

Preparations for Winter Weather

The Town has taken a number of steps to prepare for the upcoming winter season. Following is an overview of our winter preparedness plans.

Police Non-Emergency Number

To report non life-threatening situations, please call 301-279-8000

Downed Trees

Report downed trees to the police by calling 911 if it is a life-threatening emergency. Call the non-emergency police number for non-life threatening situations: 301-279-8000.

Water Service

To report a water or sewer line break, sewer back-up or stoppage, or fire hydrant leak, call the WSSC Emergency line at 301-206-4002.

Street Snow/Ice Removal:



The Town's maintenance crew and contractor will remove snow from Town streets and will treat icy road conditions. The Town begins plowing when 2 inches of snow has accumulated on the streets. Plow crews operate continuously until the streets are clear. The Town has a snow removal operations plan in place that specifies the number of trucks to be used and the routes of those trucks during storm events of varying magnitudes.

Parking in Snow or Icy Conditions

In the event or threat of a snowstorm or icy road conditions, either day or night, residents must park cars either in driveways or on the even-numbered side of the street to ensure safe passage for the crews. Please do not park cars on the odd-numbered side of the street, unless otherwise posted.

Sidewalk Snow Removal:

The Town's contractor will remove snow from Town sidewalks and crosswalks if snow accumulations total 3 inches or more. This program includes snow removal from public sidewalks only, so clearing your driveways and walkways is still your

responsibility. In icy conditions, the Town will determine whether to salt and sand public sidewalks.

Trees and Power Lines:

The Town arborist will continue to survey the Town following significant winter storms. The arborist will identify any damage to Town trees and notify the Town's tree maintenance contractor for immediate remediation. The Town will report all downed power lines to PEPCO.

Power Outages:

Please report power outages directly to PEPCO at 1-877-PEPCO-62 (1-877-737-2662) to ensure that PEPCO knows you are without service and can schedule repairs.

Fire Hydrants:

The Town will install fire hydrant flags, which help identify hydrant locations in emergency situations during significant winter storms.

Communications:

The Town will use voicemail, the Town website, Town Crier, Alert TOCC, Twitter and Facebook to communicate with residents during winter storms. Town staff will communicate early following the onset of the storm as well as often during the



storm. We will attempt to relay Town service interruptions (e.g. cancelled trash collection, etc.) in a timely way, preferably on the day prior to any anticipated interruptions.

Office Coverage:

During significant winter storms, Town staff may not be able to maintain a presence in the Town Office. However, staff has the capability to monitor voicemail and e-mail remotely as well as to update the Town's voicemail and website and to send Town Crier and Alert TOCC messages to residents.