

IV.B.



MEMORANDUM

DATE: July 9, 2014
TO: Michael G. Herring, ICMA-CM
City Administrator
FROM: James A. Eckrich, P.E. *JAE*
Public Works Director / City Engineer
RE: Snow Removal Modification - Windrows

After each winter season we assess our snow removal operations and performance. That assessment includes an analysis of our trucks and equipment, and whether we are providing the desired level of service. This has resulted in a number of internal adjustments which will be implemented administratively prior to the 2014/ 2015 winter season. Additionally, our internal review suggests that it is possible to increase our level of service by addressing the problematic windrows that result from normal snow removal operations. Windrows are created along the curblines when the snow from the street rolls off of the edge of the plow blade. Along lawn areas, the snow which has accumulated within the yard provides resistance and a relatively consistent windrow is created. However, as the snow plow passes a driveway there is less resistance and a large amount of snow which has accumulated on the plow can be deposited on the driveway apron. During a minor snow event, the resultant windrow is small and can be removed relatively easily from the driveway. However, during more significant snow events, the windrows created at driveways can become quite large, re-freeze, and be very difficult to remove. **As you are well aware, our most frequent and frustrating complaints involve the creation of windrows at driveways after the plows have passed.**

This situation is more prevalent in Chesterfield than in most other locales due to the inordinate number of cul-de-sacs that we maintain. In a cul-de-sac, there is a larger amount of pavement to be cleared as compared to a typical pavement section (straight-away). Also, there tends to be a larger proportion of driveways along the property frontage in cul-de-sacs. Finally, as the snow plow progresses through the cul-de-sac, all of the snow is being pushed toward the outside of the plow by centrifugal force. This can result in a fairly significant amount of snow/ice deposited from the street onto driveway approaches in cul-de-sacs. This is especially problematic for the elderly or those with physical limitations who have difficulty in removing routine snow accumulations from their driveways, much less large windrow accumulations adjacent to the street.

Public Services Staff has investigated potential responses to assist those residents who are most severely impacted by the windrow accumulations resulting from the City's snow removal activities. Staff is aware of a windrow removal program employed by at least one

nearby city. That city offers to remove windrows within a driveway apron, for a very limited number of residents who qualify due to age or disability. I believe that the City of Chesterfield should consider a similar program.

If implemented, after cessation of snow / ice fighting, maintenance personnel would go to qualified locations with smaller vehicles and open those previously identified driveway aprons by "back dragging" accumulated snow from the apron. Personnel would only remove snow from driveway aprons within public right of way, and would not enter or clear private driveways. They would simply remove the windrows at those specific previously identified single family residences where the residents are otherwise incapable of doing so due to age or disability. Given the number of residential properties within the City, qualifications for such a program would have to be very strictly limited and controlled with rigid criteria. After program implementation it would be difficult to later reduce or further restrict the qualifying criteria. The program could always be expanded later if warranted.

In order to qualify for this program, the owner\resident would have to live in a private, single family residential home, and\or have been diagnosed with a medical condition that prevents them from shoveling snow from their driveways. If implemented, windrow removal would be completed by smaller plow vehicles and only after snow removal operations on City streets have been completed. The snow removal crew would remain active and begin removing windrows from those properties which have previously applied for and qualified for the program. The cost to the City for provision of this service would simply be the additional overtime and fuel used by the snow removal personnel. The benefit would be in providing an additional service to those residents who qualify, providing better access for any emergency personnel, and concurrently reducing complaints regarding windrows. Clearly, this would consume additional time for maintenance employees and will likely generate some complaints from those who do not qualify, or did not pre-qualify, for the program. It is also expected that some residents who apply and qualify for the program will not be satisfied to wait until the City completes its snow removal commitments City-wide prior to initiating the clearing of driveway aprons. Even with the probability of such complaints, it is our belief that such a program further distinguishes the City of Chesterfield and provides a level of service to those least able to help themselves. In addition, given that the program parameters limit the applicability to older or physically impaired residents, the removal of windrows at these locations provides improved emergency access to those that have the highest need.

Attached is a draft policy for the removal of windrows at qualifying properties. **I recommend and request that this item be placed on the next Planning and Public Works Committee meeting agenda for consideration.** If approved, the policy would then be forwarded to the full City Council. Prior to implementation, the program availability and details would be advertised through a variety of City messaging venues. If the City Council ultimately accepts the recommendation for implementation of the program to clear windrows from driveway aprons, the Department of Public Services is prepared to incorporate the activity into its 2014 - 2015 snow removal plan.

We look forward to discussing this at the next available Planning and Public Works Committee. If you have any questions or require additional information, please advise.

ohid
JYJ
7/15/14
→ ADD TO NEXT AGENDA
FOR P/PW COMMITTEE

**CITY OF CHESTERFIELD
POLICY STATEMENT**

PUBLIC WORKS

NO. 53

SUBJECT Snow Removal for Private Driveways
within Public Right-of-way

INDEX PW

**DATE
ISSUED** 7/9/2014 - DRAFT

**DATE
REVISED**

PURPOSE

The purpose of this policy is to establish procedures for the removal of snow windrows from residential driveway aprons resulting from City snow removal operations within the public right-of-way. Snow windrows can impede emergency access to private driveways whose owners are not capable of clearing their driveway approach.

POLICY

The City of Chesterfield will remove the snow accumulation from the driveway apron of a qualifying private residential driveway when the official snow accumulation exceeds two (2) inches during any single snow event. The snow accumulation will be measured at the City of Chesterfield City Hall in accordance with National Oceanic and Atmospheric Administration (NOAA) guidelines.

The City of Chesterfield will begin snow removal operations on previously approved qualifying private residential driveways **ONLY** after completion of all snow and ice removal operations on public streets and at City facilities. Applications for this program must be received not less than 14 days prior to a storm event to allow for review, coordination and planning.

This program is only available to qualified resident owners who are at least 65 years of age or with a certified medical need or disability.

QUALIFYING LOCATIONS

All private single family residential properties within the corporate limits of the City of Chesterfield in which all residents of the property are at least 65 years of age or have been diagnosed with a medical condition that limits their ability to remove snow.

PROGRAM REGISTRATION

All requests for driveway snow and ice removal service shall be submitted in writing to the City of Chesterfield. Residents may receive information and direction by contacting the City of Chesterfield Public Works Division, visiting City Hall, or accessing the forms on our website www.chesterfield.mo.us/formsandpermits.

The applicant, at a minimum, shall provide the following information:

1. Property address.
2. Applicant's name and all appropriate contact information.
3. Supporting documentation verifying the age of the resident applicant.
4. If applicable, supporting documentation verifying a medical condition or disability of all residents at that property which limits their ability to perform snow removal activities.

CITY LIABILITY FOR PROPERTY DAMAGE

The City of Chesterfield is not responsible for any property damage resulting from residential driveway snow and ice removal operations. All applicants for this service shall be required to sign a waiver of responsibility stating the City of Chesterfield is not responsible for damage during driveway snow and ice removal operations.

RECOMMENDED BY:

_____ **Date**

Department Head/Council Committee (if applicable)

APPROVED BY:

_____ **Date**

City Administrator

_____ **Date**

City Council (if applicable)

Applicant Information – Keep for reference.



CITY OF CHESTERFIELD

2014-2015 Driveway Apron Snow Removal Program

In the interest of public health and safety, the City of Chesterfield Department of Public Services will remove the windrow of snow which results from the City's snow removal on public streets from the driveway apron portion of qualifying private residential driveways within the public right-of-way. Generally speaking, the driveway apron refers to the area of the driveway between the street and the sidewalk, if a sidewalk exists. If no sidewalk exists, it is presumed that the driveway apron extends seven feet beyond the back of the street curb. Said driveway access snow removal operations will ONLY be performed after the cessation of snow removal operations on all public streets and at City facilities. This service is ONLY available to qualified residents who are at least 65 years of age or with a certified medical need or disability as approved by the Department of Public Services and as provided herein. Applicant must be the owner of record of the property, as recorded in the St. Louis County Assessor's office.

Program Description and Guidelines

A. Qualifying Locations

All private single family residential properties within the corporate limits of the City of Chesterfield in which the resident owners of the property are least 65 years of age or have been diagnosed with a medical condition that limits their ability to perform snow removal activities, as approved by the City of Chesterfield.

B. Scope of Service

The City of Chesterfield will remove the snow accumulation from the driveway apron of a qualifying private residential driveway when the official snow accumulation exceeds two (2) inches during any single snow event, and said accumulation prevents emergency access to and from the driveway.

The City of Chesterfield will begin snow removal operations on previously approved qualifying private residential driveways ONLY after completion of all snow and ice removal operations on public streets and at City facilities. Applications for this program must be received not less than 14 days prior to a storm event to provide for review, coordination and planning.

C. Program Registration:

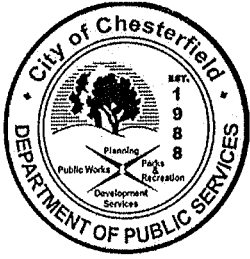
Applications for the program are available at Chesterfield City Hall or on the City's website (www.chesterfield.mo.us). An application can be mailed to you by calling 636-537-4762. Please allow two weeks to process your application.

The applicant, at a minimum, shall provide the following information:

1. Property address.
2. Applicant's name and all appropriate contact information.
3. Supporting documentation verifying the age of the resident applicant.
4. If applicable, supporting documentation verifying a medical condition or disability of all residents at that property which limits their ability to perform snow removal activities.

D. City Liability for Property Damage:

The City of Chesterfield is not responsible for any property damage resulting from residential driveway snow removal operations. All property owners for this service shall be required to sign a waiver of responsibility stating the City of Chesterfield is not responsible for any damage during driveway snow removal operations.



CITY OF CHESTERFIELD

2014-2015 Driveway Apron Snow Removal Program

Participant Information

Applicant Name: _____

Address: _____ Zip Code: _____

Home Phone #: _____ Subdivision: _____

Work Phone #: _____ Cell Phone #: _____

Email Address: _____

Reason for participation: 65 years old or older Medical need

Office Use Only:

Driveway Material: _____

Mailbox Position: _____

Note Issues: _____

Notes to Driver: _____

Picture Taken: _____ Date: _____

City of Chesterfield
Public Works Division
690 Chesterfield Parkway West
Chesterfield, MO 63017

Dear Applicant:

Thank you for your inquiry regarding the City of Chesterfield's Driveway Apron Snow Removal Program. This program offers removal of the windrow of snow which accumulates at the end of your driveway when the City clears snow from the public streets. City crews will ONLY begin clearing these windrows on driveways after they have completed the snow removal on all public streets and at public facilities. This service is only available to qualified resident owners who are at least 65 years of age or with a certified medical need or disability.

In order to be considered for this service, an applicant must be an:

- Individual who resides in a private single family residential property.
- Individual who resides within the corporate city limits of Chesterfield.
- Individual that is 65 years old or older. **(Please provide a photo ID).**

Or

- A person who is unable to perform snow removal activities as determined by a physician. **(Please submit the Physician Confirmation form attached.)**

Please complete the following documents and return them by mail or in person to **City of Chesterfield, 690 Chesterfield Parkway West, Chesterfield, MO 63017**. City Hall hours are 8:30 to 5:00 p.m., Monday through Friday.

1. Participant Information form.
2. Release form.
3. Proof of Age (i.e. copy of drivers license).
4. Physician Confirmation form (if applicable).

Please allow two weeks for application review and processing.

If you have any questions, please call the City of Chesterfield Department of Public Services at (636) 537-4762.