

City of Charlotte  
Emergency Plan for Ice Control and Snow Removal



Curt Walton  
**City Manager**

**STAFF**

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

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

## TABLE OF CONTENTS

Headquarters.....	1
Supervisory Personnel.....	1
News Releases.....	1
Weather Reports.....	1
After-Hours, Weekends, Holidays.....	2
Shift Changes.....	2
Post-Condition Debriefing Meetings.....	2
Seasonal Preparatory Meeting.....	2
CDOT Snow and Ice Service Level Target.....	3
Central Business District.....	4
Snowplowing and Removal.....	4
Violations.....	4
Departmental Coordination.....	4
Police Department - Patrol Division.....	4
Charlotte-Mecklenburg Utility Department – Wastewater Collection Division.....	4
Uptown Parking Restrictions.....	5
Snow Disposal Area.....	5
Tryon Street Mall Sidewalk Area.....	5
NCDOT Responsibilities.....	6
Snow and Ice Control Removal Routes by Condition.....	7-41

## 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 Kim McMillan, 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 Meteorlogix DTN (Weather.dtn.com) 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, Meteorlogix 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 – 6 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 Routes

- 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.

## **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.

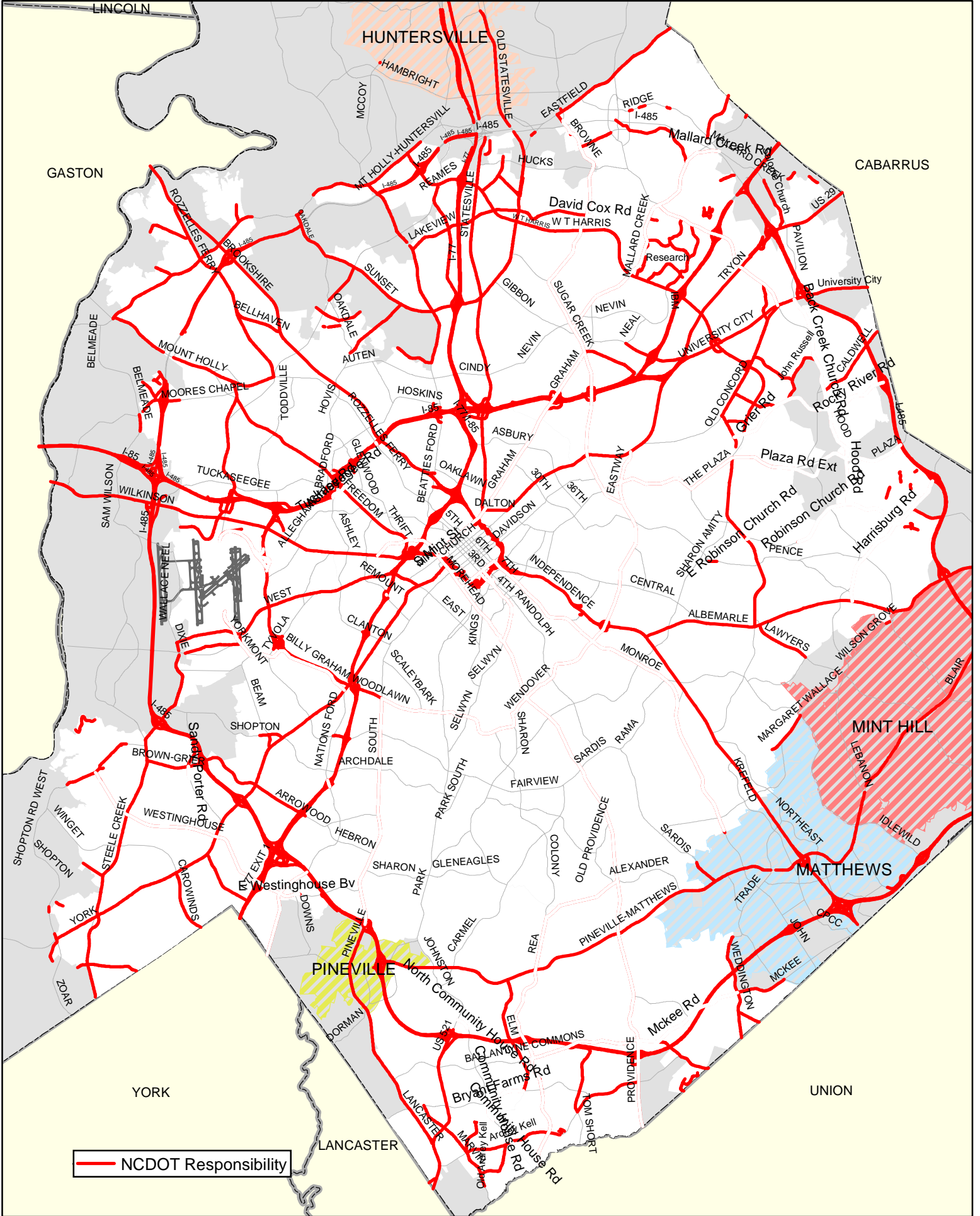
An ice remover will be used to melt the ice and snow when the accumulation of snow is less than three inches in depth. When snow accumulation exceeds three inches, snow blowers, shovels, and hand labor will be used to clear the sidewalk area. If available, compact utility vehicles with appropriate attachments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

# NCDOT Snow Coverage

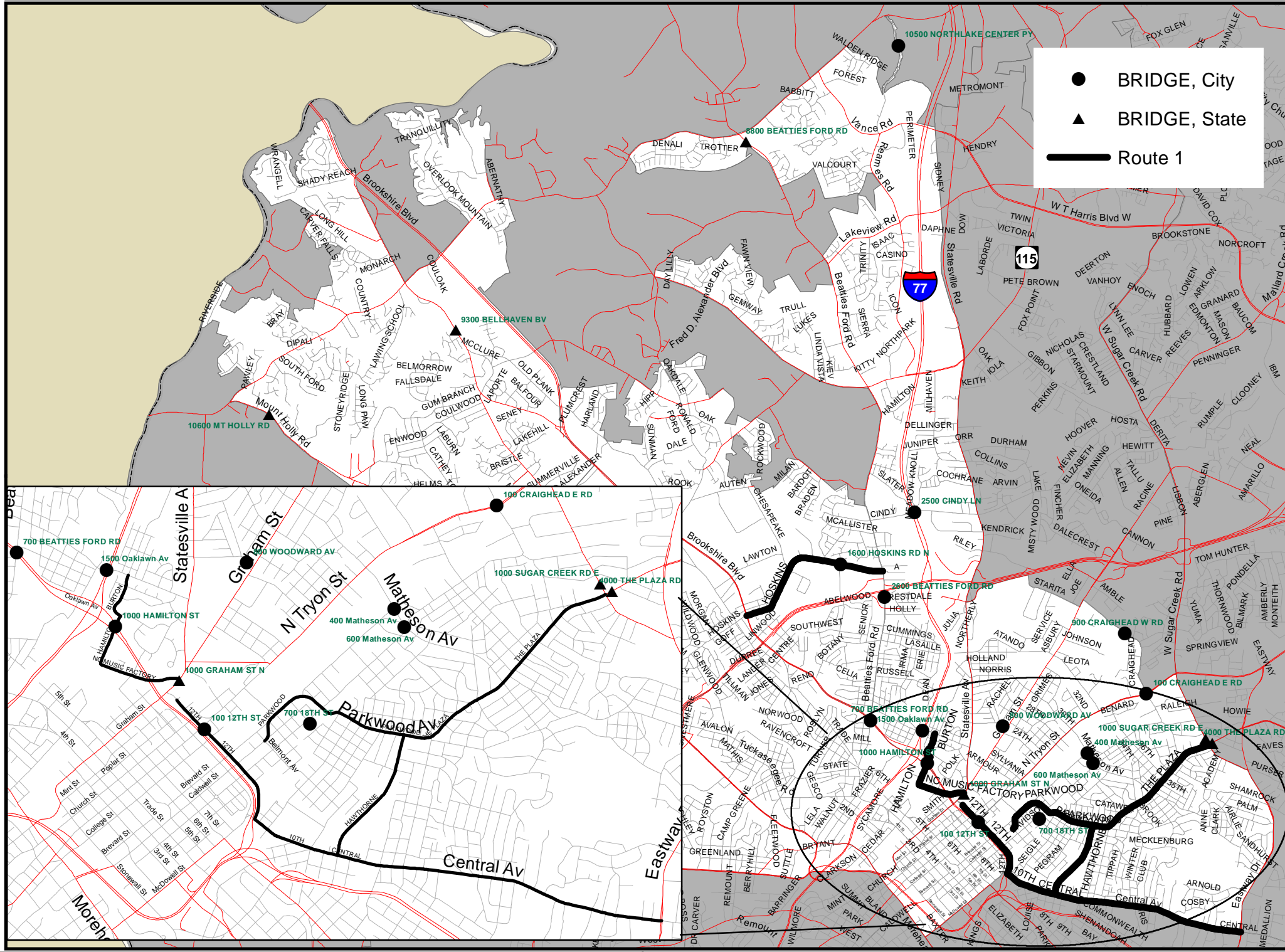
Produced by Street Maintenance Division Planning Section

FY13



## ICE CONTROL AND SNOW REMOVAL ROUTES - BY CONDITION

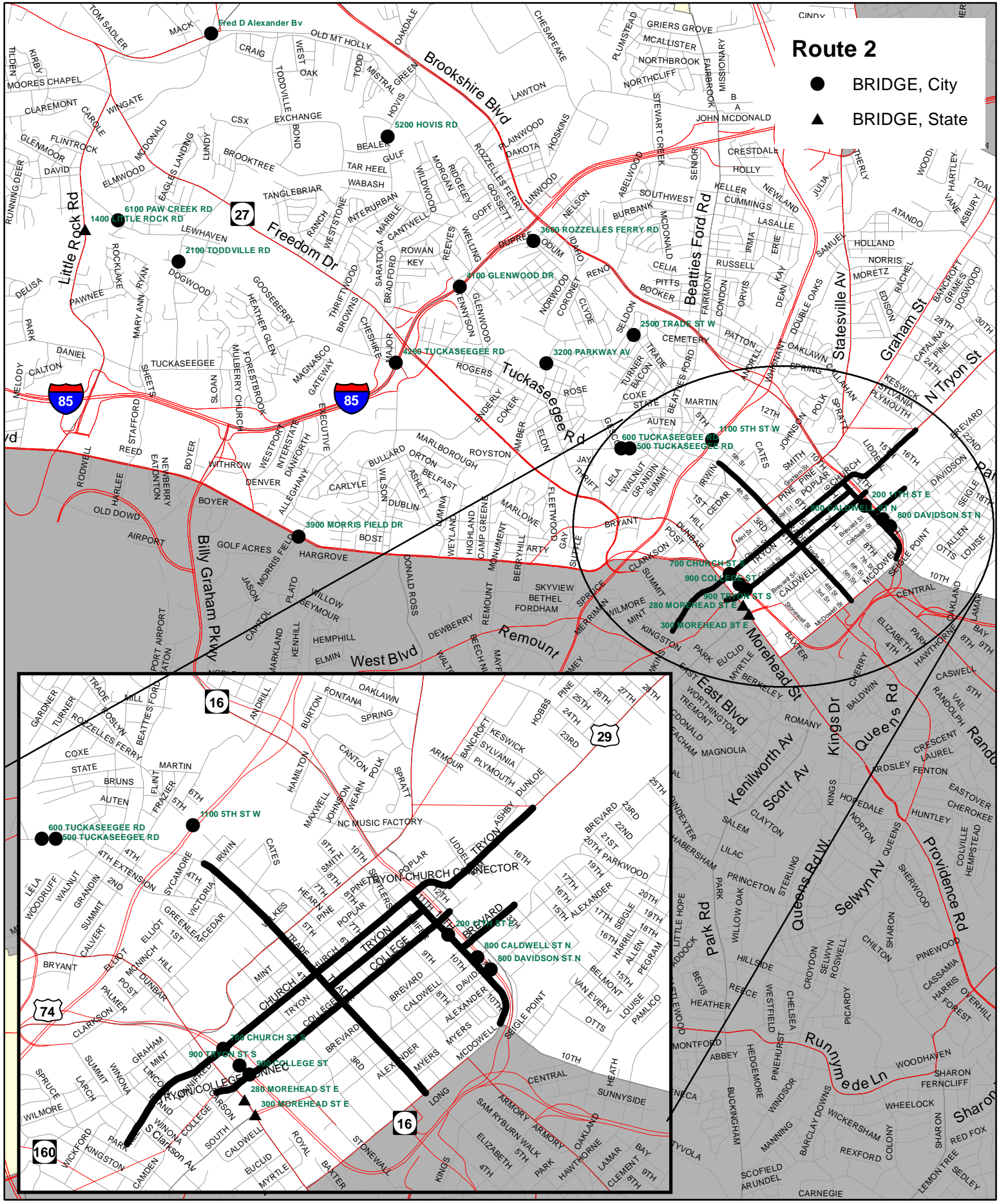
The following pages detail the ice control and snow removal routes by condition.





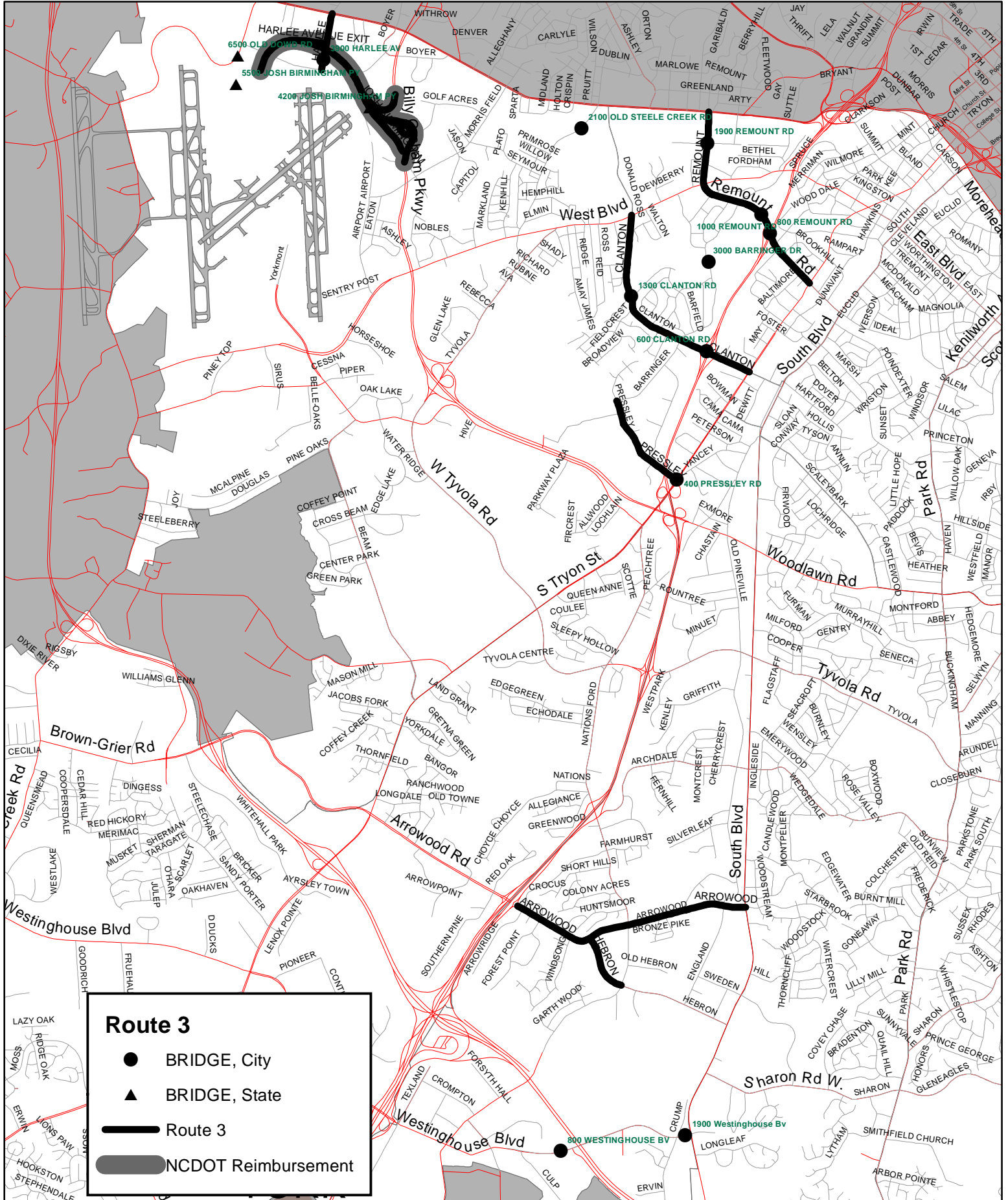
# Salt Brine - Snow Route 2

FY13



# Salt Brine - Snow Route 3

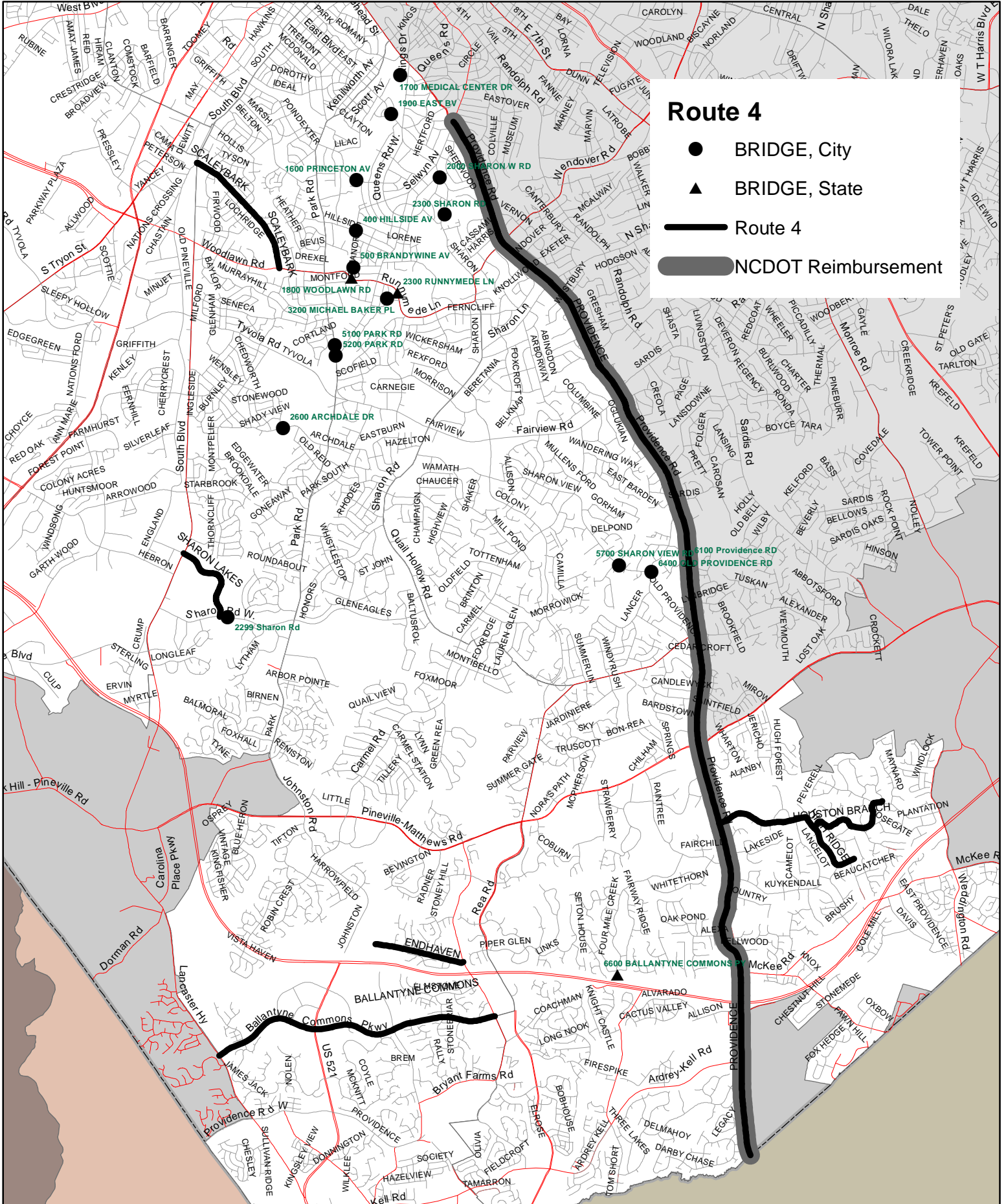
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# Salt Brine - Snow Route 4

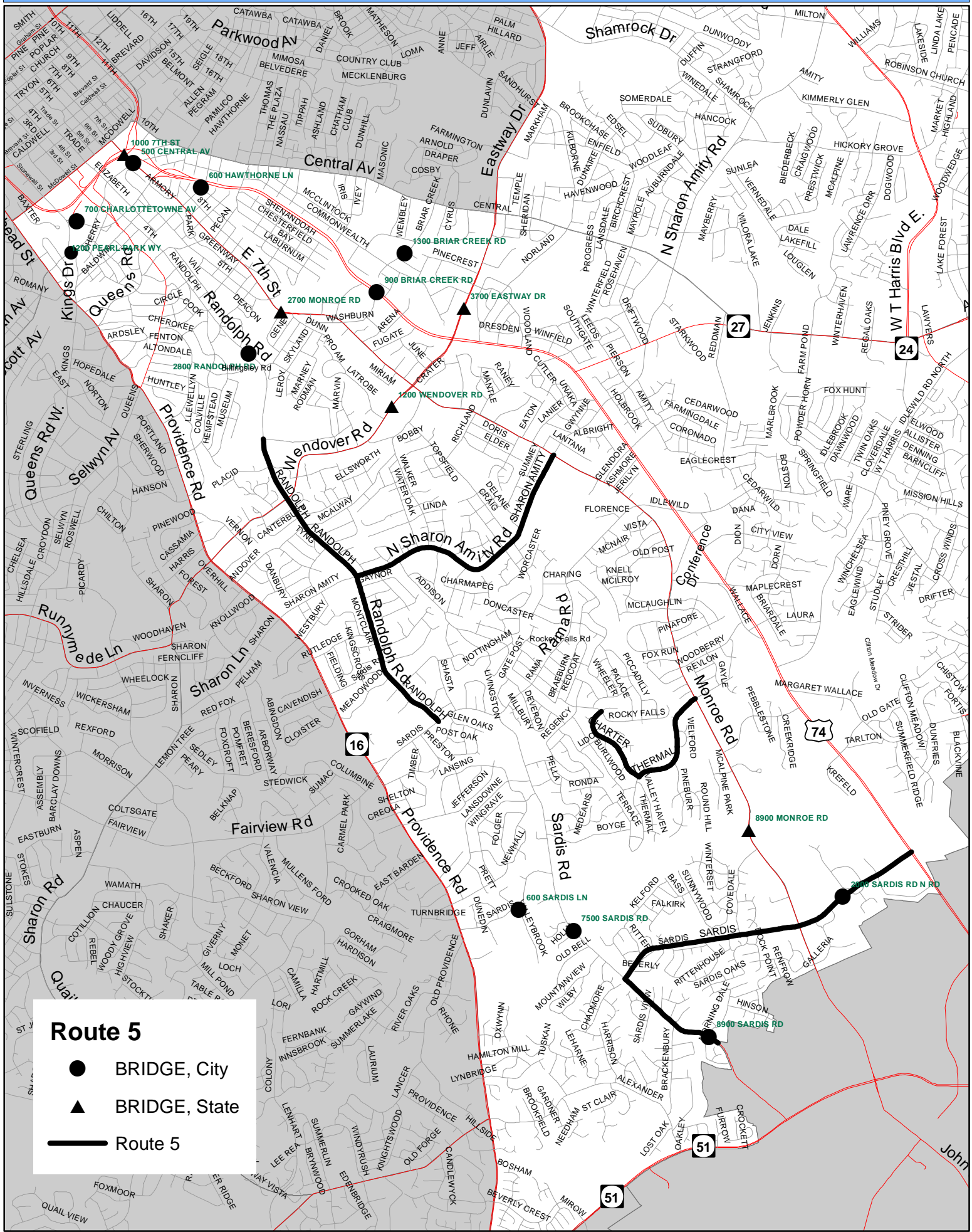
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# Salt Brine - Snow Route 5

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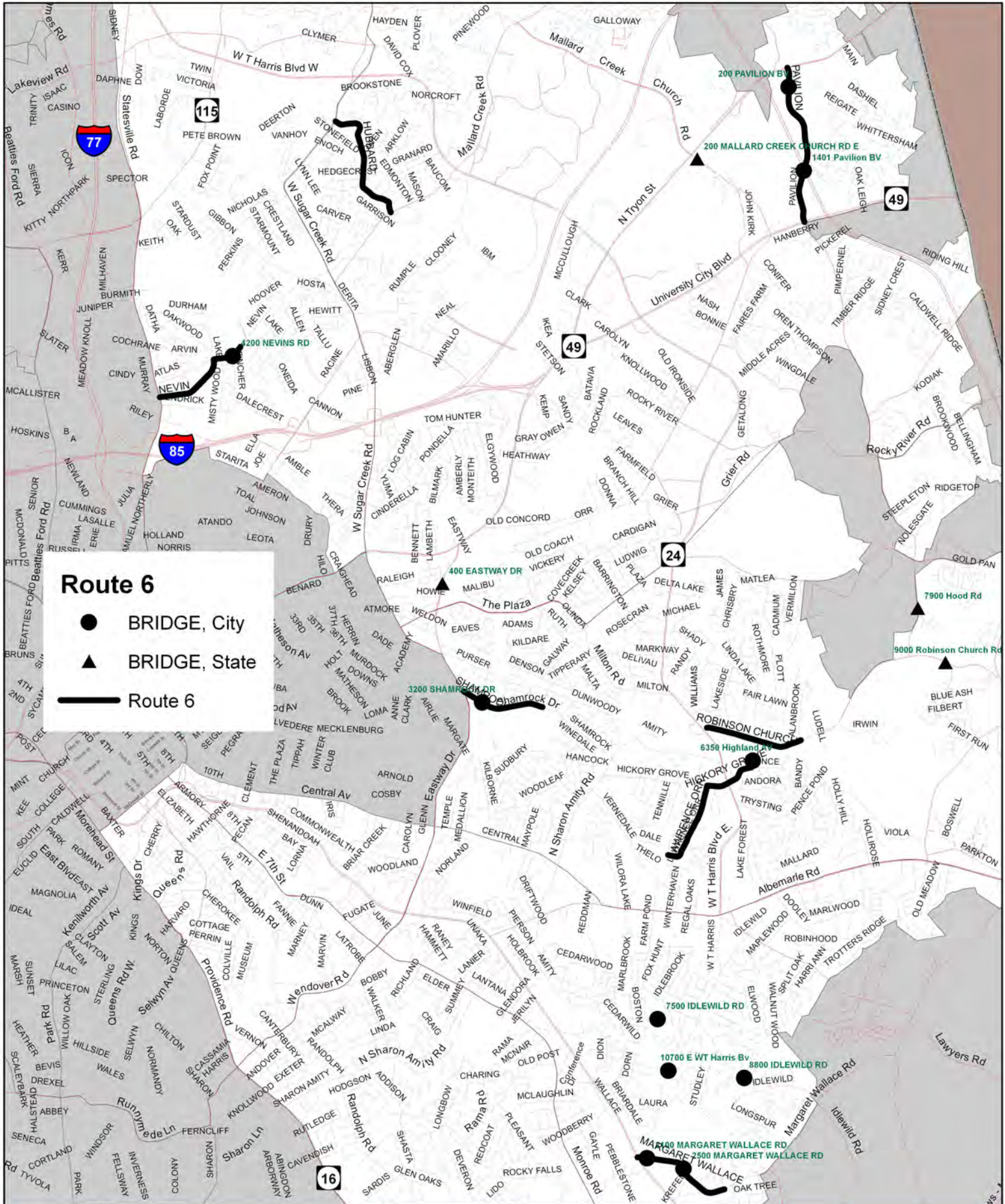
**Route 5**

- BRIDGE, City
- ▲ BRIDGE, State
- Route 5



# Salt Brine - Snow Route 6

FY13

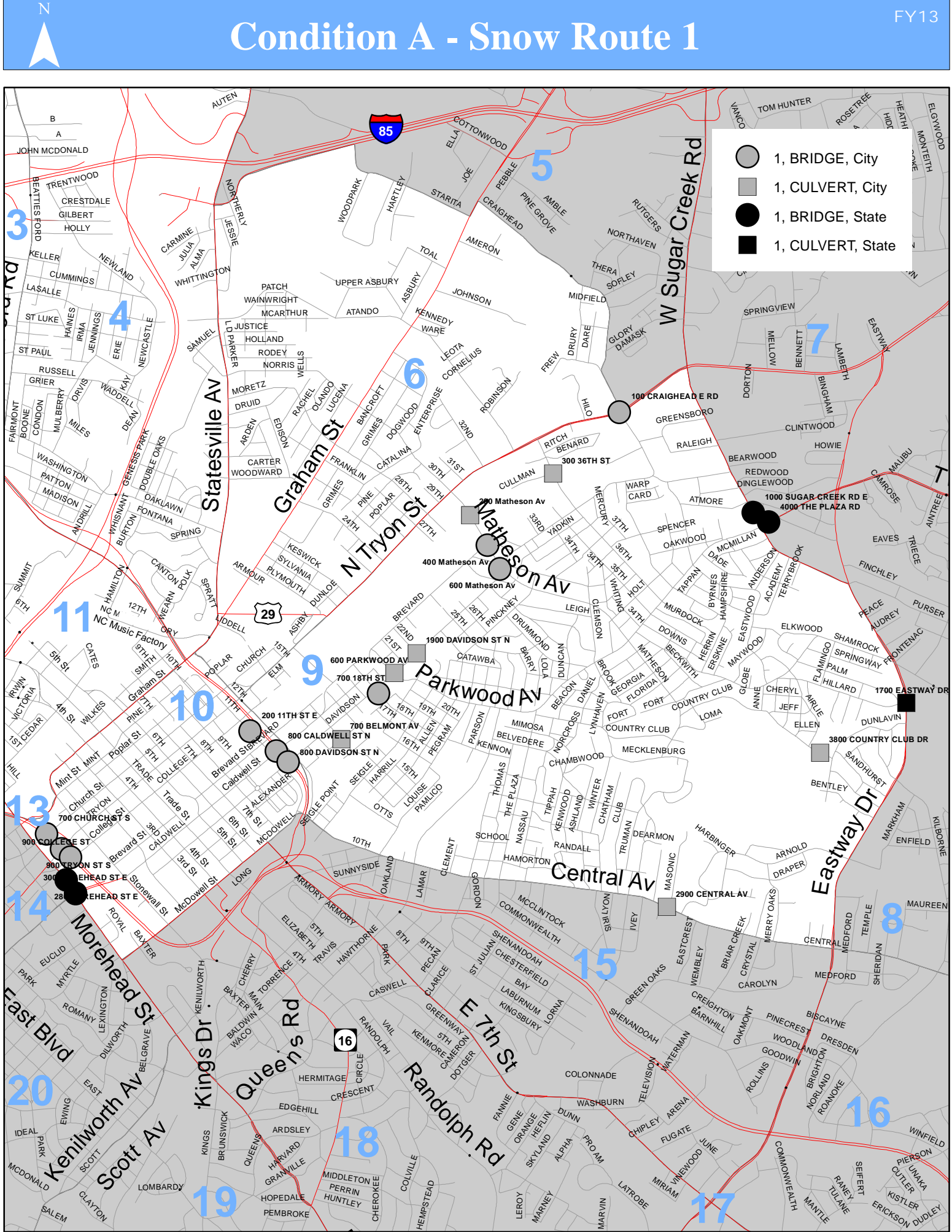


**Route 6**

- BRIDGE, City
- ▲ BRIDGE, State
- Route 6

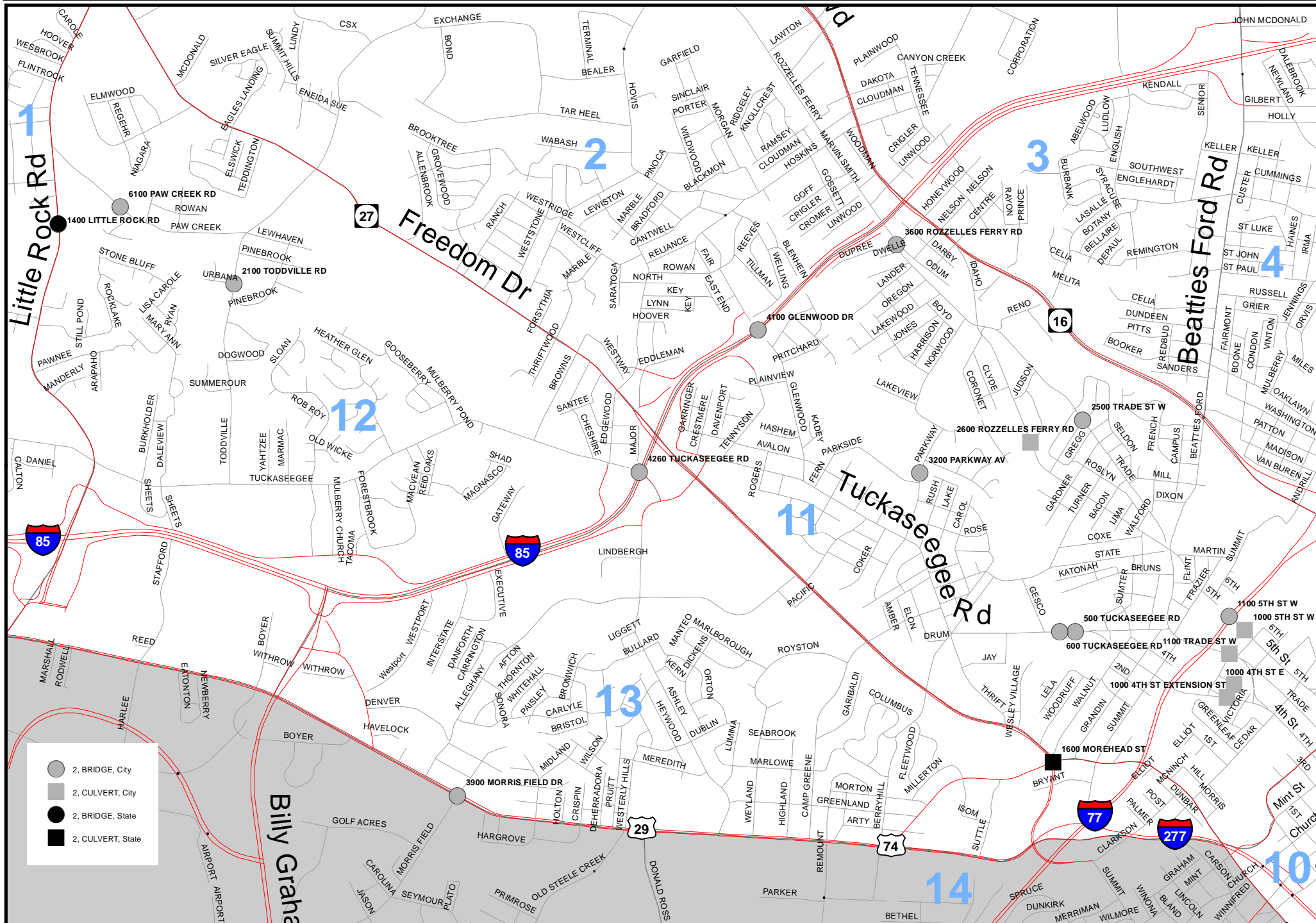


# Condition A - Snow Route 1



# Condition A - Snow Route 2

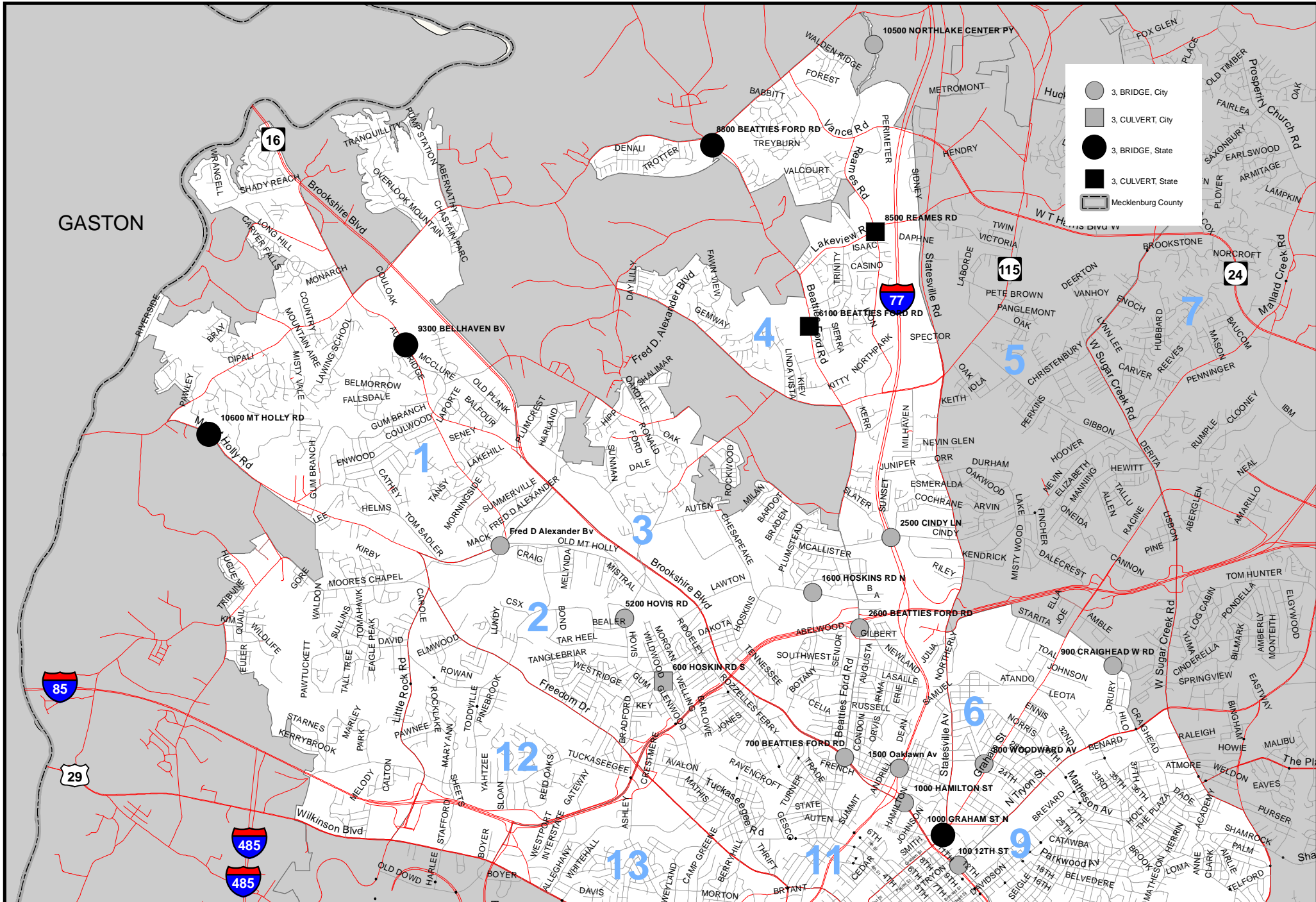
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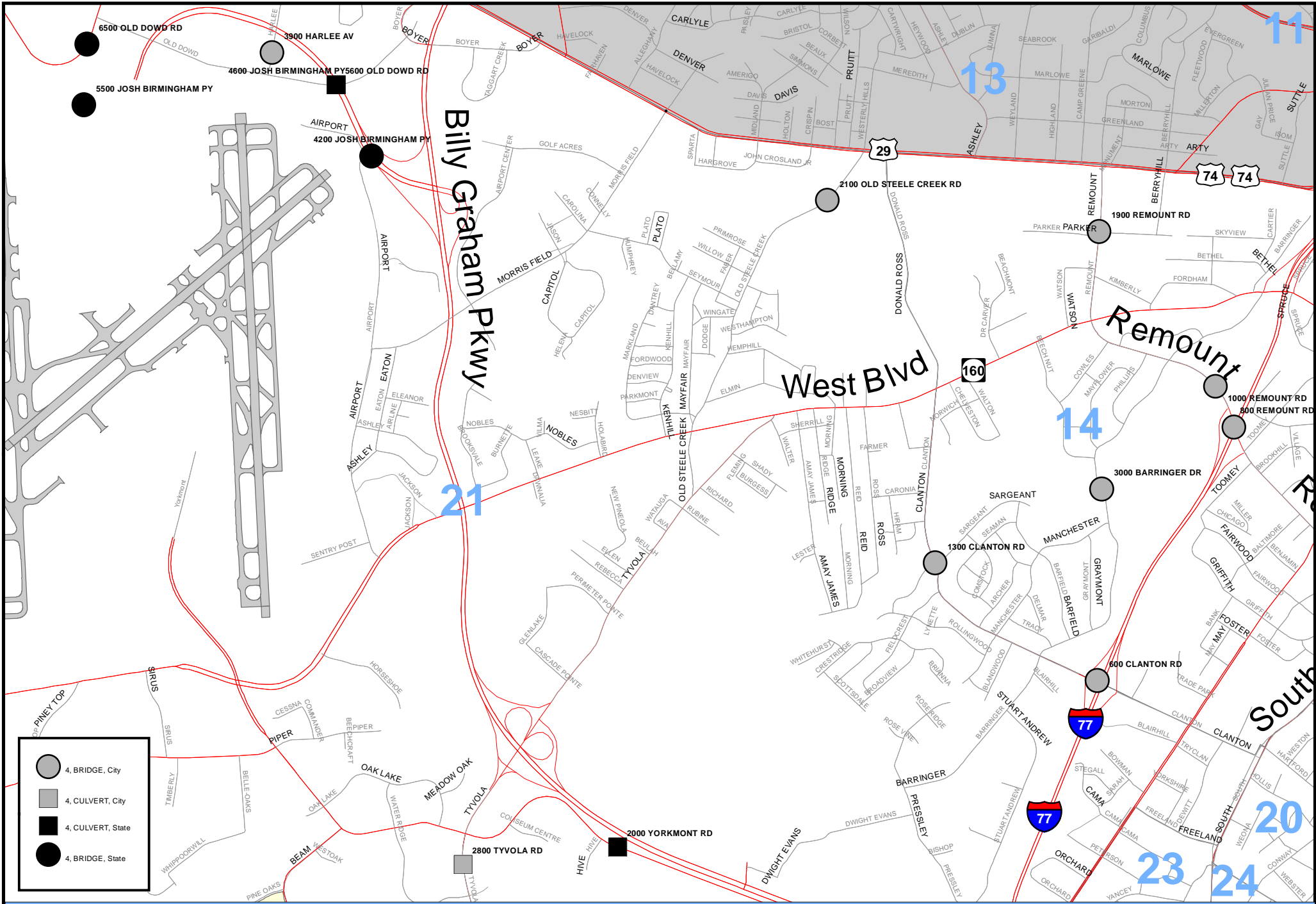




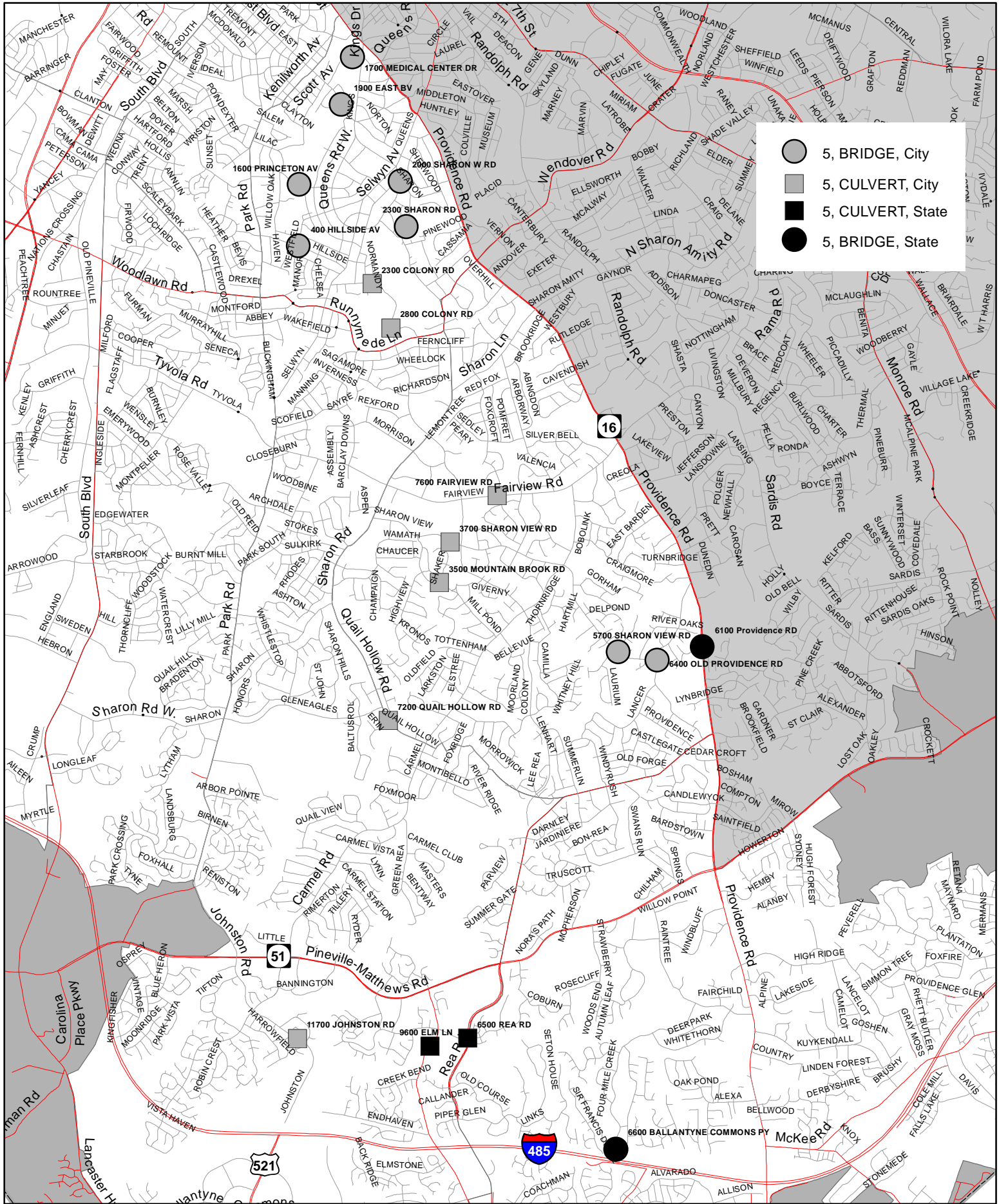
# Condition A - Snow Route 3

FY13



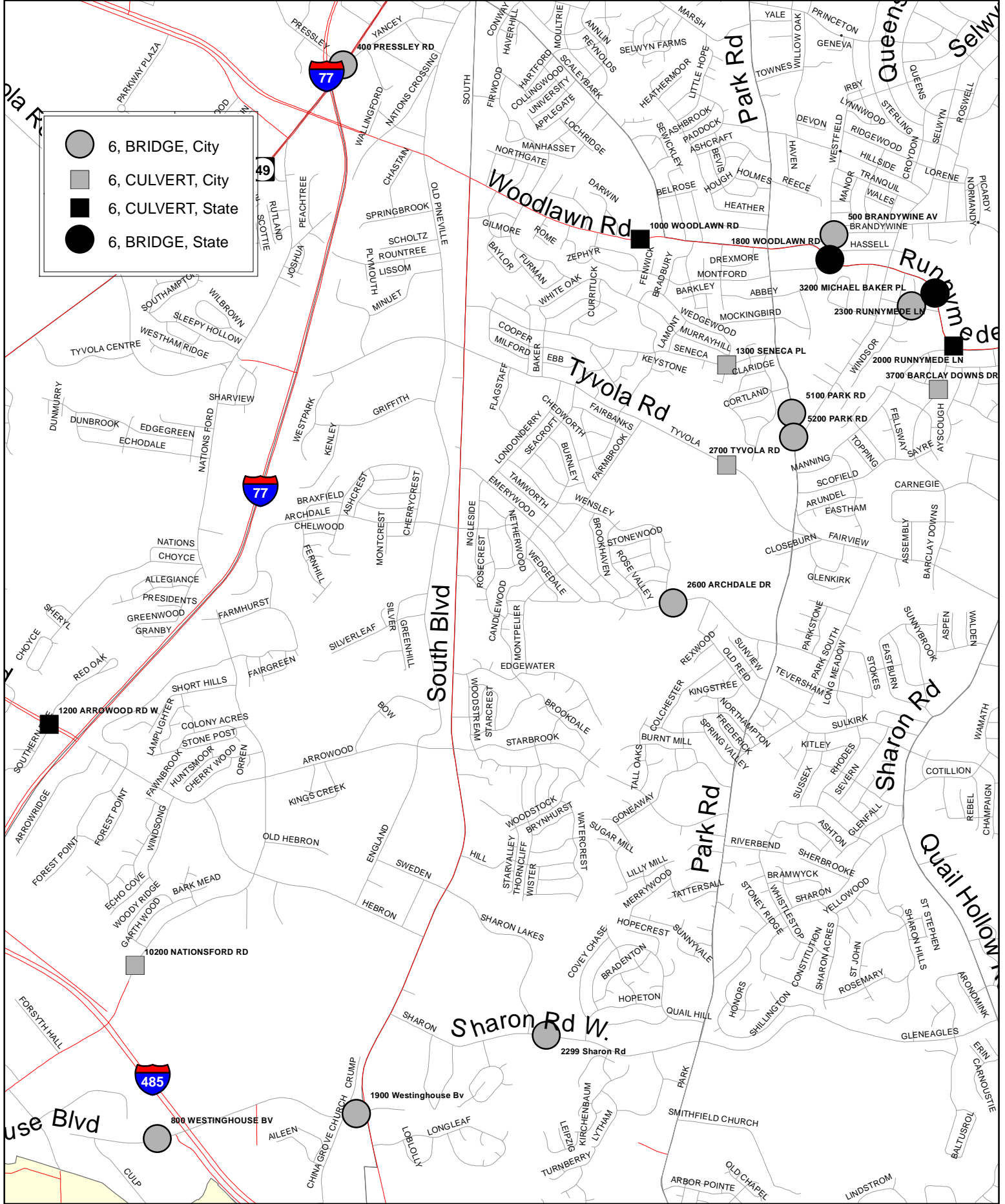






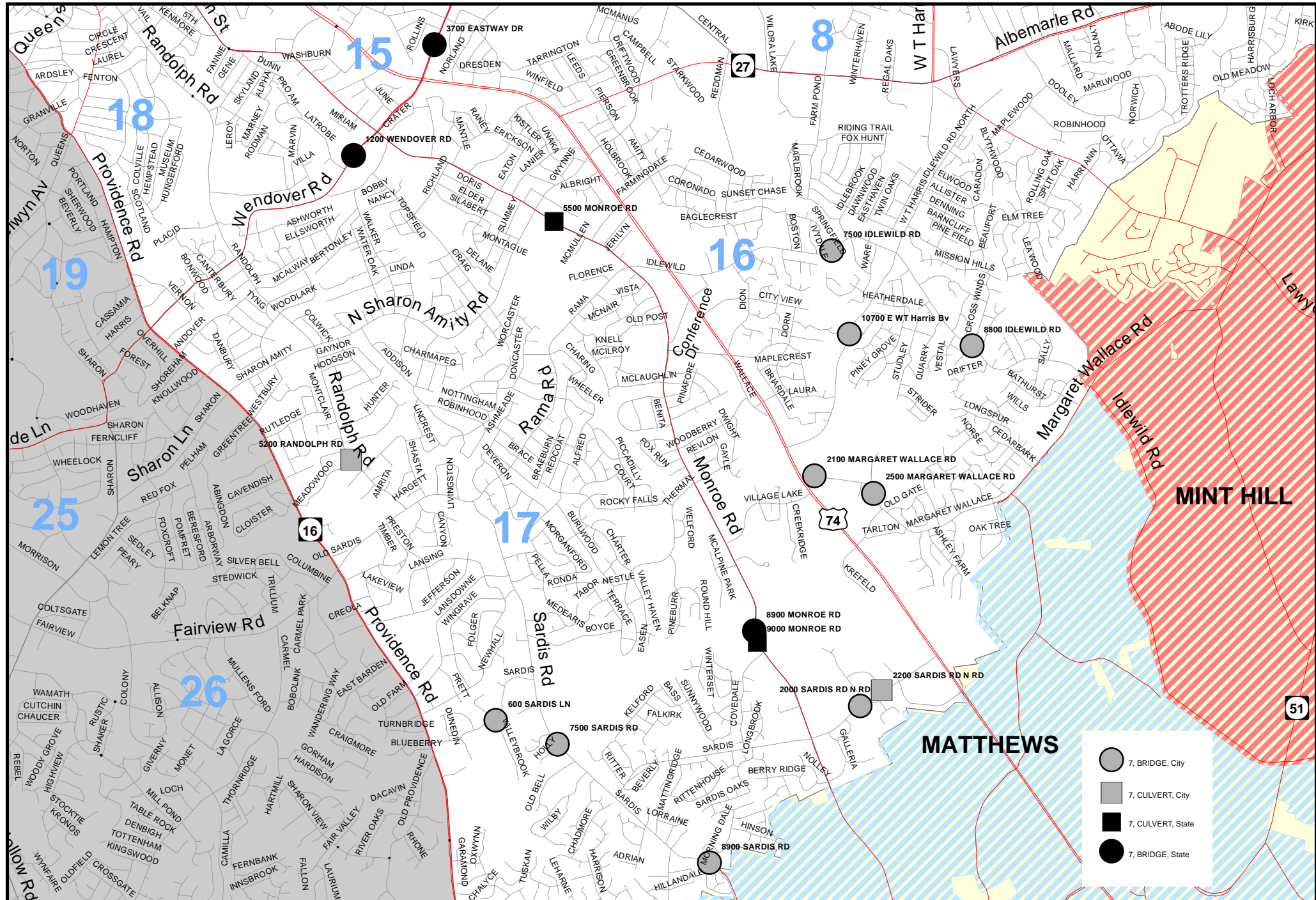


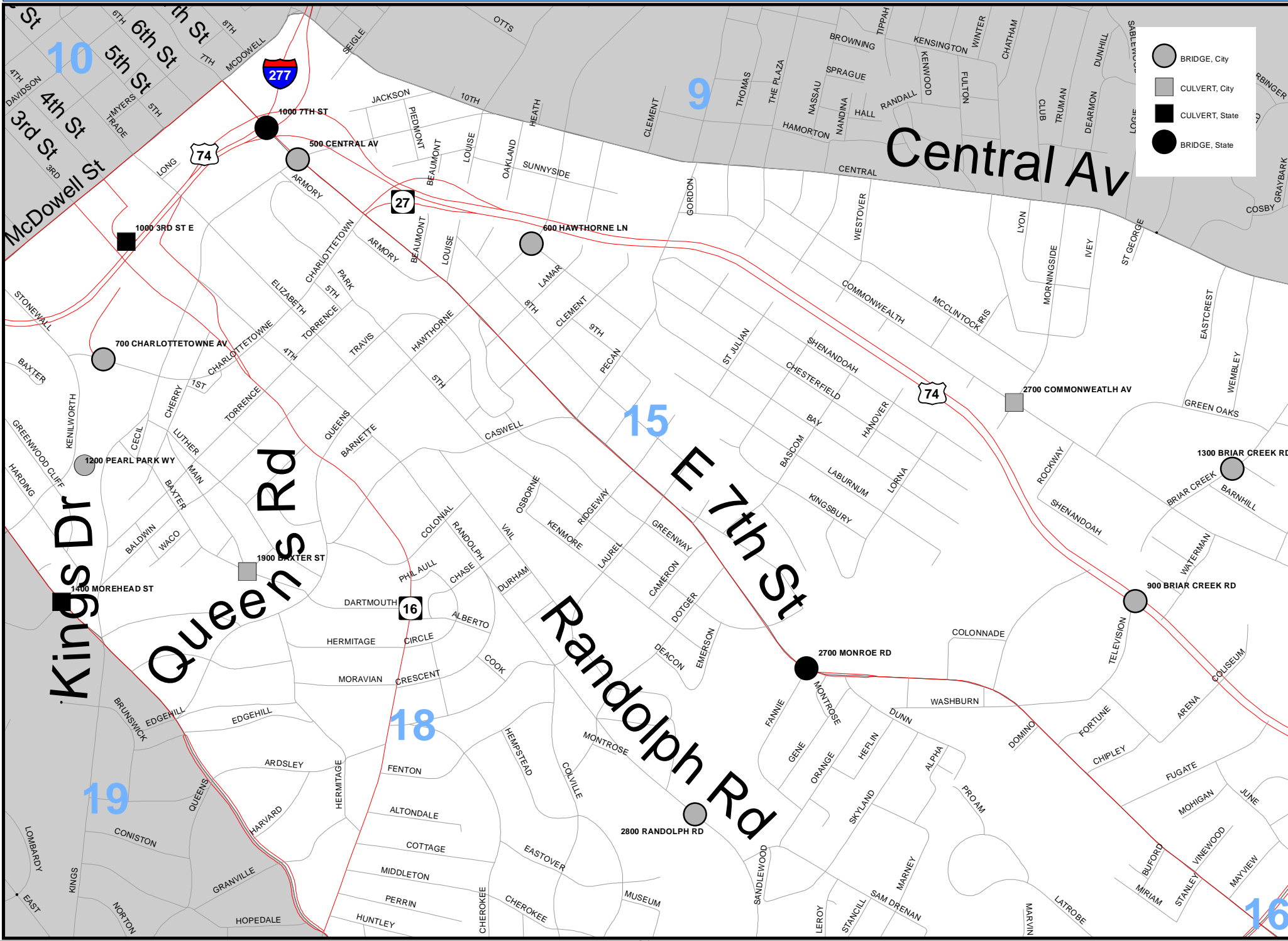
# Condition A - Snow Route 6



# Condition A - Snow Route 7

FY13



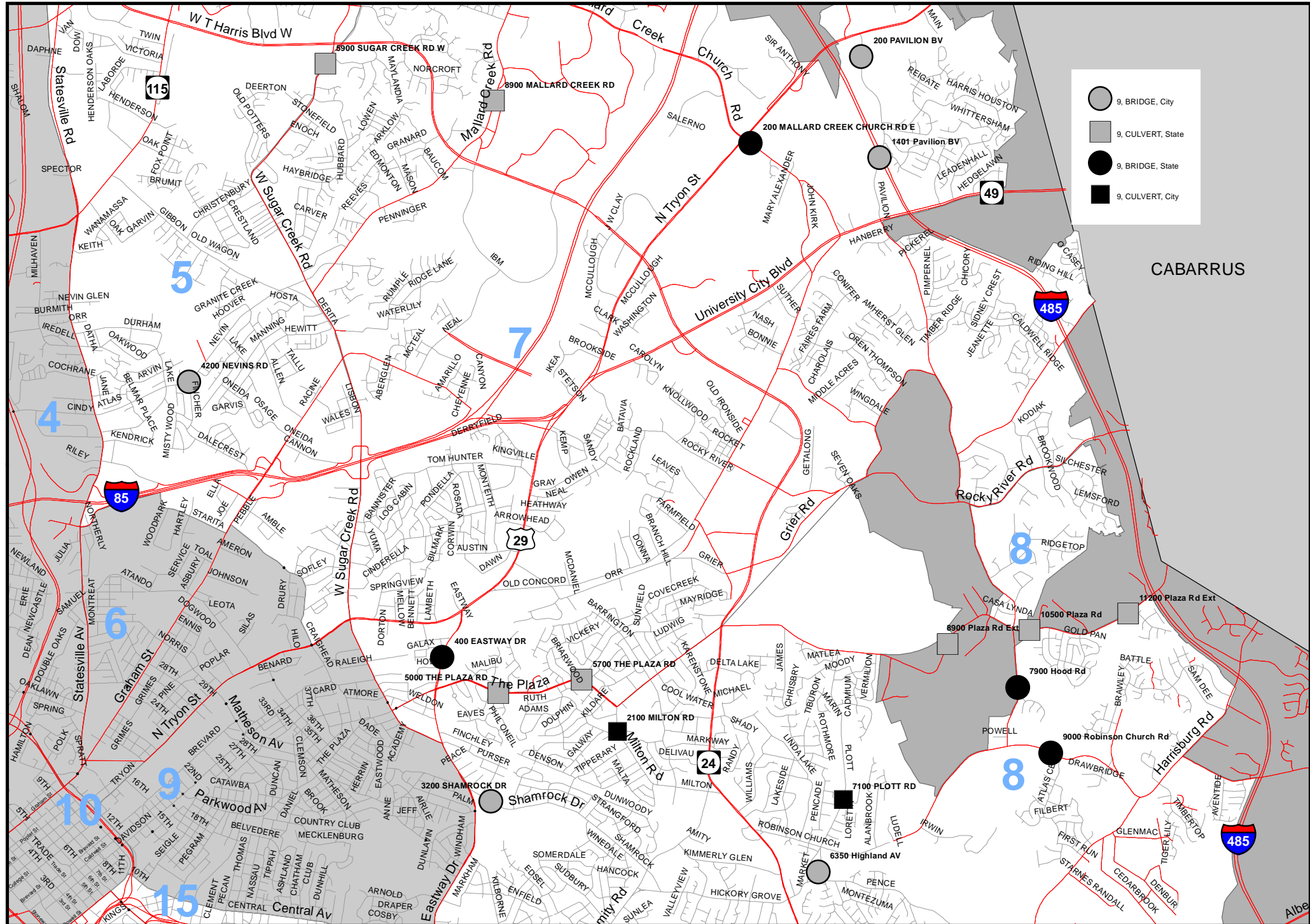


- BRIDGE, City
- CULVERT, City
- CULVERT, State
- BRIDGE, State



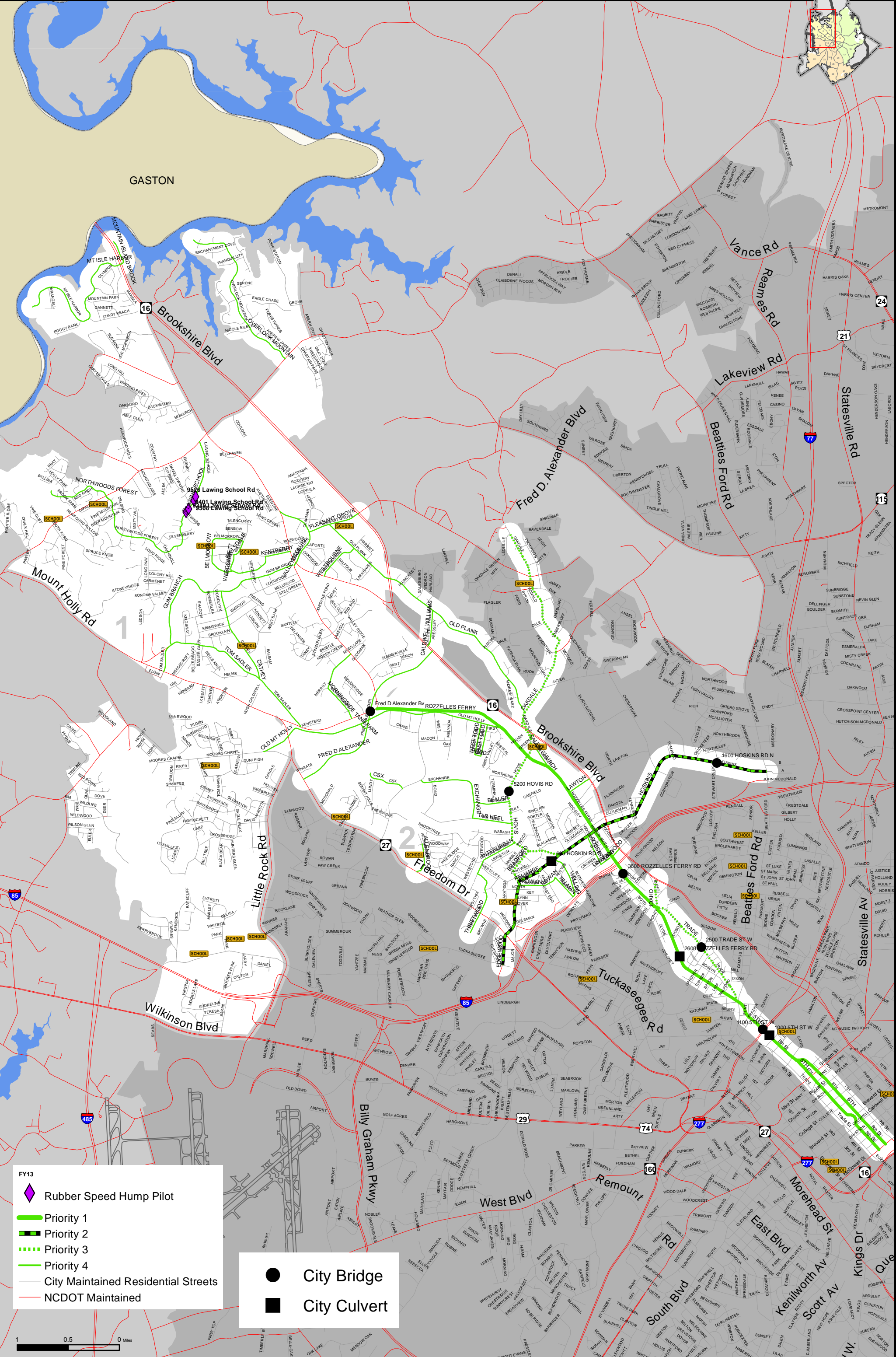
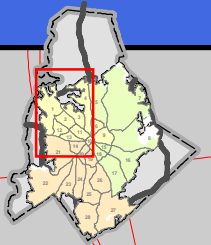
# Condition A - Snow Route 9

FY13





# B/C Snow Route 1 & 2

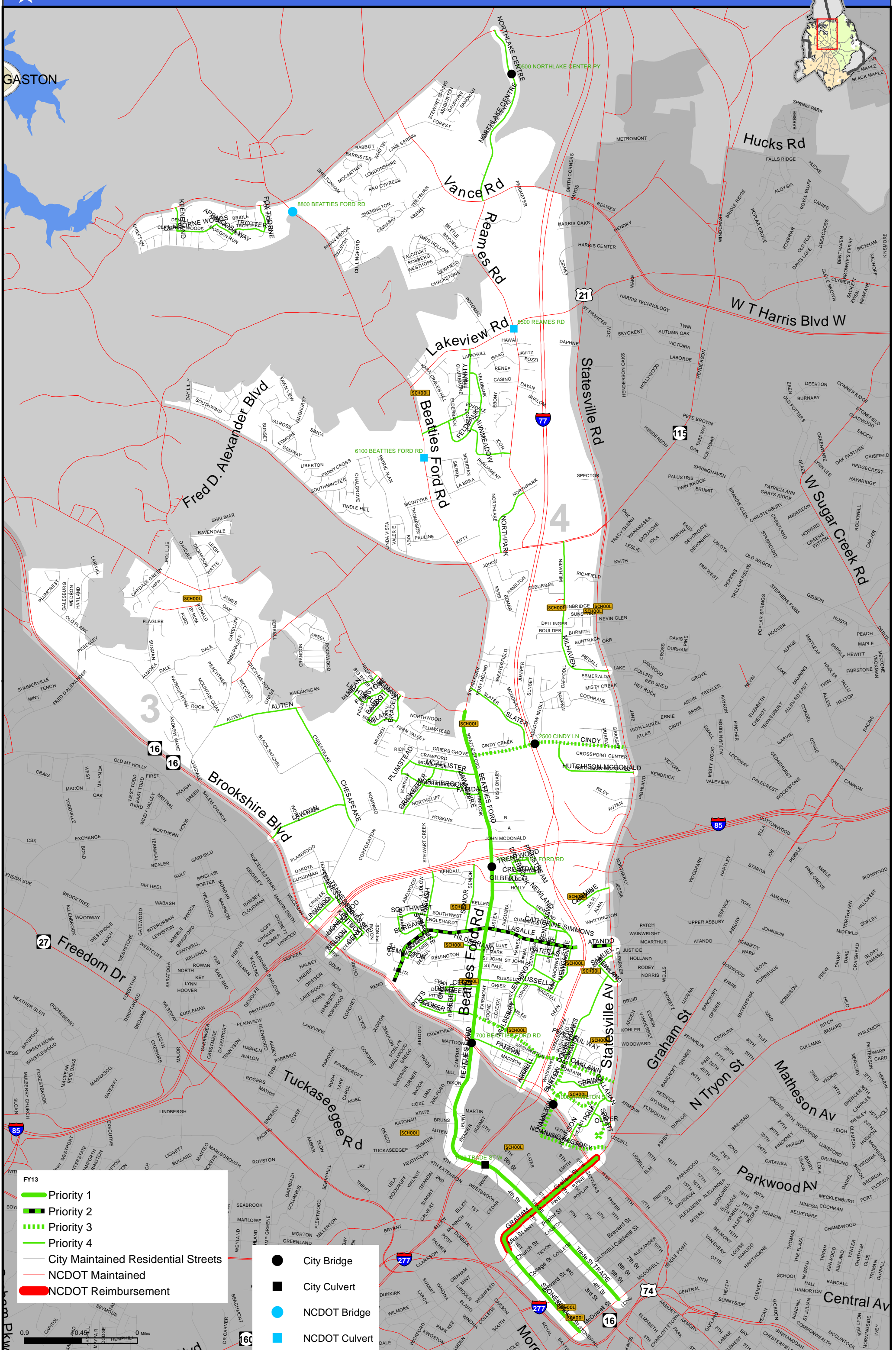
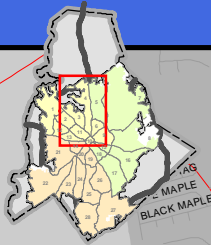


- FY13
- Rubber Speed Hump Pilot
  - Priority 1
  - Priority 2
  - Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained

- City Bridge
- City Culvert



# B/C Snow Route 3 & 4



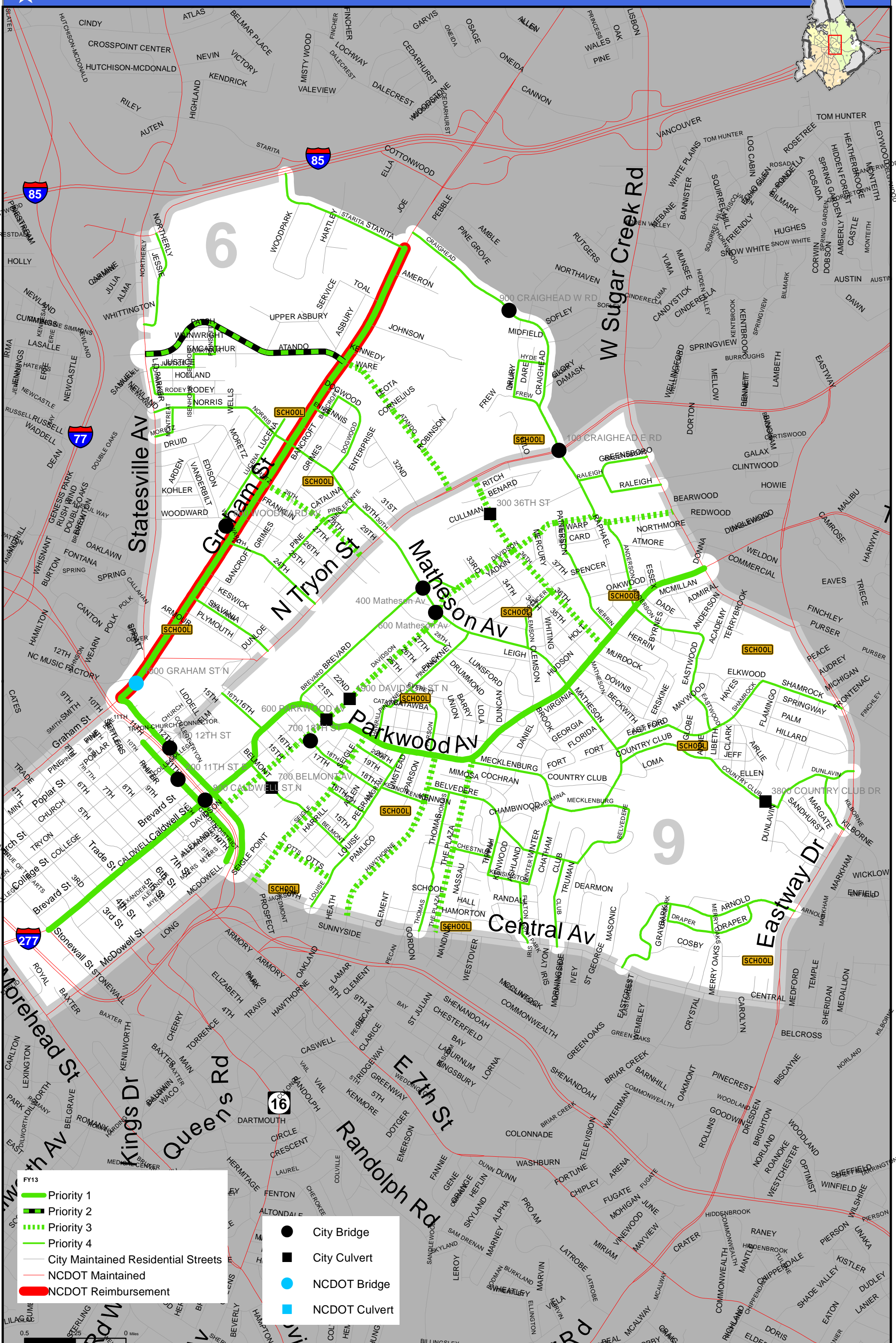
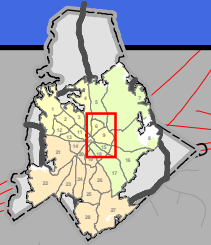
- FY13**
- Priority 1
  - - - Priority 2
  - . . . Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - - - NCDOT Maintained
  - NCDOT Reimbursement

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





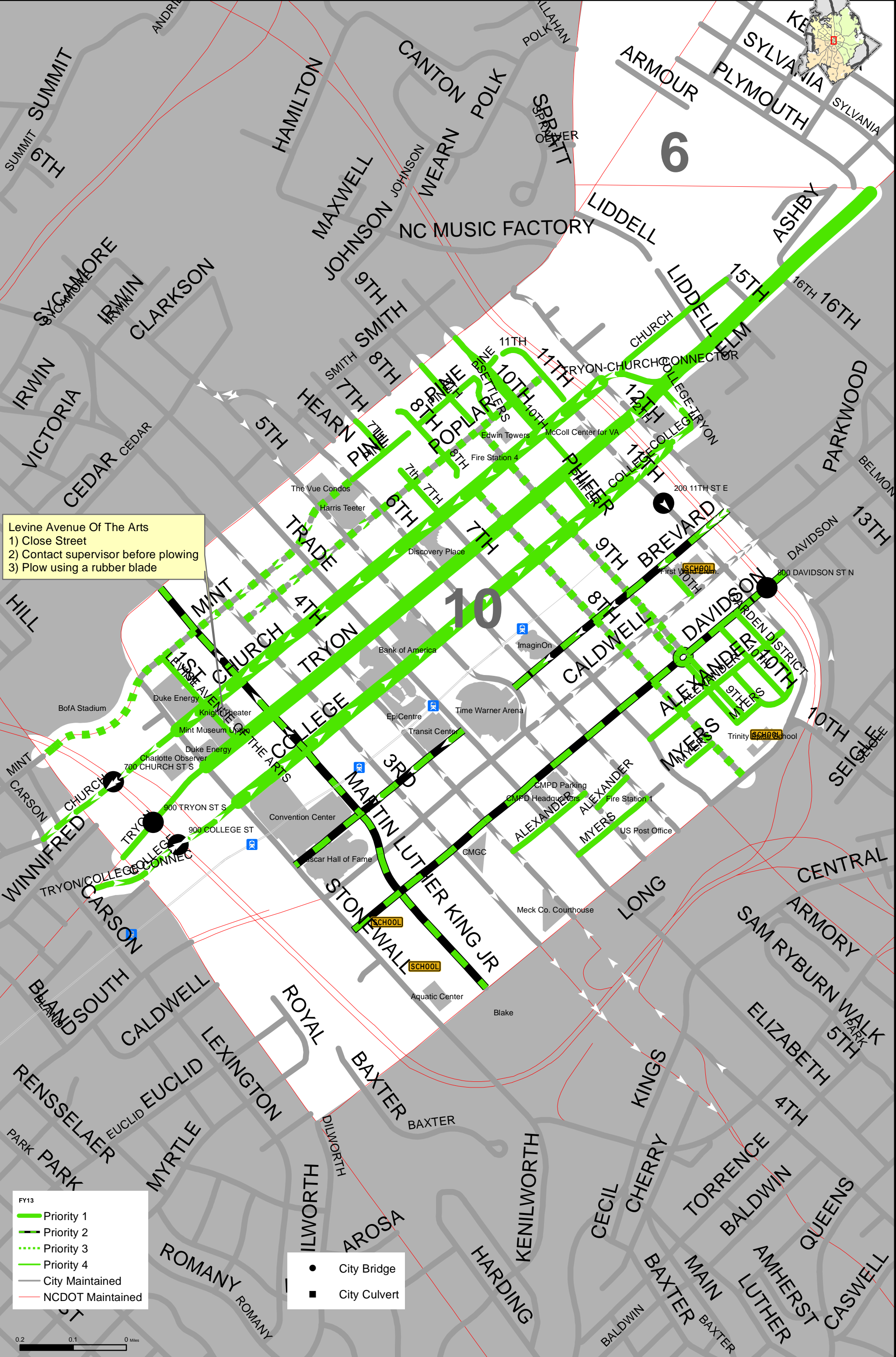
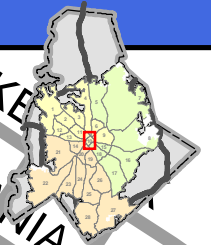
# B/C Snow Route 6 & 9



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



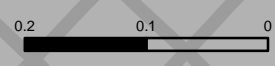
# B/C Snow Route 10A & 10B



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

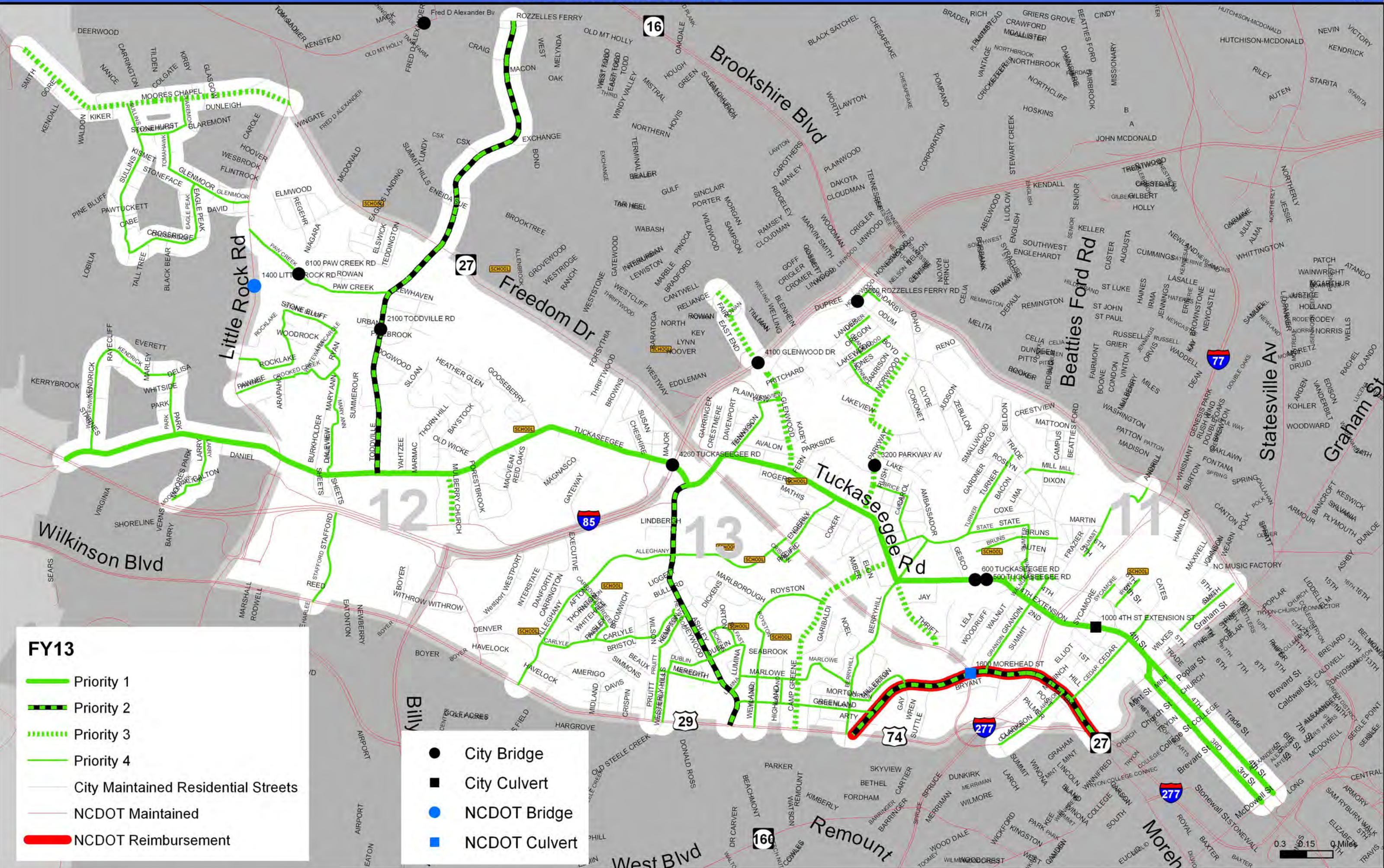
- FY13**
- Priority 1
  - Priority 2
  - - - Priority 3
  - · - · - Priority 4
  - City Maintained
  - NCDOT Maintained

- City Bridge
- City Culvert





# B/C Snow Route 11/12&13



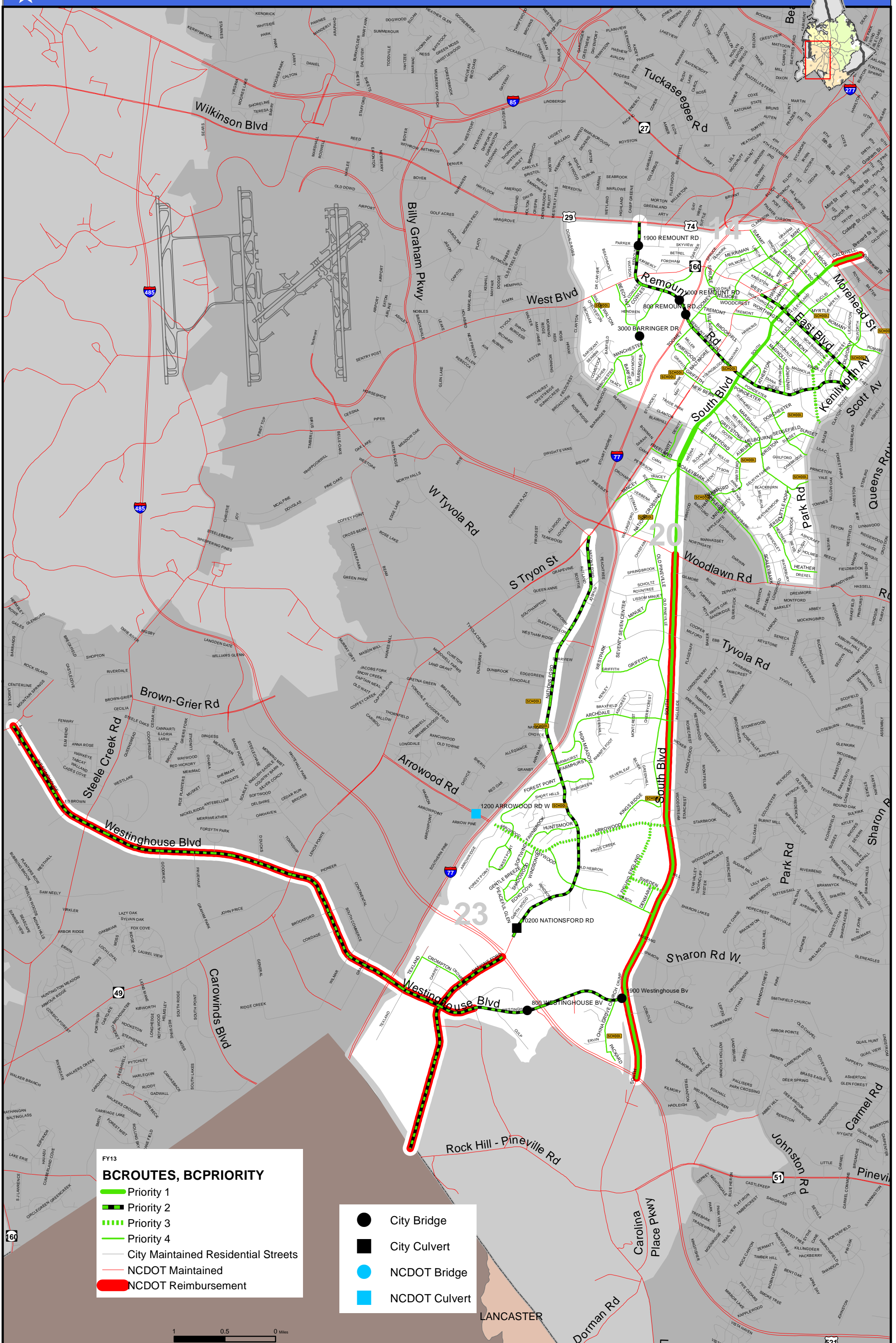
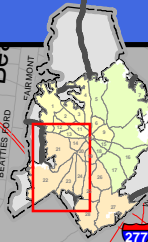
## FY13

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

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



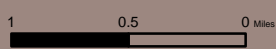
# B/C Snow Route 14/20&23



**FY13**  
**BCROUTES, BCPRIORITY**

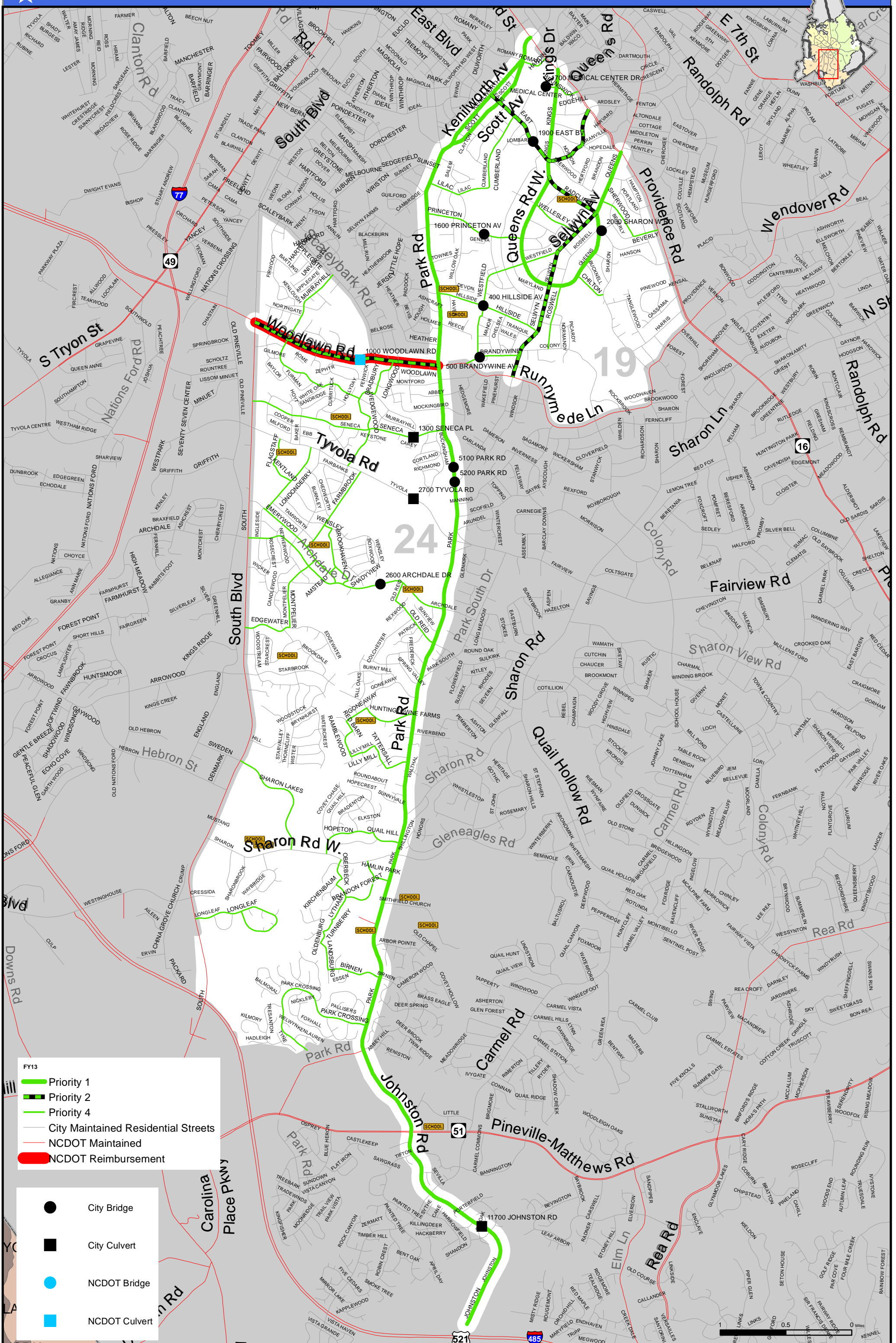
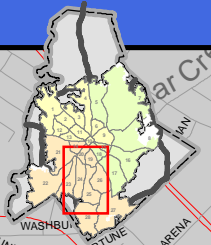
- Priority 1
- - - Priority 2
- . . . Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- - - NCDOT Reimbursement

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



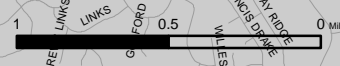


# B/C Snow Route 19 & 24



- FY13**
- █ Priority 1
  - █ Priority 2
  - █ Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained
  - NCDOT Reimbursement

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



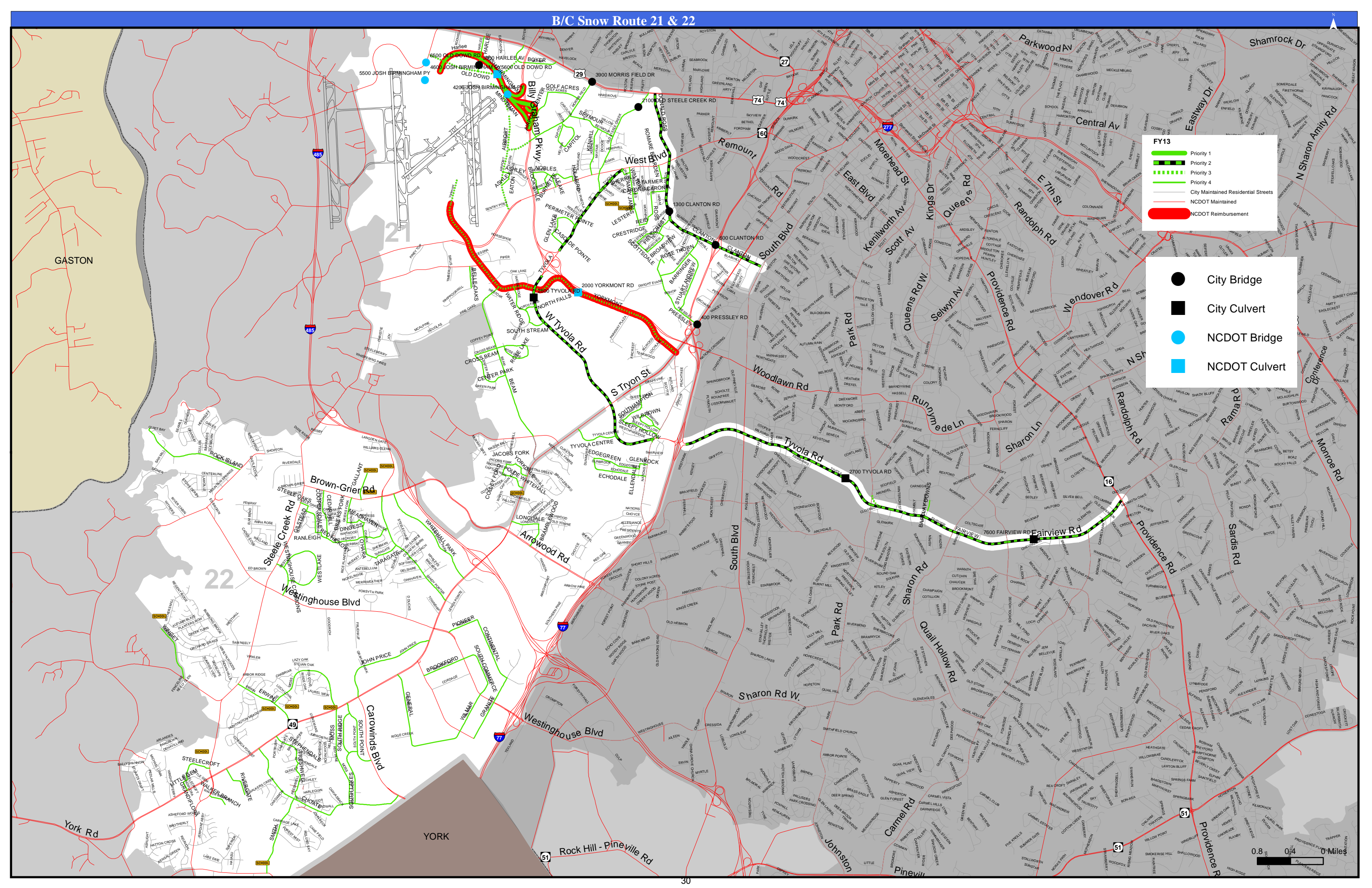


B/C Snow Route 21 & 22

**FY13**

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

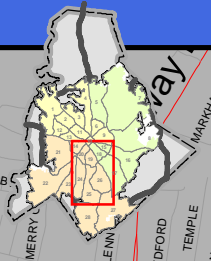
- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert



0.8 0.4 0 Miles

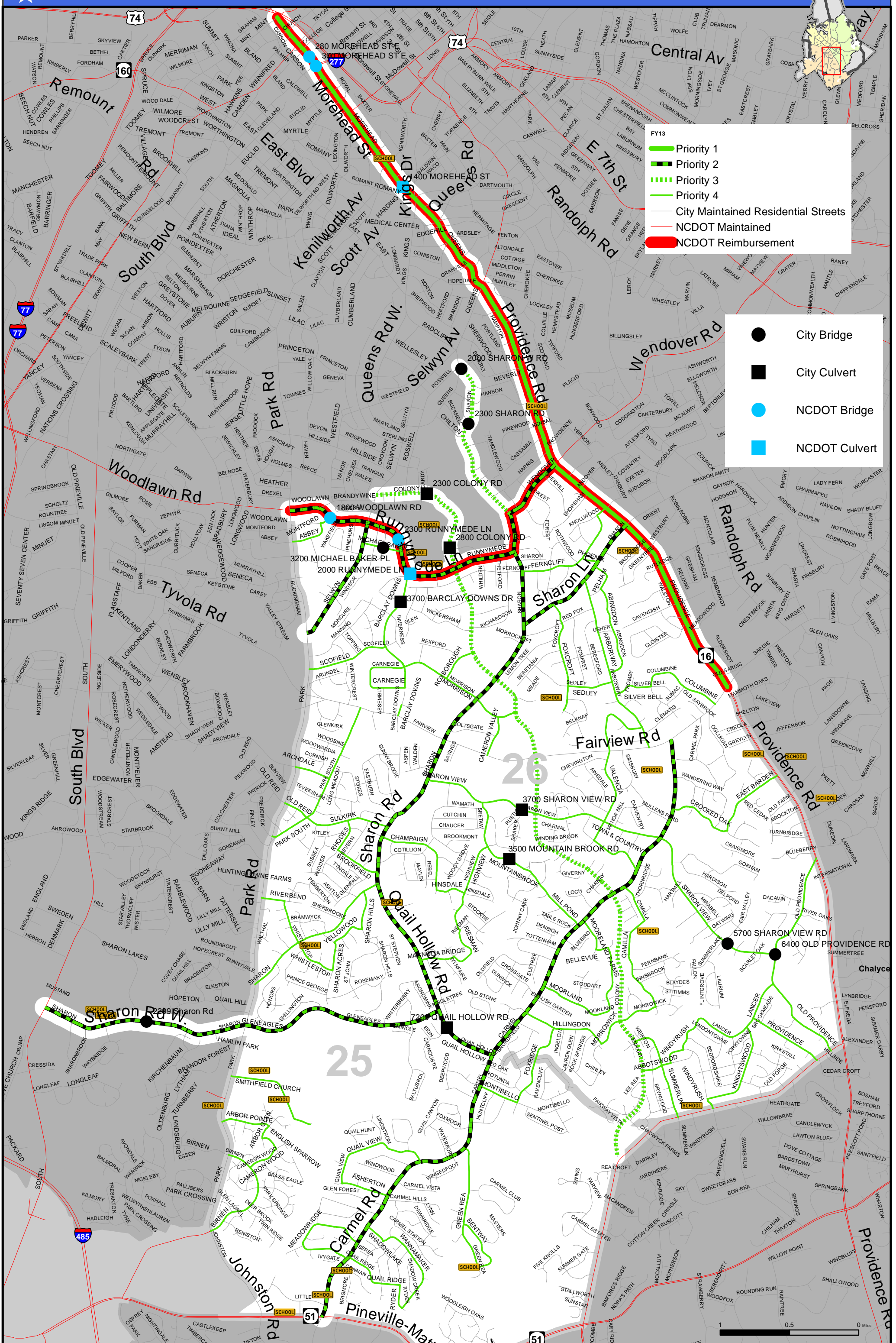


# B/C Snow Route 25 & 26



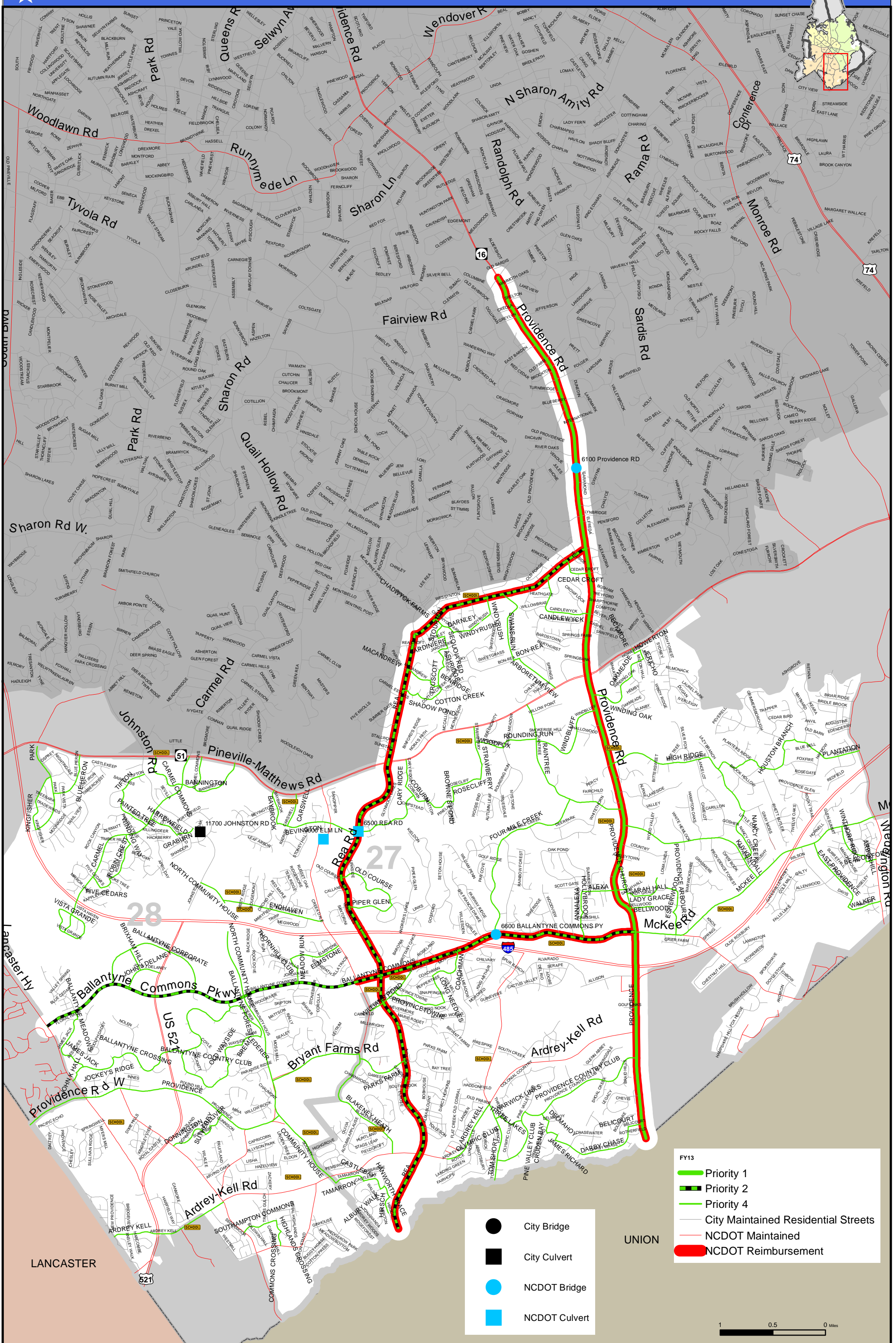
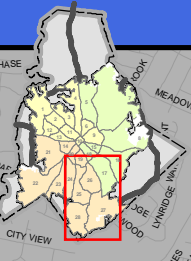
- FY13**
- Priority 1
  - - - Priority 2
  - · · Priority 3
  - · — Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained
  - NCDOT Reimbursement

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





# B/C Snow Route 27 & 28



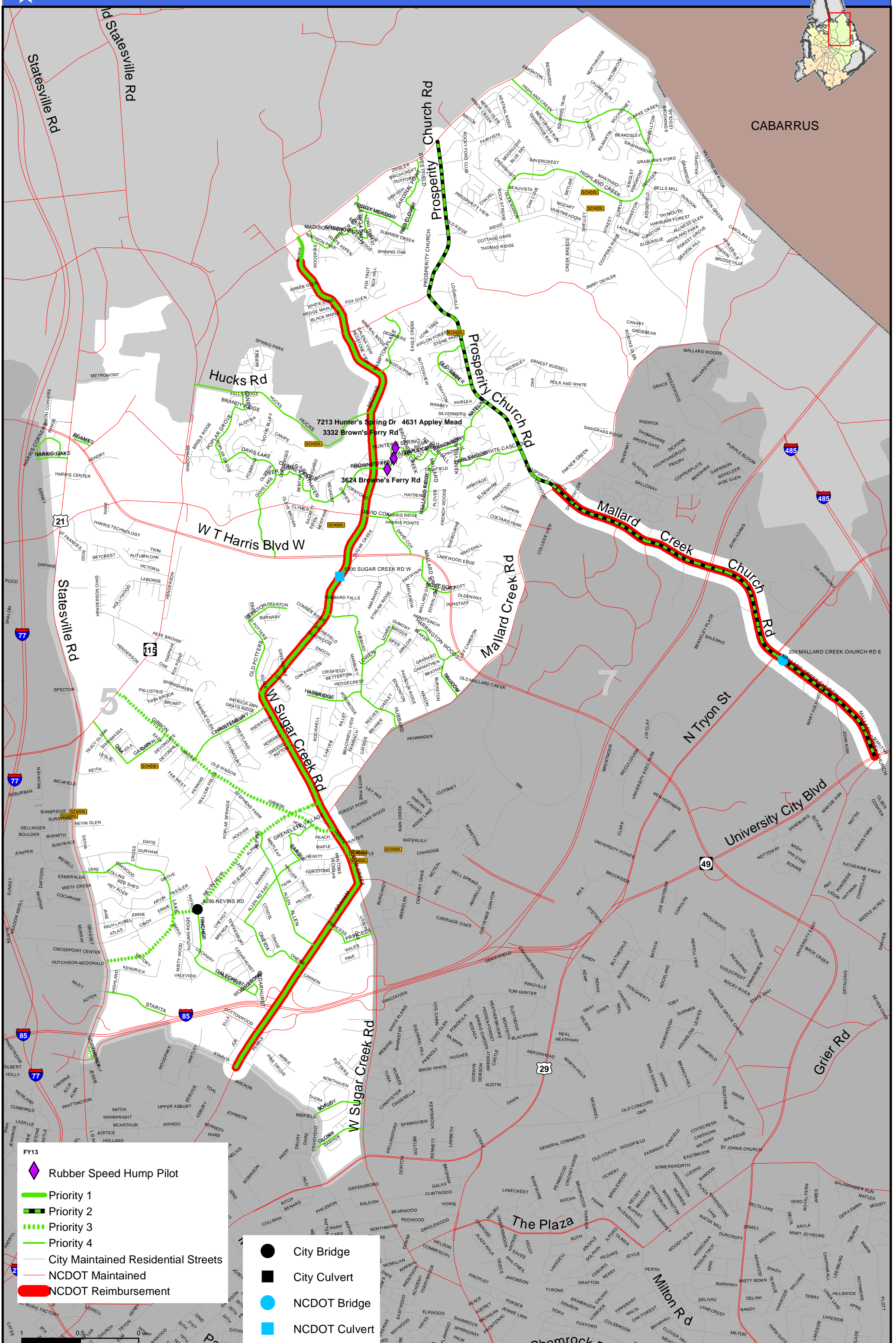
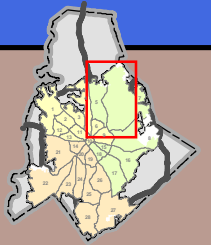
**FY13**

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

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

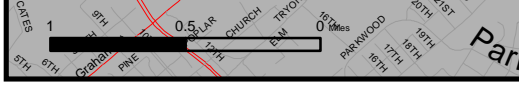


# B/C Snow Route 5 & 18



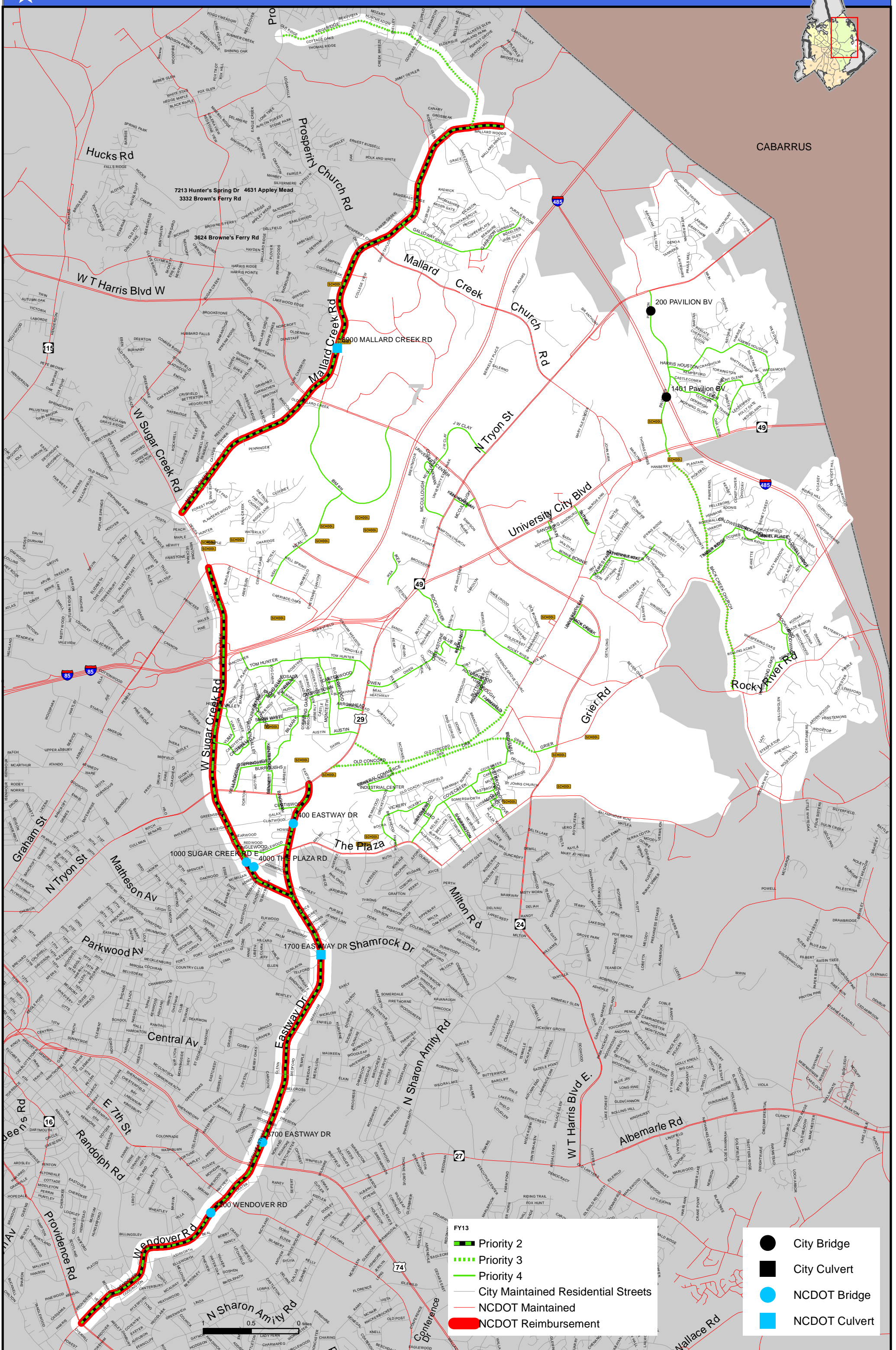
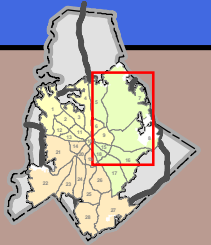
- FY13**
- Rubber Speed Hump Pilot
  - Priority 1
  - Priority 2
  - Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained
  - NCDOT Reimbursement

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





# B/C Snow Route 7A & 7B



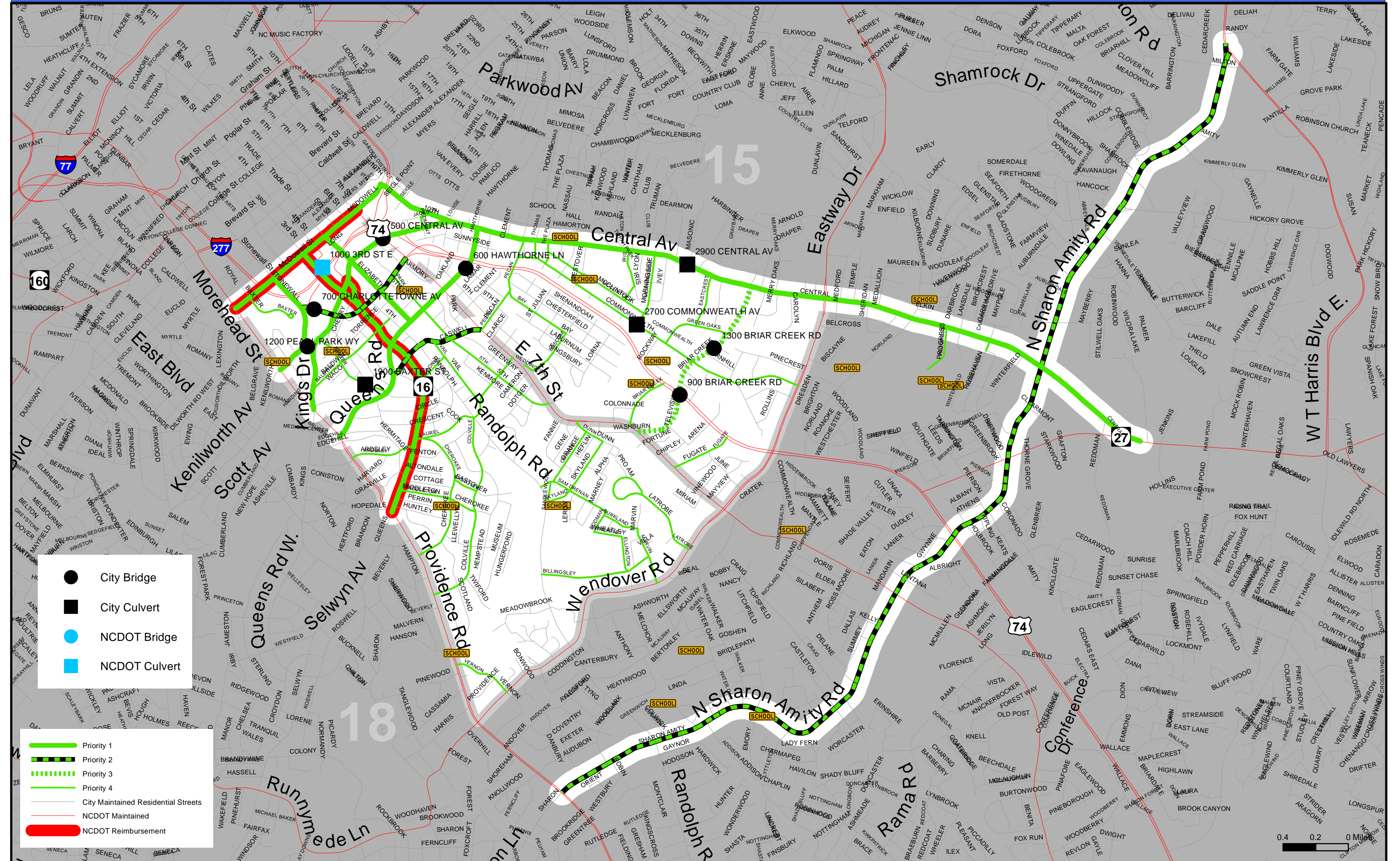
- FY13**
- █ Priority 2
  - ⋯ Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained
  - █ NCDOT Reimbursement

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



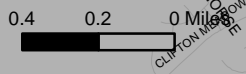


# B/C Snow Route 8B & 15



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

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



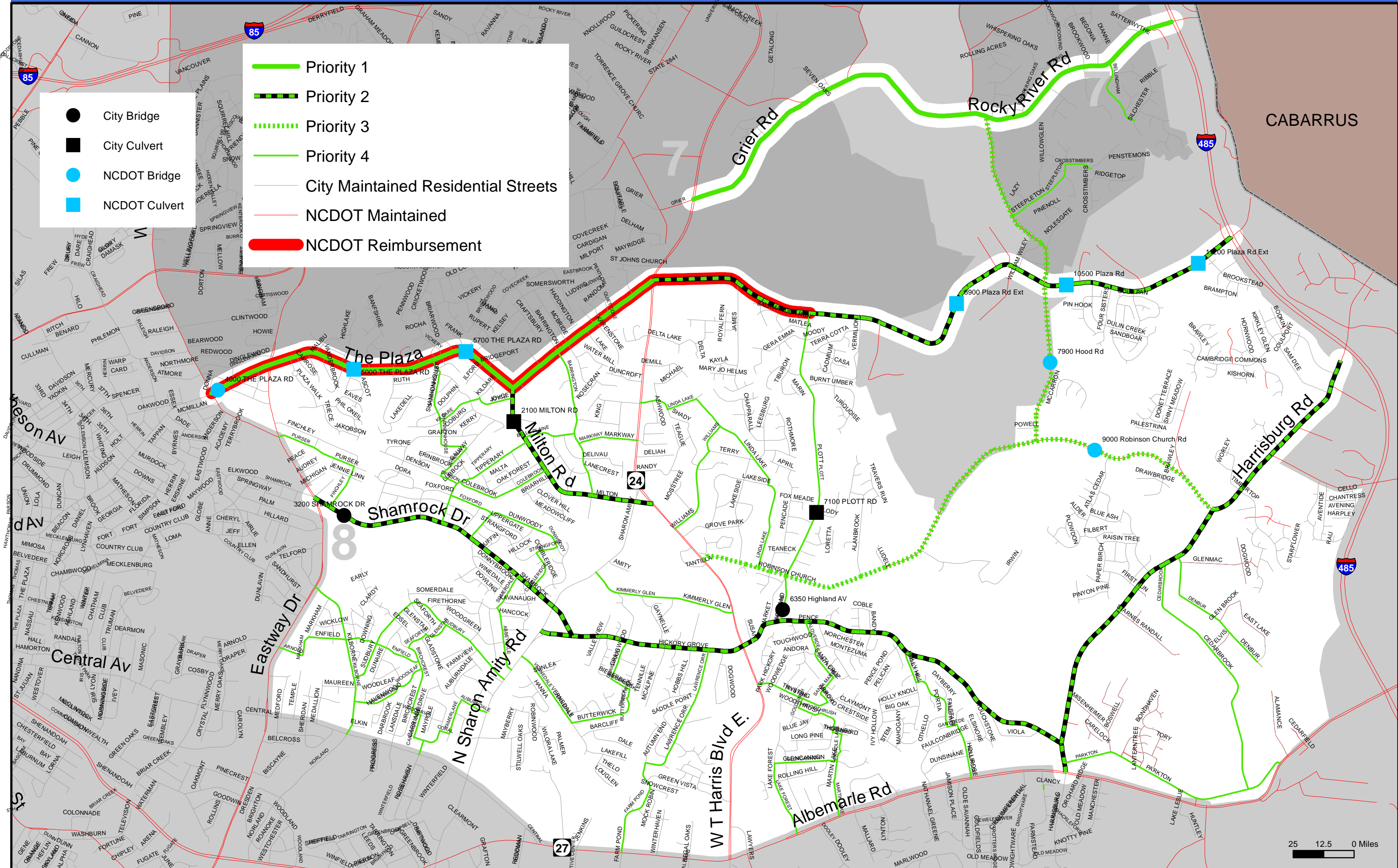


# B/C Snow Route 8A & 7C



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

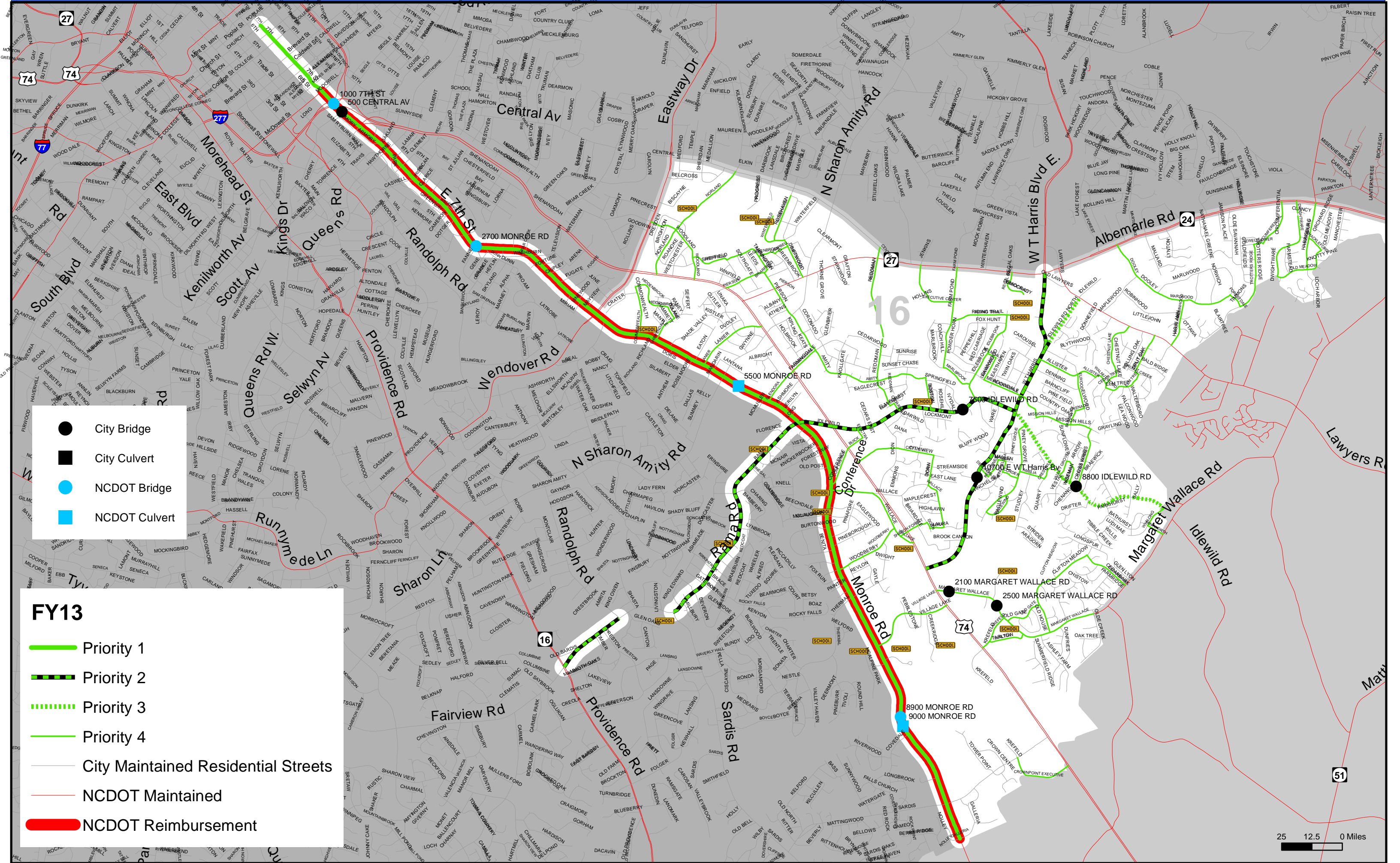
- Priority 1
- Priority 2
- Priority 3
- Priority 4
- City Maintained Residential Streets
- NCDOT Maintained
- NCDOT Reimbursement



25 12.5 0 Miles



# B/C Snow Route 16A & 16B

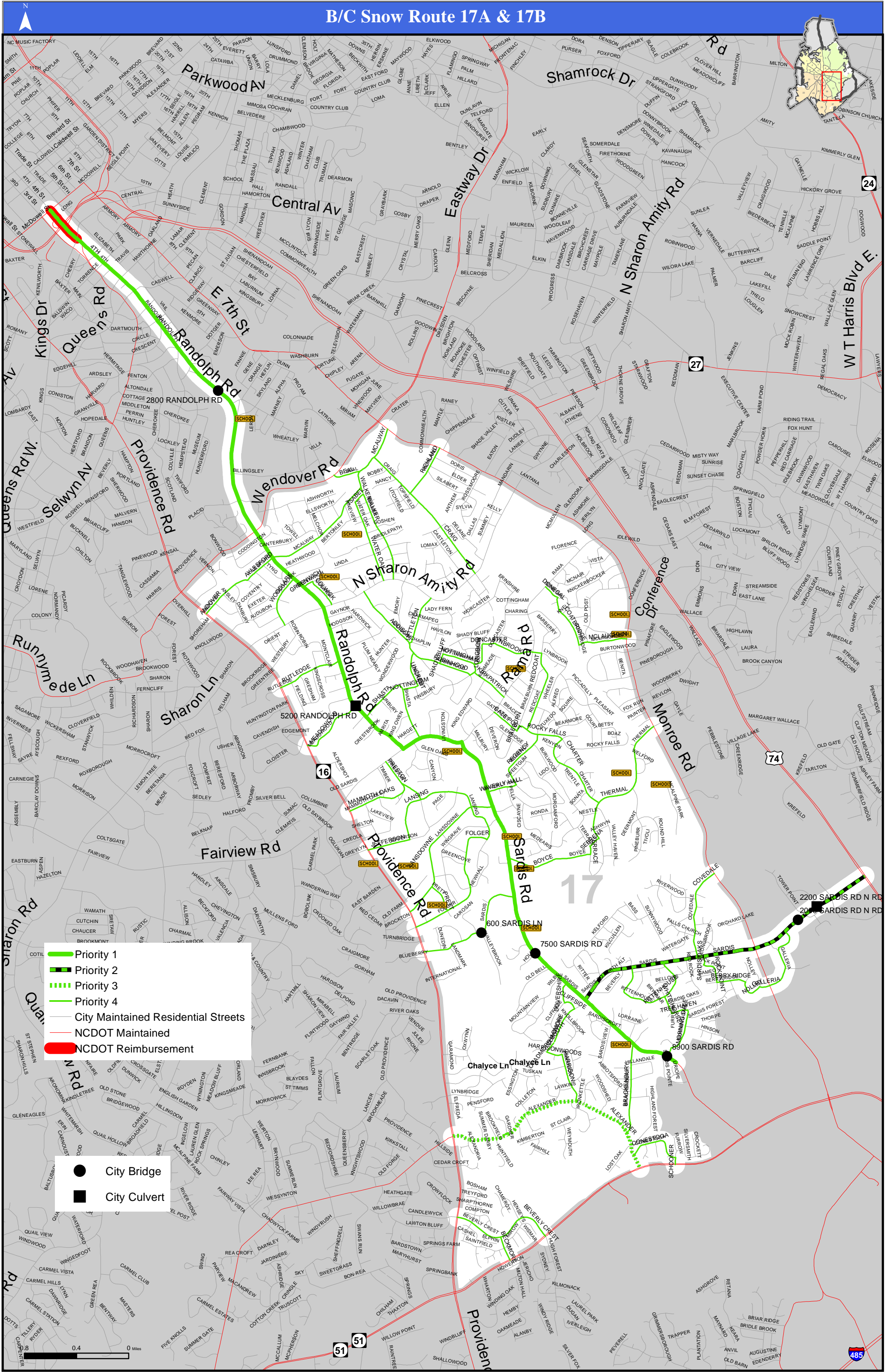


- City Bridge
- City Culvert
- NCDOT Bridge
- NCDOT Culvert

- FY13**
- Priority 1
  - - - Priority 2
  - ..... Priority 3
  - Priority 4
  - City Maintained Residential Streets
  - NCDOT Maintained
  - NCDOT Reimbursement



# B/C Snow Route 17A & 17B



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

- City Bridge
- City Culvert

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

- **Street Maintenance Parking lot at 4411 Northpointe Industrial Blvd**
- **Special Transportation Parking lots at 500 Spratt Street.** \*\* The gate is locked from 12:00am thru 6:00am Mon - Sun.
- **30<sup>th</sup> Street Bridge (Between N. Tryon St. & N. Brevard St)**
- **Bus Parking lot at 901 N. Davidson St.**
- **Solid Waste Services Parking lots ( 922 Louise Av, 1000 Otts St., 1105 Otts St., 1030 Otts St.)** \*\* include any and all parking lots, driveways, entrance ways, etc along Otts St, Atando Ave, Louise Ave. All operations are essential here. This includes Solid Waste and Fire.
- **EMD Entrance at 701 Tuckaseegee Rd.**
- **EMD Entrance & the access roads at 900 W. 12th St.**
- **City Parking lot located at 417 W 9<sup>th</sup> St.( Next to Alexander Michael's Restaurant)**
- **Streets around the Bank of America Stadium, Time Warner Arena, and Bojangles Coliseum. IF** there is an event.
- **Spirit Square parking lot (345 N. College St) IF** the agency advises the division at least 12 hours before the lot must be cleared
- **Respond as needed** to other locations



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

- *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:*
  - **University Hospital** - 8800 N Tryon St
  - **Presbyterian Hospital** - 200 Hawthorne Ln
  - **Mercy Hospital** - 2001 Vail Ave
  - **Health South Surgery Center** - 2825 Randolph Rd
  - **Carolina's Medical Center Billingsley** - 501 Billingsley Rd
  
- *City Parking lot located at 1225 Thomas Avenue (Next to John's County Kitchen restaurant)*
- *Bus Lane on E. Independence Blvd (SALT ONLY).*
- *TOD Entrance located at 3701 Craig Avenue (They will call if needed)*
- *Respond as needed to other locations*



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

- *Street Maintenance & Equipment Maintenance Parking lots at 4600 Sweden Rd*
- *Airport Bridges ( 4200 Josh Birmingham Pkwy & 5501 Josh Birmingham Pkwy)*
- *Emergency entrances to hospitals. They are:*
  - *Carolina's Medical Center – 1700 Medical Center Dr. (Blythe Bv is a private street, do not apply material.)*
- *CATS Bus Parking lots & entrances / located at 3129 S. Tryon St. & 3225 S. Tryon St.*
- *Irwin Creek Wastewater Treatment entrance & up to main gate / located at 4000 Westmont Dr.*
- *CMPD South Division entrance / located at 850 Corporate Center Dr., Suite 100*
- *LYNX Park & Ride entrances to light rail parking decks. They are:*
  - *CATS- Scaleybark Station Park & Ride - 3750 South Blvd*
  - *CATS- Woodlawn Park & Ride - 4756 Old Pineville Rd*
  - *CATS- Tyvola Park & Ride - 5703 Old Pineville Rd*
  - *CATS- Archdale Park & Ride Lot - 6230 South Blvd*
  - *CATS- Arrowood Park & Ride Lot - 7717 England St*
  - *CATS- Sharon Road West Park & Ride Lot - 8815 Crump Rd*
  - *CATS- South Blvd Park & Ride Lot - 9510 South Blvd*
- *Respond as needed to other locations*