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"We're confident in our dedicated staff that they'll be able to respond to whatever winter sends our way," said Mills. "We've got a great bunch of folks that really do a fabulous job out there in weather that none of us would want to be in."

Although it might be hard to believe with this week's temperatures, Environment Canada is predicting this winter won't be as miserable as last year— with temperatures close to normal or a degree or two lower. It will be a winter of "less grumbling, more melting, a few more thaws and not that ice age cometh look and feel," said David Phillips Environment Canada's senior climatologist. (The official winter forecast will be released Dec. 1.)

Despite crews' best efforts the Town does receive its share of complaints about snow clearing from residents— usually about how long it takes for a snowplow to get to their street. But Mills said often when staff return the residents' calls they find they didn't understand that the Town is obligated under the Province's Minimum Maintenance Standards to clear arterial (such as Trafalgar Rd.) and collector roads (for example Maple Ave.) first.

"A lot of time you wouldn't see us on those local roads (in subdivisions) until the storm has passed," said Mills.

Cul de sac residents are often upset their



CHRIS MILLS

roads haven't been cleared while others have, but unfortunately the ends (or the bulbs) of those streets are the last on the Town's list. That's because crews need to use smaller trucks or backhoes to clear them, but with the arterial and collector roads

being top priority crews are in the big trucks first, then after the snow has stopped and they have worked their way through the snow clearing order they get into the pick-up trucks and tackle the cul de sacs.

Mills said they ask residents to be patient.

"We will plow your road, we've got a lot of roads to focus on and we do have to focus on the collector and arterial roads to start with, but we are coming."

He said one thing residents can do to help out is park their cars in their driveway, not on the street. That allows "snow plows to pass through quicker and leaves the roads in better condition." From Nov. 15 to April 15, the Town prohibits parking on streets from 2 a.m. to 6 a.m. unless otherwise posted, and it also has a bylaw prohibiting residents from pushing snow or ice into roadways.

The Town also asks area residents to clear the sidewalks in front of their homes.



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