT

Thursday December 15<sup>th</sup>, 2016

**Discussion:** Clear, dry and cold conditions will continue today through Friday with dry roads and no new concerns to note.

## PROJECTED FORECAST FOR Thursday December 15<sup>th</sup>, 2016 (Level 1)

### Noon - 8pm

Temp: -1 to -4  
Rainfall: None to report  
Snowfall: None to report

### 8pm - 4am Friday

Temp: -4 to -8  
Rainfall: None to report  
Snowfall: None to report

## Planned Response for Thursday December 15<sup>th</sup>, 2016

### Street Operations 3:30pm - 7pm

- Four Salter/plow on hot spots, and 311 calls
- Two Salter/plow on priority hills, & shared bike routes
- One Kubota on priority bike routes
- Two maintenance crews to respond to 311 calls (hand salting)

### Sanitation Operations 7pm - 7am Friday December 16<sup>th</sup>, 2016

- Four Salter/plow on hot spots, and 311 calls
- Two Salter/plow on priority hills, & shared bike routes
- One Kubota on priority bike routes

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
Cell: 604-690-4595  
Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/7/2016 3:28:33 PM

Subject: Afternoon Weather Response Status Report December 7th, 2016

Attachments: Afternoon Weather Response Status Report December 7th, 2016.docx

Good Afternoon,

Please find attached, Streets and Sanitation's response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Wednesday December 7<sup>th</sup>, 2016

**Discussion:** Short term, no new road weather concerns tonight or tomorrow. Just cold and dry. Potential for a significant snowstorm developing for tomorrow night and Friday. Still a rather unusual amount of uncertainty on this storm, not whether or not it's going to be snow (it will be) but how much will fall. Right now, going to go rather pessimistic, but there is a decent chance that this could end up being overblown. The snow for tomorrow night should be pretty dry though, fortunately. But it'll be progressively wetter as we go into Friday. Currently going with 5-10 cm Thursday night, another 5-10 cm Friday.

## PROJECTED FORECAST FOR Wednesday December 7<sup>th</sup>

### Noon - 8pm

Temp: 1 to -1

Rainfall: None to report

Snowfall: None to report

### 8pm - 4am

Temp: -1 to -5

Rainfall: None to report

Snowfall: None to report

## Planned Response for Wednesday December 7<sup>th</sup>, 2016

### Street Operations 3:30pm - 7pm

- Four Brine units on main routes, shared bike lanes, and priority hills
- Four Salters on trouble spots, and emergency callouts
- Two Salters on school and hospital routes
- One Kubota on priority bike routes

### Sanitation Operations 7pm - 7am

- Four Brine units on main routes, shared bike lanes, and priority hills
- Four Salters on trouble spots, and emergency callouts
- Two Salters on school and hospital routes
- One Kubota on priority bike routes

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
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Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/5/2016 5:14:34 PM

Subject: Evening Update Weather Response Status Report December 5th, 2016

Attachments: Evening Update Weather Response Status Report December 5th, 2016.docx

Good Evening,

Please find attached Streets, and Sanitation response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Monday December 5<sup>th</sup>, 2016

**Discussion:** Main concern now will be ice developing rapidly this evening, as early as 7 or 8 pm. This system dropping snow at times (and when it lightens up goes back to rain or rain/snow mixed) looks like it will largely continue now into the afternoon as its stalling. It should be moving out to the west late today though. Road snow issues should be pretty limited now that it's getting later in the day.

**Please note: National Yard Dispatch DOC shutting down at 7pm. Sanitation is relieving Street Operations and will be on shift this evening and overnight starting at 7pm. Equipment is summarized below.**

## PROJECTED FORECAST FOR Monday December 5<sup>th</sup> (Evening)

### Noon - 8pm

Temp: 0 - 3 degrees  
Rainfall: 2 - 4mm  
Snowfall: None to report

## Planned Response for Monday December 5<sup>th</sup>, 2016 (Evening)

### Street Operations Until 7pm

- Fourteen salters, salting main routes
- Two Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes
- Four Salters, salting priority hills, and water leaks
- Operations has dispatched all Streets crews to pre-planned areas for removal of snow at Bus Shelters, Gutters that lead to catch basins, and sidewalk let downs at intersections.
- Bridge Crew Bombardiers clearing seawall paths, and sidewalks.
- Street Operations: Up to 6 additional salters being added to snow fight
- Sewer Operations: Up to 9 additional salters being added to snow fight
- Engineering DOC activated
- Priority Hills have been closed

### Sanitation Operations After 7pm-7am

- Two loader operators
- Thirteen salters for main routes
- One Kubota for priority bike routes
- Four additional salters for priority hills
- Two Jitneys for spot salting and water leaks

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
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From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/12/2016 1:51:11 PM

Subject: Evening Weather Response Status Report December 12th, 2016

Attachments: Evening Weather Response Status Report December 12th, 2016.docx

Good Afternoon,

Please find attached Street and Sanitations weather response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

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# WEATHER RESPONSE STATUS REPORT

Monday December 12<sup>th</sup>, 2016

Discussion: Ice concerns tonight into later evening and overnight.

## PROJECTED FORECAST FOR Monday December 12<sup>th</sup>, 2016

### Noon - 8pm

Temp: 1 to -2

Rainfall: None to report

Snowfall: None to report

### 8pm - 4am Tuesday

Temp: -2 to -3

Rainfall: None to report

Snowfall: None to report

## Planned Response for Monday Dec. 12<sup>th</sup>, 2016 to Tuesday Dec.13<sup>th</sup>, 2016 7am

### Street Operations 3:30m -7pm

- Six salters salting/plow hot spots, and responding to 311 requests, & priority hills
- One Kubota salting/brining priority bike routes
- One Salter/plow on shared bike routes

### Sanitation Operations 7pm - 7am Tuesday December 13<sup>th</sup>, 2016

- Fourteen Salters/plow, salting main routes
- Two Salter/plow, on priority hills and hot spots
- One Salter/plow on shared bike routes
- One Kubota on priority bike routes

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/6/2016 4:00:55 PM

Subject: Evening Weather Response Status Report December 6th, 2016

Attachments: Evening Weather Response Status Report December 6th, 2016.docx

Good Afternoon,

Please find attached, Street and Sanitation's response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Tuesday December 6<sup>th</sup>, 2016

**Discussion:** No major snow concerns in the near-term. There will be high ice concerns tonight for any roads that are wet from snowmelt; otherwise, we're dry under clear skies through Wednesday. Looks dry with no concerns through Wednesday night. Timing and intensity of the next system is really up in the air with earliest projections bringing it in Thursday afternoon and latest projections bringing it in Thursday night after midnight.

## PROJECTED FORECAST FOR Tuesday December 6<sup>th</sup>

### 4am - Noon

Temp: -2 to +3 degrees  
Rainfall: None to report  
Snowfall: None to report

### Noon - 8pm

Temp: +1 to +5  
Rainfall: None to report  
Snowfall: None to report

## Planned Response for Tuesday December 6<sup>th</sup>, 2016

### Street Operations Until 7pm

- Four Brine units for main routes, shared bike paths
- Four salters salting hot spots, priority hills, water leaks, and responding to 311 requests
- One Kubota salting/brining priority bike routes

### Sanitation Operations After 7pm to 7am Wednesday

- Four Brine units for main routes, shared bike paths
- Four salters salting hot spots, priority hills, water leaks, and responding to 311 requests
- One Kubota salting/brining priority bike routes

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
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From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/8/2016 1:49:57 PM

Subject: Evening Weather Response Status Report December 8th, 2016

Attachments: Evening Weather Response Status Report December 8th, 2016.docx

Good Afternoon,

Please find attached, Streets and Sanitation Operations response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Thursday December 8<sup>th</sup>, 2016

**Discussion:** Light snow develops around 1am, though don't be surprised if it starts late. Snow should be fairly dry, but if I'm wrong on this, snow amounts will be lighter (but ice concerns then increase). Either way, snow increases tomorrow morning and progressively becomes wetter, increasing ice concerns. At this point we expect this event to stay as snow. Snow briefly increases tomorrow evening then tapers off.

**Please Note: National Yard DOC will be activated at 5am on Friday December 9<sup>th</sup>, 2016**

## PROJECTED FORECAST FOR Thursday December 8<sup>th</sup> & Friday December 9<sup>th</sup>, 2016 (Level 2-3)

### Noon - 8pm

Temp: -1 to -2

Rainfall: None to report

Snowfall: None to report

### 8pm - 4am Friday

Temp: -1 to -2

Rainfall: None to report

Snowfall: 2-5 cm (Starting after Midnight)

## Planned Response for Thursday December 8<sup>th</sup>, 2016 & Friday December 9<sup>th</sup>, 2016

### Street Operations 3:30pm - 7pm

- Six salters, salting hot spots, and responding to 311 requests
- Two Brine units, on major routes
- Two Salters on priority hills
- One Brine unit on shared bikeways
- One Kubota on priority bike routes

### Sanitation Operations 7pm - Midnight Friday December 9<sup>th</sup>, 2016

- Six salters, salting hot spots, and responding to 311 requests
- Two Brine units, on major routes
- Two Salters on priority hills
- One Brine unit on shared bikeways
- One Kubota on priority bike routes

### Sanitation Operations Midnight Friday December 9<sup>th</sup> - 7am

- Fourteen Salters on major routes
- Four Salters salting hot spots, and responding to 311 calls
- Two Salters on shared bikeways
- One Kubota on priority bike routes

### Street Operations 5am - 7pm Friday December 9<sup>th</sup>

- Fourteen Salters on major routes
- Bridge Crew salting bridge stairs, and walkways

### Street Operations 7am - 7pm Friday December 9<sup>th</sup>

- Fourteen Salters on major routes
- Ten Salters salting hot spots and responding to 311 calls
- Two Salters for Schools and Hospitals
- One Salters salting Queen Elizabeth & Stanley Park
- Two Salters on shared bikeways
- Two Kubota on priority bike routes

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/13/2016 1:33:32 PM

Subject: Morning Weather Response Status Report December 13th, 2016

Attachments: Morning Weather Response Status Report December 13th, 2016.docx

Good afternoon,

Please find attached, Streets and Sanitation Operations response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Tuesday December 13<sup>th</sup>, 2016

**Discussion:** No new road weather concerns tonight or tomorrow. Just dry and cold conditions for the next several days. Most, if not all hours will be sub-freezing.

## PROJECTED FORECAST FOR Tuesday December 13<sup>th</sup>, 2016 (Level 1)

### Noon - 8pm

Temp: -1 to 1

Rainfall: None to report

Snowfall: None to report

### 8pm - 4am Wednesday

Temp: -1 to -4

Rainfall: None to report

Snowfall: None to report

## Planned Response for Tuesday December 13<sup>th</sup>, 2016

### Street Operations 3:30pm - 7pm

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- One Salter/plow on shared bike routes

### Sanitation Operations 7pm - 7am Wednesday December 14<sup>th</sup>, 2016

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- One Salter/plow on shared bike routes

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
Cell: 604-690-4595  
Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/13/2016 6:55:30 AM

Subject: Morning Weather Response Status Report December 13th, 2016

Attachments: Morning Weather Response Status Report December 13th, 2016.docx

Good Morning,

Please find attached, Street Operations response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Tuesday December 13<sup>th</sup>, 2016

**Discussion:** Dry through Wednesday with the only concern being frost/ice developing in spots tonight, as a freeze is expected. Dry under clear skies through Wednesday. Temperatures fall below freezing for all areas tonight with frost and ice a concern in spots. Frost will be a concern for any wind-sheltered areas with concerns highest for shaded/elevated roads, bridges, and roads near open water sources. Ice will be a concern for any roads that are wet/damp from snowmelt during the daytime hours.

## PROJECTED FORECAST FOR Tuesday December 13<sup>th</sup>, 2016

### 4am - Noon

Temp: -2 to -3

Rainfall: None to report

Snowfall: None to report

### Noon - 8pm

Temp: 1 to -2

Rainfall: None to report

Snowfall: None to report

## Planned Response for Tuesday December 13<sup>th</sup>, 2016

### Street Operations 7am - 3:30pm

- Fourteen Salters/plow, salting main routes
- Six Salter/plow, on priority hills, 311 calls, and hot spots
- Two Salter/plow on School, Hospital routes
- Two Salter/plow on shared bike routes
- One Kubota on priority bike routes
- Maintenance crews on hand salting routes, on sidewalks, wheelchair ramps, & Bus stops

### Sanitation Operations Overnight Response for Monday December 12<sup>th</sup>, 2016

- Eight Salter/plow salting main routes
- Two Salter/plow salting priority hills, 311 calls, shared bike path and hot spots
- One Kubota on priority bike routes

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/14/2016 7:16:09 AM

Subject: Morning Weather Response Status Report December 14th, 2016

Attachments: Morning Weather Response Status Report December 14th, 2016.docx

Good Morning,

Please see attached for Street Operations response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Wednesday December 14<sup>th</sup>, 2016

**Discussion:** Dry and cold through the day today and tonight. Temps remain below freezing. Clouds increase tonight as a system passes by to the south, but all precipitation remains well south of the area.

## PROJECTED FORECAST FOR Wednesday 14<sup>th</sup>, 2016 (Level 1)

### 4am - Noon

Temp: -2 to -6

Rainfall: None to report

Snowfall: None to report

### Noon - 8pm

Temp: -1 to -4

Rainfall: None to report

Snowfall: None to report

## Planned Response for Wednesday December 14<sup>th</sup>, 2016

### Street Operations 7am - 3:30pm

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- One Salter/plow on shared bike routes
- Maintenance crews hand salting sidewalks, bus stops, and responding to 311 requests



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/12/2016 6:41:54 AM

Subject: Morning Weather Response Status Report December 12th, 2016

Attachments: Morning Weather Response Status Report December 12th, 2016.docx

Good Morning,

Please find attached Sanitation's overnight weather response for December 11<sup>th</sup>, and Street Operation's weather response for Monday December 12<sup>th</sup>.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Monday December 12<sup>th</sup>, 2016

**Discussion:** Expect some lingering light snow showers or flurries through about 9-10am this morning with maybe another 1cm of accumulation. Then weather looks dry the rest of the day with clearing skies and cool temperatures. Tonight is mostly clear and dry with a hard freeze.

## PROJECTED FORECAST FOR Monday December 12<sup>th</sup>, 2016

### 4am - Noon

Temp: 0 to -1

Rainfall: None to report

Snowfall: Trace to 1cm

### Noon - 8pm

Temp: 1 to -2

Rainfall: None to report

Snowfall: None to report

## Planned Response for Monday December 12<sup>th</sup>, 2016

### Street Operations 7am - 3:30m

- Fifteen salters/plows, salting main routes
- Eight salters salting/plow hot spots, and responding to 311 requests
- Two salters/plow on School & Hospital routes
- One salter/plow on shard bike routes
- Two salter/plow on priority hills
- One Kubota salting/brining priority bike routes

### Sanitation Operations overnight response for Sunday December 11<sup>th</sup>, 2016

- Ten Salters/plow, salting main routes
- One Salter/plow, on shared bike routes
- Four Salter/plows, on priority hills and hot spots
- One Kubota on priority bike routes

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/15/2016 7:29:59 AM

Subject: Morning Weather Response Status Report December 15th, 2016

Attachments: Morning Weather Response Status Report December 15th, 2016.docx

Good Morning,

Please find attached Street Operations response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Thursday December 15<sup>th</sup>, 2016

**Discussion:** Clear, dry and cold conditions will continue today through Friday with dry roads and no new concerns to note.

## PROJECTED FORECAST FOR Thursday December 15<sup>th</sup>, 2016 (Level 1)

### 4am - Noon

Temp: -2 to -7

Rainfall: None to report

Snowfall: None to report

### Noon - 8pm

Temp: -1 to -4

Rainfall: None to report

Snowfall: None to report

## Planned Response for Thursday December 15<sup>th</sup>, 2016

### Street Operations 7am - 3:30pm

- Six Salter/plow on hot spots, and 311 calls
- Two Salter/plow on priority hills
- Two Salter/plow on School routes
- Two Brine units on main routes
- One Salter/plow on Sanitation prioritized lanes
- One Brine units on shared bike routes
- One Kubota on priority bike routes
- Four maintenance crews to respond to 311 calls (hand salting)

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
Cell: 604-690-4595  
Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/16/2016 7:42:23 AM

Subject: Morning Weather Response Status Report December 16th, 2016

Attachments: Morning Weather Response Status Report December 16th, 2016.docx

Good Morning,

Please find Street Operations response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Friday December 16<sup>th</sup>, 2016

**Discussion:** Dry and cold conditions to continue today through Saturday with no new road concerns to note. Expect mostly clear skies today, then gradually increasing clouds tonight. Light snow/flurries returns later Saturday night and continues Sunday morning, turning to rain Sunday afternoon.

## PROJECTED FORECAST FOR Friday December 16<sup>th</sup>, 2016 (Level 1)

### 4am - Noon

Temp: -3 to -7

Rainfall: None to report

Snowfall: None to report

### Noon - 8pm

Temp: 0 to -4

Rainfall: None to report

Snowfall: None to report

## Planned Response for Friday December 16<sup>th</sup>, 2016

### Street Operations 7am - 3:30pm

- Fourteen Salter/plow on main routes
- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Four Salter/plow on School routes
- Two Brine units on shared bike paths
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- Four maintenance crews to respond to 311 calls (hand salting)

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
Cell: 604-690-4595  
Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/6/2016 7:57:37 AM

Subject: Morning Weather Response Status Report December 6th, 2016

Attachments: Morning Weather Response Status Report December 6th, 2016.docx

Good Morning,

Please find attached Street Operations response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Tuesday December 6<sup>th</sup>, 2016

**Discussion:** No major snow concerns in the near-term. There will be high ice concerns tonight for any roads that are wet from snowmelt; otherwise, we're dry under clear skies through Wednesday. Looks dry with no concerns through Wednesday night. Timing and intensity of the next system is really up in the air with earliest projections bringing it in Thursday afternoon and latest projections bringing it in Thursday night after midnight.

## PROJECTED FORECAST FOR Tuesday December 6<sup>th</sup>

### 4am - Noon

Temp: -2 to +3 degrees  
Rainfall: None to report  
Snowfall: None to report

### Noon - 8pm

Temp: +1 to +5  
Rainfall: None to report  
Snowfall: None to report

## Planned Response for Tuesday December 6<sup>th</sup>, 2016

### Street Operations Until 7pm

- Fourteen salters, salting main routes
- Six salters salting hot spots, and responding to 311 requests
- One Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes/priority hills

Ken Brown  
Streets Traffic & Electrical Operations Manager  
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Cell: 604-690-4595  
Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/8/2016 7:15:09 AM

Subject: Morning Weather Response Status Report December 8th, 2016

Attachments: Morning Weather Response Status Report December 8th, 2016.docx

Good Morning,

Please find attached Street Operations response to the latest weather forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

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# WEATHER RESPONSE STATUS REPORT

Thursday December 8<sup>th</sup>, 2016

**Discussion:** Dry through most of Thursday night with clouds increasing this afternoon. Light snow begins late Thursday night, after 2-3 am. Light snow continues Friday morning and even if we do mix with or go to rain Friday in the late morning/midday hours, it looks like precipitation will go right back over to snow Friday afternoon as precipitation increases again. Looks like a pretty significant snow event with continued snow Friday night and Saturday.

## PROJECTED FORECAST FOR Thursday December 8<sup>th</sup>

### 4am - Noon

Temp: -2 to -7

Rainfall: None to report

Snowfall: None to report

### Noon - 8pm

Temp: -1 to -2

Rainfall: None to report

Snowfall: None to report

## Planned Response for Thursday December 8<sup>th</sup>, 2016

### Street Operations 7am - 7pm

- Fourteen salters, salting main routes
- Six salters salting hot spots, and responding to 311 requests
- One Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes/priority hills
- Four Brine units on main routes, shared bike lanes

## Overnight Salt / Brine Usage 7pm December 7<sup>th</sup> to 7am December 8<sup>th</sup>, 2016

**Brine Applied to City Streets:** 59,000 Liters

**Salt Applied to City Streets:** 18 tonnes

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Streets Traffic & Electrical Operations Manager  
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Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/5/2016 1:42:07 PM

Subject: Noon Update Weather Response Status Report December 5th, 2016

Attachments: Noon Update Weather Response Status Report December 5th, 2016.docx

Good Afternoon,

Please find attached our updated weather response to the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

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Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Monday December 5<sup>th</sup>, 2016

**Discussion:** Main concern now will be ice developing rapidly this evening, as early as 7 or 8 pm. This system dropping snow at times (and when it lightens up goes back to rain or rain/snow mixed) looks like it will largely continue now into the afternoon as its stalling. It should be moving out to the west late today though. Road snow issues should be pretty limited now that it's getting later in the day.

## PROJECTED FORECAST FOR Monday December 5<sup>th</sup> (afternoon)

### Noon - 8pm

Temp: 0 - 3 degrees

Rainfall: 2 - 4mm

Snowfall: Accumulations up to 2cm

## Planned Response for Monday December 5<sup>th</sup>, 2016 (Afternoon)

### Street Operations

- Fourteen salters, salting main routes
- Two Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes
- Four Salters, salting priority hills, and water leaks
- Operations has dispatched all Streets crews to pre-planned areas for removal of snow at Bus Shelters, Gutters that lead to catch basins, and sidewalk let downs at intersections.
- Bridge Crew Bombardiers clearing seawall paths, and sidewalks.

### Additional Operation Resources Initiated

- Street Operations: Up to 6 additional salters being added to snow fight
- Sewer Operations: Up to 9 additional salters being added to snow fight
- Engineering DOC activated
- Priority Hills have been closed

Ken Brown  
Streets Traffic & Electrical Operations Manager  
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Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/2/2016 1:25:52 PM

Subject: Weather Response Status Report December 2nd, 2016

Attachments: Weather Response Status Report December 2nd, 2016.docx

Good Afternoon,

With the latest forecast of snow accumulations over the weekend, we have attached Street Operations, and Sanitation's planned response for your reference.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Friday December 2<sup>nd</sup>, 2016

**Discussion:** Rain goes to showers later Saturday night. The last shower leaves the area around 6am Sunday, and that shower may be snow. Temps will drop to 0 or +1 at 8am and then start rising again. The rest of Sunday looks to be dry. New rain arrives Sunday night and likely changes to snow. Road snow is expected later Sunday night into Monday morning.

## PROJECTED FORECAST FOR Sunday December 4<sup>th</sup> & Monday December 5<sup>th</sup>

### Sunday December 4<sup>th</sup>, 2016

#### 7am - 12 Noon

Temp: 0 degrees to plus 1 Celsius

Rainfall: Light Showers/Mixed Snow

Snowfall: Minor accumulations with the possibility of heavy snow shower short duration

#### 12 Noon - Midnight

Temp: 2- 4 Celsius

Rainfall: no rainfall

Snowfall: Forecast to start snowing just around midnight

### Monday December 5<sup>th</sup>, 2016

#### Midnight - Noon

Temp: -2 to 3 degrees Celsius

Rainfall: Light Showers/ Mixed Snow

Snowfall: Accumulations expected unit noon

#### Noon - Midnight

Temp: -2 to 4 degrees Celsius

Rainfall: none

Snowfall: none

## Planned Response for Saturday December 3<sup>rd</sup>, 2016 (Graveyard Shift)

### Sanitation

- Two Kubota salting/brining priority shared bike routes
- Two Salter Units salting priority hills, bridge decks, and water leaks

## Planned Response for Sunday December 4<sup>th</sup>, 2016 (7am Start)

### Street Operations

- Fourteen salters, salting main routes
- Two Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes
- Four Salters, salting priority hills, and water leaks

## Planned Response for Sunday December 4<sup>th</sup>, 2016 (Graveyard Shift)

### Sanitation

- Two Kubota salting/brining priority shared bike routes
- Two Salter Units salting priority hills, bridge decks, and water leaks

## Planned Response for Monday December 5<sup>th</sup>, 2016 (7am Start)

### Street Operations

- Fourteen salters, salting main routes
- Two Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes
- Four Salters salter, salting priority hills, and water leaks

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/5/2016 7:52:52 AM

Subject: Weather Response Status Report December 5th, 2016

Attachments: Weather Response Status Report December 5th, 2016.docx

Morning,

Please see attached for our weather response plan, based on the latest forecast.

Thanks,

**Ozzie Lepore, CTech**

*City of Vancouver*

Superintendent II Maintenance

Streets Traffic & Electrical Operations

Office: 604-871-6896

Cell: 604-790-3085

Email: [ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)

# WEATHER RESPONSE STATUS REPORT

Monday December 5<sup>th</sup>, 2016

**Discussion:** Snow is steadier than expected and is expected to continue mostly steady through 10am. Potential for Slushy roads, accumulations 4am to 10am this morning. Rain and wet snow showers increasing this morning then tapering off with mostly dry conditions.

## PROJECTED FORECAST FOR Monday December 5<sup>th</sup>

### 4am - Noon

Temp: + 2 to +1degrees Celsius

Rainfall: 1-3mm

Snowfall: 1-2cm

### Noon - 8pm

Temp: + 4 to +1 degrees Celsius

Rainfall: 0-1mm

Snowfall: Trace

## Planned Response for Monday December 5<sup>th</sup>, 2016

### Street Operations

- Fourteen salters, salting main routes
- Two Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes
- Four Salters, salting priority hills, and water leaks
- Operations has dispatched all Streets crews to pre-planned areas for removal of snow at Bus Shelters, Gutters that lead to catch basins, and sidewalk let downs at intersections.
- Bridge Crew Bombardiers clearing seawall paths, and sidewalks.

## Overnight Response For Sunday December 4<sup>th</sup>, 2016

### Sanitation

- One Kubota salting/brining priority shared bike routes
- Six Salter Units salting priority hills, bridge decks, and water leaks

Ken Brown  
Streets Traffic & Electrical Operations Manager  
Office: 604-871-6770  
Cell: 604-690-4595  
Email: [ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 10:55:57 AM

Subject: National Yard DOC 11 am Update December 19,2016

Attachments: National Yard DOC 11 am Update December 19,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 19<sup>th</sup>, 2016 Task #: 2

Date: 12.19.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

**8am Update (Level 4)**

**Latest Weather Forecast**

Rain and snow continues the next couple of hours before ending. Looks like the rain/snow line is splitting the city in half with the W part of the city wet and the E half of the city white. We should dry out by 7-8 am and then remain dry the remainder of the day. Dry conditions linger this afternoon and evening with rain moving back in after midnight tonight.

**Current Equipment on the roads**

- 30 Salters/plows doubling up on main routes
- Street Operations staff have all been re allocated to snow removal including clearing catch basin, bus stops, and responding to 311 calls
- Streets Bridge Crew clearing bridge and viaduct sidewalks, and stair wells
- Sewer Operations have deployed 8 Salter/plows

**Current Calls Being Responded To**

- **Main Routes**
- 1100 E.41<sup>st</sup>
- 41<sup>st</sup> & Main
- Cambie & W.41<sup>st</sup>
- 5500 Knight Street
- Oak & Broadway (Bus Stuck)
- Hastings & Kootney (Bus Stuck)
  
- **Hand Salting**
- 6487 Tisdall
- 3548 W.26<sup>th</sup>
- Kitchener & Victoria
- 1700 Broadway
- 1368 E.6<sup>th</sup>
- 2510 E.7<sup>th</sup>
- 3050 Penticton

**9am Update (Level 1)**

**Latest Weather Update**

**4am – Noon**

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Sanitation's Overnight Equipment Summary**

- 10 Salters/plows on main routes
- 2 Salters/plows on priority hills, water leaks, and 311 calls
- 1 Kubota on priority bike routes

**Current Traffic Problems Crews Responding To**

- gridlock on Knight Street: E.33<sup>rd</sup> to E.12 crews on the scene
- intersection lights in flash at Rupert & Grandview Hwy
- Bus stuck at Main & 33<sup>rd</sup>
- Joyce and Kingsway very icy
- Grandview Hwy and Boundary: Trucks pulled over in south bound lanes
- E.41<sup>st</sup> & Joyce very icy

**Service Requests**

- 18 emergency service requests being responded to
- 3 non-emergency service requests being responded to

**11 am Update (Level 1)**

Operation crews have responded and resolved the following trouble calls:

- Balaclava & W.KingEdward
- 1020 Denman
- E.41<sup>st</sup> & Rupert
- E.49<sup>th</sup> & Fraser
- 1500 W.Pender
- 5500 Knight
- W.41<sup>st</sup> & Cambie
- E.41<sup>st</sup> & Main
- 1100 E.41<sup>st</sup>
- Burrard & Nelson
- 4300 Mackenzie
- W.32<sup>nd</sup> & Mackenzie
- Oak & W. Broadway
- Granville & Marpole
- W.63<sup>rd</sup> & Granville
- Cambie Bridge
- 6487 Tisdall
- 1368 E.6th
- 

**Traffic Update**

- Clark & E.12<sup>th</sup> traffic starting move and clear
- Oak & W.70<sup>th</sup> clear and moving
- Granville & 70<sup>th</sup> clear and moving
- Bus stuck on W.10<sup>th</sup> @ Alma
- Knight & E.57<sup>th</sup> moving and clear
- On south bound Boundary at Hasting traffic moving
- West bound Grandview Hwy traffic moving
- W.41<sup>st</sup> & Knight: south bound moving, north bound very slowly

**Salters & Hand Salting Crews responding to Buses at**

- Main: 41<sup>st</sup> to King Edward
- Granville: W.41<sup>st</sup> to Broadway
- Oak: 33<sup>rd</sup> to King Edward
- Joyce: 41<sup>st</sup> to Joyce Station

**2.**

**3. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 1:48:29 PM

Subject: National Yard DOC 130pm Update December 19,2016

Attachments: National Yard DOC 130pm Update December 19,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 19<sup>th</sup>, 2016 Task #: 2

Date: 12.19.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

**8am Update (Level 4)**

Latest Weather Forecast

Rain and snow continues the next couple of hours before ending. Looks like the rain/snow line is splitting the city in half with the W part of the city wet and the E half of the city white. We should dry out by 7-8 am and then remain dry the remainder of the day. Dry conditions linger this afternoon and evening with rain moving back in after midnight tonight.

Current Equipment on the roads

- 30 Salters/plows doubling up on main routes
- Street Operations staff have all been re allocated to snow removal including clearing catch basin, bus stops, and responding to 311 calls
- Streets Bridge Crew clearing bridge and viaduct sidewalks, and stair wells
- Sewer Operations have deployed 8 Salter/plows

Current Calls Being Responded To

- Main Routes
- 1100 E.41<sup>st</sup>
- 41<sup>st</sup> & Main
- Cambie & W.41<sup>st</sup>
- 5500 Knight Street
- Oak & Broadway (Bus Stuck)
- Hastings & Kootney (Bus Stuck)
  
- Hand Salting
- 6487 Tisdall
- 3548 W.26<sup>th</sup>
- Kitchener & Victoria
- 1700 Broadway
- 1368 E.6<sup>th</sup>
- 2510 E.7<sup>th</sup>
- 3050 Penticton

**9am Update (Level 1)**

Latest Weather Update

4am – Noon

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

Sanitation's Overnight Equipment Summary

- 10 Salters/plows on main routes
- 2 Salters/plows on priority hills, water leaks, and 311 calls
- 1 Kubota on priority bike routes

**Current Traffic Problems Crews Responding To**

- gridlock on Knight Street: E.33<sup>rd</sup> to E.12 crews on the scene
- intersection lights in flash at Rupert & Grandview Hwy
- Bus stuck at Main & 33<sup>rd</sup>
- Joyce and Kingsway very icy
- Grandview Hwy and Boundary: Trucks pulled over in south bound lanes
- E.41<sup>st</sup> & Joyce very icy

**Service Requests**

- 18 emergency service requests being responded to
- 3 non-emergency service requests being responded to

**11 am Update (Level 1)**

Operation crews have responded and resolved the following trouble calls:

- Balaclava & W.KingEdward
- 1020 Denman
- E.41<sup>st</sup> & Rupert
- E.49<sup>th</sup> & Fraser
- 1500 W.Pender
- 5500 Knight
- W.41<sup>st</sup> & Cambie
- E.41<sup>st</sup> & Main
- 1100 E.41<sup>st</sup>
- Burrard & Nelson
- 4300 Mackenzie
- W.32<sup>nd</sup> & Mackenzie
- Oak & W. Broadway
- Granville & Marpole
- W.63<sup>rd</sup> & Granville
- Cambie Bridge
- 6487 Tisdall
- 1368 E.6th
- 

**Traffic Update**

- Clark & E.12<sup>th</sup> traffic starting move and clear
- Oak & W.70<sup>th</sup> clear and moving
- Granville & 70<sup>th</sup> clear and moving
- Bus stuck on W.10<sup>th</sup> @ Alma
- Knight & E.57<sup>th</sup> moving and clear
- On south bound Boundary at Hasting traffic moving
- West bound Grandview Hwy traffic moving
- W.41<sup>st</sup> & Knight: south bound moving, north bound very slowly

**Salters & Hand Salting Crews responding to Buses at**

- Main: 41<sup>st</sup> to King Edward
- Granville: W.41<sup>st</sup> to Broadway
- Oak: 33<sup>rd</sup> to King Edward
- Joyce: 41<sup>st</sup> to Joyce Station

**12 Noon Weather Update**

Noon-8pm

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Crew have responded to 21 service requests for snow/ice in the last hour**

- 3548 W.26<sup>th</sup>
- 2500 Nanaimo
- E.43<sup>rd</sup> & Main
- 3500 Falaise Ave
- 2510 E.7<sup>th</sup>
- Fraser & E.21<sup>st</sup>
- 5100 Joyce
- E.2<sup>nd</sup> & Boundary
- 3316 Worthington
- 2200 Hemlock
- W.49<sup>th</sup> & Cambie
- 3050 Penticton
- Granville & W.14<sup>th</sup>
- E.41<sup>st</sup> & Rupert
- 2700 E.29<sup>th</sup>
- Granville Bridge
- W.4<sup>th</sup> & Macdonald
- Broadway & Ontario
- Hastings & Kootney
- 5000 Ann
- 4600 W.6<sup>th</sup>

Coast Mountain Trouble Calls

- Oak : 33<sup>rd</sup> to KingEdward , buses having difficulty with ice, crews dispatched
- Main: 41<sup>st</sup> to 33<sup>rd</sup> , buses having difficulty with ice, crews dispatched

Trouble Spots

- NB Knight: E.41<sup>st</sup> to E.28<sup>th</sup> , very icy, Salter and hand salting crews dispatched.

**1:30pm Update**

Total Calls received related to snow and ice until 1pm = 78

Total Calls responded and resolved by City Crews to by = 51

**Crew have responded to 19 service requests for snow/ice since last report**

- Kitchener & Victoria Drive
- 3100 Dunbar
- 2500 Dunbar
- 4800 Fraser
- 4600 W.16<sup>th</sup>
- 3551 Wellington
- 1700 Broadway
- 3700 W.14
- Arbutus & W.16
- Kingsway & Knight
- Commercial Drive & Broadway
- Broadway & Nanaimo
- Dunbar & KingEdward
- 4500 Slocan
- Commercial & Kingsway
- E.57<sup>th</sup> & Fraser
- 3400 Loughheed
- Blanca & W.4
- 12<sup>th</sup> & Fraser
- 

**Coast Mountain**

Reports no current trouble spots. Buses are behind schedule but moving

**Trouble Spots**

- Fraser: Broadway to King Edward (slow moving traffic)



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**2.**

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**3. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

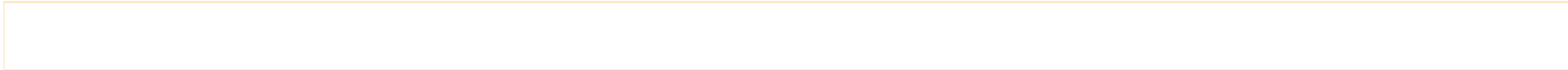
To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 1:47:44 PM

Subject: National Yard DOC 2pm Update December 18,2016

Attachments: National Yard DOC 2pm Update December 18,2016.docx

---



*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
- 3 Salter/plows on shared bike paths, and priority hills
- 1 Kubota on priority bike routes
- 4 Maintenance crews responding to 311 calls
- 1 Streets Emergency crew responding to hand salting calls, and 311 calls
  
- Summary of calls
- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
- Salter/plow responding to salting request at Rupert & E.29<sup>th</sup>
- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

9am Update (Level 2)

- 1, non-emergency service request responded to for hand salting at 1600 W. Georgia
- Alder & W.7<sup>th</sup> priority hill closed off
- Light pole down due to MVA on Boundary & Normandy. Electrical crews on site.

12 Noon Update (Level 2)

- Water main break update
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  
- Hand salting crews have responded to the following locations.
  - 1698 W. Georgia
  - 4750 Killarney
  - 2804 Granville
  - 2200 E.61<sup>st</sup>
  
- One service request redirected to Sewer Ops for plugged catch basin at Dunsmuir & Richards

2pm Update

- Noon Weather Forecast

Light snow the rest of the day with snow turning to rain early this evening, around 7 or 8pm. But, snow levels don't climb very high.

Noon - 8pm

Temp: +1 to =2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- Streets Operations have responded to the following snow/ice non-emergency calls

- 3500 Tanner
- 4321 Main Street
- 5790 Berkeley

2.

3.

**4. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 3:54:22 PM

Subject: National Yard DOC 4 pm Update December 19,2016

Attachments: National Yard DOC 4 pm Update December 19,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 19<sup>th</sup>, 2016 Task #: 2

Date: 12.19.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

**8am Update (Level 4)**

**Latest Weather Forecast**

Rain and snow continues the next couple of hours before ending. Looks like the rain/snow line is splitting the city in half with the W part of the city wet and the E half of the city white. We should dry out by 7-8 am and then remain dry the remainder of the day. Dry conditions linger this afternoon and evening with rain moving back in after midnight tonight.

**Current Equipment on the roads**

- 30 Salters/plows doubling up on main routes
- Street Operations staff have all been re allocated to snow removal including clearing catch basin, bus stops, and responding to 311 calls
- Streets Bridge Crew clearing bridge and viaduct sidewalks, and stair wells
- Sewer Operations have deployed 8 Salter/plows

**Current Calls Being Responded To**

- **Main Routes**
- 1100 E.41<sup>st</sup>
- 41<sup>st</sup> & Main
- Cambie & W.41<sup>st</sup>
- 5500 Knight Street
- Oak & Broadway (Bus Stuck)
- Hastings & Kootney (Bus Stuck)
  
- **Hand Salting**
- 6487 Tisdall
- 3548 W.26<sup>th</sup>
- Kitchener & Victoria
- 1700 Broadway
- 1368 E.6<sup>th</sup>
- 2510 E.7<sup>th</sup>
- 3050 Penticton

**9am Update (Level 1)**

**Latest Weather Update**

**4am – Noon**

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Sanitation's Overnight Equipment Summary**

- 10 Salters/plows on main routes
- 2 Salters/plows on priority hills, water leaks, and 311 calls
- 1 Kubota on priority bike routes

**Current Traffic Problems Crews Responding To**

- gridlock on Knight Street: E.33<sup>rd</sup> to E.12 crews on the scene
- intersection lights in flash at Rupert & Grandview Hwy
- Bus stuck at Main & 33<sup>rd</sup>
- Joyce and Kingsway very icy
- Grandview Hwy and Boundary: Trucks pulled over in south bound lanes
- E.41<sup>st</sup> & Joyce very icy

**Service Requests**

- 18 emergency service requests being responded to
- 3 non-emergency service requests being responded to

**11 am Update (Level 1)**

Operation crews have responded and resolved the following trouble calls:

- Balaclava & W.KingEdward
- 1020 Denman
- E.41<sup>st</sup> & Rupert
- E.49<sup>th</sup> & Fraser
- 1500 W.Pender
- 5500 Knight
- W.41<sup>st</sup> & Cambie
- E.41<sup>st</sup> & Main
- 1100 E.41<sup>st</sup>
- Burrard & Nelson
- 4300 Mackenzie
- W.32<sup>nd</sup> & Mackenzie
- Oak & W. Broadway
- Granville & Marpole
- W.63<sup>rd</sup> & Granville
- Cambie Bridge
- 6487 Tisdall
- 1368 E.6th
- 

**Traffic Update**

- Clark & E.12<sup>th</sup> traffic starting move and clear
- Oak & W.70<sup>th</sup> clear and moving
- Granville & 70<sup>th</sup> clear and moving
- Bus stuck on W.10<sup>th</sup> @ Alma
- Knight & E.57<sup>th</sup> moving and clear
- On south bound Boundary at Hasting traffic moving
- West bound Grandview Hwy traffic moving
- W.41<sup>st</sup> & Knight: south bound moving, north bound very slowly

**Salters & Hand Salting Crews responding to Buses at**

- Main: 41<sup>st</sup> to King Edward
- Granville: W.41<sup>st</sup> to Broadway
- Oak: 33<sup>rd</sup> to King Edward
- Joyce: 41<sup>st</sup> to Joyce Station

**12 Noon Weather Update**

Noon-8pm

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Crew have responded to 21 service requests for snow/ice in the last hour**

- 3548 W.26<sup>th</sup>
- 2500 Nanaimo
- E.43<sup>rd</sup> & Main
- 3500 Falaise Ave
- 2510 E.7<sup>th</sup>
- Fraser & E.21<sup>st</sup>
- 5100 Joyce
- E.2<sup>nd</sup> & Boundary
- 3316 Worthington
- 2200 Hemlock
- W.49<sup>th</sup> & Cambie
- 3050 Penticton
- Granville & W.14<sup>th</sup>
- E.41<sup>st</sup> & Rupert
- 2700 E.29<sup>th</sup>
- Granville Bridge
- W.4<sup>th</sup> & Macdonald
- Broadway & Ontario
- Hastings & Kootney
- 5000 Ann
- 4600 W.6<sup>th</sup>

**Coast Mountain Trouble Calls**

- Oak : 33<sup>rd</sup> to KingEdward , buses having difficulty with ice, crews dispatched
- Main: 41<sup>st</sup> to 33<sup>rd</sup> , buses having difficulty with ice, crews dispatched

**Trouble Spots**

- NB Knight: E.41<sup>st</sup> to E.28<sup>th</sup> , very icy, Salter and hand salting crews dispatched.

**1:30pm Update**

Total Calls received related to snow and ice until 1pm = 78

Total Calls responded and resolved by City Crews to by = 51

**Crew have responded to 19 service requests for snow/ice since last report**

- Kitchener & Victoria Drive
- 3100 Dunbar
- 2500 Dunbar
- 4800 Fraser
- 4600 W.16<sup>th</sup>
- 3551 Wellington
- 1700 Broadway
- 3700 W.14
- Arbutus & W.16
- Kingsway & Knight
- Commercial Drive & Broadway
- Broadway & Nanaimo
- Dunbar & KingEdward
- 4500 Slocan
- Commercial & Kingsway
- E.57<sup>th</sup> & Fraser
- 3400 Lougheed
- Blanca & W.4
- 12<sup>th</sup> & Fraser
- 

**Coast Mountain**

Reports no current trouble spots. Buses are behind schedule but moving

**Trouble Spots**

- Fraser: Broadway to King Edward (slow moving traffic)



### 4pm Update

**Please Note:** DOC will be active through the night, and into Tuesday as necessary. 311 will be on shift as well. Streets will continue with DOC lead, then transitioning to Sanitation at 7pm – 7am Tuesday Streets & Sanitation staff can respond to snow, ice, and flooding calls.

### Noon-8pm

Temp: 4 to 6 degrees

Rain: 10-16mm

Snow: None forecast

### Crews have responded & resolved 31 service requests for snow/ice since last report

- Angus & W.33<sup>rd</sup>
- 1199 Seymour
- Granville & W.Kingedward
- Granville & W.33<sup>rd</sup>
- 2599 Granville
- Granville & W.10<sup>th</sup>
- 610 E.22<sup>nd</sup>
- 199 E.Hastings
- Denman @ Haro
- E.41<sup>st</sup> & Main
- 2922 Main
- Argyle Dr & E.54<sup>th</sup>
- 220 Kootney
- 1699 Blanca
- 4999 Victoria
- E.41<sup>st</sup> & Victoria
- 454 W.Broadway
- 870 Denman
- 3699 E.28
- <sup>30th</sup> & Fraser
- 3500 W.Kingedward
- Crown & W 10<sup>th</sup>
- <sup>1499</sup> E.Kingedward
- 2299 Kingsway
- Burrard @ W.Broadway
- 1599 W.Broadway
- 1299 LeRoi
- Cambie @ W 12
- 57<sup>th</sup> & Main
- Cambie & W.41st
- Oak & W.10

### Coast Mountain

Need to monitor south slope of Oak: 41<sup>st</sup> to the south. Reports no current trouble spots.

### Trouble Spots

Typical volumes for early peaks

### Street Operations Equipment & Staffing Until 7pm

- 14 Salter/plows on major routes, hotspots,
- 2 Salter/plows on priority hills, shared bike paths
- 1 Kubota on priority bike routes
- 10 maintenance crews responding to 311 calls for snow, ice, and flooding calls

### Sanitation Operations Equipment & Staffing From 7pm to 7am Tuesday December 20<sup>th</sup>, 2016

- 14 Salter/plows on major routes, hotspots,
- 2 Salter/plows on priority hills, shared bike paths
- 1 Kubota on priority bike routes
- 14 Employees on 311 calls for snow, ice, and flooding calls until 8:30pm
- 17 Employees on 311 calls for snow, ice, and flooding calls after 8:30 pm

**2.**

**3. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Espinosa, Marisa](mailto:Marisa.Espinosa@vancouver.ca)" <[Marisa.Espinosa@vancouver.ca](mailto:Marisa.Espinosa@vancouver.ca)>

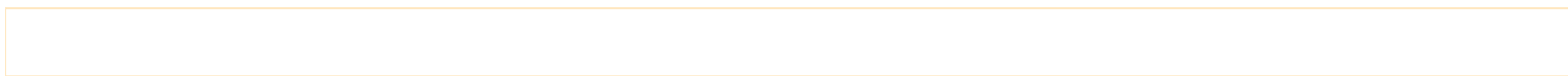
["Weather Response Communication - DL"](mailto:ENWRCDL@vancouver.ca) <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 4:10:25 PM

Subject: National Yard DOC 4pm Update December 18,2016

Attachments: National Yard DOC 4pm Update December 18,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
- 3 Salter/plows on shared bike paths, and priority hills
- 1 Kubota on priority bike routes
- 4 Maintenance crews responding to 311 calls
- 1 Streets Emergency crew responding to hand salting calls, and 311 calls
  
- Summary of calls
- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
- Salter/plow responding to salting request at Rupert & E.29<sup>th</sup>
- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

9am Update (Level 2)

- 1, non-emergency service request responded to for hand salting at 1600 W. Georgia
- Alder & W.7<sup>th</sup> priority hill closed off
- Light pole down due to MVA on Boundary & Normandy. Electrical crews on site.

12 Noon Update (Level 2)

- Water main break update
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  
- Hand salting crews have responded to the following locations.
  - 1698 W. Georgia
  - 4750 Killarney
  - 2804 Granville
  - 2200 E.61<sup>st</sup>
  
- One service request redirected to Sewer Ops for plugged catch basin at Dunsmuir & Richards

### 2pm Update

- **Noon Weather Forecast**

Light snow the rest of the day with snow turning to rain early this evening, around 7 or 8pm. But, snow levels don't climb very high.

**Noon – 8pm**

Temp: +1 to =2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- Streets Operations have responded to the following snow/ice non-emergency calls
  - 3500 Tanner
  - 4321 Main Street
  - 5790 Berkeley

### 4pm Update

- **4pm weather Report**

Light snow for the remainder of the afternoon, with snow turning to rain this evening after 7pm. Snow levels will rise to above 200m

**Noon – 8pm**

Temp: 0 to +2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- **Streets Operations** have responded to the following snow/ice non-emergency calls;
  - 300 blk Richards (Transit)
  - 400 blk Granville (Transit)
  - 5900 blk Joyce (Transit)
  - 6600 blk Arlington (Transit)
  - W. 12<sup>th</sup> – Camosun to Dunbar (steep hill)
  - 2400 blk E. 29<sup>th</sup> (icy)
  - 2288 W. 19<sup>th</sup> (icy)
  - W. 2<sup>nd</sup> & Yew (icy)
  - Commercial – Broadway to Victoria Div (Transit)
  - 400 blk Homer (Transit)
  - 800 blk Hamilton
- **Water main break update**
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  - 5010 Quebec: leak to be repaired tomorrow

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**2.**

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**3.**

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**4. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Espinosa, Marisa](mailto:Marisa.Espinosa@vancouver.ca)" <[Marisa.Espinosa@vancouver.ca](mailto:Marisa.Espinosa@vancouver.ca)>

["Weather Response Communication - DL"](mailto:ENWRCDL@vancouver.ca) <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 6:06:10 PM

Subject: National Yard DOC 6pm Update December 18,2016

Attachments: National Yard DOC 6pm Update December 18,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
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- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
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- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

9am Update (Level 2)

- 1, non-emergency service request responded to for hand salting at 1600 W. Georgia
- Alder & W.7<sup>th</sup> priority hill closed off
- Light pole down due to MVA on Boundary & Normandy. Electrical crews on site.

12 Noon Update (Level 2)

- Water main break update
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
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- Hand salting crews have responded to the following locations.
  - 1698 W. Georgia
  - 4750 Killarney
  - 2804 Granville
  - 2200 E.61<sup>st</sup>
  
- One service request redirected to Sewer Ops for plugged catch basin at Dunsmuir & Richards



### 2pm Update

- **Noon Weather Forecast**

Light snow the rest of the day with snow turning to rain early this evening, around 7 or 8pm. But, snow levels don't climb very high.

**Noon – 8pm**

Temp: +1 to =2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- Streets Operations have responded to the following snow/ice non-emergency calls
  - 3500 Tanner
  - 4321 Main Street
  - 5790 Berkeley

### 4pm Update

- **4pm weather Report**

Light snow for the remainder of the afternoon, with snow turning to rain this evening after 7pm. Snow levels will rise to above 200m

**Noon – 8pm**

Temp: 0 to +2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- **Streets Operations** have responded to the following snow/ice non-emergency calls;
  - 300 blk Richards (Transit)
  - 400 blk Granville (Transit)
  - 5900 blk Joyce (Transit)
  - 6600 blk Arlington (Transit)
  - W. 12<sup>th</sup> – Camosun to Dunbar (steep hill)
  - 2400 blk E. 29<sup>th</sup> (icy)
  - 2288 W. 19<sup>th</sup> (icy)
  - W. 2<sup>nd</sup> & Yew (icy)
  - Commercial – Broadway to Victoria Div (Transit)
  - 400 blk Homer (Transit)
  - 800 blk Hamilton
- **Water main break update**
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  - 5010 Quebec: leak to be repaired tomorrow

6pm Update

- 6pm weather Report

Snow mixed with rain in various areas of the city. Rainfall will increase throughout the night. Snow levels rising above 200m. Current temperature is fluctuating between -1 to +1

Noon - 8pm

Temp: 0 to +2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- **Streets Operations** have responded to the following snow/ice non-emergency calls;

- Georgia Viaduct Off-ramps (icy)
- 3300 blk Nanaimo (Transit)
- W. Boulevard – W. 41<sup>st</sup> to W. 64<sup>th</sup> (Transit)
- 1400 blk Thurlow (icy)
- Charles – Nanaimo to Rupert (icy)

- Water main break update

- Cornwall and Cypress has been repaired
- Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
- W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
- Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
- 5010 Quebec: leak to be repaired tomorrow

2.

**3. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: ["Lepore, Ozzie" <ozzie.lepore@vancouver.ca>](mailto:ozzie.lepore@vancouver.ca)

To: ["Espinosa, Marisa" <Marisa.Espinosa@vancouver.ca>](mailto:Marisa.Espinosa@vancouver.ca)

["Weather Response Communication - DL" <ENWRCDL@vancouver.ca>](mailto:ENWRCDL@vancouver.ca)

Date: 12/18/2016 6:55:16 PM

Subject: National Yard DOC 7pm Update (DOC Deactivated) December 18,2016

Attachments: National Yard DOC 7pm Update (DOC Deactivated) December 18,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
- 3 Salter/plows on shared bike paths, and priority hills
- 1 Kubota on priority bike routes
- 4 Maintenance crews responding to 311 calls
- 1 Streets Emergency crew responding to hand salting calls, and 311 calls
  
- Summary of calls
- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
- Salter/plow responding to salting request at Rupert & E.29<sup>th</sup>
- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

9am Update (Level 2)

- 1, non-emergency service request responded to for hand salting at 1600 W. Georgia
- Alder & W.7<sup>th</sup> priority hill closed off
- Light pole down due to MVA on Boundary & Normandy. Electrical crews on site.

12 Noon Update (Level 2)

- Water main break update
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  
- Hand salting crews have responded to the following locations.
  - 1698 W. Georgia
  - 4750 Killarney
  - 2804 Granville
  - 2200 E.61<sup>st</sup>
  
- One service request redirected to Sewer Ops for plugged catch basin at Dunsmuir & Richards

### 2pm Update

- **Noon Weather Forecast**

Light snow the rest of the day with snow turning to rain early this evening, around 7 or 8pm. But, snow levels don't climb very high.

**Noon – 8pm**

Temp: +1 to =2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- Streets Operations have responded to the following snow/ice non-emergency calls
  - 3500 Tanner
  - 4321 Main Street
  - 5790 Berkeley

### 4pm Update

- **4pm weather Report**

Light snow for the remainder of the afternoon, with snow turning to rain this evening after 7pm. Snow levels will rise to above 200m

**Noon – 8pm**

Temp: 0 to +2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- **Streets Operations** have responded to the following snow/ice non-emergency calls;
  - 300 blk Richards (Transit)
  - 400 blk Granville (Transit)
  - 5900 blk Joyce (Transit)
  - 6600 blk Arlington (Transit)
  - W. 12<sup>th</sup> – Camosun to Dunbar (steep hill)
  - 2400 blk E. 29<sup>th</sup> (icy)
  - 2288 W. 19<sup>th</sup> (icy)
  - W. 2<sup>nd</sup> & Yew (icy)
  - Commercial – Broadway to Victoria Div (Transit)
  - 400 blk Homer (Transit)
  - 800 blk Hamilton
- **Water main break update**
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  - 5010 Quebec: leak to be repaired tomorrow

### 6pm Update

- **6pm weather Report**

Snow mixed with rain in various areas of the city. Rainfall will increase throughout the night. Snow levels rising above 200m. Current temperature is fluctuating between -1 to +1

#### Noon – 8pm

Temp: 0 to +2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- **Streets Operations** have responded to the following snow/ice non-emergency calls;

- Georgia Viaduct Off-ramps (icy)
- 3300 blk Nanaimo (Transit)
- W. Boulevard – W. 41<sup>st</sup> to W. 64<sup>th</sup> (Transit)
- 1400 blk Thurlow (icy)
- Charles – Nanaimo to Rupert (icy)

- **Water main break update**

- Cornwall and Cypress has been repaired
- Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
- W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
- Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
- 5010 Quebec: leak to be repaired tomorrow

### 7pm Final Update

- **7pm weather Report**

Snow mixed with rain in various areas of the city. Rainfall will increase throughout the night. Snow levels rising above 200m. Current temperature is fluctuating between -1 to +1

#### Noon – 8pm

Temp: 0 to +2

Rainfall: 1mm to 2mm

Snowfall: 3-6cm (above 200 feet)

- **Streets Operations** have responded to the following snow/ice non-emergency calls;

- All complaints have been completed
- No calls from 6pm to 7pm
- DOC is deactivating at 7pm

- **Sanitation Services** will be responding to any snow/ice non-emergency calls from 7pm to 7am. They will have the following equipment on during this shift;

- 10 Salter/Plows on main routes & trouble calls
- 2 Jitney Salter/Plows for priority hills & shared bike routes
- 1 Kubota on priority bike routes
- Plow slushy areas and bus stops
- Blended mix will be used throughout the night (salt & sand)

- Water main break update

- Cornwall and Cypress has been repaired
- Boundary and Vanness: water main break has been repaired.
- W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
- Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
- 5010 Quebec: leak to be repaired tomorrow

2.

3. DISTRIBUTION LIST

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 7:56:20 AM

Subject: National Yard DOC 8am Update December 19,2016

Attachments: National Yard DOC 8am Update December 19,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 19<sup>th</sup>, 2016 Task #: 2

Date: 12.19.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

**8am Update (Level 4)**

**Latest Weather Forecast**

Rain and snow continues the next couple of hours before ending. Looks like the rain/snow line is splitting the city in half with the W part of the city wet and the E half of the city white. We should dry out by 7-8 am and then remain dry the remainder of the day. Dry conditions linger this afternoon and evening with rain moving back in after midnight tonight.

**Current Equipment on the roads**

- 30 Salters/plows doubling up on main routes
- Street Operations staff have all been re allocated to snow removal including clearing catch basin, bus stops, and responding to 311 calls
- Streets Bridge Crew clearing bridge and viaduct sidewalks, and stair wells
- Sewer Operations have deployed 8 Salter/plows

**Current Calls Being Responded To**

- **Main Routes**
- 1100 E.41<sup>st</sup>
- 41<sup>st</sup> & Main
- Cambie & W.41<sup>st</sup>
- 5500 Knight Street
- Oak & Broadway (Bus Stuck)
- Hastings & Kootney (Bus Stuck)
  
- **Hand Salting**
- 6487 Tisdall
- 3548 W.26<sup>th</sup>
- Kitchener & Victoria
- 1700 Broadway
- 1368 E.6<sup>th</sup>
- 2510 E.7<sup>th</sup>
- 3050 Penticton

**2.**

**3. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 9:05:02 AM

Subject: National Yard DOC 9 am Update December 19,2016

Attachments: National Yard DOC 9 am Update December 19,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 19<sup>th</sup>, 2016 Task #: 2

Date: 12.19.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

**8am Update (Level 4)**

**Latest Weather Forecast**

Rain and snow continues the next couple of hours before ending. Looks like the rain/snow line is splitting the city in half with the W part of the city wet and the E half of the city white. We should dry out by 7-8 am and then remain dry the remainder of the day. Dry conditions linger this afternoon and evening with rain moving back in after midnight tonight.

**Current Equipment on the roads**

- 30 Salters/plows doubling up on main routes
- Street Operations staff have all been re allocated to snow removal including clearing catch basin, bus stops, and responding to 311 calls
- Streets Bridge Crew clearing bridge and viaduct sidewalks, and stair wells
- Sewer Operations have deployed 8 Salter/plows

**Current Calls Being Responded To**

- **Main Routes**
- 1100 E.41<sup>st</sup>
- 41<sup>st</sup> & Main
- Cambie & W.41<sup>st</sup>
- 5500 Knight Street
- Oak & Broadway (Bus Stuck)
- Hastings & Kootney (Bus Stuck)
  
- **Hand Salting**
- 6487 Tisdall
- 3548 W.26<sup>th</sup>
- Kitchener & Victoria
- 1700 Broadway
- 1368 E.6<sup>th</sup>
- 2510 E.7<sup>th</sup>
- 3050 Penticton

**9am Update (Level 1)**

**Latest Weather Update**

**4am – Noon**

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Sanitation's Overnight Equipment Summary**

- 10 Salters/plows on main routes
- 2 Salters/plows on priority hills, water leaks, and 311 calls
- 1 Kubota on priority bike routes

**Current Traffic Problems Crews Responding To**

- gridlock on Knight Street: E.33<sup>rd</sup> to E.12 crews on the scene
- intersection lights in flash at Rupert & Grandview Hwy
- Bus stuck at Main & 33<sup>rd</sup>
- Joyce and Kingsway very icy
- Grandview Hwy and Boundary: Trucks pulled over in south bound lanes
- E.41<sup>st</sup> & Joyce very icy

**Service Requests**

- 18 emergency service requests being responded to
- 3 non-emergency service requests being responded to

2.

**3. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 12:17:37 PM

Subject: National Yard DOC Noon Update December 19,2016

Attachments: National Yard DOC Noon Update December 19,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 19<sup>th</sup>, 2016 Task #: 2

Date: 12.19.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

**8am Update (Level 4)**

**Latest Weather Forecast**

Rain and snow continues the next couple of hours before ending. Looks like the rain/snow line is splitting the city in half with the W part of the city wet and the E half of the city white. We should dry out by 7-8 am and then remain dry the remainder of the day. Dry conditions linger this afternoon and evening with rain moving back in after midnight tonight.

**Current Equipment on the roads**

- 30 Salters/plows doubling up on main routes
- Street Operations staff have all been re allocated to snow removal including clearing catch basin, bus stops, and responding to 311 calls
- Streets Bridge Crew clearing bridge and viaduct sidewalks, and stair wells
- Sewer Operations have deployed 8 Salter/plows

**Current Calls Being Responded To**

- **Main Routes**
- 1100 E.41<sup>st</sup>
- 41<sup>st</sup> & Main
- Cambie & W.41<sup>st</sup>
- 5500 Knight Street
- Oak & Broadway (Bus Stuck)
- Hastings & Kootney (Bus Stuck)
  
- **Hand Salting**
- 6487 Tisdall
- 3548 W.26<sup>th</sup>
- Kitchener & Victoria
- 1700 Broadway
- 1368 E.6<sup>th</sup>
- 2510 E.7<sup>th</sup>
- 3050 Penticton

**9am Update (Level 1)**

**Latest Weather Update**

**4am – Noon**

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Sanitation's Overnight Equipment Summary**

- 10 Salters/plows on main routes
- 2 Salters/plows on priority hills, water leaks, and 311 calls
- 1 Kubota on priority bike routes

**Current Traffic Problems Crews Responding To**

- gridlock on Knight Street: E.33<sup>rd</sup> to E.12 crews on the scene
- intersection lights in flash at Rupert & Grandview Hwy
- Bus stuck at Main & 33<sup>rd</sup>
- Joyce and Kingsway very icy
- Grandview Hwy and Boundary: Trucks pulled over in south bound lanes
- E.41<sup>st</sup> & Joyce very icy

**Service Requests**

- 18 emergency service requests being responded to
- 3 non-emergency service requests being responded to

**11 am Update (Level 1)**

Operation crews have responded and resolved the following trouble calls:

- Balaclava & W.KingEdward
- 1020 Denman
- E.41<sup>st</sup> & Rupert
- E.49<sup>th</sup> & Fraser
- 1500 W.Pender
- 5500 Knight
- W.41<sup>st</sup> & Cambie
- E.41<sup>st</sup> & Main
- 1100 E.41<sup>st</sup>
- Burrard & Nelson
- 4300 Mackenzie
- W.32<sup>nd</sup> & Mackenzie
- Oak & W. Broadway
- Granville & Marpole
- W.63<sup>rd</sup> & Granville
- Cambie Bridge
- 6487 Tisdall
- 1368 E.6th
- 

**Traffic Update**

- Clark & E.12<sup>th</sup> traffic starting move and clear
- Oak & W.70<sup>th</sup> clear and moving
- Granville & 70<sup>th</sup> clear and moving
- Bus stuck on W.10<sup>th</sup> @ Alma
- Knight & E.57<sup>th</sup> moving and clear
- On south bound Boundary at Hasting traffic moving
- West bound Grandview Hwy traffic moving
- W.41<sup>st</sup> & Knight: south bound moving, north bound very slowly

**Salters & Hand Salting Crews responding to Buses at**

- Main: 41<sup>st</sup> to King Edward
- Granville: W.41<sup>st</sup> to Broadway
- Oak: 33<sup>rd</sup> to King Edward
- Joyce: 41<sup>st</sup> to Joyce Station



**12 Noon Weather Update**

Noon-8pm

Temp: 1 to 6 degrees

Rain: 2-5mm

Snow: None forecast

**Crew have responded to 21 service requests for snow/ice in the last hour**

- 3548 W.26<sup>th</sup>
- 2500 Nanaimo
- E.43<sup>rd</sup> & Main
- 3500 Falaise Ave
- 2510 E.7<sup>th</sup>
- Fraser & E.21<sup>st</sup>
- 5100 Joyce
- E.2<sup>nd</sup> & Boundary
- 3316 Worthington
- 2200 Hemlock
- W.49<sup>th</sup> & Cambie
- 3050 Penticton
- Granville & W.14<sup>th</sup>
- E.41<sup>st</sup> & Rupert
- 2700 E.29<sup>th</sup>
- Granville Bridge
- W.4<sup>th</sup> & Macdonald
- Broadway & Ontario
- Hastings & Kootney
- 5000 Ann
- 4600 W.6<sup>th</sup>

**Coast Mountain Trouble Calls**

- Oak : 33<sup>rd</sup> to KingEdward , buses having difficulty with ice, crews dispatched
- Main: 41<sup>st</sup> to 33<sup>rd</sup>, buses having difficulty with ice, crews dispatched

**Trouble Spots**

- NB Knight: E.41<sup>st</sup> to E.28<sup>th</sup>, very icy, Salter and hand salting crews dispatched.

**2.**

**3. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

**Reviewed by ME and KB.**

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/10/2016 9:52:03 AM

Subject: National Yard DOC 10am Update December 10,2016

Attachments: National Yard DOC 10am Update December 10,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 10, 2016 Task #: 2

Date: 12.10.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

8am Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Temps should be warming today, but only slightly as we will still have an east breeze continuing to prevent any significant warming. We are still expecting the snow to turn to rain mid to late morning. All rain this afternoon.
- No non-emergency service request to report
- No emergency service requests to report
- Current snow equipment mobilized.
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 4 Trouble Trucks for icing or flooding issues.
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

10am Update

- Last Night Summary of Sanitations evening and graveyard shift  
Temperature ranged from -1 to +2 degrees. Snow mixed with rain started at 7:50pm and began to accumulate quickly turning to ice in high areas and major route hills causing some road closures on Boundary, Kerr, Victoria, and Knight Street. Issues were some buses getting stuck, and cars slipping. Additional salters/plows were dispatched to these locations.
- Non-emergency service requests have been responded to for additional salting for icy conditions at E.41<sup>st</sup> & Rupert, Cambie & SW Marine, Kerr: Marine to E.54<sup>th</sup>, Oak & 6th
- No emergency service requests to report.
- Reports of snowfall at W.49<sup>th</sup> & Oak, no accumulations, crew verified.
- Sanitation's leaf pick up program is ongoing today, weather permitting. Additional resources have also been mobilized to catch up with garbage collection.

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**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

--

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 10:48:20 AM

Subject: National Yard DOC 11am Update

Attachments: National Yard DOC 11am Update.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 2

Date: 12.9.2016 Time: 11:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

9am Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Weather forecast still anticipates snow well into the evening commute period.
- 2 emergency service requests cases since DOC activated, have been responded to.
- 20 non-emergency cases related to snow/ice have been dispatched, and 10 have been responded to.
- Overnight Sanitation crews put down 17,000 liters of brine and approx. 260 tonnes of salt.

11am Update

Latest weather report is forecasting light snow (2-4cm) on and off until 6pm. Possibility of heavier snowfall from 6pm-8pm(no accumulations predicted at this time) light snow off and on there after.

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes
- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests at time of report
- 24 non-emergency service requests responded to, in residential streets related snow and ice on sidewalks
- All major routes clear of Ice and snow no trouble spots to report at time of report
- One car accident at Granville & 70<sup>th</sup> has been cleared
- Light pole down at N.Kaslo & Wall Street. Pole truck has been dispatched
- Returns to work crews have handed out 110 notices to businesses for not clearing sidewalks. Another five to seven inspectors responding to 311 calls generated today

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Dispatch staff is scheduled until 7pm tonight and calls will come in direct to DOC.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/10/2016 11:46:03 AM

Subject: National Yard DOC 12 Noon Update December 10,2016

Attachments: National Yard DOC 12 Noon Update December 10,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 10, 2016 Task #: 2

Date: 12.10.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

8am Update (Level 3)

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Temps should be warming today, but only slightly as we will still have an east breeze continuing to prevent any significant warming. We are still expecting the snow to turn to rain mid to late morning. All rain this afternoon.
- No non-emergency service request to report
- No emergency service requests to report
- Current snow equipment mobilized.
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 4 Trouble Trucks for icing or flooding issues.
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

10am Update(Level 3)

- Last Night Summary of Sanitations evening and graveyard shift  
Temperature ranged from -1 to +2 degrees. Snow mixed with rain started at 7:50pm and began to accumulate quickly turning to ice in high areas and major route hills causing some road closures on Boundary, Kerr, Victoria, and Knight Street. Issues were some buses getting stuck, and cars slipping. Additional salters/plows were dispatched to these locations.
- Non-emergency service requests have been responded to for additional salting for icy conditions at E.41<sup>st</sup> & Rupert, Cambie & SW Marine, Kerr: Marine to E.54<sup>th</sup>, Oak & 6th
- No emergency service requests to report.
- Reports of snowfall at W.49<sup>th</sup> & Oak, no accumulations, crew verified.
- Sanitation's leaf pick up program is ongoing today, weather permitting. Additional resources have also been mobilized to catch up with garbage collection.

12 Noon Update (Level 2)

- **Weathernet Update:** All rain this afternoon. Road ice is still a concern anytime today whenever rain stops due to lingering cold surface temps. Periods of rain continue tonight and through the day Sunday. The potential for ice between rain will remain tonight into early Sunday.
- No non-emergency service requests to report
- No emergency service requests to report
- Currently there are five inspectors responding to service requests related to commercial and residential Sidewalks not being clearing, and are handing our reminder notices, which are followed up on.
- Oak Street: W.6<sup>th</sup> to W8th remains closed as icy conditions do not permit salter/plow to respond. Currently being hand salted, and Salter/Plow will circle back.

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

#### 4. DISTRIBUTION LIST

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 11:49:00 AM

Subject: National Yard DOC 12 Noon Update December 18,2016

Attachments: National Yard DOC 12 Noon Update December 18,2016.docx

---



*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
- 3 Salter/plows on shared bike paths, and priority hills
- 1 Kubota on priority bike routes
- 4 Maintenance crews responding to 311 calls
- 1 Streets Emergency crew responding to hand salting calls, and 311 calls
  
- Summary of calls
- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
- Salter/plow responding to salting request at Rupert & E.29<sup>th</sup>
- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

9am Update (Level 2)

- 1, non-emergency service request responded to for hand salting at 1600 W. Georgia
- Alder & W.7<sup>th</sup> priority hill closed off
- Light pole down due to MVA on Boundary & Normandy. Electrical crews on site.

12 Noon Update (Level 2)

- Water main break update
  - Cornwall and Cypress has been repaired
  - Boundary and Vanness: 8" water main break is back north of Vanness. No traffic impacts to north bound lanes, southbound down to one lane for approximately 8 hours until repair completed.
  - W.37<sup>th</sup> and Arbutus: City side service leak. Location is being monitored. Repairs scheduled for Monday am.
  - Nanton & Selkirk: Site is being monitored, and water main has been throttled down. Repairs scheduled for Monday.
  
- Hand salting crews have responded to the following locations.
  - 1698 W. Georgia
  - 4750 Killarney
  - 2804 Granville
  - 2200 E.61<sup>st</sup>
  
- One service request redirected to Sewer Ops for plugged catch basin.

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**2.**

--

**3.**

--

**4. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 1:49:59 PM

Subject: National Yard DOC 2pm Update

Attachments: National Yard DOC 2pm Update.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 2

Date: 12.9.2016 Time: 11:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

9am Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Weather forecast still anticipates snow well into the evening commute period.
- 2 emergency service requests cases since DOC activated, have been responded to.
- 20 non-emergency cases related to snow/ice have been dispatched, and 10 have been responded to.
- Overnight Sanitation crews put down 17,000 liters of brine and approx. 260 tonnes of salt.

11am Update

Latest weather report is forecasting light snow (2-4cm) on and off until 6pm. Possibility of heavier snowfall from 6pm-8pm(no accumulations predicted at this time) light snow off and on there after.

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes
- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests at time of report
- 24 non-emergency service requests responded to, in residential streets related snow and ice on sidewalks
- All major routes clear of Ice and snow no trouble spots to report at time of report
- One car accident at Granville & 70<sup>th</sup> has been cleared
- Light pole down at N.Kaslo & Wall Street. Pole truck has been dispatched
- Returns to work crews have handed out 110 notices to businesses for not clearing sidewalks. Another five to seven inspectors responding to 311 calls generated today

2pm Update

Latest forecast: Just periods of light snow this afternoon with some minor accumulations. Snow may briefly get moderately heavy, but those periods will not last more than 15 minutes. Snow becomes steadier this evening for a couple of hours, and then breaks up into flurries. Mostly dry through overnight hours.

ab

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes



- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests to report
- No new non-emergency service requests to report
- Some minor accumulations on Renfrew Street at 1<sup>st</sup>, Boundary & Hastings, Boundary & E.49<sup>th</sup>, Additional Salters/Plow reallocated to salt and plow.

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Dispatch staff is scheduled until 7pm tonight and calls will come in direct to DOC.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/10/2016 2:53:44 PM

Subject: National Yard DOC 3pm Update December 10,2016

Attachments: National Yard DOC 3pm Update December 10,2016.docx

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Please note: The National Yard DOC is deactivating as of 3pm today. All calls will be going through National Yard Dispatch.

*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 10, 2016 Task #: 2

Date: 12.10.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

8am Update (Level 3)

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Temps should be warming today, but only slightly as we will still have an east breeze continuing to prevent any significant warming. We are still expecting the snow to turn to rain mid to late morning. All rain this afternoon.
- No non-emergency service request to report
- No emergency service requests to report
- Current snow equipment mobilized.
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 4 Trouble Trucks for icing or flooding issues.
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

10am Update(Level 3)

- Last Night Summary of Sanitations evening and graveyard shift  
Temperature ranged from -1 to +2 degrees. Snow mixed with rain started at 7:50pm and began to accumulate quickly turning to ice in high areas and major route hills causing some road closures on Boundary, Kerr, Victoria, and Knight Street. Issues were some buses getting stuck, and cars slipping. Additional salters/plows were dispatched to these locations.
- Non-emergency service requests have been responded to for additional salting for icy conditions at E.41<sup>st</sup> & Rupert, Cambie & SW Marine, Kerr: Marine to E.54<sup>th</sup>, Oak & 6th
- No emergency service requests to report.
- Reports of snowfall at W.49<sup>th</sup> & Oak, no accumulations, crew verified.
- Sanitation's leaf pick up program is ongoing today, weather permitting. Additional resources have also been mobilized to catch up with garbage collection.

**12 Noon Update (Level 2)**

- **Weathernet Update:** All rain this afternoon. Road ice is still a concern anytime today whenever rain stops due to lingering cold surface temps. Periods of rain continue tonight and through the day Sunday. The potential for ice between rain will remain tonight into early Sunday.
- No non-emergency service requests to report
- No emergency service requests to report
- Currently there are five inspectors responding to service requests related to commercial and residential Sidewalks not being clearing, and are handing our reminder notices, which are followed up on.
- Oak Street: W.6<sup>th</sup> to W8th remains closed as icy conditions do not permit salter/plow to respond. Currently being hand salted, and Salter/Plow will circle back.

**3pm Update (Level 2) DOC IS DEACTIVATING. ALL CALLS ARE THROUGH NATIONAL YARD DISPATCH**

- Hand salting crews have responded to the following non-emergency service requests due to icy conditions at Matapan Crescent & Skeena, 800blk Gilford St., 1100 Hornby(surface flooding), 800 Robson St., 3600 Pandora, 4574 Langara Ave, 1500 Tolmie

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 3:50:32 PM

Subject: National Yard DOC 4pm Update

Attachments: National Yard DOC 4pm Update.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 2

Date: 12.9.2016 Time: 11:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

9am Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Weather forecast still anticipates snow well into the evening commute period.
- 2 emergency service requests cases since DOC activated, have been responded to.
- 20 non-emergency cases related to snow/ice have been dispatched, and 10 have been responded to.
- Overnight Sanitation crews put down 17,000 liters of brine and approx. 260 tonnes of salt.

11am Update

Latest weather report is forecasting light snow (2-4cm) on and off until 6pm. Possibility of heavier snowfall from 6pm-8pm(no accumulations predicted at this time) light snow off and on there after.

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes
- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests at time of report
- 24 non-emergency service requests responded to, in residential streets related snow and ice on sidewalks
- All major routes clear of Ice and snow no trouble spots to report at time of report
- One car accident at Granville & 70<sup>th</sup> has been cleared
- Light pole down at N.Kaslo & Wall Street. Pole truck has been dispatched
- Returns to work crews have handed out 110 notices to businesses for not clearing sidewalks. Another five to seven inspectors responding to 311 calls generated today

2pm Update

Latest forecast: Just periods of light snow this afternoon with some minor accumulations. Snow may briefly get moderately heavy, but those periods will not last more than 15 minutes. Snow becomes steadier this evening for a couple of hours, and then breaks up into flurries. Mostly dry through overnight hours.

ab

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes



- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests to report
- No new non-emergency service requests to report
- Some minor accumulations on Renfrew Street at 1<sup>st</sup>, Boundary & Hastings, Boundary & E.49<sup>th</sup>, Additional Salters/Plow reallocated to salt and plow.

#### **4pm Update**

Latest Forecast: Light snow this afternoon with some minor accumulations. Snow may briefly get moderately heavy; Snow becomes steadier this evening for a couple of hours, and then breaks up into flurries and rain mixed.

- 15 non-emergency service requests related to icy condition on sidewalks and side streets. Maintenance crews have responded to 10 of 15, by hand salting. Waiting for communication from crew for 5 outstanding service requests.
- No emergency service requests to report at time of this report update
- One car accident to report at E.57<sup>th</sup> & Knight has been cleared
  
- **Snow Equipment Summary Post 3:30pm**
- 3:30 – 7pm Street Ops Equipment Line Up
- 14 Salters/plows on main routes
- 11 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Jitney salting/plowing school/hospital routes
- 4 Maintenance crews hand salting providing support where required
- 2 Bombardiers plowing Bridge and Viaduct sidewalks
- 1 Kubota on priority bike routes
  
- 7pm – Friday to 7am Saturday Sanitation Ops Equipment Line Up
- 14 Salters/plows on main routes
- 4 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes
  
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Dispatch staff is scheduled until 7pm tonight and calls will come in direct to DOC.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by OL and KK.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 6:58:05 AM

Subject: National Yard DOC 7am Update December 18,2016

Attachments: National Yard DOC 7am Update December 18,2016.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
- 3 Salter/plows on shared bike paths, and priority hills
- 1 Kubota on priority bike routes
- 4 Maintenance crews responding to 311 calls
- 1 Streets Emergency crew responding to hand salting calls, and 311 calls
  
- Summary of calls
- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
- Salter/plow responding to salting request at Rupert & E.29<sup>th</sup>
- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

**2.**

**3.**

**4. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/10/2016 7:59:27 AM

Subject: National Yard DOC 8am Update December 10,2016

Attachments: National Yard DOC 8am Update December 10,2016.docx

---



*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual \_\_\_\_\_

Event/Incident Name: Snow Fight December 10, 2016 Task #: 2

Date: 12.10.2016 Time: 08:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

8am Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Temps should be warming today, but only slightly as we will still have an east breeze continuing to prevent any significant warming. We are still expecting the snow to turn to rain mid to late morning. All rain this afternoon.
- No non-emergency service request to report
- No emergency service requests to report
  
- Current snow equipment mobilized.
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 4 Trouble Trucks for icing or flooding issues.
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

EOC

General Managers and Directors

DOC File

Reviewed by ME and KB.



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 9:07:52 AM

Subject: National Yard DOC 9am Update December 18,2016

Attachments: National Yard DOC 9am Update December 18,2016.docx

---



*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: 2

Date: 12.18.2016 Time: 07:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7am Update (Level 3)

- Equipment Line Up
- 14 Salter/plows dispatched at 5am on main routes
- Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls
- 3 Salter/plows on shared bike paths, and priority hills
- 1 Kubota on priority bike routes
- 4 Maintenance crews responding to 311 calls
- 1 Streets Emergency crew responding to hand salting calls, and 311 calls
  
- Summary of calls
- Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site
- Salter/plow responding to bus loops required salting at Main & E.65<sup>th</sup>, Victoria Drive & E.54<sup>th</sup>, Bus stuck at Main & E.41
- Salter/plow responding to salting request at Rupert & E.29<sup>th</sup>
- Oak & W.8<sup>th</sup> priority hill closed
- Hand salting required at 4700 blk Killarney

9am Update (Level 2)

- 1, non-emergency service request responded to for hand salting at 1600 W. Georgia
- Alder & W.7<sup>th</sup> priority hill closed off
- Light pole down due to MVA on Boundary & Normandy. Electrical crews on site.

**2.**

--

**3.**

--

**4. DISTRIBUTION LIST**

- EOC
  - General Managers and Directors
  - DOC File
- Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 9:08:16 AM

Subject: National Yard DOC 9am Update

Attachments: National Yard DOC 9am Update.docx

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*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 2

Date: 12.9.2016 Time: 09:00 Operational Period #: 1

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Weather forecast still anticipates snow well into the evening commute period.
- 2 emergency service requests cases since DOC activated, have been responded to.
- 20 non-emergency cases related to snow/ice have been dispatched, and 10 have been responded to.
- Overnight Sanitation crews put down 17,000 liters of brine and approx. 260 tonnes of salt.

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Dispatch staff are scheduled until 7pm tonight and calls will come in direct to DOC.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

EOC

X General Managers and Directors

X DOC File

Reviewed by ME and KB.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/9/2016 9:16:20 AM

Subject: RE: National Yard DOC 9am Update

Icy sidewalks, I'll let you know if it is high profile.

---

**From:** Pickard, Gail

**Sent:** Friday, December 09, 2016 9:10 AM

**To:** Lepore, Ozzie

**Subject:** RE: National Yard DOC 9am Update

Ozzie what was the nature of the two "emergency service requests"?

You'll let us know if there is anything that could be high profile in the media yes?

☺

Gail

---

**From:** Lepore, Ozzie

**Sent:** Friday, December 09, 2016 9:08 AM

**To:** Weather Response Communication - DL

**Cc:** Dobrovolny, Jerry

**Subject:** National Yard DOC 9am Update

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/18/2016 8:59:45 AM

Subject: RE: National Yard DOC 7am Update December 18,2016

---

We have had no reports of traffic issues due to the water breaks. Traffic volumes are currently low.

---

**From:** Pickard, Gail

**Sent:** Sunday, December 18, 2016 8:26 AM

**To:** Lepore, O

**Cc:** Roberge, Daniel

**Subject:** Re: National Yard DOC 7am Update December 18,2016

Are any of the water main breaks causing serious traffic issues? I could Tweet about them if need be.  
Gail

Sent from my iPhone

On Dec 18, 2016, at 6:58 AM, Lepore, Ozzie <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)> wrote:

<National Yard DOC 7am Update December 18,2016.docx>

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/19/2016 7:28:15 AM

Subject: Re: National Yard DOC 7pm Update (DOC Deactivated) December 18,2016

Just sent activation of doc form

Thanks,

Ozzie Lepore, CTech  
City of Vancouver  
Superintendent II  
Streets, Traffic & Electrical Branch

On Dec 19, 2016, at 6:59 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

Ozzie when is your next update - we've had a number of radio requests and need to recap what was done last night and this morning.

Thx

G

Sent from my iPhone

On Dec 18, 2016, at 6:55 PM, Lepore, Ozzie <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)> wrote:

<National Yard DOC 7pm Update (DOC Deactivated) December 18,2016.docx>



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Espinosa, Marisa](mailto:Marisa.Espinosa@vancouver.ca)" <[Marisa.Espinosa@vancouver.ca](mailto:Marisa.Espinosa@vancouver.ca)>

["Weather Response Communication - DL"](mailto:ENWRCDL@vancouver.ca) <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 6:24:03 PM

Subject: National Yard DOC update 1800 December 9

Attachments: National Yard DOC update 1800 December 9.docx

---

Please find the attached DOC update 18:20 December 9, 2016.

Best regards,  
Ozzie Lepore  
Marisa Espinosa

*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 4

Date: 12.9.2016 Time: 18:20 Operational Period #: 2

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

6 pm (18:00) Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- 14 Salters/plows on main routes
- 6 "troubled trucks" addressing priority hills, hot spots and 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 4 Maintenance crews hand salting providing support where required
- 2 Bombardiers plowing Bridge and Viaduct sidewalks
- 2 Kubota on priority bike routes
- Dispatch staff is scheduled until 7pm tonight and calls will come in directly to DOC.

Actions

- DOC continuing to coordinate with and monitor requests from Coast Mountain Bus Company (CMBC).
- Request for salting from (CMBC) for East Pender and Gore to Cambie completed.
- Joyce Street northbound traffic has been cleared as of 5:30pm between Kingsway and 29<sup>th</sup> Avenue.
- Barricade added at 7<sup>th</sup> and Spruce; and 2<sup>nd</sup> and Yew with additional hand salting.
- 64<sup>th</sup> and Windsor reported icy conditions, DOC dispatched Kubota for salting.
- Snow and ice removal request from Coast Mountain Bus at the intersection of Dunbar diversion was addressed and resolved.
- CMBC requested salting at Main Street from 57<sup>th</sup> through SW Marine Drive and was resolved.
- Hemlock and Granville Street hill was dispatched for salting. Citizen reported icy conditions.
- CMBC requested salting at Victoria from Broadway to 49<sup>th</sup>. Dispatched and completed.
- 
- Traffic monitoring shows mostly free flowing traffic through Vancouver.

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Anticipating DOC will remain operational through 7pm, and then it will be re-evaluated whether it will continue into the evening shift.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.
- Weather forecasts anticipate light snow overnight of less than one cm per hour. Freezing temperatures overnight. Saturday's forecast has improved with anticipated light rain.
  
- 7pm – Friday to 7am Saturday Sanitation Ops Equipment Line Up
- 14 Salters/plows on main routes
- 4 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes
  
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

#### 4. DISTRIBUTION LIST

EOC

Weather Communications DL

Engineering DL

DOC File

Reviewed by OL and ME.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 5:17:25 PM

Subject: National Yard DOC Update 17 15 December 9th

Attachments: National Yard DOC Update 17 15.docx

---

Please find the following DOC update from 5:15 pm on December 9<sup>th</sup>.

-Ozzie Lepore and Marisa Espinosa

*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 4

Date: 12.9.2016 Time: 17:5 Operational Period #: 2

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

9am Update

- Ozzie Lepore and Ken Brown continuing as DOC Directors.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- Weather forecast still anticipates snow well into the evening commute period.
- 2 emergency service requests cases since DOC activated, have been responded to.
- 20 non-emergency cases related to snow/ice have been dispatched, and 10 have been responded to.
- Overnight Sanitation crews put down 17,000 liters of brine and approx. 260 tonnes of salt.

11am Update

Latest weather report is forecasting light snow (2-4cm) on and off until 6pm. Possibility of heavier snowfall from 6pm-8pm(no accumulations predicted at this time) light snow off and on there after.

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes
- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests at time of report
- 24 non-emergency service requests responded to, in residential streets related snow and ice on sidewalks
- All major routes clear of Ice and snow no trouble spots to report at time of report
- One car accident at Granville & 70<sup>th</sup> has been cleared
- Light pole down at N.Kaslo & Wall Street. Pole truck has been dispatched
- Returns to work crews have handed out 110 notices to businesses for not clearing sidewalks. Another five to seven inspectors responding to 311 calls generated today

2pm Update

Latest forecast: Just periods of light snow this afternoon with some minor accumulations. Snow may briefly get moderately heavy, but those periods will not last more than 15 minutes. Snow becomes steadier this evening for a couple of hours, and then breaks up into flurries. Mostly dry through overnight hours.

ab

Current equipment on the roads

- 28 Salters/Plows on major routes
- 10 Salters/Plows on priority hills/hot spots/311 requests
- 2 Salters/Plows on School/Hospital routes
- 2 Salters/Plows on shared bike paths
- 2 Kubota on priority bike routes

- 1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes
- Bridge Crew salting Bridge and Viaduct sidewalk and stairs
- Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps
- No new emergency service requests to report
- No new non-emergency service requests to report
- Some minor accumulations on Renfrew Street at 1<sup>st</sup>, Boundary & Hastings, Boundary & E.49<sup>th</sup>, Additional Salters/Plow reallocated to salt and plow.

#### 4pm Update

Latest Forecast: Light snow this afternoon with some minor accumulations. Snow may briefly get moderately heavy; Snow becomes steadier this evening for a couple of hours, and then breaks up into flurries and rain mixed.

- 15 non-emergency service requests related to icy condition on sidewalks and side streets. Maintenance crews have responded to 10 of 15, by hand salting. Waiting for communication from crew for 5 outstanding service requests.
- No emergency service requests to report at time of this report update
- One car accident to report at E.57<sup>th</sup> & Knight has been cleared
  
- **Snow Equipment Summary Post 3:30pm**
- 3:30 – 7pm Street Ops Equipment Line Up
- 14 Salters/plows on main routes
- 11 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Jitney salting/plowing school/hospital routes
- 4 Maintenance crews hand salting providing support where required
- 2 Bombardiers plowing Bridge and Viaduct sidewalks
- 1 Kubota on priority bike routes
  
- 7pm – Friday to 7am Saturday Sanitation Ops Equipment Line Up
- 14 Salters/plows on main routes
- 4 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes
  
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

#### 6pm Update

- Salters responded to Buses stuck at Nanaimo & E.20<sup>th</sup>, Victoria Drive Diversion, and W.61<sup>st</sup> & West Blvd. Transit has confirmed buses are back on track.
- no emergency service request reported at this time
- 5 outstanding non-emergency service requests related to icy conditions on roads and sidewalks noted on 4pm update have been resolved, by salters attending sites at Granville & W. King Edward, Clark Drive & Grandview Hwy, Adera & W.64<sup>th</sup>, Boundary & E.49<sup>th</sup>, 2900 blk Victoria Drive.
- Weather forecasts anticipate light snow overnight of less than one cm per hour.

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Dispatch staff is scheduled until 7pm tonight and calls will come in direct to DOC.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift.
- Anticipating DOC operational through 7pm and then it will be re-evaluated whether it will continue into the evening shift.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.

**4. DISTRIBUTION LIST**

EOC

Weather Communications DL

Engineering DL

DOC File

Reviewed by OL and ME.

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

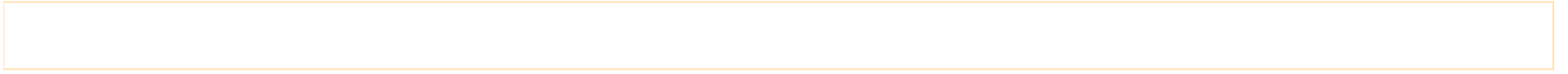
To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/18/2016 5:52:55 AM

Subject: National Yard DOC Activation Plan Storm 0600 - December 18,2016

Attachments: National Yard DOC Activation Plan Storm 0600 - December 18,2016.docx

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*The purpose of this form is to capture and share activation of Engineering Services Departmental Operations Center (DOC)*

DOC ACTIVATING:  National Yd  Manitoba Yd  Crossroads  Virtual

Event/Incident Name: Snow Fight December 18<sup>th</sup>, 2016 Task #: n/a

Date: 18-12-09 YY-MM-DD Time of Activation: 0600 24hr clock Operational Period #: 1

Event/ Incident Type: Snow Storm

Event/Incident Location: All of Vancouver  
(Address/Intersection)

**Summary of Event/Incident**

Light snow develops after 4 am then continues at times Sunday. New snow 4-7 cm possible late tonight through Sunday. Snow turns to rain Sunday afternoon. Crews are fully equipped and 41 salters are out on main thoroughfares.

**Purpose for Activation**

Coordinate efforts in clearing main thoroughfares and responding to trouble spots as requested by other agencies.

**Engineering Branches Affected**

*List Engineering Design and Operations Branches*

Streets, Traffic and Electrical Operations Branch (STEOB)

Equipment Services (EQS)

Sanitation

**External Stakeholders and Contact Information**

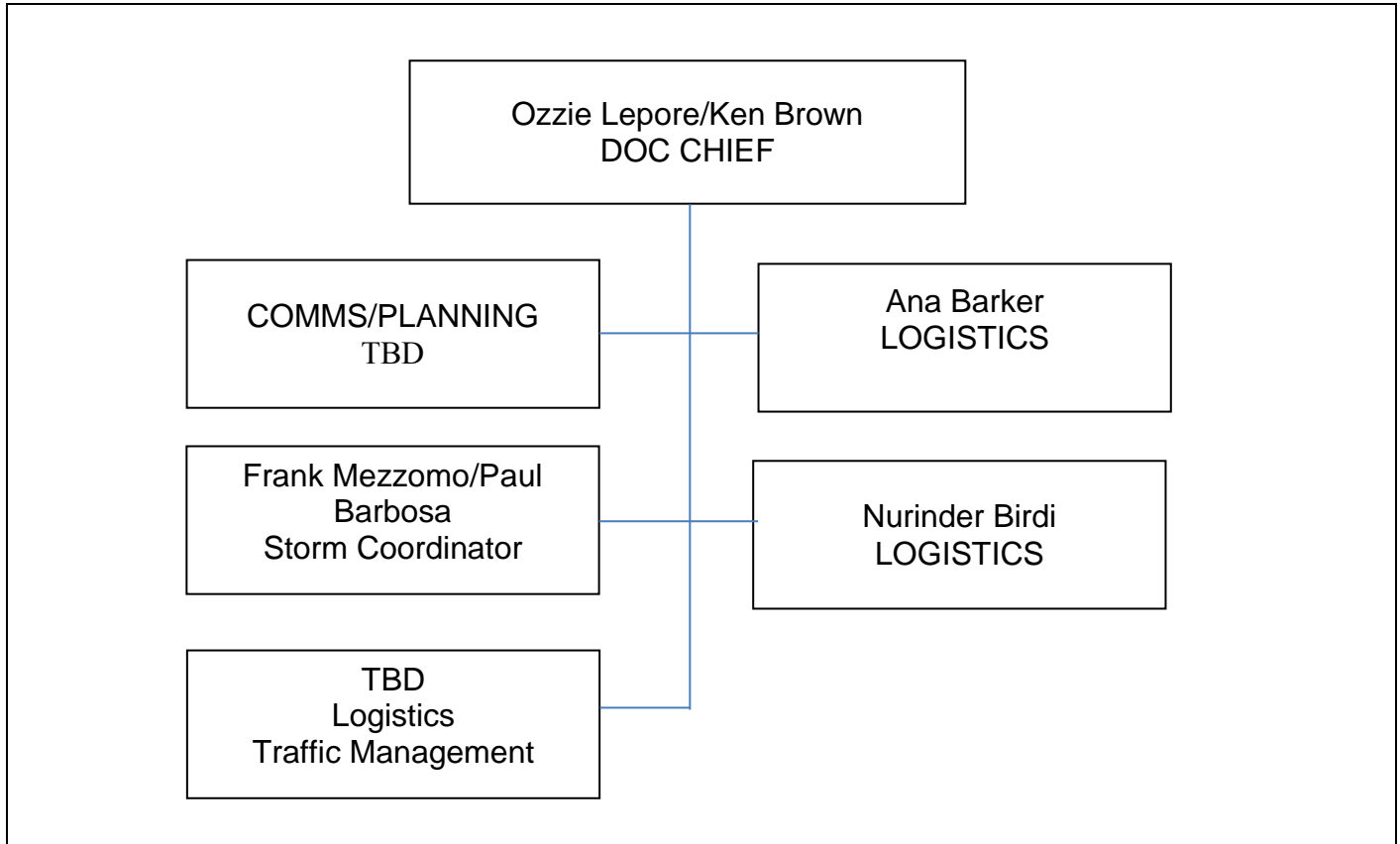
*Company, contact person and contact phone number*

Vancouver Police Department (VPD)

**Additional Information**

Service requests should be monitored via National Yard DOC and will be prioritized. Fourteen salters on major routes being dispatched until 3pm. Salting priority (separated bike routes) and major arterials. Will have up to 18 salters.

### DOC Organizational Chart



### Contact List

Name	Organization/Branch	Email	Phone Number
Ozzie Lepore	STEOB	<a href="mailto:Ozzie.Lepore@vancouver.ca">Ozzie.Lepore@vancouver.ca</a>	604-790-3085
Ken Brown	STEOB	<a href="mailto:Ken.Brown@vancouver.ca">Ken.Brown@vancouver.ca</a>	
Ana Barker	STEOB	<a href="mailto:Angela.barker@vancouver.ca">Angela.barker@vancouver.ca</a>	778-835-2148
Nirinder Birdi	STEOB	<a href="mailto:Nirinder.birdi@vancouver.ca">Nirinder.birdi@vancouver.ca</a>	604-673-8196 (DOC direct dispatch)

DOC Contact Info: EMAIL: cheryl.nelms@vancouver.ca Phone 778-835-2148

Reviewed by: ME and OL

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/10/2016 7:25:24 AM

Subject: National Yard DOC Activation Plan Storm 0700 - 20161210

Attachments: DOC Activation Plan Storm 0700 - 20161210.docx

---

The purpose of this form is to capture and share activation of Engineering Services Departmental Operations Center (DOC)

DOC ACTIVATING:  National Yd  Manitoba Yd  Crossroads  Virtual

Event/Incident Name: Snow Fight Dec 9 2016 Task #: n/a

Date: 16-12-10 YY-MM-DD Time of Activation: 0700 24hr clock Operational Period #: 1

Event/ Incident Type: Snow Storm

Event/Incident Location: All of Vancouver  
(Address/Intersection)

**Summary of Event/Incident**  
 Temps should be warming today, but only slightly as we will still have an east breeze continuing to prevent any significant warming. We are still expecting the snow to turn over to rain, although confidence is low in the timing of that transition. For now, going with all rain this afternoon.

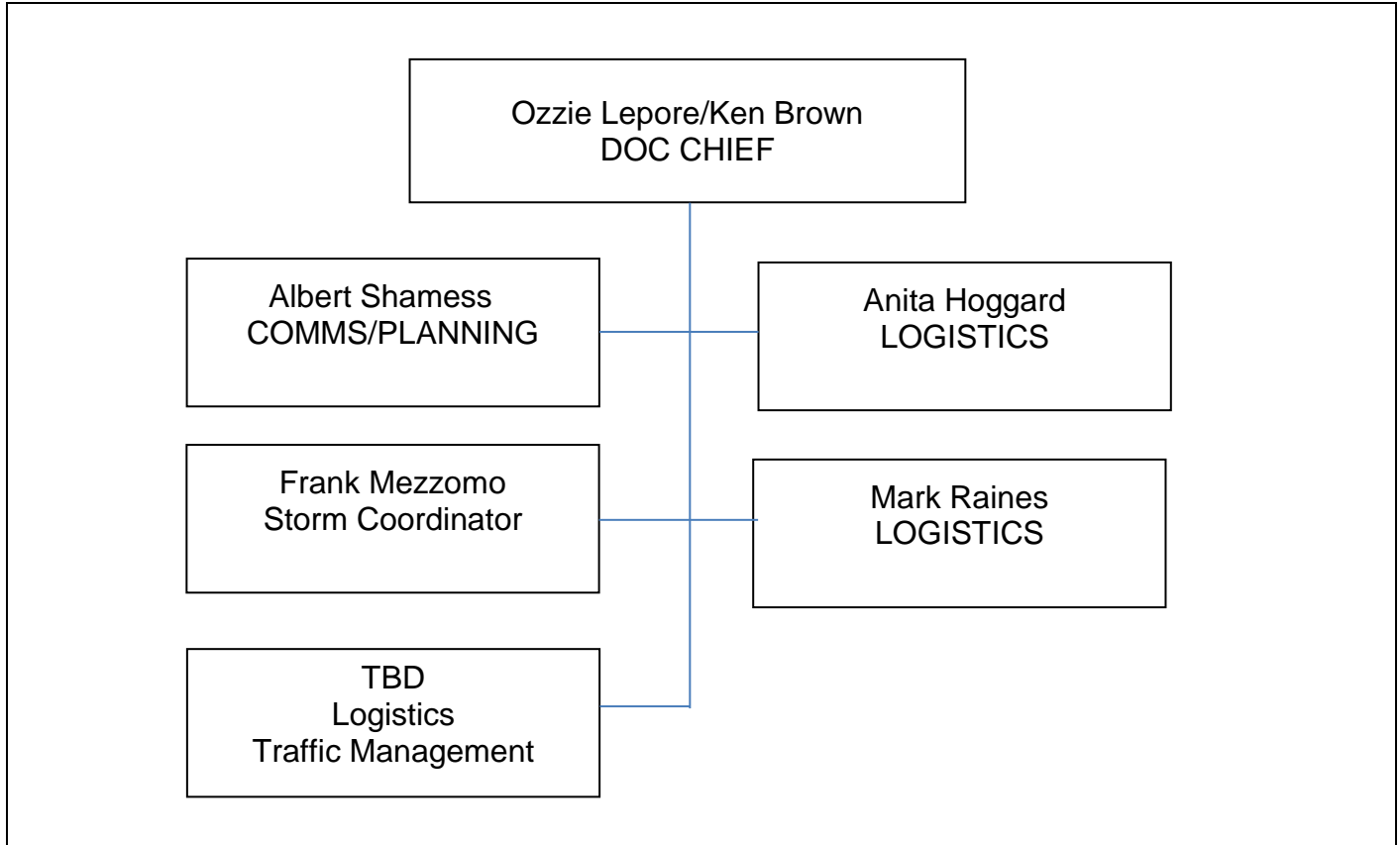
**Purpose for Activation**  
 Coordinate efforts in clearing main thoroughfares and responding to trouble spots as requested by other agencies.

**Engineering Branches Affected**  
List Engineering Design and Operations Branches  
Streets, Traffic and Electrical Operations Branch (STEOB)  
Equipment Services (EQS)  
Sanitation  
Traffic and Data Management (TDM)

**External Stakeholders and Contact Information**  
Company, contact person and contact phone number  
Vancouver Police Department (VPD)

**Additional Information**  
 Service requests should be monitored via National Yard DOC and will be prioritized. One emergency call from 29<sup>th</sup> and Earle Streets being reviewed. Buses being blocked due to snow. Five general cases for snow and ice being reviewed. Fourteen salters on major routes being dispatched until 3pm. Salting priority (separated bike routes) and major arterials. Will have up to 18 salters. Currently looking for up to ten additional operators to drive vehicles being outfitted from Manitoba for snow dispatch.

### DOC Organizational Chart



### Contact List

Name	Organization/Branch	Email	Phone Number
Ozzie Lepore	STEOB	<a href="mailto:Ozzie.Lepore@vancouver.ca">Ozzie.Lepore@vancouver.ca</a>	604-790-3085
Ken Brown	STEOB	<a href="mailto:Ken.Brown@vancouver.ca">Ken.Brown@vancouver.ca</a>	
Albert Shames	Dept Services	<a href="mailto:cheryl.nelms@vancouver.ca">cheryl.nelms@vancouver.ca</a>	778-835-2148

DOC Contact Info: EMAIL: cheryl.nelms@vancouver.ca Phone 778-835-2148

Reviewed by: ME and OL

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/19/2016 7:26:10 AM

Subject: National Yard DOC Activation Plan Storm 7am - December 19, 2016

Attachments: National Yard DOC Activation Plan Storm 7am - December 19, 2016.docx

---



*The purpose of this form is to capture and share activation of Engineering Services Departmental Operations Center (DOC)*

**DOC ACTIVATING:**  National Yd  Manitoba Yd  Crossroads  Virtual

**Event/Incident Name:** Snow Fight December 19<sup>th</sup>, 2016 **Task #:** n/a

**Date:** 16-12-19 YY-MM-DD **Time of Activation:** 0700 24hr clock **Operational Period #:** 1

**Event/ Incident Type:** Snow Storm

**Event/Incident Location:** All of Vancouver  
(Address/Intersection)

**Summary of Event/Incident**

Heavy snow developed around 3am this morning and continued through to 6am. Light snow mixed with rain continues in some areas of the city. The weather forecast is for the snow to stop by 8am and dry out for the remainder of the day. Sanitation has been dealing with the snow throughout the graveyard shift. We are keeping some of the Sanitation drivers on until 9am to help out with the road conditions. Streets Salters/Plows are getting loaded and heading out. We are also dispatching multiple Hand Crews to deal with complaints and flooding calls.

- 30 Salters/plows are responding to main routes and trouble spots
- All available Streets Operation staff is on hand salting, bus stops, and clearing catch basins
- Available Sanitation staff also being dispatched

**Purpose for Activation**

Coordinate efforts in clearing main thoroughfares and responding to trouble spots as requested by other agencies.

**Engineering Branches Affected**

List Engineering Design and Operations Branches

Streets, Traffic and Electrical Operations Branch (STEOB)

Equipment Services (EQS)

Sanitation

**External Stakeholders and Contact Information**

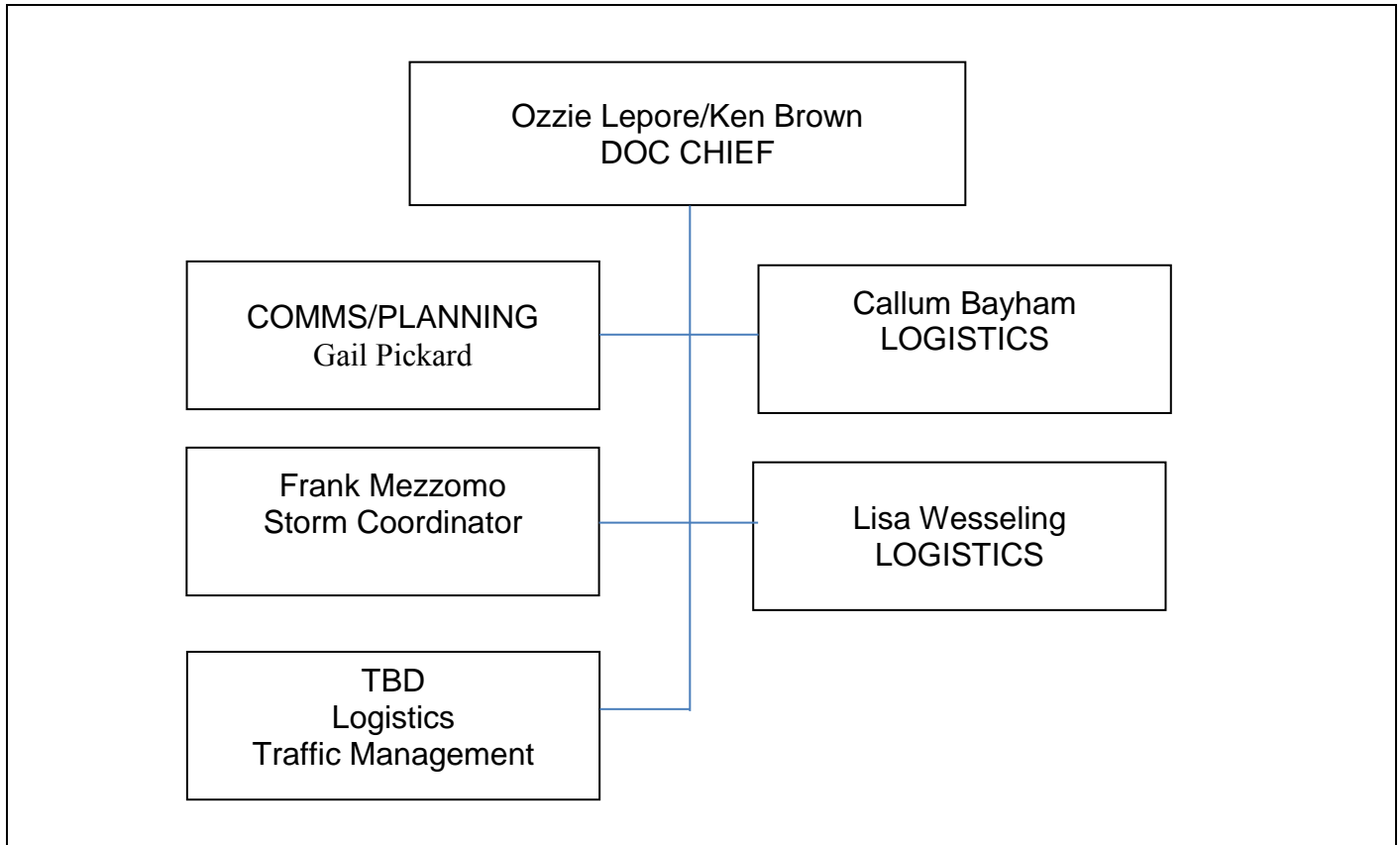
Company, contact person and contact phone number

Vancouver Police Department (VPD)

## Additional Information

Service requests should be monitored via National Yard DOC and will be prioritized. Fourteen salters on major routes being dispatched until 3pm. Salting priority (separated bike routes) and major arterials. Will have up to 18 salters.

## DOC Organizational Chart



## Contact List

Name	Organization/Branch	Email	Phone Number
Ozzie Lepore	STEOB	<a href="mailto:Ozzie.Lepore@vancouver.ca">Ozzie.Lepore@vancouver.ca</a>	604-790-3085
Ken Brown	STEOB	<a href="mailto:Ken.Brown@vancouver.ca">Ken.Brown@vancouver.ca</a>	

DOC Contact Info: EMAIL: cheryl.nelms@vancouver.ca Phone 778-835-2148

Reviewed by: ME and OL



From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/18/2016 9:02:45 AM

Subject: RE: National Yard DOC Activation Plan Storm 0600 - December 18,2016

Currently main routes are in good condition. We are expecting rain this afternoon and over the next several days. If nothing changes, morning commute should be ok.

---

**From:** Pickard, Gail

**Sent:** Sunday, December 18, 2016 8:22 AM

**To:** Lepore, Ozzie

**Subject:** Re: National Yard DOC Activation Plan Storm 0600 - December 18,

Ozzie I'm on media call this weekend.

We talked about a media stand up at the yard if there was significant snow accumulation. I live in N Van so you'll have to let me know what's happening in Van.

If we think the morning commute is going to be impacted, can you and Ken and I have a chat later?

Thx

Gail

Sent from my iPhone

On Dec 18, 2016, at 5:52 AM, Lepore, Ozzie <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)> wrote:

<National Yard DOC Activation Plan Storm 0600 - December 18,2016.docx>

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

To: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>

Date: 12/16/2016 2:08:03 PM

Subject: Dec 16 update - snow media activities

Today:

- Info Bulletin about our preparations for the weekend issued just before noon today; includes brine and salt usage to date
- Jerry and Ken can be available for follow up interviews today if needed

For the weekend – snow expected to start late Saturday night and last through parts of Sunday, then turn to rain:

- Ken, Jerry and Cheryl all available to do media over the weekend
- IF there is large accumulation of snow overnight Sat/early Sun (right now 2-3 cm predicted) then Ken can do a media avail at National yard early Sunday
- I am on media call this weekend, so will be monitoring conditions, weather reports, Streets reports etc. and can coordinate additional proactive and responsive media and public communications as needed
- We are pre-scheduling social media re: shelters and Snow Angels

Let me know if you have any questions or concerns and feel free to call me on my cell over the weekend (not TOO early in the a.m., Ken and Jerry!!).

Thanks,  
Gail

**Gail Pickard, ABC | Communications Manager**

Corporate Communications | City of Vancouver

453 West 12<sup>th</sup> Avenue

Vancouver BC V5Y 1V4

t. 604.873.7397

m. 604.306.8360

[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Weather Response Communication - DL](mailto:ENWRCDL@vancouver.ca)" <[ENWRCDL@vancouver.ca](mailto:ENWRCDL@vancouver.ca)>

Date: 12/9/2016 7:02:52 PM

Subject: DOC 1900 December 9

Attachments: DOC 1900.DOCX

---

Please find the final report from December 9<sup>th</sup> DOC at 7pm. DOC will reactivate at 7am on Saturday, Dec. 10<sup>th</sup>.

Regards,  
Ozzie Lepore  
Marisa Espinosa

*The purpose of this form is to summarize section status for reference at briefings and input into the Action Plan*

**FACILITY**

X National YD  Manitoba YD  Crossroads  Virtual

Event/Incident Name: Snow Fight December 9, 2016 Task #: 5

Date: 12.9.2016 Time: 19:00 Operational Period #: 2

**1. CURRENT SITUATION** *What is occurring now within your area of responsibility?*

7 pm (19:00) Update

- DOC will deactivate as of 19:00.
- Parv Chima from Sanitation will serve as operations lead through to morning shift at 7a.m.
- Contact information: s.15(1)(l) [parvinder.chima@vancouver.ca](mailto:parvinder.chima@vancouver.ca)
- DOC will reactivate at 7 a.m. on Saturday, December 10<sup>th</sup>.
- Traffic monitoring being done remotely from National Yard. Staff continuing to monitor and prioritize calls from the public and 311.
- DOC live monitoring field staff via emergency channel 4.
- 14 Salters/plows on main routes
- 6 "trouble trucks" addressing priority hills, hot spots and 311 requests.
- 2 Jitneys salting/plowing shared bike paths
- 4 Maintenance crews hand salting providing support where required
- 2 Bombardiers plowing Bridge and Viaduct sidewalks
- 2 Kubota on priority bike routes
- Calls will be routing directly to central dispatch overnight via 311.
- Weather forecast anticipates minimal snowfall overnight until morning with rain beginning approximately 8.a.m.

Actions Reviewed and Completed

- DOC continuing to coordinate with and monitor requests from Coast Mountain Bus Company (CMBC).
- Request for salting from (CMBC) for East Pender and Gore to Cambie completed.
- Joyce Street northbound traffic has been cleared as of 5:30pm between Kingsway and 29<sup>th</sup> Avenue.
- Barricade added at 7<sup>th</sup> and Spruce; and 2<sup>nd</sup> and Yew with additional hand salting.
- 64<sup>th</sup> and Windsor reported icy conditions, DOC dispatched Kubota for salting.
- Snow and ice removal request from Coast Mountain Bus at the intersection of Dunbar diversion was addressed and resolved.
- CMBC requested salting at Main Street from 57<sup>th</sup> through SW Marine Drive and was resolved.
- Hemlock and Granville Street hill was dispatched for salting. Citizen reported icy conditions.
- CMBC requested salting at Victoria from Broadway to 49<sup>th</sup>;
- Grandview Highway at Skeena Dispatched and completed.
- Request for salting at 3600 Trinity Street; Grandview Highway and Skeena; and 200 block E. Woodstock Ave. were dispatched and completed.
- Traffic monitoring shows mostly free flowing traffic through Vancouver. Traffic reports indicate no hot spots in Vancouver.

**2. OUTSTANDING ISSUES/CHALLENGES** *What issues within the current operational period still need to be resolved?*

- Weather forecasts anticipate light snow overnight of less than one cm per hour. Freezing temperatures overnight. Saturday's forecast has improved with anticipated light rain.

**3. ANTICIPATED PRIORITIES/ACTIVITIES** *What will the priorities be for the next operational period?*

- Streets Branch is responsible in the lead DOC role for the day shift. Kimberlee Klein for traffic management at 7am.
- 311 will be active until 10pm so calls are coming from the public via 311 and to dispatch.
  
- 7pm – Friday to 7am Saturday Sanitation Ops Equipment Line Up
- 14 Salters/plows on main routes
- 4 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes
  
- 7am – 7pm Saturday Street Operations
- 14 Salters/plows on main routes
- 4 Trouble Trucks for icing or flooding issues.
- 6 Salters/plows on priority hills, hot spots, & 311 requests
- 2 Jitneys salting/plowing shared bike paths
- 1 Kubota on priority bike routes

#### 4. DISTRIBUTION LIST

EOC

Weather Communications DL

Engineering DL

DOC File

Reviewed by OL and ME.

From: "Pickard, Gail" <Gail.Pickard@vancouver.ca>  
To: "Dobrovlny, Jerry" <jerry.dobrovlny@vancouver.ca>  
"Brown, Ken" <ken.brown@vancouver.ca>  
Date: 12/15/2016 11:19:06 AM  
Subject: DRAFT snow IB for tomorrow

**Note:** I did not include the budget spent to date info in the IB - thought we would save that as a response to questions, since we are "not done yet".

Just to confirm what I wrote down in terms of that response:

The City has a fixed budget of \$750,000 to prepare equipment and personnel for winter weather; additional funds to respond to weather events comes from a contingency fund. Total spending for winter weather response depends on the number and severity of events that occur during the season. So far this winter the City has spent just over \$1 million total (including the \$750k fixed budget).

Let me know if you have any changes before I send the IB below to Sadhu for approval (I've already reached out to Ken for the salt usage number).

Thanks,  
G.

**DRAFT**  
**City of Vancouver**  
**Information Bulletin**  
**December 16, 2016**

### City preparing for next storm

The City of Vancouver has the personnel and supplies at the ready to handle the next winter storm expected to arrive Saturday night/early Sunday.

City crews are on call to respond to the next storm; the current forecast is for flurries starting late Saturday night turning to rain, which could be heavy. Vancouver property owners and occupants (tenants) are asked to make sure catch basins are cleared of leaves, snow and ice to help prevent flooding.

The City's response to snowy or icy roads depends on the weather conditions:

- When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
- When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
- If there is 5 cm or more of snowfall, all brine and salt trucks are equipped with a plow blade which can be put into service immediately.

Two new brine units added for this year that cover more street surface in one pass allow City crews to spray more area in less time.

The City has used XXXX tonnes of salt to date, and continues to receive more salt deliveries to meet the demands of the winter weather.

The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.

Vancouver property owners and occupants (tenants) are required by bylaw to clear snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall, or may be subject to a fine. Those who are unable to clear their own sidewalks can request the assistance of one of the City's "Snow Angels", a group of volunteers who can assist seniors or those with mobility challenges; use the VanConnect app or call 3-1-1 to request assistance.

Residents can also use the app 24 hours a day, seven days a week to report snow causing flooding, issues with transit shelter access, uncleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect).

More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
To: "[Nelms, Cheryl](mailto:Cheryl.Nelms@vancouver.ca)" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>  
Date: 12/19/2016 7:18:21 AM  
Subject: First set of msg for this morning

Sent from my iPhone

Begin forwarded message:

From: City of Vancouver Communications Office <[CityofVancouver.CommunicationsOffice@vancouver.ca](mailto:CityofVancouver.CommunicationsOffice@vancouver.ca)>  
Date: December 18, 2016 at 12:31:01 PM PST  
To: "Pickard, Gail" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
Subject: Information Bulletin: City crews out dealing with snowy conditions  
Reply-To: Media <[City.Media@vancouver.ca](mailto:City.Media@vancouver.ca)>

**City of Vancouver  
Information Bulletin  
December 18, 2016**

### **City crews out dealing with snowy conditions**

City of Vancouver crews and equipment are out on the roads dealing with the latest snowfall.

The following equipment and crews have been deployed today:

- 14 salter/plows dispatched at 5 a.m. on main routes;
- Additional 14 salter/plows providing support to main routes, as well as responding to trouble calls;
- 3 salter/plows on shared bike paths and priority hills;
- 1 Kubota on priority bike routes;
- 4 maintenance crews responding to 3-1-1 calls;
- Streets emergency crew responding to hand salting calls as well as additional 3-1-1 calls.

Due to the cold temperatures, there were a number of water main breaks this morning and Waterworks crews were on site; some have already been repaired. There were no major traffic disruptions from these incidents.

The City's response to snowy or icy roads depends on the weather conditions:

- When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
- When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
- If there is 5 cm or more of snowfall, all brine and salt trucks are equipped with a plow blade which can be put into service immediately.

The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.

Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. Those who are unable to clear their own sidewalks can request the assistance of one of the City's "Snow Angels", a group of volunteers who can assist seniors or those with mobility challenges; use the VanConnect app or call 3-1-1 to request assistance.

Residents can also use the app 24 hours a day, seven days a week to report snow causing flooding, issues with transit shelter access, un-cleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect).

More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).

-30-

**Media contact:**  
Corporate Communications  
604.871.6336  
[media@vancouver.ca](mailto:media@vancouver.ca)

From: ["Pickard, Gail" <Gail.Pickard@vancouver.ca>](mailto:Gail.Pickard@vancouver.ca)

To: ["Nelms, Cheryl" <Cheryl.Nelms@vancouver.ca>](mailto:Cheryl.Nelms@vancouver.ca)

Date: 12/19/2016 8:12:52 AM

Subject: From Ken if plowing comes up

---

We were plowing the majority of the yesterday when accumulations reached 5cm

Sanitation were plowing curb lanes and bus stops last night and early this morning before the snow fall hit at 3am

Sent from my iPhone



From: "[McCuaig, Amanda](mailto:Amanda.McCuaig@vancouver.ca)" <[Amanda.McCuaig@vancouver.ca](mailto:Amanda.McCuaig@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/2/2016 9:55:37 AM

Subject: FW: Snow Media Event - Can we move to Monday?

FYI – Ken can't accommodate Monday, the fleet will likely be in the field.

Amanda McCuaig | Communications Coordinator

Corporate Communications | City of Vancouver

t. 604.673.8185 | c. 604.358.9650

[amanda.mccuaig@vancouver.ca](mailto:amanda.mccuaig@vancouver.ca)

---

**From:** Brown, Ken

**Sent:** Friday, December 02, 2016 9:50 AM

**To:** McCuaig, Amanda

**Subject:** Re: Snow Media Event - Can we move to Monday?

Hi Amanda,

Our current weather forecast is calling for a chance of light snow flurries Sunday morning to early afternoon, then starting up again late Sunday night and continuing through Monday afternoon. With the amount of activity that will be taking place in our Yard to deal with the predicted weather conditions, I'd rather not have any media in the Yard, plus, the majority of our snow fleet could be out in the field.

Ken Brown

Branch Manager

Streets, Traffic & Electrical Operations

City of Vancouver

Sent from my iPhone

On Dec 2, 2016, at 9:00 AM, McCuaig, Amanda <[Amanda.McCuaig@vancouver.ca](mailto:Amanda.McCuaig@vancouver.ca)> wrote:

Good morning Ken!

We (aka Rena) are hoping with the cold weather coming early next week that we could do the media event on Monday instead of Thursday.

Is it possible to make this work?

Thank you!

(and sorry for so many different people in the mix on our end! Everyone keeps going off sick)

Amanda McCuaig | Communications Coordinator

Corporate Communications | City of Vancouver

t. 604.673.8185 | c. 604.358.9650

[amanda.mccuaig@vancouver.ca](mailto:amanda.mccuaig@vancouver.ca)

From: "Pickard, Gail" <Gail.Pickard@vancouver.ca>

To: "Nelms, Cheryl" <Cheryl.Nelms@vancouver.ca>

Date: 12/19/2016 7:06:23 AM

Subject: Fwd: NEWS 1130 Request

Can you call these guys too? This will be interview for a clip, not live...

Main thing is to make sure they know we've done lots of brining and salting over the weekend and people need to slow down and drive carefully. Hopefully Ozzie or Ken can tell us if they had to plow in any areas.

G

Sent from my iPhone

Begin forwarded message:

From: "Pickard, Gail" <Gail.Pickard@vancouver.ca>

Date: December 19, 2016 at 6:49:09 AM PST

To: "Brown, Ken" <ken.brown@vancouver.ca>

Subject: Fwd: NEWS 1130 Request

Another radio request

Sent from my iPhone

Begin forwarded message:

From: Martin MacMahon <Martin.MacMahon@rci.rogers.com>

Date: December 19, 2016 at 4:33:57 AM PST

To: Media <City.Media@vancouver.ca>

Subject: NEWS 1130 Request

Hello,

Hoping to grab some clips from someone with the city (engineering?) on the work that's being done on the roads, what people should be aware of, etc.

Newsroom line is 604-877-4400.

Thank you very much.

**Martin MacMahon**  
Senior Reporter

NEWS 1130  
2440 Ash Street  
Vancouver BC V5Z 4J6

[martin.macmahon@rci.rogers.com](mailto:martin.macmahon@rci.rogers.com)

o 604-877-4400 m 604-834-1831

Twitter: @martinmacmahon



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From: "[McCuaig, Amanda](mailto:Amada.McCuaig@vancouver.ca)" <[Amada.McCuaig@vancouver.ca](mailto:Amada.McCuaig@vancouver.ca)>

To: "[Nelms, Cheryl](mailto:Cheryl.Nelms@vancouver.ca)" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>

["Llewellyn-Thomas, Kathleen"](mailto:Kathleen.Llewellyn-Thomas@vancouver.ca) <[Kathleen.Llewellyn-Thomas@vancouver.ca](mailto:Kathleen.Llewellyn-Thomas@vancouver.ca)>

Date: 12/19/2016 8:54:54 AM

Subject: FYI - Media Advisory for update on snow and winter shelters

Hello folks,

We are planning a media avail at 11:30am to discuss snow and winter shelters. (sorry for the confusion Cheryl! Right after talking to you Kathleen requested 11:30, so we're back to that)

We will do it here at City Hall, to minimize cars on the road.

--

City of Vancouver  
Media Advisory  
December 19, 2016

## City of Vancouver update on snow mitigation

Cheryl Nelms, Deputy General Manager of Engineering, will provide an update on the City of Vancouver's comprehensive winter weather preparedness plan and explain the equipment and materials at the City's disposal. She will also explain what the public can do to be prepared for this weather.

Kathleen Llewellyn-Thomas, General Manager of Community Services, will provide an update on winter shelters.

**Date:** Monday, December 19, 2016

**Time:** 11:30am

**Location:** City Hall, 453 West 12<sup>th</sup> Avenue, North Steps

**Speakers:** Cheryl Nelms, Deputy General Manager of Engineering  
Kathleen Llewellyn-Thomas, General Manager of Community Services

-30-

**Media contact:**

Corporate Communications  
604-871-6336  
[media@vancouver.ca](mailto:media@vancouver.ca)

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

To: "[Nelms, Cheryl](mailto:Cheryl.Nelms@vancouver.ca)" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>

Date: 12/19/2016 8:08:43 AM

Subject: Just sent to CBC

Regular newsroom asking for numbers of trucks out last night and early this morning so make sure you are consistent.

G

Sent from my iPhone

Begin forwarded message:

From: "Pickard, Gail" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: December 19, 2016 at 8:05:02 AM PST

To: Farrah Merali <[farrah.merali@cbc.ca](mailto:farrah.merali@cbc.ca)>

Subject: Re: Urgent -- city snow -- interview

There were 10 salter trucks w plows out 7 pm to 7 am and then 30 trucks out starting at 7 am.

The list of equipment in the IB I sent you would have been out all day Sunday ie until that 7 pm shift started.

Gail

Sent from my iPhone

On Dec 19, 2016, at 7:50 AM, Farrah Merali <[farrah.merali@cbc.ca](mailto:farrah.merali@cbc.ca)> wrote:

Yes, but it does not say how many trucks were out last night. That's what I would like to know. That release was from noon yesterday.

I know you said there are 30 out today, but how many were out last night and earlier this morning?

Sent from my iPhone

On Dec 19, 2016, at 7:47 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

I just forwarded you the IB

Sent from my iPhone

On Dec 19, 2016, at 7:45 AM, Farrah Merali <[farrah.merali@cbc.ca](mailto:farrah.merali@cbc.ca)> wrote:

So were there 30 trucks out last, as well?

Sent from my iPhone

On Dec 19, 2016, at 7:42 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

Yes of course there were. 30 trucks are out right now last night they were out too. We sent an IB yesterday with a summary of all the equipment out on the streets.

Gail

Sent from my iPhone

On Dec 19, 2016, at 7:40 AM, Farrah Merali <[farrah.merali@cbc.ca](mailto:farrah.merali@cbc.ca)> wrote:

OK, that's fine. Can you confirm whether or not there were people out salting the roads last night? It really didn't look as if that was the case this morning

Sent from my iPhone

On Dec 19, 2016, at 7:22 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

Not right now. Early Edition has booked us for 8:10. Can you get clips from that?

Sorry but our GM is away and the Streets guys are dealing w the snow.

Gail

Sent from my iPhone

On Dec 19, 2016, at 6:09 AM, Farrah Merali <[farrah.merali@cbc.ca](mailto:farrah.merali@cbc.ca)> wrote:

Hi there,

Farrah here from CBC Radio.

Is anyone from the city available to comment on whether the city was out salting streets last night?

There are major problems across Vancouver this morning because of the snow and we want to know what was done by the city to prepare and what it's doing this morning.

Please let me know if anyone can speak to us this morning.

Thanks,

Farrah

--



Early AM Reporter  
CBC News Vancouver  
(o) (604) 662-6961  
(c) (604) 787-2997  
[@farrahmerali](#)  
[farrah.merali@cbc.ca](mailto:farrah.merali@cbc.ca)

From: "Pickard, Gail" <Gail.Pickard@vancouver.ca>

To: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

Date: 12/16/2016 8:28:24 AM

Subject: Latest snow prep IB - to go out today/Fri

Hi, Sadhu. I met with Jerry, Cheryl and Ken yesterday to talk through the forecast and plans for the weekend. We all agreed it would be a good idea to push out another IB today letting media/the public know that we are ready (again). Based on the forecast of heavy rains for Sunday, we also wanted to make the point about catch basins and flooding.

Once you've signed this off, I'll send you (and others) an update with the plan for the weekend but we have Ken and Cheryl lined up to take any media calls (Jerry too if something extreme happens) and can have a media avail at the yard Sunday or Monday depending on the weather. I am on call for media this weekend, so it will be easy to arrange.

Thanks,  
Gail

**DRAFT**  
**City of Vancouver**  
**Information Bulletin**  
**December 16, 2016**

### City preparing for next snowfall

The City of Vancouver has the personnel and supplies at the ready to handle the next snowfall expected to arrive Saturday night/early Sunday.

City crews are on call to respond to the next winter storm; the current forecast is for flurries starting late Saturday night turning to rain, which could be heavy. Vancouver property owners and occupants (tenants) are asked to make sure catch basins are cleared of leaves, snow and ice to help prevent flooding.

The City's response to snowy or icy roads depends on the weather conditions:

- When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
- When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
- If there is 5 cm or more of snowfall, all brine and salt trucks are equipped with a plow blade which can be put into service immediately.

Two new brine units added for this year that cover more street surface in one pass allow City crews to spray more area in less time. So far this winter the City has used more than 230,000 litres of brine. The City has also used 5,172 tonnes of salt to date, and continues to receive more salt deliveries to meet the demands of the winter weather.

The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.

Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. Those who are unable to clear their own sidewalks can request the assistance of one of the City's "Snow Angels", a group of volunteers who can assist seniors or those with mobility challenges; use the VanConnect app or call 3-1-1 to request assistance.

Residents can also use the app 24 hours a day, seven days a week to report snow causing flooding, issues with transit shelter access, un-cleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect).

More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).

-30-

**Media contact:**  
Corporate Communications  
604.871.6336  
[media@vancouver.ca](mailto:media@vancouver.ca)

From: "[Postma, Tobin](mailto:Tobin.Postma@vancouver.ca)" <[Tobin.Postma@vancouver.ca](mailto:Tobin.Postma@vancouver.ca)>  
To: "[Nelms, Cheryl](mailto:Cheryl.Nelms@vancouver.ca)" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>  
"[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
"[Dobrovolny, Jerry](mailto:jerry.dobrovolny@vancouver.ca)" <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>  
Date: 12/19/2016 10:53:21 AM  
Subject: prep for 1130

Here is what we can guess questions will be, important to stick to key messages – which is same for both themes:

Why not enough plows on the road?

City crews were out plowing the majority of the major routes Sunday when the accumulations reached 5 cm (5cm is our threshold for plowing). We had additional trucks plowing curb lanes and bus stops Sunday night and early this morning before the 3 am snowfall hit. There were 10 trucks working overnight. Starting at 7am this morning, 30 trucks were working. All are equipped with plows. The City is plowing on an ongoing basis. The heavy fast snowfall can collect very quickly. Crews working as fast as they can to clear the streets.

Why did City underestimate snow fall/forecast?

City crews were out plowing the majority of the major routes Sunday when the accumulations reached 5 cm (5cm is our threshold for plowing). We had additional trucks plowing curb lanes and bus stops Sunday night and early this morning before the 3 am snowfall hit. There were 10 trucks working overnight. Starting at 7am this morning, 30 trucks were working. All are equipped with plows. The City is plowing on an ongoing basis. The heavy fast snowfall can collect very quickly. Crews working as fast as they can to clear the streets.

Flooding likely to be big problem of afternoon, good to remind people to clear catch basins to help out.

As well as falling branches/trees

Report things through 311 and Vanconnect – we have brought in extra staff to assist with added calls.

Tobin

**NEW**

## Vancouverites angry at slow snow response — again

**'It was a lot more than what was forecasted. It was forecasted to be rain and it was snow.'**

By Roshini Nair, [CBC News](#) Posted: Dec 19, 2016 10:11 AM PT Last Updated: Dec 19, 2016 10:41 AM PT

Commuters had to deal with slippery conditions on the roads this morning — like this intersection between Robson and Burrard filled with slush. (David Horemans/CBC)

Vancouverites are directing their red-hot rage at city officials after another dump of snow and freezing rain made the region's morning commute chaos once again.

[Snow, slush and rain messing up morning commute, closing campuses](#)

Two weeks ago a snowstorm [threw Metro Vancouver into chaos for the Monday morning commute](#), with city officials blaming the weather forecast. When a [second snowstorm hit the following Monday](#) municipalities were better prepared.



But this morning when an overnight snowfall left the streets and sidewalks a mess once again, many residents took to social media to criticize their municipalities for not clearing them in a timely manner.

While some university students were secretly rejoicing [after the snowstorm forced the cancellation of exams this morning](#), Twitter user @Caudifer likened the City of Vancouver's snowstorm response to an exam they had forgotten to study for.

## 'We got slammed'

In response, the City of Vancouver's deputy general manager of engineering Cheryl Nelms told CBC's [The Early Edition](#) the city was doing everything it could to clear the snow.

But she admitted the snow was more than what was expected.

"The crews were up. We were ready. It was really clear yesterday right through the late evening. We got slammed between 3 and 6 a.m.," she said.

"It was a lot more than what was forecasted. It was forecasted to be rain and it was snow."

CBC meteorologist Johanna Wagstaffe disagreed, and said city officials had a lot of lead time on this weather event.

"Environment Canada was sending out a heads-up to city officials for a very disruptive snow to rain event for today as early as a week ago," she said. "They also issued a special weather statement for the event last Friday."

"We knew that we were going to get a lot of snow on Sunday followed by a warm-up and rain for Monday. That always equals a big mess on the roads for us."

Clearing the roads isn't the only issue today. The City of Vancouver had to contend with water main breaks due to the cold temperatures.

City crews are also closely monitoring the water catch basins for flooding, Nelms said, as the snow and slush melts as warmer temperatures arrive this afternoon.

**Tobin Postma | Communications Manager**  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4  
t. 604.871.6914  
m. 604.218.5952  
[tobin.postma@vancouver.ca](mailto:tobin.postma@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](https://www.talkvancouver.com) and stay in the loop on civic engagement opportunities!

From: "[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>

To: "[Sandhu, Jag](mailto:Jag.Sandhu@vancouver.ca)" <[Jag.Sandhu@vancouver.ca](mailto:Jag.Sandhu@vancouver.ca)>

Date: 12/14/2016 3:49:35 PM

Subject: Re: CBC news: icy sidewalks

Jag,

As discussed.

Thanks,

Ozzie Lepore, CTech  
City of Vancouver  
Superintendent II  
Streets, Traffic & Electrical Branch

On Dec 14, 2016, at 3:12 PM, Sandhu, Jag <[Jag.Sandhu@vancouver.ca](mailto:Jag.Sandhu@vancouver.ca)> wrote:

Hi Ken/Ozzie,

What are the rules for clearing snow/ice from sidewalks at schools and parks and cemeteries? Is that our guys? I've drafted the following response but need your help to plug in further details who what responsibilities fall with us and what falls with Parks crews and or the schools. Please advise.

We encourage residents who see public sidewalks that have not been cleared to report it by calling the 3-1-1 Contact Centre or through the City's app, VanConnect. All Vancouver property owners and occupants (tenants) are responsible to clear snow and ice from the full width of sidewalks that surround their property by 10 am the morning following a snowfall. This responsibility is in effect seven days a week. If the complaint is received by the City to clear a public sidewalk, the City will action that request with xx days.

Thanks,

Jag Sandhu  
Corporate Communications | City of Vancouver  
453 West 12th Avenue  
Vancouver BC V5Y 1V4  
t. 604.871.6899  
[jag.sandhu@vancouver.ca](mailto:jag.sandhu@vancouver.ca)

-----Original Message-----

From: Tina Lovgreen [<mailto:tina.lovgreen@cbc.ca>]

Sent: Wednesday, December 14, 2016 2:55 PM

To: Media

Subject: CBC news: icy sidewalks

Hi there,

We've been hearing from some residents that are frustrated with icy side walks around town in public spaces. Some reports near Selkirk elementary, queen Elizabeth annex - does the city make sure schools clean their sidewalks?

Also, the cemetery at 41st and Fraser is icy. I believe crews are working but hearing they are understaffed so it is taking a long time, what's being done to address city owned property?

Also, below is picture of Earles Park. Looks like crews have not even touched the sidewalks around this park.

I'm wondering if there is some one from the city around to address these icy sidewalks?

Thanks!

Tina

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
"[Mochrie, Paul](mailto:Paul.Mochrie@vancouver.ca)" <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)>

Date: 12/18/2016 12:22:16 PM

Subject: Re: DRAFT snow IB

Looks good to me

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Pickard, Gail

**Sent:** Sunday, December 18, 2016 12:16 PM

**To:** Johnston, Sadhu; Mochrie, Paul

**Cc:** Quinlan, Kevin

**Subject:** DRAFT snow IB

---

How is this? Any chance I can get it signed off in the next half hour? Added info in from Ozzie's noon update and repeated some content from Friday's IB as well. G.

**DRAFT**

**City of Vancouver  
Information Bulletin  
December 18, 2016**

### **City crews out dealing with snowy conditions**

City of Vancouver crews and equipment are out on the roads dealing with the latest snowfall.

The following equipment and crews have been deployed today:

- 14 salter/plows dispatched at 5 a.m. on main routes;
- Additional 14 salter/plows providing support to main routes, as well as responding to trouble calls;
- 3 salter/plows on shared bike paths and priority hills;
- 1 Kubota on priority bike routes;
- 4 Maintenance crews responding to 3-1-1 calls;
- Streets emergency crew responding to hand salting calls as well as additional 3-1-1 calls.

Due to the cold temperatures, there were a number of water main breaks this morning and Waterworks crews were on site; some have already been repaired. There were no major traffic disruptions from these incidents.

The City's response to snowy or icy roads depends on the weather conditions:

- When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
- When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
- If there is 5 cm or more of snowfall, all brine and salt trucks are equipped with a plow blade which can be put into service immediately.

The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.

Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. Those who are unable to clear their own sidewalks can request the assistance of one of the City's "Snow Angels", a group of volunteers who can assist seniors or those with mobility challenges; use the VanConnect app or call 3-1-1 to request assistance.

Residents can also use the app 24 hours a day, seven days a week to report snow causing flooding, issues with transit shelter access, un-cleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect).

More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
To: "[Nelms, Cheryl](mailto:Cheryl.Nelms@vancouver.ca)" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>  
Date: 12/19/2016 7:07:40 AM  
Subject: Re: Early Edition- 8:10 am

I am trying to get info from Ozzie but I also have to get into the office myself. I will see what I can do.

G

Sent from my iPhone

On Dec 19, 2016, at 7:06 AM, Nelms, Cheryl <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)> wrote:

Fine, but just need the message if you can get that going and send to Kurt. I'm going to office so I'm not distracted. Thx

Cheryl Nelms, P.Eng, PhD  
Deputy General Manager  
Engineering Services  
City of Vancouver  
C. 778-835-2148

On Dec 19, 2016, at 7:03 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

Cheryl this will be over the phone. You call them. For the 8:10 am they will want you to call in at 8 and stay on hold...

Trying to get you an update from Ozzie - you may want to try calling Ken as well. Theme from CBC is it's mess out there and the City is not doing enough. CBC is live so let me know if you're OK w that.

G

Sent from my iPhone

On Dec 19, 2016, at 6:59 AM, Nelms, Cheryl <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)> wrote:

Just getting out to office. Leaving in 10. Best case is being ready for just before 8. I will head to my office. Someone route them there. Thx.

Cheryl Nelms, P.Eng, PhD  
Deputy General Manager  
Engineering Services  
City of Vancouver  
C. 778-835-2148

On Dec 19, 2016, at 6:54 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

Cheryl we've had a couple of radio requests and Ken is too busy to take. Could you do them before 8? Want to catch the morning commute time.

G

Sent from my iPhone

Begin forwarded message:

From: "Dobrovolny, Jerry" <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>  
Date: December 19, 2016 at 6:52:00 AM PST  
To: "Pickard, Gail" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>, "Nelms, Cheryl" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>, "Brown, Ken" <[ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)>, "Scollard, Taryn" <[taryn.scollard@vancouver.ca](mailto:taryn.scollard@vancouver.ca)>  
Subject: Fwd: Early Edition- 8:10 am

For follow up pls. Thx

Sent from my iPhone

Begin forwarded message:

From: Christine Coulter <[christine.coulter@cbc.ca](mailto:christine.coulter@cbc.ca)>  
Date: December 19, 2016 at 6:28:13 AM PST  
To: "Dobrovolny, Jerry" <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>  
Subject: Early Edition- 8:10 am

Good morning Jerry,

I am an associate producer with The Early Edition.

We are hoping you can join us for 8:10 am this morning to give out listeners an update on the roads.

Please give me a call at 604-662-6982.

Thanks,

Christine

--

Christine Coulter  
Associate Producer  
CBC Radio  
Vancouver, BC

From: "Pickard, Gail" <Gail.Pickard@vancouver.ca>

To: "McCuaig, Amanda" <Amanda.McCuaig@vancouver.ca>

Date: 12/19/2016 10:37:21 AM

Subject: RE: Global BC inquiry

Ken says we plowed the majority of the major routes Sunday when the accumulations reached 5 cm as that's our threshold.

Sanitation was also plowing curb lanes and bus stops Sunday night and early this morning before the 3 a.m. snowfall hit.

There were 10 trucks on overnight and 30 on at 7 a.m. this morning. All are equipped with plows.

Plowing is happening it's just a timing thing – the 3 a.m. Monday snowfall, which wasn't predicted – crews working as fast as they can to clear the streets.

I got all this from Ken via text so copying Tobin too for other media inquiries.

G.

---

**From:** McCuaig, Amanda

**Sent:** Monday, December 19, 2016 10:28 AM

**To:** Pickard, Gail

**Subject:** FW: Global BC inquiry

Hey – do we have an answer for this? “why weren't major routes plowed this morning”?

Amanda McCuaig | Communications Coordinator

Corporate Communications | City of Vancouver

t. 604.673.8185 | c. 604.358.9650

[amanda.mccuaig@vancouver.ca](mailto:amanda.mccuaig@vancouver.ca)

---

**From:** Yuliya Talmazan [<mailto:Yuliya.Talmazan@globalnews.ca>]

**Sent:** Monday, December 19, 2016 10:27 AM

**To:** McCuaig, Amanda

**Subject:** RE: Global BC inquiry

Hi Amanda.

Sorry, what I meant was --- our Global BC truck may not make it there, so we might not have live capability.

So can I get a statement ASAP about why major routes in Vancouver were not plowed this morning? We need to get this information out ASAP.

Also, how many trucks are currently out/ how much salt is being used?

Thanks!

Yuliya

---

**From:** McCuaig, Amanda [<mailto:Amanda.McCuaig@vancouver.ca>]

**Sent:** Monday, December 19, 2016 10:21 AM

**To:** Yuliya Talmazan

**Subject:** RE: Global BC inquiry

Hey Yuliya,

We won't be able to have a truck at the presser as they are out doing work.

The media availability will be at 11:30 here at City Hall.

Best,

Amanda

Amanda McCuaig | Communications Coordinator

Corporate Communications | City of Vancouver

t. 604.673.8185 | c. 604.358.9650

[amanda.mccuaig@vancouver.ca](mailto:amanda.mccuaig@vancouver.ca)

---

**From:** Yuliya Talmazan [<mailto:Yuliya.Talmazan@globalnews.ca>]

**Sent:** Monday, December 19, 2016 10:07 AM

**To:** Media

**Subject:** Global BC inquiry

Hi guys.

We are not sure if we would be able to get a live truck to the 11:30 presser this morning.

Just wondering if we could get a statement from the city on why major routes in Vancouver were not plowed this morning.

How many trucks are currently out/ how much salt is being used?

Thanks!

Yuliya

From: "[Nelms, Cheryl](mailto:Cheryl.Nelms@vancouver.ca)" <[Cheryl.Nelms@vancouver.ca](mailto:Cheryl.Nelms@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/19/2016 6:45:39 PM

Subject: Re: Just watched Global story 6 pm!! Looks good!

Thanks for that. CBC The coast used mini clip in a negative way... but that's all fine. It was fun/different.

Cheryl Nelms, P.Eng, PhD  
Deputy General Manager  
Engineering Services  
City of Vancouver  
C. 778-835-2148

> On Dec 19, 2016, at 6:08 PM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

>

> Top story all about snow - transit first. As expected they focused on City didn't do enuf but they used 4 different clips from you from this morning and it came across quite well!!

>

> Congrats again!!

> Gail

>

> Sent from my iPhone

From: "[McCuaig, Amanda](mailto:Amanda.McCuaig@vancouver.ca)" <[Amanda.McCuaig@vancouver.ca](mailto:Amanda.McCuaig@vancouver.ca)>

To: "[Brown, Ken](mailto:ken.brown@vancouver.ca)" <[ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)>  
"[Traer, Richard](mailto:Richard.Traer@vancouver.ca)" <[Richard.Traer@vancouver.ca](mailto:Richard.Traer@vancouver.ca)>  
"[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
"[Joyce, Helen](mailto:Helen.Joyce@vancouver.ca)" <[Helen.Joyce@vancouver.ca](mailto:Helen.Joyce@vancouver.ca)>  
"[Sandhu, Jag](mailto:Jag.Sandhu@vancouver.ca)" <[Jag.Sandhu@vancouver.ca](mailto:Jag.Sandhu@vancouver.ca)>  
"[Scollard, Taryn](mailto:taryn.scollard@vancouver.ca)" <[taryn.scollard@vancouver.ca](mailto:taryn.scollard@vancouver.ca)>

Date: 12/7/2016 8:52:56 AM

Subject: RE: Media Event - Snow Preparedness

Good morning all!

Myself, Gail, Jag and Helen will be making our way down by Modo, looking to arrive at 9:30

Amanda McCuaig | Communications Coordinator  
Corporate Communications | City of Vancouver  
t. 604.673.8185 | c. 604.358.9650  
[amanda.mccuaig@vancouver.ca](mailto:amanda.mccuaig@vancouver.ca)

-----Original Appointment-----

**From:** McCuaig, Amanda

**Sent:** Thursday, December 01, 2016 5:41 PM

**To:** McCuaig, Amanda; Brown, Ken; Traer, Richard; Pickard, Gail; Joyce, Helen; Sandhu, Jag; Scollard, Taryn

**Subject:** Media Event - Snow Preparedness

**When:** Wednesday, December 07, 2016 9:30 AM-11:30 AM (UTC-08:00) Pacific Time (US & Canada).

**Where:** National Works Yard

Hello folks!

We are updating the event slightly:

- Will do an update on what we are planning for Thursday anticipated snow
- What we normally do
- We won't have vehicles to show off as they'll be out in the field, but at least they can get an image of the salt pile

**UPDATED – date and time new. Thanks all!**

**Speakers:**

- Ken Brown – snow management
- Richard Traer – VanConnect

**Schedule:**

9:30pm – start set up, communications staff arrive

9:45 – media start to show up

10:00 – media event

- Ken Speaks
- Richard Speaks

10:15 – camera people take footage of vehicles, brine, etc

10:30 – wrap up



From: "[Wilson, Darcy](mailto:Darcy.Wilson@vancouver.ca)" <[Darcy.Wilson@vancouver.ca](mailto:Darcy.Wilson@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 11/30/2016 7:53:54 AM

Subject: RE: snow IB

Yes....it is more general then snow and there will be a new option that I am working with Graham on the "Snow" service request and we will have something to show soon.

Darcy Wilson

Director, Digital and Contact Centre Services City of Vancouver

Phone: 604.871.6657 Cell: 604.375.0320

---

**From:** Pickard, Gail

**Sent:** Tuesday, November 29, 2016 5:16 PM

**To:** Wilson, Darcy

**Cc:** Traer, Richard

**Subject:** RE: snow IB

So those are more generally winter weather related not just snow...

Will there be a new reporting option? What "flow" would a person follow to report these issues?

G.

---

**From:** Wilson, Darcy

**Sent:** Tuesday, November 29, 2016 4:37 PM

**To:** Pickard, Gail

**Cc:** Traer, Richard

**Subject:** RE: snow IB

Sorry...hit send too quickly

Citizens will be able to report

- Snow issues
- Flooding
- Road and street repairs
- Sidewalk repairs
- Street light issues

Darcy Wilson

Director, Digital and Contact Centre Services City of Vancouver

Phone: 604.871.6657 Cell: 604.375.0320

---

**From:** Pickard, Gail

**Sent:** Tuesday, November 29, 2016 3:17 PM

**To:** Wilson, Darcy

**Cc:** Traer, Richard

**Subject:** snow IB

There is nothing in the snow IB from last year about Van Connect...

What exactly would we be encouraging people to report in relation to snow? Can you give me some wording there including the brief instructions – would it be Service Request/Streets and Sidewalks or ?? (are we talking requests for snow clearing? Or is this another "report on my neighbor who didn't shovel their sidewalk" kind of thing?)

G.

**Gail Pickard, ABC | Communications Manager**

Corporate Communications | City of Vancouver

453 West 12<sup>th</sup> Avenue

Vancouver BC V5Y 1V4

t. 604.873.7397

m. 604.306.8360

[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: "[Kendall-Craden, Rena](mailto:Rena.Kendall-Craden@vancouver.ca)" <[Rena.Kendall-Craden@vancouver.ca](mailto:Rena.Kendall-Craden@vancouver.ca)>

To: "[Quinlan, Kevin](mailto:Kevin.Quinlan@vancouver.ca)" <[Kevin.Quinlan@vancouver.ca](mailto:Kevin.Quinlan@vancouver.ca)>  
"[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 12/5/2016 8:41:08 AM

Subject: RE: Snow overnight

Yes it underway. And media avail with Jerry at 9:30.

-----Original Message-----

From: Quinlan, Kevin

Sent: Monday, December 05, 2016 7:14 AM

To: Kendall-Craden, Rena; Pickard, Gail

Cc: Johnston, Sadhu

Subject: Snow overnight

Hi all, is there an IB in the works this morning on the status of the roads and a summary of the work done by city crews?

I know it gets repetitive pushing out how many tons of salt we have and how many trucks with plows, but good to keep pushing the message that city crews are out there

Thanks

Sent from my iPhone

From: "[Wilson, Darcy](mailto:Darcy.Wilson@vancouver.ca)" <[Darcy.Wilson@vancouver.ca](mailto:Darcy.Wilson@vancouver.ca)>  
To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
Date: 11/29/2016 4:40:40 PM  
Subject: RE: snow prep event & snow angels

Thanks Gail

Can you let Richie and I know when it is confirmed

Darcy Wilson  
Director, Digital and Contact Centre Services City of Vancouver  
Phone: 604.871.6657 Cell: 604.375.0320

---

**From:** Pickard, Gail  
**Sent:** Tuesday, November 29, 2016 3:08 PM  
**To:** Wilson, Darcy  
**Cc:** Traer, Richard  
**Subject:** snow prep event & snow angels

Happy to have Richie attend the event and demo how easy it is to report on Van Connect.  
Darcy if you guys want to have someone create a VanConnect image for snow reporting and you can find someone with the time and fund it, then absolutely go for that.

We will be doing more generic "Be a snow angel – help a neighbor" social promos if and when the flakes fly. Tyler has already designed those for me.

As mentioned at the meeting this morning, David MacKenzie told me that we don't want to focus on or actively promote snow removal volunteers because that's not really formalized or available – our focus will be to promote more of a "neighbours helping neighbours" thing.

Snow ads including snow angel references will appear end of this week in VanMatters, Ming Pao and Metro papers.

Snow prep event – we don't have a date yet. Long range forecast suggests there may be freezing weather/snow on Sunday Dec.4/early Monday the 5<sup>th</sup>.

We WERE talking about the 5<sup>th</sup> for the event (just because there was a hole in the calendar), but that can't happen if it snows that night or that day. Alternative days are Thurs the 8<sup>th</sup> and Fri the 9<sup>th</sup>. I have booked all three in the corp comms calendar and we'll look at it again later in the week and see what the updated forecast is.

We can do the VanConnect thing similarly to how we did the potholes thing i.e. Ken can do the equipment demo and talk about what's new, and then we can offer to show media how to report issues on VanConnect.

I haven't yet worked on run of show or messaging or anything...our media back up person (Helen) will be back in the office tomorrow and I am hoping to get her to take this one on as my other two events next week are bigger and scarier than this one...

G.

**Gail Pickard, ABC | Communications Manager**  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4  
t. 604.873.7397  
m. 604.306.8360  
[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

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From: "[Brown, Ken](mailto:ken.brown@vancouver.ca)" <[ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

Date: 11/23/2016 10:27:33 PM

Subject: Re: Snow prep media event

Hi Gail,

Next week wouldn't work for me either, as I'm in bargaining for 2 days, and then for the remainder of the week, we will be cleaning up the encampment at 58 W. Hastings. My calendar seems fairly open after that, so let me know which date will work for you during the week of Dec. 5th or 12th. If the temperatures continue to stay mild, we could showcase our new brine units and do another presentation on how the VanConnect app works. Let me know now.

Take care

Ken Brown  
Branch Manager  
Streets, Traffic & Electrical Operations  
City of Vancouver

Sent from my iPhone

On Nov 23, 2016, at 11:23 AM, Pickard, Gail <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)> wrote:

Hey, Ken.

Would like to touch base with you to talk about a potential date for the annual snow prep media event. I was emailing Ozzie about something else and I see that he is unfortunately off for a while. Is there someone else you would like me to work with on this?

Just FYI next week is not looking good from a media point of view – calendar is too crowded – so we may want to look at some time the following week (w/o Dec 5) or even the week after, depending on weather trends. FYI the snow prep/snow angels ads are being scheduled for the week of Nov. 28 – likely starting on Dec 1. I'd like to get the event on the communications calendar to "protect" our time.

Environment Canada is predicting above normal temperatures for the next 2-4 months so I'm wondering if we want to shift our focus at all with the event? Focus more on brine trucks?

Thanks,  
Gail

**Gail Pickard, ABC | Communications Manager**  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4  
t. 604.873.7397  
m. 604.306.8360  
[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: "[Zaharia, Sarah](mailto:Sarah.Zaharia@vancouver.ca)" <Sarah.Zaharia@vancouver.ca>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <Gail.Pickard@vancouver.ca>

Date: 12/7/2016 3:24:13 PM

Subject: RE: Snow Preparations

Yes please ☺

---

**From:** Pickard, Gail

**Sent:** Wednesday, December 07, 2016 3:18 PM

**To:** Zaharia, Sarah

**Subject:** RE: Snow Preparations

Yes I do!

;-)

I am going to add you to our "Ready4Anything" weather alert email group. Should I add Kevin as well do you think?

Gail

---

**From:** Zaharia, Sarah

**Sent:** Wednesday, December 07, 2016 2:31 PM

**To:** Pickard, Gail

**Subject:** RE: Snow Preparations

Sounds good.

Yes, the street people should for sure be on the actual streets! I'm sure we will be spending lots of time in the next week talking about all things snow. We are planning a bunch of snow stuff on our end too, will repackage from earlier in the week. You know how my Chief likes when we talk about the weather!

---

**From:** Pickard, Gail

**Sent:** Wednesday, December 07, 2016 11:43 AM

**To:** Zaharia, Sarah

**Subject:** RE: Snow Preparations

We could try to put Jerry on a morning show...Amanda and I will discuss.

Can't really get anyone from the Streets team to do that as they will be too busy dealing with the actual street issues! What we are finding is the media are just showing up down at the yard to get pix of the equipment going in and out. They got TONS of B-roll today at the event – they lapped it up so to speak – salt being loaded into trucks and pushed around by tractors, etc. Global did a live hit as well. Ken Brown talked about our salt use this year being higher so that will probably be a focus for a bit. Richard from 3-1-1 was there as well to talk about VanConnect.

We did also ask Ken to send us frequent updates throughout the coming week of weather – even what he considers to be boring and operational – so that we can package that for media and the public.

We are assuming that you and Kevin would like us to share those updates with you so that you can also send out your own info/re-Tweet what we're doing etc. We will keep the social up and do media updates as appropriate – will have to play a bit by ear of course but ongoing messaging is our plan.

Sound OK?

G.

---

**From:** Zaharia, Sarah

**Sent:** Wednesday, December 07, 2016 11:14 AM

**To:** Pickard, Gail

**Subject:** Snow Preparations

Hey Gail!

Nice work on the snow and pony show, we RT'd some of what you guys put out on the event. Thinking ahead to snow, are you guys going to get someone from the City back on the morning shows? That played really well on CBC this week.

I'm trying to anticipate all the requests/ideas my Chief is going on have on getting the message out.

Sarah Zaharia  
Communications Strategist  
Office of the Mayor | City of Vancouver  
604.754.3847

From: "Pabillano, Jhenifer" <Jhenifer.Pabillano@vancouver.ca>  
To: "Pickard, Gail" <Gail.Pickard@vancouver.ca>  
Date: 12/1/2016 2:04:31 PM  
Subject: RE: snow social - needed this weekend

Thanks!

Btw I forgot to mention that I got Tyler to get us a bunch of iStock photos based on the categories in your R4A table, so I will put that stuff in the HootSuite Library too.

---

**From:** Pickard, Gail  
**Sent:** Wednesday, November 30, 2016 4:57 PM  
**To:** Pabillano, Jhenifer  
**Subject:** RE: snow social - needed this weekend

The catch basin thing is some of both...when the leaves start to really fall, we do a lot of promo about making sure to clear your catch basin to avoid flooding. This fits in with messaging about street leaf collection, as well as extra collection weekends for leaves from your yard.

But when there is a big storm we also talk about it just due to increased water flow on the streets...Kai-lani Rutland is on point for the leaf stuff as she's the coordinator on Solid Waste portfolio. Pretty sure she didn't create the library...probably Kendra did. So I think it would be safe to put anything catch basin related in the Ready4 library and just let Kai-lani know that's where she can find it if needed. Ready4 is meant to be a pretty broad category of content!

Gail

---

**From:** Pabillano, Jhenifer  
**Sent:** Wednesday, November 30, 2016 2:09 PM  
**To:** Pickard, Gail  
**Subject:** RE: snow social - needed this weekend

Hi Gail – follow up question. In HootSuite there is a separate library of messaging for clearing catch basins, especially in heavy rain. This is an area usually covered by your team (Engineering comms coordinators). Can I ask:

- Did you want the catch basin messaging merged into the Ready 4 Anything library?
- If not: would you know who created the library, so I can ask how it is being used?

Thanks!

Jhenifer

---

**From:** Pickard, Gail  
**Sent:** Wednesday, November 30, 2016 1:46 PM  
**To:** Pabillano, Jhenifer  
**Subject:** RE: snow social - needed this weekend

Thanks muchly!

---

**From:** Pabillano, Jhenifer  
**Sent:** Wednesday, November 30, 2016 1:45 PM  
**To:** Pickard, Gail  
**Subject:** RE: snow social - needed this weekend

Hi Gail – yes, I'll get some messaging and the images ready in HootSuite for you.

---

**From:** Pickard, Gail  
**Sent:** Wednesday, November 30, 2016 1:41 PM  
**To:** Pabillano, Jhenifer  
**Subject:** snow social - needed this weekend

Hey, Jhen. Just confirming that the snow angels Twitter and FB posts will be ready in Hootsuite if I need to post them on the weekend? (forecast depending) – FYI I may also be sending out an IB about snow removal plans on Sunday (or Friday).

For snow angels we could add some messaging such as (too long for Twitter I know – just thoughts you can pull from if needed):

When snow and ice hit, we need a team effort. Please be a Snow Angel and help neighbours, friends or relatives who may not be able to shovel their own sidewalks. Thanks for keeping our streets and sidewalks safer for everyone!

Also wondering if we can have the "Ready for...snow" social post prepped as well (we have the pic of City Hall in the snow for that one I guess since I don't have anything new to replace it with)? Would like to link that one to the Vancouver.ca/snow page on the web site.

For this one we could add something like: City crews are prepared for winter weather whenever it hits. For tips on how to protect your home go to [vancouver.ca/snow](http://vancouver.ca/snow)...or something like that...

Forecast is for snow late Sunday/early Monday.

Thanks

Gail

Gail Pickard, ABC | Communications Manager  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
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t. 604.873.7397  
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Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Quinlan, Kevin" <Kevin.Quinlan@vancouver.ca>](mailto:Kevin.Quinlan@vancouver.ca)

["Pickard, Gail" <Gail.Pickard@vancouver.ca>](mailto:Gail.Pickard@vancouver.ca)

Date: 12/18/2016 11:29:55 AM

Subject: Re: Snow

Good idea

Sent from my BlackBerry 10 smartphone on the Bell network.

Original Message

From: Quinlan, Kevin

Sent: Sunday, December 18, 2016 11:29 AM

To: Johnston, Sadhu; Pickard, Gail

Subject: Snow

Can we get an IB out updating on our snow response/roads? Looks like it's really coming down

Sent from my iPhone



From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/19/2016 7:40:21 AM

Subject: Road Conditions

Good Morning Mayor and Council-

I sincerely hope some of you are reading this from a beach chair somewhere. It's a nasty weather morning here in Vancouver and we have all hands on deck dealing with it. Here's what's going on right now:

Heavy snow developed around 3am this morning and continued through to 6am. Light snow mixed with rain continues in some areas of the city. The weather forecast is for the snow to stop by 8am and dry out for the remainder of the day.

Sanitation has been dealing with the snow throughout the graveyard shift. We are keeping some of the Sanitation drivers on until 9am to help out with the road conditions.

Streets Salters/Plows are out. We are also dispatching multiple Hand Crews to deal with complaints and flooding calls.

30 Salters/plows are responding to main routes and trouble spots.

All available Streets Operation staff is on hand salting, bus stops, and clearing catch basins.

Available Sanitation staff also being dispatched.

So, no trash collection going on as we use all available resources to deal with the roads.

Let me know if I can provide additional information.

Thanks

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: ["Wilson, Darcy" <Darcy.Wilson@vancouver.ca>](mailto:Darcy.Wilson@vancouver.ca)

To: ["Digital Services - DL" <DigitalServicesDL@vancouver.ca>](mailto:DigitalServicesDL@vancouver.ca)

["Adcock, Jessie" <Jessie.Adcock@vancouver.ca>](mailto:Jessie.Adcock@vancouver.ca)

["311 Senior Leadership Team - DL" <311SLTDL@vancouver.ca>](mailto:311SLTDL@vancouver.ca)

["311 Business Consulting Team - DL" <311BCTDL@vancouver.ca>](mailto:311BCTDL@vancouver.ca)

["Cook, Graham \ \(311\)" <Graham.Cook@vancouver.ca>](mailto:Graham.Cook@vancouver.ca)

["McCuaig, Amanda" <Amanda.McCuaig@vancouver.ca>](mailto:Amanda.McCuaig@vancouver.ca)

["Pickard, Gail" <Gail.Pickard@vancouver.ca>](mailto:Gail.Pickard@vancouver.ca)

["Pabillano, Jhenifer" <Jhenifer.Pabillano@vancouver.ca>](mailto:Jhenifer.Pabillano@vancouver.ca)

Date: 12/7/2016 2:23:33 PM

Subject: Snow and Ice Service Request in VanConnect

We have already had 53 reports of Snow and Ice issues in the last 4 days in VanConnect.....I think getting the word out via Vancouver.ca, Social Media, Media Events and the information bulletins are helping.....stay tuned for the next 48 hours.

@Arron these are NOT STP because they will be short in duration, so you will notice a jump in the report this week



**Darcy Wilson**

**Director, Digital and Contact Centre Services**

**City of Vancouver**

Phone: 604.871.6657 Cell: 604.375.0320

E-mail: [darcy.wilson@vancouver.ca](mailto:darcy.wilson@vancouver.ca) Web: [vancouver.ca](http://vancouver.ca)

*Long live the pioneers...Rebels and mutineers... Go forth and have no fear  
(Feldshuh, Grant, Harris, Levin, & Harris)*

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
To: "[Dobrovolny, Jerry](mailto:jerry.dobrovolny@vancouver.ca)" <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>  
"[Brown, Ken](mailto:ken.brown@vancouver.ca)" <[ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)>  
Date: 12/16/2016 11:51:59 AM  
Subject: snow IB going out momentarily - availability this afternoon?

Even though it has everything anyone could want to know in it...  
We may get requests for radio clips etc.  
Can you make yourselves available for that if requested?  
Thx  
Gail

---

**From:** Sebastian, Lorraine  
**Sent:** Friday, December 16, 2016 10:49 AM  
**To:** Pickard, Gail  
**Cc:** Sandhu, Jag  
**Subject:** RE: Latest snow prep IB - to go out today/Fri

Hi Gail,

The IB for the city's next snowfall has since been approved by Sadhu.

Thanks  
Lorraine

**Lorraine Sebastian** | Executive Assistant to the City Manager  
CITY OF VANCOUVER | City Manager's Office  
453 W 12<sup>th</sup> Avenue | Vancouver | BC V5Y 1V4  
604.873.7628 | [lorraine.sebastian@vancouver.ca](mailto:lorraine.sebastian@vancouver.ca)

---

**From:** Pickard, Gail  
**Sent:** Friday, December 16, 2016 8:28 AM  
**To:** Johnston, Sadhu  
**Cc:** Sebastian, Lorraine; Sandhu, Jag  
**Subject:** Latest snow prep IB - to go out today/Fri  
**Importance:** High

Hi, Sadhu. I met with Jerry, Cheryl and Ken yesterday to talk through the forecast and plans for the weekend. We all agreed it would be a good idea to push out another IB today letting media/the public know that we are ready (again). Based on the forecast of heavy rains for Sunday, we also wanted to make the point about catch basins and flooding.

Once you've signed this off, I'll send you (and others) an update with the plan for the weekend but we have Ken and Cheryl lined up to take any media calls (Jerry too if something extreme happens) and can have a media avail at the yard Sunday or Monday depending on the weather. I am on call for media this weekend, so it will be easy to arrange.

Thanks,  
Gail

**DRAFT**  
**City of Vancouver**  
**Information Bulletin**  
**December 16, 2016**

## City preparing for next snowfall

The City of Vancouver has the personnel and supplies at the ready to handle the next snowfall expected to arrive Saturday night/early Sunday.

City crews are on call to respond to the next winter storm; the current forecast is for flurries starting late Saturday night turning to rain, which could be heavy. Vancouver property owners and occupants (tenants) are asked to make sure catch basins are cleared of leaves, snow and ice to help prevent flooding.

The City's response to snowy or icy roads depends on the weather conditions:

- When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
- When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
- If there is 5 cm or more of snowfall, all brine and salt trucks are equipped with a plow blade which can be put into service immediately.

Two new brine units added for this year that cover more street surface in one pass allow City crews to spray more area in less time. So far this winter the City has used more than 230,000 litres of brine. The City has also used 5,172 tonnes of salt to date, and continues to receive more salt deliveries to meet the demands of the winter weather.

The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.

Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. Those who are unable to clear their own sidewalks can request the assistance of one of the City's "Snow Angels", a group of volunteers who can assist seniors or those with mobility challenges; use the VanConnect app or call 3-1-1 to request assistance.

Residents can also use the app 24 hours a day, seven days a week to report snow causing flooding, issues with transit shelter access, un-cleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect).

More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).

-30-

**Media contact:**

Corporate Communications

604.871.6336

[media@vancouver.ca](mailto:media@vancouver.ca)

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

To: "[Zaharia, Sarah](mailto:Sarah.Zaharia@vancouver.ca)" <[Sarah.Zaharia@vancouver.ca](mailto:Sarah.Zaharia@vancouver.ca)>

Date: 12/20/2016 2:51:54 PM

Subject: SNOW messaging - as requested

## 2016-2017 Streets/Snow Messaging

- The City takes snow removal seriously and has a comprehensive snow response plan in place.
- When snow hits, Engineering crews make consistent, coordinated efforts to keep main roadways clear – including bus routes, bridges and arterials.
- The City's response to snowy or icy roads depends on the weather conditions:
  - When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
  - When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
  - If there is 5 cm or more of snowfall, all brine and salt trucks are equipped with a plow blade which can be put into service immediately as needed.
- The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.
- Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. Those who are unable to clear their own sidewalks can request the assistance of one of the City's "Snow Angels", a group of volunteers who can assist seniors or those with mobility challenges; use the VanConnect app or call 3-1-1 to request assistance.
- Residents can also use the app 24 hours a day, seven days a week to report snow causing flooding, issues with transit shelter access, un-cleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect).
- More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).

### **Why do we only plow when there is 5 cm of accumulated snow?**

Anything less would mean that the plows could potentially damage the asphalt.

### **Who is responsible for clearing snow from sidewalk and parks?**

All Vancouver property owners and occupants (tenants) are responsible to clear snow and ice from the full width of sidewalks that surround their property by 10 am the morning following a snowfall. This responsibility is in effect seven days a week. Walkways and sidewalks at schools are the responsibility of their maintenance/janitorial staff, walkways and sidewalks at parks are the responsibility of the Park Board. If a resident (or one of your readers) sees a sidewalk that has snow or ice, they can report it to the 3-1-1 Contact Centre or by using the City's app, VanConnect. This is the best way for problem areas to get identified and prioritized.

### **Has anyone been charged yet for not clearing their sidewalks? (response as of Dec. 9 - this needs to be fact checked before a response - Jag has contact name)**

The City has not issued any charges this year to property owners or businesses for not removing snow or ice from sidewalks.

Because this type of weather is infrequent, the current process is to gain compliance by sending reminders through various channels to all Vancouver property owners and occupants (tenants),

including businesses. They are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall as required by the Streets and Traffic Bylaw, Section 76 and 76A. This responsibility is in effect seven days a week.

These reminders are made through City of Vancouver news releases, through print and social media ads and through the City's social media channels. If there is a prolonged period of snow and freezing temperatures and property owners are not complying, the City goes through a process of first and second notification. The City may first choose to clear the snow and charge the resident or property owner for the removal.

**How much money does the City spend on snow clearing?**

The City has a fixed budget of \$750,000 to prepare equipment and personnel for winter weather; additional funds to respond to weather events comes from a contingency fund. Total spending for winter weather response depends on the number and severity of events that occur during the season.

**How does the Snow Angels program work?**

The City of Vancouver has a "Snow Angels" program where we encourage "neighbours helping neighbours" to keep sidewalks and driveways clear. There are many in the City that can't do this work for themselves. However, keeping sidewalks clear is an important part of preventing safety issues. A resident who needs help with snow clearing can submit a request through the [VanConnect](#) app or they can call the 3-1-1 contact centre.

The City maintains a group of volunteers who can help clear snow. Those interested in volunteering to be part of the City's Snow Angel program can submit their details on the VanConnect app, on our website, or by calling 3-1-1.

For more information, visit our website's new Snow Angel section: <http://vancouver.ca/streets-transportation/snow-angel.aspx>

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Corporate Communications | City of Vancouver  
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Vancouver BC V5Y 1V4  
t. 604.873.7397  
m. 604.306.8360  
[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

From: ["Donovan, Thomas" <thomas.donovan@vancouver.ca>](mailto:thomas.donovan@vancouver.ca)

To: ["Pabillano, Jhenifer" <Jhenifer.Pabillano@vancouver.ca>](mailto:Jhenifer.Pabillano@vancouver.ca)

Date: 12/1/2016 8:12:55 AM

Subject: Snow Removal PSA - note see movie file in folder

---

Here is our Snow Removal PSA modified to fit onto Facebook:

H:\\ccg1\\Thomas\\SNOW REMOVAL 2013

Scary weather forecast ahead, this may come in handy.

T

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/18/2016 9:02:22 AM

Subject: Snow Response Update

Greetings Mayor and Council

Your staff have been out all night dealing with the roads. As usual, here's the morning update on our efforts as of 7 AM:

Equipment Line Up

14 Salter/plows dispatched at 5am on main routes

Additional 14 Salter/plows providing support to main routes as well as responding to trouble calls

3 Salter/plows on shared bike paths, and priority hills

1 Kubota on priority bike routes

4 Maintenance crews responding to 311 calls

1 Streets Emergency crew responding to hand salting calls, and 311 calls

Summary of calls

Water main breaks at Vanness & Boundary, Arbutus & W.37, Cornwall & Cypress. Waterworks crews on site

Salter/plow responding to bus loops required salting at Main & E.65th, Victoria Drive & E.54th, Bus stuck at Main & E.41

Salter/plow responding to salting request at Rupert & E.29th

Oak & W.8th priority hill closed

Hand salting required at 4700 blk Killarney

All the best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.



From: ["City of Vancouver Communications Office"](#)  
[<CityofVancouver.CommunicationsOffice@vancouver.ca>](mailto:CityofVancouver.CommunicationsOffice@vancouver.ca)

To:

Date:

Subject: Information Bulletin: City continues snow mitigation, adds more trucks to fleet

---

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

["Postma, Tobin"](mailto:Tobin.Postma@vancouver.ca) <[Tobin.Postma@vancouver.ca](mailto:Tobin.Postma@vancouver.ca)>

Date: 12/16/2016 11:08:14 AM

Subject: snow this weekend

Hi-

Given that the snow will be coming over the weekend, I'd appreciate if you could preload our IBs so that we're ready for proactively getting information out Sat eve and Sunday morning...

Thanks

Sadhu

**Sadhu Aufochs Johnston** | City Manager

City of Vancouver | 453 W 12<sup>th</sup> Avenue

Vancouver | BC V5Y 1V4

604.873.7627 | [Sadhu.johnston@vancouver.ca](mailto:Sadhu.johnston@vancouver.ca)

Twitter: sadhuajohnston



From: ["McCuaig, Amanda" <Amanda.McCuaig@vancouver.ca>](mailto:Amanda.McCuaig@vancouver.ca)

To: ["Joyce, Helen" <Helen.Joyce@vancouver.ca>](mailto:Helen.Joyce@vancouver.ca)

["Kendall-Craden, Rena" <Rena.Kendall-Craden@vancouver.ca>](mailto:Rena.Kendall-Craden@vancouver.ca)

["Pabillano, Jhenifer" <Jhenifer.Pabillano@vancouver.ca>](mailto:Jhenifer.Pabillano@vancouver.ca)

Date: 12/6/2016 8:01:59 AM

Subject: Snow updates this morning

Good morning snow team!

<sup>2</sup>I have requested an update asap from Ozzie and Ken.

Once I have that:

Jhen can you do an update on social

Helen can you use it to update the release I put out last night into a new version?

I am at metro Vancouver this morning, returning around 1pm.

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

To: "[Dobrovolny, Jerry](mailto:jerry.dobrovolny@vancouver.ca)" <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>

Date: 12/9/2016 3:33:41 PM

Subject: strike that!

Sara Couper who is on call this weekend is going to touch base with you about whether we need to do a briefing tomorrow morning.

She'll send out the MA if needed.

Thanks for everything today/this week. I know we took a bit of a hit on Monday but the rest of our storm response and media this week was great.

G.

---

**From:** Pickard, Gail

**Sent:** Friday, December 09, 2016 3:27 PM

**To:** Dobrovolny, Jerry

**Subject:** Can you text or email me early Sat?

**Importance:** High

Let me know if you want to do a stand up at National – depending on snow accumulation and overnight activity.

I can send out a media advisory at 8:30 for a 10:30 event from home.

Thx

G.

**Gail Pickard, ABC | Communications Manager**

Corporate Communications | City of Vancouver

453 West 12<sup>th</sup> Avenue

Vancouver BC V5Y 1V4

t. 604.873.7397

m. 604.306.8360

[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: ["Wilson, Darcy" <Darcy.Wilson@vancouver.ca>](mailto:Darcy.Wilson@vancouver.ca)

To: ["Digital Services - DL" <DigitalServicesDL@vancouver.ca>](mailto:DigitalServicesDL@vancouver.ca)  
["Corporate Communications Management - DL" <CCCCMDL@vancouver.ca>](mailto:CCCCMDL@vancouver.ca)  
["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
["Emergency Management Staff - DL" <ENEMS2@vancouver.ca>](mailto:ENEMS2@vancouver.ca)  
["Engineering Directors - DL" <ENEDV@vancouver.ca>](mailto:ENEDV@vancouver.ca)  
["Engineering Branch Heads - DL" <ENEBH@vancouver.ca>](mailto:ENEBH@vancouver.ca)

Date: 12/19/2016 1:57:00 PM

Subject: 3-1-1 back to normal operations

Call volume related to the snow has slowed over the last hour. We are returning to normal operations but we will be stay open after 22:00 hours to help support Street Operations

Darcy Wilson  
Director, Digital and Contact Centre Services

Sent from my iPhone

On Dec 19, 2016, at 12:07 PM, Wilson, Darcy <[Darcy.Wilson@vancouver.ca](mailto:Darcy.Wilson@vancouver.ca)> wrote:

I just wanted to confirm that the "broken limbs" are for trees not people.....Thanks Sara and Tadhg

---

**From:** Wilson, Darcy

**Sent:** Monday, December 19, 2016 11:50 AM

**To:** Digital Services - DL; Corporate Communications Management - DL; Mochrie, Paul ([Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)); Emergency Management Staff - DL; Engineering Directors - DL; Engineering Branch Heads - DL

**Cc:** Adcock, Jessie

**Subject:** 3-1-1 Update

80% off all calls are related to the snow, street flooding and broken limbs. We have 40 agents on the phone with additional staff helping with social media and VanConnect. We are planning to stay in emergency operations throughout the day so we can deal with the flooding calls as the snow melts and the rain starts in later today. Please let me know if you have any question.

Darcy

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

To: "[Kendall-Craden, Rena](mailto:Rena.Kendall-Craden@vancouver.ca)" <[Rena.Kendall-Craden@vancouver.ca](mailto:Rena.Kendall-Craden@vancouver.ca)>  
"[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>

Date: 12/9/2016 3:40:50 PM

Subject: Dec 9 update - snow media activities

Today:

- Jerry's 6:10 a.m. with CBC Radio today was cancelled (by them) but he spoke with them later in the morning
- Breakfast TV called late last night, we booked it for 7 a.m., and then they cancelled 15 mins before live
- 10 a.m. today Jerry's briefing with media at City Hall was well attended – had a few follow ups from that – Global did live
- Darcy did an interview re: Snow Angels program with CKNW
- Other various inquiries and responses as per today's closed media but those are the highlights

For the weekend:

- Jerry and Cheryl Nelms will be doing media responsively
- IF there is large accumulation of snow overnight/early Sat then Jerry will do a media avail at National at 10:30 a.m. – Sara is on media this weekend and will touch base with Jerry in the a.m. and send out a Media Advisory for a stand up if needed
- Jerry can also do Media Avail Sunday morning if needed
- We can send out and post on social stats and other info that we get from Ozzie (Streets) and the weather reports, plus our pre-prepared posts on Snow Angels and such
- Social re: shelters is already pre-scheduled
- You may already know 3-1-1 has staff in late 2nite and on call for the weekend

**Gail Pickard, ABC | Communications Manager**

Corporate Communications | City of Vancouver

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t. 604.873.7397

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[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: "[Wilson, Darcy](mailto:Darcy.Wilson@vancouver.ca)" <[Darcy.Wilson@vancouver.ca](mailto:Darcy.Wilson@vancouver.ca)>  
To: "[Digital Services - DL](mailto:DigitalServicesDL@vancouver.ca)" <[DigitalServicesDL@vancouver.ca](mailto:DigitalServicesDL@vancouver.ca)>  
"[311 Senior Leadership Team - DL](mailto:311SLTDL@vancouver.ca)" <[311SLTDL@vancouver.ca](mailto:311SLTDL@vancouver.ca)>  
"[Corporate Communications Management - DL](mailto:CCCCMDL@vancouver.ca)" <[CCCCMDL@vancouver.ca](mailto:CCCCMDL@vancouver.ca)>  
"[Emergency Management Staff - DL](mailto:ENEMS2@vancouver.ca)" <[ENEMS2@vancouver.ca](mailto:ENEMS2@vancouver.ca)>  
"[Engineering Directors - DL](mailto:ENEDV@vancouver.ca)" <[ENEDV@vancouver.ca](mailto:ENEDV@vancouver.ca)>  
Date: 12/20/2016 8:44:09 AM  
Subject: FW: Snow Angels - citywide cases - status summary

In case you are interested in the Snow Angel requests for this month.....please see the attached map

Darcy Wilson  
Director, Digital and Contact Centre Services City of Vancouver  
Phone: 604.871.6657 Cell: 604.375.0320

---

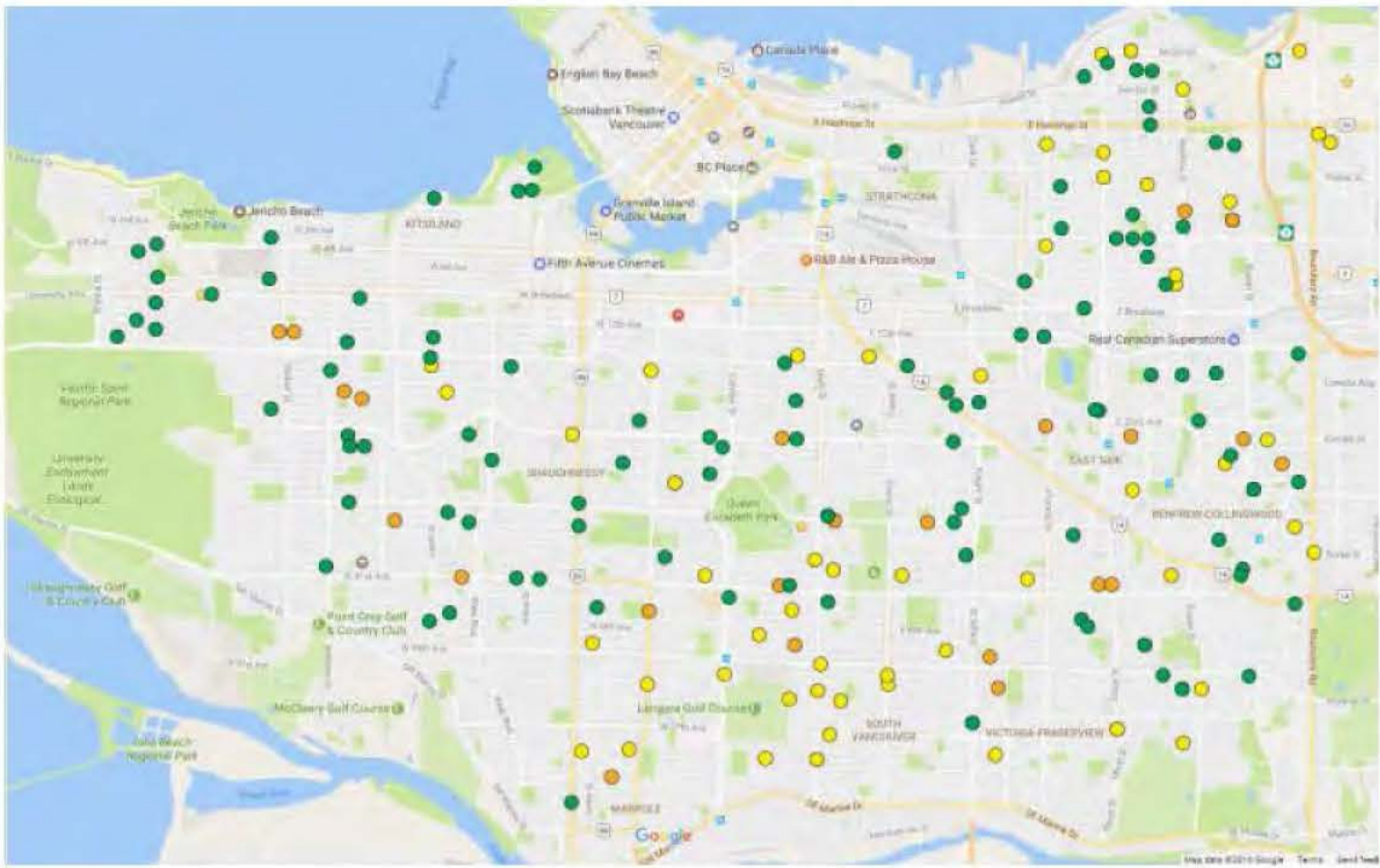
**From:** MacKenzie, David  
**Sent:** Monday, December 19, 2016 4:26 PM  
**To:** Wilson, Darcy  
**Subject:** Snow Angels - citywide cases - status summary

Hi Darcy. This is a quick map I made summarizing all cases to date this season.  
Green = completed requests  
Orange = currently matched  
Yellow = currently not responded to

Tonight I will be matching a number of the un-responded requests, but the requests continue to trickle in as fast as I can assign volunteers, so the map is reasonably accurate within 36 hours.

Note: all mapped addresses are rounded to the nearest hundred block

**David MacKenzie**  
Business Analyst  
City of Vancouver  
[david.mackenzie@vancouver.ca](mailto:david.mackenzie@vancouver.ca)  
Phone: [604-673-8486](tel:604-673-8486)





From: "[Wilson, Darcy](mailto:Darcy.Wilson@vancouver.ca)" <[Darcy.Wilson@vancouver.ca](mailto:Darcy.Wilson@vancouver.ca)>

To: "[Kendall-Craden, Rena](mailto:Rena.Kendall-Craden@vancouver.ca)" <[Rena.Kendall-Craden@vancouver.ca](mailto:Rena.Kendall-Craden@vancouver.ca)>  
"[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>  
"[Sandhu, Jag](mailto:Jag.Sandhu@vancouver.ca)" <[Jag.Sandhu@vancouver.ca](mailto:Jag.Sandhu@vancouver.ca)>  
"[Postma, Tobin](mailto:Tobin.Postma@vancouver.ca)" <[Tobin.Postma@vancouver.ca](mailto:Tobin.Postma@vancouver.ca)>  
"[McCuaig, Amanda](mailto:Amanda.McCuaig@vancouver.ca)" <[Amanda.McCuaig@vancouver.ca](mailto:Amanda.McCuaig@vancouver.ca)>  
"[Brown, Ken](mailto:ken.brown@vancouver.ca)" <[ken.brown@vancouver.ca](mailto:ken.brown@vancouver.ca)>  
"[Lepore, Ozzie](mailto:ozzie.lepore@vancouver.ca)" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>  
"[Scollard, Taryn](mailto:taryn.scollard@vancouver.ca)" <[taryn.scollard@vancouver.ca](mailto:taryn.scollard@vancouver.ca)>

Date: 12/12/2016 1:14:59 PM

Subject: FW: Snow Angels 4-page summary PDF

Attachments: Snow Angels summary 2016-12-05 to 2016-12-11.pdf

FYI

Darcy Wilson  
Director, Digital and Contact Centre Services City of Vancouver  
Phone: 604.871.6657 Cell: 604.375.0320

---

**From:** MacKenzie, David  
**Sent:** Monday, December 12, 2016 12:54 PM  
**To:** Wilson, Darcy; Traer, Richard  
**Subject:** Snow Angels 4-page summary PDF

I rushed this a bit – let me know if additional info would be helpful.  
I wasn't sure who to share this with, particularly the first time around.

I'm going to get back to today's requests (7) and volunteer applications (2).  
Let me know if anything is needed.

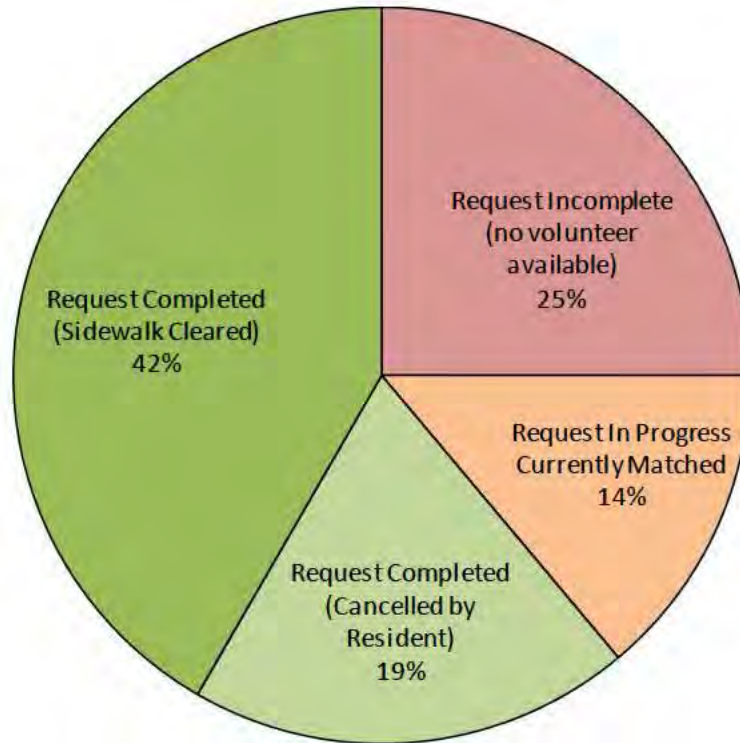
When the salt comes in, I will immediately let the Snow Angels know, as they will be excited to stock up before the next snowfall.

**David MacKenzie**  
Business Analyst  
City of Vancouver  
[david.mackenzie@vancouver.ca](mailto:david.mackenzie@vancouver.ca)  
Phone: [604-673-8486](tel:604-673-8486)

# Snow Angels Summary

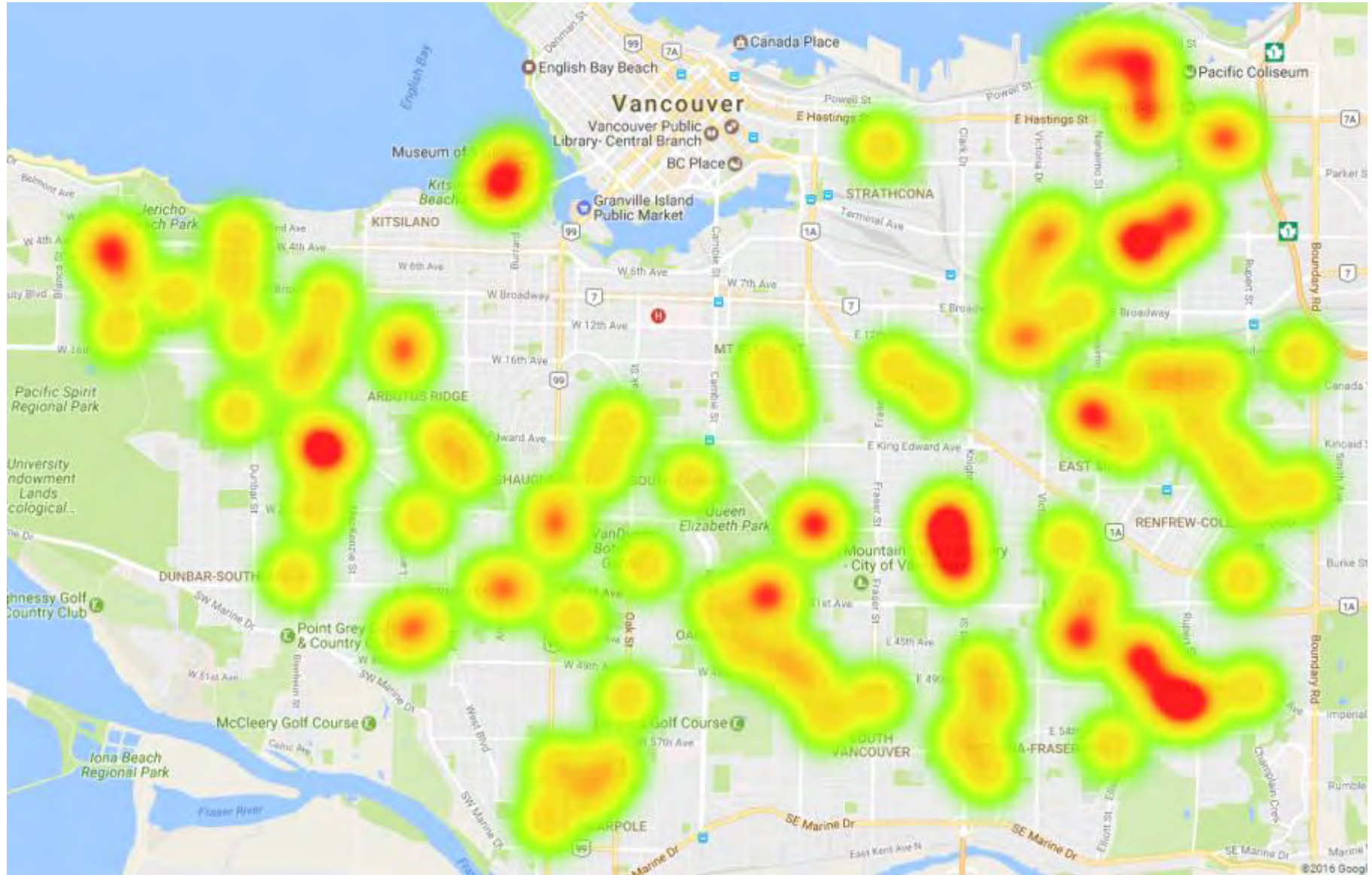
Request Statistics 2016 December 5<sup>th</sup> through 11<sup>th</sup>

2016 Dec 5 through 11	Total	Pct
Request Incomplete (no volunteer available)	27	25%
Request In Progress Currently Matched	15	14%
Request Completed (Cancelled by Resident)	21	19%
Request Completed (Sidewalk Cleared)	45	42%
<b>TOTAL</b>	<b>108</b>	<b>100%</b>



# Snow Angels Summary

Heat map of 108 requests between 2016 December 5<sup>th</sup> through 11<sup>th</sup>

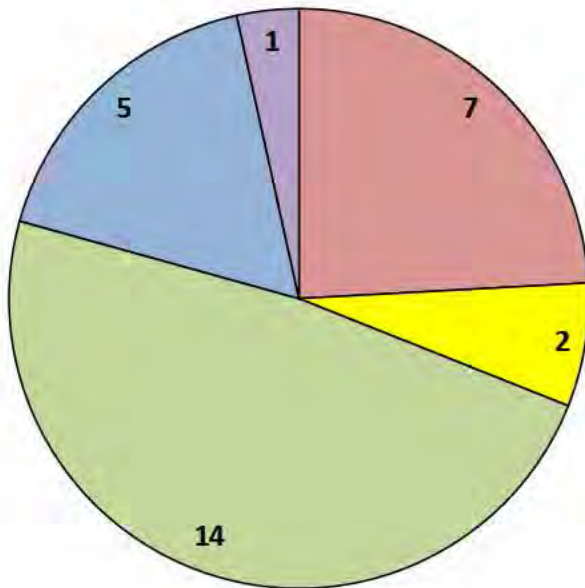


# Snow Angels Summary

Volunteer Statistics 2016 December 5<sup>th</sup> through 11<sup>th</sup>

2016 Dec 5 through 11	Total
Able to respond up to 3 blocks	7
Able to respond up to 5 blocks	2
Able to respond up to 10 blocks	14
Able to respond up to 20 blocks	5
Able to respond throughout the City	1
<b>TOTAL</b>	<b>29</b>

2016 Dec 5 through 11	Total	Pct
Recruited in advance of snowfall	16	55%
Recruited since recent advertising	13	45%
	<b>29</b>	<b>100%</b>



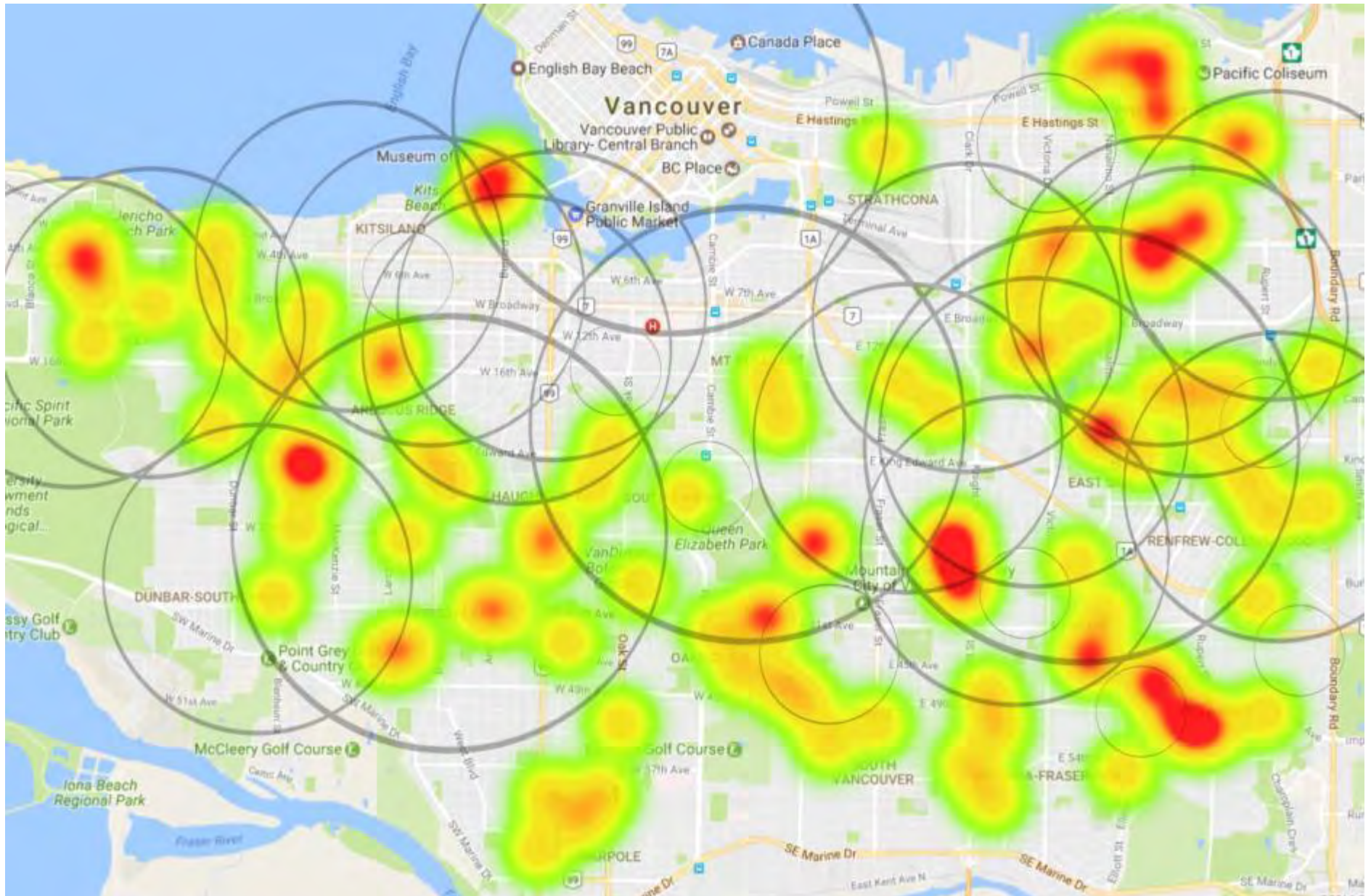
- Able to respond up to 3 blocks
- Able to respond up to 5 blocks
- Able to respond up to 10 blocks
- Able to respond up to 20 blocks
- Able to respond throughout the City

## Notes:

- Most volunteers are not available 7 days per week.
- Multiple days in a row of snowfall will reduce volunteer numbers as they become less available for subsequent days.
- Statistics do not include data on volunteers with vehicles or who are limited to foot or transit.
- Ranges are a generalized starting point for assignments.

# Snow Angels Summary

Volunteer Distribution and Range as of 2016 December 5<sup>th</sup> through 11<sup>th</sup>



From: "[Stevens, Daniel](mailto:Daniel.Stevens@vancouver.ca)" <Daniel.Stevens@vancouver.ca>

To: "[Dobrovolny, Jerry](mailto:jerry.dobrovolny@vancouver.ca)" <jerry.dobrovolny@vancouver.ca>

["Scollard, Taryn"](mailto:taryn.scollard@vancouver.ca) <taryn.scollard@vancouver.ca>

["Tynan, Katia"](mailto:Katia.Tynan@vancouver.ca) <Katia.Tynan@vancouver.ca>

Date: 12/8/2016 1:53:23 PM

Subject: Messaging to VVC volunteers re snow clearing

Jerry and Taryn,

I've had to run home <sup>s.22(1)</sup> [REDACTED], but I wanted to confirm messaging to our volunteers regarding the request for snow clearing as discussed yesterday.

If you can provide/confirm the technical info we can work w comms to package it and send out. Please work w Katia (cc'ed) as she'll be the one sending to our volunteers.

Some questions:

1. What are we asking people to clear? My understanding from our chat is that the city snow plows will plow the arterials pushing snow to the curb. We want volunteers to clear this curb pile by the bus stops and at intersections so people can cross.
2. City crews will be out, but any areas already cleared by the public will greatly help and allow them to focus on areas the public was unable to get to.
3. Please provide any safety messaging.
4. When should this be done? (Time of day messaging?)
5. Is there a map of arterials/bus routes that they can reference and/or a map of bus stops?
6. Do you want this request to go out to the public as well or just our VVC volunteers?

Thanks,  
Daniel

--

Daniel Stevens,  
Director of Emergency Management, City of Vancouver

This message is confidential and subject to privilege. Confidentiality and privilege are not lost by this message having been sent to the wrong person. If you are not the intended recipient, please notify us immediately by return and destroy this message. Any use of this message by an unintended recipient is prohibited.

From: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

To: "[Couper, Sara](mailto:Sara.Couper@vancouver.ca)" <[Sara.Couper@vancouver.ca](mailto:Sara.Couper@vancouver.ca)>

Date: 12/9/2016 12:20:33 PM

Subject: Prep for weekend weather media

Attachments: City of Vancouver Noon Weather Forecast.msg

Sara – for your weekend media coverage. Latest weather forecast is attached – there will be another before end of day which I will forward. Here’s what we’ve lined up for the weekend:

- Jerry Dobrovolny (604-790-3020) and Cheryl Nelms (778-835-2148) will “tag team” on taking media calls over the weekend
- They’ve asked that you **please forward any requests to both of them by email** and they will decide between them who will do the call – Cheryl will likely do most of the requests that can be done by phone
- IF there is significant sticking snow that accumulates overnight, Jerry has agreed to do a stand up at National Yard at 10:30 Saturday morning (and Sunday too if needed but let’s not put him out there unless there is a significant snow event) – MA would have to go out – based on the forecast that is not looking likely but as we’ve learned this week “you never know”. Jerry can do this on his own i.e. does not need a Comms person there.
- Ken Brown will likely be at National Yard Saturday morning (starting early) if you get requests for more footage at/outside the yard but we should really discourage that as there was great turnout at the event on Wednesday. Ken’s number is 604-690-4595 if you need to get in touch.
- Ozzie’s regular email reports have all the equipment and salt use details.

Let me know if you have any questions before end of day today.

Thx

G.

**Gail Pickard, ABC | Communications Manager**

Corporate Communications | City of Vancouver

453 West 12<sup>th</sup> Avenue

Vancouver BC V5Y 1V4

t. 604.873.7397

m. 604.306.8360

[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

**From:** ["Wilson, Darcy" <Darcy.Wilson@vancouver.ca>](mailto:Darcy.Wilson@vancouver.ca)  
**To:** ["Scollard, Taryn" <taryn.scollard@vancouver.ca>](mailto:taryn.scollard@vancouver.ca)  
["Lepore, Ozzie" <ozzie.lepore@vancouver.ca>](mailto:ozzie.lepore@vancouver.ca)  
["Brown, Ken" <ken.brown@vancouver.ca>](mailto:ken.brown@vancouver.ca)  
["311 Senior Leadership Team - DL" <311SLTDL@vancouver.ca>](mailto:311SLTDL@vancouver.ca)  
["Pickard, Gail" <Gail.Pickard@vancouver.ca>](mailto:Gail.Pickard@vancouver.ca)  
["Sandhu, Jag" <Jag.Sandhu@vancouver.ca>](mailto:Jag.Sandhu@vancouver.ca)  
["Postma, Tobin" <Tobin.Postma@vancouver.ca>](mailto:Tobin.Postma@vancouver.ca)  
["Stevens, Daniel" <Daniel.Stevens@vancouver.ca>](mailto:Daniel.Stevens@vancouver.ca)  
**Date:** 12/8/2016 6:35:43 AM  
**Subject:** Quick Update - Snow Angel program

see below

Darcy Wilson

Director, Digital & Contact Centre Services

City of Vancouver

Long live the pioneers...rebels and mutineers...go forth and have no fear

---

**From:** MacKenzie, David  
**Sent:** Wednesday, December 07, 2016 11:03 PM  
**To:** Wilson, Darcy  
**Cc:** Traer, Richard; Sandhu, Jag  
**Subject:** RE: MEDIA REQUEST - Snow Angel program

Hello.

We've had about 45 requests over the last 3 days. Currently there are 17 active volunteers.

Those are the basic answers. Tomorrow, I should have reports back from volunteers on how today's assignments went, and will be able to provide more detailed information.

Volunteers are reporting feeling engaged, citizens are reporting gratitude for the service (or at least the effort to help them). With the warming and cooling since Tuesday night, Snow Angels are unable to do much about thick ice accumulation.

-Dave

---

**From:** Wilson, Darcy  
**Sent:** Wednesday, December 07, 2016 4:57 PM  
**To:** david.r.mackenzie@gmail.com; MacKenzie, David  
**Cc:** Traer, Richard; Sandhu, Jag  
**Subject:** FW: MEDIA REQUEST - Snow Angel program

Hey Dave

Can you tell me if we have had any requests, if so, how many.....and how many volunteers do we have?

Darcy Wilson  
Director, Digital and Contact Centre Services City of Vancouver  
Phone: 604.871.6657 Cell: 604.375.0320



**From:** Sandhu, Jag  
**Sent:** Wednesday, December 07, 2016 4:00 PM  
**To:** Wilson, Darcy; Traer, Richard  
**Subject:** RE: MEDIA REQUEST - Snow Angel program

Here's the reporter from CBC's number – Kamil Karamali – 604-782-0862.

---

**From:** Sandhu, Jag  
**Sent:** Wednesday, December 07, 2016 3:50 PM  
**To:** Wilson, Darcy; Traer, Richard  
**Subject:** MEDIA REQUEST - Snow Angel program

Hi guys,

I have two media requests regarding the snow angels program. One with Kamil Karamali with CBC who wants a phone interview. He just wants to ask how people register, what the program is all about and how the response has been. The second request below we can reply to by email.

Can one of you call Kamil and help plug in the details below? Call me if you have any questions.

Thanks,

**Jag Sandhu**  
Corporate Communications | City of Vancouver  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4  
t. 604.871.6899  
[jag.sandhu@vancouver.ca](mailto:jag.sandhu@vancouver.ca)

---

**From:** Kurucz, John (LMP) [<mailto:jkurucz@vancourier.com>]  
**Sent:** Wednesday, December 07, 2016 3:40 PM  
**To:** Media  
**Subject:** Vancouver Courier media request RE: Snow Angels program

Hello

John Kurucz here from the Courier.

I was contacted by an East Side resident today who wanted to become a Snow Angel but was frustrated by the process.

She says she called 3-1-1 and it took the operator an inordinate amount of time to help her track down relevant info. Once that info was located, the person I spoke to said the sign-up process seemed too time consuming and bureaucratic – she wants to help with Thursday's snowfall, but felt the application process was lengthy to the point of preventing her being able to help on Thursday.

So I'm hoping you can clarify the following points by noon on Thursday, Dec. 8.

---

1 - What does the application process entail, from start to finish --- I was told there is an orientation session, application process, a requirement to complete five hours of volunteer work annually, the need to set up an account with Volunteer Vancouver?

2 - What is the turnaround time to get all of this done --- from the point someone applies to be a snow angel to the time they can actually get out and help people.

3 - Why are there so many steps involved to become a Snow Angel?

4 - How many people have registered to be Snow Angels this year?

5 - If and when someone becomes a part of the Vancouver Volunteer Corps, do they have a say in what volunteer activities they are tasked with?

6 – Once the process is completed and the applicant goes through the necessary training/vetting, how does the process work? I'm guessing people who need help call the city and then they are matched up Snow Angels who live near them...?

Thanks for your help



**From:** ["Pabillano, Jhenifer" <Jhenifer.Pabillano@vancouver.ca>](mailto:Jhenifer.Pabillano@vancouver.ca)

**To:** ["Wilson, Darcy" <Darcy.Wilson@vancouver.ca>](mailto:Darcy.Wilson@vancouver.ca)  
["MacKenzie, David" <David.MacKenzie@vancouver.ca>](mailto:David.MacKenzie@vancouver.ca)  
["Postma, Tobin" <Tobin.Postma@vancouver.ca>](mailto:Tobin.Postma@vancouver.ca)

**Date:** 12/19/2016 1:14:25 PM

**Subject:** RE: Snow angels update

Look Darcy, I even made you a graphic.  
<https://twitter.com/CityofVancouver/status/810956309419925505>

---

**From:** Pabillano, Jhenifer  
**Sent:** December 19, 2016 12:28 PM  
**To:** Wilson, Darcy; MacKenzie, David; Postma, Tobin  
**Cc:** Healy, Tadhg  
**Subject:** RE: Snow angels update

hahaha of course - I'll line up a few messages among the posts.

---

**From:** Wilson, Darcy  
**Sent:** December 19, 2016 12:21 PM  
**To:** MacKenzie, David; Postma, Tobin  
**Cc:** Pabillano, Jhenifer; Healy, Tadhg  
**Subject:** RE: Snow angels update

Sounds good.....Hey Jhen could you help with this?

---

**From:** MacKenzie, David  
**Sent:** Monday, December 19, 2016 12:21 PM  
**To:** Wilson, Darcy; Postma, Tobin  
**Cc:** Pabillano, Jhenifer; Healy, Tadhg  
**Subject:** RE: Snow angels update

We are doing pretty well in some areas of the city: lots of help between 1st Ave and King Edward from west to east.

The absolute best would be if it is possible to somehow attract Snow Angels who are available to clear sidewalks in the areas where we have few or no Snow Angels.

(If we ended up also recruiting more people into areas already served, that would okay.)

Areas we need help in:

- Hastings Sunrise north of Parker Street
- Marpole
- Oakridge
- South Vancouver
- Victoria-Fraserview
- Killarney

---

**From:** Wilson, Darcy  
**Sent:** Monday, December 19, 2016 11:57 AM  
**To:** MacKenzie, David; Postma, Tobin  
**Cc:** Pabillano, Jhenifer; Healy, Tadhg  
**Subject:** RE: Snow angels update

Dave

Do you want us to ask for more Snow Angels? If so, maybe Jhen could help get the word out via social media

Darcy

---

**From:** MacKenzie, David  
**Sent:** Monday, December 19, 2016 11:55 AM  
**To:** Postma, Tobin; Wilson, Darcy  
**Subject:** RE: Snow angels update

16 Snow Angels volunteers from before 5-Dec  
34 Snow Angels volunteers signed up through VanConnect

Notes about volunteers and sign-ups:

- Many volunteers are only available on weekends.
- Volunteers are still very limited in south and south-east Vancouver – we are having a hard time getting to most of the requests in that area.
- There have been about 5 to 8 more volunteer applications through VanConnect so far, but from residents of other cities in Metro Vancouver. Once they understand that assignments will only be to addresses in the City of Vancouver, they withdraw from Snow Angels volunteering.

---

**From:** Postma, Tobin  
**Sent:** Monday, December 19, 2016 8:00 AM  
**To:** Wilson, Darcy; Traer, Richard; MacKenzie, David  
**Subject:** Snow angels update

Morning all,

Can I please get an update on snow angel numbers over the weekend?

Number of requests, number of angels out and number of people signed up etc.?

Thanks!

Tobin

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "MacKenzie, David" <David.MacKenzie@vancouver.ca>  
To: "Wilson, Darcy" <Darcy.Wilson@vancouver.ca>  
"Postma, Tobin" <Tobin.Postma@vancouver.ca>  
Date: 12/19/2016 11:08:26 AM  
Subject: RE: Snow angels update



Here is a summary chart of all 198 cases between 5-Dec and today 19-Dec at about 10:30am.

---

**From:** Wilson, Darcy  
**Sent:** Monday, December 19, 2016 8:20 AM  
**To:** Postma, Tobin; Traer, Richard; MacKenzie, David  
**Subject:** RE: Snow angels update

Sounds good

---

**From:** Postma, Tobin  
**Sent:** Monday, December 19, 2016 8:16 AM  
**To:** Wilson, Darcy; Traer, Richard; MacKenzie, David  
**Subject:** Re: Snow angels update

No worries, totally understand - might be better to just collect total data once we get out of this latest snow dump!

T

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Wilson, Darcy  
**Sent:** Monday, December 19, 2016 8:06 AM  
**To:** Postma, Tobin; Traer, Richard; MacKenzie, David  
**Subject:** RE: Snow angels update

Hey Tobin

Sorry we are very busy and we may not be able to get this for you today

Darcy

---

**From:** Postma, Tobin  
**Sent:** Monday, December 19, 2016 8:00 AM  
**To:** Wilson, Darcy; Traer, Richard; MacKenzie, David  
**Subject:** Snow angels update

Morning all,

Can I please get an update on snow angel numbers over the weekend?

Number of requests, number of angels out and number of people signed up etc.?

Thanks!

Tobin

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "[Sandhu, Jag](mailto:Jag.Sandhu@vancouver.ca)" <[Jag.Sandhu@vancouver.ca](mailto:Jag.Sandhu@vancouver.ca)>

To: "[Pickard, Gail](mailto:Gail.Pickard@vancouver.ca)" <[Gail.Pickard@vancouver.ca](mailto:Gail.Pickard@vancouver.ca)>

["Postma, Tobin"](mailto:Tobin.Postma@vancouver.ca) <[Tobin.Postma@vancouver.ca](mailto:Tobin.Postma@vancouver.ca)>

["McCuaig, Amanda"](mailto:Amanda.McCuaig@vancouver.ca) <[Amanda.McCuaig@vancouver.ca](mailto:Amanda.McCuaig@vancouver.ca)>

Date: 12/20/2016 9:23:31 AM

Subject: RE: snow clearing bylaw

The City clearing the sidewalk and charging the person is news to me.

The information I received from Jeff Markovic with ENG last week was that they never issue a MTI. Instead, they go through a process of first and second notification with residents, businesses and commercial properties. If that doesn't work, they may take steps to prosecute through the courts for penalties.

As of Tuesday, December 13, the City has issued over 900 first notices and compliance has been strong. There was a 95% compliance rate by commercial properties, 85% from apartments and 85% from residential. Over 1,400 properties were inspected.

While the City is not required to publish ads, we did have some print and social media ads after the first snowfall.

Jag

---

**From:** Pickard, Gail

**Sent:** Monday, December 19, 2016 12:11 PM

**To:** Postma, Tobin; Sandhu, Jag; McCuaig, Amanda

**Subject:** snow clearing bylaw

**Importance:** Low

Long story short, but I had to talk to Legal this morning about whether there are any specific requirements for the City re: notification of the sidewalk clearing bylaw. The business area was asking about whether we were required to publish ads in certain papers (i.e. major dailies) and how many insertions are required. There are NO requirements related to this bylaw.

In that conversation with Legal, however, Grant Murray made it clear that we would not "fine" someone for not clearing their sidewalk (as Jag has said this isn't an MTI thing). Rather, we would issue a warning and if the snow is not cleared, depending on location the City may do the clearing and then charge the resident for that work. If we wanted to "fine" it would be a court prosecution and very unlikely we would do that.

I believe we've been using the word "fine" in our IBs so we should change that to something else, as that has been driving a lot of media questions about how many fines/tickets have we issued and so far the answer is none (correct Jag?).

G.

**Gail Pickard, ABC | Communications Manager**

Corporate Communications | City of Vancouver

453 West 12<sup>th</sup> Avenue

Vancouver BC V5Y 1V4

t. 604.873.7397

m. 604.306.8360

[gail.pickard@vancouver.ca](mailto:gail.pickard@vancouver.ca)

Never miss a chance to have your say. Join [TalkVancouver.com](http://TalkVancouver.com) and stay in the loop on civic engagement opportunities!

From: "McCuaig, Amanda" <Amanda.McCuaig@vancouver.ca>

To: "Brown, Ken" <ken.brown@vancouver.ca>  
"Dobrovlny, Jerry" <jerry.dobrovlny@vancouver.ca>  
"Kendall-Craden, Rena" <Rena.Kendall-Craden@vancouver.ca>  
"Scollard, Taryn" <taryn.scollard@vancouver.ca>

Date: 12/5/2016 5:32:29 PM

Subject: Snow Roundup - media, social media

Attachments: Information Bulletin: City continues snow mitigation, adds more trucks to fleet.msg

Thank you all for the work pulling everything together last week and today to respond to all the snow inquiries.

Here's a roundup:

**Media Releases:**

- Dec 5: City continues snow mitigation, adds trucks to fleet – (attached)
- Dec 5: Extreme Weather Alert - <http://vancouver.ca/news-calendar/extreme-weather-alert-dec-4-8-2016.aspx>
- Dec 2: City readies for snow this weekend - <http://vancouver.ca/news-calendar/city-readies-for-snow-this-weekend.aspx>

**Media Event:**

- Dec 5: 9:30am, Jerry Dobrovlny media availability
  - In attendance: CTV, CBC, Global, News1130, CKNW, Weather Network

**Social Media – Facebook:**

- Dec 5 – Ways to help - <https://www.facebook.com/CityofVancouver/photos/a.177895068184.145608.132996628184/10154770857483185/?type=3&theater>
- Dec 3 – Preparing, VanConnect - <https://www.facebook.com/CityofVancouver/posts/10154764765303185>

**Social Media - Twitter:**

- Dec 5, 4:47 – hardworking equipment - <https://twitter.com/CityofVancouver/status/805939303436140544>
- Dec 5, 4:22pm – heading home - <https://twitter.com/CityofVancouver/status/805930489693536256>
- Dec 5, 4:20pm – Video how city clears snow from roads - <https://twitter.com/CityofVancouver/status/805929972665905152>
- Dec 5, 4:19pm – Map of major routes - <https://twitter.com/CityofVancouver/status/805929499430977536>
- Dec 5, 4:14pm – Salting major routes - <https://twitter.com/CityofVancouver/status/805928436590112768>
- Dec 5, 4:01pm – VanConnect - <https://twitter.com/CityofVancouver/status/805927459526967296>
- Dec 5, 3:01pm – News Release: Extreme weather alert - <https://twitter.com/CityofVancouver/status/805910112661553153>
- Dec 5, 2:25pm – VanConnect - <https://twitter.com/CityofVancouver/status/805901052109344768>
- Dec 5, 2:10pm – Ways to help - <https://twitter.com/CityofVancouver/status/805897253042982921>
- Dec 5, 2:06pm – How City clears snow from roads - <https://twitter.com/CityofVancouver/status/805896263443083265>
- Dec 5, 1:56pm – Salting major routes - <https://twitter.com/CityofVancouver/status/805893626278584320>
- Dec 5, Retweet – BC Weather, heavy flurries - <https://twitter.com/ECCCWeatherBC/status/805878825959690240>
- Dec 5, 1:27pm – VanConnect - <https://twitter.com/CityofVancouver/status/805886448713011201>
- Dec 5, 9:59am – What you can do - <https://twitter.com/CityofVancouver/status/805834092352851969>
- Dec 5, Retweet – VPD, snow means slow - <https://twitter.com/VPDTrafficUnit/status/805807229953712128>
- Dec 5, 9:10am – How City clears snow from roads - <https://twitter.com/CityofVancouver/status/805821693033938944>
- Dec 5, 8:48am – Salting major routes - <https://twitter.com/CityofVancouver/status/805816032455692288>
- Dec 5, 8:25am – Snow angel - <https://twitter.com/CityofVancouver/status/805810253107490816>
- Dec 5, 8:23am – Ways to help - <https://twitter.com/CityofVancouver/status/805809821677142016>
- Dec 5, 7:45am – Snow removal - <https://twitter.com/CityofVancouver/status/805795682099535872>
- Dec 3, Retweet – CTV Vancouver, City prepares for snow - <https://twitter.com/CTVSarah/status/804929298066980864>
- Dec 3, 12:45pm – VanConnect - <https://twitter.com/CityofVancouver/status/805150927820849152>
- Dec 2, 3:15pm – Ways to help - <https://twitter.com/CityofVancouver/status/804826263819059200>

**Media Calls today:**

- Afternoon: CTV, CBC On the Coast, CBC TV, Vancouver Sun/Province, Roundhouse Radio
- Morning: CBC Early Edition, CTV, Global, CityTV, Farichild TV, CKNW

Best,  
Amanda

Amanda McCuaig | Communications Coordinator  
Corporate Communications | City of Vancouver  
t. 604.673.8185 | c. 604.358.9650  
[amanda.mccuaig@vancouver.ca](mailto:amanda.mccuaig@vancouver.ca)

From: ["City of Vancouver Communications Office"](#)  
[<CityofVancouver.CommunicationsOffice@vancouver.ca>](mailto:CityofVancouver.CommunicationsOffice@vancouver.ca)

To:

Date:

Subject: Information Bulletin: City continues snow mitigation, adds more trucks to fleet

City of Vancouver

Information Bulletin

December 5, 2016

City continues snow mitigation, adds more trucks to fleet

City of Vancouver crews continue to respond to snowfall. The City takes snow removal seriously and has a comprehensive snow response plan in place. Temperatures are expected to drop tonight to below freezing. The City is continuing to add salt to roads and sidewalks, but travelers are asked to be cautious and take their time.

At the beginning of the day, the City had:

- Fourteen salters salting/plowing main routes.
- Four salters salting/plowing priority hills.
- Bombardiers clearing seawall paths and sidewalks.
- Four small units salting/brining priority bike routes.
- Crews manually removing snow at bus shelters, gutters that lead to catch basins, and sidewalk let downs at intersections.

In the afternoon, some hills throughout the city were closed to traffic, and additional resources were added, including:

- 15 additional salters, pulled from our street operations and sewer operation fleets.

The City plows priority routes. These include major roads, bus routes, bridges, emergency access routes, and the most used bike routes and walkways.



Crews worked late Saturday and on Sunday to salt and brine Vancouver's major routes in anticipation of predicted snow and freezing temperatures.

Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. This responsibility is in effect seven days a week. Property owners and occupants who fail to remove snow and ice may be subject to fines. Snow and ice on the sidewalk can be a barrier for many people, particularly seniors and people with mobility challenges. Residents are encouraged to lend a hand to those who are unable to shovel their own sidewalks by adopting their sidewalk.

Connect with us on the go, 24 hours a day, seven days a week on the VanConnect App. Use the app to report snow causing flooding, issues with transit shelter access, uncleared sidewalks, and any other street maintenance issues. Download the app at the AppStore, Google Play, or for Blackberry at <http://vancouver.ca/vanconnect.aspx> vancouver.ca/vanconnect.

More information about how to prepare for winter weather is also available at <http://vancouver.ca/streets-transportation/snow-removal-from-city-streets.aspx> vancouver.ca/snow.

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Date: 12/8/2016 3:44:33 PM

Subject: Update on Snow media activities

Quick update on preparations for the expected snow late Thurs and Friday.

- Jerry is doing interviews with CBC Radio at 4:15 pm today and 6:10 am Friday.
- We've booked a media avail for 10 am Friday with Jerry here at City Hall – Jerry will do the update on the snowfall mitigation, and talk about plans for the rest of the day and the weekend, depending on the forecast. Media advisory to go out shortly which will include details of our equipment we have lined up.
- We believe Global is also planning to do something with Ken Brown at the yard again early, early Friday morning. They talked to him about this at the event yesterday.
- 3-1-1 has mobilized to formalize the "Snow Angels" program. We were already promoting this in a softer way ("help your neighbor") through print ads and on social, but have had a number of residents calling in asking for support, and not enough volunteers to meet the need. Residents can request help with snow clearing via the app or by calling 3-1-1. People can formally volunteer through the app, our web site (will be live shortly) or by calling 3-1-1.
- We have, and will continue, to put out daily service alerts on VanCollect re: delayed garbage and recycling collection due to snow – residents being advised to leave their bins out until collected.
- Our social media resource Jhenifer Pabillano has been great at putting up multiple posts on different platforms. We also had some extra images shot on Monday to beef up our supply of images, and have been using video from yesterday's snow prep event at the yard.
- We called Breakfast TV to get Jerry on first thing tomorrow – they could not accommodate but will keep in mind for next time.

We will monitor the situation Friday and put out updates as needed on social etc. We'll also confirm spokesperson availability for updates on the weekend.

Gail

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Date: 12/20/2016 10:53:51 AM

Subject: Update to Streets/Snow messaging

Hey everyone.

I've gone through the snow-related IBs so far this season and also through our media responses to create an updated messaging document for this winter season to include some of the additional messaging we've picked up during our two storms so far, as well as some clarification on ENG practices.

Filed in the "Ready 4" folder:

[H:\\ccg1\\Engineering - Ready4Anything\\2016\\_17 Streets\\_Snow Messaging.docx](H:\\ccg1\\Engineering - Ready4Anything\\2016_17 Streets_Snow Messaging.docx)

While I'm away – Amanda could you please forward the Streets Reports from Ozzie or his back up to Jhen? Kevin was asking us to be more "specific" in our Tweets about snow i.e. what we are doing in terms of response. We had pre-planned some generic messaging for last weekend, but they wanted stuff out saying what we were actually doing. I was too tied up with the shelters stuff including Social posts to even think about customized snow posts. Obviously we can only do what we can do, but that was the feedback. The number and types of equipment out there and any urgent requests they're working on are included in Ozzie's reports.

I am a bit confused/uncertain about the equipment numbers though. The City's web site says:

The City's robust system for clearing snow from streets includes 51 plow trucks, 15 backhoes, 6 snowblowers, and several trucks equipped to salt the roads in icy weather.

<http://vancouver.ca/news-calendar/winter-response-plan.aspx>

(click on the "ready for snow" box)

But yesterday Cheryl and others said 38 trucks was our full fleet. I'm also a bit concerned about putting the truck numbers out there because then there is a comparison and the question comes up about why we didn't have ALL the trucks out...I also don't know if the numbers above include the 2 new brine trucks. I had asked Ken prior to the season to confirm equipment numbers for the web site and he said it was the same as last year. However the page has now been updated and I don't know who did that or where they got the updated numbers from! I'll see if I can get that clarified, but just a word of warning about using those numbers too much.

G.

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