



MR. SHANE THOMPSON  
MLA, NAHENDEH

MAR 14 2019

**Oral Question 567-18(3) Ice Bridges and Roadside Assistance**

This letter is in follow-up to the Oral Question you raised on February 14, 2019 regarding ice bridges and roadside assistance. I committed to having the Department of Infrastructure (INF) write to the providers of roadside assistance to explain that winter and ice roads are part of the Northwest Territories' (NWT) public road system.

Attached for your information is a copy of the letter sent by INF to the Alberta Motor Association (AMA), General Motors of Canada Limited, Ford Motor Company of Canada Limited, Toyota Canada Inc., and Fiat Chrysler Automobiles (includes Chrysler, Dodge, Fiat, Jeep and Ram automobiles) regarding the provision of roadside assistance on public roads in the NWT.

Should a vehicle owner not receive the expected service or assistance as per their contract with AMA or the car manufacturer, they need to bring the matter directly to the company's attention for resolution. INF is not a party to the contractual arrangement thus cannot intervene on the matter on behalf of the vehicle owner. However, the letters sent may provide some clarity and expand service areas for residents. Thank you for bringing this concern to my attention.

Wally Schumann  
Minister  
Infrastructure

Attachment

c. Clerk of the Legislative Assembly

Legislative Coordinator  
Executive and Indigenous Affairs



CAR MANUFACTURER NAME  
ADDRESS  
CITY, PROVINCE, POSTAL CODE

### **Provision of Roadside Assistance in the Northwest Territories**

It has been brought to the Government of the Northwest Territories Department of Infrastructure's attention that some travellers in the Northwest Territories (NWT) have been denied roadside assistance on public winter and ice roads by some service providers. The service providers stated that since the stranded vehicle was on a winter or ice road, it was not covered by the car manufacturer's roadside assistance program.

I am writing to clarify the types of public roads that the NWT has. The territorial highway system is comprised of 2,345 kilometres (km) of all-season highways with either a paved or gravel surface. Every winter, the Department builds and maintains an additional 1,435 km of public winter and ice roads to connect communities without permanent road access. These public winter and ice roads are subject to the same enforcement activities as the all-season road system and are considered part of the designated NWT highway system. Travelers on a public winter and ice roads should be entitled to the same roadside assistance services that they would receive on a public all-season road.

Attached for your information is a map showing the designated NWT highway system. Reference can also be made to the *Highway Designation and Classification Regulations* (R-089-2017) available at:

<https://www.justice.gov.nt.ca/en/files/legislation/public-highways/public-highways.r1.pdf>

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Please share this information with your roadside assistance service provider so they may update their map system to accurately reflect the entirety of the public road system in the NWT in order to ensure their customers are fully protected and continue to receive the roadside assistance coverage that they are entitled to when driving on all public roads in the NWT.

Yours truly,



Jayleen Robertson  
Assistant Deputy Minister  
Regional Operations  
Infrastructure

Attachment: 2019 Northwest Territories Road Map



