

# ***SNOW INFO TO KEEP YOU ON THE GO!***



**DEPARTMENT OF  
PUBLIC WORKS**



Anne Arundel County  
Department of Public Works  
Bureau of Highways  
2662 Riva Road, 3<sup>rd</sup> Floor  
Annapolis, MD 21401

## OUR PROMISE TO YOU



Our dedicated drivers and staff will work diligently to ensure your safe travel on County-maintained roads.

We will start with main and collector roads which will be plowed to bare pavement. Our next priority will be insuring each residential road passable\*. During a typical storm (under 6”), our snow removal operations should be completed within 24-36 hours **after the end of the storm**.

In storms up to 14” of snow, main and collector roads will be completed within 24-36 hours **after the end of the storm**. Residential streets will be made passable\* in 2-3 days **after the end of the storm**.

In storms up to 22” of snow, main and collector roads will be completed within 24-48 hours **after the end of the storm**. Residential streets will be made passable\* in 3-4 days **after the end of the storm**.

In storms over 22”, main and collector roads will be completed in 36-60 hours **after the end of the storm**. Residential streets will be passable\* in 4-6 days **after the end of the storm**.

During freezing rain or ice storms, treatment of main and collector roads will continue until road conditions improve. Where public safety is a concern, sanding and/or salting of residential streets will be provided after the storm subsides.

## ANNE ARUNDEL COUNTY

### SNOW REMOVAL CONTACTS

#### **Road Districts (Storms up to 4”)**

##### **Northern District..... 410-222-6120**

Brooklyn Park, Linthicum, Glen Burnie, Pasadena, Ferndale, Harundale, Riviera Beach, Severna Park, Millersville - north of West Benfield Road

##### **Central District..... 410-222-7940**

Millersville-south of West Benfield Road, Arnold, Odenton, Severn, Laurel, Harmans, Annapolis Junction, Hanover, Jessup, Crownsville, Crofton, Gambrills

##### **Southern District ..... 410-222-1933**

Edgewater, Mayo, Riva, Davidsonville, West River, Lothian, Galesville, Harwood, Tracy’s Landing, Shady Side, Friendship, Deale, Churchton, Rose Haven, Bay Country, Annapolis (excluding the city)

#### **Department Operations Center**

**410-222-4040**

Storms over 4” and Severe Ice Storms  
All areas of the County

#### **Emergency Operations Center**

**410-222-0600**

Storms 4” or more  
Assistance with emergency food, shelter, or critical non-emergency care such as dialysis or oxygen.

#### **911 Center ..... 911**

Bona fide emergencies such as fire, police, and ambulance service

#### **Maryland State Highway Administration**

**410-841-1002**

Service on roads that have a route number

#### **Web Sites: Enter an Online Snow Request!**

Anne Arundel County : [www.aacounty.org](http://www.aacounty.org)  
Department of Public Works:  
<http://www.aacounty.org/departments/public-works/highways/snow-information/>

**DO** caution your children to stay clear of snow removal equipment and stay away from snow banks at roads edge.

**DO** clear your sidewalk of any snow accumulation. Your neighbors will thank you. In many instances, these sidewalks are used by children as school walking routes.

**DO** have vehicles properly winterized, equipped with snow tires or chains, and carry a “survival kit” in your vehicle consisting of blankets, candles, matches, non-perishable foods, drinking water, protective clothing, sand (or other traction material), and a shovel.

**DO** eliminate all non-essential travel during storms. Maintain a full tank of gas if travel during adverse weather is absolutely necessary.

**DO** check for the proper operation of home emergency equipment such as battery-operated radios, flashlights, emergency heating sources, smoke detectors, carbon monoxide detectors, and fire extinguishers. Store some non-perishable foods for use in emergencies and keep an adequate supply of medications and baby supplies on hand, if needed.

**DON'T** leave your trash can, recycling bins, or other obstacles in the street. Our drivers thank you for helping them perform their job safely.

**DON'T** place snow from sidewalks in the street. Placing snow in the street could contribute to a greater amount of snow being pushed toward your property as the plow passes by.

\*Passable means that although the road may be snow-packed, at least one travel lane will be accessible with a front-wheel drive car. All-weather tires are a must. If our snowplow driver determines that your street meets our definition of passable, no further service will be provided.



**PASSABLE**



**BARE PAVEMENT**

## WHAT LEVEL OF SNOW REMOVAL SERVICE CAN YOU EXPECT ?

Simply log on to our web site at <http://www.aacounty.org/departments/public-works/highways/snow-information/> click on “Determine the Level of Service for Snow Removal for your Street and Enter an Online Snow Service Request.” Enter your house number and street name. A Level of Service screen will appear. If we have not met our published level of service for your type of street, please enter a request for snow removal service by clicking on “Request Service” at the bottom of the screen. A sample of our online snow service request is shown below.

### SNOW SERVICE REQUEST

**Do not use this form for Emergency Situations (fire, police, or ambulance service). Please call 911 for all emergencies.**

House # \_\_\_\_\_  
Street Name \_\_\_\_\_  
Subdivision \_\_\_\_\_  
City \_\_\_\_\_ Zip \_\_\_\_\_  
First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Contact Phone \_\_\_\_\_ Email Address \_\_\_\_\_

#### DETAILS

**Please check the appropriate box or boxes for your street. At least one box must be checked.**

Snow       Drifting       Ice       Other

Additional Details (Optional)

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**Submit** \*\*\*Printing Available After Submission\*\*\*

## HELP US SERVE YOU BETTER

**DO** call 911 for a bona fide emergency, such as a need for police, fire, or ambulance service. For scheduled health related medical attention (dialysis, oxygen, etc.), call the Emergency Operations Center at 410- 222-0600 in storms of 4” or more. The EOC also coordinates transportation of essential medical personnel.

**DO** know where to call to report concerns with routine snow removal service. For County-maintained roads, select from the listing of County numbers shown on the last page of this booklet or go online at <http://www.aacounty.org/departments/public-works/highways/snow-information/> to enter an online snow service request. Any road with a route number is the responsibility of the State Highway Administration. You can contact them at 410- 841-1002.

**DO** park your vehicles in your driveway if at all possible. If off-street parking is not available, parking your vehicles on one side of the road is recommended. If our snowplow driver cannot safely access your street due to on-street parking, service will be delayed until adequate access is available or until smaller equipment becomes available.



Courtesy of C. Hall, Maryland Gazette

### INACCESSIBLE STREET