



How do you determine the plowing priorities?

The priorities have been set based on emergency vehicle access, school zones, downtown parking, and residential access. 49th Street and 6th Avenue are always done first to open up the Town to emergency vehicles. Once priority routes are cleared, commercial zones and high traffic areas are completed before moving into residential zones. The commercial zone criteria is based on access to food and medical supplies. High traffic areas include our facility parking lots, senior housing, and 10th Avenue.

The priority list and map can be found above.

What triggers snow removal and what are the timelines?

A snow event is defined as snowfall accumulation of at least 5 cm. This triggers the priority routes to be cleared once the snow has slowed down. Depending on the severity of the snow event, and the type of snow (heavy, wet snow can take substantially more time to clear) crews can generally clear priority routes, commercial district, and high traffic areas within 3-4 days. Residential zones take a bit longer as signage must be posted, and vehicles may be required to be removed from the working zones. Staffing and equipment failures could impact these timelines.

Why do certain streets get down multiple times before residential streets are complete?

If we receive another snow event following the clearing of priority routes, crews are currently required to start over. The system is designed this way to ensure emergency access to as much of Town as possible. Some streets also allow for the moving of snow into a ditch, making it a much faster process than streets that require snow to be hauled away.

My street or cul-de-sac is near a priority route. Why can't crews do this while they are in the area?

When dealing with priority routes, the main goal is to get them priority roads cleared for emergency traffic as quickly as possible. Cul-de-sacs may require special equipment to make the sharper turns and to haul away the snow. These are generally done while residential clearing is underway and the staffing/equipment is available.

Why do the areas that require snow hauling take longer than other areas of Town?

Certain areas of Town require snow to be hauled off rather than just plowed to the side of the road. Those areas include, Downtown, Westhaven, Tiffin, Westgrove and some parts of Hillendale. All of these areas need to be prioritized separately and may take a bit longer to get done based on equipment and/or contractor availability.

What is the process for hauling snow Downtown?

The Downtown core is now maintained as part of the commercial priority district.

Why doesn't the Town of Edson run multiple snow removal shifts?

Our snow removal schedules are based on available resources, which does have staff and equipment limitations. However, shifts are designed to maximize progress, including multiple shifts and weekends as required, as well as the hiring of contracted trucks/equipment.

Some communities do overnight snow removal, can this be done here?

While there can be a benefit to overnight shifts in some situations, in residential areas it becomes problematic with vehicles parked on the street and noise levels. Early morning and night shifts are often utilized when contracted to clear along the highway or when working in the downtown core because vehicles and noise are less of a concern.

Why does the plow leave a large pile of snow across my driveway?

Because snow plows are designed to push snow to the side, snow does get deposited on residential driveways. The Town of Edson does take steps to reduce the amount of snow deposited as much as possible. Our graders have snow gates that should reduce the windrow left behind. Heavier snowfall can cause larger windrows, and while we do our best to reduce this, our main goal is to get streets opened up for safe travel for our residents and emergency vehicles.

How do you let people know what areas are being worked on?

The Town of Edson endeavours to keep residents informed at every step of the snow removal process. Notices are placed on the Town website www.edson.ca/snow, the Town of Edson mobile app, and Town social media channels. As well, signage is placed in each neighbourhood as crews work through the priority routes and residential neighbourhoods.

Why was my vehicle towed? What do I do now?

Once snow removal signs are up, residents are given 24 hours to remove their vehicles. If a vehicle is not removed it must be towed to allow access for our equipment. If your vehicle has been towed you're asked to call the Bylaw Department at 780-723-3178 to find out which towing company was used and where the vehicle is being stored.

Why was my vehicle plowed in?

Residents are asked to park off-street after a snowfall to allow for proper snow removal. If a vehicle is left on the street when it is being plowed the operator has no choice but to plow around it. Operators do slow down when possible to reduce the amount of snow built up around the parked vehicle, but they must continue clearing the streets to get them opened up as quickly as possible.

When do you sand roads?

During regular business hours Town crews monitor the streets for sanding. After hours we have personnel that take calls and can send out crews if necessary. A sand/salt mixture is used to help remove the ice and add traction.

Are people allowed to use personal vehicles/ATV's to remove snow?

The Town of Edson does not allow personal vehicles to be used to remove snow from streets. If property is damaged while a resident is using their own equipment to clear snow they can be held liable for the damage. Residents are allowed to use their own equipment to remove snow from their own driveway and sidewalk but are not allowed to use personal equipment on Town owned property.

What does the Town of Edson spend on snow removal each year?

Actual costs can range anywhere from \$300,000 to over \$600,000, depending on the number of snow events we receive. This cost includes our staff labour, fuel, sand, and any contracted services. For example, 2019 saw 11 snow events (greater than 5cm accumulation) with a cost of about \$635,000, while 2020 only had 5 snow events with a cost of about \$315,000. A special reserve is set up to help cover costs for extreme circumstances.

I got stuck and a snow plow drove right by me. Why didn't they stop to help?

Unfortunately, operators are not permitted to stop to help tow or push other drivers in most cases. Streets must be opened up for the safety of all drivers and if they make too many stops it would greatly increase the time it takes to get the streets cleared. Our main priority is to get the roads opened up for all drivers.