



CITY OF SALEM SNOW EMERGENCY

This brochure contains
important information to
help you through the
WINTER.

CITY OF SALEM
Kimberley Driscoll, Mayor



Richard Rennard
Director of Public Services

City of Salem Department of Public Services
5 Jefferson Avenue
Salem, Massachusetts 01970

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A MESSAGE FROM THE MAYOR..

Plowing snow from Salem's 130 miles of public streets is a formidable task. It involves coordination of private and publicly owned plows, mechanics, dispatchers and route supervisors to inspect and control plowing activities and other support personnel. The hours can be extraordinarily long, with operations conducted during the most severe weather and driving conditions. We realize that in an operation of such size and complexity there are bound to be complaints or requests for additional service.

Since it may take several hours for plows to make their way to your street, please try to be patient and avoid early calls for service during a storm. If you believe that a request for service is warranted and sufficient time has elapsed for us to have responded, please call 978-744-3302. This number will be staffed or your call will be recorded and the information relayed to our supervisors for action.

Please understand that calling 978-744-3302 is the FASTEST WAY to get a service request resolved.

Remember, driving in winter snowstorms should be avoided whenever possible. 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 more quickly and more efficiently when roads are free of traffic and illegally parked vehicles.

Thank You,

Kimberley Driscoll, Mayor

WINTER STORMS

Winter storms can provide tension and risk of injury to members of our community who must travel during storm conditions. The City of Salem wants to do all it can to reduce the likelihood of personal injury to our residents, automobile accidents and property damage by making the roadways as safe as possible under the worst of conditions. The City's goal is to quickly open the streets and make them passable so that essential traffic can safely negotiate roadways. Residents can help us do this by working together. This brochure provides you with information that will help you and the Department of Public Services (DPS) make the long winter months shorter than expected.

SNOW EMERGENCY PARKING BAN

The City of Salem implements a snow emergency parking ban when it is felt that we are to receive two inches of snow accumulation. If there is a parking ban in effect, it will appear on www.salem.com and SATV, and an automated telephone message will be sent out through the City's CodeRED system. In addition, flashing blue lights will be activated throughout the city at the following locations: **Loring Avenue @ Vinnin Square, Loring Avenue @ Canal Street, Lafayette Street @ Loring Avenue, Lafayette Street @ Washington Street, Bridge Street @ Webb Street, Bridge Street @ Washington Street, Boston Street @ Bridge Street, North Street @ School Street, Congress Street @ Palmer Street, Tremont Street @ School Street, Highland Avenue @ Salem Hospital, Jefferson Avenue @ Dove Avenue, North Street @ Essex Street and Canal Street @ Washington Street (Mill Hill).** As always, you may contact The Department of Public Services (978-744-3302) or the City of Salem Police Station (978-744-0171, ext. 166) to find out the status of the parking ban. Parking regulations are strictly enforced to ensure that streets remain accessible for snowplows, fire apparatus and other emergency vehicles. **Any vehicle that impedes the snow removal process will be towed.**

To sign up for CodeRED automated messages log onto www.salem.com and click on the 'CodeRED' icon on the left side of the home page, email DataProcessing@salem.com or call Data Processing Department at 978-619-5646. You may also obtain snow emergency information by becoming an E-Mail Subscriber to Salem.com News and Announcements, just log onto www.salem.com and click on the green 'E-Mail Subscriber' box.

ALTERNATIVE DESIGNATED PARKING AREAS

The City of Salem offers alternative designated parking areas that include the following: Museum Place Parking Garage - \$1/day charge (out by 10am), South Harbor Garage - \$1/day charge (out by 10am), Blaney Street Parking Lot (Salem Ferry Landing), Forest River Park, Gallows Hill lower, Mack Park, Broad Street Playground, Castle Hill Playground, Salem Willows Park, the Bentley School Lot, the Carlton School Lot, the Witchcraft Heights School Lot, the Bates School Lot, the Saltonstall parking area on Salem Street side only, and the Collins Middle School - Jackson Street parking area.

Alternative parking is also available at St. Joseph's Church Lot on Lafayette Street. A permit is required and can be obtained at the City of Salem's Parking Department Office. Please call 978-745-8120 for further details.

Alternative parking is also available at the Salem State College O'Keefe Center Parking Lot. A permit is required and can be obtained at the College's Public Safety Office. Please call 978-542-7096 for further details.

Alternative parking is also available at the Shetland Properties Congress Street Parking Lot. A permit is required and can be obtained at the Shetland Park Security Department. Please call 978-740-4429 for further details.

PLEASE NOTE: All vehicles must be removed from the above listed public, private and school parking lots immediately following the cancellation of the snow emergency (weekends included) or vehicles will be towed at the owner's expense.

(FYI: It is the policy of the DPS that snow removal will not take place in alternative parking areas, particularly at parks, until snow operations on city streets are completed. Please plan your vehicular needs accordingly.)

Snow Emergency Cancellation Information can be obtained by checking www.salem.com, calling the Salem Police Department's Snow Emergency Information Line at 978-744-0171, ext. 166, tuning into SATV or contacting the Department of Public Services at 978-744-3302.

SNOW PLOWING

The following is a general description of how the Department of Public Services plows snow from city streets.

Step 1. When a snowstorm begins, the department responds by salting the main roads and bus routes. Salting these roadways serves two purposes: to keep traffic moving and to prevent the snow from bonding to the pavement.

Step 2. Snow plowing begins when snow accumulates two (2) inches, or forecasts indicate that it will. Over 30 city and private plows can be called out and assigned to plow pre-determined routes.

Step 3. Once snowfall has stopped and plowing is winding down, salt trucks begin post storm salting:

- Main streets and school bus routes are salted and sanded to achieve bare pavement conditions.
- Residential streets with hills and intersections are sanded to improve traction.
- Flat streets are sanded only if icy conditions exist.

When driving, please stay 200 feet behind any snowplow. Visibility is not good for the snowplow operator. The speed of a snowplow is only 15-22 m.p.h.

SIDEWALKS

The removal of the snow and ice from sidewalks is greatly appreciated. This will help school children, the elderly, and the general public from having to walk in the street. The City of Salem clears designated sidewalks following each storm. It takes time to accomplish this task and it is only done after all the roads have been cleared.

There are city ordinances requiring property owners to remove snow and ice from their bordering sidewalks within six hours after the snow ceases to fall or the city's snow emergency lights are turned off, whichever time is later. If the snow ceases to fall and the snow emergency lights are turned off in the nighttime, the snow shall be removed before 12:00 noon. If he/she neglects to do so, he/she shall be fined \$25 for 1st offense, \$75 for 2nd offense and \$100 for 3rd and subsequent offenses.

DRIVEWAYS

While the Department of Public Services tries to minimize the amount of snow that gets plowed across driveways and exits, it is unavoidable. Clearing driveway openings is the responsibility of the property owner. Plow blades cannot be lifted as they pass by a driveway. Unfortunately, snow will be plowed into driveways as we perform curb-to-curb plowing. You may wish to clear your driveway several times during the storm or wait until the storm and plowing activities have ended.

Snowplowing, shoveling, or throwing snow back onto the street when clearing driveways and sidewalks is prohibited by City Ordinance and violators can be fined \$75 for 1st offense, \$150 for 2nd offense and \$200 for 3rd and subsequent offenses.

SHOVELING ASSISTANCE PROGRAM

The City has developed a Shoveling Assistance Program to assist our elderly and infirmed residents in locating youths in their neighborhoods that will shovel snow from their driveways and sidewalks. Please call the Council on Aging at 978-744-0924 for more information.

WINTER SAND

Winter sand is available for residents (only) at the Department of Public Works Garage located at 5 Jefferson Avenue. Please limit yourselves to two (2) pails per visit.

CATCH BASINS

Help us stop street flooding by shoveling out catch basins near your home.

FIRE HYDRANTS

There are many Fire Hydrants in the City of Salem. Please help us *Keep Salem Safe* by shoveling around the hydrant near your home.

EMERGENCY TELEPHONE NUMBERS

- POLICE/FIRE/AMBULANCE911
- NON-EMERGENCY POLICE.....978-744-0171
- NON-EMERGENCY FIRE.....978-744-1235
- NON-EMERGENCY POLICE SNOW EMERGENCY INFORMATION LINE.....978-744-0171, EXT. 166

UTILITY COMPANIES NUMBERS

- NATIONAL GRID800-465-1212
- VERIZON TELEPHONE617-281-6478
- KEYSPAN GAS.....800-732-3400

OTHER IMPORTANT NUMBERS

- MASS HIGHWAY DEPT978-535-3424
- POTHOLE REPAIRS978-744-3302
- VEHICLES TOWED.....978-744-0171
- SALEM MISSION SHELTER INFO.....978-745-1121
- HEALTH DEPT978-741- 1800
- PARKING DEPT978-745-8120
- HARBORMASTER978-741-0098
- OPEN SPACE/TREE DEPT.....978-745-0195