

City of Charlotte  
Emergency Plan for Ice Control and Snow Removal



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**City Manager**

**STAFF**

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**Director**  
**Department of Transportation**

Saleem Khattak  
**Street Superintendent**  
**Department of Transportation**

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## Headquarters

The Headquarters for the Ice Control and Snow Removal Program is the Street Maintenance Division Administrative Building located at 4411 Northpointe Industrial Blvd.

## Supervisory Personnel

The following supervisory personnel are responsible for the implementation of the Ice Control and Snow Removal Program:

<u>Shift</u>	<u>Title/Name</u>
N/A	Street Superintendent, Saleem Khattak
7:00 a.m. - 7:00 pm	Operations Supervisor, Anthony "Tony" Bartlett Operations Supervisor, Tom Shabani
7:00 p.m. - 7:00 am	Deputy Street Superintendent, Ken Martin Operations Supervisor, Ray DeGreeff

## News Releases

Information for the newspapers and/or the radio and television stations will be released by Sandy D'Elosua, Director of Corporate Communications, or her designee.

## Weather Reports

During workdays, whenever inclement weather is predicted for the Charlotte area, the Street Maintenance Division office will receive a weather report from MxVision Weather Sentry DTN before 2:00 pm the day prior to the storm so that preparations can begin before the end of normal field crews' workday at 3:30 p.m. This report will be relayed to the Street Superintendent. Any additional information or a revision of the 2:00 p.m. forecast will be given to the Street Superintendent. Street Maintenance Division management will determine when to implement the Ice Control and Snow Removal Program.

## After-Hours, Weekends, Holidays

If inclement weather develops or gets forecasts outside normal office hours, MxVision Weather Sentry DTN will contact designated Street Maintenance supervisory personnel to advise them of the forecast. The Supervisor is then responsible for contacting the designated crews to report for duty.

If ice begins accumulating or snow begins to fall during non-work hours, all Street Maintenance Division employees assigned to the Ice Control and Snow Removal Program who have not already been contacted are required to contact Headquarters. If employees cannot telephone they should report to their regularly assigned facility. Once a condition is underway with snow accumulation of two inches or more, all employees assigned to the program should continue to report to their assigned facilities for their respective shifts.

## Shift Changes

When there is sufficient snow or ice accumulation, a twenty-four hour schedule will be put into effect with shift changes arranged so they do not coincide with peak-hour traffic movements. Two shifts are scheduled: one from 7:00 a.m. to 7:00 p.m. and the other from 7:00 p.m. to 7:00 a.m.

## Post-Condition Debriefing Meetings

Within five days after the end of a storm condition, supervisory personnel and SMD administrative staff will hold a debriefing meeting to discuss any concerns, questions, or procedural changes stemming from the most recent condition.

## Seasonal Preparatory Meeting

Street Maintenance Division supervisory personnel, yard coordinators, and administrative staff will hold a meeting on or around October 1<sup>st</sup> of each year to discuss plans and responsibilities for the upcoming winter's ice control and snow removal program.

**CDOT Snow and Ice Response Service Level Target**

Treatment Methodology

Pretreatment – 7 Brine Routes

A Condition – 9 Routes and 3 Emergency Routes

- Bridges & Culverts on City streets and selected NCDOT streets
- Hospital entrances
- Emergencies

B/C Conditions – 16 Routes and 3 Emergency, 1 Trolley Route

- 90% of all major and minor thoroughfares cleared within 48 hours from the end of the storm (includes emergency locations such as hospital entrances, and assistance to Police, Fire, and Medic).

- 80% of all residential collector streets will be made navigable within 48 hours from the end of the storm (bus routes and school locations).

C Condition – Additional Service Level Target

-75% of neighborhood streets, not including cul-de-sacs, will be made navigable (at least one vehicle width) within 72 hours from the end of the storm.

### **Central Business District**

Due to the value, character, and nature of the Tryon Street Mall Area, special efforts must be made to protect the sidewalk and curb areas where trees, plantings, decorative concrete pavers and granite curbs have been installed. An ice remover that's formulated for these types of areas will be used.

The boundary of the Tryon Street Mall area is defined as the streets enclosed by Morehead Street, College Street, Brookshire Freeway and Church Street.

### **Levine Avenue of the Arts**

Close this section of street first. Then, contact a Supervisor prior to plowing with a rubber blade.

### **CATS Gold Line Trolley Special Procedures**

- Tracks are located on sections of E. Trade, Elizabeth Av, N. Caldwell, E. 5<sup>th</sup>, and Hawthorne. Contact a supervisor before treating.
- DO NOT salt or plow streets that have trolley tracks.
- Pick-up plow and stop spreader before crossing over tracks.
- Use only approved material for streets along the tracks. CATS will order the material and stockpile it at Northpointe.
- Hauling snow & ice away from these streets may be necessary due to the catenary lines along the tracks.
- CATS will be responsible for clearing pedestrian trolley stop locations along the tracks.
- Have Solid Waste Services flush the streets after every storm.

### **Snowplowing and Removal**

When the decision is made to plow and remove snow from City streets, the Tryon Street Mall Area will be plowed utilizing motor graders or plows with rubber tipped blades. Snow in the street and sidewalk area will be plowed in a specific direction for removal. It will then be loaded onto trucks and removed from the area. SMD will purchase and supply rubber blades for the contractor. The contractor will be responsible for installing these blades on their equipment. Motor graders and loaders will be supplied by the contractor.

### **Violations**

Snow is **not** to be pushed from private businesses, parking lots, etc. onto streets. CMPD will enforce this policy.

### Departmental Coordination

#### **Solid Waste Services and Street Sweeping**

After the ice and snow have melted and the streets have dried, Solid Waste Services will vacuum and sweep the routes if needed.

#### **CMPD Assistance**

CMPD will furnish officers to direct traffic around crews loading snow in the CBD. As time and cause for service permit, they will provide assistance in the Uptown area by enforcing parking regulations so that the snowplows can operate. They will enforce ordinances prohibiting the pushing of snow from parking lots and other private properties on to City streets.

## Charlotte-Mecklenburg Utility Department

**Additional Equipment Includes:** 6 Tandems, 2 Track-Loaders, and 2 Loaders

In case of extreme snow accumulation the CMU will furnish the above equipment with Operators. A track-loader will be used at the designated Snow Disposal Site. This assistance will be provided on shifts that coincide with the SMD shifts.

### **Uptown Parking Restrictions**

During snow removal operations, the Parking Management Firm and CMPD will be requested to temporarily prohibit parking on the principle streets in the CBD area, so that snow can be plowed from curb lanes.

The following policies and procedures will be used:

The public will be notified through the news media that the peak hour "No Parking" regulations will be enforced in the Uptown area and that any cars already parked should be moved. CDOT will list specific routes where parking will be allowed. The "No Parking" requirement in "Tow-away" zones will be enforced during the hours that are posted. When parking will interfere with snow removal; Solid Waste Services will submit a request to have the parking meters bagged or change the message to read "Emergency - No Parking". If a vehicle is parked at a location after the meter has been bagged or the meter's message is changed to read "Emergency - No Parking", the vehicle will be towed away immediately. The charge for towing and recovery will be the responsibility of the owner.

### **Snow Disposal Area**

City property on **4221 Westmont Drive** has been selected as the Snow Disposal Site. SMD will be responsible for unlocking/locking the gate. CMU will operate their track loader at this location during extreme situations.

### **Tryon Street Mall Sidewalk Area**

A walking path will be cleared for pedestrian traffic on the sidewalks in the Tryon Street Mall Area. Pedestrian areas around benches and shelters will also be cleared. Store owners will be responsible for clearing the walks from the front doors of their businesses to the walking path that has been cleared by the Solid Waste Services.

An ice remover will be used to melt the ice and snow when the accumulation of snow is less than three inches in depth. When snow accumulation exceeds three inches, snow blowers, shovels, and hand labor will be used to clear the sidewalk area. If available, compact utility vehicles with appropriate attachments can be utilized to assist with clearing certain sidewalk areas.

The Tryon Street Mall sidewalk area has many underground vaults which are not sturdy enough to support heavy weight without causing possible damage to the vaults and concrete pavers. Therefore, hand labor will be utilized. Two known locations are the 100 & 300 blocks of S. Tryon Street. Snow removed in that manner will be placed in a windrow beside the cleared path or pushed to the street.



City LYNX Trolley Special Procedures:

- Tracks are located on sections of E. Trade, Elizabeth Av., N Caldwell, E. 5th, and Hawthorne.
- DO NOT apply brine to streets that have trolley tracks.

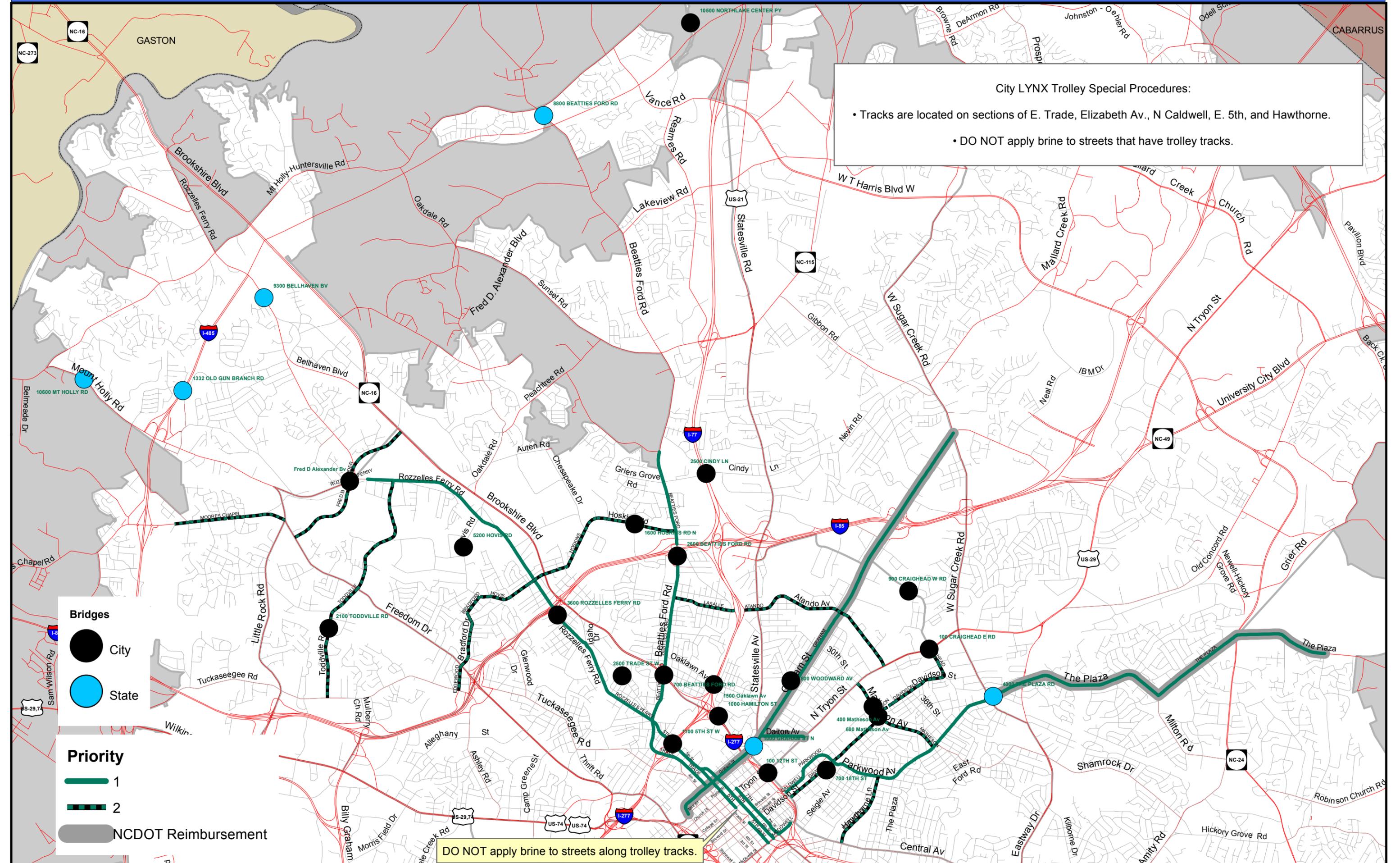
**Bridges**

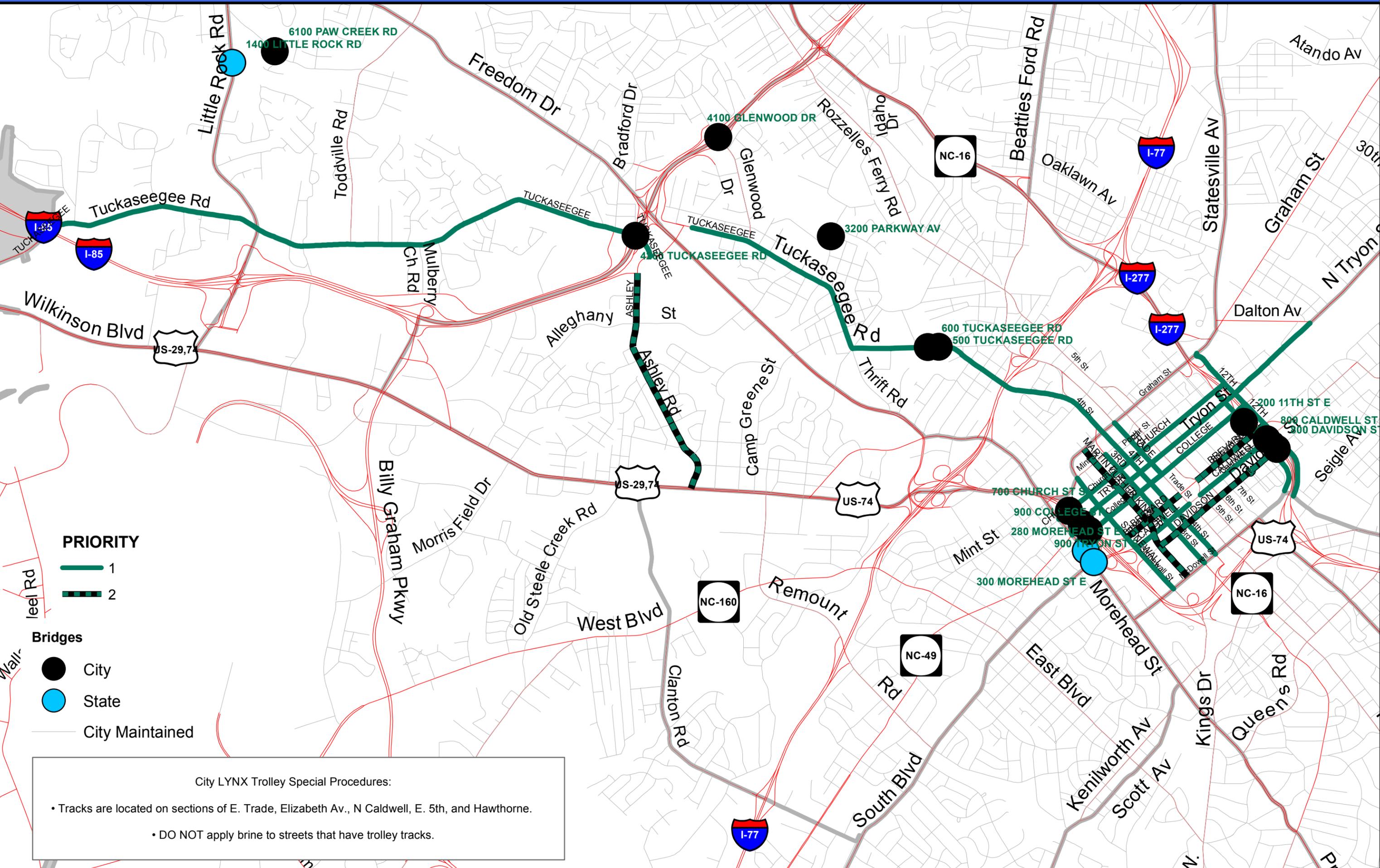
- City
- State

**Priority**

- 1
- 2
- NCDOT Reimbursement

DO NOT apply brine to streets along trolley tracks.





**PRIORITY**

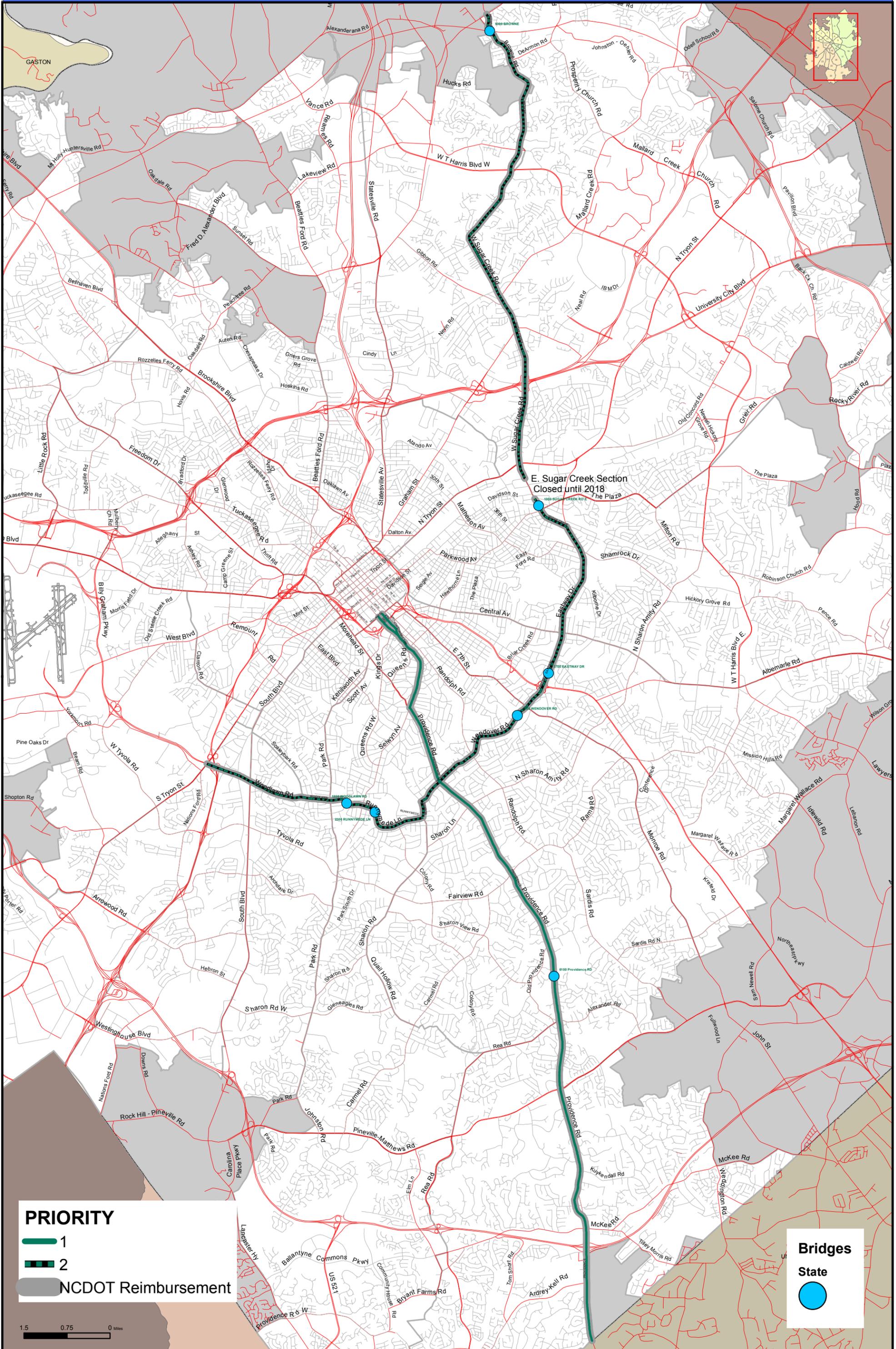
- 1
- 2

**Bridges**

- City
- State
- City Maintained

City LYNX Trolley Special Procedures:

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**PRIORITY**

1

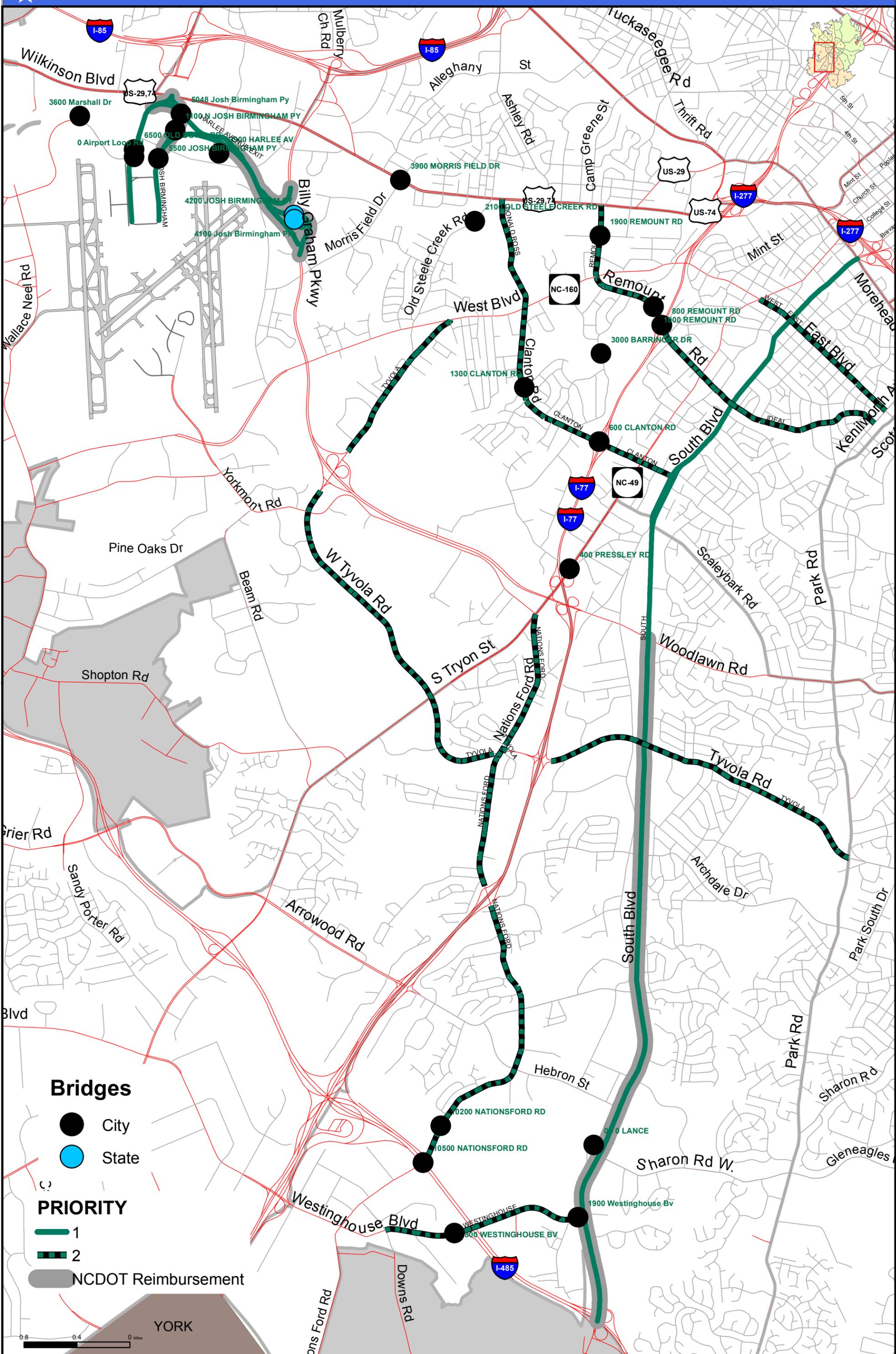
2

NCDOT Reimbursement

**Bridges**

State

1.5 0.75 0 Miles



**Bridges**

- City
- State

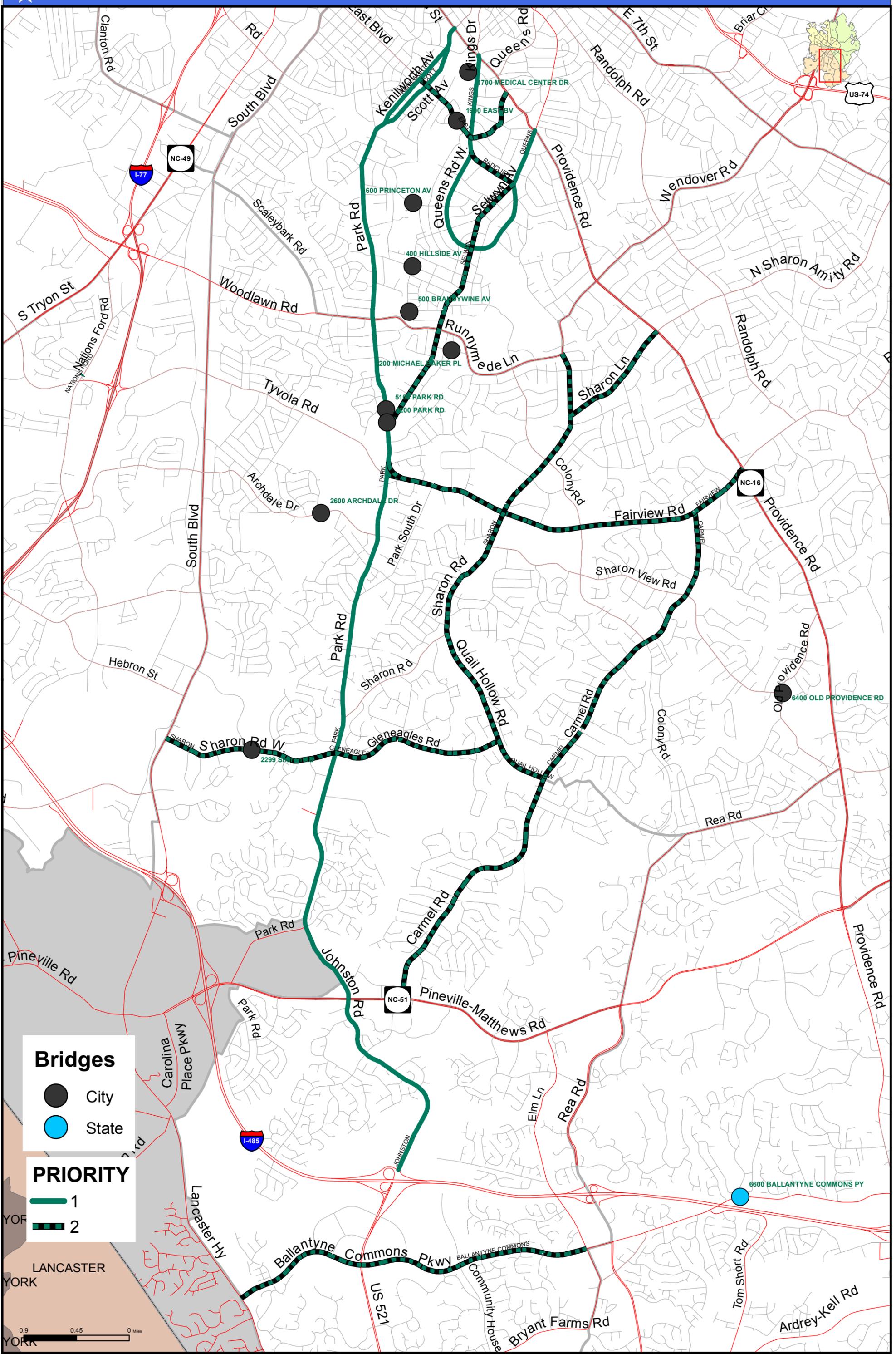
**PRIORITY**

- 1
- 2

NCDOT Reimbursement

0.8 0.4 0 Miles

YORK

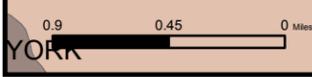


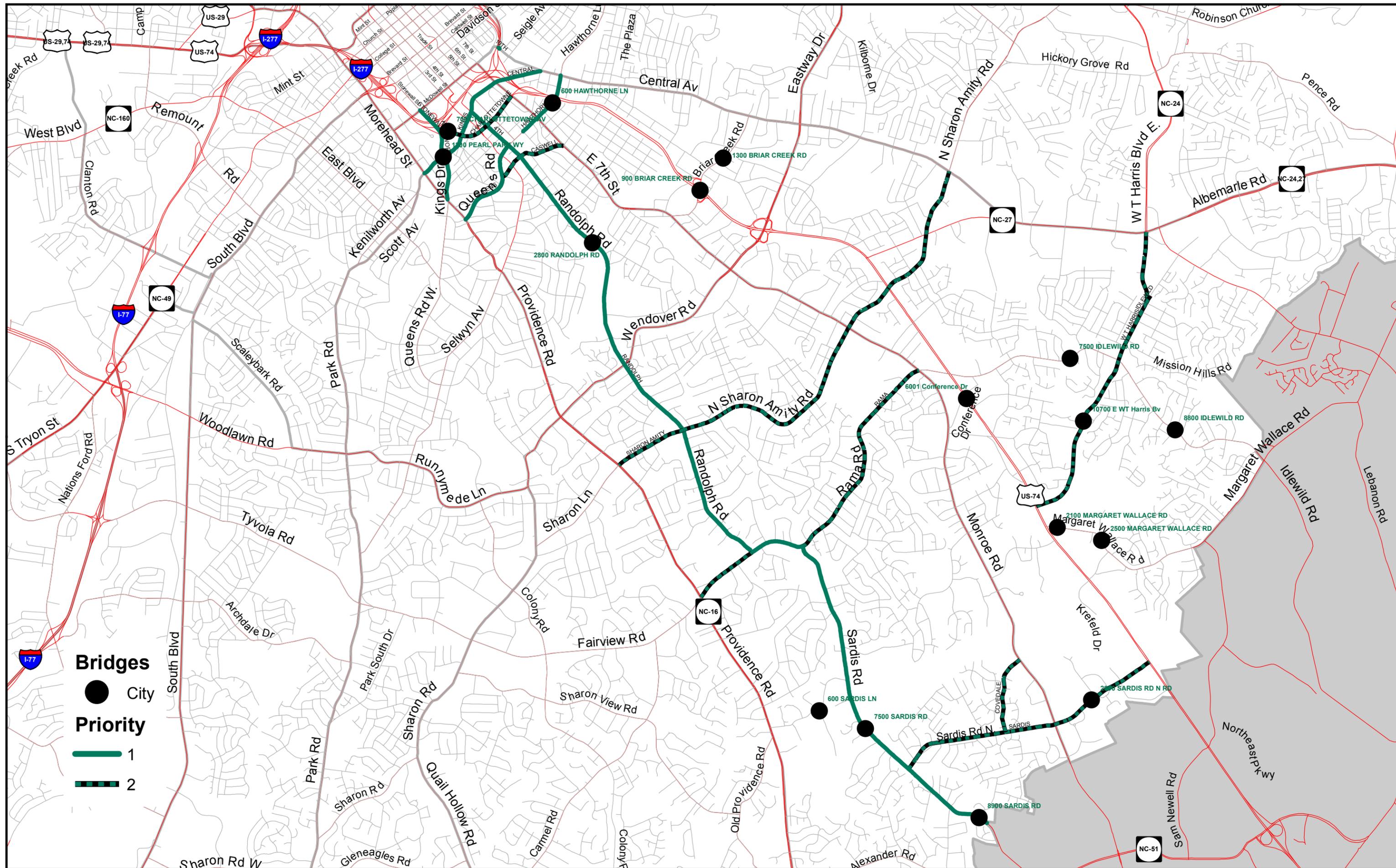
**Bridges**

- City
- State

**PRIORITY**

- 1
- 2





### Bridges



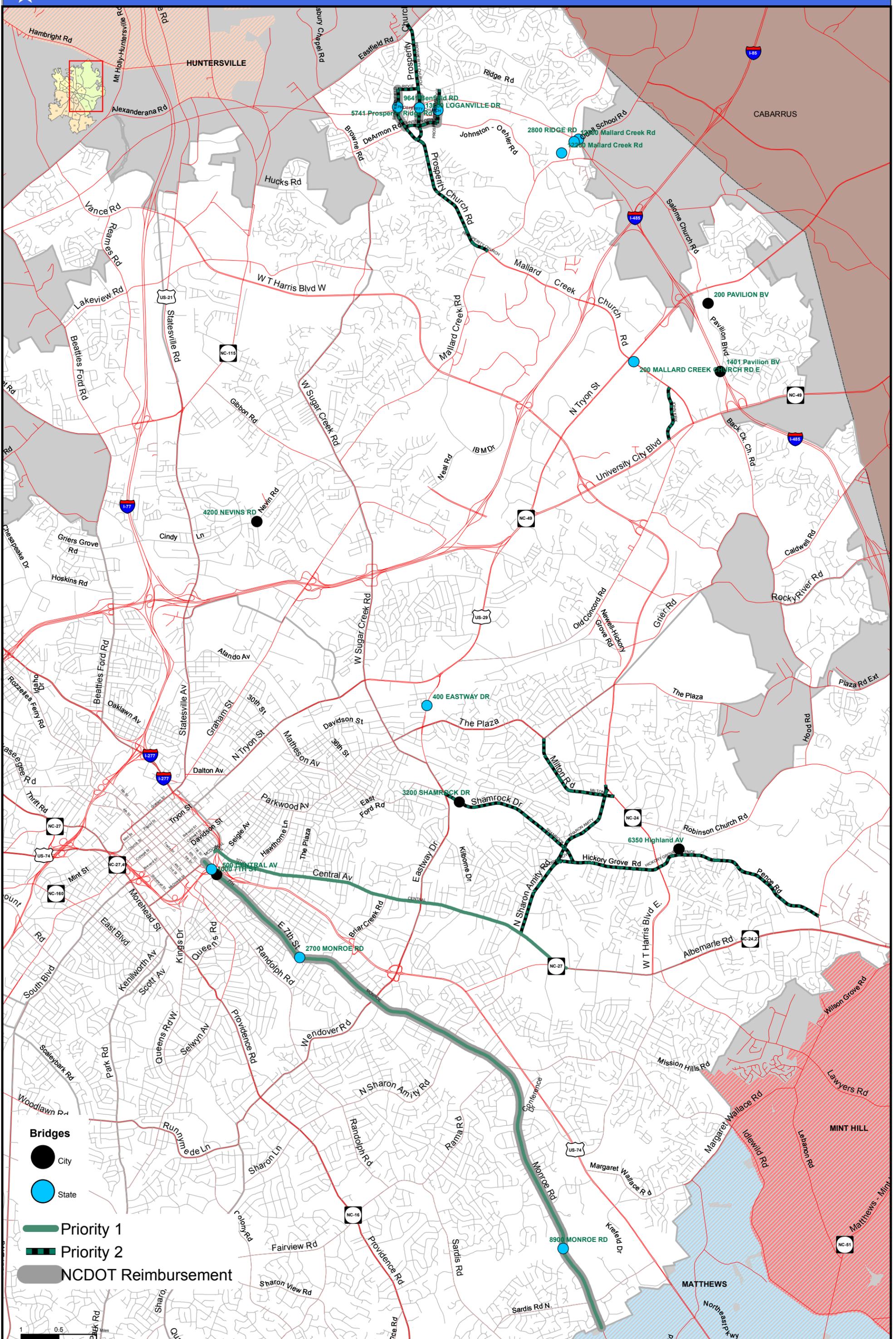
### Priority



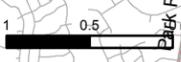
1



2

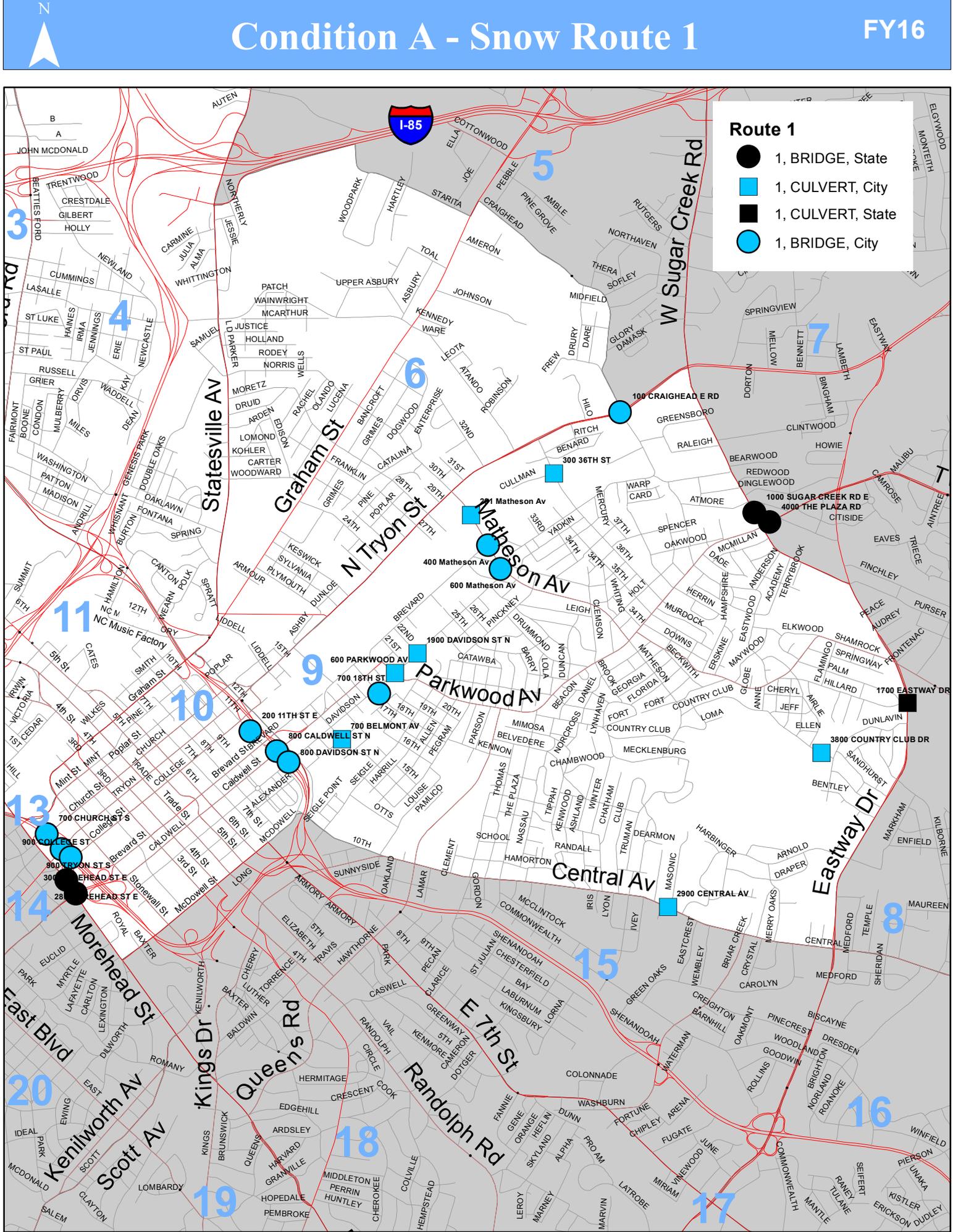


- Bridges**
- City
- State
- Priority 1
- - - Priority 2
- NCDOT Reimbursement



# Condition A - Snow Route 1

FY16

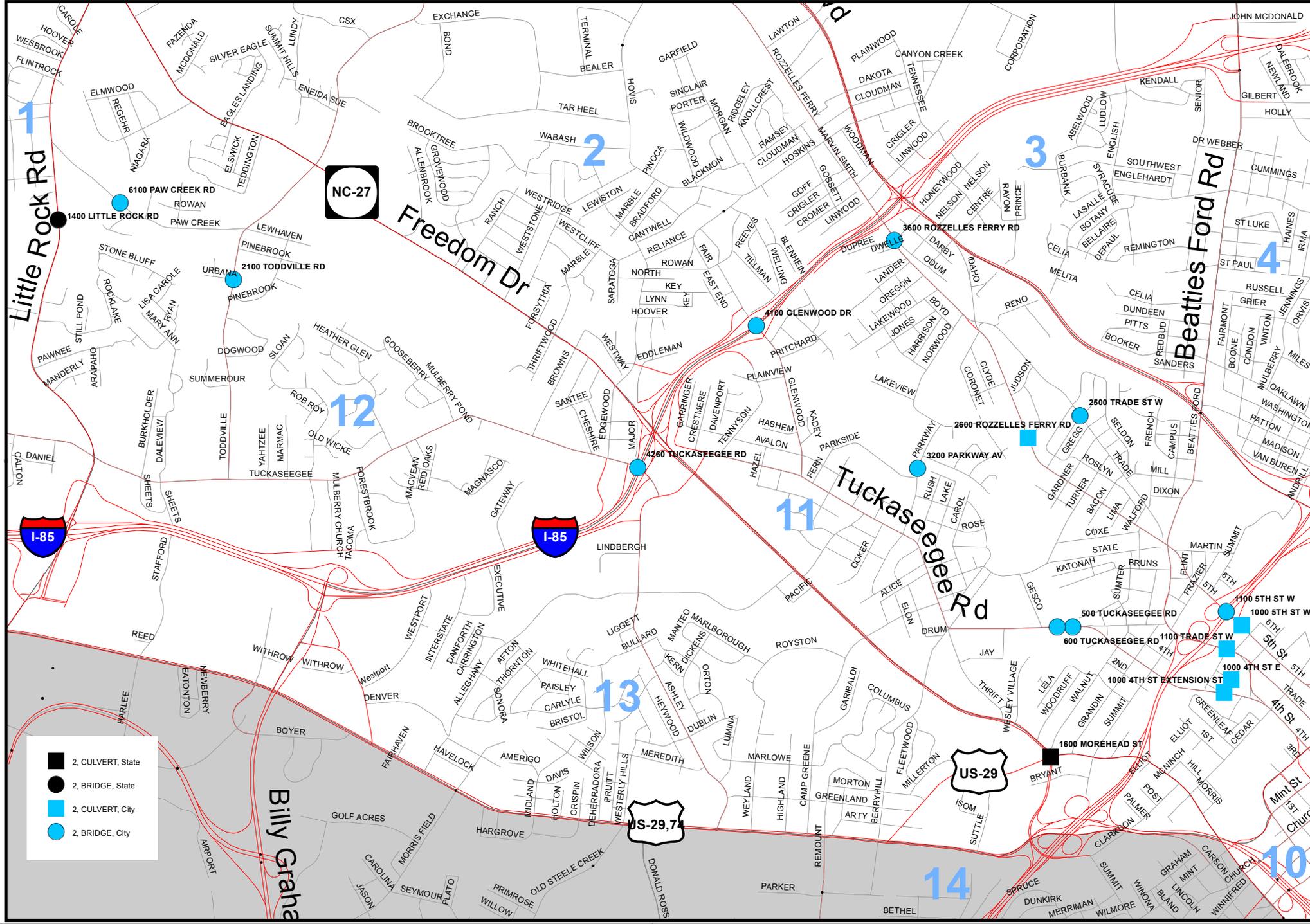


**Route 1**

- 1, BRIDGE, State
- 1, CULVERT, City
- 1, CULVERT, State
- 1, BRIDGE, City

# Condition A - Snow Route 2

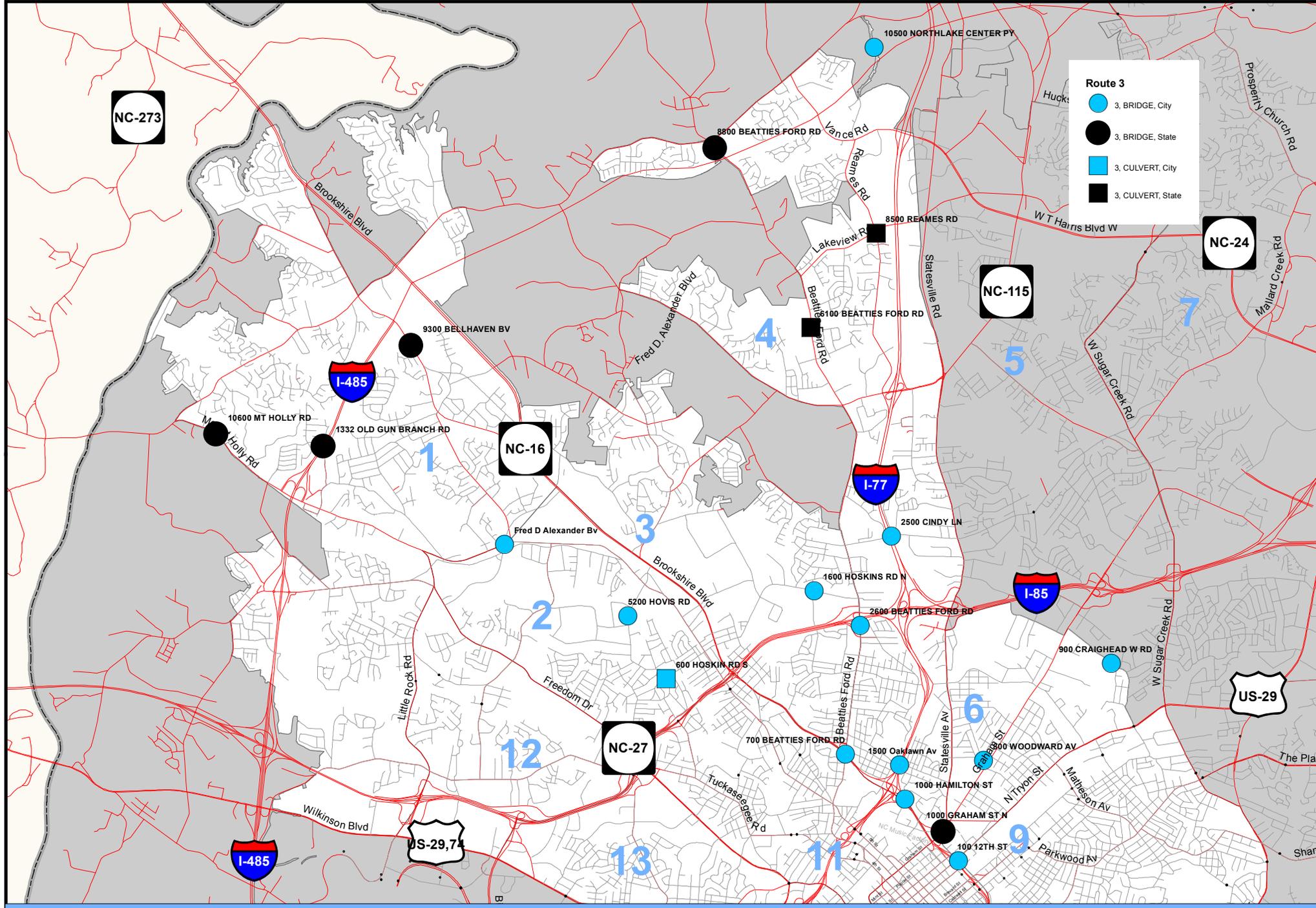
FY16



- 2. CULVERT, State
- 2. BRIDGE, State
- 2. CULVERT, City
- 2. BRIDGE, City

# Condition A - Snow Route 3

FY16

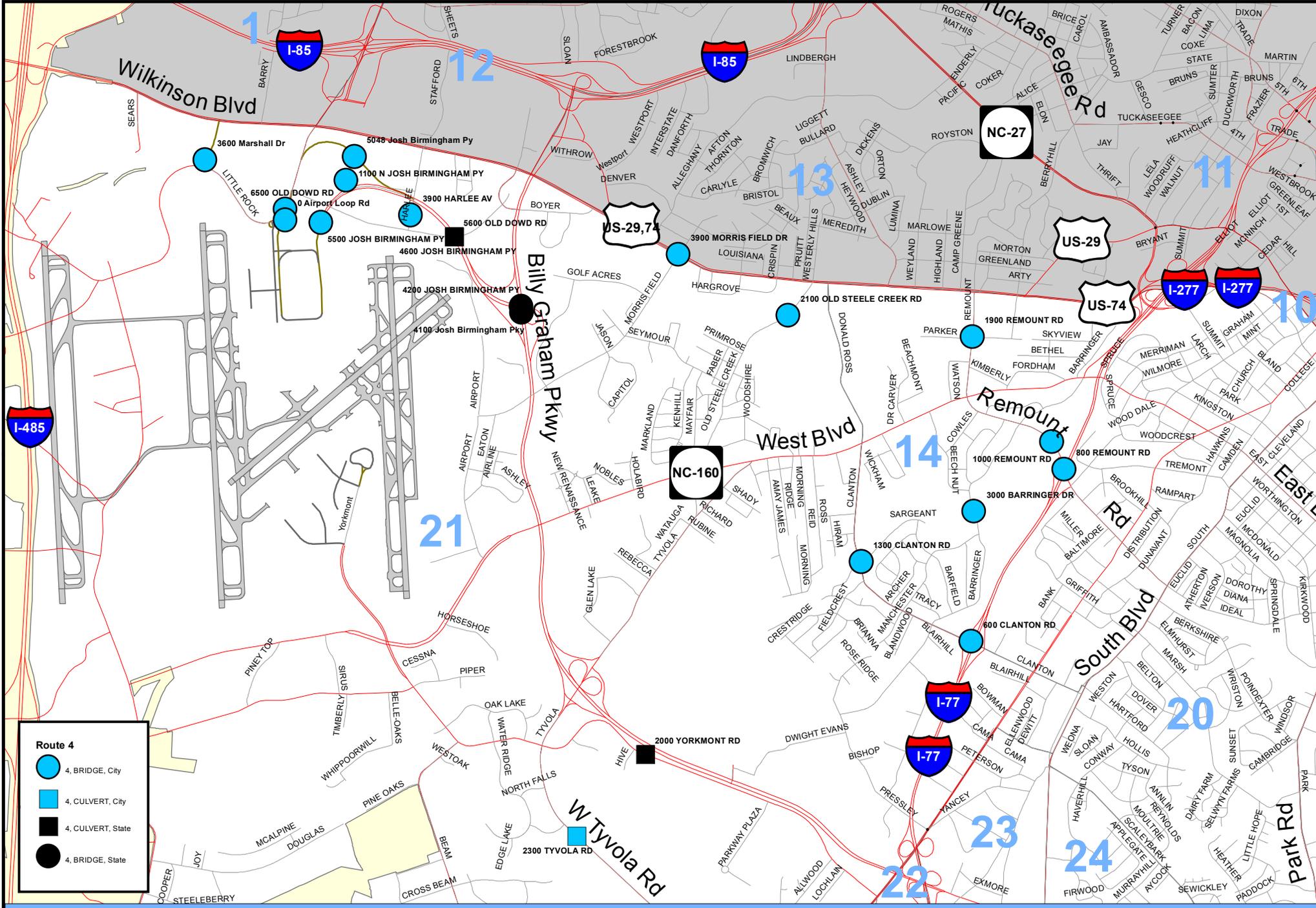


**Route 3**

- 3, BRIDGE, City
- 3, BRIDGE, State
- 3, CULVERT, City
- 3, CULVERT, State

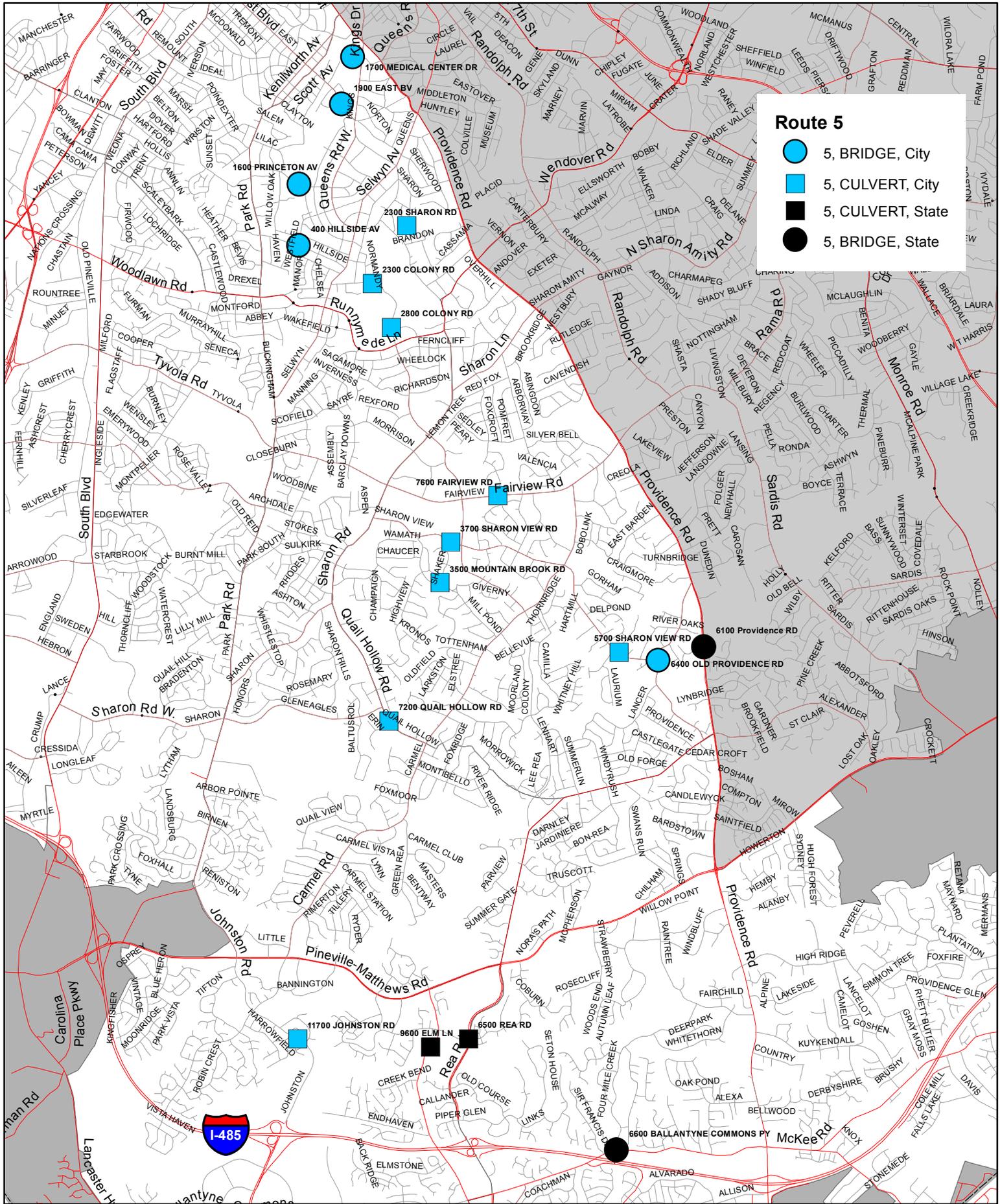
# Condition A - Snow Route 4

FY16

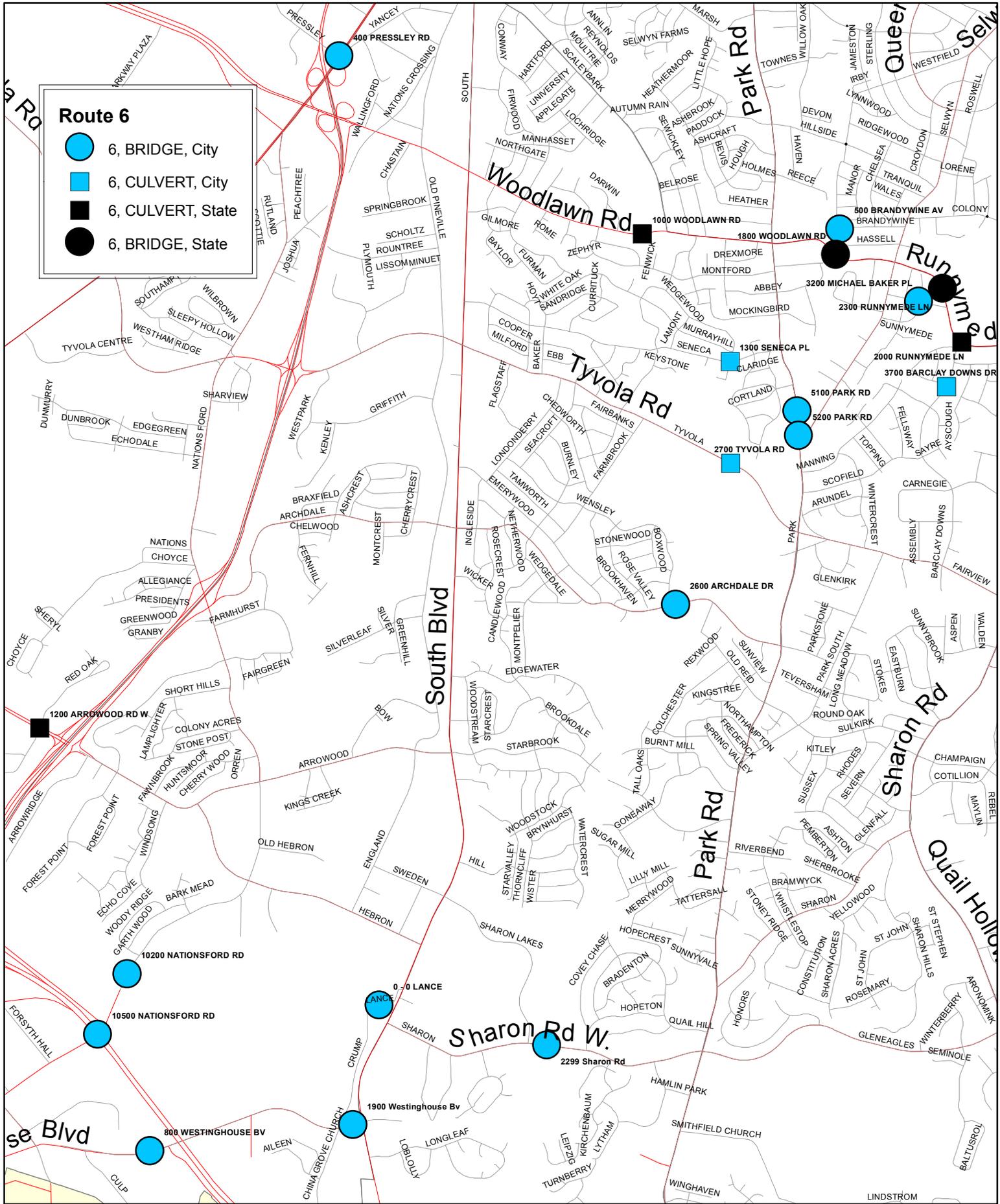


**Route 4**

- 4, BRIDGE, City
- 4, CULVERT, City
- 4, CULVERT, State
- 4, BRIDGE, State



# Condition A - Snow Route 6

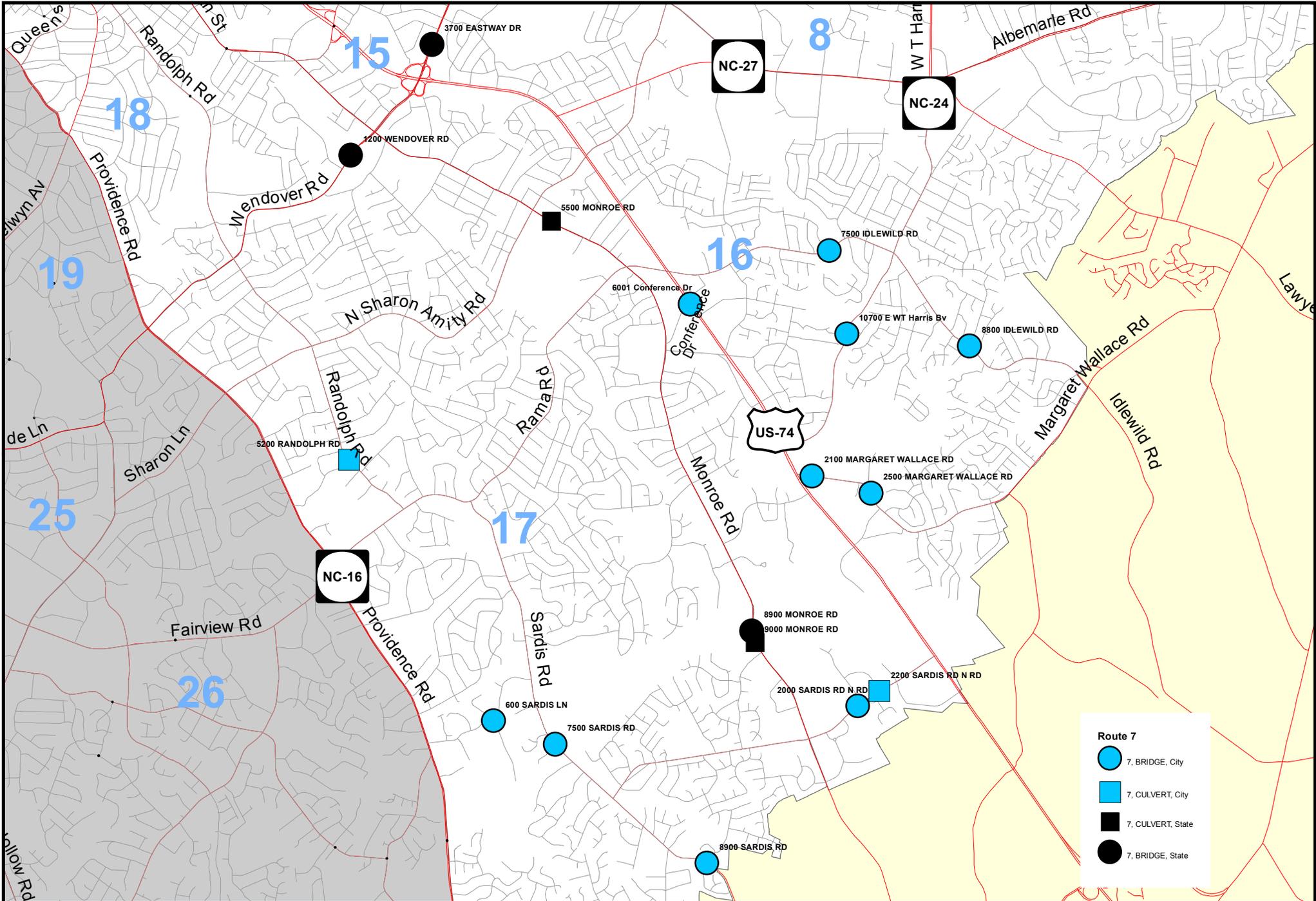


**Route 6**

- 6, BRIDGE, City
- 6, CULVERT, City
- 6, CULVERT, State
- 6, BRIDGE, State

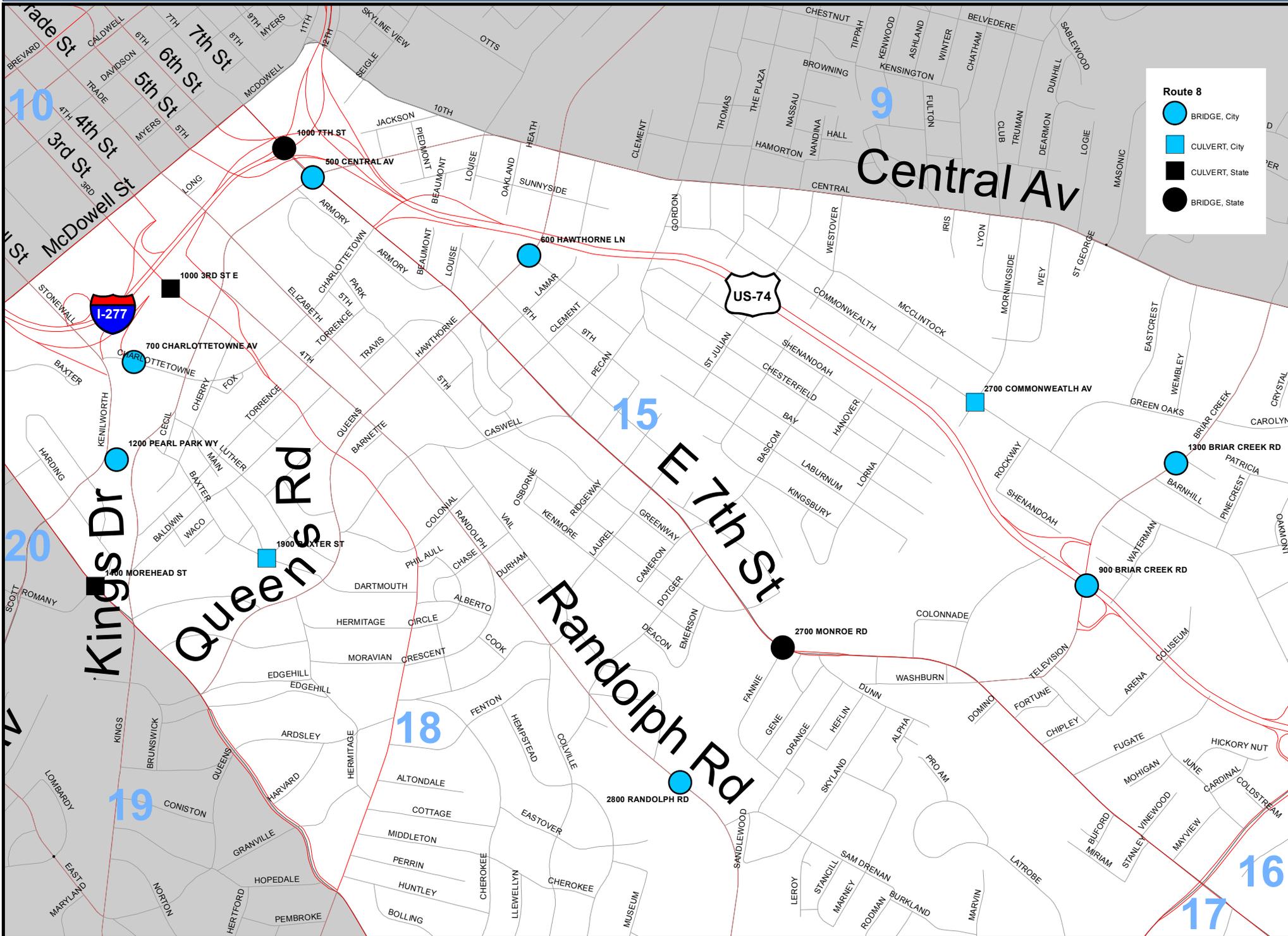
# Condition A - Snow Route 7

FY16



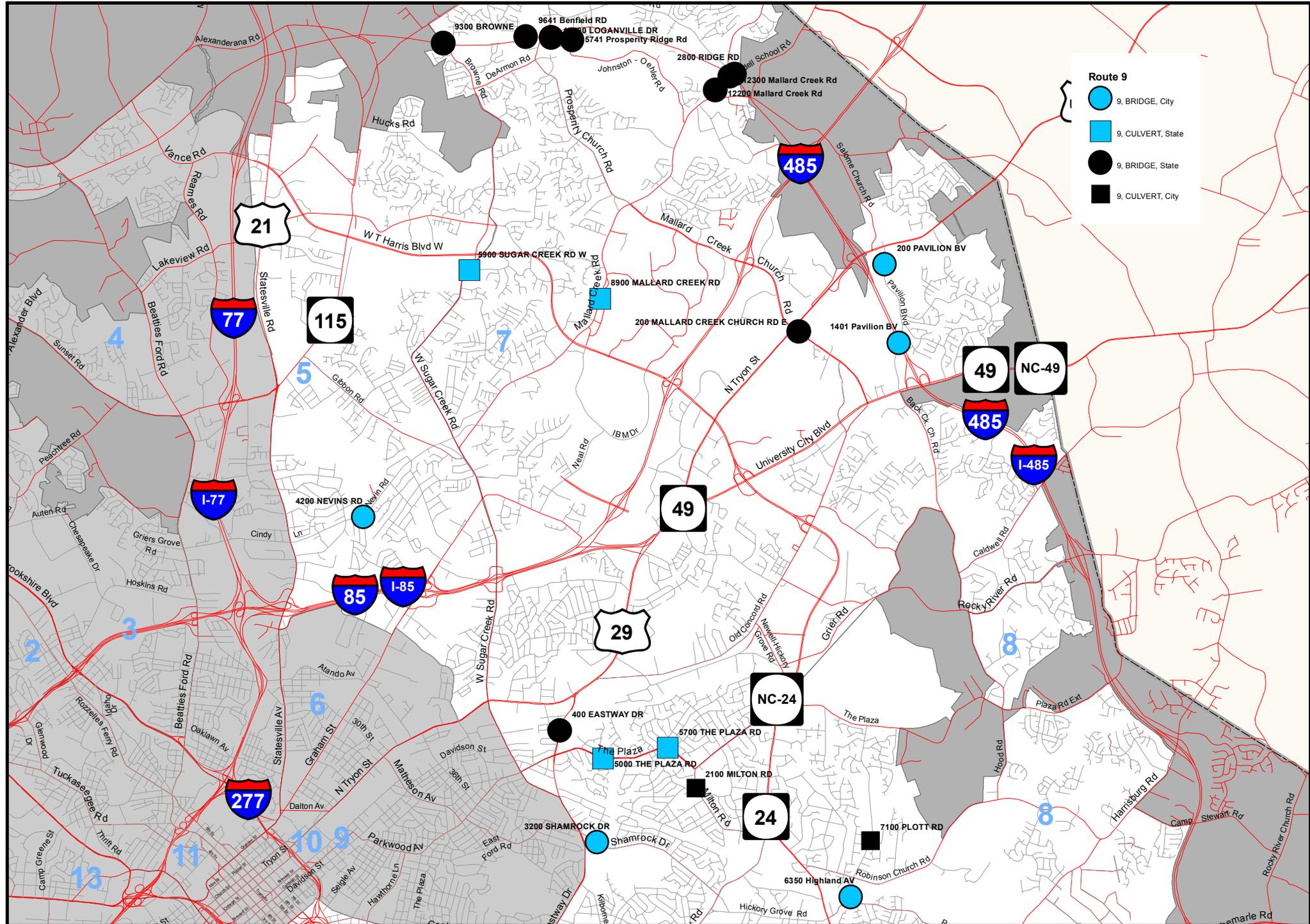
# Condition A - Snow Route 8

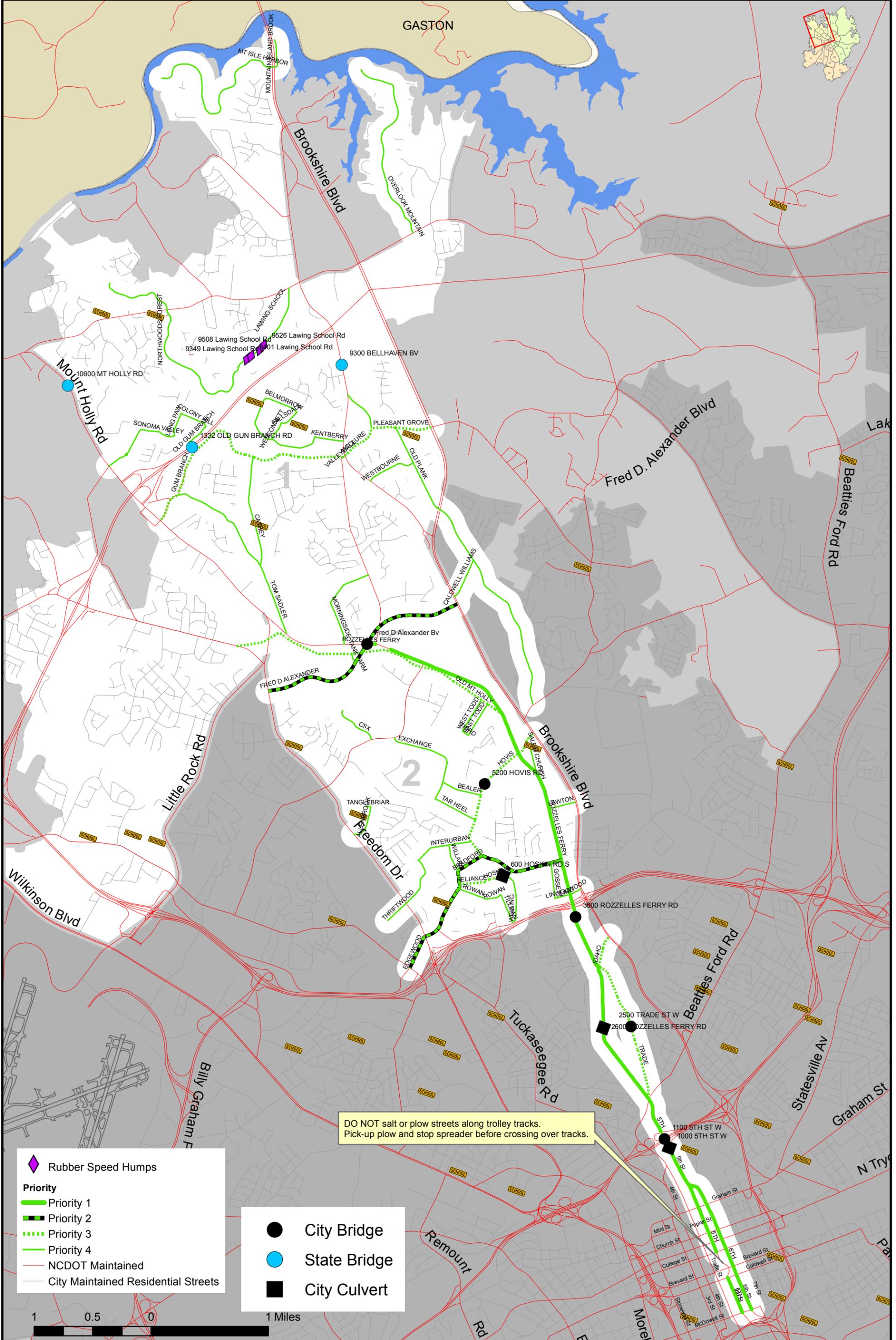
FY16



# Condition A - Snow Route 9

FY16



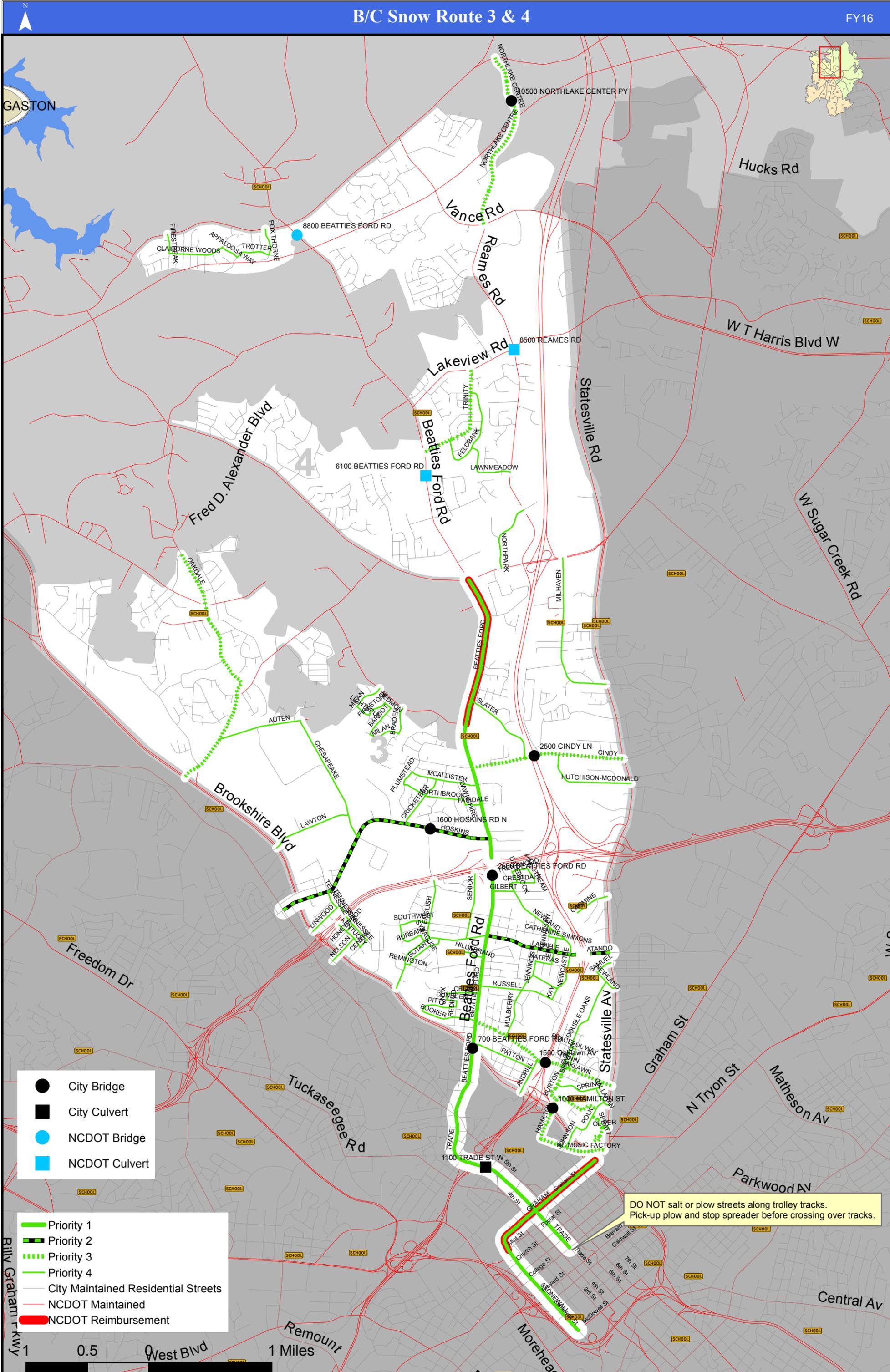


DO NOT salt or plow streets along trolley tracks.  
 Pick-up plow and stop spreader before crossing over tracks.

- Rubber Speed Humps
- Priority**
- Priority 1
- Priority 2
- Priority 3
- Priority 4
- NCDOT Maintained
- City Maintained Residential Streets

- City Bridge
- State Bridge
- City Culvert



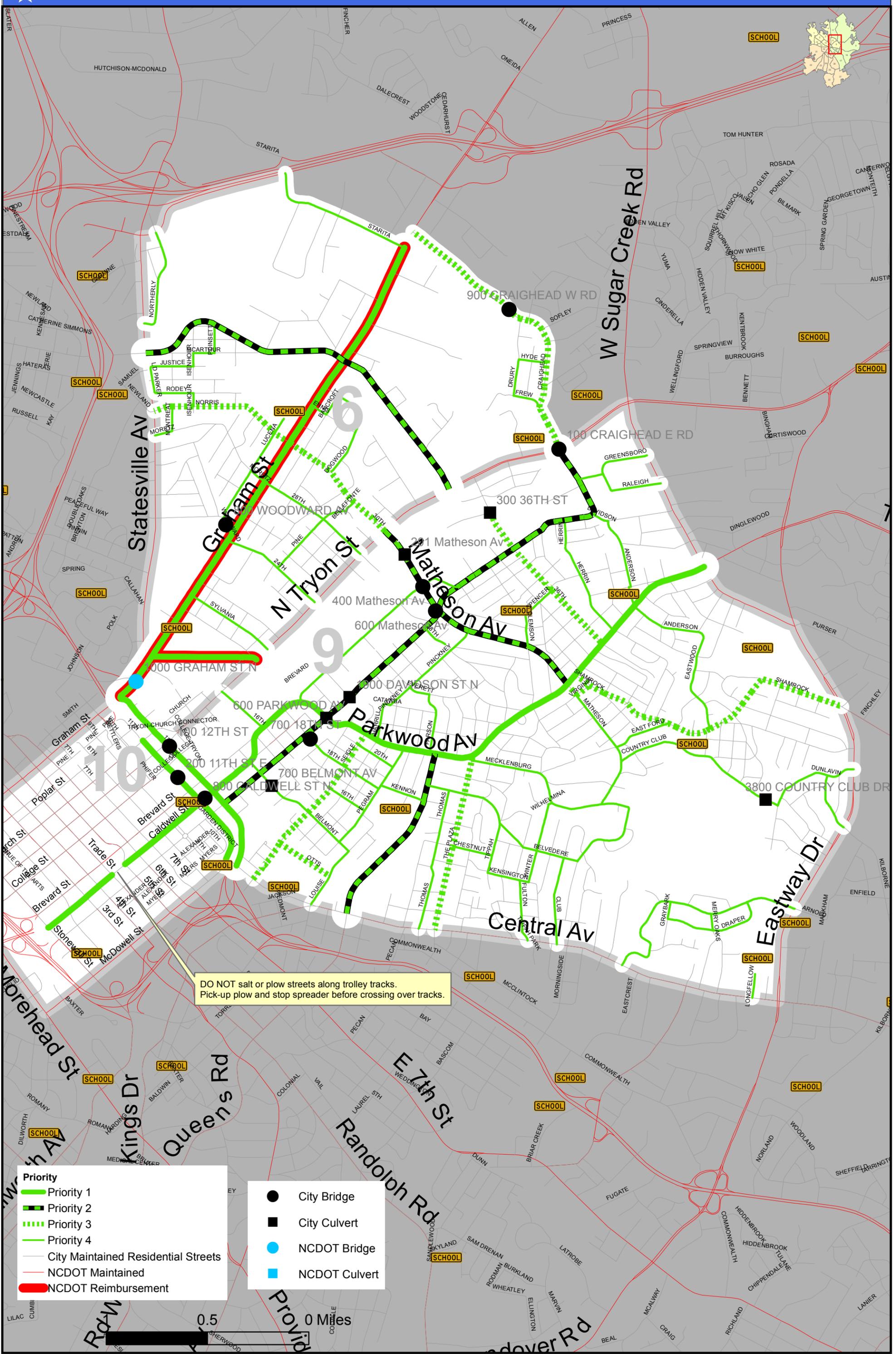


- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert

- Priority 1
- Priority 2
- Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

DO NOT salt or plow streets along trolley tracks.  
Pick-up plow and stop spreader before crossing over tracks.





DO NOT salt or plow streets along trolley tracks.  
 Pick-up plow and stop spreader before crossing over tracks.

- Priority**
- Priority 1
  - Priority 2
  - Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained
  - NCDOT Reimbursement

- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert

0.5 Miles

City LYNX Trolley Special Procedures  
NW Trolley TRK Route

- Tracks are located on sections of E. Trade, Elizabeth Av., N Caldwell, E. 5th, and Hawthorne. Contact a supervisor before treating.
- DO NOT salt or plow streets that have trolley tracks. Pick-up plow and stop spreader before crossing over tracks.
  - Use only approved material for streets along the tracks.
- Hauling snow & ice away from these streets may be necessary due to the catenary lines along the tracks.
  - Have SWS flush streets along tracks after every storm.

Levine Avenue Of The Arts  
1) Close Street  
2) Contact supervisor before plowing  
3) Plow only using a rubber blade

DO NOT salt or plow streets along trolley tracks.  
Pick-up plow and stop spreader before crossing over tracks.

DO NOT salt or plow streets along trolley tracks.  
Pick-up plow and stop spreader before crossing over tracks.

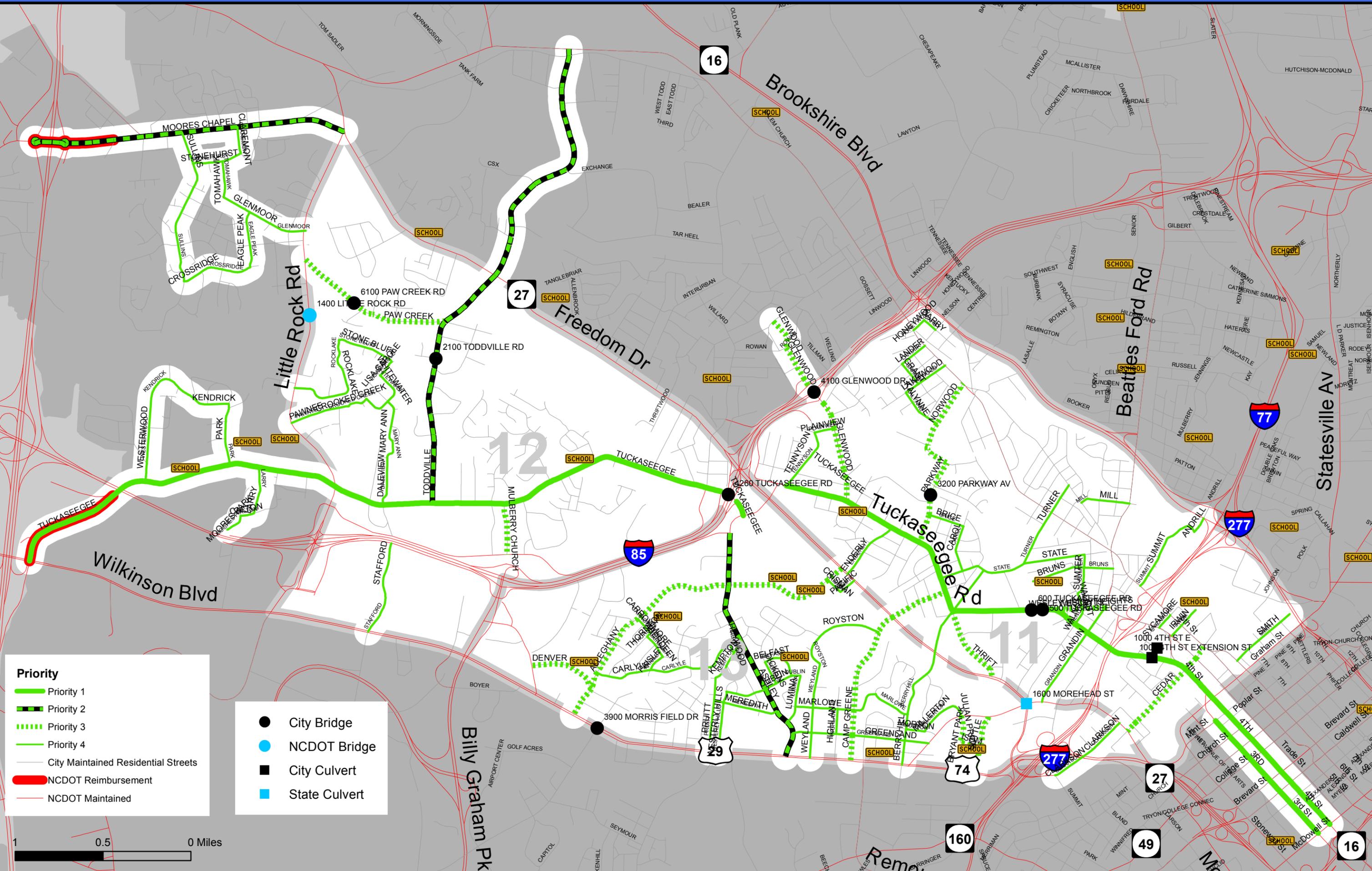
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Pick-up plow and stop spreader before crossing over tracks.

**Priority**

	Priority 1
	Priority 2
	Priority 3
	Priority 4
	City Maintained
	NCDOT Maintained

	City Bridge
	City Culvert
	NCDOT Bridge
	NCDOT Culvert

1 0.5 0 Miles

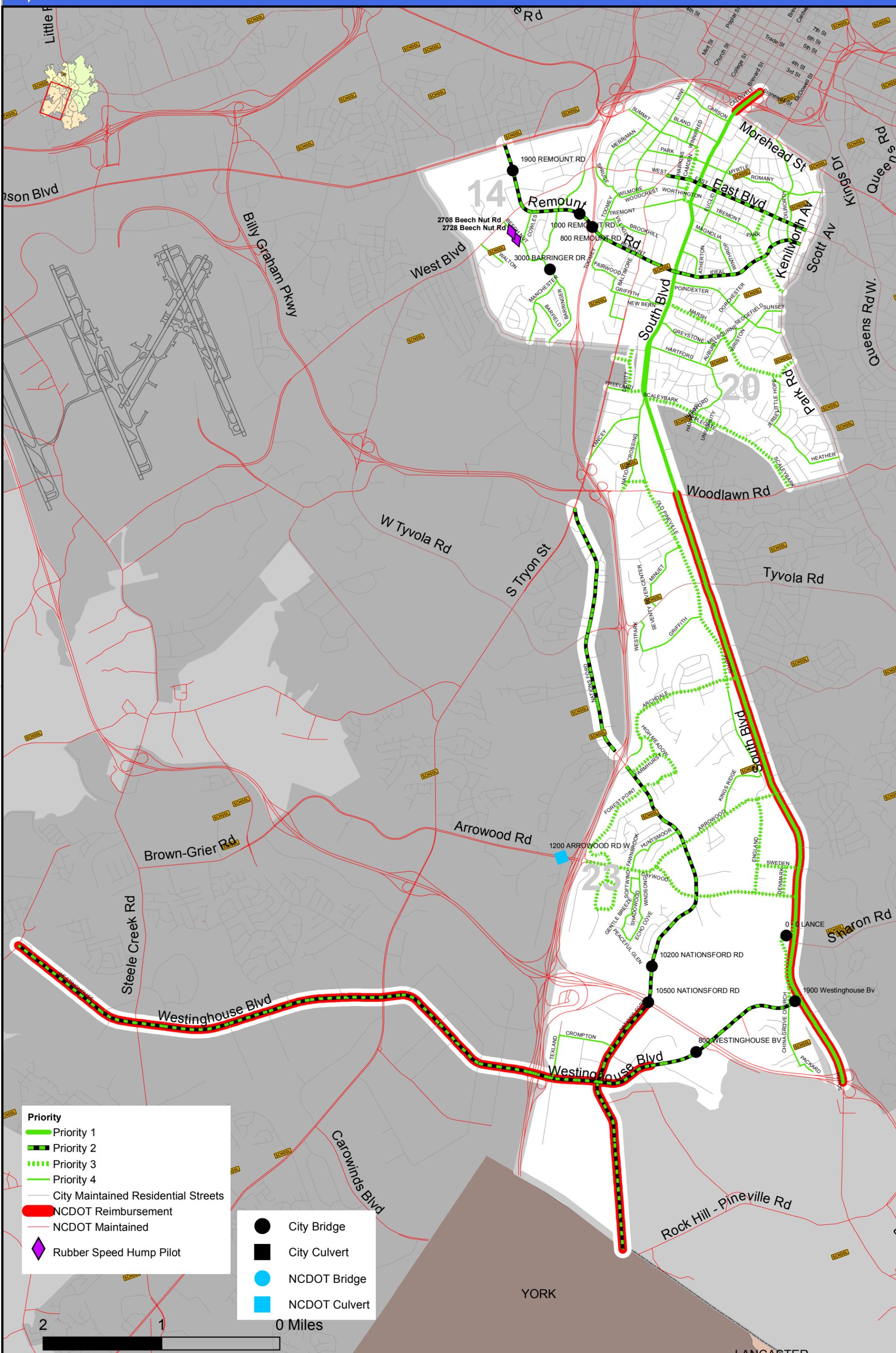


**Priority**

- Priority 1
- Priority 2
- Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Reimbursement
- NCDOT Maintained

- City Bridge
- NCDOT Bridge
- City Culvert
- State Culvert

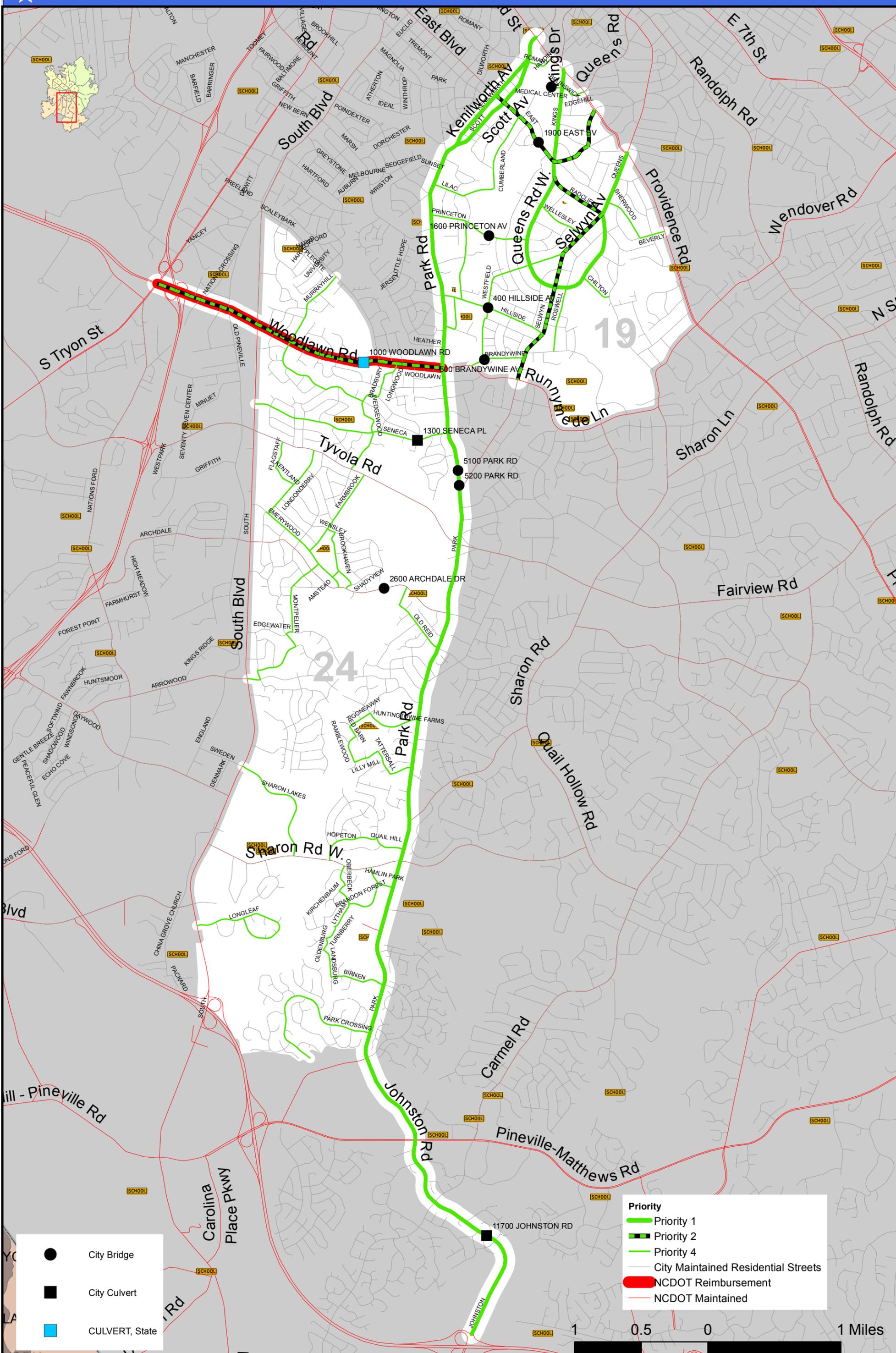




- Priority**
- Priority 1
  - Priority 2
  - Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - NCDOT Reimbursement
  - NCDOT Maintained
  - ◆ Rubber Speed Hump Pilot

- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert

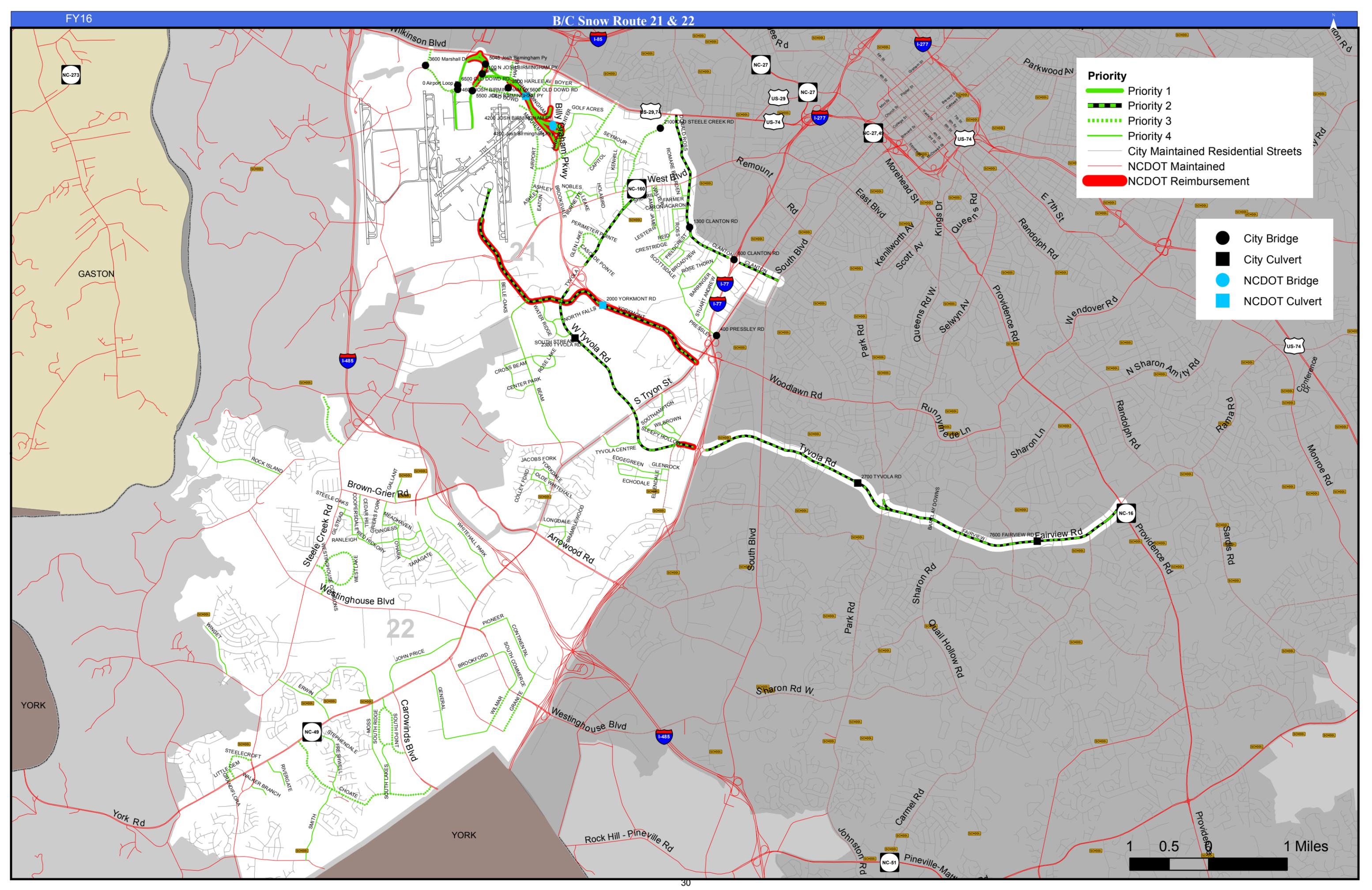


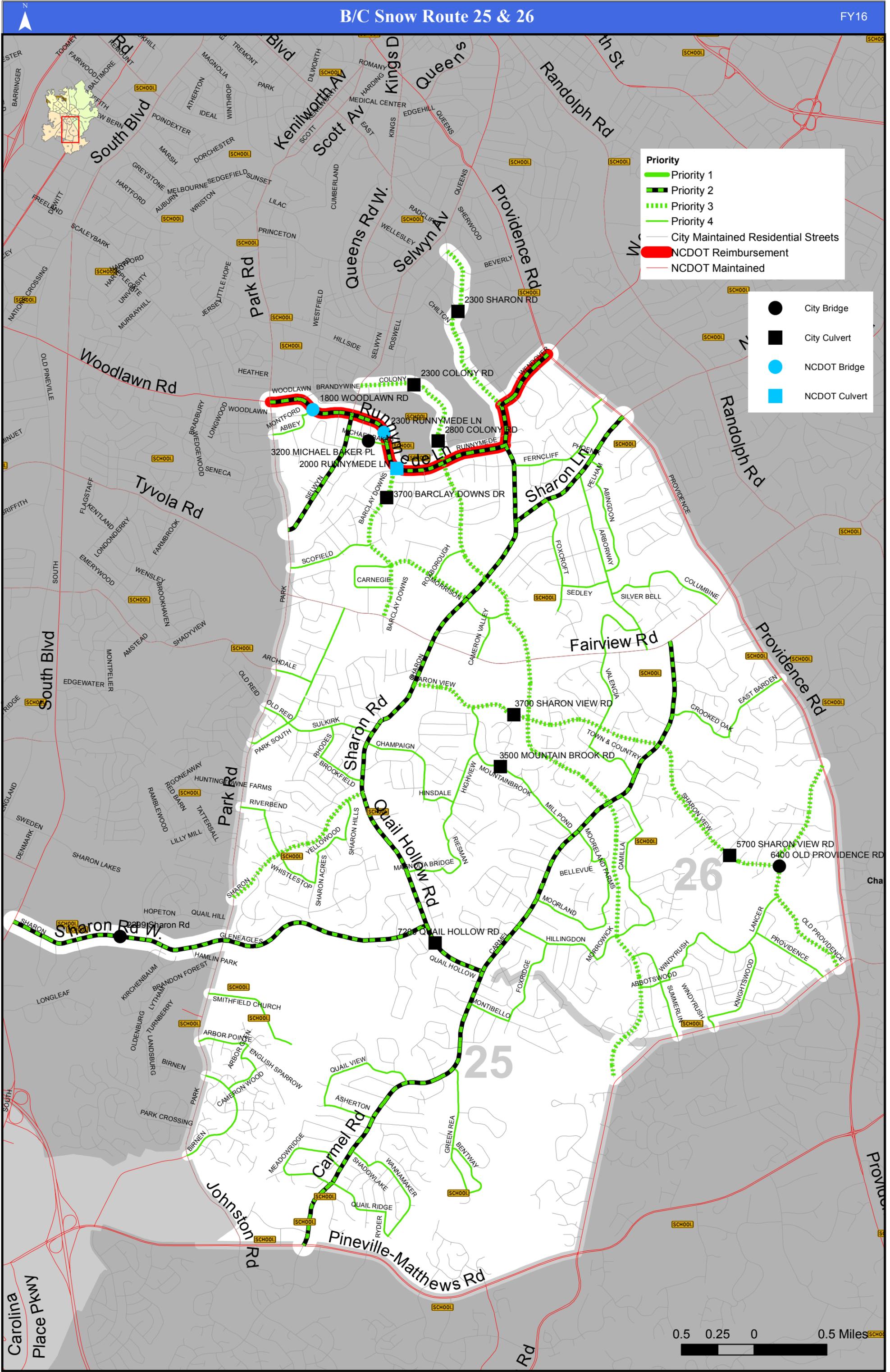


**Priority**

- Priority 1
- - - Priority 2
- · · Priority 3
- · — Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert



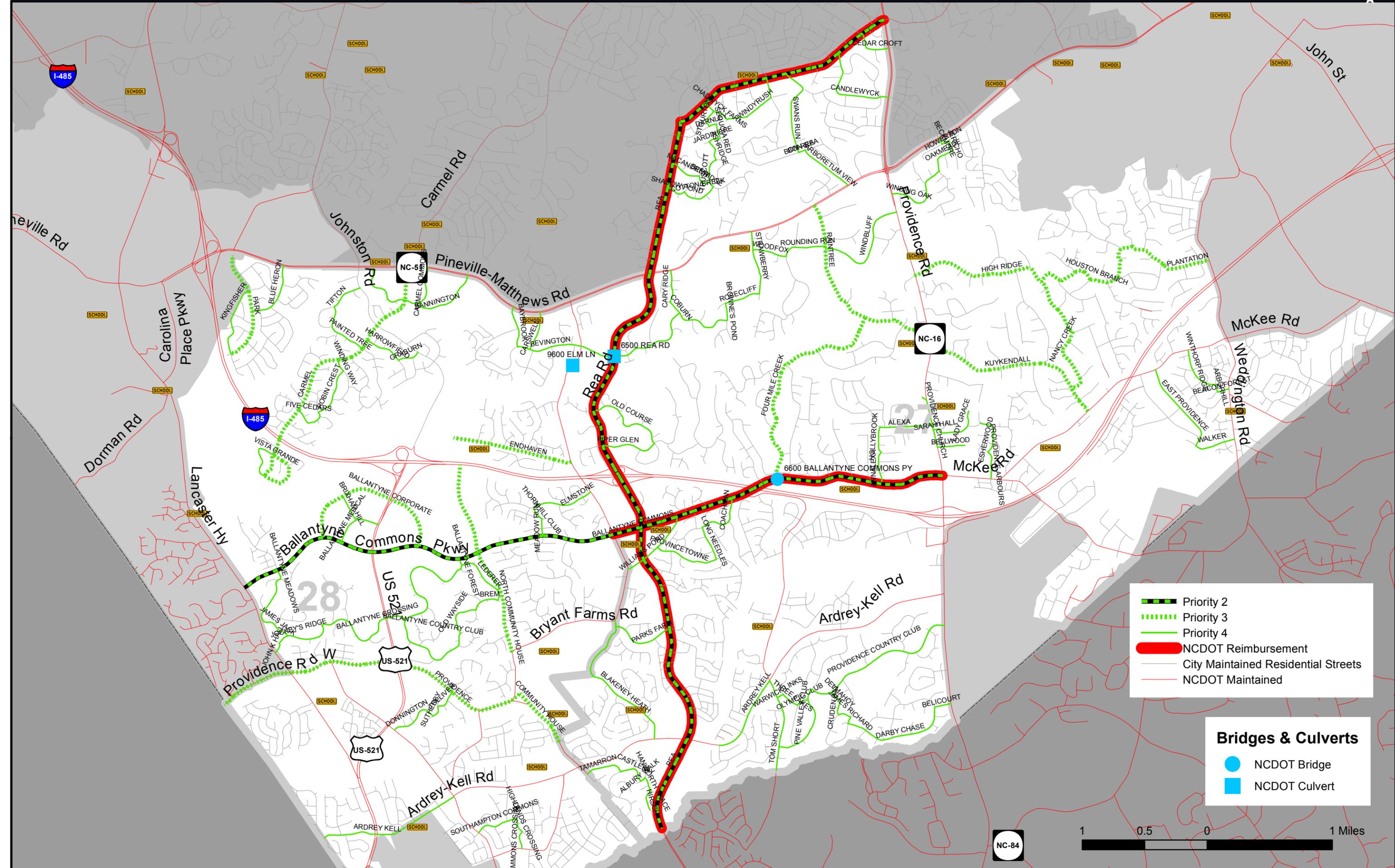


**Priority**

- Priority 1
- - - Priority 2
- . . . Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Reimbursement
- NCDOT Maintained

- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert



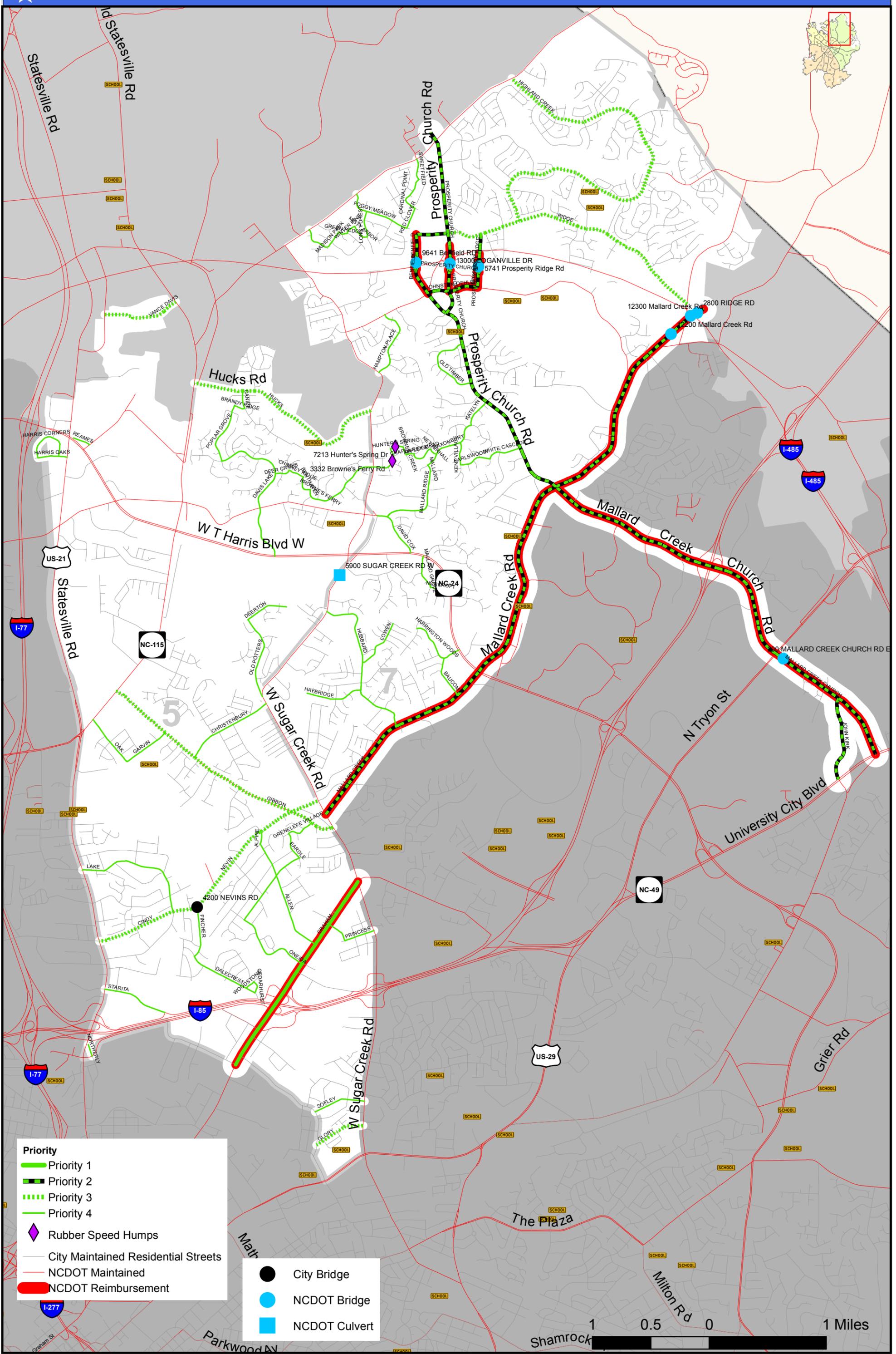


- Priority 2
- Priority 3
- Priority 4
- NCDOT Reimbursement
- City Maintained Residential Streets
- NCDOT Maintained

**Bridges & Culverts**

- NCDOT Bridge
- NCDOT Culvert





**Priority**

- Priority 1
- - - Priority 2
- - - - - Priority 3
- - - - - Priority 4

◆ Rubber Speed Humps

— City Maintained Residential Streets

— NCDOT Maintained

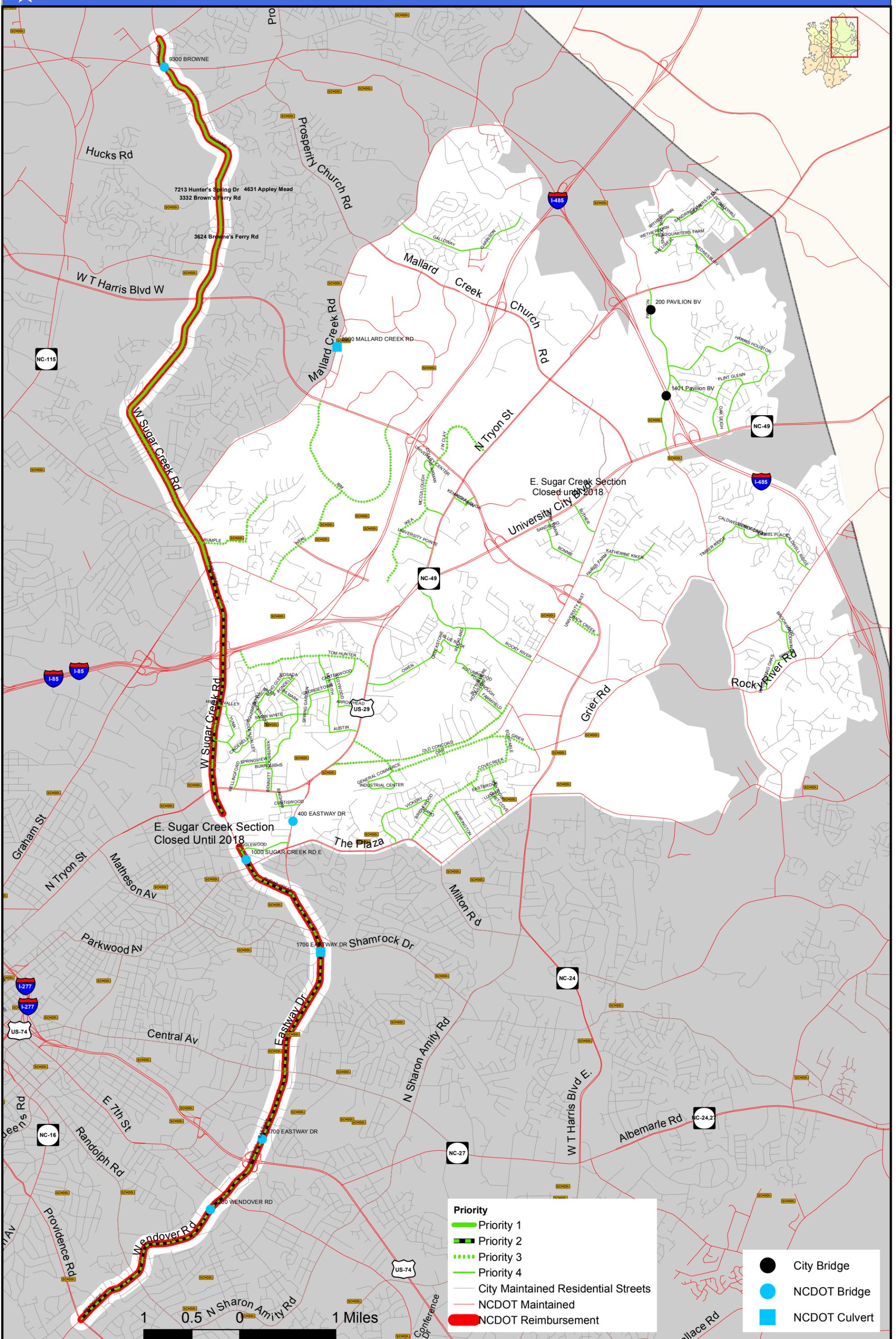
— NCDOT Reimbursement

● City Bridge

● NCDOT Bridge

■ NCDOT Culvert





E. Sugar Creek Section Closed Until 2018

E. Sugar Creek Section Closed until 2018

**Priority**

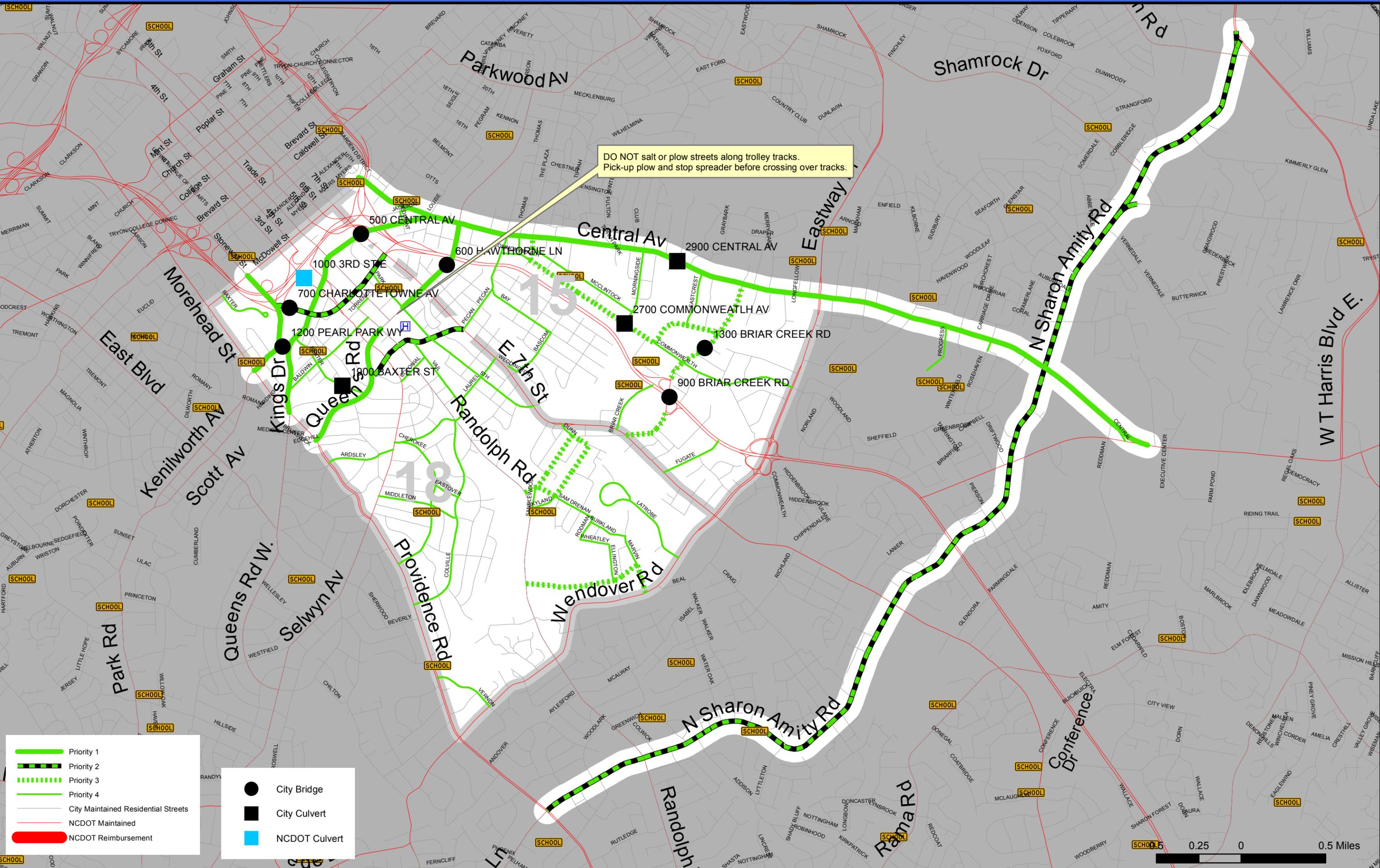
- Priority 1
- - - Priority 2
- . . . Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

- City Bridge
- NCDOT Bridge
- NCDOT Culvert





DO NOT salt or plow streets along trolley tracks.  
Pick-up plow and stop spreader before crossing over tracks.



- Priority 1
- Priority 2
- Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

- City Bridge
- City Culvert
- NCDOT Culvert

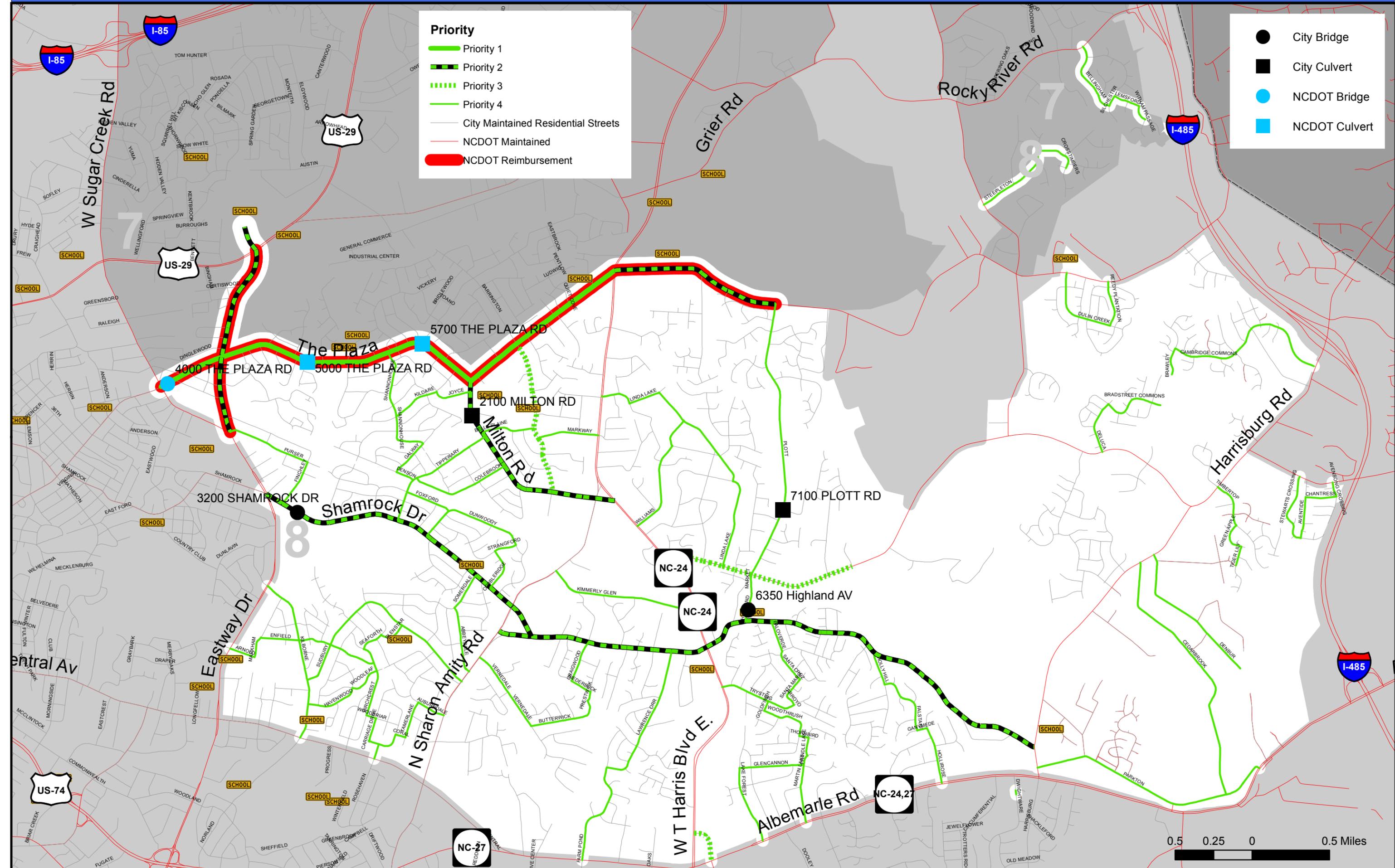
0.25 0 0.5 Miles

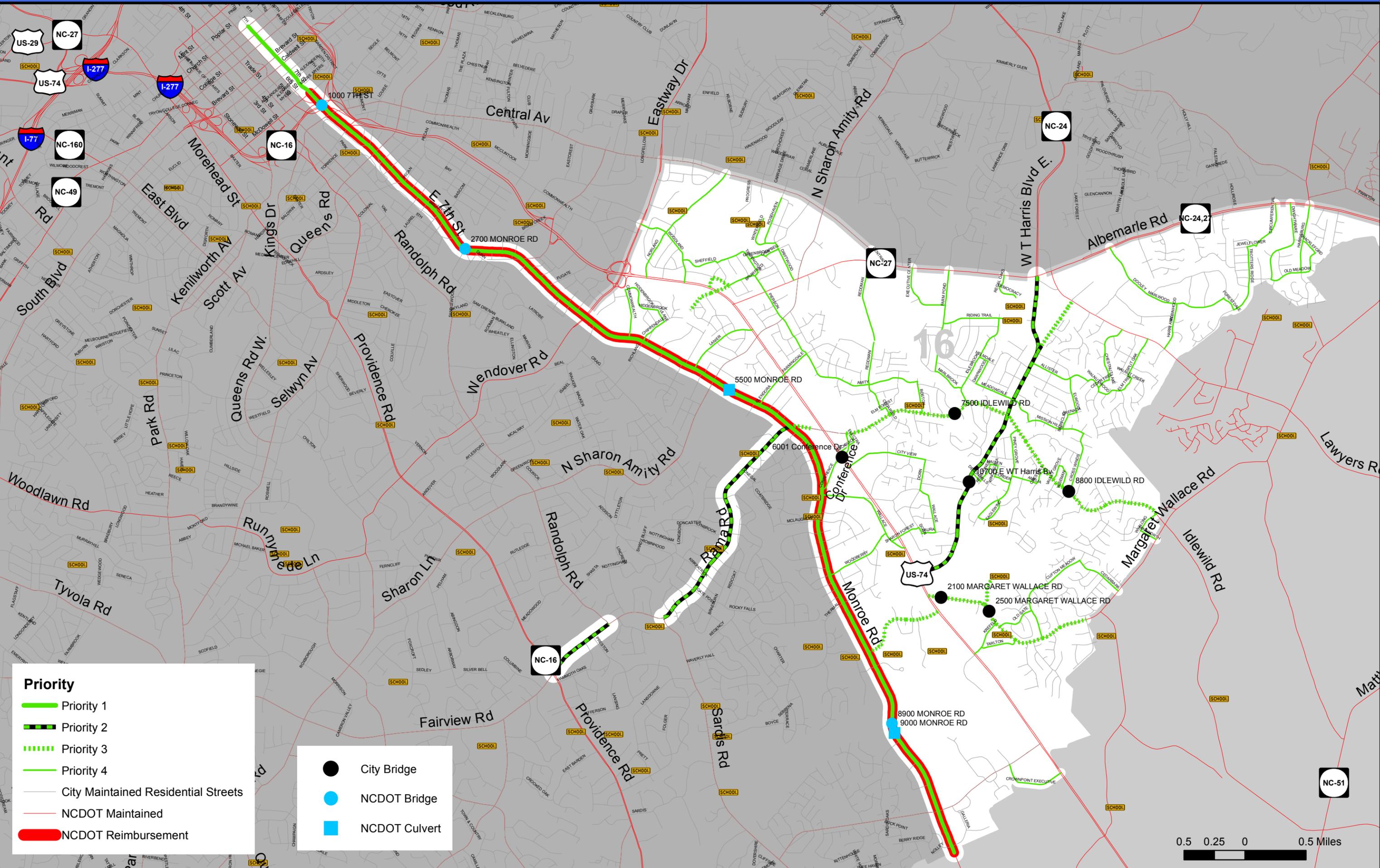


**Priority**

- Priority 1
- Priority 2
- Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert



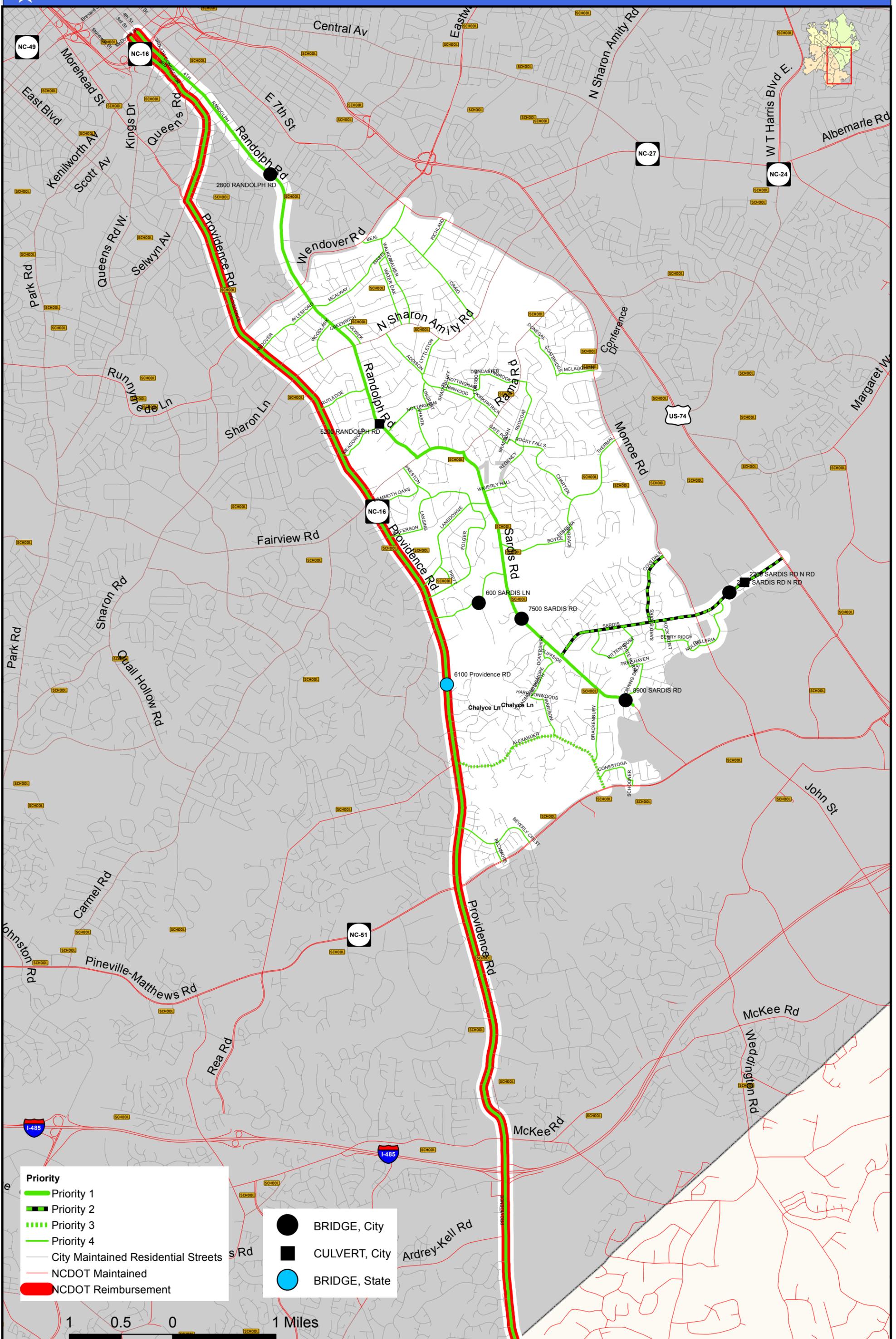


**Priority**

- Priority 1
- - - Priority 2
- · · · · Priority 3
- · — · — · — Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

- City Bridge
- NCDOT Bridge
- NCDOT Culvert

0.5 0.25 0 0.5 Miles



**Priority**

- Priority 1
- Priority 2
- Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement

- BRIDGE, City
- CULVERT, City
- BRIDGE, State



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## Charlotte Department of Transportation Condition B/C – Northpointe Emergency Route

**\*\*THE SMD ON-CALL SUPERVISOR MUST APPROVE ALL REQUESTS FOR OTHER DEPARTMENTS\*\***

Locations not on our routes will be handled on an on-call basis. These locations will not be added as part of SMD's routes.

Priority requests for salting/brining/plowing non-route locations will be determined during each event. SMD wants to help, but cannot guarantee that we will be able to meet all request(s).

**SMD cannot guarantee all requested locations will be addressed.** Departments should look to contractors to handle locations which are not part of our routes or seek ways to utilize their internal means. Departments need to contract the plowing and clearing of their parking lots.

- ✿ *Street Maintenance Parking lot at 4411 Northpointe Industrial Blvd*
- ✿ **Streets around the Bank of America Stadium, Time Warner Arena, and Bojangles Coliseum. IF** there is an event.
- ✿ *30<sup>th</sup> Street Bridge (Between N. Tryon St. & N. Brevard St)*
- ✿ *Spirit Square parking lot (345 N. College St) IF the agency advises the division at least 12 hours before the lot must be cleared*
- ✿ *Assist NCDOT if requested i.e., sections of Hwy 74 or Hwy 16*
- ✿ *Respond as needed* to other locations

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## Charlotte Department of Transportation Condition B/C – Orr Rd Emergency Route

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- *Street Maintenance Parking lot at 6001 General Commerce Drive*
- *IBM Drive*, especially the hill that leads to W.T. Harris Blvd.
- *Emergency entrances to hospitals. They are:*
  - **CMC-Mercy Hospital** - 2001 Vail Ave
  - **Health South Surgery Center** - 2825 Randolph Rd
  - **Carolina's Behavioral Health Center Randolph** - 501 Billingsley Rd
  
- *Assist NCDOT if requested i.e., sections of Hwy 74 or Hwy 16*
  
- *Respond as needed to other locations*

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## Charlotte Department of Transportation Condition B/C – Sweden Rd Emergency Route

**\*\*THE SMD ON-CALL SUPERVISOR MUST APPROVE ALL REQUESTS FOR OTHER DEPARTMENTS\*\***

Locations not on our routes will be handled on an on-call basis. These locations will not be added as part of SMD's routes.

Priority requests for salting/brining/plowing non-route locations will be determined during each event. SMD wants to help, but cannot guarantee that we will be able to meet all request(s).

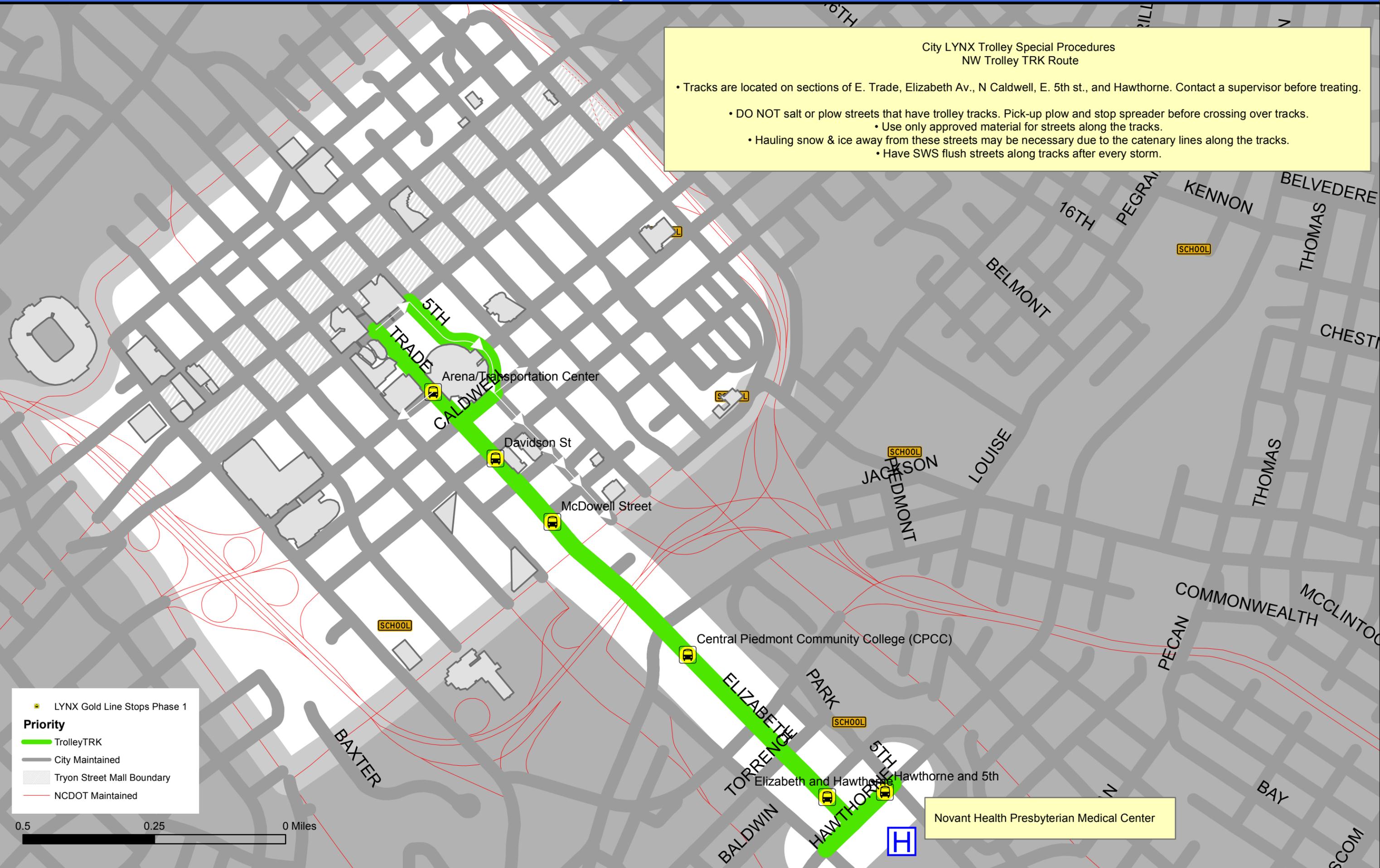
**SMD cannot guarantee all requested locations will be addressed.** Departments should look to contractors to handle locations which are not part of our routes or seek ways to utilize their internal means. Departments need to contract the plowing and clearing of their parking lots.

- *Street Maintenance & Equipment Maintenance Parking lots at 4600 Sweden Rd*
- **CATS Bus Parking lots & entrances** / located at 3129 S. Tryon St. & 3225 S. Tryon St.
- *Emergency entrances to hospitals. They are:*
  - Carolina's Medical Center – 1700 Medical Center Dr. (Blythe Bv is a private street, do not apply material.)
- *Assist NCDOT if requested i.e., sections of Hwy 74 or Hwy 16*
- *Respond as needed to other locations*



City LYNX Trolley Special Procedures  
NW Trolley TRK Route

- Tracks are located on sections of E. Trade, Elizabeth Av., N Caldwell, E. 5th st., and Hawthorne. Contact a supervisor before treating.
- DO NOT salt or plow streets that have trolley tracks. Pick-up plow and stop spreader before crossing over tracks.
  - Use only approved material for streets along the tracks.
- Hauling snow & ice away from these streets may be necessary due to the catenary lines along the tracks.
  - Have SWS flush streets along tracks after every storm.



Novant Health Presbyterian Medical Center