

Winter Weather Frequently Asked Questions

1. Is Public Works responsible for clearing all roads in town during a snow storm?

No. East Hartford has many private and state owned roads within its borders. State-owned roads such as Burnside Ave, Main Street, and Silver Lane are plowed by the CT DOT. Private roads are not maintained or plowed by the Town.

2. Is it illegal to place snow in the street?

Yes. Section 18-9 of the Town Ordinances prohibits placing snow in the street. Property owners or their landscapers are required to place the snow from their sidewalks and driveway into private property.

3. My street is so narrow that two cars cannot pass side by side. What will be done about snow removal?

The Town's first priority during a snow storm is providing emergency access. A single pass is made down the center of the road so that an ambulance or fire truck may pass. After all 150 miles of road in town are cleared, additional plow passes will be made to clear every road from curb to curb.

4. The catch basin on my street is covered with snow. Who is responsible for clearing it?

The DPW Highway Division will clear snow from street catch basins when crews and equipment become available, but any assistance by abutting property owners would be helpful and appreciated if it can be done safely.

5. What happens when a parking ban is declared?

The Department of Public Works coordinates with the Police Department to determine the need for the parking ban. If a ban is necessary, the Chief of Police will declare issuance of a ban and determine when that ban will be lifted. Any vehicle parked on the street during a parking ban is subject to being ticketed by the Police Department. Any vehicle parked on the street during the parking ban will be towed if it hinders the plowing operation at any time or it is parked on the street during the final clean up.

6. What happens if my vehicle is towed during a parking ban?

The vehicle is first ticketed and then it is towed by the Town's towing contractor to a central location. The vehicle owner is responsible for paying all charges associated which may include, but not be limited to:

- *The ticket*
- *The tow and mileage charges*
- *Any storage charges*

Please contact the police department for location of vehicle if towed. 860-528-1458

7. What happens when a property owner fails to clear the sidewalk?

The Zoning Officer is notified and will issue a ticket for the Town Ordinance violation. Each day the violation continues is a separate offense. Sidewalks must be cleared within 8 hours of Snowfall. If there is a property that you would like to report please contact the Inspections and Building Department.

8. What if I cannot clear all the snow and ice from my sidewalk?

Then you must make the sidewalk safe to walk on by using abrasive such as sand. Sand is available to residents at the Public Works yard on Ecology Drive free of charge-residents must provide their own containers.

9. When will plow damage be repaired?

Damage due to snow plowing operations will be repaired as soon as the weather conditions allow, typically in the spring. If you suspect there has been damage please call the public works department so that a supervisor can review.

10. Who is responsible for clearing the sidewalk ramp at the end of my property?

Handicapped ramps are considered part of the sidewalk system and are the responsibility of the abutting property owner to keep them clear.

11. Why do the plow trucks drive so fast?

The speed of the truck is directly related to a combination of the following factors:

- *The volume of snow on the street*
- *The consistency of the snow*
- *The height of the snow mounds along the side of the street or sidewalk. The plow truck must travel faster to throw heavier and/or deeper snow over higher these mounds so that the snow does not fall back onto the roadways.*

Plow trucks are not allowed to exceed posted speed limits.

12. Why do you have to plow from curb to curb?

- *To make sure the approximately 6,000 catch basins throughout Town are clear to accept water*
- *To maintain the travel width of the street. In a normal winter, the snow berms at the side of the street can gradually reduce the travel width of the street, making it unsafe.*

13. Why hasn't my street been plowed yet?

This generally becomes an issue when snowstorms occur during the day. At night the majority of people don't know when their street was plowed. Main streets and areas around schools (when they are in session) are plowed first and then the residential streets. The reasons are:

- *The main streets carry the most traffic volume*
- *Emergency access to all areas is best achieved by working from primary roads into neighborhoods*

It can take up to 8 hours to completely clear a snow plow route once a storm has ended, as East Hartford has approximately 150 miles of roadway. All roads will be cleared before crews are released at the end of a storm.

13. Why is there more snow on my driveway and sidewalk than on my neighbor's?

Most residential streets receive a center pass (traffic permitting) and then 2 gutter passes. Each pass pushes the snow to one side or the other. That means one side is getting 2/3 of the snow in the street with each set of passes from the plow. How much snow one side of the street receives will vary with the route taken by the plow driver(s) during a given storm. Only the snow that is in the street is cast to the side.

14. I live on a cul-de-sac and get more snow in my driveway and on my property than anywhere else in town. Why?

Plowing cul-de-sacs is one of the most challenging operations during a snow storm. Most properties on cul-de-sacs have frontages which are narrower than those on a straight street. Therefore, snow must be pushed into a smaller space. Cul-de-sacs without islands contain even more area which needs to be plowed and, as a result, even more snow has to be moved to the side.

15. Will the Town remove snow cast into my already cleared driveway?

No. Please wait until the plows have made their final pass before clearing driveways. If a driveway apron is cleared before the plows have completely finished clearing the street, this leaves an empty pocket that gets filled with all of the snow that's on the plow blade. Although this may be a frustrating part of winter weather clean-up it is unavoidable. It is less work to wait until the plowing is finished before clearing driveways.