



## Frequently Asked Questions about Snow Operations

### Why is there snow piled up behind my vehicle? Why can't they push all the snow to the end of the street?

The snow must fall off the plow blade to allow the truck to keep moving. Otherwise, the snow would quickly pile up and stop the truck leaving a mountain of snow in the middle of the road. If you have one foot of snow and if it push it forward 6 feet there would be a 6 foot mountain of snow in front of the truck. Plowing doesn't remove the snow from the site; rather it can only push snow to the left and right and continue forward.

### Why did they plow my car in again, after I finally got it out of all the snow?

In heavy snow, we will visit a property more than once. We have to do this because if there is too much snow the plow trucks will not be able to effectively move the snow. Plowing does not remove the snow it only moves it out of the roadways. We do the best job we can to avoid putting it in inconvenient places. If possible, it's best to wait until the end of the storm to dig out.

### Why can't all of the snow be pushed to the center islands?

When plowing around islands the snow is forced to the outer edges and falls off the blade there. If there is room sometimes the snow can be pushed inward but only if the ability exists to back up and push forward. Plow trucks are much longer than you think. Most properties have very little room to back the truck up but we do try our best to do what makes the most sense when plowing.

### Why is snow in my empty parking space?

Our policy is to not place snow in empty parking spaces. However, there are some instances where this is needed. In these cases, we try to keep the snow to the front of the space so you can still park. In extreme events, the truck may have no choice but to completely plow in a space because there is no other place to move the snow. This can happen in very tight areas, around corners and when there are cars parked on both sides of a street.

### If we must shovel our car out of the snow, what is the best way to go about this?

If you must shovel your car out of the snow, **you should place the snow in front of your car space.** This will help eliminate some of the snow that would otherwise be piled back around your car when the plow comes through. However, this will not eliminate your car from having snow piled up around it again when the snow is plowed. **Additionally, it would be best to wait until the plow has finished plowing and the storm has finished before digging out your car.** If multiple trips are needed chances are the plow will have to again push snow in front of your car. **Do not throw the snow back into the road when digging out.** This will only cause the plow to again push it back when it comes through again. Additionally, if there are large events and the snow is thrown in front of the cars we may not be able to plow it at all and may have to bring in a loader which would create delays and more expense.

#### SAFETY TIP:

Remember, the snow piled around your car can trap carbon monoxide coming from the exhaust. It can quickly incapacitate you before you realize what's happening. Then it can kill you. Clear snow from the exhaust pipe and leave the engine off until the car is ready to roll.