

### Who Else Clears Snow?

All numbered State roads in Norwalk are cleared by the CT DOT. Other departments, outside agencies and jurisdictions also have responsibility for plowing in some areas. They include the Department of Recreation and Parks, the Norwalk Parking Authority, several taxing districts, the Norwalk Housing Authority, the Norwalk Transit District, and condominium associations. Large retailers, shopping malls and commercial parking lot owners plow their own properties and are prohibited from moving snow into the street.

### Potholes

The Department of Public Works has 255 miles of pavement to patrol and maintain; it appreciates helpful calls from residents who can provide the specific address or intersection of a pothole. During the winter, because asphalt plants are closed and cold patch does not adhere well, crews may repair only the most severe potholes. All potholes will be addressed in the spring. To report a pothole issue in Norwalk, contact the Norwalk Customer Service Center.

### Emergencies

Call the Police and Fire Departments at 911 only in life-threatening emergencies or for emergency Fire and Rescue services.

*Refrain from calling Police, Fire, Public Works or Customer Service to find out when your street will be plowed.*

### Phone Numbers & Websites

Customer Service Center: (203) 854-3200  
City of Norwalk: [www.norwalkct.org](http://www.norwalkct.org)  
E-mail: [customerservice@norwalkct.org](mailto:customerservice@norwalkct.org)

### Preparing for Winter Storms

- Mailboxes and fences must be strong enough to withstand the force of flying snow and ice. Mail boxes and fences damaged by flying snow and ice will not be repaired by the City. The City will replace mail boxes that are damaged by the plow actually striking them.
- Get an Emergency Supply Kit which includes items like non-perishable food, water, a battery-powered or hand-crank radio, extra flashlights and batteries. Make sure to prepare an emergency kit for your car. Add the following supplies to prepare for winter weather: **Rock salt** to melt ice on walkways. **Sand** to improve traction. **Snow shovels** and other snow removal equipment.
- Hire a contractor to check the structural stability of the roof to sustain unusually heavy weight from the accumulation of snow - or water, if drains on flat roofs do not work.
- Know ahead of time what you should do to help elderly or disabled friends, neighbors or employees.

### Notify Norwalk

All residents are reminded to register unlisted & cell phone numbers, text and e-mail addresses in the Notify Norwalk System. This enables the City to contact you in multiple ways in an emergency. Updating contact information allows you to learn of emergencies affecting your home & family when traveling or at work. This important feature is critical to receive updates especially if you are advised to evacuate.

To add your contact information to the secure database, please visit the City's website at [www.norwalkct.org](http://www.norwalkct.org) and select the Emergency Alert icon then the Code Red link.

# CITY OF NORWALK

# When it Snows...



*A guide to  
understanding snow  
removal operations.*

[www.norwalkct.org](http://www.norwalkct.org)

## When It Snows

The Norwalk Department of Public Works begins its job as soon as snow is predicted. It pre-treats major roads with a salt and in some areas a blue brine before the snow begins to fall. This prevents ice and frost from forming and makes snow removal easier. By the time snow is falling steadily, the Department will have 25 snow plows operating in 25 preset snow routes. Within each route, emergency response routes are done first, followed by major roads called arterials and collectors. Cul-de-sacs and dead-end streets are done last. Once the snow stops falling and all roads are open, crews turn their attention to "pushbacks" - clearing streets to the curbs, clearing catch basins and removing sightline obstructions. Norwalk uses only salt in its clearance operations - sand is not used.

The Department of Public Works is also responsible for clearing the driveways and parking lots of all 19 of Norwalk's public schools. All 25 snow plows, and roughly 6 hours, are required to open the schools. Depending on when the school opening decision is made, there may be times during the morning rush hour when no plows are available to service the public thoroughfares.

## City's Snow Action Plan

- Pre-treat major roads, hills and bridges.
- Mobilize drivers and plows to be on station in 25 pre-set plow routes by the time snow is falling steadily.
- Clear emergency response routes first, followed by arterials and collectors, local roads and then cul-de-sacs and dead-end streets.
- Coordinate with the Superintendent of Schools on weather forecasts and school openings.
- Coordinate with the Department of Recreation and Parks who clears sidewalks at City buildings and schools

## How Long Does it Take to Clear Snow?

The type of snow (wet or powdery), pavement temperature, air temperature and wind conditions following a storm affect how quickly snow can be removed. Here are some general guidelines:

- It takes about 16 hours following the end of a three inch snowfall to plow and/or treat every City road once.
- After a 10-inch snowfall, major and primary roads should be cleared and neighborhood streets made passable within 24 to 36 hours. If crews are available, snow removal will continue until all streets have been treated at least once.
- After a 15-inch snowfall, crews should complete their work in about 48 to 60 hours.
- After a 24-inch snowfall, clearance operations may require a week or more.

**Please be patient! The City recognizes the impact severe weather has on residents and businesses. Winter storms inconvenience everyone and cooperation and common courtesy is critical.**

## Snow Emergency Routes

The City of Norwalk has designated certain roads as **SNOW EMERGENCY ROUTES**, prominently marked with red and white signs.

When the Mayor declares a snow emergency, it is illegal to park on these designated routes. It is important for residents to pay special attention to news broadcasts when announcements are made. State-maintained highways are the numbered routes in the City, such as US Routes 1 and 7, and state Routes 53, 123 and 136.



## How You Can Help: Do's & Don'ts

- **Move cars off the road**- cars parked on streets significantly impact the City's ability to clear snow from streets.
- If your car prevents DPW from being able to clear the roadway of snow for emergency response access, you may be subject to ticketing and towing.
- Help avoid the frustration that occurs should a snowplow cover your driveway entrance with snow after you have shoveled. When shoveling, stand facing the street and shovel snow to the right to reduce the amount of snow the plow re-deposits across your driveway entrance.
- Leave your car at home! Catch a bus. Every car left at home reduces the number of stranded vehicles that slow down snow removal operations.
- If you must drive, equip your vehicle with snow tires or chains to reduce the risk of getting stuck, damaging your car, blocking traffic and snow removal equipment, or incurring towing and impoundment costs and inconvenience.
- Clear snow completely off the roof, hood and trunk of your car.
- Do not shovel or plow snow into the street.
- Remove soccer goals, basketball hoops and other items from the sides of the streets.

## Clearing Sidewalks

- City ordinance requires all residential, multi-family and commercial property owners to clear the public sidewalks adjoining their properties.
- Be a good neighbor by clearing the sidewalks and footpaths in front of your house and assisting those in your neighborhood who may need help.
- Remove snow from fire hydrants on or near your property. Valuable time can be lost, when firefighters have to search for and clear a hydrant when there is a structure fire.

