

Snow Removal Questions and Concerns



You plowed the street two blocks away from me, why didn't you plow my street?

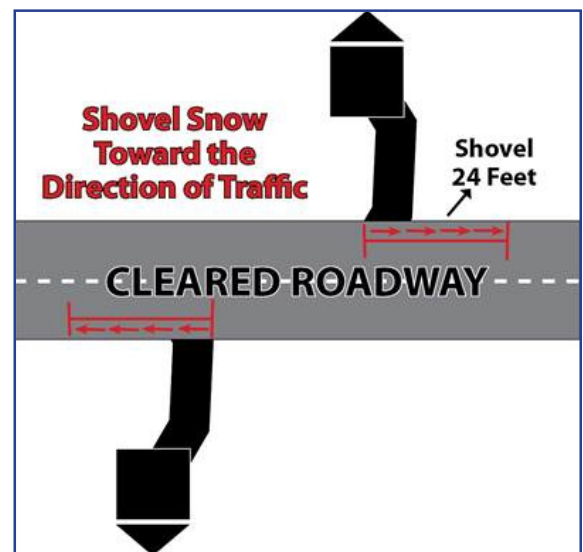
Please be patient. The snow removal plan is based on a system of routes. Each route is designed to get you closer to your home. After emergency and secondary routes are plowed, your home should be within 2 to 3 blocks of a plowed street.

Why did you plow the snow to my curb where I park?

When snow is plowed, it is plowed from the center of the street to both sides of the street. Unfortunately, when snow is plowed, it has to go somewhere. Crews try to get the snow as far to the roadside as possible, but inadvertently the windrow will still interfere with parking.

You plowed my driveway full of snow!

It seems like it happens every time. By the time crews can complete emergency and secondary routes and start in the districts, most property owners have already cleared their driveways. Here comes the plow... and pushes snow back into the entrance of your nice, clean driveway. We appreciate your diligence and hard work, and offer this helpful hint when clearing your driveway. (see diagram) Clear an area prior to your driveway so that when the plows come, they will not push any snow back into your driveway, helping them and you.



Why don't you plow every time it snows like the state does?

Unlike the state highways, city streets have numerous obstacles which can damage plows, such as manholes, water and gas valves, and curbs. For this reason, plows are set about an inch above the pavement, and is why crews don't plow until 2+ inches of snow has fallen with more expected. The state is responsible for plowing the Belt Highway, 36 Highway, and Frederick east of the Belt Highway.

I've lived here for 40 years and you've never plowed my street.

Crews plow more than 6,400 street sections during a storm clean-up. All of the streets on each route are checked to ensure every street in the city is cleared. There is, however, a chance that a street was missed while plowing. If your street was missed, we apologize and ask that you please call 271-4848 to report it.

How can I get a salt barrel for my neighborhood?

We have approximately 110 self-help salt barrels, located at strategic locations around the city. These are for street use only to aid motorists if they become stuck. We try to keep these locations at the current number, however, the barrels do get moved occasionally. Please call 217-4848 if you would like to get on the list of new locations.

Why did you tow my car?

During Phase II of the Emergency Snow Ordinance, vehicles are restricted from parking on Emergency Snow Routes and are subject to ticketing and towing. If your vehicle was towed, you were parked illegally.

My wife is pregnant and you haven't salted my street yet, what if she needs an ambulance?

If a citizen needs an ambulance and it has difficulties getting to the location, the ambulance dispatcher will call the street division, who will send a vehicle to assist the ambulance in getting to the scene and then to the hospital.