

## **Frequently Asked Questions**

### **Roads Department**

**1) When will my street be cleared of snow?**

Once the main roads/emergency routes and school/bus routes are completed, snow removal in the residential areas will begin. The town has been divided into 5 zones which are on a scheduled rotation basis; meaning that zone 1 will be the first zone to be cleared followed by zone 2 and so on. The next snow fall will see zone 2 be initiated first with zone 1 done last. Lanes are also included in this process.

**2) My vehicle was towed during snow removal, how do I get it back?**

Snow removal signs must be in place for a minimum of 24 hours prior to snow removal or towing will not take place. The signs will be placed at all entrance ways to the area to be cleared.

The fine for parking to obstruct snow removal or street sweeping is \$80.00. The resident is notified by the bylaw officer as to where the vehicle has been towed. Towing and storage charges are on top of the fine.

**3) A street sign has been vandalized or is missing who do I call?**

Town crews place a high priority on the quick replacement of traffic regulating signs. To report any signs that have been knocked down call the Public Works Department at 780-939-2590. Office hours are Mon – Fri 8:00 am to 4:00pm.

**4) My back lane is full of pot holes, who do I call?**

Back lanes are graded once a month. Town crews regularly do visual inspections of back lanes and problems will be addressed on a priority basis.

**5) My car was damaged because of a pot hole, how do I make a damage claim?**

The Town of Morinville cannot move forward with a claim without the advice of our insurance company. Therefore, please forward your claim to your insurance provider who will in turn contact our insurer.