



Snowplow Tracker Frequently Asked Questions

Why is my road not showing as plowed?

As part of the pilot, the Snowplow Tracker only shows select snowplows clearing main arterial roads such as Princess Street, Division Street and Gardiners Road. Plows clearing residential areas, as well as contract plows clearing the east end and Countryside, are not included in this pilot, but work actively during winter weather events. Check the [road plow route map](#) to see how your street is designated for snow clearing.

I see a plow close to me on the map. Why isn't it coming to my neighbourhood?

Road plowing is based on a priority system. Main roads are cleared first. Plows may do multiple passes before moving on to residential areas, depending on the winter weather event. See the City's [Winter Maintenance Policy](#) to learn more about plowing priorities.

How often does the map update?

When a plow is in motion clearing snow on main roads, it will send frequent data that will be displayed on the map. Different colours on the map indicate when a road was last plowed and update continuously.

A plow is on a main road. Why isn't it showing on the map?

The Snowplow Tracker only shows plows when they are actively clearing snow. The City's plows are multipurpose vehicles and used for a variety of other activities including sanding, salting, and winter maintenance operations.

Will residential roads be added to this map in the future?

The Snowplow Tracker is in a pilot phase and shows only a select number of plows. The pilot will be evaluated in 2020 with the possibility to expand to residential roads in the future.