

## SECTION 1 : TRACKING DETAILS

Date Issued:	February 10/2020	NCR Number:	2020-02-10 3.01 Hwy Snow Removal
		Issued By:	TOM AGAR
Service Area:	SA 14 - NICOLA	Contractor Name:	YRB (NICOLA)

## SECTION 2 : DESCRIPTION OF NON-CONFORMANCE

**What is being assessed?:**  
HIGHWAY SNOW REMOVAL 3.01.2: To Proactively monitor, anticipate manage and respond to Winter Accumulations and Compact to facilitate the safe and orderly flow of traffic. All other lanes including brake checks, CHAIN UP/OFF AREAS and any other vehicle accessible portions within the right-of-way on a class A highway MAX winter accumulations not to exceed 12CM.

**Findings:**  
Prior to the chain up lights turning on, on Feb 6/2020, Box Canyon chain-up had accumulations over the 12cm specification. During my inspections Feb 5/2020 around 10:00am, the thru lane was clear in the chain-up, up to the parking stalls and then there was a snow windrow that was approximately 60cm. deep throughout length of chain-up facility. It was in the process of being cleared, with chain up lights on the verge of being turned on due to trucks spinning out on the Snowshed Hill. 19 hours later the lights were activated and no snow removal had happened since my site visit. When chain up lights were activated trucks were only able to use the thru lanes of the chain up, which leads to backing out into the highway, truckers that are unable to move when chained up, and possibly a highway closure depending on weather situations. Please provide Root Cause Analysis and Corrective Action Plan

**Evidence/Records Reviewed:**  
Drive BC photos of Commercial vehicles only using thru lane in chain up  
MOT site visit, Phone call with YRB saying work was not complete on night shift

## SECTION 3 : REQUIRED CORRECTION

**Does Contractor have to re-do/do the work? Select N/A if non-conformance is not curable or opportunity to rectify has passed**

YES _____	Deadline for correction:
NO _____	MoTI accepts the non-conforming product/service
	Reason:
N/A _____ X	Reason: The chain up event has passed has been cleaned up since then.

**Signatures upon completion of required correction:**

Contractor representative confirms correction complete	Contractor Representative: _____
Date accepted by MoTI: _____	MoTI Representative: _____

## SECTION 4 : ROOT CAUSE ANALYSIS & CORRECTIVE ACTION PLAN

4a.) Deadline for submission of corrective plan to MoTI: FEB/14/2020

4b.) Root Cause Analysis (Why did the non-conformance occur?)

4c.) Corrective Action Plan: (How will the contractor prevent re-occurrence of the non-conformance?)

## SECTION 5 : SIGNATURES

Contractor representative commits to implementing the corrective action plan and confirms that the plan is intended to prevent the re-occurrence of the Non-conformance identified in section 2 of this report

Name: Dave Duncan Contractor Signature: \_\_\_\_\_

MOT representative accepts the corrective action plan. Acceptance does not negate the contractor's responsibility to perform the services in accordance with the contract requirements.

Name: Thomas Agar MoTI Signature: \_\_\_\_\_

**From:** [Bushill, Brad J TRAN:EX](#)  
**To:** [XT:Mtcon, Andrew Stewart TRAN:IN](#); [Agar, Thomas TRAN:EX](#)  
**Cc:** [Rodney Hafner](#); [XT:Mtcon, Dave Duncan TRAN:IN](#)  
**Subject:** RE: NCR Follow Up Report  
**Date:** February 20, 2020 10:59:00 AM  
**Attachments:** [image003.png](#)

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Thx Andrew I will discuss with Tom and get back to you. Looks appropriate to me.

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**From:** Andrew Stewart <[andrew@yrb.ca](mailto:andrew@yrb.ca)>  
**Sent:** February 19, 2020 4:41 PM  
**To:** Bushill, Brad J TRAN:EX <[Brad.Bushill@gov.bc.ca](mailto:Brad.Bushill@gov.bc.ca)>; Agar, Thomas TRAN:EX <[Thomas.Agar@gov.bc.ca](mailto:Thomas.Agar@gov.bc.ca)>  
**Cc:** Rodney Hafner <[rodney@yrb.ca](mailto:rodney@yrb.ca)>; XT:Mtcon, Dave Duncan TRAN:IN <[dave@yrb.ca](mailto:dave@yrb.ca)>  
**Subject:** NCR Follow Up Report

Good afternoon Brad and Tom,

With follow up to the Box Canyon NCR, please find attached report of our internal NCR, outlining the Root Cause Analysis as well as the Corrective Actions. Please let me know if you have any questions or concerns.

Thank you,

Andrew Stewart  
Quality Manager  
Yellowhead Road & Bridge (Nicola) Ltd.  
C: (250)-936-9140 | P: (250)-315-0166 | F: (250)-315-0169



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## Yellowhead Road & Bridge

### NCR/CAR/PAR/FEEDBACK FORM

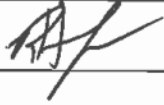
<b>REPORT NO.</b> 0207-20	<b>DATE:</b> February 7, 2020	<b>Issued By:</b> Andrew Stewart	<b>Issued To:</b> 301203
<b>Description of the Report:</b> Approximately 10 cm's of snow fell at the Box Canyon Chain Up overnight on the evening of February 4 <sup>th</sup> and into the morning hours on February 5 <sup>th</sup> . In response to the snowfall, the Coldwater Operations Lead directed the senior road foreman to clear the chain up parking area. The senior foreman cleared half of the parking area during the day shift on February 5 <sup>th</sup> , but did not complete the work.  A further 10 cm's of snow fell overnight on the evening of February 5 <sup>th</sup> resulting in a snow accumulation exceeding 12 cm's on half of the chain up area. This exceeded the maximum allowable accumulation under Specification 3.01.2. In addition, plow trucks clearing the chain up through lanes left a windrow of snow that was approximately 50 cm's in height making it difficult for approaching commercial vehicles to access the angle parking stalls.			
<b>Root Cause Analysis of the Report:</b> YRB's Operations Lead had directed the senior foreman clear the chain up on Wednesday during the day. This work was not started early enough in the shift and the senior foreman did not complete it prior to the end of his shift. Further, he did not provide direction to the night foreman to complete clearing of the chain up parking area during the night shift. This resulted in the snow accumulations exceeding maximum allowable accumulation on the evening of February 5 <sup>th</sup> .  Additionally, the loader was not used to remove the windrow created by the plow trucks clearing the through lane. This exasperated the situation making it more difficult for commercial vehicles to park in an orderly fashion.			
<b>Disposition of Affected Items/Products:</b> YRB had an employee in a loader and a grader immediately on Thursday morning February 6 <sup>th</sup> to clear the entirety of the Box Canyon Chain Up.			
<b>Approved By: Rodney Hafner</b>		<b>Date: Friday, February 7, 2020</b>	
<b>Corrective Actions:</b>		<b>Due Date: February 7, 2020</b>	
<ul style="list-style-type: none"><li>• Provide training for Coldwater supervisors to ensure that the 12cm maximum accumulation specification for the Box Canyon Chain up is clearly understood</li><li>• Set expectation that the senior foreman and the night shift foreman meet daily to discuss ongoing work tasks to ensure that all tasks are continued where necessary, and completed</li><li>• Create a Work Instruction specific for Box Canyon Chain-up. This will outline the procedure for our trucks and loaders to follow to ensure snow and windrow accumulations does not exceed 12cm. - Due Date: May 15, 2020</li></ul>			
Andrew Stewart			

**VALIDATION/CLOSURE OF ACTION ITEMS:**

Follow up inspections of the Box Canyon Chain up prior to snowfall events, ensuring compliance with the Maintenance Specifications.

To be reviewed at spring management review.

Verified By: Rodney Hafner



Date: February 7, 2020

Findings/Comments:

**From:** [Agar, Thomas](#) TRAN:EX  
**To:** [Bushill, Brad J](#) TRAN:EX  
**Subject:** NCR draft  
**Date:** February 10, 2020 11:38:51 AM  
**Attachments:** [NCR Form ph 1.xlsx](#)

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Please see attached NCR draft. Make any necessary changes if needed

THANK YOU  
THOMAS AGAR  
ROAD AREA MANAGER — MERRITT SOUTH  
MINISTRY OF TRANSPORTATION AND INFRASTRUCTURE  
OFFICE: 250.378.1431  
CELL: 250.378.7147

# NON-CONFORMANCE REPORT

## SECTION 1 : TRACKING DETAILS

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		Issued By:	TOM AGAR
Service Area:	SA 14 - NICOLA	Contractor Name:	YRB (NICOLA)

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Prior to the chain up lights turning on, on Feb 6/2020. Box canyon chain up had accumulations over the 12cm spec. During my inspections yesterday Feb 5/2020 around 10:00am I noticed the thru lane was clear in the chain up, up to the parking stalls and then there was the snow windrow that was approximately 60cm deep at most throughout length of chain-up. My was that it was in the process of be cleaned up with chain up lights on the verge of turning on. 19 hours later the lights were activated and no snow removal had happened since my site visit.. When chain up lights were activated trucks were only able to use the thru lanes of the chain up, which leads to backing out into the highway, truckers that are unable to move when chained up, and possibly a highway closure depending on weather situations

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Name: Thomas Agar MoTI Signature: \_\_\_\_\_