



# sanitation

## Snow Removal: Your Responsibilities

### *A Guide for Homeowners, Property Managers, Businesses & Residents*

- Prepare in advance for the snow season by getting the necessary equipment, including a good snow shovel and ice melt or material to help with traction.
- If you live on a private street, get together with your Homeowner Association (HOA) and make sure there is a plan for snow removal.
- Know what is too much for you. Pace yourself when cleaning snow because it can be a physically-intensive and strenuous task. In cases of heavy snowfall, you may want to consider hiring a service or a person to clean the snow from your sidewalk or driveway.
- If you can, look in on and help your neighbors, older adults, people with disabilities, or those otherwise unable to leave their home.

#### **Who is responsible for cleaning snow and ice from the sidewalk?**

According to the NYC Administrative Code, every owner, lessee, tenant, occupant or other person having charge of any lot or building must clean snow and ice from the sidewalks adjacent (i.e., in front of, on the side of, in back of) to their properties.

#### **How long do I have to clean the sidewalk?**

If the snow stops falling between:

- 7:00 a.m. and 4:59 p.m. - you must clear within four hours
- 5:00 p.m. and 8:59 p.m. - you must clear within fourteen hours
- 9:00 p.m. and 6:59 a.m. - you must clear by 11:00 a.m. the next day

***Example: If the snow stops falling at 7:00 p.m., the owner, lessee, tenant, occupant or other person in charge of any lot or building has until 9:00 a.m. the following morning to clear.***

#### **What is the best way to clean snow from the sidewalk?**

Remove snow along the sidewalk adjacent to your property. Do not push snow from the sidewalk into the street. Clear the snow from around the fire hydrant if there is one in front of your property. Do not cover crosswalks with snow. You should move the snow to your front yard, behind the stoop line, or to the grassy curb strip if one exists.

Where possible, clear a continuous path at least four feet wide along the sidewalk. Corner property owners should clear a path to the crosswalk, including any pedestrian ramps, and where the snow has melted and creates a puddle, disperse the water away from the crosswalk. This will help people who utilize wheelchairs, walkers and other mobility devices, children in strollers, and students going to school.

### **Who clears fire hydrants and catch basins?**

According to the NYC Administrative Code, the person having charge of the adjoining property is responsible for keeping the fire hydrant clear of snow and ice and any other debris or materials to ensure it is accessible during a fire emergency.

While there is no specific requirement to clear snow around catch basins, they provide drainage when snow and ice begin to melt. Clearing the catch basins, and placing a channel towards the catch basin, will help prevent flooding when snow and ice begin to melt.

Clearing fire hydrants and catch basins benefits everyone on the block and is something that block residents may wish to work together on to help address.

### **Why do snow plows leave a ridge at the end of my driveway? Who is responsible for clearing the ridge?**

Snow ridges are an unavoidable after-effect of plowing streets, particularly in larger or heavier snow storms. DSNY must plow to create a passable driving lane. While this clears a path for traffic, in times of heavy snow, it may leave a snow ridge. We appreciate this concern. However, residents are responsible for clearing any ridge in front of their driveway. We suggest driveways be cleared after street snow clearing operations are conducted and completed. It is important that snow may not be placed in the street because this could create hazardous conditions and the need to re-plow the street, which may result in the creation of another snow ridge in front of one's driveway. Placing snow in the street, if observed by Sanitation personnel, could result in the issuance of a Notice of Violation, with a fine of \$100.

### **How can locations that do not clear their sidewalks be reported?**

Residents can make a *Failure to Clean Ice/Snow* from sidewalk service request to the NYC 311 Customer Service Center by calling 311 or visiting [www.nyc.gov/311](http://www.nyc.gov/311).

- Make sure the problem is on the public sidewalk (not on stoops or internal pathways).
- Provide a specific address.
- Make sure the time period (listed above under "How long do I have to clear the sidewalk?") has passed since the snow stopped.

### **What happens if I don't clear my sidewalk?**

Homeowners, property managers, businesses, or others, who do not comply, can face fines of:

- \$100            1<sup>st</sup> Offense
- \$150            2<sup>nd</sup> Offense
- \$250            3<sup>rd</sup> Offense and subsequent

For additional snow related resources, visit <https://www1.nyc.gov/assets/dsny/site/services/snow-response>

# Snow Operations FAQs

DSNY is responsible for snow removal from the City's 19,000 lane miles of roadways. When weather predictions show a winter storm, DSNY personnel begin equipment readiness, including loading salt spreaders, attaching plows, preparing tire chains and notifying personnel.

## **When do salt spreaders start working?**

Salt spreaders are the first line of defense. Many salt spreaders are pre-positioned before the storm starts. They spread a mix of rock salt and calcium chloride when a trace amount of snow, or other frozen precipitation, has fallen.

## **Does DSNY pre-treat streets with salt?**

Depending upon conditions, DSNY may "pre-salt" some locations that are more prone to earlier freezing. Additionally, DSNY added anti-icing vehicles to its fleet in 2019. These vehicles will be used before a storm, spreading brine before snow and ice can build up.

## **When are snow plows used? How do they work?**

Plows may be pre-positioned before the start of a storm and begin operating once nearly two inches of snow has accumulated. **Plows are not designed to scrape the street to blacktop.** The plow is set slightly off the ground so the truck will not "trip" on uneven streets or manhole covers. **Remember, a plowed street will not show clear to the blacktop.** This is to be expected. A combined approach of salting roadways and using plows is most effective in heavy snowfall.

## **Who is responsible for clearing snow and ice from the sidewalk?**

Owners, lessees, tenants, or other occupants are responsible for clearing snow and ice from sidewalks. Snow and ice should NOT be pushed in to a street or crosswalk. Where possible, clear a continuous 4 foot path. Corner properties should clear a path to the crosswalk, including pedestrian ramps. Those who do not comply can face fines. If possible, consider assisting elderly or disabled neighbors.

[nyc.gov/dsny](https://nyc.gov/dsny) | [maps.nyc.gov/snow](https://maps.nyc.gov/snow)

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### **Why does temperature matter?**

Rock salt begins to lose effectiveness once temperatures dip below 24 degrees Fahrenheit, but DSNY adds calcium chloride to increase the salt's effectiveness. Residents must be mindful that when temperatures dip, snow and ice removal will take more time.

### **Why do plows push snow to the right?**

On two-lane streets, plows push snow to the right to avoid blocking the oncoming left lane with a ridge of snow. If plows did not push snow to the right on one-way streets, accumulated snow would make left turns at intersections impossible.

### **In what order are streets plowed?**

In 2016, DSNY implemented a sectoring system in all five boroughs for addressing roadways. The sectoring system achieves routing efficiencies by eliminating redundant travel mileage between street segments on a given route.

Streets are categorized as either "critical", "sector" or "haulster". Critical streets include expressways, bus routes, streets with hospitals and schools, and other roadways to facilitate the movement of fire trucks, ambulances, police and other emergency vehicles. Sector streets include all streets not classified as critical that can accommodate a full size DSNY plow. Haulster streets include the remaining streets not classified as critical that cannot accommodate a full size DSNY plow.

### **How can salt spreaders and plows be tracked?**

New Yorkers can view **PlowNYC** at [maps.nyc.gov/snow](https://maps.nyc.gov/snow) to determine a street's designation and the approximate time that has elapsed since a DSNY salt spreader or plow last appeared. Please note that weather conditions, construction projects, closures, or other events may cause actual conditions to differ from the data presented. In addition, the maps may contain inaccuracies due to variations in signal strength and the AVL system.

### **When will garbage and recycling be picked up when it's snowing?**

Garbage and recycling collection may be delayed or suspended, depending on the intensity of the storm. This information will be available via 311, the DSNY website, and on social media outlets.

## 101 WAYS TO COPE WITH STRESS

Get up 18 minutes early • Prepare for the morning the night before • Avoid tight fitting clothes • Avoid relying on chemical aids • Set appointments ahead • Don't rely on your memory... write it down • Practice preventative maintenance • Make duplicate keys • Say no more often • Set priorities in your life • Avoid negative people • Use time wisely • Simplify meal times • Always make copies of important papers • Anticipate your needs • Repair anything that doesn't work properly • Ask for help with the jobs you dislike • Break large tasks into bite size portions • Look at challenges differently • Unclutter your life • Smile • Be prepared for rain • Tickle a baby • Pet a friendly dog/cat • Don't know all the answers • Look for the silver lining • Say something nice to someone • Teach a kid to fly a kite • Walk in the rain • Schedule play time into every day • Take a bubble bath • Be aware of the decisions you make • Believe in yourself • Stop saying negative things to yourself • Visualize yourself winning • Develop your sense of humor • Stop thinking tomorrow will be a better day • Have goals for yourself • Dance a jig • Say hello to a stranger • Ask a friend for a hug • Look up at the stars • Practice breathing slowly • Learn to whistle a tune • Read a poem • Listen to a symphony • Watch a ballet • Read a story curled up in bed • Do a brand new thing • Stop a bad habit • Buy yourself a flower • Take stock of your achievements • Find support from others • Ask someone to be your "vent-partner" • Do it today • Work at being cheerful and optimistic • Put safety first • Do everything in moderation • Pay attention to your appearance • Strive for excellence NOT perfection • Stretch your limits a little each day • Look at a work of art • Hum a jingle • Maintain your weight • Plant a tree • Feed the birds • Practice grace under pressure • Stand up and stretch • Always have a "Plan B" • Learn a new doodle • Memorize a joke • Be responsible for your feelings • Learn to meet your own needs • Become a better listener • Know your limitations and let others know them too • Tell someone to have a good day in Pig Latin • Throw a paper airplane • Exercise every day • Learn the words to a new song • Get to work early • Clean out one closet • Play patty cake with a toddler • Go to a picnic • Take a different route to work • Leave work early (with permission) • Put air freshener in your car • Watch a movie and eat popcorn • Write a note to a far away friend • Go to a ball game and scream • Cook a meal and eat it by candlelight • Recognize the importance of unconditional love • Remember that stress is an attitude • Keep a journal • Practice a monster smile • Remember you always have options • Have a support network of people, place and things • Quit trying to "fix" other people • Get enough sleep • Talk less and listen more • Freely praise other people • **P.S. Relax, take each day at a time... you have the rest of your life to live.**

## 101 WAYS TO PRAISE A CHILD

Wow • Way To Go • Super • You're Special • Outstanding • Excellent • Great • Good • Neat • Well Done • Remarkable • I Knew You Could Do It • I'm Proud Of You • Fantastic • Super Star • Nice Work • Looking Good • You're On Top Of It • Beautiful • Now You're Flying • You're Catching On • Now You've Got It • You're Incredible • Bravo • You're Fantastic • Hooray For You • You're On Target • You're On Your Way • How Nice • How Smart • Good Job • That's Incredible • Hot Dog • Dynamite • You're Beautiful • You're Unique • Nothing Can Stop You Now • Good For You • I Like You • You're A Winner • Remarkable Job • Beautiful Work • Spectacular • You're Darling • You're Spectacular • You're Precious • Exceptional Performance • Great Discovery • You've Discovered The Secret • You Figured It Out • Creative Job • Super Job • Fantastic Job • You Are A Real Trooper • You Are Responsible • You Are Exciting • Terrific Job • You Learned It Right • Bingo • Magnificent • Terrific • Hip, Hip Hooray • You're Important • Marvelous • You're Sensational • Phenomenal • Super Work • What An Imagination • What A Good Listener • You Are Fun • You Are Growing Up • You Tried Hard • You Care • Beautiful Sharing • Outstanding Performance • You're A Good Friend • I Trust You • You're Important • You Mean A Lot To Me • You Make Me Happy • You've Got A Friend • Awesome • You Belong • You Make Me Laugh • You Brighten My Day • You Mean The World To Me • I Respect You • That's Correct • You're A Joy • You're A Treasure • You're Wonderful • You're Perfect • A+ Job • You're A-OK My Buddy • You Made My Day • That's The Best • A Big Hug • A Big Kiss • Say I Love You • P.S. Remember, A Smile Is Worth 1,000 Words! • Best • A Big Hug • A Big Kiss • Say I Love You • P.S. Remember, A Smile Is Worth 1,000 Words!



1-800-866-HOPE (4673) [thecarolinacenter.com](http://thecarolinacenter.com)



# IT'S TIME TO SAY FIR-WELL.

Wrap up the holiday season by saying goodbye to your tree at Mulchfest! Put on your boots and haul your tree to one of the locations below from **Dec. 26, 2019–Jan. 11, 2020**. We'll convert it into mulch to make NYC even greener.

## Queens Drop-Off Locations

**Astoria Park**  
19<sup>th</sup> Street and Hoyt Avenue

**Brookville Park**  
Brookville Boulevard and 143<sup>rd</sup> Avenue

**Captain Mario Fajardo Playground**  
Kissena Boulevard and Booth Memorial Avenue

**Cunningham Park**  
Union Turnpike and 196<sup>th</sup> Place

**Forest Park**  
Woodhaven Boulevard and Forest Park Drive

**Francis Lewis Park**  
Third Avenue and Whitestone Expressway

**Hunter's Point South Park**  
51<sup>st</sup> Avenue and Center Boulevard

**Juniper Valley Park**  
80<sup>th</sup> Street (between Juniper Boulevard North and Juniper Boulevard South)

**Queensbridge Park**  
Vernon Boulevard and Queensbridge Park Greenway

**Rockaway Beach**  
Shore Front Parkway and Beach 94<sup>th</sup> Street

**Roy Wilkins Park**  
Merrick Boulevard and Foch Boulevard

**Travers Park**  
78<sup>th</sup> Street and 34<sup>th</sup> Avenue

**Windmill Community Garden**  
39-22 29<sup>th</sup> St.

**Windmuller Park at Lawrence Virgilio Playground**  
39<sup>th</sup> Drive (between 52<sup>nd</sup> Street and 54<sup>th</sup> Street)

### GET YOUR FREE BAG OF MULCH!

Take home a tree-mento when you drop your tree off at one of these locations—stop by on Jan. 4 or 11 from 10:00 a.m. to 2:00 p.m.

**Astoria Park**  
19<sup>th</sup> Street and Hoyt Avenue

**Brookville Park**  
Brookville Boulevard and 143<sup>rd</sup> Avenue

**Cunningham Park**  
Union Turnpike and 196<sup>th</sup> Place

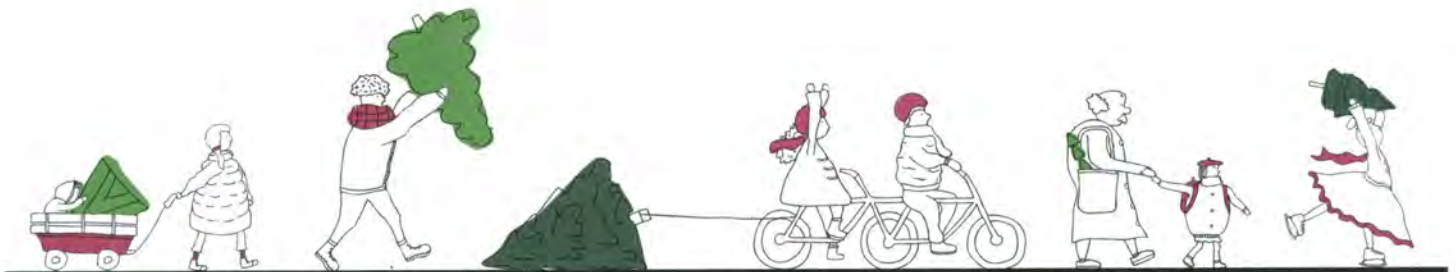
**Forest Park**  
Woodhaven Boulevard and Forest Park Drive

**Francis Lewis Park**  
Third Avenue and Whitestone Expressway

**Hunter's Point South Park**  
51<sup>st</sup> Avenue and Center Boulevard

**Juniper Valley Park**  
80<sup>th</sup> Street (between Juniper Boulevard North and Juniper Boulevard South)

**Travers Park**  
78<sup>th</sup> Street and 34<sup>th</sup> Avenue



## Mulchfest

#Mulchfest

For more information and additional locations, visit [nyc.gov/parks/mulchfest](http://nyc.gov/parks/mulchfest) or call 311.



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# Safe Storage. Safe Kids.

A child can overdose—  
and even die—in seconds.



## TO REDUCE THE RISK OF AN ACCIDENTAL OVERDOSE:

- Keep medication in out-of-reach places like medicine cabinets or high shelves.
- Call the Poison Control Center for more information on safely disposing of medicines.

**CALL THE POISON CONTROL CENTER**  
if you think your child has accidentally taken medicine.

**212-POISONS (212-764-7667)**  
24/7 Free + Confidential ☎

**NYC**  
Bill de Blasio  
Mayor

Administration  
for Children's  
Services  
David A. Hanger  
Commissioner

Department of  
Health & Mental  
Hygiene  
Mary F. Bassett, MD, MPH  
Commissioner

## SAFE MEDICATION STORAGE

Medications need to be properly locked and out of reach of children.

- One dose of high-risk medicine can be fatal if ingested.
- High-risk medicines include opioids, methadone, blood pressure, diabetes medicine, and many others.
- Patches are extremely dangerous for children.

Always store high-risk medicine in a medication lock box or bag.

Call the NYC Poison Control Center right away at 212-POISONS (212-764-7667) if you think someone has ingested these or any medicines.

- Registered pharmacists and nurses are available 24 hours a day/7 days a week to answer your call.
- All calls are free and confidential.
- Translation services are available.

Save the number for the NYC Poison Control Center 212-POISONS (212-764-7667) in your cell phone.

Call the NYC Poison Control Center to find out how to safely dispose of medicines.



# JOIN A COMMUNITY EMERGENCY RESPONSE TEAM (NYC CERT)

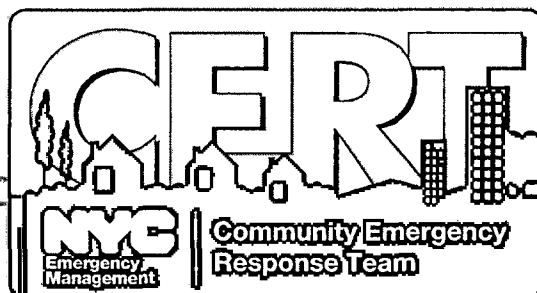
*Tired of talk? Get in on the action.*

Community Emergency Response Team (CERT) members receive intensive training in emergency preparedness, fire safety, light search and rescue, disaster medical operations, and more.

If you are 18 or older and you want to join NYC CERT, please visit:  
[www.CERTvolunteer.nyc](http://www.CERTvolunteer.nyc)

Training classes begin in early February in the Bronx and Queens. Seats are limited. To be considered for this training, applicants must attend an orientation session.

Apply now!



[nyc.gov/cert](http://nyc.gov/cert)