On January 23, 2017, the Department of Transportation and Works received your request for access to the following records/information:

*Any/all complaints about/to the department of transportation Bellevue depot. 2010 to current*

Please note on January 30, 2017, you clarified that you are looking for records regarding general complaints, including any complaints regarding the Department’s actions at emergency scenes on the highway.

I am pleased to inform you that a decision has been made by the Deputy Minister for the Department of Transportation and Works to provide access to some of the requested information. In particular, access is granted to the following records:

- Responsive records include email and email attachments regarding general complaints, such as road conditions, surrounding the Bellevue Depot from 2010 to the present.

Access to the remaining records, and/or information contained within the records, has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

40. (1) – The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party’s personal privacy.
As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible.

In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please be advised that you may appeal this decision and ask the Information and Privacy Commissioner to review the decision to provide partial access to the requested information, as set out in section 42 of the Act (a copy of this section of the Act has been enclosed for your reference). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner. Your appeal should identify your concerns with the request and why you are submitting the appeal.

The appeal may be addressed to the Information and Privacy Commissioner as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John’s, NL. A1B 3V8
Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact the undersigned by telephone at (709) 729-5351 or by e-mail at FrankWalsh@gov.nl.ca.

Sincerely,

Frank Walsh
ATIPP Coordinator
Department of Transportation and Works
Enclosures
Disclosure harmful to personal privacy

40. (1) The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy.

(2) A disclosure of personal information is not an unreasonable invasion of a third party's personal privacy where

(a) the applicant is the individual to whom the information relates;

(b) the third party to whom the information relates has, in writing, consented to or requested the disclosure;

(c) there are compelling circumstances affecting a person’s health or safety and notice of disclosure is given in the form appropriate in the circumstances to the third party to whom the information relates;

(d) an Act or regulation of the province or of Canada authorizes the disclosure;

(e) the disclosure is for a research or statistical purpose and is in accordance with section 70;

(f) the information is about a third party's position, functions or remuneration as an officer, employee or member of a public body or as a member of a minister's staff;

(g) the disclosure reveals financial and other details of a contract to supply goods or services to a public body;

(h) the disclosure reveals the opinions or views of a third party given in the course of performing services for a public body, except where they are given in respect of another individual;

(i) public access to the information is provided under the Financial Administration Act;

(j) the information is about expenses incurred by a third party while travelling at the expense of a public body;

(k) the disclosure reveals details of a licence, permit or a similar discretionary benefit granted to a third party by a public body, not including personal information supplied in support of the application for the benefit;

(l) the disclosure reveals details of a discretionary benefit of a financial nature granted to a third party by a public body, not including

(i) personal information that is supplied in support of the application for the benefit, or
(ii) personal information that relates to eligibility for income and employment support under the Income and Employment Support Act or to the determination of income or employment support levels; or

(m) the disclosure is not contrary to the public interest as described in subsection (3) and reveals only the following personal information about a third party:

(i) attendance at or participation in a public event or activity related to a public body, including a graduation ceremony, sporting event, cultural program or club, or field trip, or

(ii) receipt of an honour or award granted by or through a public body.

(3) The disclosure of personal information under paragraph (2)(m) is an unreasonable invasion of personal privacy where the third party whom the information is about has requested that the information not be disclosed.

(4) A disclosure of personal information is presumed to be an unreasonable invasion of a third party's personal privacy where

(a) the personal information relates to a medical, psychiatric or psychological history, diagnosis, condition, treatment or evaluation;

(b) the personal information is an identifiable part of a law enforcement record, except to the extent that the disclosure is necessary to dispose of the law enforcement matter or to continue an investigation;

(c) the personal information relates to employment or educational history;

(d) the personal information was collected on a tax return or gathered for the purpose of collecting a tax;

(e) the personal information consists of an individual's bank account information or credit card information;

(f) the personal information consists of personal recommendations or evaluations, character references or personnel evaluations;

(g) the personal information consists of the third party's name where

(i) it appears with other personal information about the third party, or

(ii) the disclosure of the name itself would reveal personal information about the third party; or

(h) the personal information indicates the third party's racial or ethnic origin or religious or political beliefs or associations.
(5) In determining under subsections (1) and (4) whether a disclosure of personal information constitutes an unreasonable invasion of a third party's personal privacy, the head of a public body shall consider all the relevant circumstances, including whether

(a) the disclosure is desirable for the purpose of subjecting the activities of the province or a public body to public scrutiny;

(b) the disclosure is likely to promote public health and safety or the protection of the environment;

(c) the personal information is relevant to a fair determination of the applicant's rights;

(d) the disclosure will assist in researching or validating the claims, disputes or grievances of aboriginal people;

(e) the third party will be exposed unfairly to financial or other harm;

(f) the personal information has been supplied in confidence;

(g) the personal information is likely to be inaccurate or unreliable;

(h) the disclosure may unfairly damage the reputation of a person referred to in the record requested by the applicant;

(i) the personal information was originally provided to the applicant; and

(j) the information is about a deceased person and, if so, whether the length of time the person has been deceased indicates the disclosure is not an unreasonable invasion of the deceased person's personal privacy.
Access or correction complaint

42.(1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16(2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52(1) or 53(1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21;

(b) a decision respecting an extension of time under section 23;

(c) a variation of a procedure under section 24; or

(d) an estimate of costs or a decision not to waive a cost under section 26.

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.
Direct appeal to Trial Division by an applicant

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42, the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act, or

(b) after the date the head of the public body is considered to have refused the request under subsection 16(2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner’s refusal under subsection 45(2).

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

From: Edwards, Luke
Sent: Monday, January 05, 2015 1:37 PM
To: 
Cc: groves, Glen
Subject: Poor Road Condition, Friday

In response to your e-mail regarding road conditions on the TCH on Friday, January 2 @ 11:30 am. Our Supervisor for this area is located in the Bellevue Depot and reported that the snow began falling at approximately 10:00 am that morning. The snow started falling lightly but later began falling at a faster pace.

Crews were dispatched between 10:30 and 11:00 am. Snow can fall quickly and build up on the roads very fast but I am sure you are fully aware of our weather conditions here in the province. Please be advised that it take approximately 2.5 hours for a Flyer to fully complete a given snow route. So snow can be on the road for a period of time before it is plowed off and I suggest this is what you may have experienced on Friday.

Given the fact that we have weather and road conditions changing very quickly and we can only respond accordingly it is very important that motorist slow down and drive to the changing road conditions.

Thank-you for your e-mail

-----Original Message-----
From: Friday, January 02, 2015 11:43 AM
To: Transportation and Works
Subject: Poor road conditions

Good morning,

I am traveling on the TCH today and am surprised of the road conditions. The roads are snow covered and slushy. It is evident there had been no snow plow clearing the highway. It is 1130 in the morning and in places there is at least 5cms of snow on the highway. There is currently no snow falling. I question why at this time of day the highway is in such poor condition without any snow clearing having taken place. I am currently driving past chance cove on the Avalon. I look forward to your attention to this matter and request a reply to my email!

Thank you!

Sent from my IPhone
In response to your e-mail regarding road conditions on the TCH on Friday, January 2 at 11:30 am. Our Supervisor for this area is located in the Bellevue Depot and reported that the snow began falling at approximately 10:00 am that morning. The snow started falling lightly but later began falling at a faster pace.

Crews were dispatched between 10:30 and 11:00 am. Snow can fall quickly and build up on the roads very fast but I am sure you are fully aware of our weather conditions here in the province. Please be advised that it takes approximately 2.5 hours for a Flyer to fully complete a given snow route. So snow can be on the road for a period of time before it is plowed off and I suggest this is what you may have experienced on Friday.

Given the fact that we have weather and road conditions changing very quickly and we can only respond accordingly it is very important that motorists slow down and drive to the changing road conditions.

Thank-you for your e-mail.
Thank you for your reply. I do realize weather conditions can change rather quickly but I can tell you we did not see a snow plow on the highway at any point. Given the amount of snow on the highway it is hard to believe that the snow didn't start until 10 am because when we left at 10:30 am there was no snow falling whatsoever and there was at least 5 cms of snow on the highway if not more. I know we can have changing conditions at this time of year but I also think there should be a more prompt response with snow clearing. Shortly after I sent you my initial email we also witnessed a car having left the road with ambulances and police on scene. I am confident in saying I am sure the road conditions contributed. We arrived safely at our destination but I feel it was unacceptable as a resident of this province to see this lack of snow clearing so early in the year when we have not had anything in the way of snowfall.

Sent from our Ipad!

On Jan 5, 2015, at 1:37 PM, "Edwards, Luke" <edwardsl@gov.nl.ca> wrote:

In response to your e-mail regarding road conditions on the TCH on Friday, January 2 @ 11:30 am. Our Supervisor for this area is located in the Bellevue Depot and reported that the snow began falling at approximately 10:00 am that morning. The snow started falling lightly but later began falling at a faster pace.

Crews were dispatched between 10:30 and 11:00 am. Snow can fall quickly and build up on the roads very fast but I am sure you are fully aware of our weather conditions here in the province. Please be advised that it take approximately 2.5 hours for a Flyer to fully complete a given snow route. So snow can be on the road for a period of time before it is plowed off and I suggest this is what you may have experienced on Friday.

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Thank you for your e-mail

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Sent: Friday, January 02, 2015 11:43 AM
To: Transportation and Works
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snow clearing having taken place. I am currently driving past chance cove on the Avalon. I look forward to your attention to this matter and request a reply to my email!

Thank you!

Sent from my iPhone

“This email and any attached files are intended for the sole use of the primary and copied addressee(s) and may contain privileged and/or confidential information. Any distribution, use or copying by any means of this information is strictly prohibited. If you received this email in error, please delete it immediately and notify the sender.”
Glen
Goobies finished around 8:30 Pm and Bellevue finished around 1:00 am. Merrill had a bigger mess out that way and had a lot of rain earlier in the evening; a lot of slush developed and Merrill felt that making a late run with milder temperatures prevalent would serve them better.

It was still snowing at Goobies when the run was completed but they had freezing rain in the forecast and felt that leaving some snow for the freezing rain to fall on was the better option.

Goobies were on the go at 4:30 Am but I think [REDACTED] was travelling to Bull Arm earlier than our snow plows could get to Megan’s.

Luke

From: Groves, Glen
Sent: Monday, February 01, 2016 2:35 PM
To: Edwards, Luke
Subject: RE: Section of highway: condition

Looks okay Luke. To be clear, you should note there is no 24 hr shift Friday and Saturday nights.

What time did Bellevue and Goobies finish their last runs that night?

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

From: Edwards, Luke
Sent: Monday, February 01, 2016 2:04 PM
To: Groves, Glen
Subject: RE: Section of highway: condition

Glen
For you review.

Hi [REDACTED]
Our normal snow clearing hours of service in the Eastern Region is as follows:

Monday to Friday – 4:30 am to 1:00 pm
Back Shift with Limited Operators are on shift from 1:00 pm to 9:30 pm. Additional Staff are Called-in as needed from 1:00 Pm to 9:30 Pm.

Our 24 Hour Shift – with Limited Staff – Starts on Sunday evening and runs from Sunday to Friday . 8:00 Pm to 5:30 Am
There is no 24 hour shift running on Weekends Friday and Saturday nights.

Our Region is divided up into Unit Areas – the Bellevue Depot covers from Witbourne to Southern Hr Intersection (Megan’s). The Weather Conditions Friday night brought a lot of rain and snow to the Southwest Avalon earlier in the evening that created a lot of Snow and Slush on that section of the Avalon. The Bellevue Depot made a late run Friday night to Southern Hr. Intersection (Megan’s) which meant the Flyer Trucks were out later than normal.

The Goobies Depot that covers from Southern Hr. to Clarenville finish up at 9:30 Pm on Friday night.
Typically, our evening shift ends at 9:30 Pm and our operators are sent home for a rest period so they can be available to start at 4:30 Am the next morning.

Please be advised that we have a 24 Hour Dispatch Service, whereby you can receive road conditions reports 24/7 by phoning 466-4160 . They provide the latest road condition reports and can notify you of any Road Advisories, that have been issued for roads in the Province.

We ask that you take advantage of this 24/7 service, to assist you in your decision to travel.

Regards

From: [Redacted]
Sent: Saturday, January 30, 2016 5:09 AM
To: Transportation and Works
Subject: Section of highway: condition

Hi

I just have to make comment on the condition of the highway westbound from Megans gas bar to Bull Arm turn off. I drove from St John’s and it was quite obvious that the plows had been on the highway until I hit Megans Gas bar to Bull Arm in which no plow had been on that section at all throughout the night. At 430am I drove through very extreme and dangerous conditions in that section at times almost going off the road. What I would like to know is why no one was out to clear that section when the rest was?
Our normal snow clearing hours of service in the Eastern Region is as follows:

Regular Day Shift - Monday to Friday – 4:30 am to 1:00 pm
Evening Shift - with Limited Staff - work from 1:00 pm to 9:30 pm.
Our 24 Hour Shift - with Limited Staff - Runs from Sunday to Friday 8:00 Pm to 5:30 Am

There is no 24 hour Snow Clearing Shift on Friday or Saturday nights.

Our Region is divided up into Unit Areas – the Bellevue Depot covers from Witbourne to Southern Hr Intersection (Megan's). The Weather Conditions Friday night brought a lot of rain and snow to the Bellevue area that created a lot of Snow and Slush on the highway. The Bellevue Depot end up making a later run than normal on Friday night as a result.

The Goobies Depot which covers the section of road from Southern Hr. to Clarenville ended their shift at 9:30 Pm. Operators were re-called into work in Goobies at 4:30 Am on Saturday Morning to begin snow clearing operations.

Please note that we have a 24 Hour Dispatch Service, whereby you can receive road conditions reports 24/7 by phoning 466-4160. They provide the latest road condition reports and can notify you of any Road Advisories, that have been issued for any section of road in the Province.

Regards

Hi

I just have to make comment on the condition of the highway westbound from Megans gas bar to Bull Arm turn off. I drove from St John's and it was quite obvious that the plows had been on the highway until I hit Megans Gas bar to Bull Arm in which no plow had been on that section at all throughout the night. At 430am I drove through very extreme and dangerous conditions in that section at times almost going off the road. What I would like to know is why no one was out to clear that section when the rest was?
Corey

See attached pictures of Chapel Arm on Beer Hill. Please arrange for some pothole repairs to be carried out (where you can) on this route the next time the crew is in the area. We may have to place some MG111 or recycle asphalt if time allows.

We may have to wait for the Bellevue depot to open seeing you have only a week left of our summer operations to complete the recent Storm Damage repairs.

Thanks
Luke
See letter attached.

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

-----Original Message-----
From: Edwards, Luke
Sent: Thursday, October 20, 2016 11:04 AM
To: Groves, Glen
Subject: RE: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Glen
Was there supposed to be an attachment?

Luke

-----Original Message-----
From: Groves, Glen
Sent: Thursday, October 20, 2016 11:03 AM
To: Edwards, Luke
Cc: Seward, Corey J.
Subject: RE: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Please investigate the issue of brush blocking the sight lines at the two intersections referenced in the letter as well and, if necessary, incorporate into work plans for the area.

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

-----Original Message-----
From: Edwards, Luke
Sent: Wednesday, October 12, 2016 7:25 PM
To: Seward, Corey J.
Cc: Groves, Glen
Subject: FW: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Corey
See attached pictures of Chapel Arm on Beer Hill. Please arrange for some pothole repairs to be carried out (where you can) on this route the next time the crew is in the area. We may have to place some MG111 or recycle asphalt if time allows.

We may have to wait for the Bellevue depot to open seeing you have only a week left of our summer operations to complete the recent Storm Damage repairs.

Thanks
Luke
October 4, 2016

Department of Transportation and Works
PO Box 8700
St. John’s, NL A1B 4J6

Attention: Minister Hon. Al Hawkins

Dear Minister Hawkins:

I write with respect to some concerns that Council has with road conditions in the Town.

Firstly, on Main Road near the bridge to Old Cabot Highway, there is an abundance of brush on the side of the road which is making it difficult to see as you make the turn from the bridge onto Main Road. The sight view is very limited which is very dangerous. Also, on the access road from Old Cabot Highway to Southern Cove Road, the brush is causing difficulties for motorists making turns. I have attached pictures of the areas.

Council respectfully requests that the brush be cleared from these areas.

Secondly, there are ongoing concerns about the road conditions of Southern Cove Road. This road is in need of serious repairs. There are large sections of the road where the pavement is cracked up and other sections where there is no longer any pavement. There are large holes in the road that are very deep which could cause damage to vehicles. Further, motorists are veering away from the holes which could cause injury to any pedestrians. I have attached pictures for your review.
While we realize that this road is not a priority for your department, it is widely used by vehicles in the town, including school buses, and is used by pedestrians as well. Council respectfully requests that some repairs be made to the road in the near future.

If paving the road is not possible at this time, perhaps filling the holes with gravel and cold patch could be an option.

Council thanks you in advance for your attention to this matter.

Sincerely,

Tracy Smith, Town Clerk/Manager
On behalf of Council

cc MHA Mark Browne
From: Edwards, Luke
To: Groves, Glen
Subject: FW: Letter to Minister Hawkins, brush and Southern Cove Road.pdf
Date: Thursday, October 20, 2016 12:48:42 PM
Attachments: 20160922_162216_resized.jpg
20160922_162537_resized.jpg
Chapel Arm Bridge.jpg
Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Glen
My apologies I thought this was a new letter to the Minister concerning Southern Harbour.

The Brush Shown in the pictures is getting larger each year and as you know we have many areas requiring brush cutting similar to this. In this particular case motorist got some room to move out and see if there is traffic coming. I added a 2013 Google Picture of the Intersection to show the space in the intersection.

With respect to pothole patching on the Southern Cove Hill/Beer Hill the condition of the asphalt is in poor condition and I have instructed the Supervisor to do some pothole patching the next time they are in the area.

Please advise if you want our crew to clear the brush behind the guiderail at this location?

Luke

-----Original Message-----
From: Edwards, Luke
Sent: Wednesday, October 12, 2016 7:25 PM
To: Seward, Corey J.
Cc: Groves, Glen
Subject: FW: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Corey
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October 4, 2016

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PO Box 8700
St. John’s, NL A1B 4J6

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While we realize that this road is not a priority for your department, it is widely used by vehicles in the town, including school buses, and is used by pedestrians as well. Council respectfully requests that some repairs be made to the road in the near future.

If paving the road is not possible at this time, perhaps filling the holes with gravel and cold patch could be an option.

Council thanks you in advance for your attention to this matter.

Sincerely,

Tracy Smith, Town Clerk/Manager
On behalf of Council

c MHA Mark Browne
Okay Corey no Problem

-----Original Message-----
From: Seward, Corey J.
Sent: Wednesday, October 26, 2016 1:10 PM
To: Groves, Glen; Edwards, Luke
Cc: Bellevue Supervisor
Subject: RE: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Merrill or Murray will have to look at this now that Bellevue is open. As you know we were pretty tied up with other issues in the last week of the summer season.

Regards
Corey

Corey Seward
Maintenance & Engineering Projects Supervisor
Eastern Region
Goobies Maintenance Unit
Phone: 542-3217
e-mail: sewardcj@gov.nl.ca

-----Original Message-----
From: Groves, Glen
Sent: October 20, 2016 11:03 AM
To: Edwards, Luke
Cc: Seward, Corey J.
Subject: RE: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Please investigate the issue of brush blocking the sight lines at the two intersections referenced in the letter as well and, if necessary, incorporate into work plans for the area.

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

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Sent: Wednesday, October 12, 2016 7:25 PM
To: Seward, Corey J.
Cc: Groves, Glen
Subject: FW: Letter to Minister Hawkins, brush and Southern Cove Road.pdf

Corey
See attached pictures of Chapel Arm on Beer Hill. Please arrange for some pothole repairs to be carried
out (where you can) on this route the next time the crew is in the area. We may have to place some MG111 or recycle asphalt if time allows.

We may have to wait for the Bellevue depot to open seeing you have only a week left of our summer operations to complete the recent Storm Damage repairs.

Thanks
Luke
Luke,

Please confirm what time our flyer was sent out on the TCH Bellevue to Whitbourne run on December 1st and Dec 9th and if there were any delays on those mornings.

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

-----Original Message-----
From: Planke, Tara
Sent: Tuesday, December 13, 2016 10:17 AM
To: Groves, Glen
Subject: RE: Highway Conditions

Hi again,

Mark is wondering if it would be possible to get the specifics for Dec 2nd, the day in question on the letter?

Tara Planke
Constituency Assistant to Mark Browne MHA District of Placentia West – Bellevue Parliamentary Assistant to the Premier
P.O. Box 699 Marystown, NL A0E 2M0
Office: (709) 279-2912 or 1-800-423-3301
Cell: (709) 277-1345
Fax: (709) 279-0707
Email: taraplanke@gov.nl.ca

-----Original Message-----
From: Groves, Glen
Sent: Tuesday, December 13, 2016 9:46 AM
To: Planke, Tara
Subject: RE: Highway Conditions

Hi Tara,

The Chapel Arm to Whitbourne section of the TCH is serviced by a truck that is dispatched from Bellevue depot. Our operators are scheduled to start work at 4:30 AM on weekdays and called in as necessary by our supervisor on weekends. Trucks are typically on the road before 5:00 AM each morning. Obviously if there is a mechanical breakdown it impacts the start time.

The morning shift runs from 4:30 AM to 1 PM and a backshift of typically two operators work from 1 PM to 9:30 PM. The morning shift operators will stay on after 1 PM if weather conditions require a larger crew in the afternoon and evening.

Priority is given to the TCH and school bus routes. A typical snow route can take 2.5 to 3 hours to complete so when it is snowing, the results are not immediate and motorists need to adjust their travel
time and drive to the conditions.

Our winter maintenance policy is available at the following link:

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As well, road condition reports, highway cameras and contact information is available online for the public to access.

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

-----Original Message-----
From: Planke, Tara
Sent: Tuesday, December 13, 2016 8:01 AM
To: Groves, Glen
Subject: Re: Highway Conditions

Good morning Glen,

Were you able to get any information on this one?

Mark was approached by the Mayor of Chapel Arm on Saturday and she would like a list of times and what equipment is on the roads.

Thanks
Tara

Sent from my BlackBerry 10 smartphone on the Bell network.
Original Message
From: Planke, Tara
Sent: Friday, December 9, 2016 11:02 AM
To: Groves, Glen
Subject: FW: Highway Conditions

Hi Glen,

Mark has asked me to forward this message on to you.

Thanks
Tara Planke
Constituency Assistant to Mark Browne MHA District of Placentia West – Bellevue Parliamentary Assistant to the Premier P.O. Box 699 Marystown, NL A0E 2M0
Office: (709) 279-2912 or 1-800-423-3301
Cell: (709) 277-1345
Fax: (709) 279-0707
Email: taraplanke@gov.nl.ca

-----Original Message-----
From: Browne, Mark
Sent: Friday, December 09, 2016 10:59 AM
To: Planke, Tara
Subject: Fw: Highway Conditions
Forward to Glen

Sent from my BlackBerry 10 smartphone on the Bell network.

Original Message
From: Mark Browne@gov.nl.ca
Sent: Friday, December 9, 2016 10:58 AM
To: [REDACTED]
Subject: Re: Highway Conditions

Hi [REDACTED] - thanks for letting me know. I'm going to contact the Regional Director and get some answers.

Will get back to you

Mark

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I am not normally one to complain, however the highway conditions over the past few weeks have caused me great concern. Recently I have begun to commute daily for work in St. John's, since starting there have been only a few snow/winter weather events but all of which have resulted in horrible driving conditions.

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My main concern is the area between Whitbourne and Chapel Arm, why is this area neglected. There are still a large number of workers commuting to the industrial sites in the area and a number of residents traveling to St. John's daily.

Any information you can provide would be appreciated.

Thanks,
Thank you Glen. I will pass along your information.

Tara Planke  
Constituency Assistant to Mark Browne MHA  
District of Placentia West - Bellevue  
Parliamentary Assistant to the Premier  
P.O. Box 699 Marystown, NL A0E 2M0  
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From: Groves, Glen  
Sent: Tuesday, December 13, 2016 9:46 AM  
To: Planke, Tara  
Subject: RE: Highway Conditions

Hi Tara,

The Chapel Arm to Whitbourne section of the TCH is serviced by a truck that is dispatched from Bellevue depot. Our operators are scheduled to start work at 4:30 AM on weekdays and called in as necessary by our supervisor on weekends. Trucks are typically on the road before 5:00AM each morning. Obviously if there is a mechanical breakdown it impacts the start time.

The morning shift runs from 4:30 AM to 1 PM and a backshift of typically two operators work from 1 PM to 9:30 PM. The morning shift operators will stay on after 1 PM if weather conditions require a larger crew in the afternoon and evening.

Priority is given to the TCH and school bus routes. A typical snow route can take 2.5 to 3 hours to complete so when it is snowing, the results are not immediate and motorists need to adjust their travel time and drive to the conditions.

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Subject: Highway Conditions

Mark,

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My main concern is the area between Whitbourne and Chapel Arm, why is this area neglected. There are still a large number of workers commuting to the industrial sites in the area and a number of residents traveling to St. John's daily.

Any information you can provide would be appreciated.

Thanks,
Tara,

There were two days in question. Our records for those days are as follows:

On December 1st our truck started applying material on the TCH Bellevue to Whitbourne run at 4:32 AM. There were a total 3 runs completed on the route that day with a total of 15 tonnes of salt applied.

On December 9th our truck started applying material on that same run at 4:28 AM. There were a total of 5 runs made on the route that day and 27 tonnes of salt applied.

Glen

-----Original Message-----
From: Planke, Tara
Sent: Tuesday, December 13, 2016 10:17 AM
To: Groves, Glen
Subject: RE: Highway Conditions

Hi again,

Mark is wondering if it would be possible to get the specifics for Dec 2nd, the day in question on the letter?

Tara Planke
Constituency Assistant to Mark Browne MHA District of Placentia West – Bellevue Parliamentary Assistant to the Premier P.O. Box 699 Marystown, NL A0E 2M0
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Any information you can provide would be appreciated.

Thanks,
Hi Mark,

The following information was provided by the various depots involved in snow clearing between Marystown and Long Harbour on January 2nd. As you know, January 2nd was a holiday and crews were called in as required.

**R210 Marystown to Goobies**

Black Brook – Flyer Left at – 4:30 am – Black Brook to Red Harbour
Boat Hr Depot – Flyer left at 5:00 am – Red Harbour to Clam Brook Bridge
Grand Le Pierre – Flyer left at 5:00 am - Clam Brook Bridge to Mile Hill (Swift Current)
Goobies Depot – Flyer left at 5:30 am - Mile Hill to TCH (4 Runs finished at 2:00 pm)

**TCH – Long Harbour Intersection**

Goobies Depot – Flyer left at 5:30 am - TCH (Goobies Intersection) to Southern Harbour Intersection (5 runs finished at 6:00 pm)
Bellevue Depot – Flyer left at 5:15 am - Southern Harbour Intersection to Bellevue/Fair Haven Intersection
Bellevue Depot – Flyer left at 5:30 am - Bellevue/Fair Haven Intersection to Long Harbour Intersection

---

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

---

From: Dunford, Joe
Sent: Tuesday, January 03, 2017 1:27 PM
To: Browne, Mark
Cc: Groves, Glen
Subject: RE:

Glen,

I know you had full crews out but would you provide the exact schedule for Mark please.

Joe Dunford, M.Eng. P.Eng.
From: Browne, Mark  
Sent: Tuesday, January 03, 2017 1:17 PM  
To: Dunford, Joe  
Subject:  

Hi Joe,  
Just had a call from a constituent regarding the conditions of the road yesterday morning. They left Marystown at 6am to drive to Long Harbour. I am told they did not see a plow anywhere in between. Can you tell me how many plows were out at time and what time they got on the roads?  

Thanks,  
Mark  

Sent from my BlackBerry 10 smartphone on the Bell network.
Thanks Luke.

Sent from my BlackBerry 10 smartphone on the Bell network.

Glen

In response to the e-mail forwarded to me this morning from our Dispatch in Deer Lake in respect to our Snow Clearing response on Friday, January 6, 2017 at 11:30 pm

Non-Responsive Information

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Non-Responsive Information
Bellevue Depot - I spoke with Merrill Smith Supervisor at our Bellevue Depot regarding reports that a Tractor Trailer had been stuck on the Doe Hills last night. Merrill said the Evening Shift Crew left at 9:30 am and there was no problems at this time. He said the road was all bare and dry that evening when he left to go home. When I told Merrill that dispatch had received a call from the RCMP at approximately 11:00 pm regarding the Tractor Trailer being stuck on the Doe Hills and because it wasn't blocking traffic the department would not be responding. Merrill said that the dispatcher used the proper protocol that we normally follow. If the highway wasn't blocked off and traffic could get through then it wasn't considered an Emergency and the dispatch was correct in not requesting a response. Had there been a blocked highway we would have dispatched a Loader to assist. We have done this many times before.

Please note that the Bellevue Operators were on the go at 4:00 am this morning snow clearing.

If you need anything further please let me know.

Luke

Sent from my BlackBerry 10 smartphone on the Bell network.
Joe,

Please see the report below concerning the issues noted in the dispatcher's email earlier today. As you suggested, we should discuss at our director's meeting on Monday.

Sent from my BlackBerry 10 smartphone on the Bell network.

Glen

In response to the e-mail forwarded to me this morning from our Dispatch in Deer Lake in respect to our Snow Clearing response on Friday, January 6, 2017 at 11:30 pm
Bellevue Depot - I spoke with Merrill Smith Supervisor at our Bellevue Depot regarding reports that a Tractor Trailer had been stuck on the Doe Hills last night. Merrill said the Evening Shift Crew left at 9:30 am and there was no problems at this time. He said the road was all bare and dry that evening when he left to go home. When I told Merrill that dispatch had received a call from the RCMP at approximately 11:00 pm regarding the Tractor Trailer being stuck on the Doe Hills and because it wasn't blocking traffic the department would not be responding, Merrill said that the dispatcher used the proper protocol that we normally follow. If the highway wasn't blocked off and traffic could get through then it wasn't considered an Emergency and the dispatch was correct in not requesting a response. Had there been a blocked highway we would have dispatched a Loader to assist. We have done this many times before.

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Hi Margot,

Attached is the information sent to municipalities in the fall regarding the Department’s requirements for picking up ice control materials from our depots. Ample notice was given to get this information back to our department. Within the Eastern Region we have approximately 30 municipalities and Regional Boards that have complied. The Town of Chance Cove need to submit their documents as soon as possible. Until then, they may be able to pick up materials from a neighboring community or contractor in the area.

Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
t (709) 466-4132, f (709) 466-4048

Margot Pitcher
Executive Assistant to the Minister
Hon. Allan Hawkins
Transportation and Works
tel: 709-729-5884
e-mail: margotpitcher@gov.nl.ca
Good morning Margot,

We have been in touch with the Mayor of Chance Cove – Mr. Edgar Crann, who has brought to our attention that they are experiencing difficulty obtaining sand/salt mix from the Bellevue Depot.

Mayor Crann did advise that the Town or the maintenance man does not have the proper safety courses to be allowed to enter the site, therefore they hired the same person from Chapel Arm who picks up for that Town as well, and he has all the necessary courses that are required. Problem is that when the gentleman goes back to do a pick up for the Town of Chance Cove he is denied. The mayor wanted us to check on this, as he feels that this is not protocol of the Department, just the orders of a supervisor at the depot who is from a neighboring community.

The Town were to have a council meeting last night, and they were going to get the paperwork that is required by TW Department completed and submitted asap.

Would you be able to check into this for me please, and I will contact the Mayor with your information.

Thanks

Tara Planke
Constituency Assistant to Mark Browne MHA
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Parliamentary Assistant to the Premier
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Email: taraplanke@gov.nl.ca
To: Municipalities

Re: Safety Certification Requirements – Pickup of Ice Control Materials From TW

The Department of Transportation and Works (TW) has reviewed its requirement for municipalities picking up ice control materials from provincially-owned storage locations for the winter of 2016-2017. Below is a summary of options deemed acceptable.

1) Municipal Endorsement

TW will accept a municipal endorsement passed by council which indicates all measures are in place to meet Occupational Health and Safety compliance standards related to the pickup of ice control materials.

The municipality must provide a safety plan outlining their approach for picking up the materials. This would include specific vehicle and driver information. This applies to municipal employees and vehicles as well as any they contract or hire on their behalf.

2) COR™ Certification Completed

i) Municipality to have a Certificate of Recognition™ (COR™) and valid Letter of Good Standing issued by the Newfoundland and Labrador Construction Safety Association (NLCSA), OR

ii) Contractor must have COR™ certification and valid Letter of Good Standing issued by the NLCSA if municipalities hire a contractor to pick up materials on their behalf.

A safety plan as described above is required.

3) COR™ In-Process or Audit Pending

TW will accept an “In Process” or “Audit Pending” letter of good standing on behalf of Municipalities from the NLCSA for the winter of 2016-2017 only. The in class training must be completed by one person within the organization. A safety plan as described above is required.

The NLCSA is a non-profit organization which provides the training and skills necessary for COR™ certification in the Province. The NLCSA is able to assist municipalities who choose Option 2 or Option 3 as described above. Please see the attachment for additional information on the COR™ program including contact details.

The Municipal Safety Council Newfoundland and Labrador (MSCNL) can assist Municipalities who choose Option 1 (as described above) to fulfill the Occupational Health and Safety compliance standards. The MSCNL has developed a generic safety plan template for towns to
modify to meet the TW requirements under Option 1. The MSCNL can be contacted at telephone (709) 753-9599 or email info@mscnl.ca.

A response advising which of the above options your Municipality will accept for the winter of 2016-2017 is required prior to **October 14, 2016**. All required documentation including a safety plan is required to be submitted prior to any municipality or contractor entering a TW site to pick up ice control materials. All responses are to be emailed to HighwayMaintenanceHQ@gov.nl.ca.

The Department of Transportation and Works considers safety a key priority and a fundamental part of the services that we provide. We believe that our employees and any individual entering one of our sites have the right to be safe. All TW employees share the responsibility for maintaining a safe and healthy environment for each other and the general public.

Sincerely,

Joe Dunford, M. Eng., P. Eng.
Assistant Deputy Minister – Transportation
Thanks for this Glen. I will forward along.

Margot

Margot Pitcher
Executive Assistant to the Minister
Hon. Allan Hawkins
Transportation and Works
tel: 709-729-5884
e-mail: margotpitcher@gov.nl.ca

From: Groves, Glen
Sent: Tuesday, January 10, 2017 10:48 AM
To: Pitcher, Margot <MargotPitcher@gov.nl.ca>
Cc: Dunford, Joe <joeDunford@gov.nl.ca>; Edwards, Luke <edwardsl@gov.nl.ca>
Subject: RE: TW Issues in Chance Cove

Hi Margot,

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Glen Groves, P. ENG.
Regional Director
Department of Transportation and Works
3 Duffitt Place Clarenville, NL A5A 1E9
Good morning Glen;

Could you please provide clarification on the issue below, and I will respond to MHA Mark Browne’s CA?

Thanks,
Margot

---

**Margot Pitcher**

Executive Assistant to the Minister

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Snow Means Slow.