



FOR IMMEDIATE RELEASE

Winter Road Maintenance for the District of Clearwater

Clearwater, January 15th, 2024

Issue:

The District of Clearwater is addressing concerns raised by the community regarding road maintenance services. This service is provided by the recently contracted vendor Black River Contracting (BRC). The District acknowledges that the level of service has not met contract service levels standards. The contractor is actively working to rectify service gaps and enhance overall performance.

Background:

- The roads maintenance contract underwent a tender process in July of 2023.
- The District received only one bid, leading to the contract being awarded by Mayor and Council in September of the same year.
- The contract award is for a five-year term. The amount in year one is \$633,000.
- The contract includes service level standards covering priority roads, cold weather standards, specified hours for snow clearing, and guidelines for addressing ice build-up on roads.
- District of Clearwater staff continue to meet with the contractor to address standards. Despite the presence of these standards, recent snow events have revealed shortcomings in meeting contractual obligations.
- The District has received some complaints, encompassing issues such as large gravel instead of sand and ice build-up on main arterial and local roads.

Moving Forward:

- Complaints regarding the contract should be directed to the contractor, [Black River Contracting 250-587-6149](tel:250-587-6149).
- If you feel your complaint was not actioned in a timely manner by Black River Contracting, please submit your follow-up complaint to the District email: admin@docbc.ca, telephone 250-674-2257 or in person. Timely reporting is crucial for addressing concerns with the contractor.
- The contractor is scheduled to address Council during the Regular Meeting Tuesday January 16th at 2:00 PM, explaining start-up challenges and presenting plans to address existing complaints.
- Members of the public are welcome to attend and present complaints directly to Council, with a two-minute allocation per individual. The District emphasizes a respectful work policy, encouraging constructive public comments.
- The District of Clearwater remains committed ensuring the community receives the standards set out required of Black River Contracting and appreciates the community's cooperation in resolving these concerns.

For further information, please contact Jenna Campbell at the front desk, 250-674.2257.

District of Clearwater
End of Release