

1785-05
(2)

From: ()
Sent: December 2, 2009 1:56 PM
To: Brent A. Dozzi; MayorandCouncil; pgoldsmith-jones@westvanvouver.ca;; Raymond Fung
Cc: Stephanie Lam; ()
Subject: FW: File No. 1785.05: Snow Removal Request

Dear Mr. Dozzi,

I sent you the email below a few nights ago. I just realized that this email was bounced back to me due to an error I made in the address and you perhaps did not receive it. Since then, I have followed your reply to my neighbor, () in this regard. I would like to note that I have received a standard reply from Stephanie Lam, I do hope there will be follow up on this matter.

As I understand from your communications with (), you have 2 main points. First, you believe the current prioritization program is adequate: *"I am very confident in staff's ability to deliver the Snow and Ice Program in an efficient and effective manner"*. I admire your loyalty to your office, and I wish you were right. You must not know that in actuality, last year this was not handled in an *'efficient and effective manner'*. You state: *"staff begin to systematically tackle snowy conditions on local roads as soon as conditions on roads such as Queens Avenue have been stabilized and made safe"*. Last year the snow removal service on 18th (between Queens and Rosebery) occurred after *many* days of all the main streets I drive, including Queens, being *'stabilized and made safe'*. We still could not reach our homes with vehicles for days after we were able to reach the bottom of 18th! We were forced to walk small children, help elderly residents receive medical provisions, carry groceries up an icy hill to our homes, miss entire Christmas celebrations with family, while Queens and other main streets were not just clear but dry for days! Moreover, after being shoveled once in the midst of this, we incurred yet further hardship when further snow removal was not forthcoming following the *next* snow fall. So, perhaps you can understand why I do not have faith in the *'systematic'* approach taken by staff. There was a very long, and difficult time we waited after Queens and main streets were cleared until we had 18th plowed. I hope you will read my original letter below as I name the many ways we suffered from the lack of snow removal.

The second point you make is that *'there are hundreds of "Rosebery Avenues" throughout the District.'* In this regard you are very incorrect. Perhaps on a map this would be true. In reality, in heavy snow conditions, our section of 18th is very much distinct from the hundreds of side streets in the district. This is due to the severe steepness of 18th.

Based on the personal experiences of our neighbors cycling from Ambleside to Rosebery, we know intuitively that this one block segment of 18th is far steeper than any other single block on the route. In fact, our very rough estimate is that it has a 14% grade, which we know is *very steep* (more steep than most other segments of the hill). While there are other streets such as: '*Rena Crescent, Shafton Place, Orchard Way/Place, Russet Way*' (as you say), not all of these have as steep a grade as do we. In fact, I never see high number of cars located along other parts of Queens (such as the bottom of Rena) during snow storms, as they are located at the corner of Queens and 18th (where they are abandoned by the 1700/1800 Rosebery residents).

I realize you trust your colleagues to execute the Snow and Ice Program well, which is admirable. However, you must not be aware of the serious manner in which they overlooked our street last year. If you, or those you knew, were to reside on our street I imagine you might have a different understanding of how this program has worked in reality when put to practice (again, please read below for the examples).

Please, do not send me a standard response upholding the current program. ***Please take a moment to review with your colleagues any means by which steepness can be deemed a factor in upgrading the prioritization of a street's snow removal.*** Given the hours my family and neighbors have endured shoveling public streets to make our neighborhood safe for us all, and the time we have each taken to make this plea, it is the least you could do.

I sincerely hope you will give this fresh, true and fair consideration in light of my points above. I look forward to your prompt reply,

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----- Forwarded Message

From: ()
Date: Mon, 30 Nov 2009 22:08:47 -0800
To: <badozzi@westvancouver.ca>, <rfung@westvancouver.ca>, <jones@westvancouver.ca>, <MayorandCouncil@westvancouver.ca>
Conversation: File No. 1785.05: Snow Removal Request
Subject: File No. 1785.05: Snow Removal Request

To: Mr. Brent Dozzi, Manager Roads
Mr. Raymod Fung, Manager Engineering
Ms. Pam Goldsmith, Mayor
West Vancouver Council

Re: File no. 1785.05, regarding the request to plow 18th Street between Queens Avenue and Rosebery Avenue

My family and I reside on Rosebery Avenue, which is accessed only via 18th Street. This portion of 18th is extremely steep. In past winters, even in light snow, this street is too steep to successfully drive up, even in a heavy car with snow tires. Most of the residents on our two-block street have no alternative but to park on Queens, and walk up 18th. This is a terrible challenge for us all. Many residents are in their older years, and this walk up or down is simply not an option, resulting in being trapped on the street. Others, with young children have to struggle through snow to push strollers or get small children up the hill. Those who have appointments for work, and more importantly medical needs are at a loss, as are those who attempt to bring home groceries. In short, our street is cut-off from West Vancouver as are many of our lesser mobile residents.

This situation has been described in the past by many of us in the form of phone calls, letters, and petitions to various members of West Vancouver authorities, to no avail. In recent times, one neighbor, (), has been in communication with Mr. Dozzi on this matter. To the best of my knowledge, no change has been made to ensure that 18th will get plowed.

All the municipality has done to date is to refill the salt barrels (one in the middle and one at the top of 18th). This solution does not change the usability of the street. In recent years; the younger men of the street have shoveled the worst icy portions, a task requiring many hours. The salt barely assists this task (that is when the salt isn't frozen). However, relying on citizens to do the work of the municipality is not sustainable, reliable, safe nor effective.

