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NEWS RELEASE

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Dubuque Snow Removal Reminders

DUBUQUE, Iowa – As residents, businesses and City staff work to dig out from this week's snow storm, the City is asking residents for their patience and cooperation.

Street Snow/Ice Removal

- During a storm, the City's equipment operators work around the clock on alternating 12-hour shifts until all streets are plowed and safe for travel. Crews can do a better job when cars are not parked on the streets. If possible, the City asks that residents park their vehicles off the street during snow plowing operations.
- The City's snow-plowing equipment will leave a ridge of snow across your driveway. It is up to the property owner to remove the ridge left by the City's snow-plowing equipment.
- When shoveling or snowblowing your driveway and sidewalk, please **DO NOT** shovel or blow snow into the street. Your cooperation reduces the time required to plow all streets, which in turn reduces overtime costs and your taxes. Blowing or shoveling snow into the streets is a violation of a City ordinance. Violators are subject to a civil penalty of up to \$750 and court costs. Additionally, they are liable for the road hazards they have created.

For detailed information on the City's snow and ice control policies for streets, visit www.cityofdubuque.org/snow&icecontrol.

Sidewalk Snow/Ice Removal

According to City Code, Dubuque property owners are responsible for snow and ice removal on sidewalks in front of homes and/or businesses.

- Remove snow and ice immediately after the snow fall ends and no longer than 48 hours after the snow event.
- Do NOT bury fire hydrants; please expose the hydrant if it is not visible.
- Pile snow in front yard or in the park lawn (area between the sidewalk and curb)--not on adjacent property or in the street, alley, or sidewalk. The City occasionally receives calls from residents complaining about neighbors depositing snow on their property. This is a private property issue between the residents and the City cannot intervene. Neighbors are encouraged to work it out or contact the Dubuque Dispute Resolution Center at 589-4395.
- Clear entire width of sidewalk, from edge to edge, and keep access ramps on corner lots open.
- To confidentially report a public sidewalk property needing snow/ice removal, call 589-4270, submit a service request through the City website (www.cityofdubuque.org), or email engineer@cityofdubuque.org.
- Report unsafe conditions on rental property to the landlord and/or the property management company. Alternatively, the City's Housing Department can provide confidential assistance by calling 589-4231 or emailing housing@cityofdubuque.org.
- The City provides a one-time courtesy notice to the property owner. If the accumulation is not removed, the City will assess the property owner for the cost of removal (an hourly fee plus any salt/material costs), plus a \$25 administrative fee. Additional complaints on that same property will immediately be completed by the City and those costs will be billed to the property owner; all unpaid balances will be given to the County Treasurer at the end of the winter season for collection in the same manner as taxes.

For additional information on the City's sidewalk snow/ice removal policy, visit www.cityofdubuque.org/sidewalks or call 589- 4270.

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