

## GETTING AROUND

Drive only if necessary. Public transit is a good alternative, but expect transit schedules and routes to be affected by snow conditions.



**RESPECT ROAD CLOSURES—  
THEY ARE FOR YOUR SAFETY.**

Please watch the forecast and plan ahead for groceries, appointments, and prescriptions.

If you must drive, the safest routes are transit routes.

Ensure your car is prepared for winter, get it serviced and install snow tires in advance. *Abandoned vehicles may be ticketed or towed.*



Vehicles parked on the street may be packed in by snowplows. Please park in your driveway.

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## EMERGENCY CONTACTS

### EMERGENCY DISPATCH

**public works emergencies:** 604-925-7100  
*trees on roads, flooding in public areas, etc.*

### NON-EMERGENCY DISPATCH

**online form:** [westvancouver.ca/service-request](http://westvancouver.ca/service-request)

### POWER FAILURES / DOWNED POWER LINES

**BC Hydro:** [bchydro.com/outages](http://bchydro.com/outages)  
1-888-POWERON (1-888-769-3766)

### POLICE & FIRE

**emergency calls only:** 9-1-1  
**police non-emergency:** 604-925-7300  
**fire non-emergency:** 604-925-7370

## GENERAL INFORMATION

### GARBAGE & ORGANICS COLLECTION

**WestVanCollect App:** [westvancouver.ca/collection](http://westvancouver.ca/collection)  
**District:** 604-925-7176

### RECYCLING COLLECTION

**Recycle BC:** [recyclebc.ca/west-vancouver](http://recyclebc.ca/west-vancouver)  
778-589-3223

### PUBLIC TRANSIT

**TransLink:** [translink.ca](http://translink.ca)  
604-953-3333

**Blue Bus:** 604-985-7777

### GENERAL NON-EMERGENCY ENQUIRIES

**Municipal Hall reception:** 604-925-7000  
*8 a.m.–4:30 p.m., Monday–Friday, excluding statutory holidays*

### SNOW ANGELS

*volunteer walkway & sidewalk snow clearing for elderly & disabled residents (service does **not** include driveways)*  
604-925-7288 | [snowangels@westvancouver.ca](mailto:snowangels@westvancouver.ca)

**STAY UP TO DATE:**    /WestVanDistrict  
[westvancouver.ca/snowremoval](http://westvancouver.ca/snowremoval)

## WHAT TO EXPECT & WHAT TO DO



This is important information. Please have someone translate it for you.

این اطلاعات مهم است. لطفاً از کسی بخواهید که آن را برای شما ترجمه کند.  
这是非常重要的信息。请找别人帮您翻译。



Winter weather can create challenges. By taking a few common sense steps and understanding the roles we have to play, we can all help to manage winter-related risks.

### When will your street be cleared?

During a snow event, the municipality removes snow from streets in the following order:

#### PRIORITY 1:

bus routes, emergency routes, arterial roads, and major collector roads (e.g. Marine Drive & 15th Street)



During longer storms, primary roads are repeatedly plowed to ensure that everyone has a viable transportation alternative.

#### PRIORITY 2:

school routes and minor collector roads (e.g. Highland Drive)

#### PRIORITY 3:

Local roads, cul-de-sacs, bus stops, the Spirit Trail, the Seawalk, footpaths, and footbridges will be dealt with after the weather has passed and/or Priority 1 and 2 routes are in a safe and stable condition. Please note that for safety reasons lanes are never plowed.

#### PLEASE BE PATIENT.

Your street will be cleared according to the priorities above. Exceptions cannot be made. If ice buildup is too thick, it may not be possible to plow some areas.



Obey road closed signage and learn alternate routes.

Staff are professionally trained to operate ice and snow removal equipment, and must focus on the task at hand for safety reasons.



Please do not interrupt staff operating machinery. Do not tailgate or pass snowplows.

## RESIDENT RESPONSIBILITIES



**DISTRICT STAFF CANNOT DO ANY WORK ON PRIVATE PROPERTY.**

### KEEP SIDEWALKS CLEAR

Property owners and occupants must clear the sidewalks around their home or business of snow and ice within 24 hours of a snow event, as specified in the Traffic and Parking Bylaw.



**Never shovel snow into the street.** Instead, when facing your house, pile snow to the left. This minimizes windrows (the long rows of piled up snow created by snowplows).

**Clear the snow from fire hydrants** in front of your home or business. It is important that the Fire Department can locate the hydrant in case of an emergency.



Hire a contractor. Purchase a quality shovel and salt.

If you cannot clear snow yourself, prearrange the service from a contractor, such as a home maintenance or landscaping company.

### PARK OFF-STREET

**Do not park on the street. Park in your driveway.** Parking on the street makes it harder for snowplows to clear streets, particularly cul-de-sacs and narrow streets.

**You could receive a ticket and be towed** if your vehicle blocks any of the following:



- snow removal equipment
- bus stops
- driveways
- fire hydrants
- intersections
- the normal flow of traffic
- emergency vehicle access

### PREVENT FLOODING

**Make note of storm drains** around your property before it snows. Remove snow and other debris from drains to avoid flooding during snowmelt.

**If you are having water problems,** the cause is often frozen pipes on the homeowner's side. Please consult a plumber first, and only call the District if you have ruled out frozen pipes.



### GARBAGE & RECYCLING COLLECTION

**Collection may be delayed during periods of snow and ice.** If your garbage, green can, or recycling are not collected by 7:30 p.m., set it out again the following morning. If it is not collected the following day, set it out on your next scheduled collection day. The District does not plow lanes. For the most recent updates, download the WestVanCollect app by visiting [westvancouver.ca/collection](http://westvancouver.ca/collection).



Bring in your uncollected items at night.

For the most recent updates on collection delays and set out instructions, download the WestVanCollect app—[westvancouver.ca/collection](http://westvancouver.ca/collection).