

SNOW REMOVAL **FAQs**



WHY CAN'T YOU PLOW MY STREET NOW?

Each driver has a specific route to follow. The order of priority is based on traffic volume.

Priority 1: Primary traffic streets are usually known as arterial streets and determined to be the high volume which must be kept open to provide the basic transportation needs for hazardous intersections, medical clinics, fire and police stations, schools, and other safety sensitive areas within our city. These streets are known as designated snow emergency routes.

Priority 2: Secondary and residential routes are selected minor arterial, secondary intersections, collectors, bus routes, and residential streets deemed desirable to be maintained as time and storm duration permit. Severe weather conditions may delay or impact priority 2 snow removal operations.

Priority 3: Narrow streets and alleys that serve properties with rear access only- meaning these streets or alleys do not provide primary access to the property. These streets and alleys are only plowed when we receive 12 inches of snow.

We wish we had enough snowplows and drivers to take care of every street immediately, but our resources are limited and so we must adhere to a carefully laid out system for clearing the streets. Please be patient as the crews work diligently to clear all streets.

WHY HAS MY STREET NEVER BEEN PLOWED?

All city streets get plowed when snow accumulates to 3 inches or more in a single storm. Plows push snow, they do not dig or "shovel" snow from streets. The following conditions may give the impression that snowplows have not cleared the

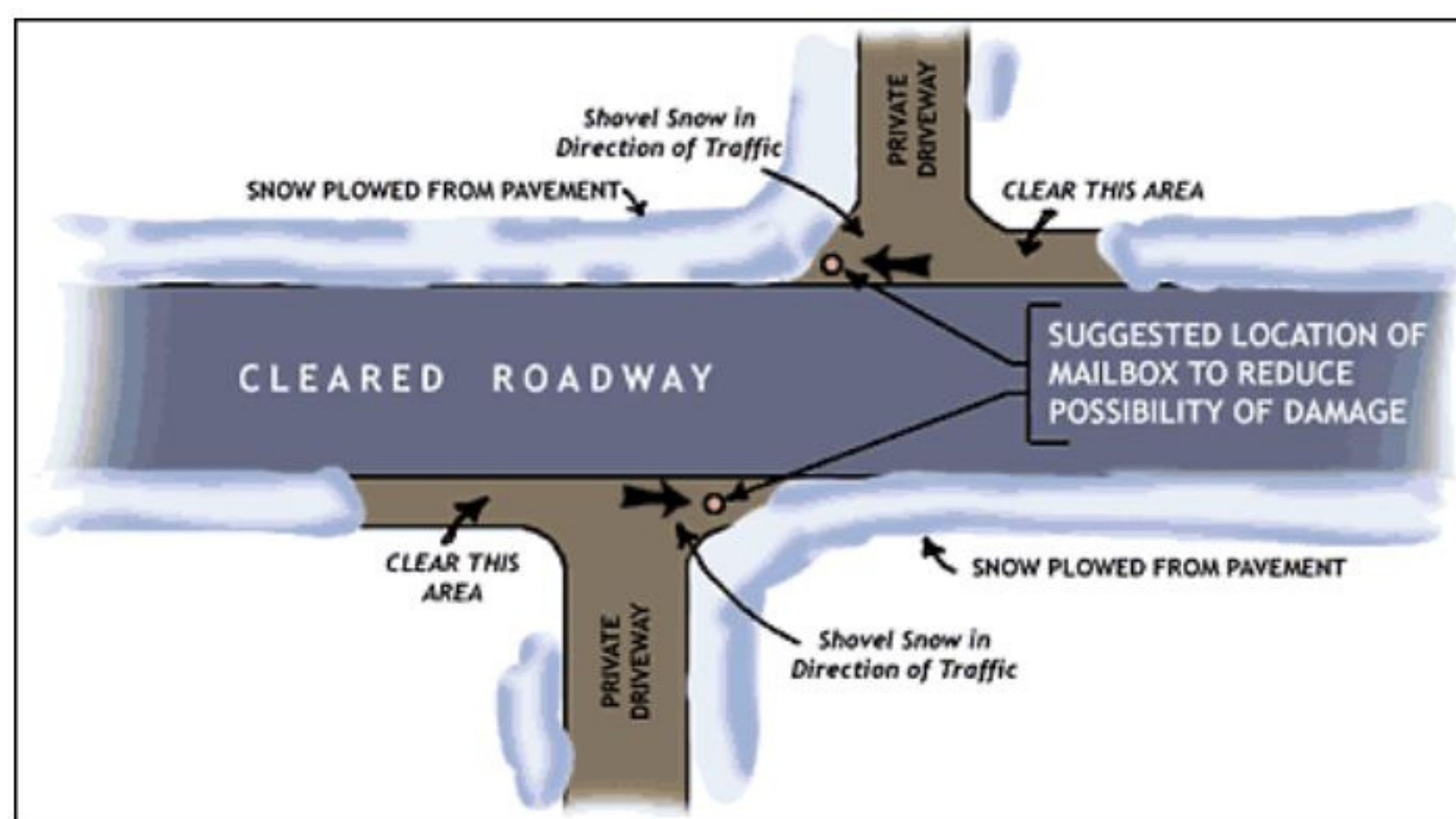
- street:
- Snow gets packed down on the roads from vehicles prior to snow plowing. In this case, snowplows clear the top layer of loose snow or slush from the surface, but are unable to clear away snowpack and ice down to the bare pavement.
 - Ice on the road may thaw rapidly leaving slush and loose snow in the roads.
 - Snow cleared from driveways and sidewalks is illegally tossed into the road.
 - Vehicles parked on the roads and other obstructions in the road, prevents the plow from adequately clearing the roads.

WHEN DO ALLEYS GET PLOWED?

There are more than 100 alleys in the City which is the equivalent of more than 12 miles. Generally, the City does not plow alleys until we receive 12 inches of snow. Some cities do not even plow alleys and require the residents to hire contractors to perform the work. As alleys are narrower than a normal street, a different truck is required for alleys than what is used on the wider streets. The City utilizes smaller plow trucks for alleys during severe storms. The City will utilize sub-contractors and/or loaders to plow alleys. In order to get to every alley, the primary objective of the snow plow driver is to make one pass through the alley.

WHY DO THE PLOWS ALWAYS PUSH SNOW INTO MY DRIVEWAY?

Throughout the winter months, City crews will be out clearing the streets during and after snowfalls. At the same time residents are clearing their driveways or sidewalks. Many times, while this is going on, a plow truck will go by and fill in the end of a freshly cleared driveway with snow from the road or push snow onto the sidewalk, causing frustration and more clearing for residents. Please understand that the City's first priority is the safety of the traveling public and clearing the travel lanes of streets of snow and ice. Sometimes the snow will be pushed into shoveled pathways. Unfortunately, it is a necessary wintertime evil. Plow trucks usually makes one pass to open the street up so residents may get in and out. Then the truck comes back to widen the pass for future snow accumulation. Residents sometimes call and ask why we cannot pick up the blade when going by their driveway. This is not a practical solution and our drivers would never finish clearing the streets due to the multitude of driveways. Finally, the following is a diagram which shows how residents can remove snow in a manner that will lessen the amount of snow that is pushed back into the driveway from a subsequent pass by a plow:



WHY IS THERE A DIFFERENCE IN PLOWING FROM STORM TO STORM?

One of the biggest factors that determine the City's performance is the type of storm and range of temperatures. Additionally, plowing 6-8 inches of snow is vastly different than a blizzard of 16-24 inches as the volume of snow changes, but the space to move it to does not change. During the winter each storm poses unique problems to snowplow operators. Storms with low temperatures can be difficult because de-icing agents become less effective at the lower temperatures. Storms with high winds also are a challenge because the snow quickly blows back onto the streets after the plows pass. Ice, sleet, and freezing rain that falls on top of snow also presents problems as plows cannot push it off of the street, so plow operators are forced to rely on salt to clear streets.

WHY DO PLOW TRUCKS COME BACK THE DAY AFTER THE STORM AND MOVE SNOW? ISN'T THAT A WASTE OF TIME?

During a storm, the main priority for a plow driver is to clear the travel lanes. A day or days after a storm, plow drivers are often out on the streets for clean-up. Clean-up often involves moving large piles of snow or pushing back intersections. These are important operations to make sure the City streets are ready for the next snowfall. If snow is allowed to pile up too high, it could limit visibility, cause safety concerns, and make it more difficult to clear the streets during the next storm.

WHY DON'T THE TRUCKS PLOW AND SALT ON THE WAY TO THEIR ROUTES?

Each snowplow has an assigned route. If the trucks spread salt on their way to their destination, then they wouldn't have enough to spread along their own route. Plowing along the way would mean it would be just that much longer until the truck reached its assigned route. Additionally, all City vehicles are marked. If you see a plow truck driving through the City that is not marked, it is not a City plow and those vehicles must drive with their plows up.

WHO SHOULD I CALL TO REPORT UNSAFE ROAD CONDITIONS?

Please call the Department of Public Works at 717-228-4490. If someone doesn't answer, leave a message. Be sure to include your name, address, and phone number. The office will assign reports by address. The City of Lebanon has approximately 120 miles of streets to plow and salt. Please be patient as the City works hard to clear each street.

WHAT SHOULD I DO IF MY VEHICLE WAS TICKETED AND TOWED FOR BEING ILLEGALLY PARKED ON THE STREET DURING SNOW REMOVAL OPERATIONS?

The Lebanon County Department of Emergency Services coordinates all towing operations for the City of Lebanon. If you find that your vehicle has been towed as a result of being parked illegally on a snow emergency route, contact 717-272-2054. Additionally, you will be responsible to pay the towing fee for your vehicle.

WHO IS RESPONSIBLE TO REMOVE SNOW FOR THE SIDEWALK IN FRONT OF MY HOME?

The property owner is responsible for clearing snow and ice from the sidewalk within 24 hours after the snow has stopped. If you are a renter, you will need to coordinate with your landlord who is responsible for clearing the sidewalk. We understand it may be difficult finding somewhere to put the cleared snow but it is illegal to throw snow into the street.

Snowplows will continue widening streets after the snowfall ends. In order to save efforts, we recommend waiting until the snowplowing has ended.

IF I SHOVEL OUT A PARKING SPACE ON A STREET IN FRONT OF MY HOUSE, CAN I PLACE AN OBJECT IN THE PARKING SPACE I JUST SHOVELED OUT?

We understand your frustration after digging out a parking space but the answer is no. Saving parking spaces with objects is prohibited by City Ordinance. Objects used to save spaces on City streets will be removed and discarded.

For additional questions and information, please contact the Department of Public Works at 717-228-4490.