



Report Date: January 8, 2026

VanRIMS No.: 08-3000-30

[Submit comments to the Board](#)

TO: Park Board Chair and Commissioners  
FROM: Director, Park Operations  
SUBJECT: Snow and Ice Treatment Policy

## RECOMMENDATIONS

THAT the Vancouver Park Board approve the Snow and Ice Treatment Policy as outlined in this report and attached in Appendix A, which outlines Park Board snow and ice treatment services.

## PURPOSE AND SUMMARY

The Snow and Ice Treatment Policy establishes the priorities of work performed on the Park System and sets out when the Park Board will initiate and continue these operations. This new Policy is also aligned with current operations of the Park Board and with the [City of Vancouver Engineering Services Snow and Ice Treatment Policy](#) that was approved by City Council in 2020.

## BOARD AUTHORITY / PREVIOUS DECISIONS

Vancouver Charter – Per the [Vancouver Charter](#), the Vancouver Board of Parks and Recreation (Park Board) has exclusive jurisdiction and control over all areas designated as permanent and temporary parks in the City of Vancouver, including any structures, programs and activities, fees, and improvements that occur within those parks. The Park Board also has custody, care and management powers and responsibilities to varying degrees for other park areas in the City as determined by Council.

VanPlay - On October 19, 2020, the Park Board approved the [VanPlay Framework](#) for [Vancouver's Parks and Recreation Services Master Plan](#). VanPlay sets priorities and provides tools and policies to support the pursuit of equity, connectivity and access to parks and recreation for all.

## CONTEXT AND BACKGROUND

The Park Board is an elected body with the mandate to provide open spaces, facilities and programs for the enjoyment of citizens. The free movement of vehicular and pedestrian traffic is required to take advantage of the services provided by the Park Board but this can be impacted by anticipated and extraordinary weather events. As well, emergency vehicles, service vehicles and private vehicles require free movements to serve the needs of residents and visitors to parks and park facilities.

Vancouver enjoys a temperate climate with warm dry summers, and cool wet winters. The City of Vancouver averages 9 snowfall days per year and 100 days where icy conditions are possible due to the temperatures going below 3°C. Working to ensure the Park Board's roadways, parking areas, perimeter and direct internal paved park pathways are effectively treated for snow and ice

during the winter weather conditions supports the pursuit of equity, connectivity and access to parks and recreation for all.

During a snow or ice event, the Vancouver Park Board currently treats 82 km of sidewalks and pedestrian areas in parks and community centres using 33 pieces of mechanized equipment.

Description	Count
One Ton Dump Truck w/ Plow and Briner	4
One Ton Dump Truck w/ Plow and Salter	3
Ride on Mower w/ Snow Fight Attachments	17
Single Axle Dump Truck w/ Plow and Salter	1
UTV with Plow and Salter	3
Walk Behind Snow Blowers	4
Walk Behind Salt Spreaders	10
Heavy Duty Loader with Plow	1

**Table 1: Snow and Ice Treatment Equipment Inventory**

The Park Board Communications team is responsible for informing the public and media on snow preparation and removal plans for roads, paths and facilities within their area of responsibility. This includes:

- The Stanley Park seawall
- Most roadways through parks
- Pathways and parking lots around community centres and other facilities, and parking lots adjacent to parks

Park Board Communications team works closely with City Hall Communications, Digital Services and 311 on messaging, media responses and social media posts.

Financially, the Park Board's Winter Extreme Weather Program (including snow and ice treatment) based on the last four years' expenses, cost on average \$900,000 per year. These expenses include items such as winter weather readiness, equipment preparations, equipment use, staffing, and material expense during a winter weather event (snow or chance of freezing). Extreme weather expenses, such as equipment, staff and materials are funded through the Park Operations budget, while incremental costs such as staff overtime and materials are not budgeted for.

## DISCUSSION

Staff recommend Commissioners formally adopt the Snow and Ice Treatment Policy to clearly convey the Park Board's response during snow or ice events, as guided by the limited financial and personnel resources for these operations and the current approach. The policy is consistent with the City's current operations and formally sets out the scope, priorities, and levels of service for snow and ice treatment on Park Board owned assets that are already followed by Park Board staff. It will accompany and provide foundation for the Park Board's existing Snow and Ice Treatment Operations Manual, which is revised periodically.

This proposed policy would formalize longstanding Park Board staff practice for delivering snow and ice treatment operations, in terms of the defined scope of work and set of priorities for these operations. In particular:

1. All treated areas are divided into three different levels of priority (i) Designated Roadways and Primary Locations; (ii) Secondary Locations, and (iii) Tertiary Locations, to be completed within a defined sequence.
2. Any new snowfall restarts the sequence.
3. The “trigger” for initiating snow and ice treatment operations is based on weather forecasts: i.e. treatments are initiated within 24 hours of predicted snow or icy conditions in the next 24 hour period that will not self resolve in that time.
4. This is not a bare pavement policy.

Snow and ice treatment operations are necessary to allow Park Board facilities and amenities to function under typical winter weather conditions. The policy establishes the priorities for snow and ice treatment operations on the Parks System and defines initiation and continuation criteria.

The policy balances budget limits with key operational factors such as staff and equipment availability, traffic volumes, weather patterns, and practices of comparable municipalities.

The Park Board’s Snow and Ice Treatment Operations Manual that is linked in Appendix B details the operational procedures used for snow and ice treatment on the areas identified in the policy as: major park access roads, primary parking areas, perimeter and direct internal park pathways in the downtown areas and access paths to major facilities. The policy provides that during a snowfall or icy conditions these priority areas are treated in sequence according to priority levels assigned. The sequence is restarted upon arrival of new snow.

The intent of the policy is to coordinate and sequence snow and ice treatment operations and to maintain the Parks System during periods of snow accumulation and/or icy conditions to:

- Facilitate pedestrian and vehicular access to Park Board facilities and services via the Parks System, including by emergency vehicles, service vehicles, and private vehicles to allow users to take advantage of such facilities and services; and
- Provide the prudent pedestrian, cyclist, and motorist with a reasonable travel surface.

As stated above, this is not a bare pavement policy, meaning the Park Board does not guarantee that any part of the Parks System will be free from snow and/or ice, prior to, during, or after snow and ice treatment operations have been initiated or completed.

The policy indicates that treatments are initiated as soon as our forecast predicts snow or icy conditions in the next 24-hour period that will not self-resolve in that time. The treatments are initiated based on priority level, and emergent observations, with treatments beginning at lower priority locations after they have been initiated at higher priority locations. When carrying out the snow and ice treatment operations, the Park Board cannot guarantee completion times.

The General Manager of Park Board, or designate, may order a departure from the policy in unusual or unexpected circumstances.

As shown in Appendix C, a survey of peer cities in British Columbia and across Canada was conducted to see how Vancouver compared in terms of budget, scope of work for snow and ice treatment, and related written policies. Although the response rate to the survey was low, we did find the following two points to be noteworthy:

The City of Edmonton's budget for "pathways" (thirty million dollars) alone is over thirty times what our Parks budget is, and they have a bare pavement policy.

The City of Burnaby is a good comparable in our (very limited) dataset as they share the same climate, have a comparable geographic size, scope of work is similar, and the cost for snow and ice treatment is approximately the same as Vancouver at \$900,000.

We also know that conditions between Canadian cities vary significantly in terms of the population, winter weather severity, and snow and ice treatment approach, and as a result there is an associated variation in the winter weather budget requirements.

As shown in Appendix D, the City's 3-1-1 Contact Centre receives a limited amount of citizen feedback related to snow and ice treatment in Vancouver Parks, with an average of seven citizen calls and/or service requests per year.

### **FINANCIAL CONSIDERATIONS**

The costs associated with the Extreme Weather Program is estimated at approximately \$900K which is funded within the Park Operations Operating Budget. Any incremental costs associated with overtime must be balanced within the overall Park Board operating budget. The City of Vancouver also has an Extreme Weather Reserve, which can be accessed by any City department that has incurred incremental costs above budget related to extreme weather events.

### **LEGAL**

The City of Vancouver Law Department concurs with the recommendation to approve the policy, such approval being within the authority conferred by the Vancouver Charter.

### **CONCLUSION AND NEXT STEPS**

Adopting this policy will clarify snow and ice treatment standards and ensure safe, reliable access to parks during winter events.

\* \* \* \* \*





## VANCOUVER PARK BOARD POLICIES AND PROCEDURES

**SUBJECT:** Snow and Ice Treatment Policy

**CATEGORY:** Operational

**POLICY NUMBER:** *to assign*

### PURPOSE

This policy clarifies snow and ice treatment standards that help ensure safe, reliable access to parks during winter weather events.

### SCOPE

Park Operations staff conduct snow and ice treatment operations in the Parks system.

### POLICY STATEMENTS

#### Generally

1. The Vancouver Board of Parks and Recreation (the "**Park Board**") is an elected body with the mandate to provide open spaces, facilities, and programs for the enjoyment of users. The Park Board conducts Snow and Ice Treatment Operations of the Parks System.
2. This policy is necessary to clearly establish the priorities of Snow and Ice Treatment Operations on the Parks System and to set out when the Park Board will initiate and continue such operations.
3. Snow and Ice Treatment Operations are necessary to allow Park Board facilities and amenities to function under typical winter weather conditions.
4. The Park Board created this policy to accomplish its Snow and Ice Treatment Operations within budgetary constraints for such operations, while also factoring other constraints and aspects of such operations including among others: the availability of personnel, the availability of equipment, pedestrian and vehicular traffic volumes, pathway terrain, historical weather conditions and data, and the operations of comparable municipal government entities.
5. The intent of this policy is to coordinate and sequence Snow and Ice Treatment Operations and to maintain the Parks System during periods of snow accumulation and/or Icy Conditions to:
  - a. facilitate pedestrian and vehicular access to Park Board facilities and services via the Parks System, including by emergency vehicles, police vehicles, service vehicles, and private vehicles to allow users to take advantage of such facilities and services;

and

- b. provide the prudent pedestrian, cyclist, and motorist with a reasonable travel surface.
6. This is not a bare pavement or concrete policy. The Park Board does not guarantee that any part of the Parks System will be free from snow and/ or ice, prior to, during, or after Snow and Ice Treatment Operations have been initiated or completed.

### **Locations**

7. Snow and Ice Treatment Operations will only be conducted at the following locations:

**“District”** means the Major Maintenance Management Districts identified, listed and/or described as such in the Manual.

**“Primary Locations”** consist of the areas and/or routes within Districts, that are identified, listed and/or described as “primary” in the Manual.

**“Secondary Locations”** consist of the areas and/or routes within Districts that are identified, listed and/or described as “secondary” in the Manual.

**“Tertiary Locations”** consist of the areas and/or routes within Districts that are identified, listed and/or described as “tertiary” in the Manual.

**“Designated Roadways”** consist of the areas and/or routes identified, listed and/or described as such in the Manual.

**“Microclimate Locations”** consist of the areas identified, listed and/or described as such in the Manual because they are within a Microclimate.

**“Recreational Facility Areas”** consist of the areas surrounding community centres and related recreational facilities, field houses with resident caretakers, and the Park Board and School Board shared facilities, all as identified and specified in the Manual.

8. Snow and Ice Treatment Operations will not be conducted at the following locations:

**“Excluded Locations”** consist of the areas that are not identified listed and/or described in the Manual as Primary Priority Locations, Secondary Priority Locations, Tertiary Priority Locations, Designated Roadways, Microclimate

Locations, or Recreational Facility Areas.

### **Initiation and Sequence**

#### **A. Districts and Designated Roadways**

9. For Districts and Designated Roadways, the Park Board will as set out below, initiate Snow and Ice Treatment Operations within 24 hours after the weather forecasting agency described in the Manual predicts that, within this 24-hour period, there will be:
  - a. Icy Conditions on the Parks System that will not self-resolve within the same 24-hour period; or
  - b. accumulations of snow on the Parks System that will not self-resolve within the same 24-hour period.
10. For Districts and Designated Roadways, the Park Board will initiate Snow and Ice Treatment Operations in the following sequence, all as resources, weather conditions and circumstances allow:
  - a. First, the Park Board will initiate Snow and Ice Treatment Operations at Designated Roadways, and at Primary Locations.
  - b. Second, the Park Board will initiate Snow and Ice Treatment Operations at Secondary Locations after Primary Locations have been treated.
  - c. Third, the Park Board will initiate Snow and Ice Treatment Operations at Tertiary Locations after Primary Locations and Secondary Locations have been treated.
11. Any new Snow Fall Event leading to new accumulations of snow may re-initiate the sequence noted above.

#### **B. Microclimates**

12. For Microclimate Locations, during the calendar period set out in the Manual for the commencement to the conclusion of Snow and Ice Treatment Operations, the Park Board will inspect Microclimate Locations daily and will conduct Snow and Ice Treatment Operations at Microclimate Locations as required, but always as resources and weather conditions allow.

**C. Recreational Facility Areas**

13. For Recreational Facility Areas, during the calendar period set out in the Manual for the commencement to the conclusion of Snow and Ice Treatment Operations, the Park Board (or in the case of field houses with resident caretakers, those caretakers) will clear accumulations of snow on the Recreational Facilities Areas once a day.

**D. Excluded Locations**

14. The Park Board will not undertake Snow and Ice Treatment Operations at Excluded Locations.

**Limitation of Service**

15. When carrying out the Snow and Ice Treatment Operations set out in this policy, the Park Board cannot guarantee a completion time, nor will the Park Board:
- a. place additional signs warning of impaired sight distances, reduced visibility, roadblocks, or one-lane conditions; and/or
  - b. place additional signs warning that any part of the Parks System may be slippery or otherwise hazardous, except for those parts of the Parks System identified in the Manual as those requiring signage or closure.

**Procedures**

16. The procedures necessary to implement this policy are set out in the Manual.

**Departure from Policy**

17. The Park Board acknowledges that conditions may be so unusual or unexpected that departure from this policy may be required. In such circumstances, the General Manager of the Park Board or designate may order a departure from this policy.
18. The order to depart from this policy may include, but is not limited to:
- a. temporarily changing the priorities set out in this policy;

- b. temporarily changing the initiation time set out in this policy;
  - c. temporarily suspending part or all Snow and Ice Treatment Operations;
  - d. temporarily barricading any part of the Parks System; and/or
  - e. temporarily conducting Snow and Ice Treatment Operations at any one or more Excluded Locations.
18. In circumstances where an order to depart from this policy is made, the Park Board will begin acting on such an order within 48 hours.
19. This policy supersedes all previous written and unwritten policies of the Park Board regarding Snow and Ice Treatment Operations.

## DEFINITIONS

**“Frost”** means a thin covering of ice crystals or particles which forms on a surface from moisture in the air.

**“Icy Conditions”** means a solid covering of frozen water in patches, sheets or stretches, and does not include Frost.

**“Manual”** means the Vancouver Board of Parks and Recreation Snow and Ice Treatment Operations Manual, as amended from time to time.

**“Microclimate”** means a local set of atmospheric conditions that differ from the surrounding areas.

**“Snow Fall Event”** means the period during which snowfall or snow precipitation is continuous, intermittent, showery, or flurry-like, ending when there is no snowfall or snow precipitation for one hour.

**“Snow and Ice Treatment Operations”** means one or more of the following: salting, sanding, ploughing, snow-blowing, manual clearing, brining, and/or other activities deemed to be appropriate in the circumstances by the General Manager or designate.

**“Park System”** means public roads, sidewalks, paved pathways and parking lots within: (1) parks, as that term is defined in s. [488](#) of the *Vancouver Charter*, and (2) lands used as parks, and/or for the purpose of public recreation, and which are actively maintained and cared for by the Board of Parks and Recreation

**PROCEDURES**

The procedures necessary to implement this policy are set out in the operations manual.

**REFERENCE**

[Vancouver Park Board Snow and Ice Treatment Operations Manual](#)

**RELATED POLICIES**

[City of Vancouver Snow and Ice Treatment Policy](#)

**APPROVAL HISTORY**

<b>ISSUED BY:</b> Parks	<b>APPROVED BY:</b> Park Board/SLT	<b>DATE:</b>
<b>AMENDED BY:</b>	<b>APPROVED BY:</b>	<b>DATE:</b>



# **Snow and Ice Treatment Operations Manual 2025-2026**



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# FOREWORD

VANCOUVER BOARD OF PARKS AND RECREATION

SNOW AND ICE TREATMENT OPERATIONS MANUAL



The Vancouver Board of Parks and Recreation (Park Board) is an elected body with jurisdiction and/or control over parks and related recreational facilities and programs in the City of Vancouver. As such the Park Board is responsible for conducting snow and ice treatment operations on parks and related property.

In order to deliver snow and ice treatment operations within budgetary constraints and other factors, Park Board staff have defined a scope of work and set of priorities for these operations. All treated areas are divided into three different levels of priority (i) Designated Roadways and Primary Locations; (ii) Secondary Locations, and (iii) Tertiary Locations, to be completed within a defined sequence. The “trigger” for initiating snow and ice treatment operations is based on weather forecasts, as described below in s. B6 (see “Initiation of Service”). This scope of work, designation and sequencing of priorities, and “trigger” for initiation are scheduled to be documented in a proposed formal Park Board policy and presented to the Park Board for consideration in 2026.

This Manual provides the operational and other details required for staff to implement the above scope, priorities, and “trigger” to deliver snow and ice treatment operations “on the ground” through organization of the deployment of staff and equipment throughout parks and related property in the City of Vancouver.

This Manual will be amended appropriately post the operational start date of October 15<sup>th</sup> should new parks, facilities, or equipment enter service during the course of the snow and ice control season.

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**A. PURPOSE**

This manual is designed to establish a broad framework of policy, organizational responsibilities and resource distribution under which snow and ice control operations are carried out with efficiency, economy and uniformity of effort.

**A.1 SCOPE**

This Manual's guidelines are to be employed during the time range from Oct.16th until April 30th The General Manager of Park Board, or designate, may order a departure from this time range in unusual or unexpected circumstances.

The body of this manual provides the information and principles required to:

Standardize the methods and procedures and coordinate the services of individuals and groups in the Parks and Recreation Divisions involved in snow and ice treatment operations;

Coordinate the use of Park Board-owned and hired equipment so that they may be used to the best advantage.

**A.2 BACKGROUND**

The Park Board is an elected body with the mandate to provide open spaces, facilities and programs for the enjoyment of citizens. The free movement of vehicular and pedestrian traffic is required in order to take advantage of the services provided by the Park Board. As well, emergency vehicles, police vehicles, service vehicles and private vehicles require free movements to serve the needs of residents and visitors to the city.

**A.3 CLIMATE**

Vancouver enjoys a temperate climate with warm dry summers, and cool wet winters. Historical data for specific locations can be found using the "Search by Proximity" tab at:

[https://climate.weather.gc.ca/historical\\_data/search\\_historic\\_data\\_e.html](https://climate.weather.gc.ca/historical_data/search_historic_data_e.html)

**A.4 WEATHER REPORTS**

Weather reports play an important part in snow and ice treatment operations. No two storms are exactly alike in their effect on traffic and pedestrians or on the methods used to combat them. The character of the snow, depth of accumulation, the expected duration of the storm, the air temperatures during the storm, the temperature of the pavement at the start of the storm and the time the storm strikes (near rush hour, at night or on a weekend) are all factors that have a marked effect on both traffic and pedestrians and on the decision as to how best to combat the particular storm.

It is also important to know any information that may be available regarding the weather conditions that will follow the storm. That is, will it be warm with rain, or clear and cold? Or, will another storm follow in the wake of the previous one?

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To assist in combating icy surfaces, it is important to get advance warning about expected freezing rain occurring when the pavements are wet and whether these conditions will occur during peak usage periods.

The Vancouver Weather Office with the recorded Vancouver City Forecast can be reached at 604-664-9010 and general weather information at 1-900-565-5555 (between 5am and 9pm daily).

#### **A.5 AUTHORITY**

The Vancouver Board of Parks and Recreation (Park Board) has exclusive jurisdiction and control over all areas designated as permanent and temporary parks in the City of Vancouver, including any structures, programs and activities, fees, and improvements that occur within those parks. The Park Board also has custody, care and management powers and responsibilities to varying degrees for other park areas in the City as determined by Council.

The Park Board Park Operations and Recreation Divisions are responsible for snow and ice treatment. The Operations and Recreation Directors are responsible to the General Manager and the Park Board for the organization and control of snow and ice treatment operations.

#### **A.6 COMMUNICATIONS**

Communications are by telephone, cellular phone and/or two-way radios.

During regular work hours, the snow and ice treatment operations are initiated and sequenced as set out below, and as described in the “Service Levels” Section. During regular working hours, contact snow Operations Supervisors through their office or cell phones.

After work hours or on weekends, in the absence of direct instruction and to mitigate response delays, the Superintendents initiate, and sequence operations as set out below and as per “Service Levels” and seek approval and/or direction as to scope from their Supervisor at the soonest possible opportunity. The Superintendents will schedule and/or call out the appropriate staff who will report to a prearranged location. Contact with the Vancouver Engineering Services Department will be maintained to keep informed on which Service Levels and operation they are embarking.

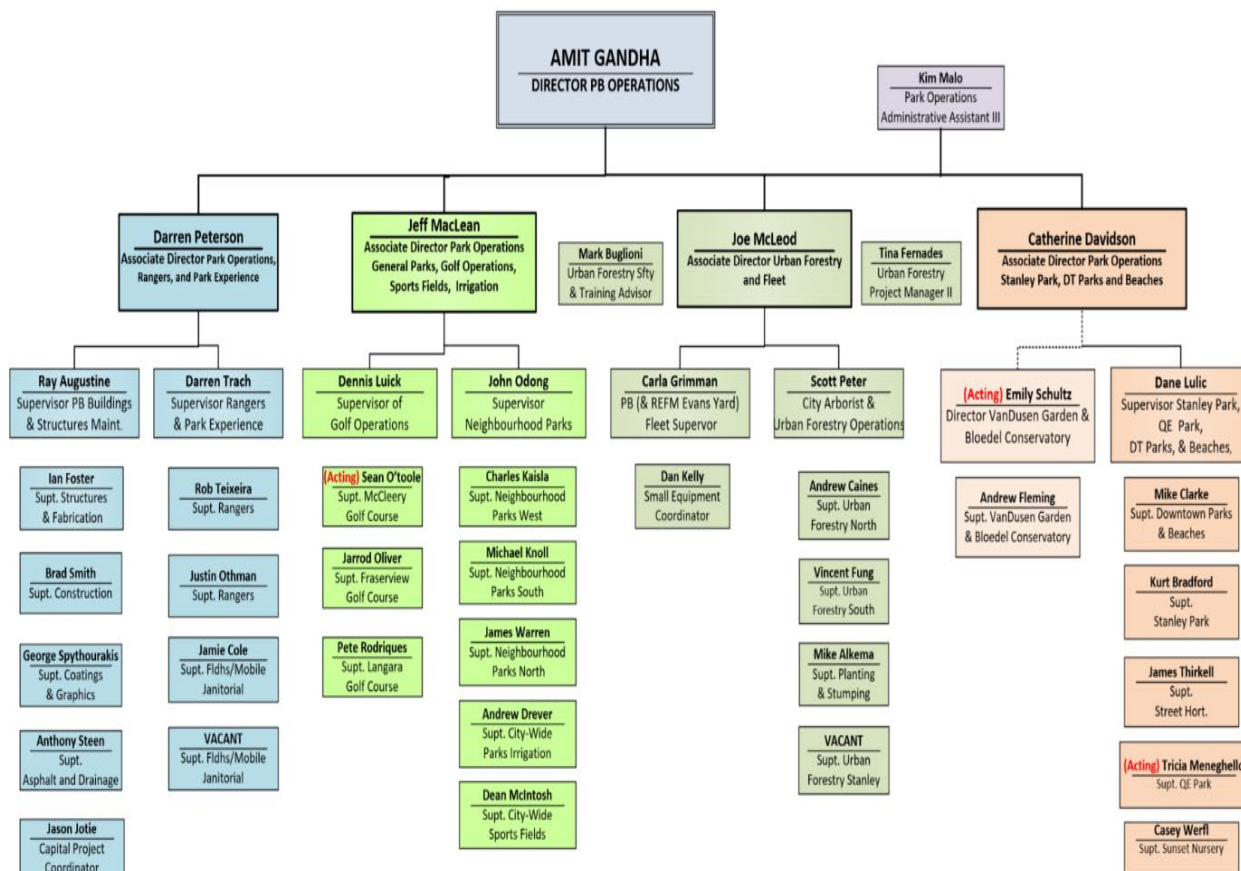
The Park Board Communications team is responsible for informing the public and media on snow preparation and control plans for designated roadways, paved paths, and facilities within their area of responsibility.

Park Board communications team works closely with City Hall Communications, digital services and 311 on messaging, media responses and social media posts.

#### **A.7 REVISION OF MANUAL**

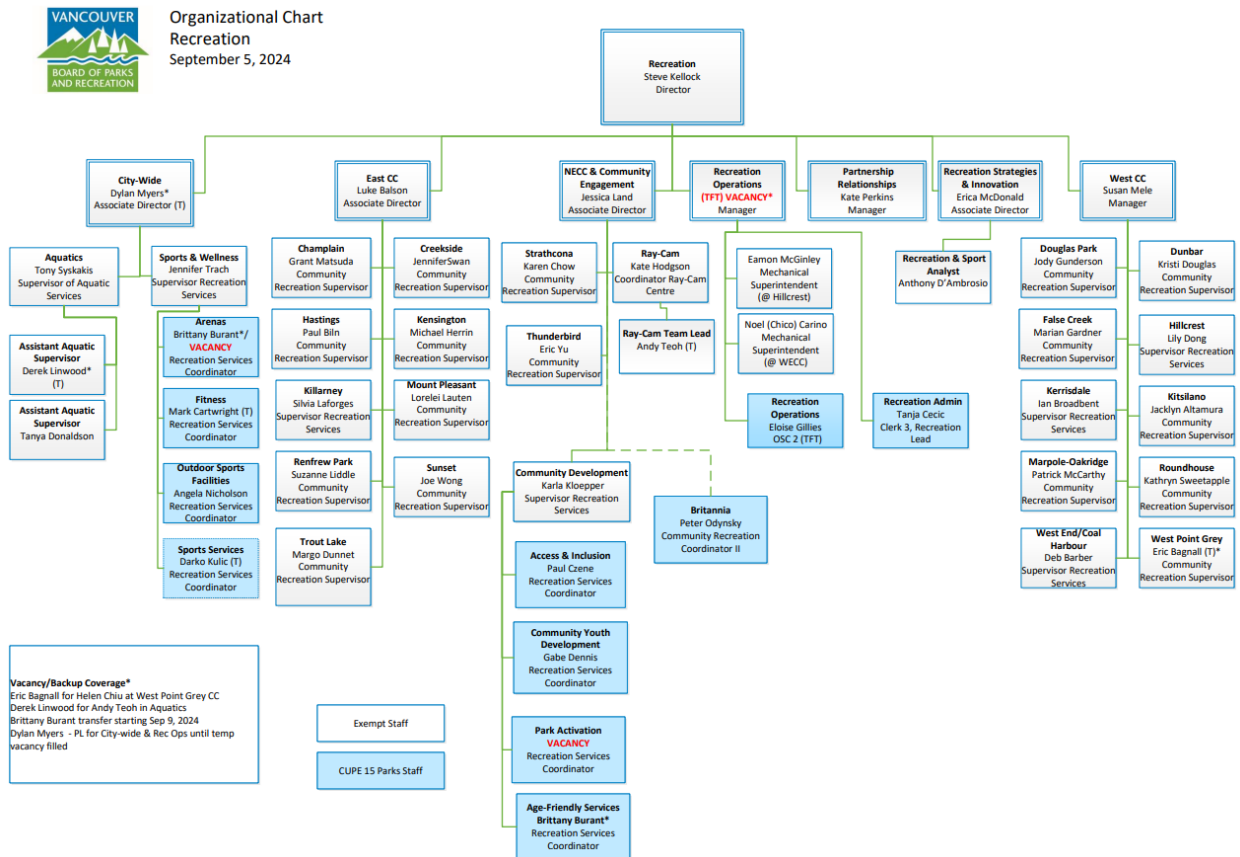
This manual is revised annually, prior to the winter session commencing October 16th (ending April 30). All updates, corrections, and suggestions for improvement should be submitted via email to the Supervisor of Park Board Building and Structures Maintenance at [ray.augustine@vancouver.ca](mailto:ray.augustine@vancouver.ca) (editor)

**B.1 ORGANIZATION CHART - OPERATIONS DIVISION**

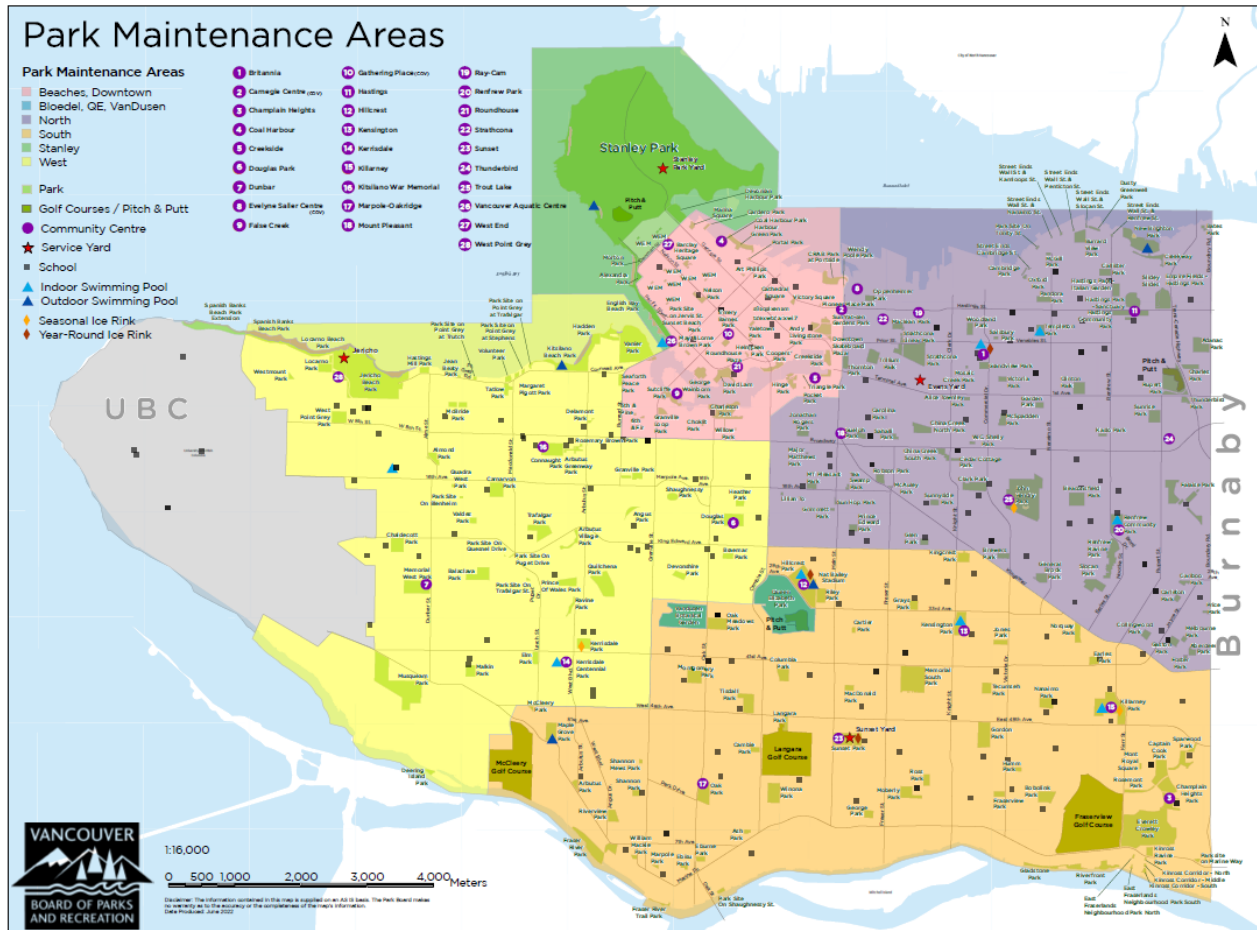




B.2 ORGANIZATION CHART – RECREATION DIVISION



B.3 HORTICULTURE MAINTENANCE AREAS MAP



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## **B.4 DIVISION OF PARK BOARD RESPONSIBILITIES**

The Vancouver Park Board responsibilities for snow and ice treatment are divided into eight sections:

Major Maintenance Districts:

Stanley Park - including the City Core and Downtown peninsula, subdivided into Downtown Parks, Stanley Park, and False Creek Parks (Sections C.5.1 and C.5.2)

Neighbourhood Parks - divided into North, South, and West Areas (Sections C.5.3, C.5.4, and C.5.5)

Major Golf Courses and Pitch and Putt Courses (Section C.5.6)

VanDusen Botanical Garden (Section C.5.7)

Queen Elizabeth Park (Section C.5.8)

Recreational Facility Areas:

Fieldhouses (Section C.6)

Community Centres (Section C.7)

Shared facilities with the Vancouver School Board (Section C.8)

## **B.5 SNOW AND ICE TREATMENT EQUIPMENT INVENTORY**

Description	Count
One Ton Dump Truck w/ Plow and Briner	4
One Ton Dump Truck w/ Plow and Salter	3
Ride-on Mower w/ Snow Fight Attachments	17
Single Axle Dump Truck w/ Plow and Salter	1
UTV with Plow/Salter	3
Walk Behind Snow Blowers	4
Walk Behind Salt Spreaders	10
Heavy Duty Loader with Plow	1

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## B.6 OPERATIONAL SERVICE LEVELS FOR SNOW AND ICE TREATMENT

The operational Service Levels for snow and ice treatment are delivered in conjunction with the sequence of snow and ice treatment operations in Section C.1 of this manual.

### DEFINITIONS

“Frost” means a thin covering of ice crystals or particles which forms on a surface from moisture in the air.

“Icy Conditions” means a solid covering of frozen water in patches, sheets or stretches, and does not include Frost.

“Microclimate” means a local set of atmospheric conditions that differ from the surrounding areas -see below section B.6.1

“Snow Fall Event” means the period during which snowfall or snow precipitation is continuous, intermittent, showery, or flurry-like, ending when there is no snowfall or snow precipitation for one hour

“Park System” means public roads, sidewalks, paved pathways\*\*\* and parking lots within: (1) parks, as that term is defined in s. 488 of the Vancouver Charter, and (2) lands used as parks, and/or for the purpose of public recreation, and which are actively maintained and cared for by the Board of Parks and Recreation

Pathways\*\*\*: only paved pathways, meaning pathways finished with a hard surface such as asphalt, concrete, or pavers, are treated with snow and ice operations by the Park Board. Unpaved pathways (i.e. dirt, gravel) are not treated with snow and ice operations by the Park Board.

Initiation of Service - Aside from Microclimates (referenced below, which are checked daily), service delivery for the Parks System is initiated within 24 hours after the weather forecasting agency noted above predicts that, within this 24-hour period, there will be:

- a. Icy Conditions on the Parks System that will not self-resolve within the same 24-hour period; or
- b. accumulations of snow on the Parks System that will not self-resolve within the same 24-hour period.

The Service Level is determined by the conditions as they are forecast and observed.

Salt and/or brine are used extensively to combat icy conditions and light snowfalls when the temperature is above -7°C. It has been found effective for snowfalls of up to 15cm providing the temperature is between -4°C and 0°C and the traffic is heavy enough to keep it churned up in the snow.

\*\*\*Any reference to the treatment of pathways in this Manual refers to the treatment of paved pathways only.

#### **B.6.1 OPERATIONAL SERVICE LEVEL FOR MICROCLIMATES**

The Microclimate Locations listed below are checked at least once daily during the snow and ice treatment season set out in section A.1 (October 16 to April 30) They are inspected more frequently during increasingly rising Service Level conditions and further treated as needed guided by this field observation.

What is a Microclimate? A Microclimate is a local set of atmospheric conditions that differ from those in the surrounding areas, often with a slight difference but sometimes with a substantial one. The term may refer to areas as small as a few square metres or square feet, or as large as many square kilometres or square miles. Microclimates exist, for example, near bodies of water which may cool the local atmosphere, or at higher elevations. Within the Parks system Microclimates have been identified at the sites in the table below and often require treatment before Service Level One is reached throughout the City system as a whole.

#### **MICROCLIMATE LOCATIONS**

LOCATION	PARK	SUPERINTENDENT
QE Park	33rd entrance to Reservoir	Tricia Meneghello(Act.)
Stanley park	Seawall 2nd Beach to Brockton	Kurt Bradford
Stanley Park	St. Park Drive hair pin turns to Prospect Point	Kurt Bradford

#### **B.6.2 OPERATIONAL SERVICE LEVEL ONE**

NOTE: SERVICE LEVELS ONE TO THREE APPLY TO SNOW AND ICE TREATMENT OPERATIONS SET OUT IN SECTION C BELOW.

For anticipated and emergent/observed Icy Conditions or light snow accumulation, the response is light salting of Designated Roadways and Primary sidewalks/pathways and Primary parking lots listed in Section C.4 to C.8.

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### **B.6.3 SERVICE LEVEL TWO**

For anticipated and emergent/observed accumulation of snow up to 5 cm, but not requiring snow plowing or shoveling, the response is heavy salting or brining of Designated Roadways, Primary sidewalks/pathways and Primary parking lots listed in Section C.4 to C.8.

Primary areas are treated first, whether during regular work hours or as per call-out schedules, before potentially progressing on to Secondary areas, and then Tertiary areas (See Section C)

### **B.6.4 SERVICE LEVEL THREE**

For accumulation in excess of 5 cm, the response is:

plowing of the Designated Roadways in conjunction with heavy salting;

shoveling and/or plowing and salting of Primary sidewalks/pathways and the Primary parking lots listed in Section C.4.

Primary areas are treated first and continually, if necessary, whether during regular work hours or as described in the CUPE /Parks 1004 Collective Agreement call-out regulations, before potentially progressing on to Secondary areas, and then Tertiary areas (See Section C).

**\*\*Any new Snow Fall Event** (as defined above, i.e. a period during which snowfall or snow precipitation is continuous, intermittent, showery or flurry-like, ending when there is no snowfall or snow precipitation for one hour) restarts the sequence – beginning with treating all Designated Roadways and Primary Locations (Primary parking lots, Primary sidewalks/pathways).

## **B.7 OPERATING PROCEDURES – PERSONNEL AND FLEET**

### **B.7.1 GENERAL**

The salting/snow response personnel assignment and schedules are pre-established (see Section C) and specific pieces of equipment are assigned to carry out certain functions within the program.

Personnel assigned to the Primary Locations are expected to use judgment to address the existing and anticipated conditions based on the Service Level and other factors that may include weather reports, Engineering Services information, police reports and public concerns as they perform scheduled work, all in keeping with the established prioritization sequence.

**IDENTIFICATION OF FLEET/EQUIPMENT** – All Fleet units are designated by an alpha-numeric code consisting of a letter plus a 4 digit identifier, e.g. Unit A7676. Successive replacements retain the numeric code while the prefix letter changes to the next in alphabetic order, e.g. replacement unit for A7676 is B7676 and its replacement would be C7676. Each unit with a given numeric identifier is the same type of equipment regardless of alphabetic prefix. This document uses a lowercase 'x' as the universal prefix for all units followed by the specific 4 digit identifier rather than specific prefixes. In this Manual, Unit C7676 is listed as x7676 and the same convention is applied to all units and fleet equipment mentioned herein.

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When loading salt or brine from National Yard, follow the Yard traffic pattern given in Appendix 9 page 80.

No employee involved in snow and ice treatment operations should work a shift or shifts exceeding twelve hours in a twenty-four-hour period, unless specifically agreed to by the supervisor. They must also have a minimum break of twelve hours between the end of their last shift and the beginning of their next.

When coordination is required - where equipment and personnel need to be re-allocated because of circumstances or conditions - and where a conflict of priorities arises between Park Board divisions, the Manager(s) of Park Operations will determine the allocation working in conjunction with the relevant Supervisors and/or Superintendents.

### **B.7.2 PREPARATION**

The Manual should be reviewed/revised before October 16 each year and should detail instructions for and the duties and responsibilities of the snow and ice treatment personnel, including the specific Superintendents and Supervisors.

The Parks Fleet Supervisor will undertake the required maintenance and preparation of the fleet equipment used in the salting/snow treatment operation ahead of October 16. Unit x7676 will be stationed out of Evans Yard. The Fleet Supervisor will continuously update and maintain a list of Operators' training, manuals and Safe Operating Procedures.

Mock Snow Fight - Prior to the official start of snow and ice season, Park Operations will have a Mock Snow Fight. This Mock Snow Fight will include a variety of scenarios and working conditions for the crews. The purpose of this exercise is to allow personnel to problem-solve while 'under pressure', do equipment checks, familiarize themselves with the seasonal equipment and train new personnel.

Salt, de-icer, and sand stores are to be checked and reordered if necessary by the Superintendent in his area of responsibility. To obtain salt / sand from National Yard, a work order number will be required from the District Supervisor.

The following locations will stockpile salt in advance of snow and ice treatment season:

Evans Yard, Stanley Park Yard, Sunset Yard, Jericho Yard, QE Yard and VanDusen Garden Yard. View the Yard Maps in Appendix 11 for approved (SOP) salt loading procedures.

Field house caretakers and Community Centre Supervisors are likewise responsible to ensure that their facilities are stocked with de-icing materials. Park Experience Superintendents Rob Teixeira (c: 778-955-4960) and Jamie Cole (c: 604-353-2117) and/or Park Board Stores (604-257-8553) will supply and transport de-icing materials to field houses occupied by Resident Caretakers as required.

All vehicles designated for snow and ice treatment must be equipped with the following Snow/Ice Control Vehicle kit:

<b>SNOW/ICE CONTROL VEHICLE KIT</b>
This Kit Must Contain:
1x Flashlight
1x Spare 6-volt battery
1x Bottle of Lock De-Icer
1x Window scraper
1x Can of WD-40 spray
1x Pair utility pliers
1x Pair Vise-Grip pliers
1x Multi-drive screwdriver
1x 12" Crescent wrench
1x 24" wrecking bar
1x 16 oz. hammer
1x 4 lb. mini-sledge hammer
1x Grease gun with tube of grease
1x Laminated phone list
1x Flat shovel (aluminum) – truck mounted
NB: The Operator is responsible for keep the Snow/Ice Control Vehicle Kit fully stocked. Should an item go missing or need replacing, please see your supervisor to arrange for a replacement.

The Supervisor and/or Superintendent at each work location will maintain a spare board of equipment operators and drivers from which to draw for equipment and trucks which are mobilized for salting/snow treatment. Work locations are defined within Appendix 1: "Mobile Equipment Operators Pool Regulations".

An up-to-date list showing the names and home/cell telephone numbers of all staff on call-out for salting/snow treatment is to be maintained by each Supervisor and/or Superintendent at each work site.



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Staff must be familiar with the assignment for which they will be responsible when called outside of normal working hours. Refer to Snow Response Call-Out Lists shown in Sections D.3 and D.4

Requests for after-hours and weekend exceptional support for major road ice and/or snow treatment may be made by the local grounds maintenance Superintendents. They may be required to work with the Construction Shop Superintendent (ph: 604-257-8565, c: 604-787-8561) to coordinate usage of the following snow-fight vehicles and attachments: x7676, x7993, x7560 and x7672/x70220/x12810.

### **B.7.3 TOW-AWAY PROCEDURES**

Park Board staff will not have vehicles towed away unless the vehicles are blocking traffic or impeding snow clearing efforts. To request a courtesy tow call Buster's Towing 604-685-8181.

## **C.1 SNOW AND ICE SITE TREATMENT LOCATIONS AND SEQUENCE**

### **C.1 GENERAL**

The snow and ice treatment for the locations identified in section C.4.1 to C.4.7 should be conducted according to the appropriate Service Level (Refer to Section B.6 – Service Levels) and following the priority sequence set out below.

As noted above in Section B.6, after regular work hours, the response may be undertaken on a call-out basis.

#### **C.1.1 (a) DESIGNATED ROADWAYS**

The Stanley Park, Queen Elizabeth Park, Vanier Park road to Burrard Marina, and Jericho Service Yard roads are the Designated Roadways referred to above in section B.6. See routes below in Section C.2.

**\*\*Any new Snow Fall Event restarts the priority sequence – beginning with treating all Designated Roadways.**

#### **C.1.2 (a) PRIMARY PUBLIC PARKING AREAS**

Primary Parking Lots that serve park and recreation facilities will be treated to 25% capacity as a first priority starting with the areas immediately adjacent to the facility served by the parking lot (i.e. that 25% of the parking lot is a Primary Location).

Any additional areas within these parking lots that may need snow removal to provide larger parking facilities are performed as Secondary Locations as described below in the next section.

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**C.1.2 (b) SECONDARY PUBLIC PARKING AREAS**

The next 25% of the parking areas that serve park and recreation facilities will be treated as a Secondary Location. The area immediately adjacent to the facility will be treated to 50% capacity as a Secondary Location.

\*\*Any new Snow Fall Event restarts the sequence – beginning with treating all Designated Roadways and Primary Locations (Primary Parking Lots, Primary Sidewalks/Pathways).

**C.1.3 (a) PRIMARY SIDEWALKS AND PATHWAYS\***

\*(only paved pathways are treated. See B.6 above)

Perimeter sidewalks (concrete) and internal pathways that provide direct access to major facilities (e.g. community centres) will be treated as a Primary Location. A member of the Stanley Park grounds maintenance crew will drive the seawall on weekdays to assess the need for salting. During the weekends, a member of the Park Rangers team will assume this task. The Equipment Maintenance (Building Operations) staff and/or Building Service Workers at the community centres and the Resident Caretakers in field houses are responsible for clearing and salting a direct path from their building(s) to the nearest street access point or adjacent parking lot.

On the downtown peninsula, sidewalks adjacent to parks and direct access pathways through parks are designated a priority, and reasonable efforts will be made to treat them as a Primary Location.

Note that maintenance of the Stanley Park Causeway sidewalks and bike lanes are the responsibility of Mainroad Contracting, under contract with the British Columbia Ministry of Transportation and Infrastructure (formerly Ministry of Transportation and Highways) - See Appendix 2.

Appendix 5 outlines the specific responsibilities of Engineering and Parks for Snow Removal and Ice Treatment in the Downtown Area, including the West-End Mini Parks.

**C.1.3 (b) SECONDARY SIDEWALKS AND PATHWAYS\***

\*(only paved pathways are treated. See B.6 above)

Perimeter and internal sidewalks and pathways that provide access to a PB building or structure will be treated as a Secondary Locations.

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**C.1.3 (c) TERTIARY SIDEWALKS AND PATHWAYS\***

\*(only paved pathways are treated. See B.6 above)

Perimeter sidewalks and internal park pathways where there are no viable alternative means of access around or through the area will be treated as a Tertiary Location.

The treated parking areas outlined in C.4 will be expanded on a priority basis where it is warranted by parking demand and resources can be deployed. As well, parking areas that are less frequently used will have access routes cleared where required for limited use.

\*\*Any new Snow Fall Event restarts the sequence – beginning with treating all Designated Roadways and Primary Locations (Primary Parking Lots, Primary Sidewalks, Primary Pathways).

**C.2 DESIGNATED ROADWAYS - SNOW AND ICE TREATMENT AREAS/ROUTES**

Park Board responsibility for snow removal and ice treatment of roads is limited to Queen Elizabeth Park Drive, Stanley Park Drive, Pipeline Road, Vanier Park/Burrard Marina Drive and Jericho Service Yard Drive (i.e. north foot of Discovery Street).

Treating the Designated Roadways, as set out in Section C.3 below, is the priority for Park Board heavy equipment units x7676/x7922/x7883. Note that unit x7600 is the backup to x7676. Unit x7676 attends to these routes during all Service Levels and is to be supplemented by units x7991 and x7993 only at Service Level Three (see Section B.6). Refer to Route Maps 1 to 5 which follow after this section.

Unit x7676 with plow and salter will be operated out of Evans Yard from November 1st to March 15th and is available to be called out after hours. In a continuing snowfall, units x7676, x7991, and x7993 will remain in service and will repeatedly clear the designated roadways.

Shovelers and additional snow removal equipment will only be called out to shovel sidewalks that are Park Board responsibility within the City downtown peninsula, excluding those that are City Engineering's responsibility as listed in Appendix 5. They will also clear safe access to/and minimum safe parking for all community centres as detailed in Section C.4.

**C.3 PARK BOARD – CONSTRUCTION SHOP – DESIGNATED ROADWAYS**

For all Service Levels Unit x7676 will attend the following locations during normal working hours, in order of priority as numbered below:

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Queen Elizabeth Park Drive\*, QE upper parking lot, Conservatory lower parking lot, VanDusen Parking Lot and Circular Driveway to immediately follow QE Routes

Stanley Park Drive, including Pipeline Road, the parking lot at the Miniature Railway, Stanley Park Bus Loop and Avison Way, including the Vancouver Aquarium parking lot, and Third Beach Parking Lot.

Vanier Park/Burrard Marina Drive

Jericho Service Yard Drive - North foot of Discovery Street

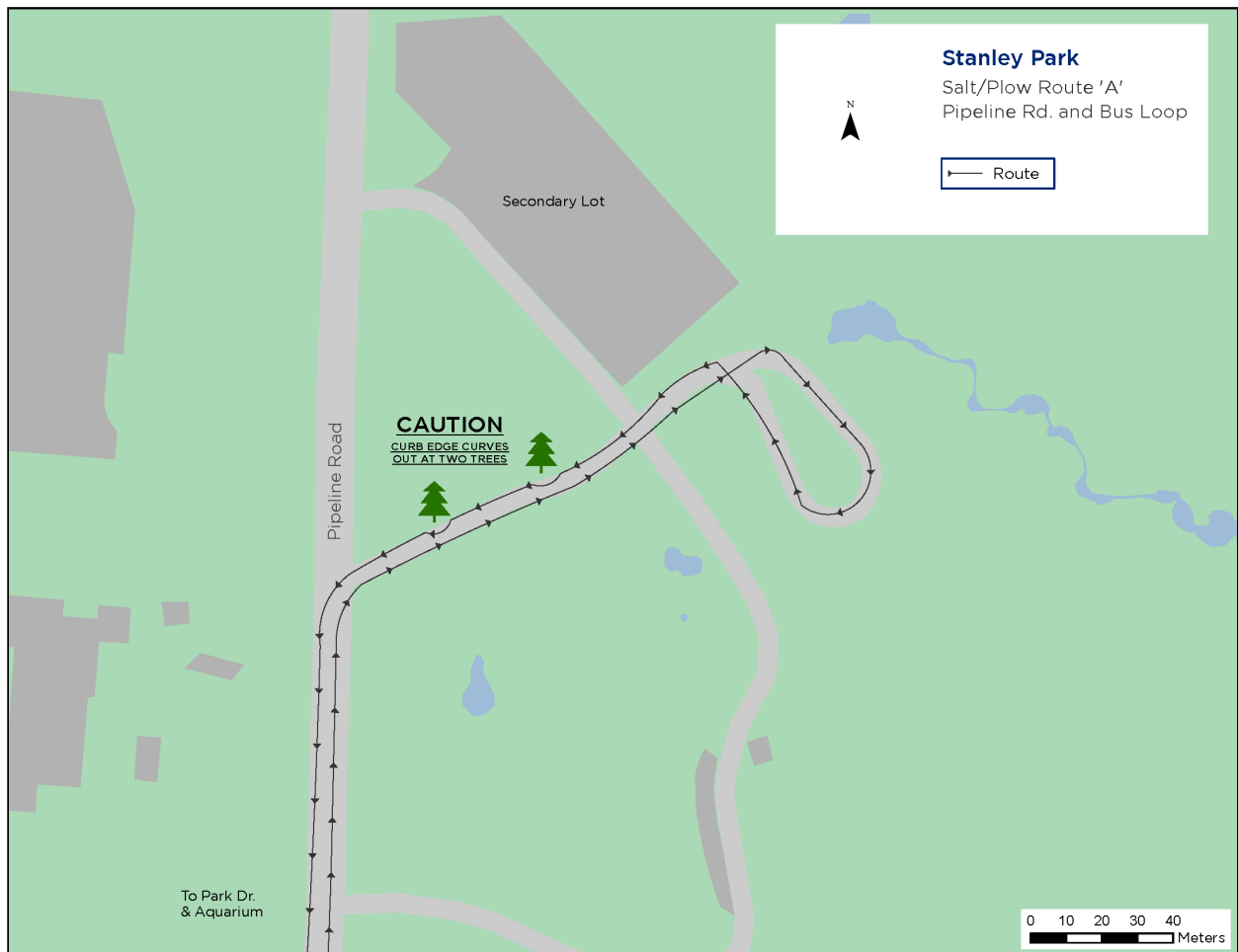
\* Queen Elizabeth Park Drive is the first and may often be only route done, as it is located at the City's highest elevation and is sometimes the only drive requiring treatment.

Requests for after-hours and weekend exceptional support for ice and/or snow treatment of Designated Roadways may be made by the local grounds maintenance Superintendents. They will work with the Construction Shop Superintendent Brad Smith (Act.) (ph:604-257-8565; c:604-787-8561) to coordinate usage of vehicles x7676, x7991, x7993, A7611, as well as x7672 with attachments A70876 and v13486.

**Refer to SNOW AND ICE TREATMENT ROUTE MAPS on the next 7 pages**

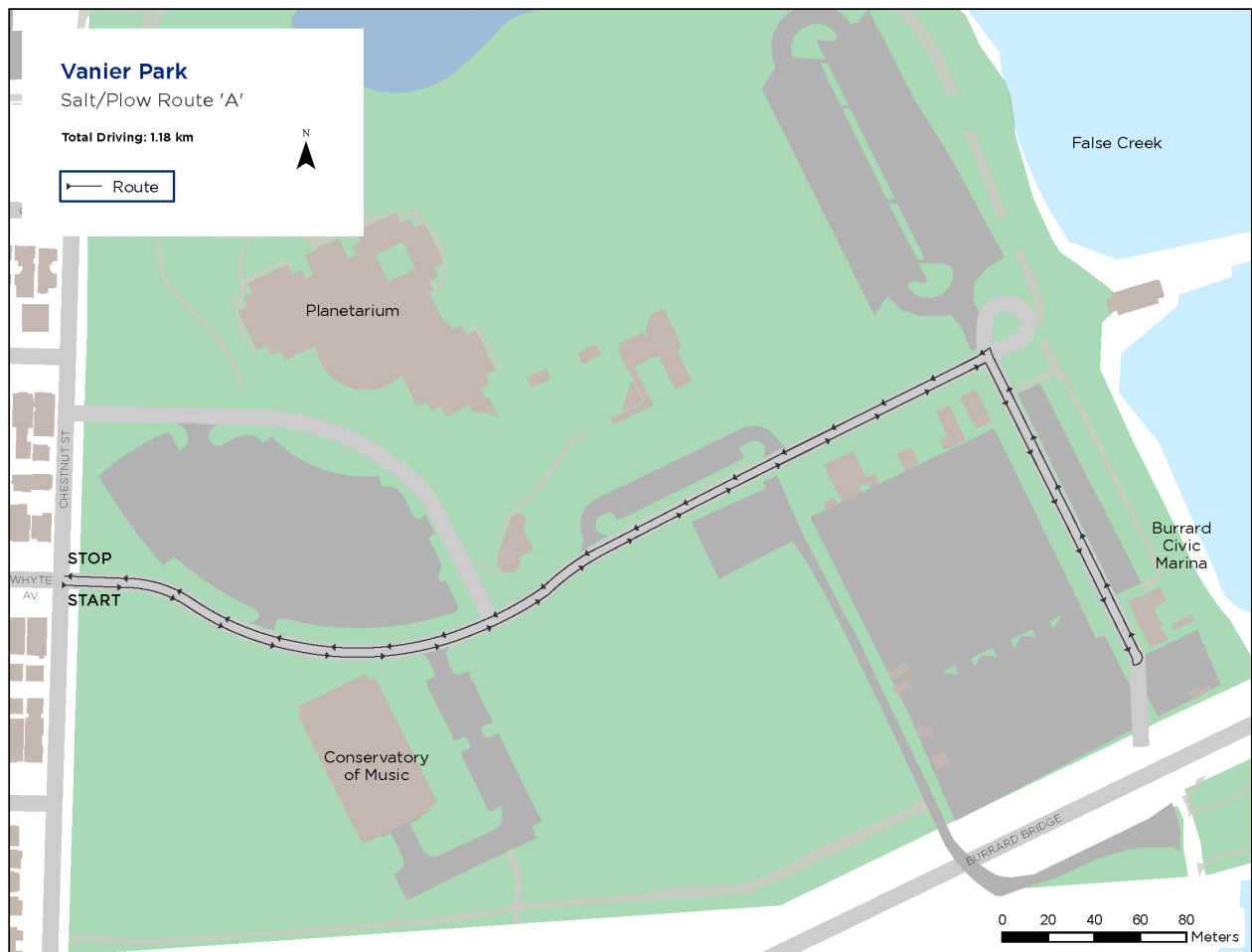


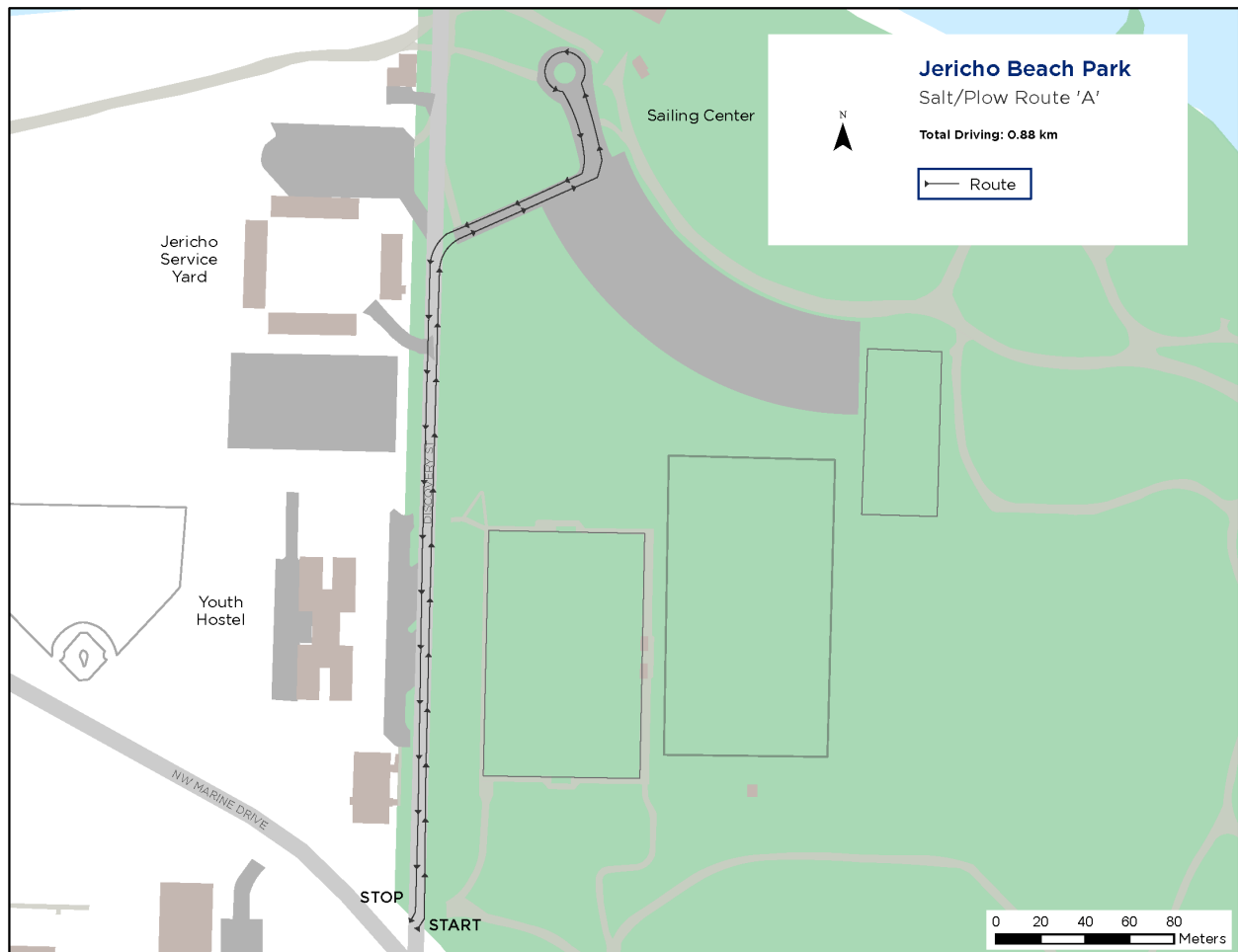




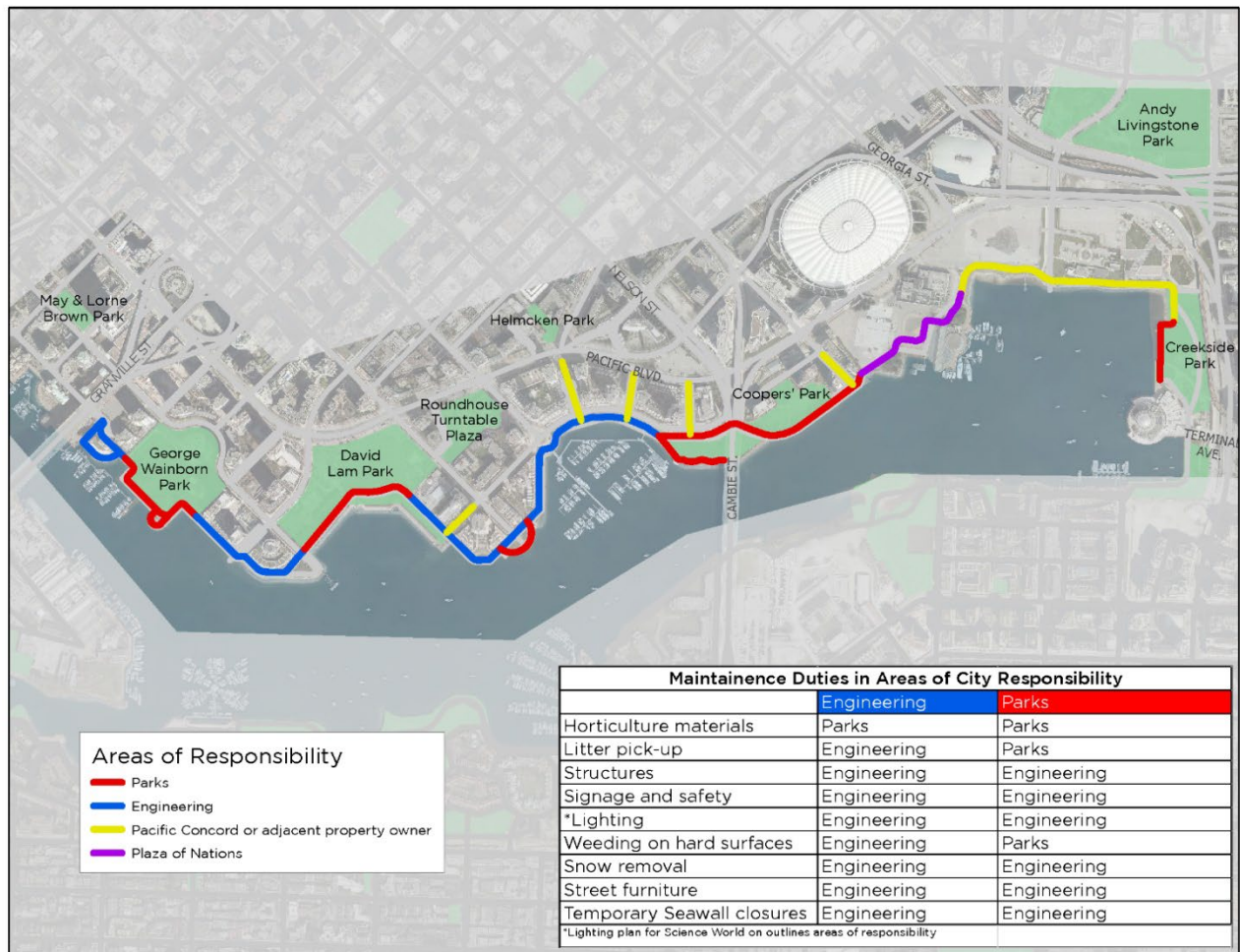












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**C.4 MAJOR MAINTENANCE MANAGEMENT DISTRICTS**

**C.4.1 STANLEY PARK Refer to Route Maps on Pages 21 - 24**

District Supervisor: Dane Lulic ph: 604-654-0770 c: 604-404-1143

District Superintendent: Kurt Bradford ph: 604 257-8527 C: 604 506-7065

Available equipment:

Loader w/ break-away plow: x7993, x7964 no breakaway plow

Class 5 1 ton dump w/ briner & plow: x7650

Heavy Pickup: x7583

Light Pickup: x7556, x7513, x7613, x7515, x7544, x7527

Ride-on Mower w/ snow fight attachments: x7867 ,x7895, and x7887

The clearing efforts of x7672 Construction Shop Class 4 Dump Truck with plow and salt spreader insert will be coordinated with loader x7993 and x7650 briner truck by the Construction Shop and Stanley Park Superintendents to suit conditions.

A)	Parking	Lots
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i) Primary Lots – clear 25% of spaces during initial treatment

2099 Beach Avenue parking lot

Aquarium parking lot

Stanley Park Brewing Co. parking lot

Pavilion parking lot

Prospect Point parking lot

Teahouse Restaurant parking lot

Miniature Train parking lot

RYVC parking lot

Stanley Park Service Yard

Vancouver Aquatic Centre parking lot

Totem Poles parking lot

31

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Central West parking lot

ii) Secondary Lots

Brockton Oval parking lot

Clear up to 50% of Primary lots

iii) Tertiary Lots

Clear remaining portion of Primary and Secondary lots

B) Sidewalks and Pathways

i) *Primary Sidewalks and Pathways*

Alexandra Park

Aquarium

Devonian Harbour Park

English Bay Beach

Morton Park

Pooh Corner Day Care Centre

Teahouse Restaurant

Stanley Park Brewing Co.

Stanley Park Pavilion

Stanley Park Prospect Point Cafe

Stanley Park Miniature Train Paths (during Bright Nights)

Stanley Park Seawall

Administration Bldg.

Totem Poles

Stanley Park Bus Loop to Aquarium

ii) Secondary Sidewalks and Pathways

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Brockton Oval

Pedestrian path from Ceperly Meadow to Devonian Harbour Park

iii) Tertiary Sidewalks and Pathways

Pedestrian overpass over Causeway (Lake Trail)

C) Stanley Park Bike Lanes

**C.4.2 DOWNTOWN PENINSULA and FALSE CREEK PARKS**

Refer to Route Maps on Pages 28 and 32

District Supervisor: Dane Lulic ph: 604-654-0770 c: 604-404-1143

District Superintendent: Mike Clarke ph: 604 257-8460 C: 604 787-9234

Available equipment:

Loader - no breakaway plow: x7948

Class 5 Hook lift bin truck w/ salter and plow: x7693

Utility Vehicle: x7840, x70343, x70368 (all electric)

Heavy Pickup: x7540, x7541, x7579, x5722, x7537, x7596

Light Pickup: x7503, x7535, x7534

Ride-on Mower w/ snow fight attachments: x7771

A) Parking Lots

i) Primary Lots – clear 25% of spaces during initial treatment

West End CC – access road to underground lot

Coal Harbour CC – access road to underground lot

Barclay Heritage Square both parking lots

Creekside CC access road

ii) Secondary Lots

33

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None

iii) Tertiary Lots

None

**B) Sidewalks and Pathways**

i) Primary Sidewalks and Pathways

Crew A	Crew B	Crew C
West End CC	Emery Barnes Park	Art Phillips Park
Barclay Heritage Square	George Wainborn Park	Cathedral Square
Nelson Park	Helmcken Park	Victory Square
Portal Park	May & Lorne Brown Park	Yaletown Park
Coopers Park	David Lam Park	Pioneer Square
		Roundhouse CC
		Rainbow Park

Crew D	Crew E	Crew F
Granville Loop Park	Andy Livingstone Park	Harbour Green Park
6th & Fir Park	Hinge Park	Portside (CRAB) Park
False Creek CC	Creekside CC	Coal Harbour CC
Sutcliffe Park	Dr. Sun Yat-Sen Park	Marina Square
Chocklit Park	Pocket Park	Cardero Park
Charleson Park	Science World	
Willow Park		
5th & Pine Park		

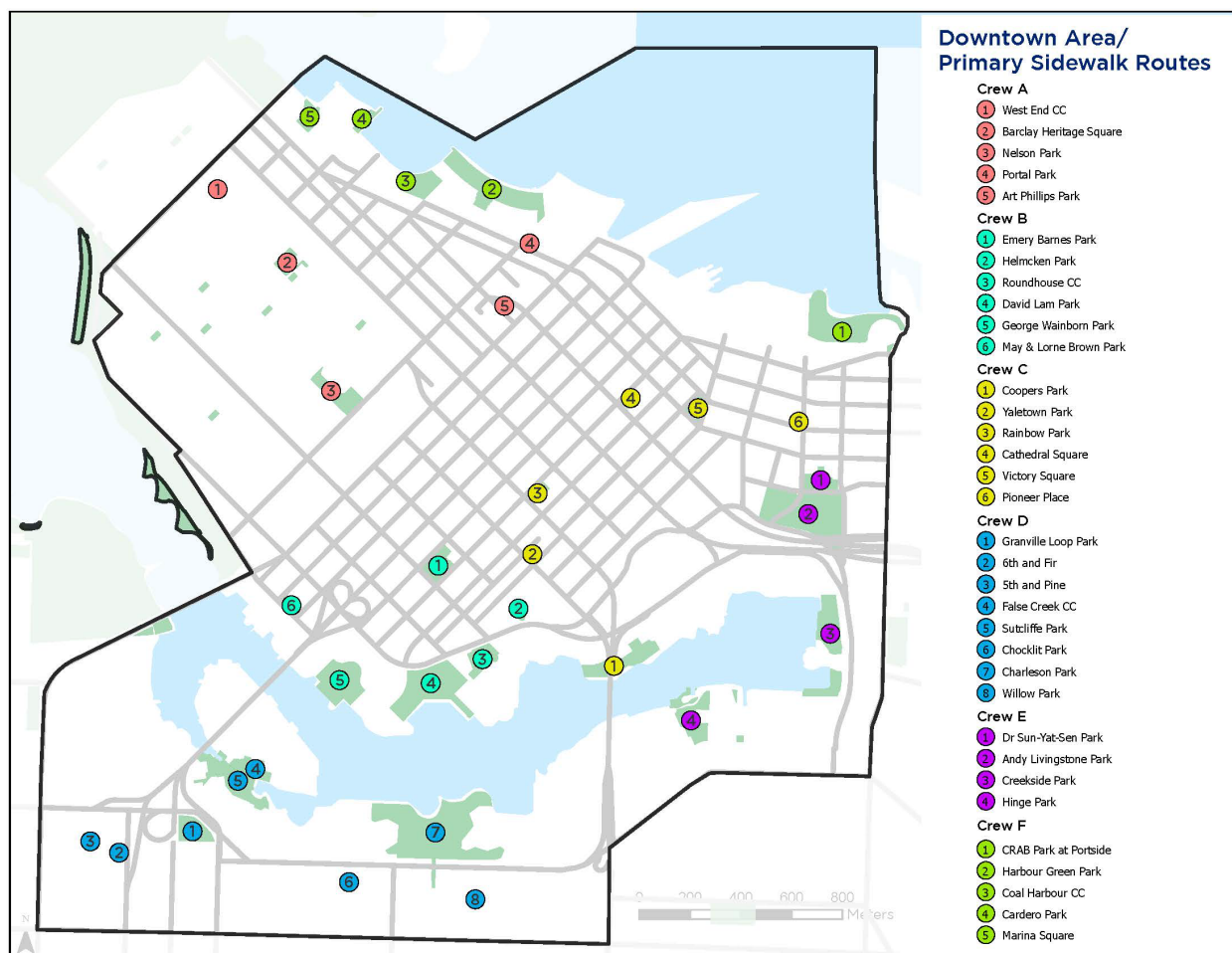
ii) Secondary Sidewalks and Pathways

None

iii) Tertiary Sidewalks and Pathways

None





#### C.4.3 NORTH AREA Refer to Route Map on Page 34

District Supervisor: John Odong ph. 604-654-0986 c. 604-968-6026

District Superintendent: James Warren ph. 604 257 8568 c. 604 307 4043

Available equipment:

Tractor Loader: x7970, x7759

1-Yard Class 4 Dump w/ briner and break-away plow: x7669

Single Axle/Class 7 Dump Truck w/ plow and salter: x7676

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Heavy Pickup: x7542, x7501, x7559, x7671, x7536, x7670

Light Pickup: x7518

Ride-on Mower w/ snow fight attachments: x7775, x7778, x7785

Walk-behind Snow Blowers: x12200, x70515

Power shovels x70855, x70856

#### Parking Lots

i) Priority Lots – clear 100%

Evans Yard staff parking lot as well as the secure lot inside fence.

ii) Primary Lots - clear 25% of spaces during initial treatment

Trout Lake CC

Renfrew CC Library

Renfrew CC West

Hastings CC

Ray Cam CC

Templeton CC

Hospice at Burrard View Park t

New Brighton Park including caretaker's driveway

Rupert Park including caretaker's driveway

Mount Pleasant Park

iii) Secondary Lots

Empire Fields lot on Hastings St.

Clear minimum 50% of all community centre parking lot spaces

iv) Tertiary Lots

Clear remaining portion of Primary and Secondary lots

#### B) Sidewalks and Pathways

i) *Primary Sidewalks and Pathways*

Crew A	Crew B	Crew C
Hastings CC	Thornton Park	Evans Yard Frontage
Empire Fields access to FH & WRs	Trillium Park	Trout Lake CC
Callister Park	Oppenheimer Park	Renfrew CC & Library access
Burrard View Park & Hospice	Raycam CC	Renfrew Ravine / German Plaza
New Brighton Park	Macleam Park	Slocan Park
McGill Park	Strathcona Linear Park	Cariboo Park
Trinity Park	Strathcona Park	Price Park
Oxford Park	Woodland Park	Carleton Park
Cambridge Park	Salsbury Park	Gaston Park
Pandora Park	Templeton CC	Melbourne Park
Clinton Park	Grandview Park	Aberdeen Park
Kaslow Park	Mosaic Park	Collingwood Park
Sunrise Park	Victoria Park	General Brock Park
Thunderbird Park	Garden Park	Brewers Park
Rupert Park	McSpadden Park	Glen Park
Adanac Park	Alice Townley Park	Prince Edward Park
	WC Shelley Park	Grimmett Park
	Cedar Cottage Park	Sun Hop Park
	China Creek South Park	Lilian To Park
	China Creek North Park	Mount Pleasant Park
	Carolina Street End	Tea Swamp Park
	Sahalli Park	Robson Park
	Guelph Park	McAuley Park
	Jonathan Rogers Park	Sunnyside Park
	Major Matthews Park	Clark Park

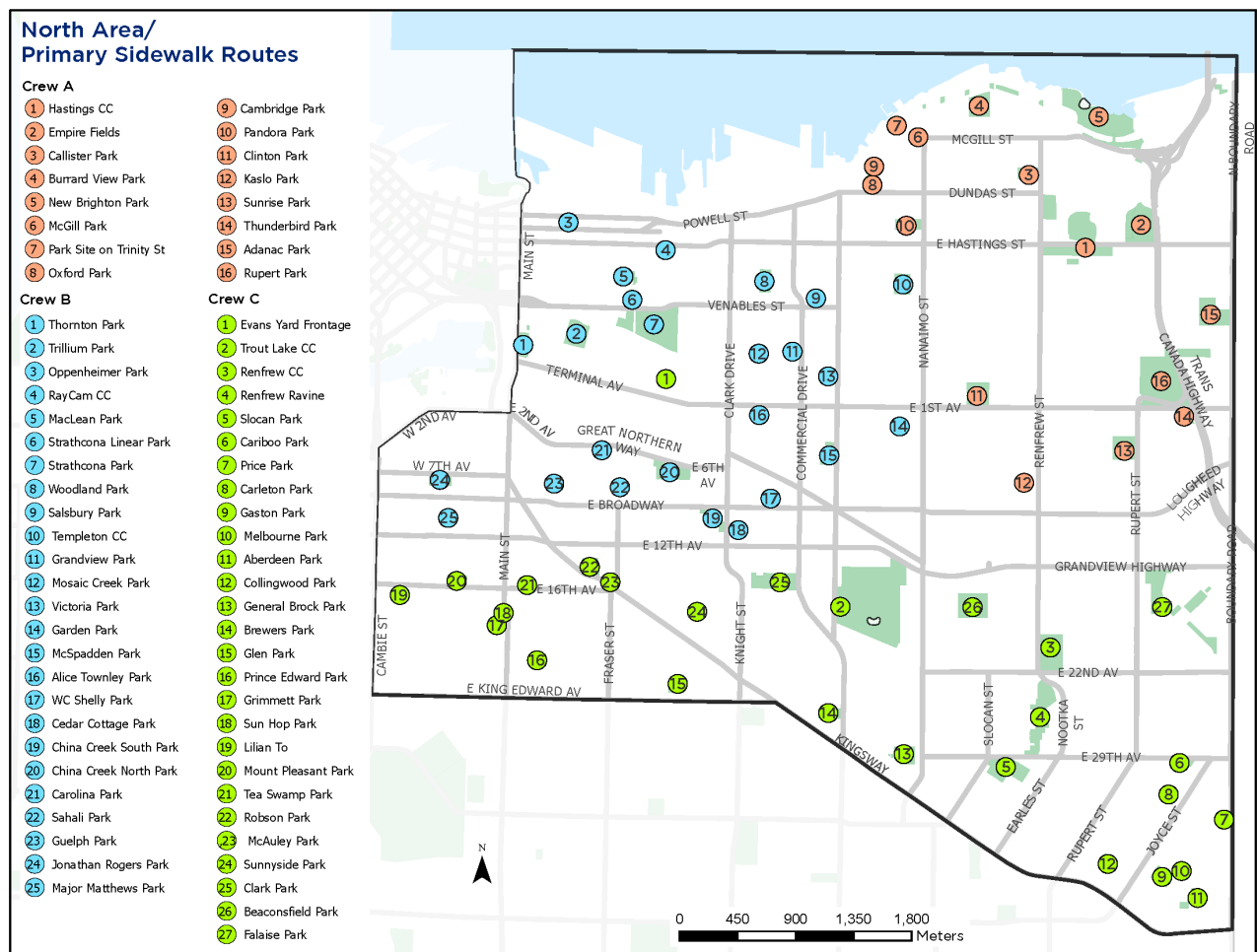
		Beaconsfield Park
		Falaise Park
		Gibby's Field

ii) Secondary Sidewalks and Pathways

None

iii) Tertiary Sidewalks and Pathways

None



#### C.4.4 SOUTH AREA Refer to Route Maps on Page 37

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District Supervisor: John Odong ph. 604-654-0986 c. 604-968-6026

District Superintendent: Michael Knoll ph. 604 257-8637 c. 604 671-9631

Available equipment:

Single Axle/Class 7 Dump Truck: x7600 (which is backup to x7676)

1 ton Dump Truck w/plow and salter: x7698

Heavy Pickup: x7598, x7550, x7557, x5777

Light Pickup: x7529, x7582, x5456, x7597

Ride-on Mower w/ snow fight attachments: x7772, x7777, x7783

A) Parking Lots (CREW A and B))

i) Primary Lots – clear 25% of spaces during initial treatment

CREW A

Hillcrest Complex

Entrance to Nat Bailey Stadium (Sat AM only for Farmer's Market)

Kensington Community Centre

Killarney Community Centre

Riley Park

CREW B

Sunset Community Centre & Rink

Champlain Community Centre

Oak Community Centre

Fraserview Boys and Girls Club

Everett Crowley Park

ii) Secondary Lots – clear 50% of spaces

CREW B

Moberly Hall

Memorial South

Clear up to 50% of Primary lots

39

iii) Tertiary Lots

CREW A

Fraser River Park

CREW B

Gladstone Park

CREW A and B

Clear remaining portions of Primary and Secondary lots

**B) Sidewalks and Pathways**

*i) Primary Sidewalks and Pathways*

(Crew C, D and E)

Crew C	Crew D	Crew E
Sunset CC and Park	Hillcrest CC/Park	Killarney CC/Park
Sunset Rink/Park	Kensington CC	Fraserview Boys' & Girls' Club
Sunset Service Yard	Riley Park	Kinross North Park
Oak CC and Park	Grays Park	Kinross Middle Park
Cambie Blvd. crossing sidewalks 41st – Marine Drive	Cambie Blvd. crossing 41st – King Edward	East Fraserlands Neighbourhood Park North &
Tisdal Park	Memorial South	Everett Crowley Park
Winona Park	Moberly Park	Kinross South Park
Ash Park	Ross Park	Bobolink Park
Eburne Park	Gordon Park	Nanaimo Park
Oak Meadows Park	Jones Park	Earls Park
Ebisu Park	Kingcrest Park	Norquay Park
Marpole South Park	MacDonald Park	Rosemont Park
William Mackie Park	Cartier Park	Captain Cook Park
Riverview Park	George Park	Sparwood Park
Shannon Park	Manitoba Yards	Riverfront Park
Cambie Park	South Van Yards	Humm Park walkthrough
Columbia Park		Tecumseh Park
Montgomery Park		Gladstone Park
Maple Grove Park		
McCleery Park		
Fraser River Park		

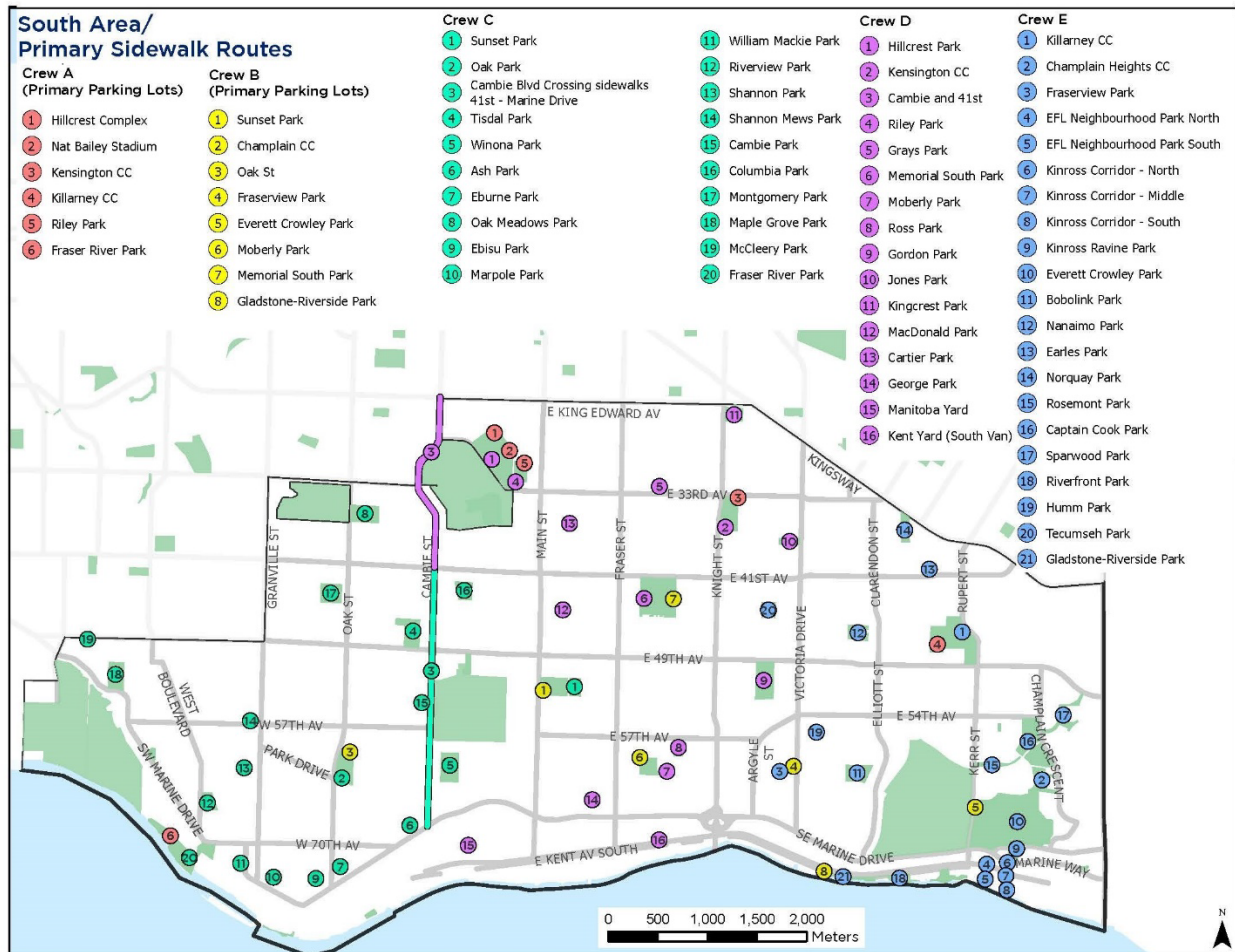
*ii) Secondary Sidewalks and Pathways*

None

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iii) Tertiary Sidewalks and Pathways

None



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**C.4.5 WEST AREA** Refer to Route Maps on Page 39

District Supervisor: John Odong ph. 604-257-0986 c. 604-968-6026

District Superintendent: Chuck Kaisla ph. 604-257-8374 c. 604 307-7859

Available equipment:

Tractor Loaders: x7997

1-Ton Class 5 Dump Truck: x7654 with plow and briner

1-Ton Class 5 Dump Truck: x7655 with plow and salter

Single Axle/Class 7 Dump Truck: x7690 (no plow/no salter insert)

Heavy Pickups: x7558, x7555, x7581, x7612, x7614, x7697, x5023, x5870

Light Pickups: x7601,

Ride-on Mower w/ snow fight attachments: x7773, x7802, x7770

**A) Parking Lots**

**i) Primary Lots – clear 25% of spaces during initial treatment**

Aberthau and West Point Grey CC

Jericho Hostel Lot

Brock House

Douglas Park CC

Dunbar CC

Kerrisdale CC & Ice Rink

Kits Beach Park - lot closest to the Boathouse Restaurant

Kitsilano CC

Quilchena Park driveway

Jericho Sailing Club

**ii) Secondary Lots**

Clear to 50% of Primary lots

**iii) Tertiary Lots**

42



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Clear remaining portion of Primary lots

B) Sidewalks and Pathways

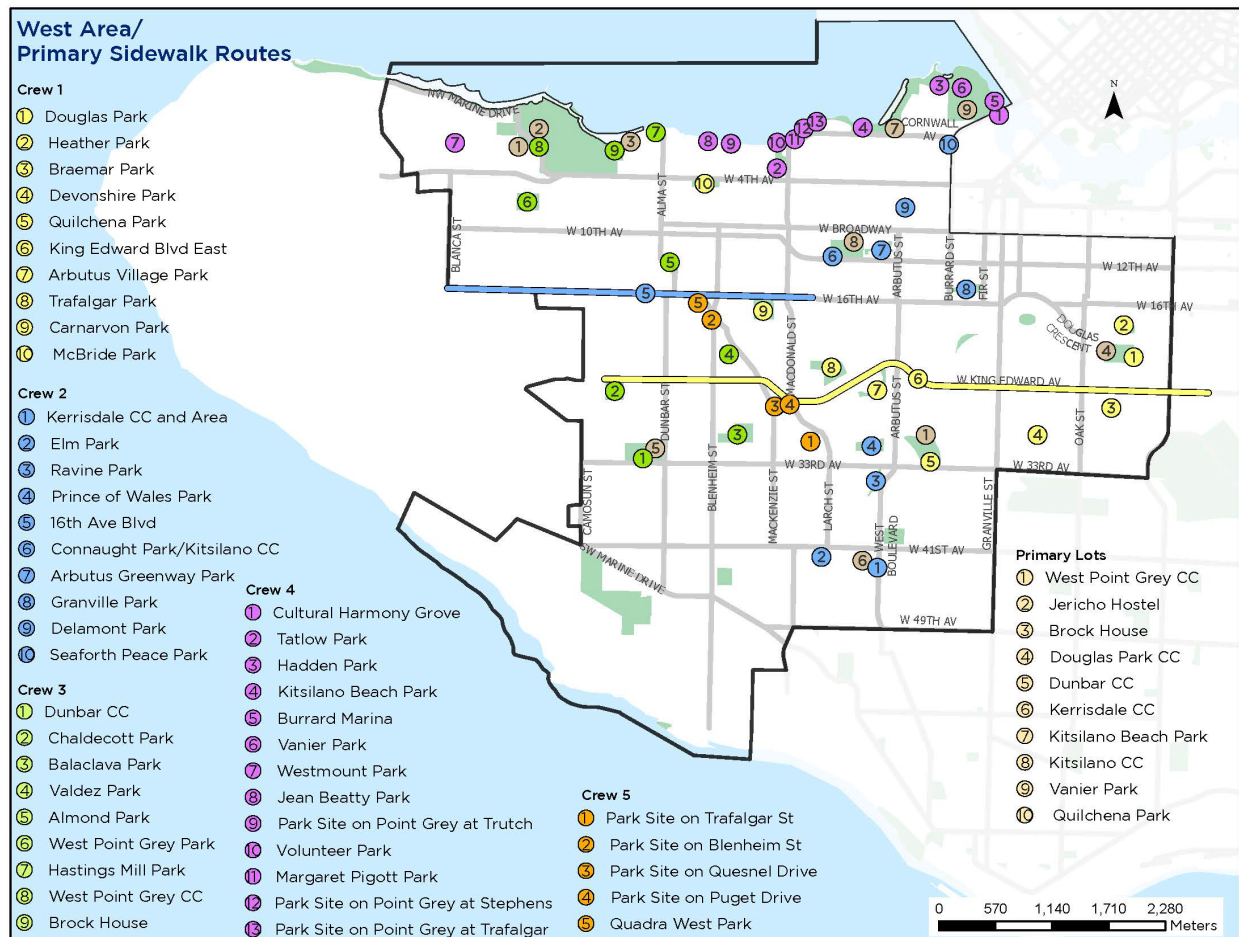
Primary Sidewalks and Pathways

Crew A	Crew B	Crew C	Crew D
Douglas Park	Kerrisdale CC	Seaforth Park	Almond extension
Heather Park	Kerrisdale Arena	Vanier Park	Park site on Trafalgar @31st
Braemar Park	Elm Park	Burrard Marina	Park site on Blenheim @19th
Devonshire Park	Dunbar CC/Memorial West Park	Kits Beach	Park site on Quesnel @27th
Granville Park	Chaldecott Park	Park site Pt Grey Rd	Park site on Puget
Connaught Park/Kits CC	Ravine Park	Waterfront mini parks	
Arbutus Greenway	Prince of Wales Park	Tatlow Park	
McBride Park	Quilchena Park	Hastings Mill	
WPG Park	Arbutus Village	Brock House	
Carnarvon Park	Balaclava Park	Aberthau/WPG CC	
Almond Park	Valdez Park	Westmount Park	
Trafalgar Park	Musqueam Park		
	Delamont Park		

ii) Secondary Sidewalks and Pathways

None

iii) Tertiary Sidewalks and Pathways None



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**C.4.6 GOLF COURSES**

Course Superintendents:

McCleery – John Cartlidge ph. 604-257-8353 c. 604-347-9523

Fraserview – Jarrod Oliver ph. 604-257-6917 c. 604-818-9963

Langara - Pete Rodrigues ph. 604-257-8350 c. 604-761-1720

Rupert Pitch & Putt – Jarrod Oliver ph. 604-257-6917 c. 604-818-9963

Queen Elizabeth Pitch & Putt - Pete Rodrigues ph. 604-257-8350 c. 604-761-1720

Stanley Park Pitch & Putt - John Cartlidge ph. 604-257-8353 c. 604-347-9523

Available equipment - Tractor Loaders:

Fraserview

Tractor/loader x7724

Ride-on Mower w/ snow fight attachments: x7885 – plow x15900 – salter x15953

Langara

Tractor/loader x7972

Ride-on Mower w/ snow fight attachments: x7879 – plow x7879 – salter x5956

McCleery

Tractor/loader x7520

Ride-on Mower w/ snow fight attachments: x7781 - plow x14117 - salter x15959

Perimeter and clubhouse sidewalks are of principal concern and are to be cleared first. Golf course snow clearing equipment and operators are available to assist at closest maintenance area priority sites.

Fraserview respond to snow and or ice as follows:

Plowing all snow clear of clubhouse parking lot. (We do our best to pile snow at the low end of slopes but is challenging in our tight space)

Plowing / shoveling all snow clear of all sidewalks and breezeway around clubhouse and pathway down to driving range building.

Plowing / shoveling all snow clear in our maintenance shop parkinglot.

Salting is applied via drop spreader on JD unit as well as by hand.

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**C.4.7 VANDUSEN BOTANICAL GARDEN**

Director: Ema Tanaka ph. 604-718-6218 c. 778 835-5655

Superintendent: Andrew Fleming ph. 604-257-8678 c. 604-202-5365

Site Supervisor (Trades): Buck Buchwald ph. 604-679-5566

Site Supervisor II: Shaun Longpre 778-233-9845

Available Equipment:

Tractor Loader: x7991 equipped with break-away plow

1-Yard Class 4 Dump Truck: x7661 (no plow/no salter insert)

Utility vehicles: x70171, x7825, x70193

Ride-on Mower w/ snow fight attachments: x7811

At the onset of snow fight at VanDusen, start with clearing and salting the service area in front of the garages. Next, clear and salt access to gate 6 and the staff parking area. Finally, clear and salt access to salt bin for ease of loading snow fight equipment.

Main parking lot\*, circular drive\*, perimeter sidewalks and entry plazas to main buildings are main concern.  
\*Main Parking Lot and Circular Driveway will be undertaken by Construction post QE cleaning as site loader deemed unable to adequately comply (as of Sept. 13, 2022)

Internal pathways/roads are secondary.

A) Parking Lots – clear 100% of spaces during initial treatment

Circular drive in front of Visitor Centre - Oak Street access

Main parking lot off W 37th Avenue

Internal service roads

B) Sidewalks and Pathways

i) Primary Sidewalks and Pathways

Park perimeter – W 37th Avenue, and Oak Street sidewalks

Internal pathways of Festival of Lights display area

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ii) Secondary Sidewalks and Pathways

Internal Garden pathways - remainder

C.4.8 QUEEN ELIZABETH PARK

Supervisor: Dane Lulic ph: 604-654-0770 c: 604-404-1143

Superintendent (acting): Tricia Meneghello (Act) ph: 604 257-8373, c: 604 355-2803

Available Equipment:

Ride-on Mower w/ snow fight attachments: x7881

Post QE Service Yard fire equipment replacements to be numbered:

A) Parking Lots

i) Primary Lots – clear 50% of spaces during initial treatment, working around parked cars

Seasons Restaurant Valet lot

QE Plaza Main parking lot (on top of Reservoir)

33rd & Cambie lot - west of Bloedel Conservatory

ii) Secondary Lots - clear 30% of spaces

QE Pitch & Putt parking lot

Internal service roads

iii) Tertiary Lots

Clear remaining portion of Primary Lots, then Secondary Lots

B) Pathways

i) Primary Sidewalks and Pathways

Access through QE Plaza Main Parking Lot (on top of reservoir) to Celebration Pavilion and Bloedel Conservatory entrance

Turnaround by Season's Restaurant to Bloedel Conservatory entrance

All park perimeter sidewalks (W. 29th Ave, Cambie St., Ontario St., Kersland Dr., W. 37th Ave)  
Bloedel Conservatory Service Road to lower Bloedel parking lot

ii) Secondary Sidewalks and Pathways Park Drive sidewalks (inside park)

Pathway from Service Yard/Pitch and Putt/Fieldhouse to Rose Garden, to upper QE Plaza main parking lot (on top of reservoir)

**C.5 FIELDHOUSES and STANDALONE WASHROOMS**

Scope of “Recreational Facility Area”: Live in caretakers (16 as of Spring 2025) and, in locations where there is no live in caretaker, Mobile Building Workers, will be responsible for daily treatment of 5' of snow/ice removal at all entrances/exits at fieldhouses during weather events with washrooms being the priority. Snow shovels, ice melter and ice cleats will be provided by the Park Experience Mobile Janitorial team to complete the tasks.

Perimeter paths and connecting walks are not Recreational Facility Areas, and will be the responsibility of ground maintenance crews (Neighbourhood Parks) to complete per the classification as Primary, Secondary, or Tertiary sidewalks.

Refer to Section B.7.2, and Section C.1.3 (a) (b) for further information.

**C.6 COMMUNITY CENTRES AND OTHER MAJOR FACILITIES**

The Community Centre Supervisor or a community centre or facility manager will arrange through Central Stores for the necessary supplies and tools to permit facility Building Service Workers (BSWs) and Utility Maintenance Workers (UMWs) to adequately treat snow and ice.

Scope of “Recreational Facility Area”: The facility site workers will be responsible for snow and ice treatment of pathways from the main entrance to the parking lot and to the perimeter sidewalk. They will also treat fire escape route stairs and pathways to the perimeter sidewalk(s) or fire marshaling zone(s). Accumulations of snow in these Recreational Facility Areas will be removed once a day.

Work Area	Primary Contact	Office Number	Cell Number	Alternate Contact	Office Number
<b>Community Centres &amp; Rinks</b>					
Britannia	Peter Odynsky	604-718-5820	604-354-4428		604-718-5800

Champlain Heights	Grant Matsuda	604-718-6582	604-348-6901	Reception Front Desk	604-718-6575
Coal Harbour	Debbie Barber	604-257-8329	604-773-8592		604-718-8222
Creekside	Jennifer Swan	604-257-3052	604-512-4574		604-257-3050
Douglas Park	Jody Gunderson	604-257-8433	604-315-1541		604-257-8130
Dunbar	Kristi Douglas	604-222-6055	604-354-5884		604-222-6060
False Creek	Marian Gardner	604-257-8197	604-345-2695		604-257-8195
Hastings	Paul Biln	604-718-6227	604-830-5893		604-718-6222
Hillcrest	Lily Dong	604-257-8322	604-377-6483		604-257-8680
Kensington	Michael Herrin	604-718-6206	604-830-3489		604-718-6228
Kerrisdale	Ian Broadbent	604-257-8118	604-376-0732		604-257-8100
Killarney	Silvia Laforges	604-718-8209	604-358-3325		604-718-8222
Marpole-Oakridge	Patrick McCarthy	604-257-8177	604-353-9510		604-257-8180
Mount Pleasant	Lorelei Lauten	604-257-3070	604-679-0197		604-257-3080
RayCam	Kate Hodgson	604-257-6941	604-351-9386		604-257-6949
Renfrew Park	Suzanne Liddle	604-257-8386	604-345-2695		604-257-8388
Roundhouse	Kathryn Sweetapple	604-713-1804	604-345-0487		604-713-1800
Strathcona	Karen Chow	604-713-1841	604-379-0624		604-713-1838
Sunset	Joe Wong	604-718-6510	604-404-0547		604-718-6505

Thunderbird	Eric Yu	604-713-1821	604-404-9774		604-713-1832
Trout Lake	Margo Dannel	604-257-6960	604-345-1854		604-257-6955
West End/ Barclay Manor	Debbie Barber	604-257-8329	604-773-8592		604-257-8333
West Point Grey	Eric Bagnall	604-257-8161	778-957-6897		604-257-8140
Swimming Pools (stand alone) Reception Desk					
Lord Byng	William Quinn	604-222-6092	604-222-6090	Tony Syskakis	Cell. 604-754-0605
Templeton	Shannon Antunes	604-718-6254	604-718-6252	Paul Biln	Cell. 604-830-5893
Vancouver Aquatic Centre	Denise Yeh	604-665-3419	604-665-3400	Tony Syskakis	Cell. 604-754-0605

### **C.7 PARK BOARD AND SCHOOL BOARD SHARED FACILITIES**

Strathcona Community Centre and Thunderbird Community Centre are facilities maintained by Vancouver School Board (VSB) staff. The recreation personnel are Park Board employees that are not responsible for maintenance.

Scope of "Recreational Facility Area": VSB staff at these facilities are responsible for snow and ice treatment on the access pathways to the schools adjacent to these shared facilities. Accumulations of snow in these Recreational Facility Areas will be removed once a day.

Work Area	Primary Contact	Office Number	Cell Number	Alternate Contact	Office Number
<b>Park Board &amp; School Board Shared Facilities</b>					
Strathcona	Karen Chow	604-713-1841		Reception Desk	604-713-1838
Thunderbird	Eric Yu	604-713-1821			604-713-1832



### **C.8 SNOW LOADING/ROOF SNOW REMOVAL**

Except as noted otherwise in this section, (i.e. roof drains) personnel are not to remove snow from roofs without the prior approval of the Manager of Building Maintenance: Catriona Hardie ph. 604-257-8518 c. 604-417-0611

NOTE: Appropriate safety training is required prior to removing snow from a roof.

## **D. PERSONNEL**

### **D.1 KEY AREA CONTACTS**

Enquiries regarding sanding, salting, plowing and all other aspects of snow and ice responses for the following areas may be directed to the key personnel listed below:

Work Area	Primary Contact	Office Number	Cell Number	Alternate Contact	Office Number	Cell Number
<b>Primary Roads</b>						
Q.E Park Drive Stanley Park Drive/Pipeline Road Vanier Park/Burrard Marina Jericho Yard Drive Evans Service Yard	Brad Smith	604-257-8565	604-787-8561	Joe Rukavina	604-257-8565	604-345-3957
<b>Evans Yard</b>						
Evans Service Yard	Brad Smith	604-257-8565	604-787-8561	Joe Rukavina	604-257-8565	604-345-3957
<b>Park Areas</b>						
Stanley Park	Kurt Bradford	604 257-8527	604-506-7065	Clare Patterson	604-257-8527	604 690-4386
Downtown Peninsula and False Creek	Mike Clarke	604-257-8460	604-787-9234	Shane McMillan		604 307-6245
North Area	James Warren	604-257-8568	604 307-4043	Brendan Quinn	604 257-8568 604 802-2530	

South Area	Michael Knoll		604-671-9631	Kurtis Thomas	604-257-8637	604-834-6717
West Area	Chuck Kaisla	604-257-8374	604-307-7859	Rob Sims	604-257-8374	604 376-5800
Supervisor, North, South and West Area	John Odong	604-257-0986	604-968-6026			
VanDusen Botanical Garden	Andrew Fleming	604-257-8678	604-202-5365			
Queen Elizabeth Park	Tricia Meneghello	604 257-8373	604 355-2803	Natie Hayton (Act)	604-257-8373	604 346-9119
<b>Golf Courses</b>						
McCleery	John Cartlidge	604-257-8353	604-347-9523	Duncan Langridge	604-257-8353	604-970-1113
Fraserview	Jarrold Oliver	604-257-6917	604-818-9963	Mike Swain	604-257-6917	604-353-9410
Langara	Pete Rodrigues	604-257-8350	604-761-1720	Jon Thomas	604-257-8350	604 209-7143
Rupert Pitch & Putt	Jarrold Oliver	604-257-6917	604-818-9963	Rob Ruff	604-257-6917	604-836-3013
Queen Elizabeth Pitch & Putt	Pete Rodrigues	604-257-8350	604-761-1720	Nick Lulic	604-257-8350	778-968-2151
Field Houses						
City Wide Services	Rob Teixeira	Use cell #	778-955-4960			
	Jamie Cole	Use cell #	604-353-2117			
<b>Operational Support</b>						
Park Board Stores		604-257-8553				
Fleet Supervisor	Carla Grimann	604-257-8588	604-353-9304	Dan Kelly	604-257-8523	604-861-3726

Mechanic's Shop Evans Yard	Brian Davies	604-257-8612				
Park Rangers	Darren Trach	604-404-3011		Rob Teixeira		778-955-4960

## **D.2 MANAGEMENT PERSONNEL CONTACTS**

Should you have a concern regarding service within or regarding a specific area, first call the applicable Key Area Contact listed in table D.1 on previous page. If you cannot reach the Key Area Contact, call the following management personnel at any time:

Area	Management Contact	Title	Office Number	Cell Number	Home Number
<b>Evans Yard</b>					
Park Board Buildings & Structures Maintenance	Ray Augustine	Supervisor, (PB) Buildings & Structures Maintenance	604-257-8520	604-328-0553	
<b>Park Areas</b>					
Stanley Park	Dane Lulic	Supervisor, Destination & Downtown Parks and Beaches	604-654-0770	604-404-1143	
Downtown Peninsula and False Creek	Dane Lulic	Supervisor, Destination & Downtown Parks and Beaches	604-654-0770	604-404-1143	
North Area	John Odong	Supervisor, North, South and West Areas	604-257-8522	604-968-6026	
South Area	John Odong	Supervisor, North, South and West Areas	604-257-8522	604-968-6026	
West Area	John Odong	Supervisor, North, South and West Areas	604-257-8522	604-968-6026	
VanDusen Botanical Garden	Ema Tanaka	Director, VanDusen & Bloedel	604-718-6218	778-835-5655	
Queen Elizabeth Park	Dane Lulic	Supervisor, Destination & Downtown Parks and Beaches	604-654-0770	604-404-1143	
<b>Golf Courses and Field Houses</b>					
McCleery, Fraserview, Langara	Dennis Luick	Supervisor, Golf Operations	Use cell #	604-374-8920	Use cell #

Rupert P&P, QE P&P					
Field Houses	Darren Trach	Supervisor, Park Experience	Use cell #	604-404-3011	Use cell #
<b>Operational Support</b>					
Fleet and Small Equipment	Carla Grimann	Fleet Supervisor	604-257-8588	604-353-9304	
Fleet and Small Equipment	Dan Kelly	Supervisor of Small Equipment	604-257-8523	604-861-3726	
Park Board Stores		Storekeeper II	604-257-8553		
<b>Management Contacts</b>					
Park Operations Director	Amit Gandha	Director Parks	604-257-8660	604-358-8843	
Sports Fields, Irrigation, Street Horticulture, Golf Operations	Jeff MacLean	Manager, Park Operations	604-374-8920	604-374-8920	
Major Maintenance, Rangers, Park Experience, SP Train	Darren Peterson	Manager, Park Operations	604-257-8596	604-351-1145	604-737-8337
Downtown Parks & Beaches, QE Park/Bloedel	Catherine Davidson	Manager, Park Operations	604 871-6459	604 319-7131	
Urban Forestry, Fleet	Joe McLeod	Manager, Park Operations	604-257-8580	604-353-9122	
Real Estate and Facilities Management	Dennis Leung	Director, Facilities Operations	604-654-0969	604-968-7830	
Real Estate and Facilities Management	Catriona Hardie	Manager, Building Maintenance	604-257-8518	604-417-0611	

**D.3 PHONE NUMBERS OTHER THAN PARK BOARD  
WEATHER INFORMATION**

Vancouver City Weather Recorded Forecasts 604-664-9010

General Weather Information 604-664-9033

[https://weather.gc.ca/city/pages/bc-74\\_metric\\_e.html](https://weather.gc.ca/city/pages/bc-74_metric_e.html)

**POLICE DEPARTMENT**

Vancouver Police Dept. - Traffic Division (reg hours) 604-717-2997  
Duty Officer (24 hours) 604-868-5555  
Stanley Park (Mounted Squad) 604-717-2775

**COMMUNITY CENTRES**

Britannia Community Centre 604-253-4391  
Dr. Sun-Yat-Sen Classical Chinese Garden 604-662-3207

MILLER CAPILANO CONTRACTING – Stanley Park Causeway maintenance

Lions Gate Communications Centre (24 hrs.) Ph. 604-527-2124

**D.4 ENGINEERING – Key Contact Information**

2020 Engineering Services Organization Charts:

<http://citywire.city.vancouver.bc.ca/engsvcs/theworks/branches/pdf/EngOrgChart.pdf>

<b>Name</b>	<b>Title</b>	<b>Telephone</b>
<b>Emergency Services</b>	In event of an EMERGENCY - CALL 9-1-1	
<b>Vancouver Police Department</b>	Non-Emergency Line	604717.3321
<b>Vancouver Fire and Rescue</b>	Non-Emergency Line	604215.4842
<b>British Columbia Ambulance</b>	Non-Emergency Line	604872.5151
<b>Operations Services Branch</b>	Nat'l, Kent, Manitoba Yards Administration	
<b>Ozzie Lepore</b>	Associate Director	604790.3085
<b>Maureen Keremidschieff</b>	Manager	604355.9476
<b>Street Operations</b>	National Yard Dispatch (24 hrs)	604829.4299
	Weather Response Centre	604673.8196
<b>Baynham, Calum</b>	Branch Manager	604871.6770
<b>Durnford, Jack</b>	Superintendent II: Construction	604871.6771

<b>Clark, Rick</b>	Superintendent II: Services	604871.6764
<b>Postma, Steffen</b>	Superintendent II: Maintenance	604871.6896
<b>Todd, Blair</b>	Superintendent II: Regulatory Compliance, Training & Flex Ops	604871.6416
<b>Afonso, Gary</b>	Superintendent I: Civil Electrical	604871.6760
<b>Bellec, Dominic</b>	Superintendent I: Flex Operations	604871.6772
<b>Biagini, Marco</b>	Superintendent I: Bridges and Urban Issues	604673.8028
<b>Ceolin, Mauro</b>	Superintendent I: Concrete Construction	604871.6754
<b>Barbosa, Paul</b>	Superintendent I: Asphalt Maintenance	604326.4665
<b>Field, Tyler</b>	Superintendent I: Trucks	604871.6989
<b>Bailey, Dan</b>	Superintendent I: Equipment	604871.6835
<b>Forsyth, Darryl</b>	Superintendent I: Asphalt Construction	604871.6748
<b>Khan, Hussain</b>	Superintendent I: General Maintenance	604871.6753
<b>Gurniak, Dan</b>	Superintendent I: Weather Readiness and Response	604829.9889
<b>Vistaunet, Bill</b>	Superintendent I: Concrete Cuts	604871.6759
<b>Gahan, Colleen</b>	Superintendent I: Cuts, Utilities, and Administration	604871.6769
<b>Wightman, Chris</b>	Superintendent I: Concrete Maintenance	604871.6646
<b>Suarez, Joseph</b>	Equipment Supervisor	604871.6757
<b>Macedo, Luis</b>	Snow Equipment Coordinator	778955.5845
<b>Lee, Randal</b>	Data Analyst	604871.6494
<b>Sandhu, David</b>	Data Analyst	604871.6959
<b>Sanitation Services</b>		
<b>Zupan, Mike</b>	Branch Manager	604326.4706
<b>Heeps, Jim</b>	Superintendent II: Street Cleaning	604326.4705
<b>Hogan, Paul</b>	Superintendent II: Street Cleaning - Day Shift (Mon-Fri)	604326.4722
<b>McMillan, Tim</b>	Superintendent II: Collections (Mon-Fri)	604326.4708
<b>Baillie, Matt</b>	Superintendent I: Collections (Mon-Fri)	604326.4726
<b>Chapman, Evan</b>	Superintendent I: Equipment & Daytime Street Cleaning	604326.4840
<b>Cheema, Hardip</b>	Superintendent I: Street Cleaning Nights (Wed-Sat)	604326.4635
<b>Chima, Parvinder</b>	Superintendent I: Street Cleaning Afternoons (Sun-Wed)	604326.4635

<b>Clark, Rick</b>	Superintendent I: Street Cleaning Afternoon (Wed-Sat)	604326.4635
<b>Deleo, Leo</b>	Superintendent I: Street Cleaning Nights (Sun-Wed)	604326.4605
<b>?</b>	Superintendent I: Street Cleaning	604326.4717
<b>Civic Engagement &amp; Communications</b>		
<b>Tait, Godfrey</b>	Associate Director Communications: Parks	604829.2058
<b>Domes, Krystyna</b>	Communications Manager: Engineering	604326.4834
<b>Contact Centre – 3-1-1</b>	Call Centre	604873.7000
<b>Traer, Richard</b>	Manager	604829.4302
<b>3-1-1 Duty Supervisor</b>		604829.4220
<b>Fleet &amp; Manufacturing Services</b>	Control Centre – Manitoba Yard & Afterhour Contact	604326.4848
	Control Centre – National Yard	604871.6797
<b>Aramini, Joe</b>	Associate Director	604326.4736
Superintendent III: Shop Operations Manitoba Yard		
<b>Bevilaqua, Sergio</b>	A/Superintendent III: Shops/Garage Operations Manitoba Yard	604326.4721
<b>Pezzolesi, John</b>	A/Superintendent III: Garage National Yard- Day Shift	604317.4016
<b>Shergill, Mandeep</b>	Superintendent I: Garage Manitoba Yard - Day Shift	604379.4919
<b>Stouten, Chris</b>	Superintendent I: Shops Manitoba Yard- Afternoons	604326.4769
<b>Jawanda, Hardeep</b>	A/Superintendent I: Manitoba Yard -Day Shift	604326.4885
<b>Kent Yard Operations</b>		
<b>Markovic, Jeff</b>	Branch Manager	604673.8013
<b>Frederickson, Kevin</b>	Superintendent I	604673.8016
<b>Cronin, Jan</b>	Data & Operations Specialist	604673.8012

Yue, Kit	Facility Clerk	604673.8015
<b>Parking Enforcement</b>		
Mogerman, Om	Associate Director	604257.8717
Ng, Hon	Superintendent II	604257.2413
DeSanti, Mark (Ops)	Superintendent II	604871.6957
Cho, Gary	Superintendent I	604257.2415
Ng III, Augusto (John-John)	Superintendent I	604257.2416
Cheung, David	Superintendent I	604257.2417
Baker, Craig	Superintendent I	604257.2418
Yu, Trevor (Ops)	Superintendent I (T)	604257.8754
<b>Park Board</b>		
Gandha, Amit	Director	604654.0781
McLean, Jeff	Assoc. Director: Park Operations – Neigh. Parks/Golf	604257.8596
Peterson, Darren	Assoc. Director: Park Operations – Park Exp/PBBS&M	604257.8602
McLeod, Joe	Assoc. Director: Park Operations – Urban Forestry	604257.8474
Catherine Davidson	Assoc. Director: Park Operations - Dest. Pks/Beaches	604829.2087
Odong, John	Supervisor Neighbourhood Parks	604257.0906
Lulic, Dane	Supervisor Destination & Downtown Parks and Beaches	604654.0770
Mike Knoll	Superintendent: Neighbourhood Parks South	604257.8637
James Warren	Superintendent: Neighbourhood Parks North	604257.8568
Mike Clarke	Superintendent: Park Operations West	604257.8374
Chuck Kaisla	Superintendent: Downtown Parks & Beaches	604257.8374
Kurt Bradford	Superintendent: Stanley Park	60425.78637
Tricia Meneghello, Acting	Queen Elizabeth	604257.8373
Grimann, Carla	Fleet Supervisor	604257.8588
<b>Real Estate &amp; Facilities Management</b>		



<b>MacKay, Gordon</b>	Manager: Property Acquisition, Leasing & Strategic Projects	604871.6617
<b>Sung, Carvan</b>	Property Negotiator Supervisor	604871.6854
<b>Beveridge, Justin</b>	Property Negotiator II	604873.7409
<b>Sewer Operations</b>	Dispatch	604326.4681
<b>Dhillon, Norm</b>	Branch Manager	604326.4689
<b>Ciccone, Christopher</b>	Superintendent II: Connections	604326.4688
<b>Rob Grieco</b>	Superintendent II: Construction	604763.8648
<b>Todd, Bruce</b>	Superintendent II: Maintenance	604326.4686
<b>Foster, Rod</b>	Superintendent I: Maintenance/Service Lines	604326.4692
<b>Jackson, Dave</b>	Superintendent I: Maintenance	604326.4858
<b>Hayre, Riz</b>	Administration Manager	604326.4695
<b>MacCubbin, Christopher</b>	Superintendent I: Connections	604326.4611
<b>Lumagbas, Cristito</b>	Superintendent I: Construction	604326.4859
<b>Pizzolato, Lorenzo</b>	Superintendent I: Construction	604326.4847
<b>Hadden, Wendy (RTW)</b>	Superintendent I: Return to Work	604655.4195
<b>Toop, Dan</b>	Superintendent I: Construction	604326.4742
<b>Bowling, Jordin</b>	Equipment Coordinator	604326.4825
<b>Cacos, Darlene</b>	Superintendent I	604326.4654
<b>Traffic &amp; Data Management</b>		
<b>Chou, Winton</b>	Manager	604873.7913
<b>Nowak, Greg</b>	Project Manager	604873.7182
<b>Traffic &amp; Electrical Operations &amp; Design</b>		
	National Yard Dispatch (24 hrs)	604.829.4299
<b>Epa, Duminda</b>	Branch Manager	604871.6686
<b>Collins, Jimmie</b>	Superintendent II: Traffic Operations and Administration	604871.6204
<b>Sandhu, Bhapinder</b>	Superintendent I: Traffic Operations	604829.4305

<b>Birdi, Narinder</b>	Administration Manger	604871.6743
<b>Bethell, Jason</b>	Business Support Manager	604871.6095
<b>Lowry, Stephen</b>	Superintendent II: Electrical Operations	604871.6768
<b>Pulgar, Armando</b>	Superintendent I: Traffic Signals Operations	604871.6207
<b>Keen, Geoffrey</b>	Superintendent I: Cable Communications and Shifts	604871.6784
<b>Perkins, Dustin</b>	Superintendent I: Street Lighting	604871.6358
<b>Jerkovic, Milos</b>	Section Head, Electrical Design	604871.6171
<b>Waterworks Operations</b>	Dispatch	604326.4681
<b>Sydenham, Derek</b>	Manager	604218.2846
<b>Mike Mocharski</b>	Construction 1002 & 1096	604326.4650
<b>Irvine, Michael</b>	Capital -: Connections & Repairs, Construction	604326.4804
<b>Novak, Richard</b>	Safety, Support Services, Budget	604326.4801
<b>Brett Willis</b>	Connections & Repairs	604326.4815
<b>Brach, Jas</b>	A/Field Support, Equip, Meters, Systems Control, Hydrants&Valves,DFPS	604326.4802
<b>Roneel Kumar</b>	Construction 1001 & 1002	604326.4809
<b>Narayan, Vince</b>	Meter Sho/Trades &DFPS	604326.4832
<b>Mike Heitzman</b>	Field Support, Equipment, Leaks	604326.4629
<b>Tina Hendricks</b>	Administration Manager	604326.4809
<b>Erwin Ali</b>	System Control, Hydrants, Valves	604326.4816
<b>External Stakeholders</b>	Stakeholder Information	
<b>Canco Cranes &amp; Equipment</b>	Salter hoist servicing	604988.1181
<b>Coast Mountain Bus Company</b>	Transit Communication Centre (TCOMM – regular ops)	778593.5525
	Snow / Special Event Desk	778593.5538
	Duty Manager	778593.5588
<b>HandyDart – Translink</b>	Ron Graves – Manager, Operations	604575.6616
	Clayton Slight	778375.6577
	Claire Hillman	604218.6576
<b>Lafarge</b>	Salt supplier – Jon Farrell, Operations Manager	604345.7146

<b>Mainland</b>	Salt supplier – Marc Gibson, Manager – Mainroad	587227.2566
	Dispatch - #5 Road Richmond Quarry - Mainland	604882.6090
<b>Mainroad</b>	Maintenance Contractor – Oak Street Bridge; Knight Street Bridge; University Endowment Lands	604271.0337
<b>Miller Capilano</b>	Maintenance Contractor – Iron Workers Memorial Bridge; Lions Gate Bridge; Stanley Park Causeway	866918.1010
<b>Vancouver School Board</b>	Patricia MacNeil – Director, Communications	604713.5213
	General Inquiries	604713.5500
<b>Vancouver School Board</b>	Jessie Gresley-Jones Executive Director of Facilities	604836.2817
<b>Weathernet</b>	Forecast service <a href="http://www.nw-weather.net">www.nw-weather.net</a>	800937.8676
<b>YVR Airport Authority</b>	Maintenance Contractor – Arthur Liang Bridge	604276.6772
		After hours contact Richmond RCMP

**APPENDIX 1 PARK BOARD SNOW & ICE TREATMENT POLICY** Under Development TBD 2026

**APPENDIX 2 MOBILE EQUIPMENT OPERATORS POOL REGULATIONS**

SCHEDULE "E"

This is Schedule "E" referred to in  
Clause 24 of this Agreement

LETTER OF UNDERSTANDING

Between

THE CITY OF VANCOUVER PARKS BOARD  
(hereinafter called "the Employer")

and the

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CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 1004  
(hereinafter called "the Union")

#### **EQUIPMENT OPERATOR POOL PROCEDURES**

The Employer and the Union agree that the Mobile Equipment Operators' Pool shall operate on the following basis:

A committee, composed of three (3) Union appointees and three (3) appointees by the General Manager, Board of Parks and Recreation, shall resolve issues pertaining to the Equipment Operators' Pool.

The committee shall hold a regular meeting in the last two weeks of February, on a date, and at a time convenient to committee members.

If a posted Operator's piece of equipment is out of service, the Operator may bump the most junior non-posted Operator in an equipment type of the employee's choice in the pool for which the posted Operator is qualified. (Bumping may only occur laterally or downward.)

The Operator positions not posted will be filled as follows:

Employees who do not have posted positions will be given the opportunity at the beginning of the year to apply to operate or to apply to qualify to operate equipment in the category (class) of their preference.

Once the assignments have been made, the Operators will remain on the equipment they have been assigned from April 01 to September 30, inclusive, or such earlier date that the equipment is no longer in use.

From October 01 to March 31, all Operators without regular full-time postings will be placed on a Spare Board in order of seniority, in accordance with (f) below, at their work location as defined in Appendix A and will be assigned equipment or trucks as they become available for service.

When assigned pool equipment is out of service, the assigned Operator will be placed on the Spare Board in the Operator's work location as defined in Appendix "A", in order of seniority Operators regularly posted to equipment will not be on the Spare Board for pool equipment.

If trucks or equipment are not available, the employees will be given other work as Labourers or other available classifications as determined by the Supervisor. These employees will retain their Operator rates

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of pay for a period of ten (10) working days pursuant to Clause 9.6.

Spare lists for all equipment by equipment type and by seniority of employees will be maintained.

The Operators on the Spare Board may be assigned equipment or trucks which they are qualified to operate at their work location which are without Operators due to short term absences (i.e., illness, vacation, etc.) by seniority.

Where approved leave of more than one (1) day is pre-scheduled and advance notice of at least five (5) days has been provided, the Parks Board shall fill the vacancy for the period of the absence from the work location.

Absences that are unscheduled may be filled from the specific work site for the first five (5) days and then will be filled from the work location as per Appendix A.

Where equipment is hired without an operator to replace equipment that is out of service, the Operator whose equipment has been replaced will operate the hired equipment.

Where equipment is hired without an operator to augment the existing fleet or equipment in the pool, the senior qualified Operator on the Spare Board will be assigned to the equipment.

The Trucks and Chippers and the Boom Trucks and Chippers used in Arboriculture will not be part of the Equipment Operator Pool.

The Equipment Operator Pool Committee may recommend to the General Manager specific pieces of equipment that the Committee believes should be posted on a year-round basis.

#### Training

Equipment Operators can apply to be trained to operate other types of equipment in their classification or in a higher classification. This request shall be submitted at the beginning of each year when the application for equipment operating qualification is submitted (as per item 4(a)). Training opportunities will be offered to those who have requested training in the order of their seniority.

This Letter shall remain in full force and effect until 1993 December 31 and shall continue thereafter until the expiry of ninety (90) days' written notice provided by either the Union or the Employer wishing to cancel the Letter.

ON BEHALF OF THE EMPLOYER:

ON BEHALF OF THE UNION:

---

"Paul Mochrie"

"Meena Brisard"

"Bill Harding"

"Mike Jackson"

## APPENDIX "A"

### WORK LOCATIONS: WORK SITES:

- |   |                                       |                                     |  |  |
|---|---------------------------------------|-------------------------------------|--|--|
| A | Sunset Service Yard                   | Sunset Service Yard                 |  |  |
|   | Jericho Service Yard                  | Jericho Service Yard                |  |  |
|   | Stanley Park Service Yard             | Stanley Park Service Yard           |  |  |
|   | Evans Service Yard                    | Evans Service Yard                  |  |  |
|   | Queen Elizabeth Service Centre        | Queen Elizabeth Service Centre      |  |  |
|   | VanDusen Gardens Service Centre       |                                     |  |  |
| B | VanDusen Gardens Service Centre       | Langara Golf Course Service Centre  |  |  |
|   | Fraserview Golf Course Service Centre |                                     |  |  |
| C | Langara Golf Course Service Centre    | McCleery Golf Course Service Centre |  |  |
|   | Fraserview Golf Course Service Centre |                                     |  |  |
|   | McCleery Golf Course Service Centre   |                                     |  |  |

### APPENDIX 3 STANLEYARK CAUSEWAY AGREEMENT

Extract Dated July 12, 1999

Below is reproduced Section 7.2 of the "Stanley Park Causeway Agreement" dated July 12, 1999. In this section are specified the respective obligations of the B.C. Transportation Financing Authority (BCTFA) and the Vancouver Park Board with regards to maintenance of the surface features along the causeway right-of-way:

#### 7.2 MAINTENANCE OBLIGATIONS

As at the times and in the manner set out in Section 1.3 - *Existing Operation and Maintenance Agreement and Bridgehead Agreement Continue*, each of BCTFA and the Park Board, will operate, maintain and keep in good repair those portions of the Causeway, Upgrade Work, and related equipment and facilities for which they are responsible, determined in accordance with the following terms and conditions (and, subject to Section 1.3 - *Existing Operation and Maintenance Agreement and Bridgehead Agreement Continue*, Section 5A of the Existing Operation and Maintenance Agreement as well as Plans GD507 and GD508 are now deemed to be replaced and superseded by the following):

- (a) BCTFA will, at its own expense, maintain, operate and keep in good repair
  - (i) everything within the Surface Maintenance Area (but only up to the Limit of Surface Maintenance Area), and
  - (ii) all Structures noted on the Maintenance Plans, whether or not located within the Surface Maintenance Area,

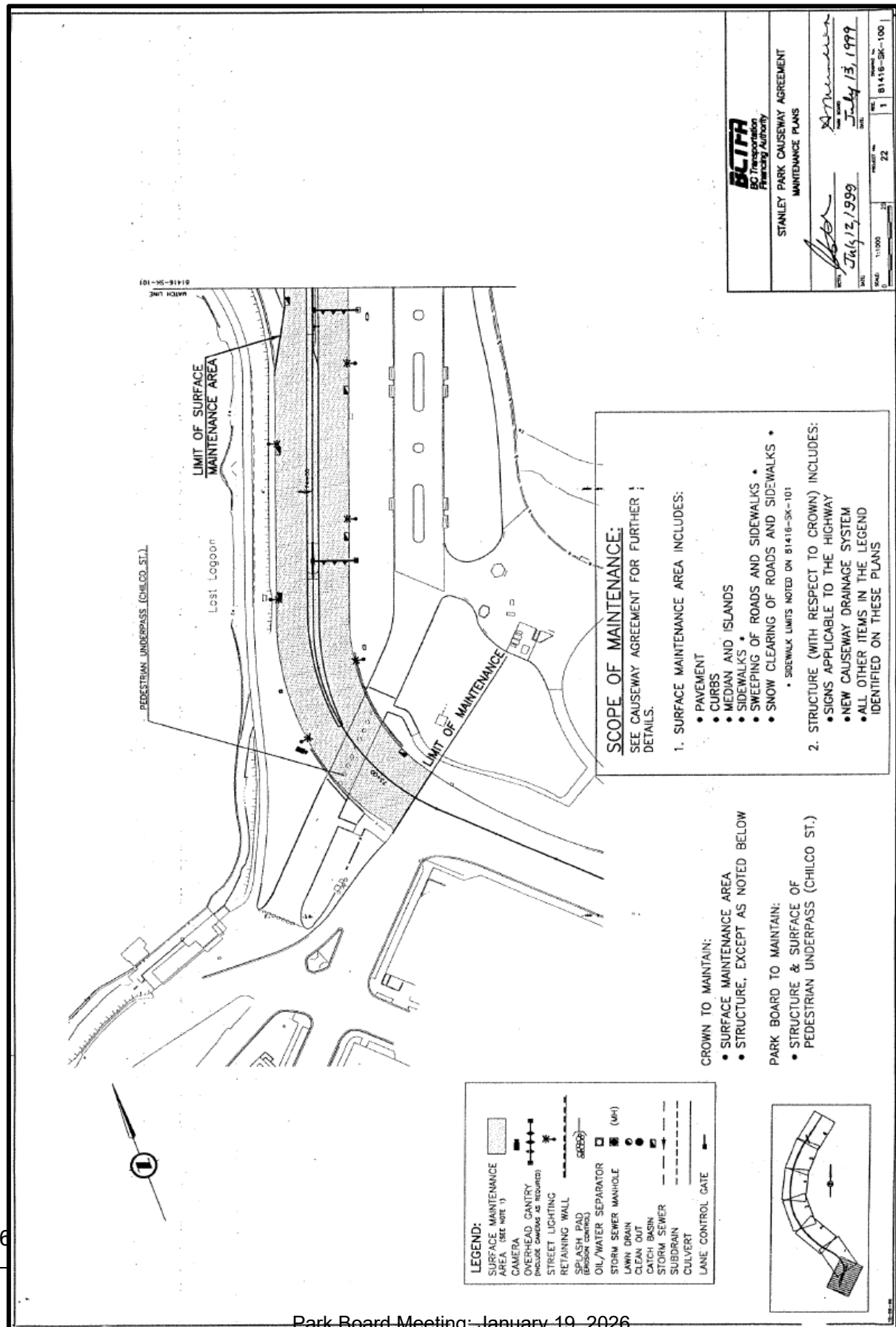
including without limitation and by way of example only, the items listed out on the Maintenance Plans as "Crown to Maintain" except to the extent that same is inconsistent with the items listed out on the Maintenance Plans as "Park Board to Maintain".

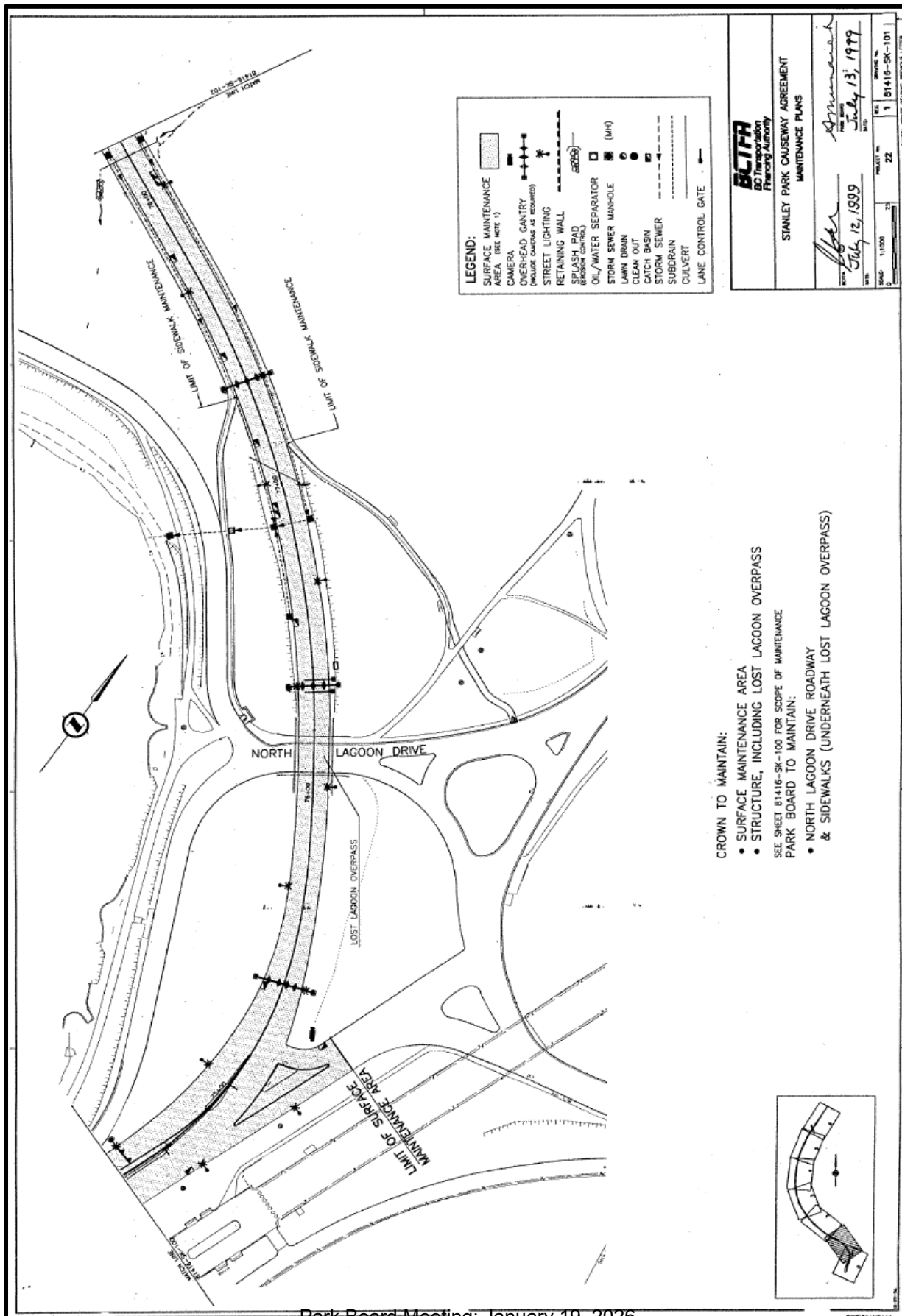
- (b) The Park Board will, at its own expense, maintain, operate and keep in good repair all items listed out on the Maintenance Plans as "Park Board to Maintain".

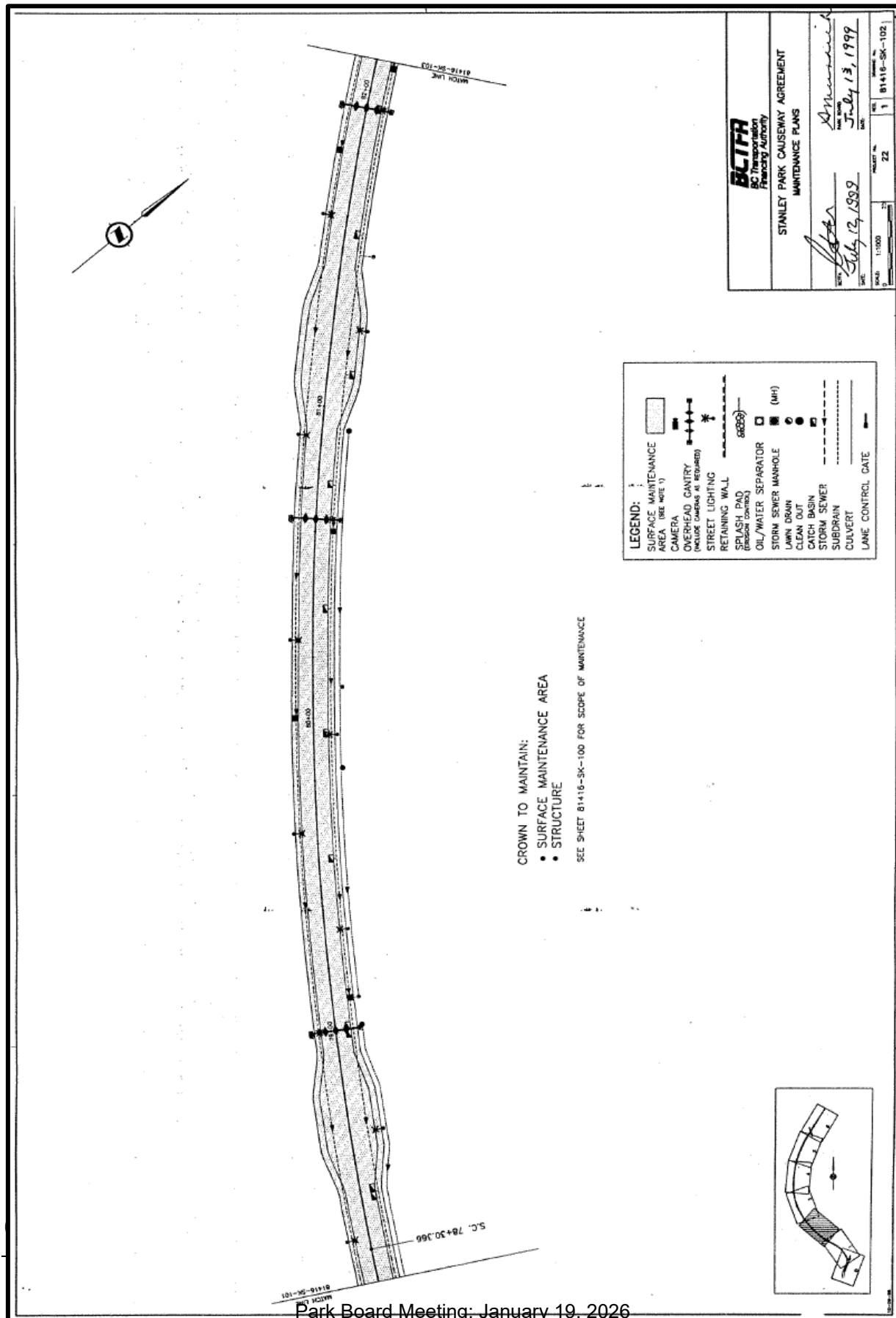
The “Limit of Surface Maintenance Area” referenced in the agreement are shown in a series of seven (7) plans, which are reproduced in the pages that follow. The first plan shows the entrance to the Causeway from Georgia Street, with subsequent plans of the roadway heading north towards the final approach to the Lions Gate Bridge.

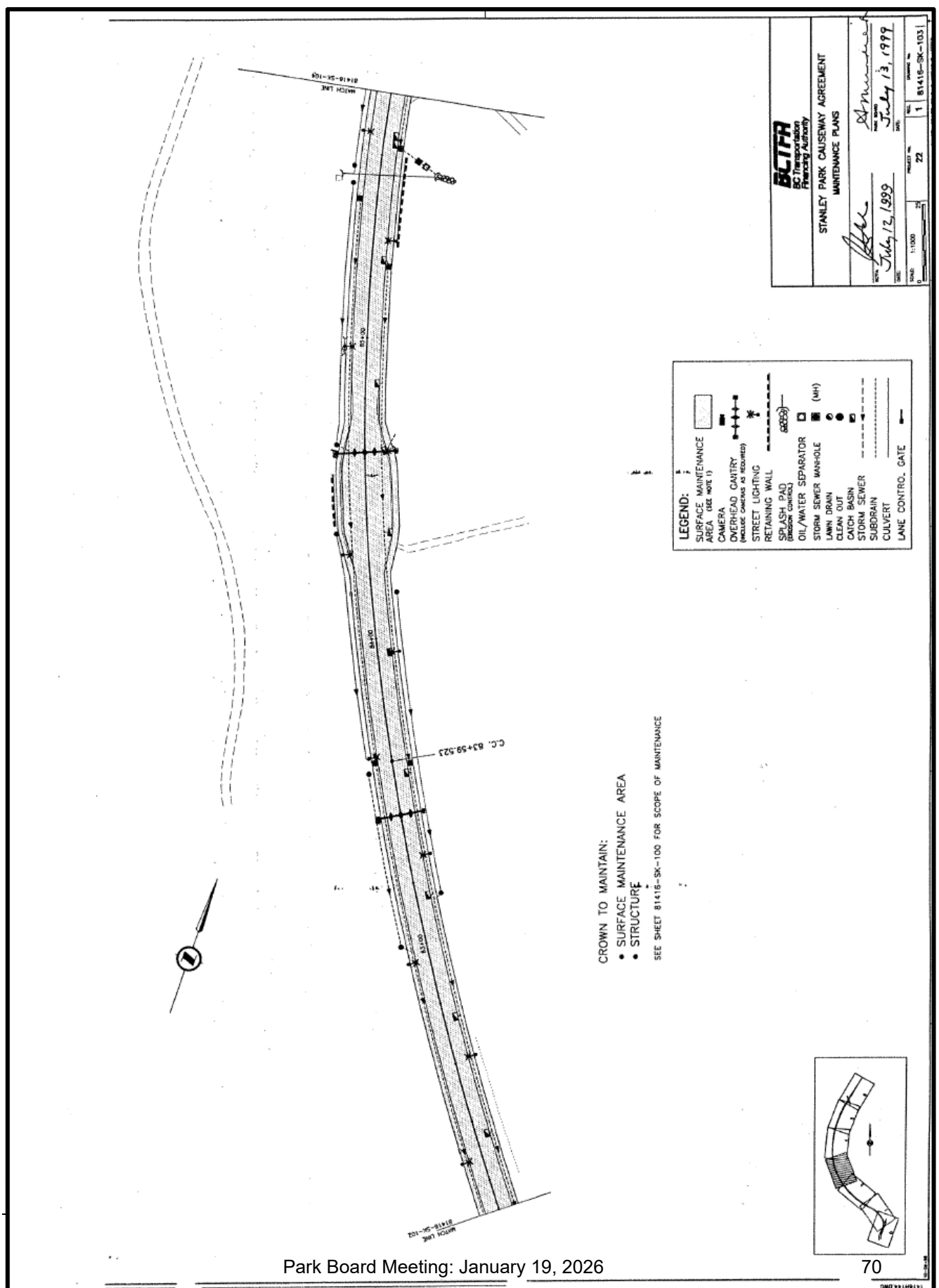
According to the amended Stanley Park Causeway Agreement, the BCFTA, through the Ministry of Transportation and Highways (MoTH), will be responsible to clear snow from the newly constructed east sidewalk and this will be undertaken as routine maintenance. This agreement is also implied to apply to the new bike lanes constructed in 2016 on the east and west sides of the Causeway.

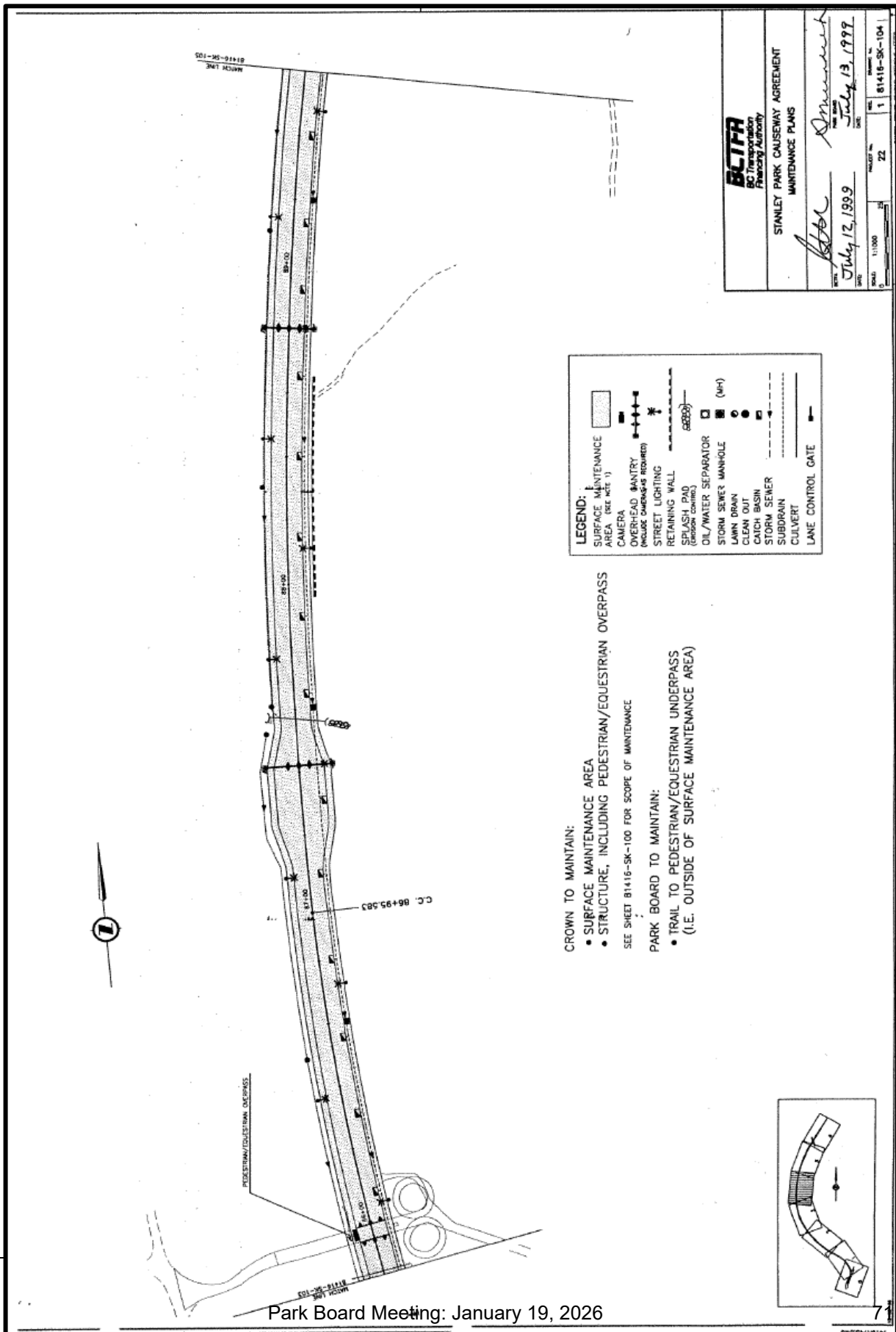


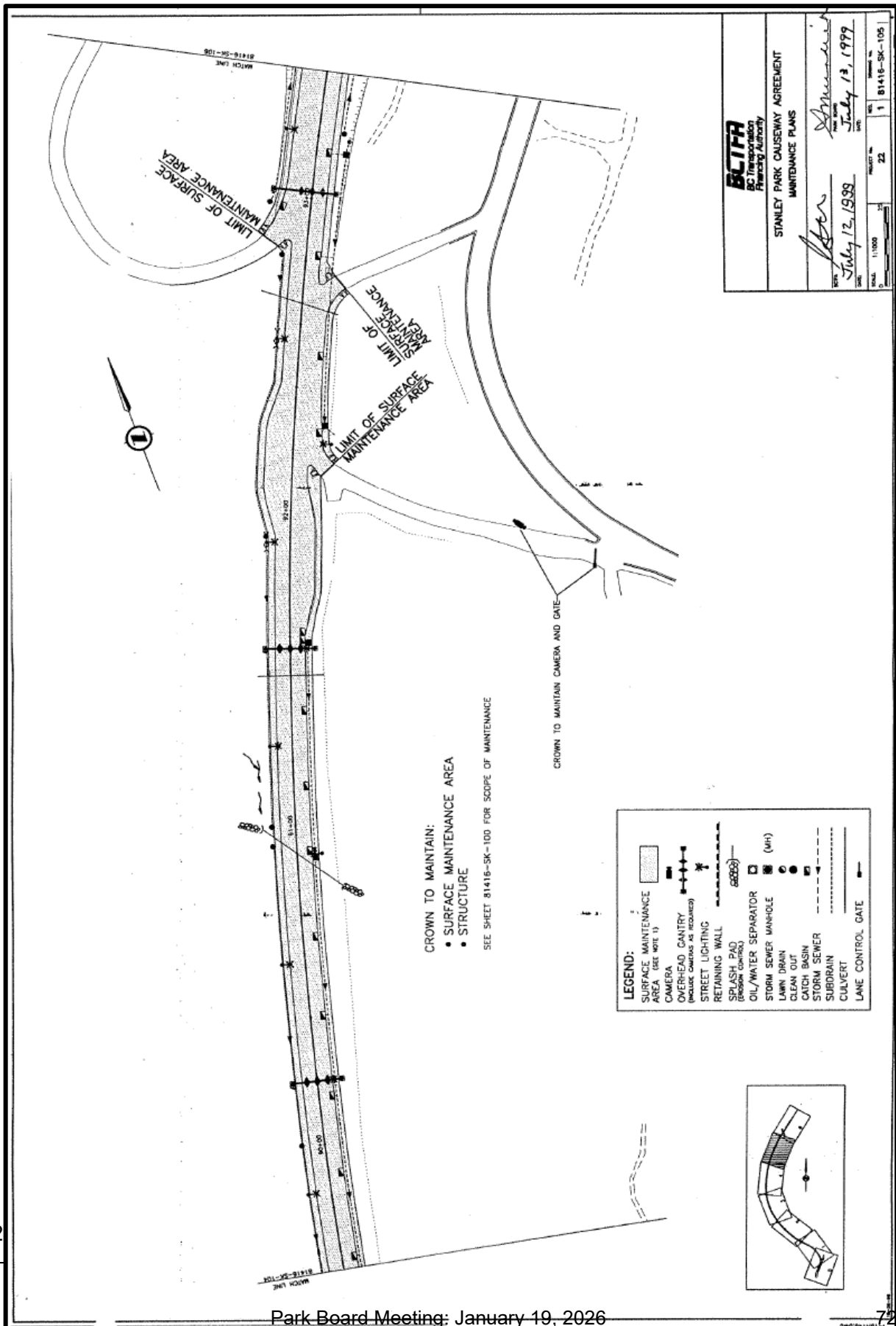














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**APPENDIX 4 OPERATING AGREEMENT FOR RENFREW LIBRARY BETWEEN THE VANCOUVER PUBLIC LIBRARY BOARD AND THE BOARD OF PARKS AND RECREATION**

It is agreed that the Renfrew Branch Library and the Renfrew Park Community Center will share our 10 minute parking spaces near the elevator which will be used for pick-up and drop-off only.

It is agreed that whichever organization closes later will be responsible for securing the entrance to the parking area under the Renfrew Branch Library. Signs will be posted indicating that cars not removed from the parking lot by the designated closing time will be locked in. If either the Renfrew Park Community Centre of the Renfrew Branch Library has an event which requires the parking lot be open later than the designated time, it is their responsibility to post and remove temporary signs indicating the time of closure.

It is agreed that Vancouver Public Library and the Board of Parks and Recreation will undertake an on-going assessment of the safety of the parking area under the Renfrew Branch Library, and if necessary and jointly agreed, a joint submission will request funding from Vancouver City Council for the installation of CCTV.

**Maintenance**

It is agreed that the Board of Parks and Recreation will be responsible for maintaining the landscape features on the site. The soft landscape features include the water plants on the roof pond and plants throughout the area. The Board of Parks and Recreation agrees not to use any chemicals or add any other substance in caring for these plants, without first confirming with Vancouver Public Library Board that the proposed substances are harmless to the roof membrane systems. Vancouver Public Library agrees to be responsible for ensuring that the pool is drained in freezing conditions or for maintenance. Further, the Board of Parks and Recreation will remove and maintain water plants during any necessary drainage which may be occasioned by freezing conditions or any scheduled maintenance. Further, the Board of Parks and Recreation will be responsible for maintaining hard landscape features in the Plaza area including the lockout on the top of the Renfrew Library down to the waterproof membrane (but not including the waterproof membrane), retaining walls, paver areas, and the service road from Nootka Street and the access ramp and stairs from 22nd Avenue into the Renfrew Park Community Centre.

It is agreed that Vancouver Public Library Board will be responsible for maintaining the parking area under the Renfrew Branch Library. The Library will also be responsible for maintaining the water features on or beside the building in good working order including the containing structure and necessary mechanical equipment and, if required will make the necessary repairs.

It is agreed that the Board of Parks and Recreation will be responsible for debris and snow clearing from all access routes including ramps, stairs and pavers.



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The Board of Parks and Recreation and the Vancouver Public Library Board agree to jointly approach Vancouver City Budget department for the increased funds required by the Board of Parks and Recreation for the additional maintenance incurred as a result of the development of Renfrew Branch Library and the joint Plaza area.

The level of maintenance provided by the Board of Parks and Recreation will be reviewed if funding is not approved.

**APPENDIX 5 SNOW REMOVAL AND ICE CONTROL IN DOWNTOWN AREA AGREEMENT  
BETWEEN ENGINEERING AND PARKS**

ENGINEERING DEPARTMENT

FILE No. 4851-1

November 30, 1993

MEMO TO: Bill Manning  
Manager of Horticulture, Park Board

FROM: Bob Ross  
Streets Construction & Administration Engineer

COPY TO: Jost Aregger, Stanley Park, Park Board  
Ken Kaminski, Streets Superintendent  
George Williams, Assistant Streets Superintendent

RE: SNOW REMOVAL AND ICE CONTROL IN THE DOWNTOWN AREA

Further to your October 28th memo, Wai Ting Tang of my office met with Jost Aregger to discuss and inspect the locations on your list of sites where you would like the Engineering Department to be responsible for snow and ice removal.

The attached list represents the changes in responsibilities that Jost and Wai Ting felt would be workable. It identifies and clarifies the department responsible for snow and ice removal from the sidewalks or walkways at each location.

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Basically, the Engineering Department will become responsible for clearing sidewalks fronting West End mini parks and the pathways through these parks, street ends, traffic islands and triangles, as identified. Bus stop landing areas, as well as the Granville Street Mall, are currently cleared by Engineering. Traffic diverters (which you have identified as street ends) will also be cleared by Engineering. All locations are identified in Section A of the attached.

The Park Board will continue to be responsible for the Chilco Bus Loop and its adjacent pathways, the sidewalk fronting Science World, the walkways on the Science World site, except along the seawall, and the pedestrian overpass at the Stanley Park Lake Trail (as listed in Section B).

Signed: Bob Ross

**A. THE ENGINEERING DEPARTMENT WILL BE RESPONSIBLE FOR THE FOLLOWING LOCATIONS:**

**A.1 MINI PARKS**

The clearing of mini parks will have the same priority as sidewalks abutting City buildings. A pathway will be cleared to provide access through the park and the sidewalk on the cross-street abutting the park will also be cleared.

Chilco Ave. - Comox to lane south of Nelson

Gilford St. - Lane south of Robson to Haro and Haro to lane south of Haro (2 mini parks)

Cardero St. - Burnaby to lane south of Davie (Walnut Park)

Cardero St. - Comox to lane south of Comox (School Mini Park)

Nicola St. - East side Nicola from Beach to lane south of Harwood (Kensington Mini Park)

Nicola St. - Pendrell to lane south of Pendrell (Mansion Park)

Broughton St. - Nelson to lane south of Nelson (Gordon House Mini Park)

Jervis St. - Burnaby to lane south of Burnaby (South Slope Park)

Bute St. - Haro to lane south of Haro (Fountain Park) - high pedestrian traffic

**A.2 TRAFFIC DIVERTERS**

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Traffic diverters (previously identified by the Park Board as street ends) will be cleared at the same priority as sidewalk intersections. A pathway will be made accessible along the diverters as appropriate.

1. Gilford St. at Pendrell
2. Bidwell St. at Pendrell
3. Cardero St. at Haro
4. Broughton St. at Harwood
5. Bute St. at Pendrell

#### A.3 STREET END, TRIANGLES, ETC

Street ends, triangles and traffic islands will be treated as part of clearing sidewalks adjacent to City property or as part of clearing sidewalk intersections, as listed below. They will be given the same priority as sidewalks abutting civic buildings and/or bus stops and intersections, as appropriate.

1. Flag Pole Triangle at Beach/Davie/Denman

Area to be cleared - sidewalks connecting to crosswalks at the intersection

2. Palm Triangle at Beach and Pacific west of Jervis

Area to be cleared - sidewalks connecting to crosswalks

3. Haro St. at Lagoon Dr.

Area to be cleared - sidewalk on Lagoon Drive west of Haro St. cul-de-sac)

Exception - the Haro St. cul-de-sac sidewalks (should be cleared by the adjacent property owner)

4. Pender/Melville/Jervis Traffic Island

Area to be cleared - walkway area connecting to crosswalks in traffic island to be cleared as part of the intersection

5. Georgia/Pender/Jervis Triangle west of Jervis

Area to be cleared - sidewalks connecting to crosswalks

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6. Bute St. at Burnaby St.

Area to be cleared - sidewalk on Burnaby south of Bute St. cul-de-sac

Exception - the sidewalk of cul-de-sac is the property owner=s responsibility

7. Chilco St. at Robson St.

Area to be cleared - sidewalk on Robson south of Chilco cul-de-sac

Exception - the sidewalk of cul-de-sac is the property owner=s responsibility

8. Pender west of Burrard

Area to be cleared - sidewalk on traffic island connecting west Burrard St. crosswalk

to be cleared as part of the intersection

A.4 MISCELLANEOUS

1. Granville Mall  
Area to be cleared - sidewalks on Granville St. from Nelson to Hastings; already responsibility of Engineering

2. Beatty St. North of Georgia

Area to be cleared - sidewalk fronting “park” (identified by Park Board as street end) on east side of Beatty just north of the Georgia Viaduct (northeast corner).

3. Alexander Plaza (Alexander west of Main St. Overpass)

Area to be cleared - north sidewalk fronting “park” (identified as a street end by Park Board) west of the overpass

4. Bus stops at Devonian Park

Area to be cleared - 2 bus stop landings on north side of Georgia between Gilford and Denman fronting Devonian Park; already part of Engineering’s responsibility in clearing bus stops landings on major streets

- 
5. BC Place South Slope (Splash Park and open space south of Beach Avenue from under the Burrard Bridge to under the Granville Bridge)

Area to be cleared - sidewalks abutting open space at south foot of Howe St. and south foot of Hornby St.  
- clear a pathway from south foot of Hornby to the Granville Island ferry landing

Exception - seawall walkway

**B. THE PARK BOARD WILL BE RESPONSIBLE FOR THE FOLLOWING LOCATIONS:**

1. Chilco Bus Loop

Area to be cleared:

- sidewalk and pathway adjacent to Stanley Park and behind bus stop landing
- pathway adjacent to the park connecting the bus loop to Lagoon Drive and Robson Street west of Chilco
- bus stop landing area

2. Science World

Area to be cleared:

- sidewalk on Quebec
  - walkways on Science World site
- Exception - seawall walkway

3. Stanley Park Lake Trail Pedestrian Overpass

Area to be cleared:

- pedestrian overpass above causeway

**C. ABUTTING PROPERTY OWNER'S RESPONSIBILITY**

The following locations will no longer be the responsibility of the Park Board nor the Engineering Services Department since they should be the responsibility of the abutting property owners.

1. Robson Berm (south side of Robson from Cambie to Beatty)
  - 2 sidewalks (one on each side of landscaped berm)
  - sidewalk between berm and private property is property owner's responsibility
  - other walkway need not be done
2. Bute St. (800 block)
  - sidewalk on east side from Robson to Haro
3. Melville at Dunsmuir (1100 block Melville)
  - walkway area in traffic bulge on south side of 1100 block Melville east of lane

## **APPENDIX 6 311 CALL CENTRE SCRIPT – SNOW REMOVAL IN PARKS**

### **Park Snow Removal Guide**

Updated: July 8, 2016  
Page 1 of 1

#### **Snow Removal in Parks**

- The Vancouver Park Board Snow and Ice Control Schedule provides for a reasonable level of service on major park access roads, primary parking areas, perimeter and direct internal park pathways in the downtown area and access paths to major facilities.
  - Inform caller of the snow removal program as described above. Parks does not accept specific requests from citizens for snow removal in Parks
    - select: [Exit](#)

#### **Snow Removal at Park Facilities**

- Community Centres and Park facilities such as Aquatic Centre have maintenance staff who will clear pathways for citizens to access the facility.
  - Callers should be directed to contact the facility directly
    - select: [Parks Facilities](#)

#### **Reports of Damage or Injury**

- For calls reporting damage to personal property resulting from Park Snow Removal:
- For calls reporting injuries related to snow or icy conditions on Park sidewalks, roads, or parking lots :
  - select: [Risk Management](#)

APPENDIX 7 WINTER MAINT. MEMO/MAP for VISITORS to NATIONAL YARD



APPENDIX 8 PB COMMUNICATIONS DEPT. PROCEDURES

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Vancouver Park Board 2025 Snow and Ice Removal Plan  
Communications Plan (Appendix)

**COMMUNICATIONS**

The communication snow and ice teams

The Park Board is responsible for informing the public and media on snow preparation and removal plans for roads, paths and facilities within their area of responsibility. This includes:

the Stanley Park seawall

most roadways through parks

pathways and parking lots around community centres and other facilities, and

parking lots adjacent to parks.

Also to convey information about:

ice safety and status of skating at Lost Lagoon, Trout Lake.

Park Board communications team works closely with City Hall communications (CEC), digital services and 3-1-1 on messaging, media responses and social media posts.

Department	Responsibility	Team Members
Park Board Communications	Park Board-related areas:  Media relations, social media posts and monitoring	Amanda Gibbs  Megan Kapstein  Eva Cook  Danielle Perras  David Harrison
Civic Engagement and Communications (CEC)	City-wide streets, roads, sidewalks, overall preparedness:  Media relations, materials, social media monitoring (for tone) and posts, ad bookings,	Natasha Queresniku
Digital Services	Will help with web updates, notifications, VanConnect	Sam Levy



3-1-1	Social media monitoring (responding to posts)	Darcy Wilson, Richard Traer
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Communication channels, tactics and tools

ITEM	DETAILS
Key Messages / FAQ	As inquiries come in, send out updated brief key messages/responses that are short enough for 3-1-1 to use in responses. These should also be able to be used as one-liners in the beginning and end-of-day Facebook posts.
News release/information bulletin	Use for important information only such as serious service disruptions. Most snow and ice related information is picked up by media through social channels.  These tactics are often done in collaboration with CEC
Social media	Facebook:  Use for long posts, reference materials, situation reports  Twitter:  Fast updates, quick situational reports, single points from a longer Facebook post.  Tag media outlets for additional attention.  Instagram:  Use to celebrate snow and ice: beautiful photos, people recreating (sledding, skating)

Pre-Snowfall: Once snow is forecast

Corporate Engagement and Communications (CEC) takes the lead on city-wide snow readiness. CEC will email the Ready4Anything list w a heads up (PB Communications in the list)

ITEM	DETAILS
Key Messages / FAQ	As enquiries and information come in, send out updated brief key messages/responses that are short enough for 3-1-1 to use in responses. These should also be able to be used as one-liners in the beginning and end-of-day Facebook posts.

ITEM	DETAILS
Media responses	<p>Tips:</p> <p>Tag multiple spokespeople if possible (operational for snow removal; recreation/aquatics for ice safety)</p> <p>Create statements that can be attributed and sent out easily in order to share our story while not taking time away from busy staff experts</p> <p>Develop b-roll and stock photo library for sharing with media (plowing, skating safety, seawall closure)</p>
Social media	<p>Tips:</p> <p>Make sure that messaging is enabled so that residents can send in specific inquiries without having to post a comment</p>

During snow or ice events

ITEM	DETAILS
Social media	<p>Situational Update (Morning ~8am, Evening ~4pm)</p> <p>Facebook: long post</p> <p>Update on our work</p> <p>Status of skating areas</p> <p>Twitter: short pieces</p> <p>Take the key elements of the Facebook post and carve them off into several Twitter tweets – tweet each one with a nice picture.</p> <p>Mid-day (reactive)</p> <p>Follow up on comments/criticisms with Park Board snow removal activities</p> <p>Retweet/share COV posts</p> <p>Instagram</p> <p>Snow events are not just about clearing snow from roads and parking lots: we enjoy snow, too</p> <p>Share beautiful snow photos, people recreating (skiing, sledding, skating, etc), on-leash dogs having fun</p>

Sample posts

SEAWALL CLOSURES:

Holy snow! The #StanleyPark Seawall is closed until further notice from Third Beach to Lions Gate Bridge due to ice and snow. Be careful outside today! [[PHOTO OF CLOSURE]]

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example: <https://twitter.com/ParkBoard/status/967138569658818560>

The seawall remains closed between Siwash Rock and Lions Gate Bridge due to risk of falling ice. The ice blocks can weigh between 2-15 kg, they are dropping from 5-20 meters. The seawall will reopen as soon as it is deemed safe for all users. #Vancouver

Example: <https://twitter.com/ParkBoard/status/1096893668336619520>

The #StanleyPark seawall remains closed between Lions Gate bridge and Siwash Rock due to the continued risk of falling ice and debris. We will update asap as soon as it's fully open again. 🌞 by Ventrueiro #Vancouver [[sunny day on seawall pic]]

Example: <https://twitter.com/ParkBoard/status/1105218825153179649>

#### CLEARING PATHS

Our staff are busy today clearing snow from paths, park roadways and community centre lots across the city. #VanParkBoard [[video of path clearing in progress]]

Example: <https://twitter.com/ParkBoard/status/1095422017354981376>

#### PLAYING FIELDS CLOSED

All playing fields are closed this weekend due to snow ❄️ Park operation staff will review the fields on Monday. Check the Field Status website for updates: (link: <http://covapp.vancouver.ca/parkfinder/FieldStatus.aspx>) covapp.vancouver.ca/parkfinder/Fie...

Example: <https://twitter.com/ParkBoard/status/967179832730800128>

#### SKATING SAFETY/ICE

Please keep off the ice! Despite all the cold weather, ice remains thin on lakes and ponds across #Vancouver. Our lifeguards are out this week making people aware that the ice isn't safe.

Example: <https://twitter.com/ParkBoard/status/1095087611159433217>

The ice on lakes and ponds in Vancouver is very thin. Please keep your dog on a leash near frozen water as they can break through the ice. #VanParkBoard staff are monitoring the conditions.

Example: <https://twitter.com/ParkBoard/status/1093267631631728648>

#### HELPING OUT

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Ways to help in snowy weather: shovel sidewalks, clear drains & sign up as a snow angel in VanConnect!  
<http://ow.ly/qa4i306X5cx> #bcstorm  
[CEC infographic: ways to help]

## ENJOYING THE SNOW

It's a snow day, Vancouver! Show us what you're doing instead of going to work or school [share/repost photos of recreation, beauty shots of parks]

## APPENDIX 9 SCHOOL BOARD SNOW CLEARING MEMORANDUM

### FACILITIES DIVISION

Procedures and responsibilities for the clearing of snow and ice from district facilities

In the event of a major snowfall, staff are encouraged to find alternate methods of transport where possible and not drive their vehicles to work. School parking lots will remain closed until they are cleared of snow.

### Maintenance & Construction

All Maintenance & Construction employees are designated as providers of emergency services during emergency school or work-site closures.

### GROUNDS DEPARTMENT

Employees may be required to start early as directed by their supervisor.

All Grounds employees will report to the Grounds Maintenance Yard and are dispatched on snow clearing equipment or crews as required. The first priority is to clear those schools that have handicap students, but do not have covered walkways. Once the handicap access drop off areas have been cleared sufficiently to allow handicapped access, crews will continue to clear other schools as required.

Snow clearing priorities are as follows: Personnel Equipment (backhoe, tractors, bobcats)

---

Handicap access – assistance is required

Parking lots, ramps, roadways

Fire escapes

City sidewalks

All other areas

Zones have been created to maximize efficiency for staff and equipment.

When employees have cleared their assigned schools, they will phone the Grounds Maintenance Yard and will be dispatched to another school.

In the event of a major snowfall, limited available resources may restrict the ability of district staff and contractors to clear all sites prior to school. Under these challenging conditions Facilities staff will attempt to keep schools informed of the status of their snow clearing activities.

via e-mail updates to all schools.

## **BUILDING TRADES**

Trade staff will be assigned to assist in clearing snow if a heavy snowfall occurs. Trades staff may also be called upon to handle any additional maintenance emergencies by appropriate managers/supervisors.

Maintenance emergencies will be handled by following our emergency call out procedures.

### **Material Services**

All Material Services employees are designated as providers of emergency services during emergency school or work-site closures.

After receiving a closure announcement, all delivery vehicles are directed to return to the Workshop or Education Centre. If a snow closure occurs prior to school opening then all Material Services staff are expected to report to the workshop.

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A meeting will be held to notify Material Services staff, who are at the Workshop, of the closure.

All Material Services employees are expected to work their regular hours during a snow closure.

Material Services employees at the Workshop are requested to cover Dispatch, the Service Yard and Stores.

CUPE 407 employees working at various sites in the district are notified of the closure and may be requested to continue their work assignment or assist with on-site snow removal.

CUPE 407 employees, who are at the Workshop or Education Centre, are advised to be available for emergency deliveries or to assist with snow clearing.

Dispatch is required to be operational and maintain radio contact with all VSB vehicles which are dispatched for snow clearing.

#### Operations

Building Engineers, Head Custodians, dayshift Assistant Building Engineers, and dayshift Custodians are designated staff and must remain at their site as per the "Emergency School and System Closure (Designated Staff)" procedures.

Engineer-Custodial staff are responsible for the clearing of ice and snow from the following areas in the priority listed:

Handicap access where applicable

Entrances and entrance stairs

Walkways leading to:

City sidewalks

Staff parking lots

Portables and

Between buildings

All portable stairs

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All exterior fire escapes

The Building Engineer or Head Custodian should review the snow clearing priorities with the Principal to determine which paths and entrances are to be cleared prior to staff and students arriving.

Operations staff will first ensure the heating system is operating; they will then begin the task of clearing ice and snow. When required, Operations staff are to start early to provide ice and snow clearing.

Operations staff on all shifts are expected to monitor these areas and continue to shovel or salt throughout their shift as required. When snow is forecast overnight staff may need to spread salt the evening before to ensure the steps and walks remain free of ice.

In the event of a snowfall, the priority for Operations staff is to provide safe access for students and staff to a heated building. Therefore, depending on the severity of the snowfall and the time required to perform these tasks, staff may not be able to attend to their regular duties.

For school based Operations staff the order of priorities are:

Heating of buildings

Snow and ice removal as indicated above

Cleaning and other tasks

Engineer-Custodial staff are responsible for the clearing of ice and snow from the following areas in the priority listed:

Handicap access where applicable

Entrances and entrance stairs

Walkways leading to:

City sidewalks

Staff parking lots

Portables and

Between buildings

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All portable stairs

All exterior fire escapes

The Building Engineer or Head Custodian should review the snow clearing priorities with the Principal to determine which paths and entrances are to be cleared prior to staff and students arriving.

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In the event of a snowfall, the priority for Operations staff is to provide safe access for students and staff to a heated building. Therefore, depending on the severity of the snowfall and the time required to perform these tasks, staff may not be able to attend to their regular duties.

For school based Operations staff the order of priorities are:

Heating of buildings

Snow and ice removal as indicated above

Cleaning and other tasks

#### **SCHOOLS OR WORK SITES OPEN DURING POOR WEATHER CONDITIONS OR OTHER CONDITIONS WHEN SCHOOLS ARE IN SESSION**

This applies when a school, schools, or other worksites remain open, e.g., on a day where there may be heavy snowfall.



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All Operations staff are to report for work.

Those staff who are unable to do so due to the weather conditions must report their absence as usual.

They will be permitted to cover the absence with banked time, e.g., banked overtime, gratuity leave, or vacation for this absence. Otherwise, they will have to use an unpaid personal leave day. Staff who report to work will be paid as per usual, there will be no extra compensation for those individuals.

The Information Number for School Closures is:

**604-713-5000**

FACILITIES FYI Information from the VSB Facilities Team Ver1: Dec 2, 2022 Snow Clearing Who does snow clearing at the VSB? Snow clearing at VSB sites is a shared responsibility between operations staff, and the grounds-, material services-, and maintenance team's staff. Private contractors may also be deployed for clearing parking areas and sidewalks. Snow Season Preparations In the fall of 2022 operations directed all building engineers to review with school administration and identify their key school access point – either the accessibility-required access or other key access point. Building engineering staff work with the grounds team to ensure these access points are cleared as a first priority. Snow Clearing Priorities Priority areas for snow clearing are: ☐ Identified accessibility access paths and primary access paths into the school, main entrances and exterior stairs. ☐ Parking lots to allow staff to safely get to site and for deliveries. ☐ Sidewalks as Vancouver bylaws require sidewalks to be cleared swiftly. ☐ Other areas as staffing and time permit. During and after a snow event the various grounds teams move from site to site to respond according to these priorities. Areas Not Cleared A snow event results in a reduction of functionality of exterior areas and this cannot be avoided. Areas that are not part of the snow clearing program include: ☐ Asphalt play areas within school compounds ☐ Rubberized surfaces under play structures ☐ Roads in front of school entrances. These require the City's equipment and they are plowed according to their priority sequencing. Any area that is considered unusable or unsafe by the school because of ice or snow can be marked off with caution tape until the snow either melts or staff can address the issue. Expectations Snow events result in a reduction of use of some exterior spaces and may require occupants to modify their route into the building. We ask that all parts of our school communities work together through these events. Questions? If school administrators have questions, please speak first with your building engineer. They can resolve an issue at site, or reach their supervisor or manager as required

APPENDIX 10 SERVICE YARDS' SALT LOADING MAPS

JERICHO YARD



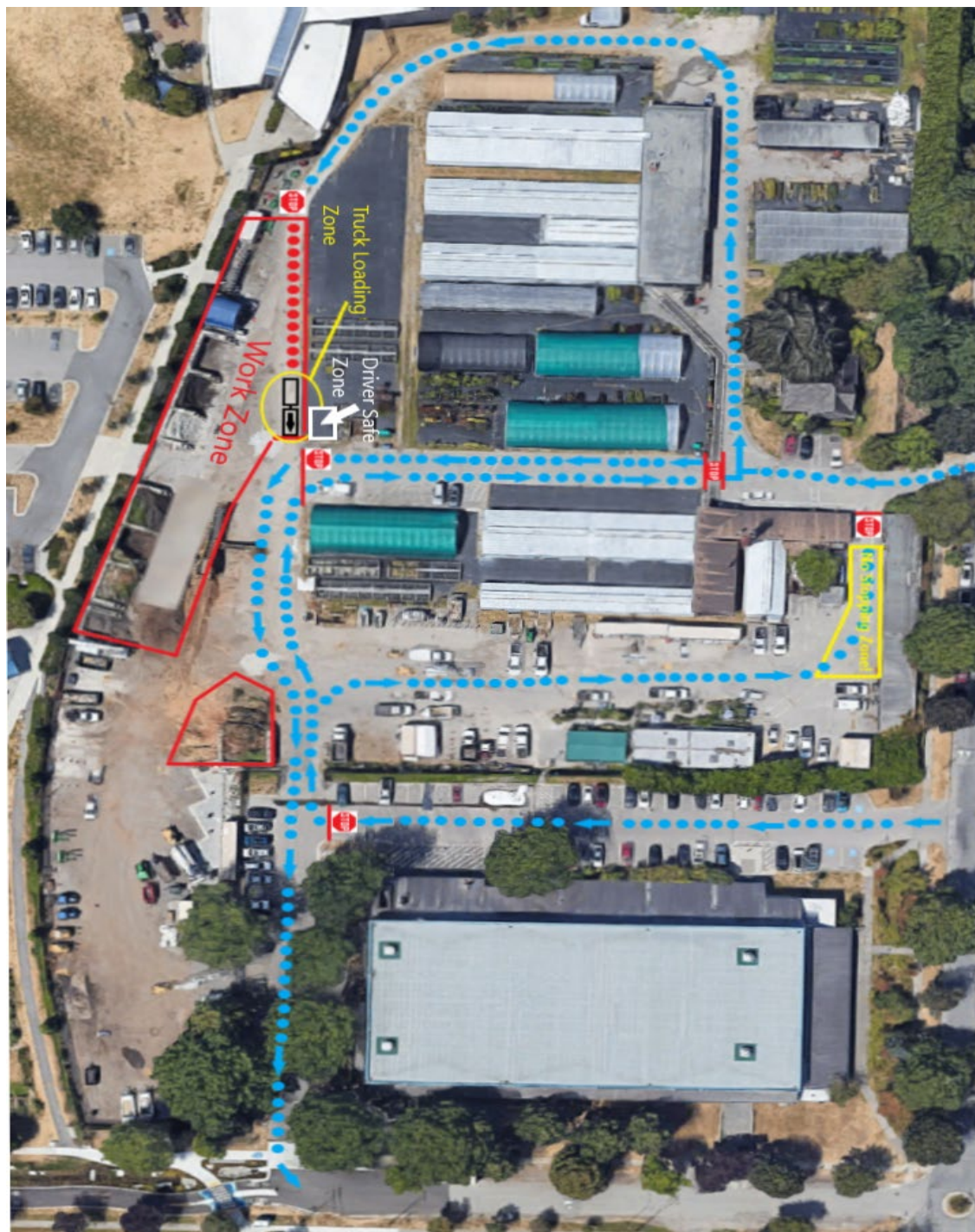


STANLEY PARK YARD





SUNSET SERVICE YARD



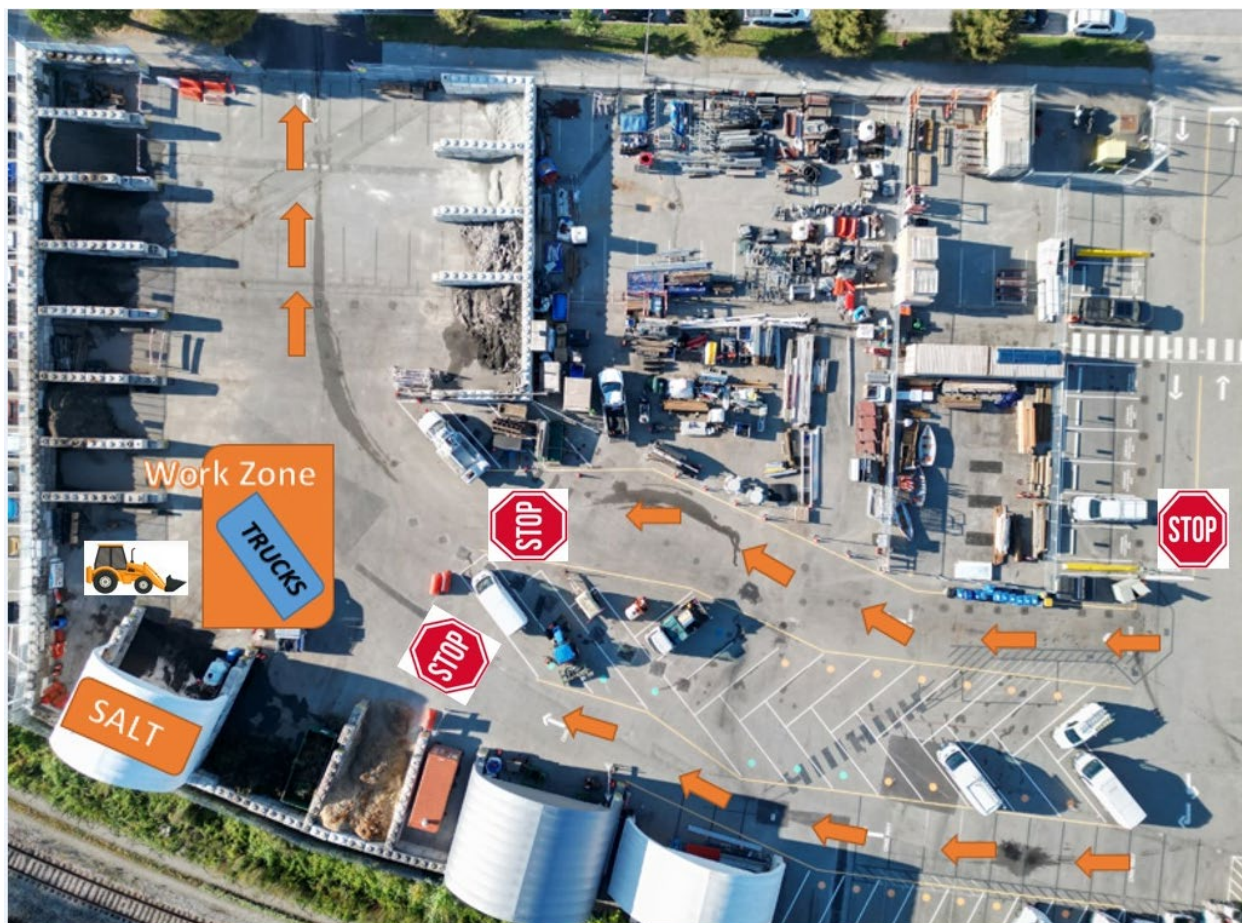
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VAN DUSEN YARD





EVANS YARD



APPENDIX 11 MANUAL

DEVELOPMENT

HISTORY

This manual has been distributed digitally to all Park Board facilities and relevant stakeholders since August 2004 when it was first made available online.

Edition	Date of Publication	Method of Distribution	Editor
1st	November 1992	Hardcopy	R. Augustine
2nd	January 1993	Hardcopy	R. Augustine
3rd	November 1993	Hardcopy	R. Augustine
4th	October 1994	Hardcopy	R. Augustine
5th	October 1995	Hardcopy	R. Augustine
6th	September 1996	Hardcopy	R. Augustine
7th	September 1997	Hardcopy	R. Augustine
8th	October 1998	Hardcopy	R. Augustine
9th	September 1999	Hardcopy	R. Augustine
10th	September 2000	Hardcopy	R. Augustine
11th	September 2001	Hardcopy	R. Augustine
12th	September 2002	Hardcopy	R. Augustine
13th	September 2003	Hardcopy	R. Augustine
14th	August 2004	Online	R. Augustine
15th	January 2005	Online	R. Augustine
16th	October 2005	Online	R. Augustine
17th	October 2006	Online	R. Augustine
18th	October 2007	Online	R. Augustine
19th	October 2008	Online	R. Augustine
supplement	July 2009	Online	VANOC/IOC + R. Augustine
20th	October 2009	Online	R. Augustine
21st	October 2010	Online	R. Augustine
22nd	October 2011	Online	R. Augustine
23rd	October 2012	Online	R. Augustine
24th	October 2013	Online	R. Augustine
25th	October 2014	Online	R. Augustine
26th	November 2015	Online	R. Augustine
27th	December 2016	Online	R. Augustine
28th	January 2017	Online	R. Augustine and A. Downie
29th	October 2017	Online	R. Augustine and A. Downie
30th	October 2018	Online	R. Augustine and A. Downie
31st	October 2019	Online	R. Augustine and A. Downie
32nd	October 2020	Online	R. Augustine and A. Downie
33rd	November 2021	Online	R. Augustine
34th	November 2022	Online	R. Augustine
35th	November 2023	Online	R. Augustine and R. Yip
36th	November 2024	Online	R. Augustine and R. Yip
37th	Oct. 15, 2025	Online	R. Augustine

## APPENDIX C

### SURVEY OF PEER CITY SNOW AND ICE TREATMENT RESPONSE PROGRAMS

	<b>Burnaby</b>	<b>Edmonton</b>	<b>Montreal</b>	<b>Vancouver</b>
Population*	249,125	1,010,899	1,762,949	662,248
Annual City-Wide Cost	N/A	\$67 million	\$200 million	\$8.1 million
Annual Cost Parks & Rec	\$931,645	N/A	\$228,672**	\$900,000
Scope & Method of Treatment	Machine, plows, salt, brine, abrasives	Operated machinery, salt, sand mixture	Operated machinery	Plowing, salting, sanding & de-icing
Paved Sidewalks & Lots Treated	Yes	Yes	Yes	Yes
Snow Policy	No	Yes	No	No***

*3 of 12 Cities responded to our survey which included; Halifax, Montreal, Ottawa, Toronto, Winnipeg, Edmonton, Calgary, Kelowna, Surrey, Coquitlam, Burnaby, Richmond*

*\*Based on data from the 2021 Canadian Census.*

*\*\*Includes treatment in Nature Park parking lots only*

*\*\*\* Draft Policy pending Park Board approval*



## APPENDIX D

### 3-1-1 FEEDBACK RELATED TO SNOW AND ICE TREATMENT IN VANCOUVER PARKS

Item	2019	2020	2021	2022	2023	2024	2025	5-Year Total	5-Year Average
311 Feedback	13	5	4	15	3	2	9	51	10.2