

Yours Truly

FY19 Snow Program Update

Public Works Committee

January 29, 2019

Outline

- Snow Plan
- Review Two Big Storms
- Common Complaints
- How Calls are Handled
- Communication
- Tips
- Questions

Snow Plan

- The City's Snow Plan outlines steps for the completion of storm response within **24 - 48 hours after precipitation has ended** provided that required levels of equipment/ people are available.
- Level 1 (pre-treat)
- Level 2 (<1" of snow) 24 hrs.
- Level 3a (>1" – 6") 32.5 hrs.
- Level 3b(>6" – 10") 40 hrs.
- Level 4 (>10") 48 hrs.
- Level 5 (sustained winds >30 mph) 48 hrs.

Thanksgiving Snow Storm

- Storm was described by as a blizzard (3 or more hours of sustained winds or frequent gusts of 35 MPH or greater and visibility ,1/4 mile)
- Storm started as rain/sleet/freezing rain then changed over to all snow overnight.
- Rain prevented pre-treatment of streets, rain and temps cooled pavements quickly.
- Ice/Snow stuck to roadways

Thanksgiving Snow Storm

- Low temperatures ranged from mid 20's to low teens.
- Low temperatures limit salt's effectiveness and made it difficult to get to bare pavement.
- Lee's Summit received ~5 inches of snow
- Level 5 storm, goal time 48 hours to complete
- Public Works completed plowing and treating in 41 hours.

January 12th Snow Storm

- Storm started with light rain and sleet
- Pretreating
- Wet and heavy snow total of ~8”
- Snow stopped early Saturday morning, but additional snow of ~3”-4” fell during the day.
- Heavy snow caused downed trees and power lines

January 12th Snow Storm

- Pavement temperature remained right at freezing allowing most of the snow to clear off pavements during plowing
- Storm was Level 3b – 40 hrs. after snow ends.
- Public Works Completed plowing and treating in 43.5 hours
- The process was slowed due to:
 - Downed trees/limbs and power lines
 - $\frac{3}{4}$ tons trucks not effective in heavy/wet snow

Common Complaints

- Here is what we were hearing
 - The city never plows my street
 - The driver did not do a good job/bare pavement
 - The plow covered my driveway/sidewalk/hydrant
 - The city is wasting money pre-treating
 - More expensive neighborhoods get plowed first
 - My street has more houses – make it a secondary route
 - Insert a city here _____ does a better job

Calls to Snow Desk

- Callers with medical emergencies are directed to call 911
- If fire or police have issues reaching an address because of snow, ice, trees or debris the dispatcher will contact the Snow Desk for assistance. Public Works will immediately send a snow plow/crew

Calls to Snow Desk

When someone calls before the snow ends

- The caller will receive a voice message
- The caller is told if there is a medical emergency to call 911
- The caller receives a message that crews are plowing and treating primary and secondary roadways while the snow is falling.
- Public Works is unable to give callers an estimate when their street will be plowed but are told an estimate when city wide plowing and treating should be completed

Calls to Snow Desk

When someone calls after snow ends

- The caller will receive a voice message
- The caller is told if there is a medical emergency to call 911
- The message indicates if your street has been missed after the goal time has elapsed or your yard or mailbox is damaged to leave a message.

Calls to Snow Desk

Someone calls after snow operations are complete

- The Snow Desk operator takes down the information and dispatches a supervisor to investigate.
- If the street has been missed a truck will be dispatched
- If there is damage to yard/mailbox a work order will be created to make the repairs as soon as possible.
- Voicemail will be checked for yard or mailbox damage

Communication

- LsSnow.net – latest updates
- Facebook
- Twitter
- Nextdoor

Helpful Tips

- Remove cars from the street
- Keep trashcans and basketball goal out of the street
- Do not build snow forts in the piles of snow in the street
- Do not shovel snow from your driveway into the street
- Shovel snow to the left side of your driveway to lessen the amount of snow left at your driveway entrance during plowing

Questions

