

The Department of Sanitation (DSNY) begins planning and preparing for the winter snow removal season well in advance. Snow laborers are recruited in early fall to be on call. This year there will be 100 compact loaders (Bobcats) to assist with snow removal, which will be dispersed throughout the city. DSNY has also acquired additional small salt spreaders (Haulsters) with plows to address the tighter residential streets, and will continue to utilize pickup trucks with plows to assist with snow removal in bike lanes and other small locations.

### **When to expect clean up**

- Salt spreaders are deployed to all major highways as soon as the snow begins to fall.
- Snow plows are deployed after 2 or more inches of snow has fallen in order to protect the streets from damage.
- Expressway, bus routes, and main routes are cleared first to allow access for emergency vehicles.
- Heavily traveled local streets are cleared second, followed by side streets.
- Snow laborers are deployed 24 to 48 hours after plowing is complete.

### **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 the end of 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 (curbcuts). If you are elderly or disabled and have questions about snow removal please call 311.
- 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 are not allowed to throw the snow into the street and if a Sanitation Supervisor witnesses this they may issue a summons. The initial summons is in the amount of \$100 and every summons after is \$350.

### **Property and business owners must clear the snow as follows:**

- Between 7 AM and 5 PM - snow must be cleared within 4 hours
- Between 5 PM and 9 PM - snow must be cleared within 14 hours
- Between 9 PM and 7 AM - snow must be cleared by 11 AM

### **Agencies & entities responsible for snow removal:**

- Department of Sanitation - crosswalks, bus stops without shelters, and roads.
- 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 occurs if no snow removal has occurred within 24 to 48 hours, people can call 311 to file complaints. 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.**

