

Snow Removal Operations - City Code 974

Top 10 Frequently Asked Questions about Snow Removal Operations

Q1. When does the City begin plowing snow?

The Public Works Superintendent decides when to begin snow plowing operations. This decision is based on various factors, including snow accumulation, drifting of snow, and icy conditions affecting travel, time of snowfall related to heavy traffic, air and pavement temperatures, and weather forecast.

Q2. When will my street get snow plowed?

Streets will be snow plowed in the most efficient manner possible. This means that streets in the same vicinity will typically be plowed one after the other.

However, the City has designated some streets as *Priority Snow Plow Routes* that may be plowed first or more often than other streets during significant winter storms. These priority streets usually have more traffic and connect major sections of the City to provide emergency access for fire, police, and medical services.

Q3. Why is the City plowing trails and sidewalks before my street is plowed?

Public Works uses different types of equipment for snow removal. The large orange snowplow trucks and yellow wheel loader clear streets, while pickup trucks clear trails and parking lots. Skid steers, or Bobcats, are used to clear sidewalks. Therefore, snow plowing is three separate operations coinciding, resulting in a trail or sidewalk plowed before the street in some cases. The streets take a certain length of time to be snow plowed, and this cannot be safely expedited, regardless if trails and sidewalks are being plowed at the same time as streets.

Q4. Why do snowplows sometimes come by a second time and leave a windrow of snow on the end of my driveway after I already shoveled it?

Snowplows only have to make one pass by your driveway during average snowfall amounts. A second pass is sometimes required during more significant winter storms to clear the entire width of the street. This sometimes results in heavy snow (windrow) at the end of your driveway in the street. This windrow might even occur the day after a major snowfall winter event since snowplow drivers might only be able to make one pass on the day of the storm.

Q5. Can I throw the snow from my driveway into the street if the street has not been plowed?

No – this is illegal. All snow removed from driveways must be placed next to the driveway on private property. It is unlawful to deposit snow from your driveway into the street, sidewalk, boulevard, or neighbor's property – regardless if plowing has or has not occurred. If you have a contractor plow snow from your driveway, it is unlawful for them to push the snow across the street, and the homeowner will be responsible for these actions.

Q6. What is the City's parking restrictions during winter?

No parking is ever allowed on streets overnight between 2:00 am and 6:00 am unless signs are posted indicating that this overnight parking is permitted. In addition, no vehicles are allowed to park on any street if three inches or more of snow has fallen within the preceding 48 hours. Only after the snowplow trucks have cleared the entire width of the street will vehicles be allowed to park in the street again. Vehicles in violation of these regulations will be towed at the owner's expense.

Q7. My mailbox was damaged when the snowplow came by – will the City repair it?

During the street projects, City-owned mailbox posts were installed. Should the mailbox post become damaged during snow removal operations, the City will replace it. Mailboxes are considered personal property and therefore are the responsibility of the property owner. (Exception is if City snow removal equipment made physical contact and damaged it.) In addition, the City will not be responsible for any irrigation systems, landscaping, trees, shrubs, or other private property installed in the Right-of-Way (the grass area ten to twenty feet from the street edge) damaged by snow plowing operations. If you have a sidewalk, the City boulevard extends behind (away from the street) for an additional distance (five to ten feet). Please do not place landscaping in this area as it may damage snow removal equipment or other property.

Q8. I got a note from the postal worker saying more snow needs to be cleared around the mailbox, or they won't deliver mail tomorrow – should I call the City?

No. Property owners are responsible for clearing snow around the mailbox to allow access by mail delivery trucks. Snowplows will attempt to remove snow as close as safely possible to the mailbox post, but this becomes more difficult as the snow piles in the boulevard get higher.

Q9. I noticed my lawn was damaged by the snowplow – who will repair it?

The City will repair any lawns that were damaged by snowplow blades. Public Works will restore the damaged lawn by leveling out the damaged area, if necessary, and spreading black dirt, fertilizer, and seed. Lawn damage is typically limited to streets without concrete curbs. To report issues: 763-717-4050 or publicworks@moundsviewmn.org

Q10. Garbage and Recycling Containers

Residents are reminded to keep garbage and recycling containers at the end of their driveway and not in the street. Allowing the plow to move the snow to the curb line reduces the possibility of knocking containers over because of snow.

Reporting Potholes, Frozen Storm Drains, and Snow Plow Damage

Contact Mounds View Public Works to report any potholes, frozen storm drains, or boulevard/mailbox damaged by snow plowing operations this past winter. (Contact Ramsey County for roadway concerns. See Who Do I Call for Ramsey County roads and contact information.)

Who Do I Call?

Mounds View Public Works: 763-717-4050 (M-F, 7am - 3:30pm)

E-mail: publicworks@moundsviewmn.org

Ramsey County Dispatch: 651-484-9155 (for City urgencies outside normal business hours)

Ramsey County Public Works: 651-266-7100 (for all concerns with the following roadways)

- Mounds View Blvd • County Road H
- Silver Lake Road • County Road I (Silver Lake Rd. to I-35W)
- Long Lake Road • Old Highway 8

Xcel Energy: 1-800-895-1999 (to report a power outage)

1-800-895-2999 (to report a gas leak)

www.xcelenergy.com

Water/Sewer Utility Billing: 763-717-4014