



NYC Snow Removal Fact Sheet

The Department of Sanitation (DSNY) begins planning and preparing for the snow removal season well in advance of the first snow fall. In the spring and summer, routes are reviewed, preventative maintenance and upgrades to equipment is performed, contracts for supplies like salt and calcium chloride are finalized, and personnel are trained to ensure a safe and effective snow plan can be carried out.

When to expect clean up

- Salt spreaders are pre-positioned and start to spread salt as soon as the snow begins to fall. Depending on conditions, DSNY may pre-treat areas prone to freezing.
- Snow plows begin plowing as soon as 2 inches of snow has fallen.
- Streets are categorized as critical, sector or haulster. Critical streets include expressways, bus routes, hospitals, schools and roadways that facilitate the movement of emergency vehicles. Sector streets include non-critical streets that can accommodate a full sized DSNY plow and haulster streets are the remaining non-critical streets that cannot accommodate a full sized DSNY plow.
- If necessary, following major snow storms, snow laborers are deployed starting at 8 am the day after the snow stops to begin clearing pedestrian infrastructure.

Snow Removal at Bus shelters

- JCDecaux, a franchisee of Department of Transportation, is responsible for removing snow at the bus shelters. JCDecaux must remove snow from within the bus shelters and three feet around them.

Snow removal for Property and Business Owners

- Property and business owners must clear snow and ice off of sidewalks to create a 4 foot wide path for pedestrians, this includes pedestrian walkways (curb cuts). If you are elderly or disabled and have questions about snow removal please call 311.
- While property owners are not required to clear bus stops, DSNY suggests that property owners clear a path from the sidewalk to the curb at the bus stop.
- Property and business owners may not throw shoveled snow into the street, and if caught, can be issued a summons. The fine for the initial summons is from \$100 to \$150 and for every summons thereafter, between \$150 and \$350.

Property and business owners must clear the snow as follows

- If snow end between 7 AM and before 5 PM – snow must be cleared within 4 hours
- If snow ends between 5 PM and before 9 PM – snow must be cleared within 14 hours
- If snow ends between 9 PM and before 7 AM – snow must be cleared by 11 AM

Agencies & entities responsible for snow removal

- Department of Sanitation – streets, crosswalks, and bus stops without shelters.
- Department of Parks – sidewalks and crosswalks near and in parks
- Department of Transportation – bridges and overpasses
- JCDecaux, a franchisee of Department of Transportation – bus shelters
- MTA – entrances to subways

Filing a complaint with 311

After a snow storm, if snow removal has not occurred within 24 to 48 hours, call 311 to file a service request. [You can also file a complaint online on 311's website.](#) Please be sure to direct the complaints to the proper agency.

**For any questions about snow removal, please call 311.
If you require relay service dial 711.**