

## COMMON QUESTIONS ASK BY RESIDENTS DURING A SNOW EVENT

### **1. Why do certain streets get more attention than others?**

Plow routes are prioritized based on many factors including, but not limited to traffic volume, speeds, emergency needs, school bus routes, geographical characteristics of a road, and storm type. The focus is on main roads first, followed by bus routes, hills, main subdivision roads, minor subdivision roads and, finally, sidewalks. Depending on storm conditions, subdivision roads are not plowed until 3" of snow have accumulated. During some storms, only the main roads within a subdivision will be plowed or treated with materials.

### **2. Why do snow plows block my driveway with snow when they clear the road?**

The DPW is sorry for this inconvenience. Unfortunately, this is unavoidable since our first responsibility is to clear the roads for safe passage. While snowplow operators try to minimize the amount of snow that is plowed into driveways, it is the owner's responsibility to clear their driveway opening. To avoid extra shovel work, try to shovel after the snowplow has driven by, and shovel the snow to the right side of your driveway as you face the road.

### **3. What If I Have a Medical Emergency and My Street Has Not Been Plowed of Snow Yet?**

If you have a medical emergency, please call 911. If the rescue squad needs assistance getting to you, they will notify the Public Works Department.

### **4. Why do snow plow operators drive with their blades up during a storm?**

There are several reasons why snowplow operators are not always pushing back the snow. They could be in operation to spread materials, may be headed back to fuel up, or the driver may not be responsible for that route and is driving to another street.

### **5. My mailbox was damaged during the winter storm, will the Town repair it?**

The Town does not repair damaged mailboxes caused by snow plowing. The Town will only repair or replace mailboxes if evidence shows that the actual plow blade hit the mailbox. The Town is not responsible for damage to a mailbox from snow being plowed onto it. If the plow blade damaged your mailbox please contact the Borough Clerk at 856 783-7400, ext. 203.

Mailboxes should be located 18 inches from the edge of road to minimize damage from snow plowing. Residents should contact the Postal Service to determine proper location of the mailboxes.

### **6. The Town damaged my property (lawn, sprinkler, shrubs, etc), will they repair the damage?**

The Town will not repair any damaged items that were located within the Town layout (i.e., right-of-way). To minimize damage to lawns, the Town recommends that residents install stakes or markers 6 to 12 inches off the edge of pavement to alert snowplow operators of the road edge. The DPW recommends using 48-inch orange fiberglass markers with white reflective tape (see below). Fiberglass markers will minimize damage to vehicles if accidentally struck and the reflective tape is clearly visible to snowplow operators. Markers are available at local hardware stores. If residents have installed markers and still experience damage to their lawns (i.e., grass is torn up), they should contact the DPW for inspection following the storm.