

## Driveways

Plows are fixed and angled to the right so when plowing, snow may end up on the driveway you just shoveled. We apologize for any inconvenience this causes but plow blades cannot be lifted as they pass by a driveway. Clearing driveway openings is the responsibility of the property owner so you may wish to clear your driveway several times during the storm or wait until the storm and plowing operations have ended. Shoveling, plowing, or snow blowing the snow back into the street when clearing driveways and sidewalks is prohibited by City Ordinance.

## TRY SHOVELING YOUR DRIVEWAY THIS WAY

This may help reduce the possibility of getting a huge pile of snow in your driveway opening when snowplows clear your street:



## Assistance for Seniors and the Disabled

Seniors and the disabled can call the Customer Service Center **508-929-1300** for a list of agencies and phone numbers that may be able to assist with snow removal.

## Winter Sand

Winter sand is free and available to residents using hand buckets only. The 3 sites are located at:

- \* DPW&P Yard on Clark Street near the intersection of Clark St & E. Mountain St.
- \* Albany Street between the Salt Sheds
- \* Residential Drop-Off Center on Millbury St next to the VFW Post

## Contact Information

<b>DPW&amp;P Storm Center</b>	<b>508-929-1300</b>
Police/Fire Emergency	911
Non-Emergency Police	508-799-8606
Non-Emergency Fire	508-799-1816
No Heat/Frozen Pipes	508-929-1300

### Utility Companies

National Grid	1-800-322-3223
Eversource Gas	1-800-592-2000

### Miscellaneous

Trash/Recycling Pick-up	508-929-1300
Vehicles Towed	508-799-8606
Parking Administration	508-799-8656
WRTA—Buses	508-791-9782
Pothole Repair Hotline	508-929-1300
Elder Affairs	508-799-1232

# Worcester Snow Emergency Guidelines



**This brochure contains important information to help you through the winter**



City of Worcester  
Department of Public Works & Parks  
508.929.1300

**Call. Click. Connect.**

[www.worcesterma.gov/dpw](http://www.worcesterma.gov/dpw)

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When Worcester has a winter storm, the City's goal is to keep the streets cleared and safe. For City crews to accomplish this goal effectively and efficiently, community cooperation is required. Residents are discouraged from parking on the street during any snow storm and are encouraged to plan ahead for alternative off-street parking.

**Our goal during a winter storm is to keep streets open, essential traffic moving, and return streets to safe traveling conditions as soon as possible**



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## Winter Parking Bans

The Winter Parking Ban is designed to keep streets open, safe, and essential traffic moving during snow storms. Public streets fall under 2 categories for the Winter Parking Ban: **PERMANENT** and **DECLARED**.

A **PERMANENT BAN** remains in effect from December 1<sup>st</sup> through April 30<sup>th</sup> on Emergency Arteries, WRTA Bus Routes, and streets that are critical to the flow of traffic. There is no parking on one or both sides of the street between 2 a.m. and 6 a.m. and anytime a snow emergency is declared.



A **DECLARED BAN** is put into effect on all remaining city streets whenever accumulating snow is forecast. When a Declared Ban is in effect, restrictions apply that typically allow parking on one side of the street. To find out about restrictions on your street, call 508.929.1300 or visit Customer Service online.

**To find out if your street has a permanent or declared parking ban, call Customer Service at 508.929.1300 or visit the website at [www.worcesterma.gov/dpw](http://www.worcesterma.gov/dpw)**

Our Customer Service Center is the official source for up-to-date information on the winter parking ban, parking regulations on your street, and snow complaints. Other sources are the Government Cable Access Channel 192, local radio stations, Facebook, Twitter, and the DPW&P website.

## Snow Plowing

The following is a general description of how snow is removed from City streets.

- \* DPW&P may pre-treat roadways before a winter storm based on forecast conditions.
- \* When a snow storm begins, DPW&P responds by salting the main roads and bus routes. Salting serves two purposes: to keep traffic moving, and prevent the snow from bonding to the pavement.
- \* Snow plowing begins when snow accumulates one inch or forecasts indicate that it will. Over 350 city and private plows may be called and assigned to plow pre-determined routes. The City's policy is to plow the full width of the street, curb to curb, during each storm.
- \* Once snowfall has stopped and plowing is winding down, salt trucks begin post-storm salting. Main streets and bus routes are salted to achieve bare pavement conditions. Residential streets are treated as needed based on post-storm conditions.

## Sidewalks

Property owners or occupants are responsible for keeping the sidewalk **in front of and adjacent** to their property clear of snow and ice. Worcester's Ordinance states *sidewalks must be cleared with a 4-foot wide path for safe pedestrian travel within 10 hours after snow ceases to fall*. Those who do not adhere to the city ordinance will be fined. Please cooperate so school children and other pedestrians will be able to use the public walkways and avoid having to walk into the street.



## Hydrants

There are over 6,000 fire hydrants in Worcester. Please help us by shoveling around the hydrant near your home. For information on the Adopt-a-Hydrant Program, call us at 508-929.1300.



## Complaints

Plowing snow from Worcester's 500 miles of public and private streets is a formidable task. It involves coordinating hundreds of private and public owned plows, mechanics, customer service operators, and route supervisors to inspect and control plowing activities. The hours can be extraordinarily long with operations conducted during the most severe weather and driving conditions. We realize that in an operation of this size and complexity there are bound to be issues or requests for additional service.

DPW&P has established a computer-based system to respond to complaints. **Calls for service should be avoided early in a storm, since it may take several hours for plows to make their way to your street.** If you believe that a request for service is warranted and sufficient time has elapsed for us to have responded, please call our snow complaint number at **508-929-1300**. Calling this number is the quickest way to get a complaint resolved.

Remember, driving in winter snowstorms should be avoided whenever possible. Driving an all-wheel drive vehicle or SUV does not guarantee safe driving during a winter storm. In every winter storm, there are times when road conditions are hazardous despite everyone's best efforts. Our work to restore safe road conditions is completed quicker and more efficiently when roads are free of traffic and illegally parked vehicles.