

Snow and Ice Management Program

City of Charlottesville Snow Operations Team



Agenda

- Charlottesville Weather Context
- Overview of Current Program
- Program Changes
- General Responsibilities
- Technology Improvements
- Communications
- Objectives and Results
- Questions



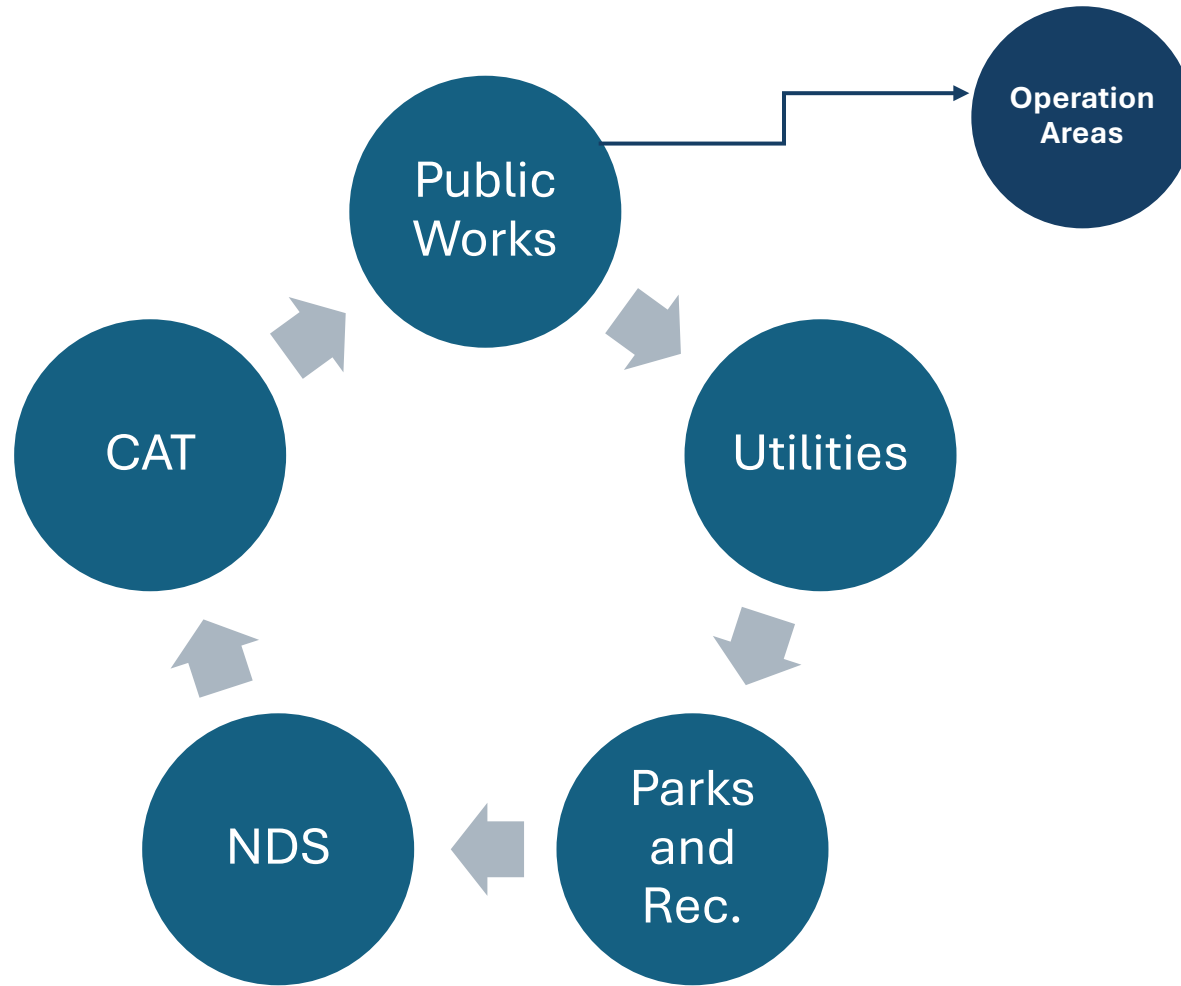
Charlottesville Winter Weather

- Average 16-20 inches of accumulation
- Average temperatures of 25°F and above
- Transitional weather events
- Inconsistent and irregular



**Variable
Weather
Factors**

Current Program Overview



**Multi-
Department
Effort**

Current Program Overview

| Operational Area | Description |
|--|---|
| Street Plowing | 165 centerline miles |
| Safe Routes to School | 31 miles of sidewalk |
| City Property Sidewalk Clearing | 18 miles of City property frontage |
| Parking Lot Clearing | 20 Municipal Facility Lots 10 School Lots 16 Parks and Rec. Facility Lots |
| Downtown Mall | Clearing of pedestrian areas |
| Transit Stop Clearing | Bus and passenger access |
| Enforcement of Sidewalk Clearing Ordinance | 24-hours post storm |



Operation Areas

Current Program Overview

| Department/Division | Pieces of Equipment | Number of Personnel |
|-------------------------------------|---------------------|---------------------|
| Charlottesville Area Transit | 2 | 3 |
| Neighborhood Development Services | Compliance | 3 |
| Parks and Recreation | 26 | 36 |
| Public Works/Facilities Maintenance | 13 | 27 |
| Public Works/Fleet | Support | 10 |
| Public Works/Public Service | 22 | 45 |
| Utilities | 17 | 30 |



**Operation
Resources**

Current Program Overview

- Formal snow season runs from November – April
- Training Programs and Annual Snow “Dry-Run”
- Event Planning Operations
 - Type of Event
 - Forecasted Accumulation
 - Classification of Event
 - Equipment Availability
 - Materials Inventory
 - Treatment Plan
 - Scheduling of Crews

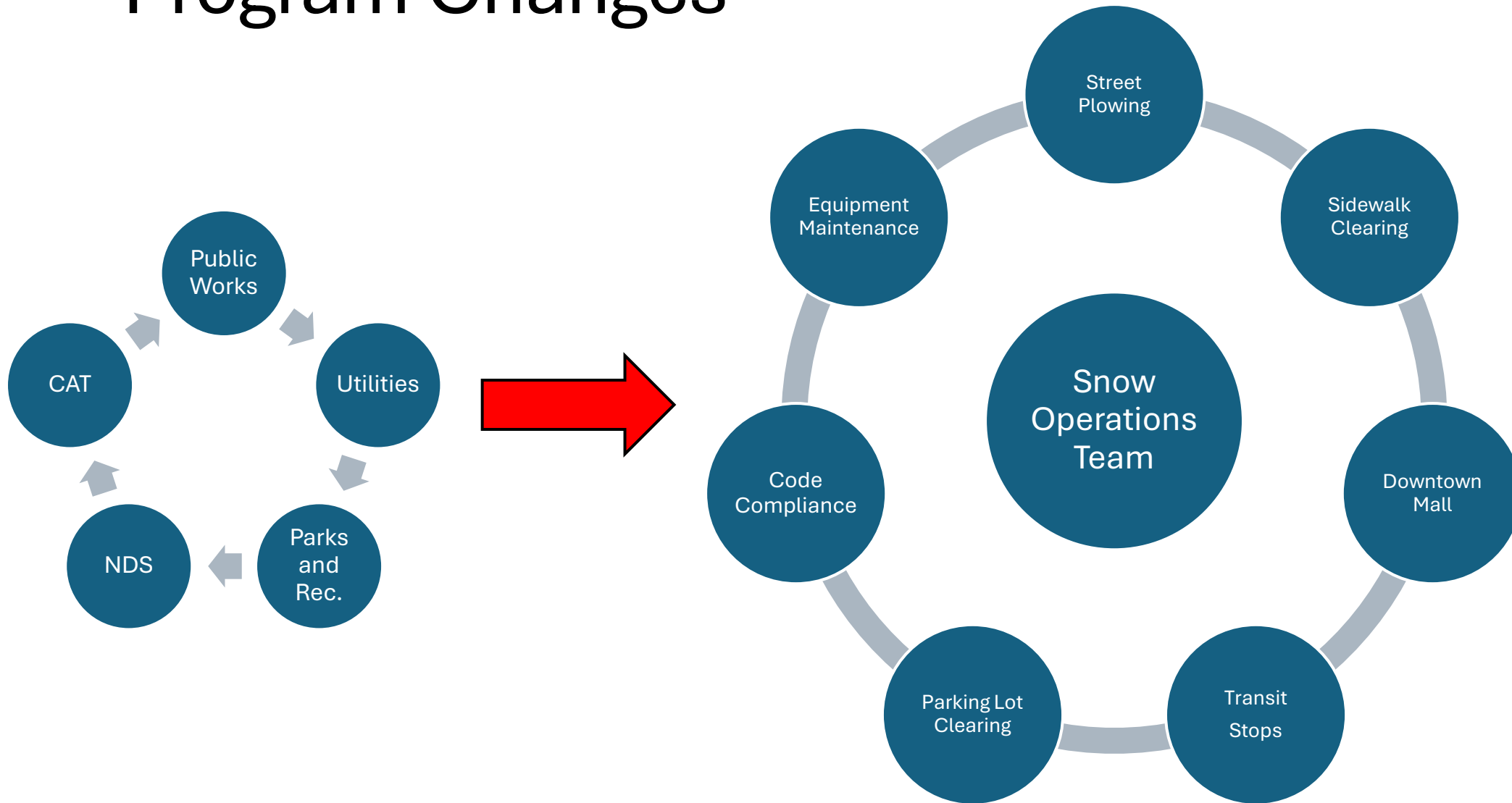


**Off-Season
Preparation
And
Planning**

Program Changes



Unified Operations Plan



Program Changes

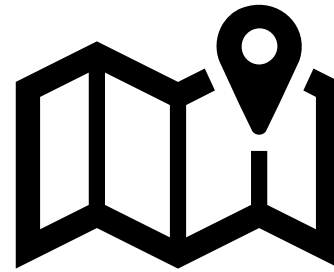
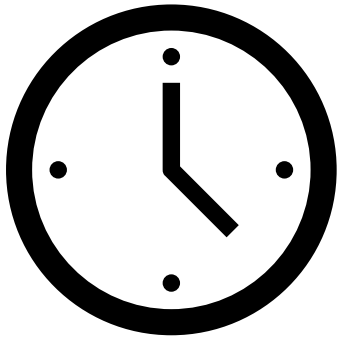
- Creation of a central City Operations Plan
- Increased staff and resources on Day/Night 12-hour shifts
- Augmented street plowing routes with tandem coverage
- Activation of Secondary Routes sooner
- Increased Transit stop service frequency
- Unified pre-season training plan
- Increased flexibility to position resources



**One
Operation
Approach**

Program Changes

- Responsiveness to weather and operational conditions



**When
and
Where
Needed**

General Responsibilities – Snow Ops

- **Public Works – Public Service Division:** Leads plowing and treatment of primary and residential streets; deploys operators and heavy equipment to keep roadways safe and passable
- **Public Works – Facilities Maintenance Division:** Supports snow clearing for City and school properties, including sidewalks and parking lots, while balancing emergency facility needs
- **Public Works – Fleet Division:** Keeps equipment and vehicles mission-ready – inspection, fueling, repairs, and attachments – throughout the event
- **Utilities Department:** Maintains water, sewer, gas, and stormwater management services as its core mission; when capacity allows, provides skilled operators and equipment for snow clearing, especially large parking lots and areas where Utilities' resources are most effective
- **Parks & Recreation:** Clears City parks, recreation facilities, Downtown Mall, and associated parking areas; contributes staff/equipment to sidewalk clearing as needed.
- **Neighborhood Development Services (NDS):** Supports community communication, ordinance enforcement (including sidewalk-clearing requirements), and contractor coordination as necessary
- **Charlotteville Area Transit (CAT):** Identifies transit priorities to ensure snow removal supports continued operation of routes and stops



**Roles and
Core
Services**

General Responsibilities – Cont'd

- **City Manager's Office/Communications:** Leads public and internal information efforts including – closure/delay of City Offices, declaration of formal end of event for 24-hour sidewalk clearing, and approval of Emergency Snow Route activations
- **Police Department:** Enforcement of City code, towing actions, and provides mutual coordination in emergency situations (trees in power lines, accident, signal outage or public safety response, etc.)
- **Fire Department:** Provides mutual coordination in emergency situations (trees in power lines, accident or public safety response, etc.)



**Roles and
Core
Services**

Technology Improvements

- Increased use of GIS based resources
- Expanding capabilities of our Fleet's AVL system
- Operational awareness across the City
- Enhancing plowing feedback

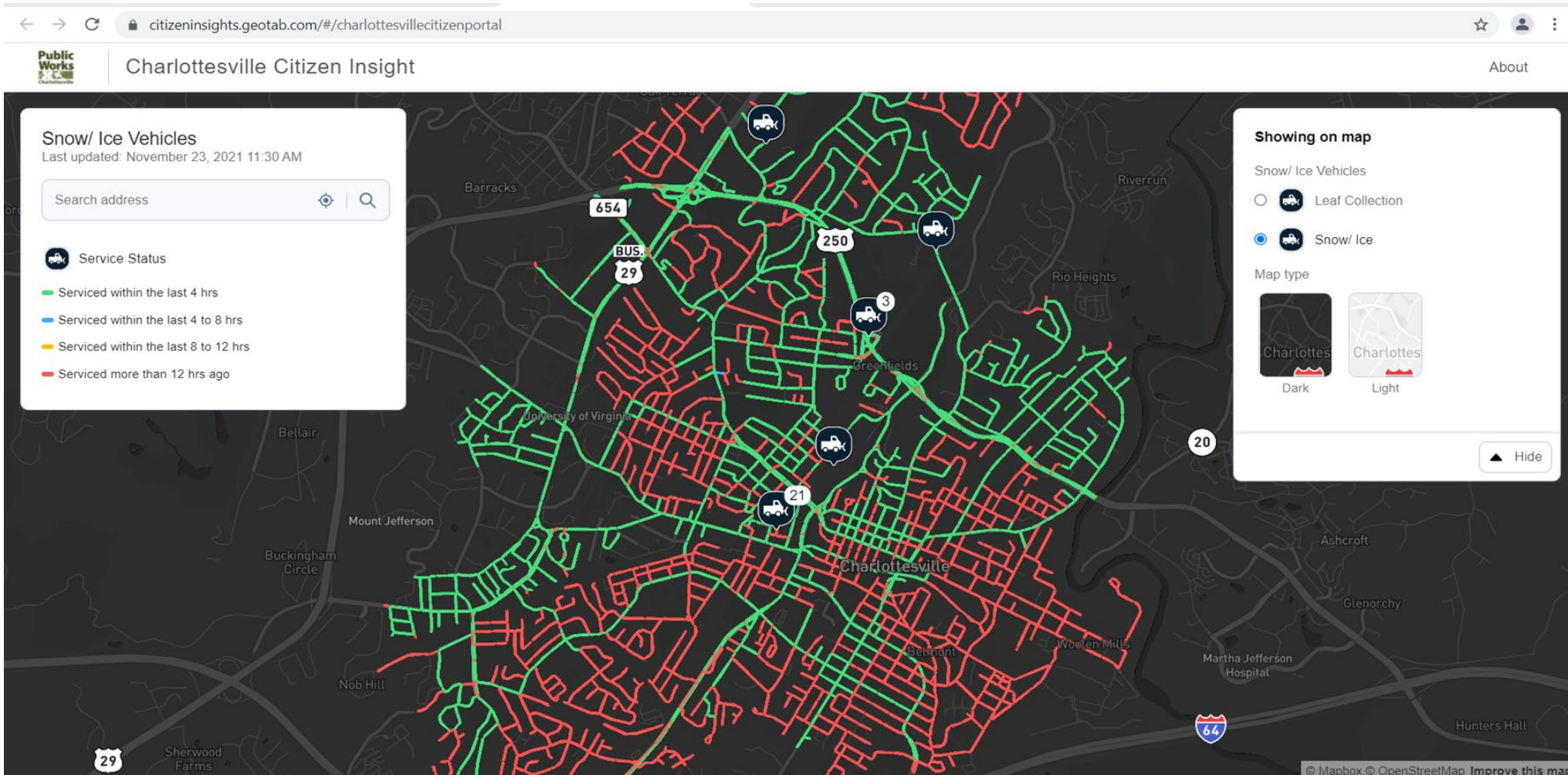


**Technology
Where it
Makes
Sense**

Technology Improvements



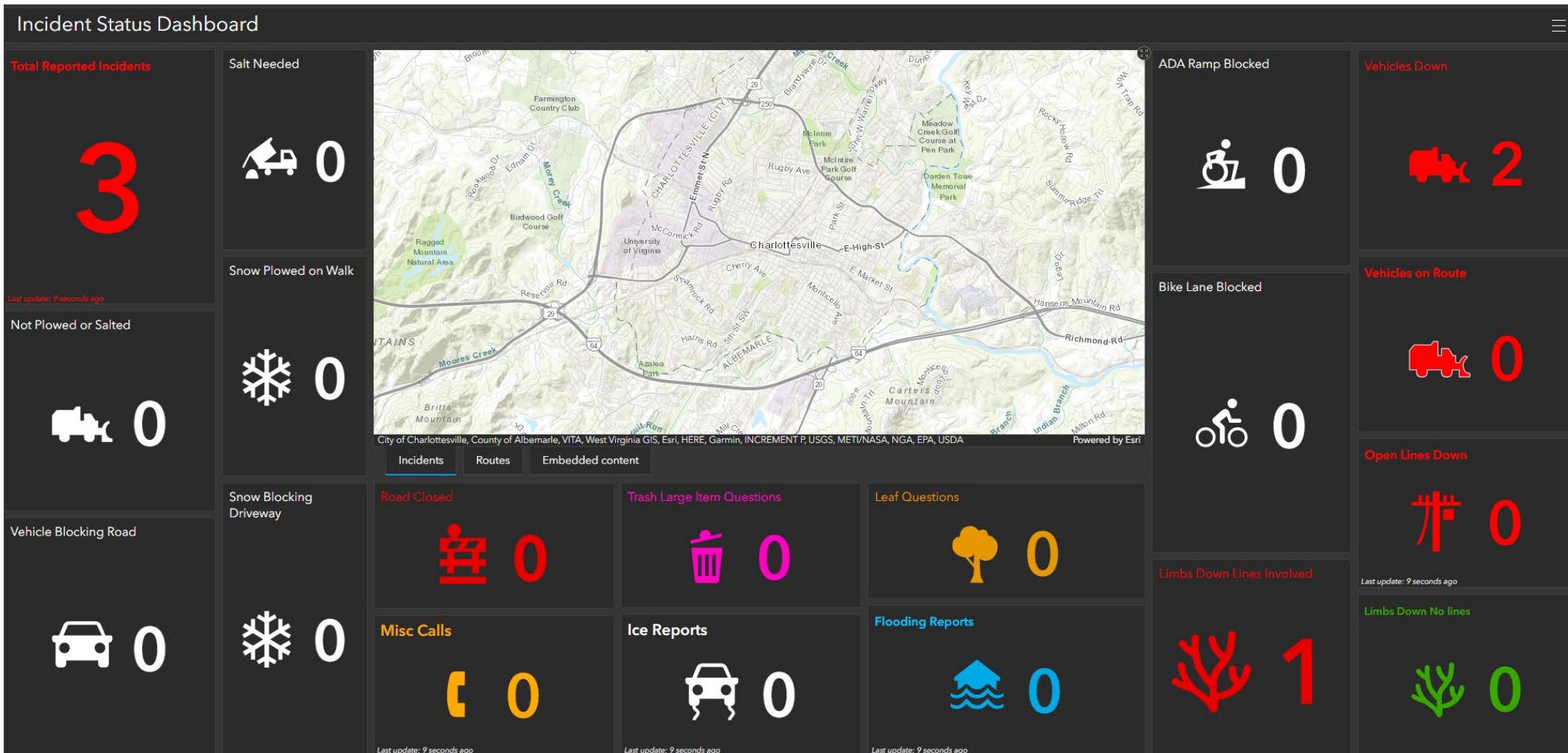
Resident Information



Technology Improvements



Internal Operations Awareness



Communications

- City Webpages
 - Snow and Winter Weather Information Page
 - Snow and Ice Removal Page
- City Emergency Alert System
- Emergency Operations Center
- New Informational Flyer



**Outreach
Tools**

Communications



Snow Removal Guide

City of Charlottesville

Snow Progress and Route Priorities

The City clears snow from **roadways**, **publicly owned sidewalks**, the **Downtown Pedestrian Mall**, and many **municipal and public school parking lots**. Multiple City departments play significant roles in these efforts, helping to return our travel ways to a safe condition as quickly and efficiently as possible. **Community members and businesses play their part as well, by clearing privately owned sidewalks** to provide safe pathways for our many pedestrians.

The City prioritizes snow removal based on Primary and Secondary routes. Emergency Snow Route roads include: West Main Street, East Market Street, Water Street, East High Street, Mall crossings at 4th and 2nd streets.

When plowing any street, **our first aim is to open a path wide enough to allow vehicles to pass.** Major streets with multiple lanes are cleared from curb-to-curb when possible. In the event a Snow Emergency is declared, **snow will be plowed from the travel lane into the vacant parking lane.** The City may remove snow from the

parking lane based on need following each snow event.

On residential streets, the aim is to first clear a path the width of a snow plow. If possible please minimize the use of on-street parking during an event to assist with removal efforts. This opens traffic, and also minimizes large piles of snow that may linger for days or weeks after the storm. **It is unavoidable that a city plow truck will deposit some snow in driveway entrances.** The city will not come back to clear it. **It is the property owner's responsibility to clear the snow.**



Be a good neighbor

Per City Code, it is the responsibility of **owners/occupants** of any City which abut or fronts a sidewalk **to clear the sidewalk and ice within 24 hours** of snowfall. Cleared sidewalks ensure the safety of both pedestrians and motorists by giving users a clear path to walk.

Please report unshown snow by using the [MyCville App](#) at 434-970-3182.



Be prepared for snow!

Print out this page or save to your phone to use as a quick reference guide for snow resources.



Make a report or request with the MyCville App

Report a non-emergency issue or request a snow service with [MyCville App](#). You can also report/request by phone at 434-970-3333, option #2.



Be a good neighbor; clear your sidewalk!

It's the **property owner's responsibility** to clear your sidewalk of snow, sleet and ice **within 24 hours** of the end of snowfall.



Track snow removal and road conditions

Visit our [Citizen's Insight Map](#) to see which roads have been serviced and current road conditions.



Scan QR code to download the MyCville App



Scan QR code to visit the Citizen's Insight Map

[City Code 1976, Sec. 28-26](#)

How to properly deposit snow on public rights-of-way

Help keep our city accessible; don't pile snow/ice from your property onto **streets or sidewalks**. If you don't have space to store snow from your own sidewalk, driveway, or walkway, **you may move the extra snow on the edge of the public area next to your property — but not in travel lanes, crosswalks, sidewalks, or accessible parking spaces.**



Community Awareness

Objectives and Results

- Streamline resource and operations planning
- Provide a greater level of service for our community
- Remove snow and ice from travel ways in a quicker and more efficient manner
- Prioritize safety and well being of our Community and City staff



**Continuous
Improvement**

Questions



Feedback