



## CITY OF SALEM SNOW EMERGENCY

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

**CITY OF SALEM  
Kimberley Driscoll, Mayor**



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

Tel: 978-744-3302

*Updated 12/1/16*



### ***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](http://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, North Street @ Oakland 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 ticketed and towed.**

The City of Salem has created a **Downtown Snow Emergency District**. The City realizes that businesses and restaurants continue to operate during snow fall, so this district will allow patrons to park on these designated downtown streets for a longer period of time. When the City declares a snow emergency for its main arteries and neighborhoods, it will not go into effect in the Downtown Snow Emergency District until midnight (12:00 a.m.). For example, if a snow emergency is declared to become effective at 8:00 p.m. on any given day, it will not go into effect until midnight that evening in the downtown area defined below. However, starting at midnight (12:00 a.m.) on the night the snow emergency is declared it shall be unlawful for any vehicle to be parked on streets in this district. Any vehicles parked on streets in this district after midnight will be ticketed and towed. The streets included in this district are as follows:

**Streets in Downtown Snow Emergency District:**  
**Washington Street; Federal Street (from North Street to St. Peter Street); Essex Street (from North Street to Hawthorne Boulevard); Lynde Street; Norman Street; Church Street; Central Street (Essex Street to Derby Street); New Derby Street; Derby Street (Lafayette Street to Orange Street); and Hawthorne Boulevard.**

The Downtown Snow Emergency District will be in effect unless otherwise noted due to too severe or extreme snowfall. Please be aware that snow plowing will still take place in this district during the entire snow event.

## ALTERNATIVE DESIGNATED PARKING AREAS

The City of Salem offers alternative designated parking areas that include the following: Museum Place Parking Garage\* and the South Harbor Garage\*. **(Please note: Regular garage rates will be applied until the Snow Emergency time goes into effect. During a snow emergency, parking in the city garages is \$5/24 hours, or any fraction thereof. Vehicles should be removed from the garage by the close of business the day the snow emergency concludes. Vehicles left in the garage after that time will begin to accrue charges at the regular hourly parking rate.)** 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. Log onto <http://tinyurl.com/salemsnowmap> for an interactive map of the above-listed snow emergency parking locations. (\*A monthly pass does not guarantee you a parking space in the garage.)

Please note: The Church Street parking lot (pay by plate) the Universal Steel lot on Bridge St., and the Bridge St. train station outside lot (pay by plate) are not snow emergency lots; and parking in Riley Plaza is by permit only. Permit fee for Riley Plaza is \$25 per month and can be obtained at the Parking Department Office. Please call 978-745-8120 for more information. All other downtown municipal lots are for snow emergency use. Metered rates will apply at the official end time of a snow emergency.

Alternative parking is also available at the [Salem State University O'Keefe Center Parking Lot](#). **A permit is required** (on a first-come first-serve basis) and can be obtained at the College's Public Safety Office. Please call 978-542-7341 or 978-542-6511 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](http://www.salem.com), calling the Salem Police Department's Snow Emergency Information Line at 978-744-0171, ext. 166, calling the Salem Announcements and Information Line (SAIL) at 978-745-INFO (4636), 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.** Plowing will continue until snow has completely stopped, then post storm salting will begin:

- 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 1<sup>st</sup> offense, \$150 for 2<sup>nd</sup> offense and \$200 for 3<sup>rd</sup> and subsequent offenses.**

## SHOVELING ASSISTANCE PROGRAM

The City has developed a Shoveling Assistance Program to assist our elderly, infirmed, or disabled 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.

## NOTIFICATIONS

**To sign up for CodeRED automated phone messages and emails** go to [www.salem.com](http://www.salem.com) and click Online Services in the blue border on the top of the home page and then click the CodeRed icon to complete the registration or contact Laura Assade at 978-619-5601 or at [lassade@salem.com](mailto:lassade@salem.com). You may also obtain snow emergency information by registering your email for City Alerts and City News and Announcements, by clicking Notify Me in the Salem Action Center box, filling in your email address, selecting the City Alerts and City News & Announcement boxes and clicking Subscribe Me. The City recommends you register for both Code Red Messages and City E-Mail Alerts.

## EMERGENCY TELEPHONE NUMBERS

POLICE/FIRE/AMBULANCE.....911  
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 GRID – ELECTRICITY.....800-465-1212  
NATIONAL GRID - GAS.....800-732-3400

## OTHER IMPORTANT NUMBERS

MASS DOT ..... 978-535-3424  
POTHOLE REPAIRS ..... 978-744-3302  
VEHICLES TOWED ..... 978-744-0171  
LIFEBRIDGE SHELTER INFO.....978-745-1121  
HEALTH DEPT ..... 978-741- 1800  
PARKING DEPT..... 978-745-8120  
HARBORMASTER ..... 978-741-0098  
OPEN SPACE/TREE DEPT.....978-745-0195  
SALEM ANNOUNCEMENTS  
& INFORMATION LINE (SAIL).....978-745-INFO (4636)