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From: Janice Ellacott [REDACTED]
Date: 2026-02-24 9:46 p.m. (GMT-05:00)
To: Council <Council@cambridge.ca>, shawj@cambridge.cs
Cc: Nicholas Ermeta <ErmetaN@cambridge.ca>
Subject: Winter road maintenance

Janice Ellacott
[REDACTED]
[REDACTED]

To Members of Council,

I would like my email included in the minutes regarding snow maintenance.

I am writing to express my serious concerns regarding winter snow removal in the City of Cambridge this season. I have lived in Cambridge for ten years, and I have never experienced road conditions as poor and unsafe as they have been this winter.

I live on Zieman Crescent, and the connecting street, Brayshaw Drive, was especially problematic—largely due to parked cars preventing proper snow clearing. Because the snow was not adequately cleared early and consistently, it became compacted, hardened, and built up into deep ruts and ridges. This led directly to the formation of severe potholes and uneven surfaces caused by excess snow accumulation rather than normal road wear.

There were multiple occasions when the snow accumulation on our street was so high that my husband, was unable to take his vehicle out of the garage. In my case, the hardened snow and ice ridges—approximately 18 inches high—struck the undercarriage of my vehicle and caused significant damage. The deep ruts and potholes, formed from compacted and unremoved snow, caused impacts of up to 12 inches. As a result, I was forced to replace two tires due to dangerous bulging, and my vehicle's suspension and shocks have also been negatively affected.

Beyond the damage to personal vehicles, the overall safety and accessibility of our roads have been unacceptable. When plows did arrive, they often cleared only a single lane of the road, rather than ensuring two safe lanes of travel. This created dangerous conditions for residents attempting to enter, exit, or travel through the neighborhood.

I am also concerned about the change to on-street parking restrictions. In previous years, overnight on-street parking restrictions began on November 30, which helped ensure roads could be properly cleared. This year, the change to a January start date appears to have made conditions worse, as parked vehicles prevented proper clearing early in the season, especially on Brayshaw Drive.

While I understand that this winter may have presented unique challenges, including reports of salt shortages, the level of snow removal service has fallen far below what residents reasonably expect. The failure to adequately clear snow in a timely manner directly contributed to dangerous road conditions, vehicle damage, and safety risks.

I respectfully ask that the City review its snow removal policies, enforcement of parking restrictions, and operational response to ensure that streets such as Zieman Crescent and Brayshaw Drive are properly cleared and maintained. Residents rely on safe and accessible roads, and this year's conditions have been unacceptable.

Thank you for your time and consideration. I hope my concerns will be taken seriously and addressed as part of your review.

Sincerely Janice Ellacott

Sent from my iPhone