

## City's Pedestrian-Focused Snow Operations thru 2011

<b>18 miles of City-Cleared Sidewalks/ Curb Ramps—</b>	
<ul style="list-style-type: none"> <li>— Operation starts during storm, can continue for days or weeks after storm.</li> <li>— Involves hand crews and mechanical equipment.</li> </ul>	
▪ <b>Abutting schools, public buildings</b>	
▪ <b>Major squares</b>	Includes Harvard, Central, Porter, Kendall, Lechmere
▪ <b>Abutting all parks</b>	Includes Fresh Pond, Danehy Park
▪ <b>City-owned parking lots and garages</b>	
▪ <b>Residential exemption program</b>	For qualified low-income homeowners who are elderly or have a disability
▪ <b>High-volume bus stops</b> — Includes proximate crosswalks and ramps. — Routes include 200 stops (2/3 of total in city)	Routes include: — Cambridge Street- Lechmere station to the Cambridge Common — Massachusetts Avenue - Memorial Drive to the Arlington Line — Concord Avenue - Cambridge Common to Fresh Pond Parkway — Mt. Auburn Street - Belmont line to Massachusetts Ave
▪ <b>Snow Removal</b>	On a limited basis after major events and/ or significant accumulation.
▪ <b>Collaboration with Key Partners</b>	Including MBTA, DCR, Universities, large property owners.
<b>Enforcement Efforts—</b>	
<ul style="list-style-type: none"> <li>— City Ordinance requires property owners to remove snow from sidewalks next to their property or business within 12 hours of daytime snowfall and before 1:00 pm when it has fallen overnight. They must also remove or melt all ice within 6 hours of the time it forms.</li> <li>— New web-based complaint form allows for more efficient delegation, tracking of inspection.</li> <li>— During the 2010 snow season, the City received 2,363 complaints and issued 1,220 tickets.</li> <li>— Highly visible, orange hang-tag posted at cited properties, owner is sent ticket and informational brochure.</li> </ul>	
<b>Priority Routes</b>	Traffic Department enforces based on citation data, as well as proximity to senior housing, schools, T stations and major bus routes
<b>Complaint Inspection</b>	Public Works inspects locations not on priority routes
<b>Education—</b>	
<ul style="list-style-type: none"> <li>— Redesigned website, updated brochures.</li> <li>— Have done outreach by mail (with all water bills), via e-mail (e-line), newspaper press releases, and in collaboration with</li> <li>— Have collaborated with businesses associations and community groups.</li> <li>— On-line Snow manual <a href="http://www.cambridgema.gov/theworks/ourservices/snow/Resources/snowmanual.aspx">://www.cambridgema.gov/theworks/ourservices/snow/Resources/snowmanual.aspx</a></li> </ul>	

**Public Works' snow operation expansion plans for this winter:** *Clear ramps at corners and bus stops on prioritized routes after significant snow accumulation (generally 6 inches or more) within 3-4 days from the end of a storm (if back to back storms, from the end of last storm).*

**Factors considered in prioritization process:**

1. Bus routes (a general indicator of high pedestrian and vehicular activity)
2. Proximity to:
  - a. public and private school property <http://www.cambridgema.gov/theworks/ourservices/snow/Resources/snowmanual.aspx>
  - b. libraries
  - c. youth centers
  - d. senior centers and Elderly housing
  - e. Galleria and Twin City Mall
  - f. 100' buffer of MBTA subway stops

**Using this prioritization process, Public Works has:**

1. Expanded our efforts on the high-volume bus stop streets we already clear to include all corner ramps:
  - a) Cambridge Street- Lechmere station to the Cambridge Common
  - b) Massachusetts Avenue - Memorial Drive to the Arlington Line
  - c) Concord Avenue - Cambridge Common to Fresh Pond Parkway
  - d) Mount Auburn Street - Belmont line to Massachusetts Avenue
2. Added additional streets where we would clear bus stops and corner ramps:
  - a) Western Avenue
  - b) River Street
  - c) Huron Avenue – Concord Avenue to Fresh Pond Parkway
  - d) Rindge Avenue
  - e) Broadway
  - f) Prospect Street- Cambridge Street to Massachusetts Avenue
  - g) Pearl Street
  - h) Brookline Street
  - i) Green Street- Brookline Street to Western Avenue
  - j) Granite Street
  - k) Aberdeen Avenue



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**Technology Enhancement:**

1. Code-red- Citywide reverse 911 type system.
2. Face book/Twitter- Social media applications currently the City, Public Works and several other departments maintain pages.
3. Cambridge iReport

