



Department of Public Services
Snow and Ice Control Policies and Procedures

I. INTRODUCTION

Purpose

The purpose of this manual is to establish an acceptable policy and operational procedure for snow and ice control on public streets under the jurisdiction of the City of Aurora. This policy provides a uniform understanding of the priorities and procedures to be used for management of the snow and ice on city streets.

Objective

The objective is to provide safe driving conditions on all roads during winter driving conditions. Priority is given to streets which carry the largest traffic volume. Limited resources preclude service on lower priority streets, until higher priority streets have been completed. It can be expected that during storms of high intensity or long duration, drivers on lower priority streets will encounter snow-packed or icy conditions. Snow and ice control operations will continue until all streets have clear pavement, or plowing and salting is no longer effective. For questions regarding snow removal or other street related issues, please contact Aurora City Public Services at (330) 995-9116.

II. POLICIES

Responsibility

The responsibility for implementing the snow and ice control policy lies with the Director of Public Services. The Director will authorize the use of additional resources when conditions warrant.

Training

Prior to the start of the snow season, the Department of Public Services will conduct training for all personnel that will be involved in snow control activities. The training will consist of hands-on equipment training, including the operation of salters, snowplows, and front-end loaders. A "dry run" will be conducted for inexperienced drivers, which will consist of driving the routes to familiarize the drivers with any obstructions they may encounter.

Weather Monitoring

The Department of Public Services will use the NEO Weather Service daily forecast to monitor weather conditions, and will communicate as needed with snowplow crews on "on-call status".

Commencement of Operations

Whenever there is a danger of icy or snowy conditions on City roadways, the Service Supervisor will monitor conditions. After regular working hours, the Police Department also reports weather conditions to the Department of Public Services. Following accumulation of snow, or in icy conditions, the Service Supervisor, or his designee during off hours, will authorize commencement of plowing and/or salting operations.

Priorities

A limited amount of City resources and the need to provide the greatest safety and benefit to the traveling public, in the most efficient manner, necessitate that priority be given to certain streets above others. Streets with higher intensity use have a higher priority for snow removal service. Streets, which require proportionally more time for snow removal, have the lowest priority.

Priority 1: The arterial and major collector streets are:

State Route 43, North and South
State Route 306
State Route 82, East and West
Aurora-Hudson Road
Bissell Road, North and South
Treat Road
Mennonite, East and West

Priority 2: These are generally minor collector streets and residential through streets.

Priority 3: These are subdivisions and other dead-end streets

No Priority: Private lanes and private streets are not plowed by City personnel.

The size of crew dispatched for service depends on the conditions and forecast. When plowing of roads is deemed necessary, a 6-man crew will be staffed. For lesser events when only minor plowing or only salting is needed, a crew of 4 or 5 may be used. Weekends and holidays are staffed in this manner as well.

Continuation and Completion

Although no snow event is exactly the same, as a rule of thumb, it usually takes 12 hours **AFTER** the snow stops falling to plow and salt all streets.

During major storms, traffic on low priority streets usually causes the snow to become packed or icy, before it can be plowed. In these cases, it may take additional time to remove the packed snow and ice from low- priority streets. Salting of low traffic volume streets may be suspended during these periods of intense snowfall.

Salting

Salting is typically done in conjunction with plowing, and has a similar priority system. Salting alone will be done when roads are icy, or plowing is ineffective on snow-packed roads. The priority system for salting operations is as follows:

1. Arterial and major collector streets
2. Minor collector streets and residential through streets (including perimeter streets around public and private schools during weekdays).
3. Subdivisions and other dead end streets.

Once operations have begun, salting will continue until the selected streets have traction restored. Depending on the weather conditions, arterial and collector streets will receive multiple applications, along with other hazardous intersections or street inclines. Due to limited salt storage and delivery capacities, when extreme snowfall rates are predicted, salting may be halted on low priority streets as salt will become ineffective under low traffic volume.

Materials

For salting operations, straight salt will be used in different amounts, depending on pavement temperature, air temperature and the amount of precipitation. Treated salt is reserved for the City and will be used when temperatures cause common salt to be ineffective.

Salt Storage

The salt storage domes at the Aurora City Public Services Facility has a capacity of approximately 3,000 tons. Salting operations to meet the demands of a major storm, could consume this entire volume. Orders for salt delivery are regularly made to keep the storage facility full. The objective is to maintain the minimum amount of salt on hand at 1,000 tons.

Cul-de-sacs

In an effort to become more efficient, crews will, when feasible, use the following standard in plowing snow in cul-de-sacs:

1. One full pass will be made around the perimeter of the cul-de-sac with a snowplow, pushing the snow to the outside of the cul-de-sac while only salting the area being cleared.
2. As time allows after each snow, the snow will be plowed out of the center of the cul-de-sac and dispersed to the sides of the street, keeping mailboxes unobstructed from piles.

Loading and Hauling of Snow

Hauling of snow will only be done when there are no other alternatives to keep streets open or to maintain access to adjacent properties, or under other special circumstances.

Solid Waste Collection

Snow removal affects many City services, but none more than the collection of solid waste. For this reason, it is necessary to include in this policy, procedures for coordinating solid waste collection services with snow removal plans.

Solid waste collection is normally unaffected by minor snow events. As accumulations of snow increase, storage of snow on curbs and shoulders may restrict or eliminate areas where garbage containers are normally placed. Snow windrows on the sides of streets will be "pushed back" as needed once snow storms have ended.

Public Relations

Providing information to the public is a vital part of snow removal services. Residents need to know how they can help facilitate snow removal, and what to expect in terms of a response to winter storms. Messages sent to the public can range from simple requests to remove parked vehicles from the street, to notification of street closures, or other severe conditions.

Prior to the snow season, each year, information will be distributed through the City's Website, or other general circulation, regarding parking restrictions, sidewalk snow removal requirements, prohibitions against throwing or blowing snow on the City streets, and snow removal priorities.

During storms, the Department of public Services will be staffed appropriately to take requests for service, according to storm intensity.

Dispatching Complaints

Since snowplow operators are already trained to follow priorities set in the policies and procedures, it would be detrimental to the whole to respond to the individual complainants, before letting the operators respond in accordance with the Snow Removal Policy. Telephone operators will log requests for service, and periodically forward these logs to the Supervisor and Assistant Director of Public Services.

The Assistant Director of Public Services and the Supervisor of Public Services will need to be notified immediately of hazardous icy conditions or new snow accumulation on priority one streets, roadways blocked by drifting snow, or other emergency conditions.

Claims from residents for property damage caused by snowplows, should be reported to the administrative staff of the Department of Public Services, by both residents and the internal staff performing the snow removal services.

III. PUBLIC INFORMATION

On-Street Parking

It is dangerous and difficult to plow streets clogged with parked vehicles. Some streets, especially cul-de-sacs may not be plowed if plows cannot safely drive down them. The most helpful thing residents can do to facilitate snow removal is to park their cars off the street, and encourage others to do the same. If cars are parked in the street during snowfalls of 2" or more, the Police Department will be notified by the internal staff.

Snow Blowing

Blowing, throwing or pushing snow from driveways and walks into the street creates additional work for snowplow operators, and may create a traffic hazard. Some businesses and residents have pushed large piles of snow into the street, hoping it would melt quickly. The snow pile is a hazard itself, but the ice created when the melting snow refreezes can create an even more dangerous situation. Snow thrown or pushed into the streets creating a hazard will be reported to the administrative staff for review by the Supervisor of Public Services.

Cul-de-sacs

It takes considerably longer to clear snow from cul-de-sacs than other “uninterrupted” stretches of City streets. Because of the high cost-to-benefit ratio, cul-de-sacs and dead end streets have the lowest priority. Cul-de-sacs will be cleared, but it will likely be several hours after a major storm ends.

Sidewalks

Snowplows will try to avoid placing snow on sidewalks, but in some instances, this is impossible. The adjacent property owner is responsible to keep sidewalks clear. Bus stop pickup points are areas of concern. These areas will be identified by the internal staff and kept clear when at all possible.

Residential Driveways

One of the most frequent concerns in the removal of snow from public streets is snow being deposited in residential driveways during plowing operations. As plows travel along streets, the snow accumulated on the plow blade has no place to go but on the adjacent street boulevards and in driveways. The more snow that has fallen, the greater the problem will be.

One way residents can help is to pile snow they have shoveled **on the left side of the driveway as facing their home**, in lieu of placing it on both sides at the end of the driveway. Doing this will help snowplow drivers avoid carrying piles from the “upstream” side back across driveways. The City is not responsible for clearing snow deposited in front of drives as a result of clearing roadways.

Mail Delivery

City snow operators make every effort to remove snow as close to the curb as practical and to provide access to mailboxes for postal carriers. However, it is not always possible to provide ideal conditions and not damage mailboxes with the size and type of equipment the City operates. Therefore, the final cleaning adjacent to mailboxes is the responsibility of each resident.

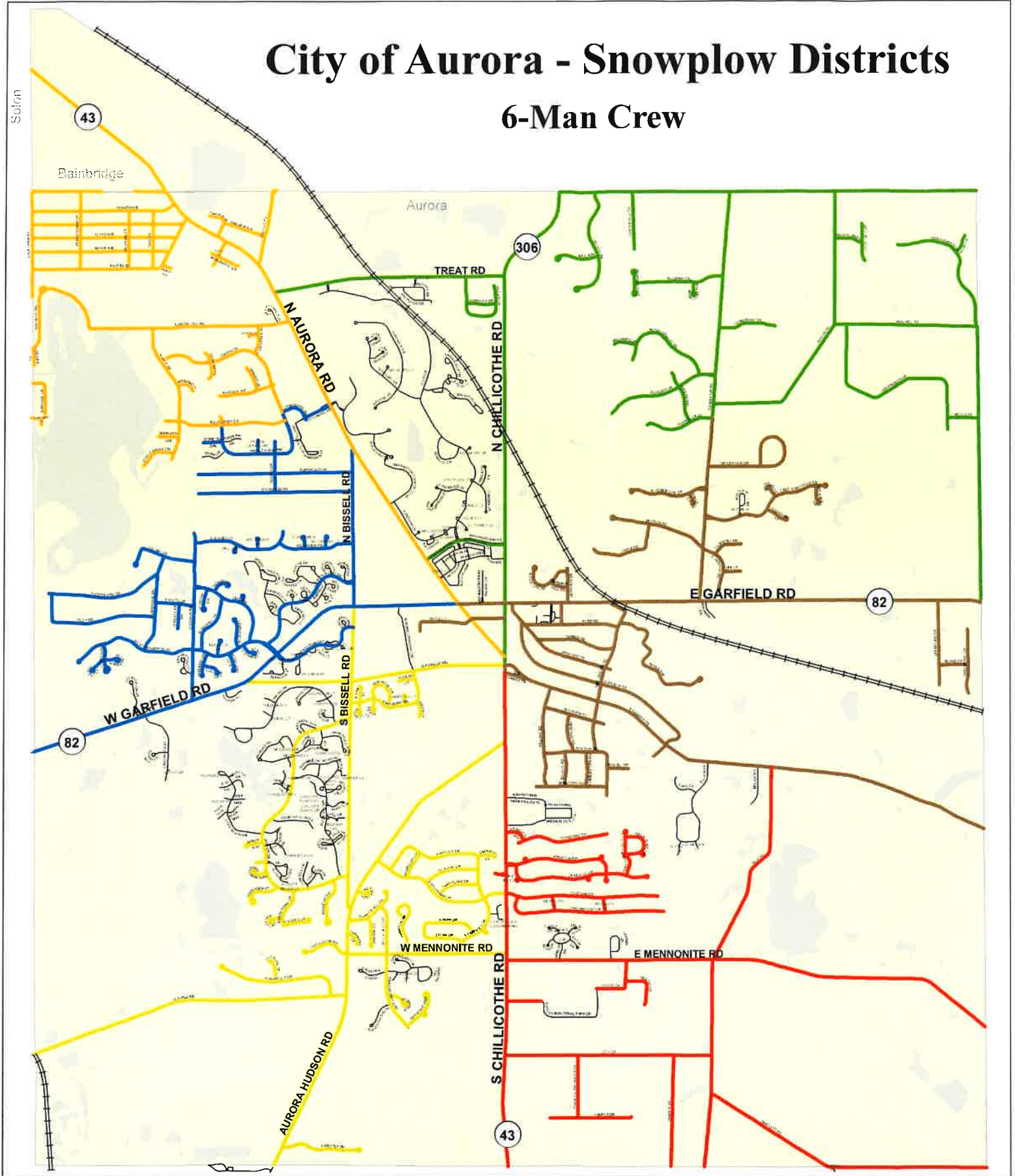
Property Damage Claims

Snowplowing and ice control operations can result in property damage, particularly during blizzard conditions or during night-time snow plowing. Incidents involving contact between City equipment and private property typically occur within the public street right-of-way, which commonly extends beyond the adjoining sidewalk. The intent of the right-of-way is to provide for snow storage, utilities, sidewalks, and other City uses.

In the event of damage to private property during snow removal efforts, the property owner shall contact the City of Aurora, Department of Public Services at (330) 995-9116. The damage will then be investigated to determine if any damage is the responsibility of the City. The City accepts responsibility for mailboxes, if the damage is caused by impact with a plow blade or other piece of equipment. Mailboxes should be constructed solidly enough to withstand the force of snow rolling off a plow. Lawns that are physically damaged by City plows will also be repaired.

City of Aurora - Snowplow Districts

6-Man Crew

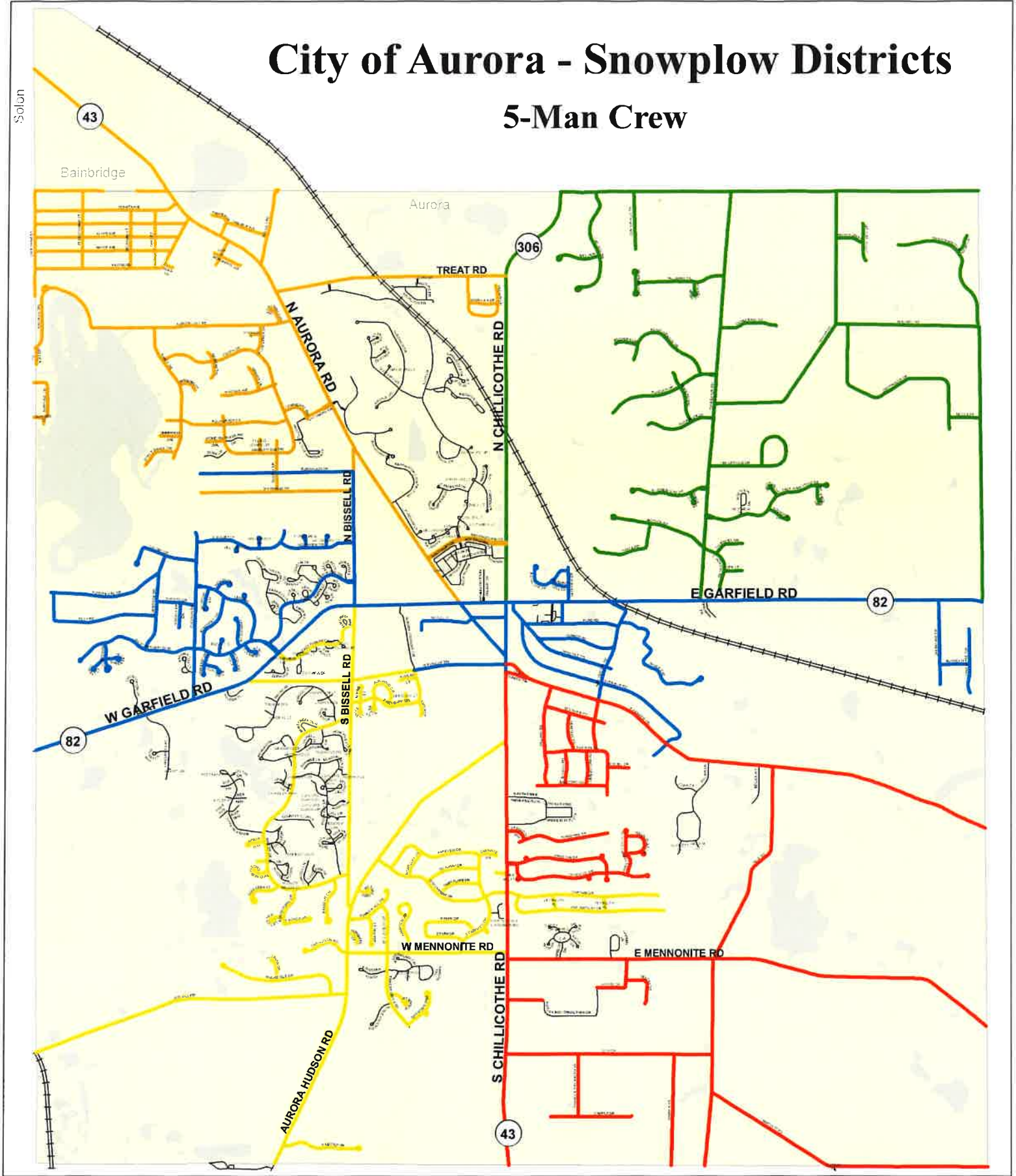


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SE	NW	SW	Not Dedicated or Private
CE	WC	NE	



City of Aurora - Snowplow Districts

5-Man Crew

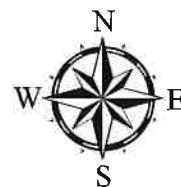
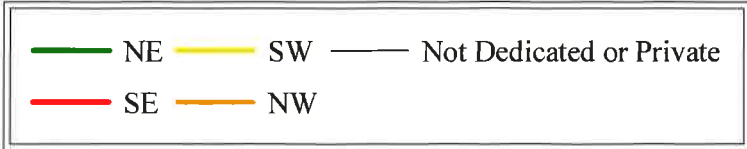
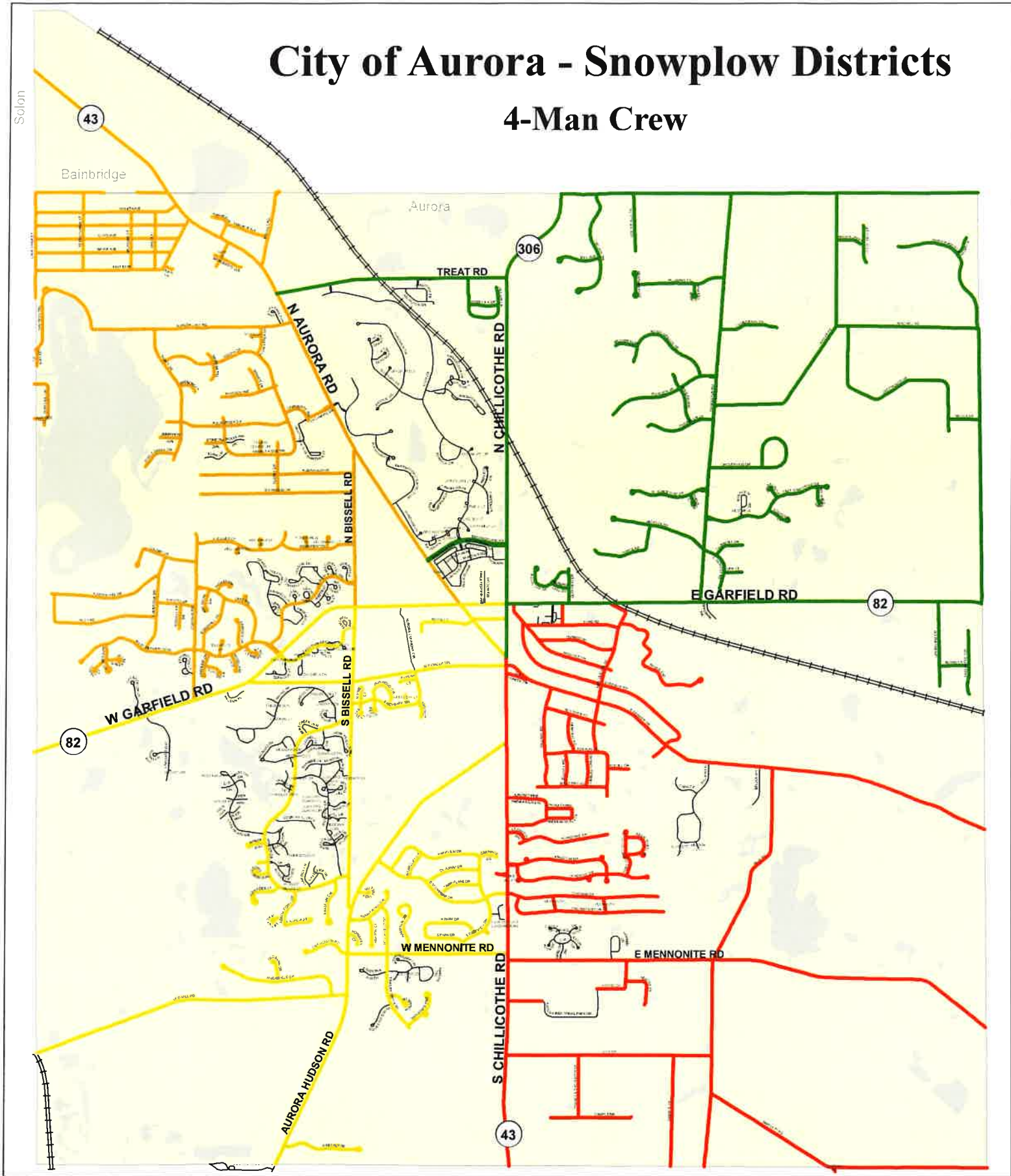


— SE	— NW	— NE
— CENT	— SW	— Not Dedicated or Private



City of Aurora - Snowplow Districts

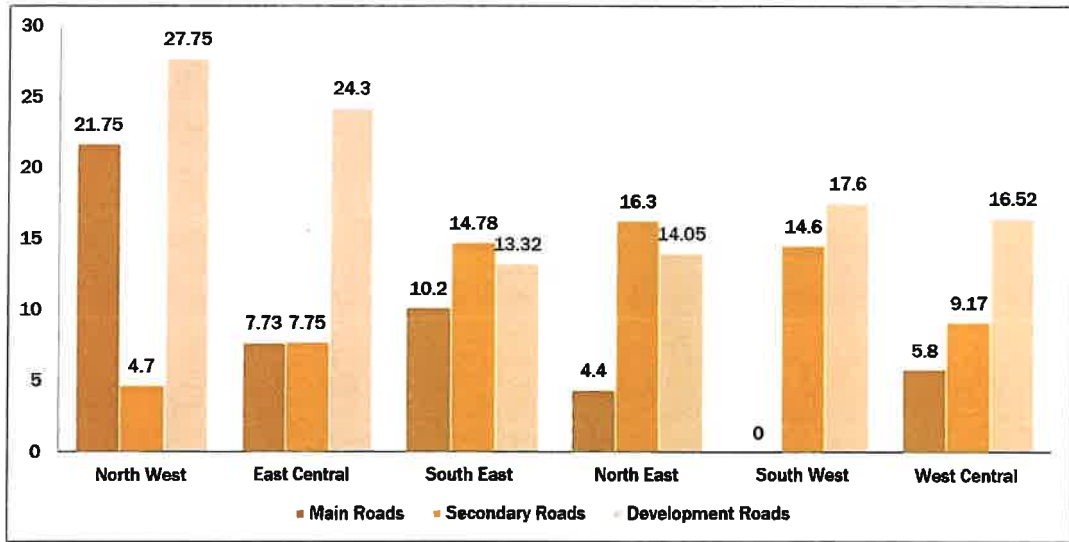
4-Man Crew



Aurora Plow Miles

Total Plow miles 226

2017 - 2018	North West	East Central	South East	North East	South West	West Central	TOTAL
Main Roads	21.75	7.73	10.2	4.4	0	5.8	44.08
Secondary Roads	4.7	7.75	14.78	16.3	14.6	9.17	58.13
Development Roads	27.75	24.3	13.32	14.05	17.6	16.52	97.02
TOTAL	49.5	39.76	38.3	34.75	32.2	31.5	226



Chillicothe Rd. 12.5 Lane Miles
 Aurora Rd. 12.4 Lane Miles
 Garfield Rd. 11.5 Lane Miles

Aurora Mains
 Total Lane Miles
36.4

Aurora Total Lane Miles
217.5