



Tara H. Jackson  
Acting County Executive



Michael D. Johnson, P.E.  
Director

# PRINCE GEORGE'S COUNTY VIRTUAL SNOW SUMMIT 2024

December 17, 2024



Prince George's county  
Office of Community Relations

connecting people, connecting resources



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Director

PRINCE GEORGE'S COUNTY  
**DPW&T SNOW & ICE CONTROL**  
**2024-2025 SNOW SEASON READINESS**

**Presented by Wesley Thompson**  
**Associate Director, Office of Highway Maintenance**

# Snow Fighting Equipment



Contractor Trucks for the  
2024-2025 Season: 111

County Fleet: 147

Park and Planning 10 Wheel

Dump Trucks: 7

**Total: 265**



# Personnel

## DPW&T Participation

Snowplow Operators: 160

Snow District Staffing: 88

Management and Administration:  
37

Route Inspectors: 51

Equipment Maintenance: 13

Logistics: 12

Command Staff: 30

Vendor Inspection and  
Oversight: 12

**Total: 315**

**Total  
402**



## Sister Agency Participation

Landfill Snowplow Operators: 15

Mechanics: 6

M-NCPPC, Parks and  
Recreation: 50

Snowplow Operators: 36

Route Inspectors: 6

Support: 8

Office of Central Services  
Mechanics: 6

Department of Permitting, Inspection  
and Enforcement: 10

**Total: 87**



# Snow Plan One Plan – Five Operations

## Blizzard Operation

Snow accumulation that must be removed from the roadway with heavy equipment

## Full Operation

Multiple day plowing operation with greater than 4 inches of snow predicted

## Modified Operation

Plowing operation of 2-4 inches of snow

## DPW&T Only Operation

Salting operation with less than 2 inches of snow

## Snowflake Operation

Salting operation of icy spots, hilly areas and bridges



# Accomplishing the Work

## ❖ Snow District 1

- ❖ Glenn Dale Maintenance Shop  
7317 Northern Avenue, Glenn Dale

## ❖ Snow Districts 2, 3 and 5

- ❖ D'Arcy Road Maintenance Facility  
8400 D'Arcy Road, Forestville

## ❖ Snow District 4

- ❖ Brandywine Maintenance Shop  
12911 Cherry Tree Crossing Road, Brandywine



# Service Priority

1. Pretreat primary and collector roads prior to snow event
2. Plow and treat primary and collector roads during snowfall
3. Move to plow and treat residential roadways after snowfall ends
4. Cul-de-sacs and dead-end roadways
5. Clear all roadways to “Complete” condition

Work in 12 hours shifts / 24 hours a day



# Communicating Road Conditions

1. Snow Districts report road conditions to the Command Center twice per operational period. Information is collected from drivers and inspectors.
2. Automatic Vehicle Locator (AVL) staff track and report the status of individual trucks and overall progress of operations.
3. Command Staff move resources or, if applicable, call-in additional snow resources.
4. Public Information Officers use social media and DPW&T website to keep the public informed of progress and instructions.






# Identify Snow Route Map and Area of Property



**DPWT Public Snow Event Suite**

Public DPWT Interactive Snow Map 3.0 Trip Center Public Portal

Find address or place



**Welcome to Prince George's County - DPWT Public Snow Event Suite!**

In this Suite you will find, the Interactive Snow Map 3.0, Public snow AVL site, and the state

I agree to the above terms and conditions

OK

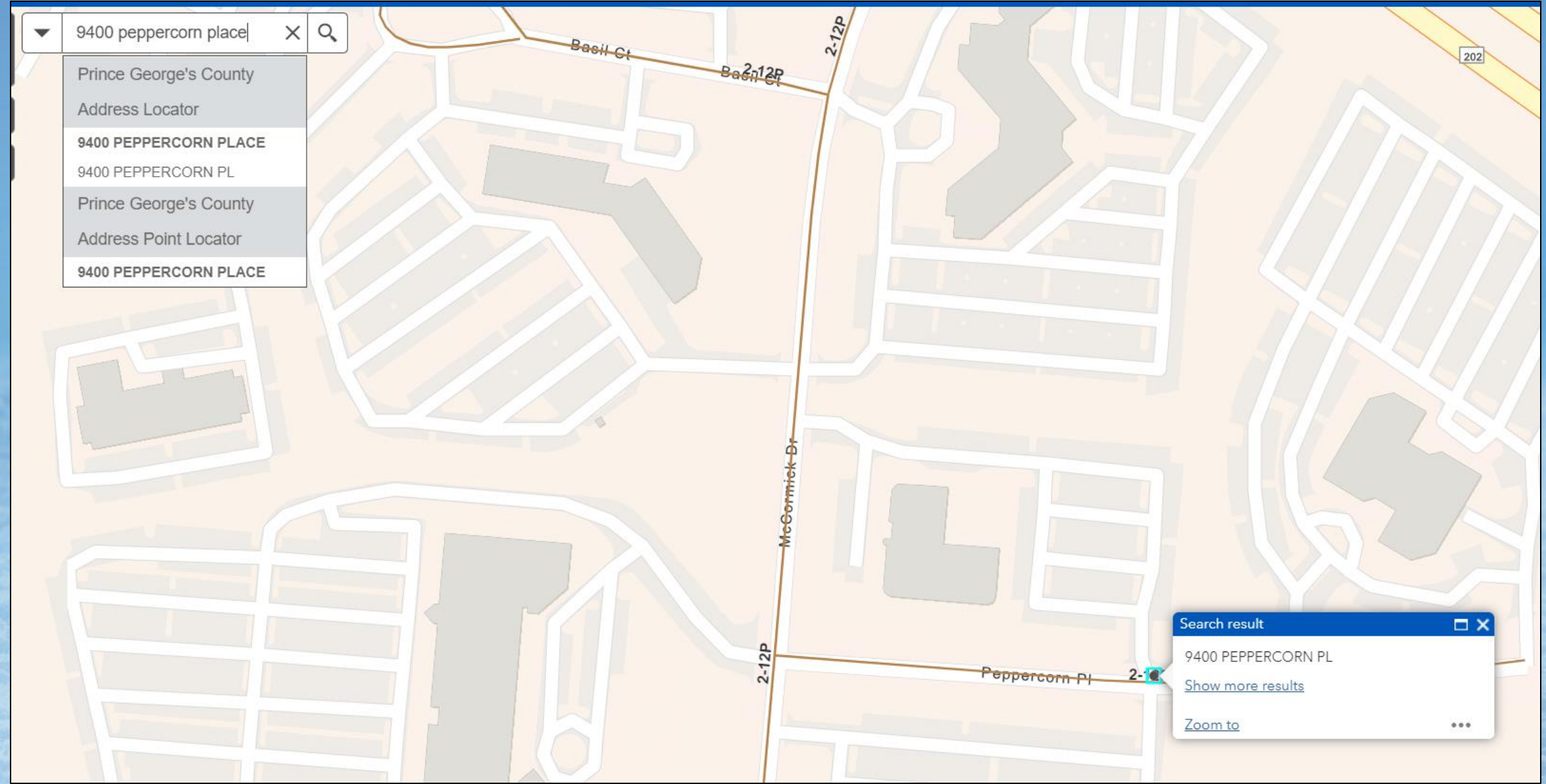
Swipe to navigate the story

**Public Interactive Snow Map**

Next: Public Facing Snow Tracking Website

9400 peppercorn place

- Prince George's County Address Locator
- 9400 PEPPERCORN PLACE
- 9400 PEPPERCORN PL
- Prince George's County Address Point Locator
- 9400 PEPPERCORN PLACE



Search result

- 9400 PEPPERCORN PL

Show more results

Zoom to

# PGCTrip.com

- View County and State Highway Administration live traffic cameras
- View current pavement temperatures
- Visit the DPW&T Twitter page

The screenshot displays the PGCTrip.com website interface. On the left is a map of Prince George's County with various colored pins indicating camera locations. The main content area is divided into three columns: 'Cameras', 'Pavement Sensors', and 'Twitter'. The 'Cameras' column lists several locations with camera icons. The 'Pavement Sensors' column shows data for two locations: PAINT BRANCH @ METRO PARKING (39.0°F) and WHITFIELD CHAPEL @ ALCONA STREET (34.0°F). The 'Twitter' column shows two tweets from @PCCountyDPW. Below these columns are three live camera feeds: I-85/485 AT EX 13, NATIONAL HARBOUR @ WATERFRONT ST, and I-85/485 AT TEMPLE HILLS. The Prince George's County Department of Public Works & Transportation logo is in the bottom right corner.







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Acting County Executive



Michael D. Johnson, P.E.  
*Director*

# PRINCE GEORGE'S COUNTY

# VISIONZERO

prince george's

**Presented by Rodney Streeter**  
**Special Assistant to the Director**

# The Vision Zero Strategy

- In 2019, the county launched Vision Zero Prince George's to make our streets safe for everyone by 2040 and to **eliminate all traffic fatalities and severe injuries**, while increasing safe, healthy, equitable mobility for all road users based on the USDOT Safe System Approach.
- From 2020 to 2022, more than **300 pedestrians and bicyclists were killed or severely injured** in car crashes within Prince George's County. The County consistently **has the most roadway fatalities** of any county in Maryland and any jurisdiction in the Metropolitan Washington Council of Governments (MWCOC).
- The Vision Zero Initiative is currently updating the Action Plan. **Please take our public input survey to help inform our Action Plan** as we move to the next stage in the action plan development process.



**Public Input Survey**



# Stay connected with us!

Follow us @PGCountDPWT to stay up to date or visit our website at [dpwt.mypgdc.us](http://dpwt.mypgdc.us)!



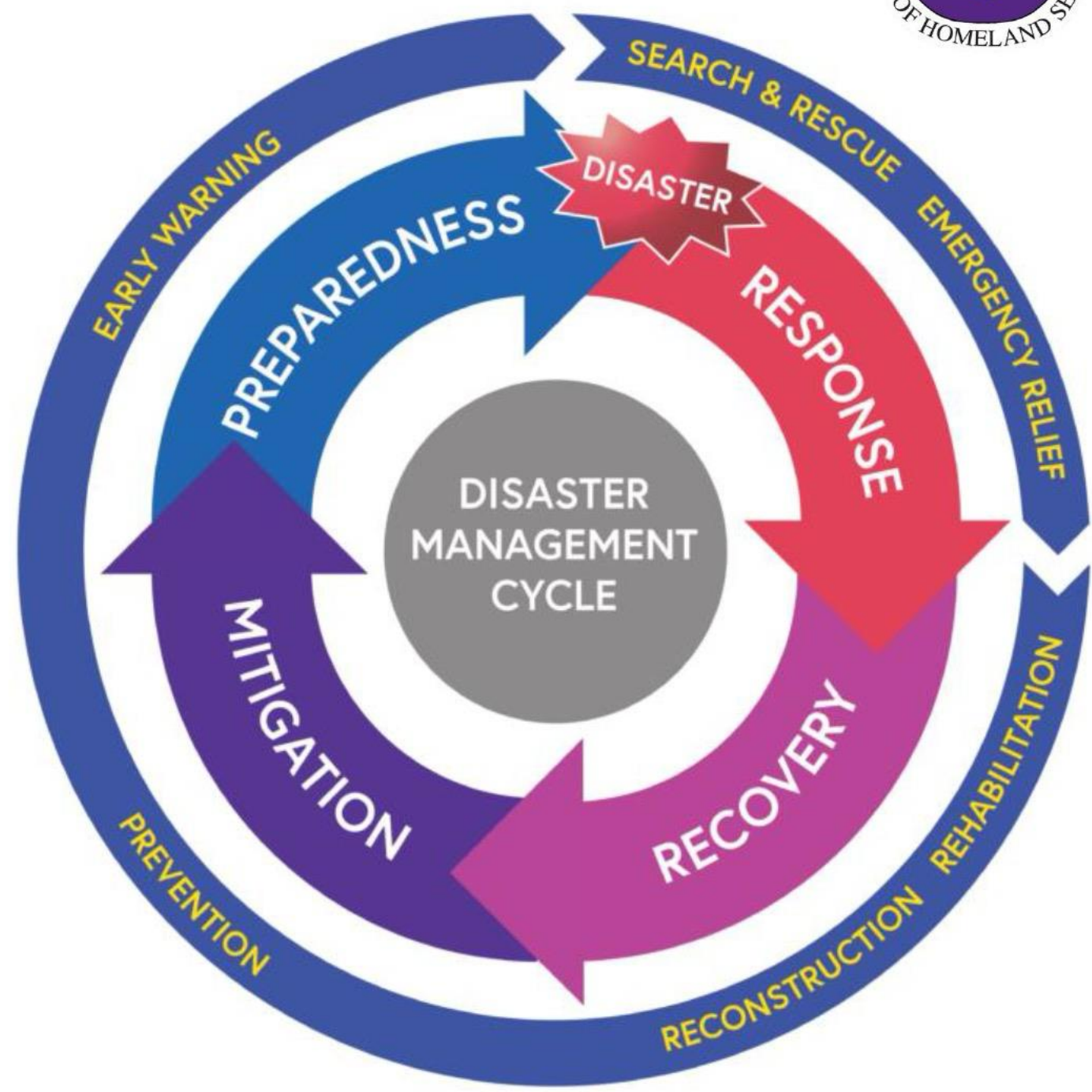


# PRINCE GEORGE'S COUNTY PREPARED: WINTER WEATHER

Prince George's County  
Office of Homeland Security  
Emergency Management Division

# What is Emergency Management?

The act of organizing resources, coordinating actions, and communicating with agencies during disasters. We also work to prepare and prevent disasters.



## Preparedness

### GET READY

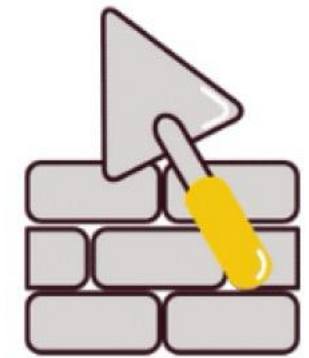
- Planning
- Exercises/Training
- Outreach
- Supply Inventory
- EOC Maintenance
- Relationships



## Response

### TAKE ACTION

- Organize Effective Response
- Manage Resource Usage
- Emergency Ops Center
- Public Warning/Info
- Documentation



## Recovery

### REBUILD

- Damage Assessment
- Debris Management
- Long-Term Care
- Rebuilding Critical Infrastructure
- Long-Term Recovery



## Mitigation

### PREVENT

- Building Codes
- Property Buy-Backs
- Drainage Projects
- Vegetation Removal
- Generator Power

# MASTERS OF DISASTER

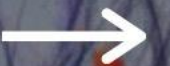




# #PREPARINGPRINCEGEORGES

## Webinar Overview:

- **Before the Winter Storm**
  - Morning Cup O' Weather
  - Emergency Alerts & Social Media
  - Watch VS Warning
  - Prepare Home, Outages, and Kits
- **During The Storm**
  - Driving
  - Carbon Monoxide Risk
  - Winter Health Risks
  - Check on Neighbors





# BEFORE THE WINTER STORM



# Morning Cup O' Weather

## Winter Storm Hazards

- Severe Cold Temperatures
- Frozen Precipitation: Sleet, Freezing Rain, Snow
- Broken Pipes and Infrastructure Impacts
- Increase in Residential Fires
- Power Outages



- **NWS Baltimore/Washington**
  - Localized Forecasts
  - Watches, Warnings, and Impacts (Official)
- **Local Media Meteorologists**
- **The Weather Channel**
- **Weather Apps (Verified Sources)**



# Register for Emergency Alerts



WIRELESS  
EMERGENCY  
ALERTS



- "Reverse 911"
- MUST SIGN UP
- Alert Types:
  - Text
  - Call
  - Email
- <http://alert.mypgc.us>

- AMBER/Weather Alerts
- Cellphone Tower Technology
- NO SIGN-UP
  - Phone Settings ON





# Other Media Resources:

## OEM Social Media:

- Twitter: @PGCountyOEM
- Facebook: PGCountyOEM
- Instagram: PGCOUNTYOEM
- Nextdoor: PGCO OHS/OEM



## Public Safety Social Media:

- PGCO Fire/EMS
- PGCO Police
- PGCO Sheriff
- Health Department

## Other Sources:

- Local Media (TV, Apps)
- Radio (FM/AM)
- NOAA Weather Radio



PRINCE GEORGE'S COUNTY  
OFFICE OF EMERGENCY MANAGEMENT  
Creating Resilient Communities

**MANAGEMENT** PRIVATE INTEGRATED SPECIFIC

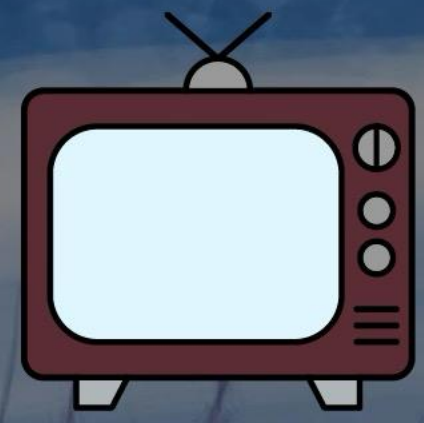
Following

**PG County Office of Emergency Management**  
@PGCountyOEM

Office of Homeland Security/ Office of Emergency Management for Prince George's County, Maryland.

📍 Maryland, USA [linktr.ee/PGOEM](https://linktr.ee/PGOEM) 📅 Joined January 2012

2,734 Following 7,313 Followers





# Storm Watches VS Warnings



WATCH  
"Watch  
for  
Later"



## Winter Weather Products

Winter Storm Watch	Winter Weather Advisory	Winter Storm Warning
Snow, Sleet, or Ice Possible. <b>Be Prepared.</b>	Wintry Weather Expected. <b>Exercise Caution.</b>	Significant Snow, Sleet, or Ice Expected. <b>Avoid Travel if Possible.</b>
Winter storm could produce heavy snow, sleet, or freezing rain and cause significant impacts.	Light amounts of wintry precipitation or blowing snow will cause slick conditions and could affect travel if precautions are not taken.	Winter storm will produce heavy snow, sleet, or freezing rain and cause significant impacts.

#WinterPrepPA

**GO!**

WARNING  
"Take  
Action  
NOW"

**GO!**

# Preparing Your Home



## Items to Consider:

- Proper Insulation (Walls and Attics)
- Clear Gutters and Repair Roof Leaks
- Trim Away Trees from Home
- Insulate Pipes and Drip Faucets As Needed
- Detector Battery Replacement
- Heating Safety!
  - Space Heaters
  - Fireplaces/Chimney
  - Heating Systems



# Preparing for Outages

## Items to Consider:

- Know Your Utility Company!
  - BGE, PEPCO, SMECO
- Report outage IMMEDIATELY
- Save Emergency Utility Numbers in Phone
- Bundle Up and LAYER
- Close off Unneeded Rooms to Conserve
- Stuff Towels Under Doors and Seal Windows
- Close Blinds and Curtains
- NEVER use fuel-based heat source indoors







# Utility Outage Resources

- **MDEM Power Outage Map:**
  - <https://mdem.maryland.gov/Pages/Power-Outages-Data.aspx>
- **Utility Information:**
  - **Potomac Electric Power Company (PEPCO):**
    - <http://www.pepco.com/>
    - 877-PEPCO62 (877-737-2662)
  - **Southern Maryland Electric Cooperative (SMECO):**
    - <https://www.smeco.coop/>
    - 877-74SMECO (877-747-6326)
  - **Baltimore Gas and Electric (BG&E):**
    - <https://www.bge.com/>
    - 1-877-778-2222



# Build Your Emergency Kit

- Bottled Water (1 gallon per person for 3 days recommended)
- Non-Perishable food (Ready to Eat is Best)
- Baby and Pet Supplies
- Flashlight with extra batteries
- First Aid Supplies
- Sleeping bag or warm blankets
- Whistle to signal for help
- Rock salt Ice melt
- Sand/gravel/cat litter to improve traction
- Snow shovels or other snow removal equipment
- Fireplace Fuel: including propane, kerosene, or dry wood
- Adequate clothing and blankets to keep warm.
- Mobility aids and functional needs items for persons with disabilities





# DURING THE WINTER STORM

# Arrive Alive: Tips for Driving in Winter Weather

- Stay Home!
- Telework if Possible
- Bridges Freeze First
- Black Ice
- Winter Car Emergency Kit
- Check Road Conditions Before You Leave
  - <https://chart.maryland.gov/>
- Inform Someone of Travel Plans



# What is Carbon Monoxide?

- Carbon monoxide (CO) is a colorless, odorless gas that can cause sudden illness and death. It is produced whenever fuel is burned, such as gas, oil, kerosene, wood, or charcoal.

- Symptoms of Carbon Monoxide Poisoning

- Moderate levels:

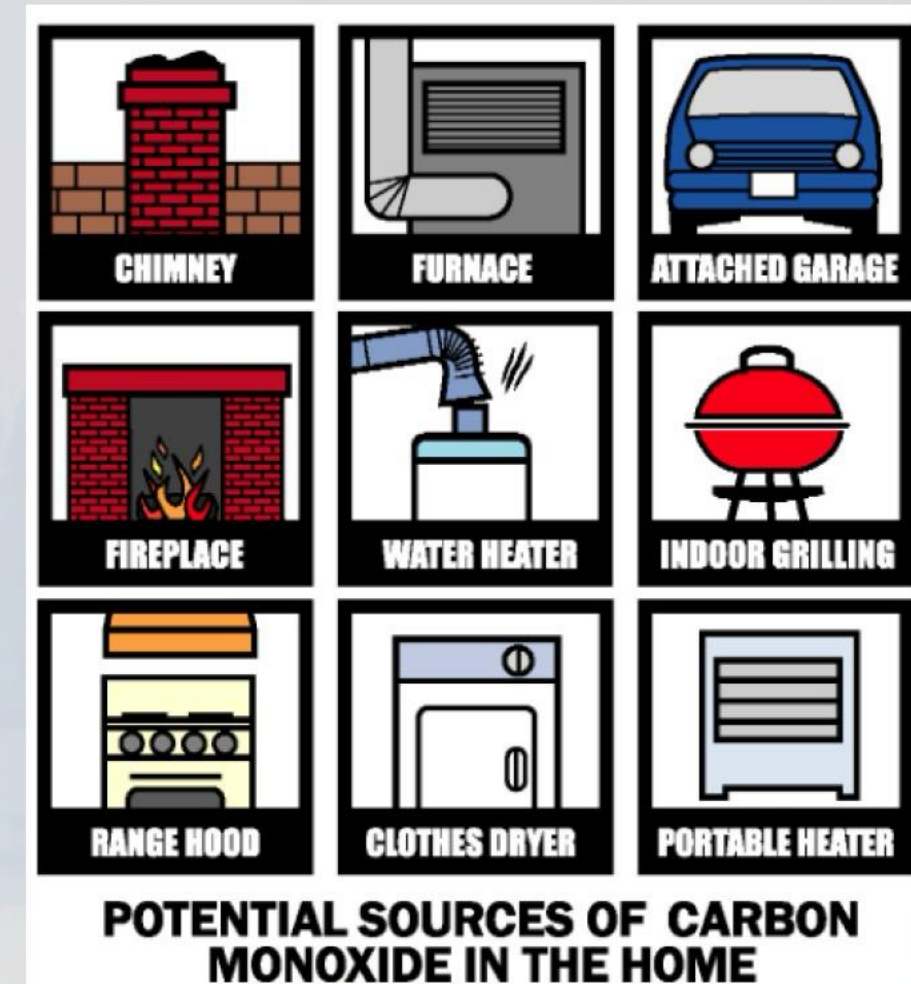
- Severe headaches
    - Dizziness
    - Confusion
    - Nausea
    - Fainting

- Low levels:

- Shortness of breath
    - Mild nausea
    - Mild headaches
    - May have long-term effects on your health.

- If you experience symptoms:

- GET FRESH AIR IMMEDIATELY. Open doors and windows, turn off combustion appliances and leave the house.
  - GO TO AN EMERGENCY ROOM and tell the physician you suspect carbon monoxide poisoning.



# Winter Health Risks

- Extreme cold weather can lead to serious health issues. Exposure to cold may lead to low body temperature, frostbite, hypothermia, and even death.
  - Shoveling snow or exercising in the cold could lead to heart attacks and stroke.
  - Hypothermia symptoms may include:
    - Uncontrollable shivering
    - Cold, pale skin
    - Numbness
    - Fatigue
    - Poor circulation
    - Disorientation
    - Slurred speech
    - Bluish or puffy skin
  - Frostbite symptoms may include:
    - Gradual numbness
    - Hardness and paleness of the affected area during exposure
    - Pain and tingling or burning in affected area following warming
    - Possible change of skin color to purple
- NEVER MASSAGE OR RUB FROSTBITTEN AREAS.  
THIS MAY CAUSE FURTHER DAMAGE TO THE SKIN.**



# Check on your neighbors



## Neighbors at Risk:

- Children, Elderly, Persons with Disabilities
- Check on Neighbors, Especially Those Who Rely on Electricity
- Signs Neighbors May Need Help:
  - Pets left out all night
  - No lights on inside
  - Mailbox overflowing
  - Not answering door or phone
- Consider wellness checks





# Additional Safety Training Opportunities:

- CPR/First Aid Class
- PATC - Stop the Bleed
- CERT Training
- SKYWARN Storm Spotting





#PREPARINGPRINCEGEORGES



Thank You  
For Attending!

For more information and resources, please visit our website:  
[www.princegeorgescountymd.gov/533/Emergency-Management](http://www.princegeorgescountymd.gov/533/Emergency-Management)

Ashley Morris | [aemorris@co.pg.md.us](mailto:aemorris@co.pg.md.us) | 240-930-4519

# Warming Up With Winter Safety

Prince George's County  
Fire/EMS Department



# HOUSE FIRE SAFETY

More home fires occur during the months of December, January, and February.

- Make a home escape plan, and discuss it with everyone in your home
- Practice your escape plan and fire drills twice a year
- Know at least 2 ways out of every room in the home
- **GET OUT AND STAY OUT!**
- Have a meeting place
- Dial 911 from a safe location



# PORTABLE SPACE HEATERS

**Two in five deaths attribute to space heater fires involve electric space heaters.**



- **Purchase a heater with a thermostat, overheat protection, and auto shut-off to turn the heater off if it tips over.**
- **Keep the heater at least 3 feet away from anything that can burn**
- **Plug the heater directly into the wall outlet. Never use an extension cord or surge protector.**
- **Space heaters should be turned off and unplugged when you leave the room or go to bed.**



# SAFETY TIPS FOR GENERATORS

**Portable generators are a temporary solution to power appliances. It's important to know that portable generators emit carbon monoxide (CO), a poisonous, deadly gas.**



- **Use portable generators outdoors in well-ventilated areas at least 30 feet from doors, windows, and vent openings.**
- **Never use a generator in an attached garage, even with the garage door open.**
- **Make sure to install carbon monoxide (CO) alarms in your home. Follow the manufacturer's instructions for correct placement and mounting height.**



# CARBON MONOXIDE: THE SILENT KILLER

- **CO alarms should be installed in a central location on every level of the home.**
- **Test CO alarms at least once a month**



**Carbon Monoxide is an invisible, odorless, colorless gas created when fuels burn incompletely.**



# CANDLE SAFETY

**Remember, a candle is an open flame, which means that it can easily ignite anything that can burn.**

**December is the peak month for home candle fires.**

- **Blow out all candles when you leave the room or go to bed.**
- **Keep candles at least 1 foot away from anything that can burn.**
- **Have flashlights and battery-powered lighting ready to use during a power outage. Never use candles.**



# **Prince George's County Fire and EMS Departments Important Contact Information**

## **Smoke Alarm Requests**

**The Watch Office: (301) 583-2200**

## **Public Fire and Life Safety Education**

**Community Relations Office:**

**[pgfd\\_communityrelations@co.pg.md.us](mailto:pgfd_communityrelations@co.pg.md.us)**

**(301) 883- 5250**

## **Office of the Fire Marshal Inspections Office**

**[fire-inspectionrequest@co.pg.md.us](mailto:fire-inspectionrequest@co.pg.md.us)**

**(301) 583-1830**

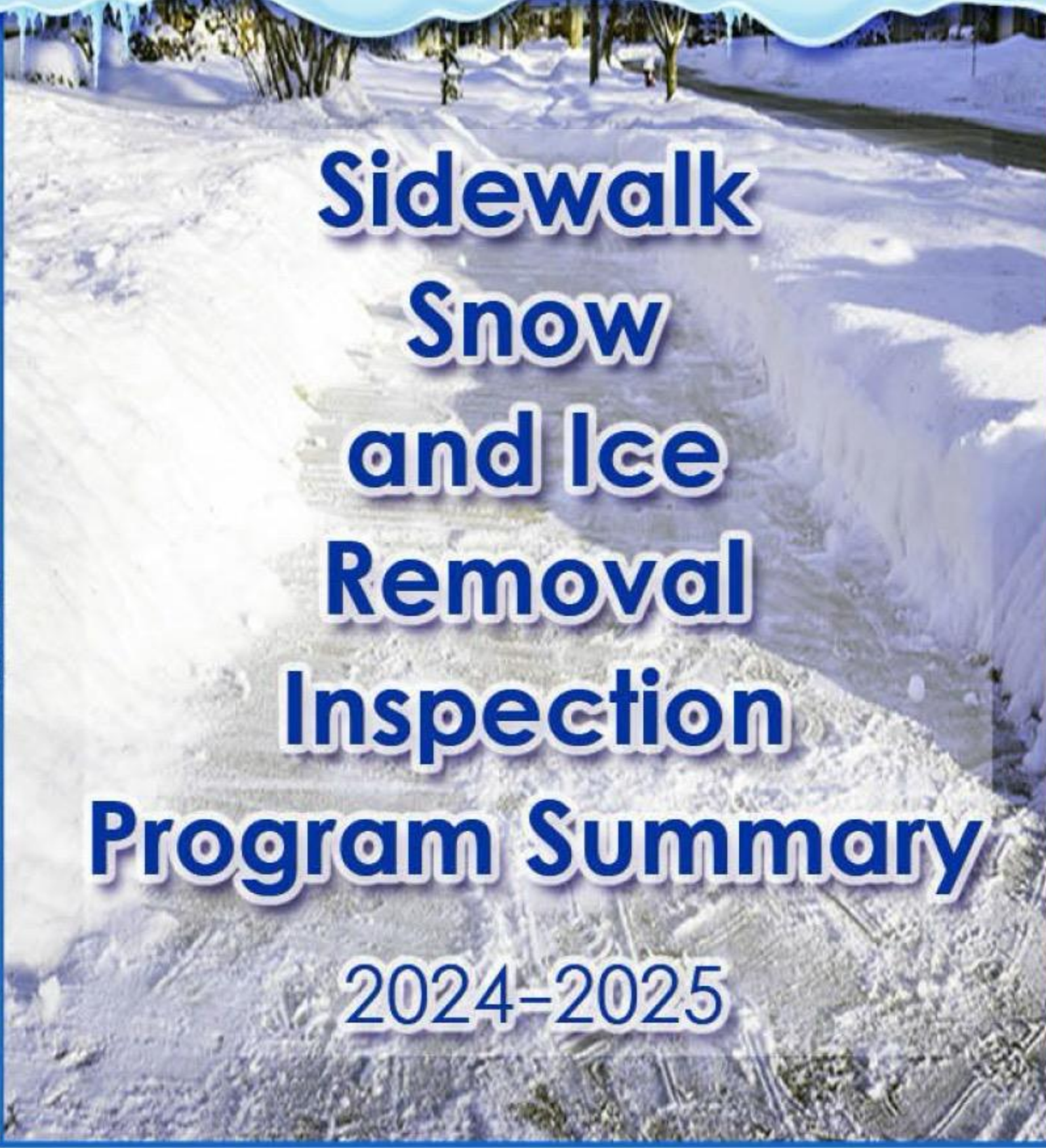
***We are One County, One Department, One Mission,  
and that mission is to serve!***







DEPARTMENT OF PERMITTING, INSPECTIONS AND ENFORCEMENT



# Sidewalk Snow and Ice Removal Inspection Program Summary 2024-2025

# Program Policies



- **Purpose:** The program implements the requirements of Section 23-150 of the County Road Ordinance regarding the timely removal of snow and ice from paved sidewalks.
- **Applicability:** The requirements apply to owners, tenants and managers of commercial and residential properties with paved sidewalks adjacent to their properties which are accessible to the public and in close proximity to a public roadway.
- **Requirement:** Responsible parties must remove accumulated snow and/or ice of two inches or more from abutting sidewalks within 48 hours after snow has fallen or ice has accumulated as a result of inclement weather or runoff from abutting surfaces.



## Focus Areas

- Adjacent to **commercial establishments** and **apartment complexes**
- Along roadways within **1.5 miles of a school**
- Along **State roads**
- Along **County primary roads**
- Abutting major **public gathering places**, such as churches, assembly halls, etc.
- Complaints reported to **PGC311**
- **Residential communities:** In response to PGC311 complaints, reminder notices/door hangers will be placed on all homes along both sides of the block where violations are reported.



# Sequence of Events



- **Snow/ice event triggering criteria** — The program begins after two or more inches of snow and/or ice have accumulated.
- **24 hours after end of a major snow event** — DPIE inspection teams observe assigned areas, issue reminder notices/door hangers and document results for the day.
- **48 hours after end of major snow event** — DPIE inspection teams revisit assigned areas, issue violation notices/\$100 citations where appropriate and document the results for the day.

**Note:** This process repeats every day until there are less than two inches of snow and/or ice on sidewalks.



PRINCE GEORGE'S COUNTY  
CONDADO DE PRINCE GEORGE  
Department of Permitting, Inspections and Enforcement  
Departamento de Permisos, Inspecciones y Aplicación

**IMPORTANT NOTICE:**  
**AVISO IMPORTANTE:**  
**SIDEWALK SNOW  
AND ICE REMOVAL**  
**REMOCIÓN DE EL HIELO Y  
LA NIEVE EN LA ACERA**

Address/Dirección: \_\_\_\_\_

Dear Occupant/Estimado Inquilino:

Inspector \_\_\_\_\_

(Print/Letra)

Inspector's Phone #/Teléfono del Inspector: \_\_\_\_\_

visited your area on/Visitó su área en: \_\_\_\_\_

(Date/Time/Fecha y hora)

to inspect sidewalks for snow and ice. Per Prince George's County Code, Sec. 23-150, it is the responsibility of the owner, lessor or lessee of a residential dwelling unit or commercial property to remove snow and treat ice on a sidewalk abutting your property within 48 hours after snow has fallen or ice has formed. Per this notice, snow/ice needs to be removed from the sidewalk abutting your property. A follow-up compliance inspection will be conducted to ensure sidewalk clearance.

para inspeccionar la nieve en la acera y acumulación de hielo. De acuerdo al Código del Condado de Prince George, Sec.23-150, es la responsabilidad del propietario, arrendador, o arrendatario de una unidad de vivienda residencial o local comercial quitar o remover la nieve y tratar la acera con sal en las áreas colindantes a su propiedad dentro de las 48 horas después que la nieve ha caído o que el hielo se haya formado. Mediante el presente aviso, se le informa que la nieve y el hielo deberá ser removido de la acera colindante con su propiedad. Para asegurar el cumplimiento de la remoción de la nieve y el hielo se llevará a cabo una inspección para garantizar la limpieza de la acera.

*Thank you!*



**DPIE**

**DEPARTMENT OF PERMITTING,  
INSPECTIONS AND ENFORCEMENT**

FOR MORE INFORMATION,  
CONTACT CODE ENFORCEMENT OFFICER BILL EDELEN  
AT [WKEDELEN@CO.PG.MD.US](mailto:WKEDELEN@CO.PG.MD.US) OR 301-883-6039.



*Prince George's County*

DEPARTMENT OF THE  
**ENVIRONMENT**

**Andrea Crooms** | Director

**SNOW SUMMIT**

# INCLEMENT WEATHER GUIDELINES

In severe weather conditions, residents should be aware that all scheduled bulky trash (appointment only), curbside trash, bulky, recycling, and compost and yard trim collections can be delayed or suspended due to road or weather-related conditions.

Please secure your collection container lids and bins in the event of strong winds and rainy weather.

The County will make every effort to post any information regarding delayed or suspended collections on the County's website at [mypgc.us](http://mypgc.us) or DoE's website at [environment.mypgc.us](http://environment.mypgc.us). or you may contact PGC311.

If a regular Friday collection is suspended, it will occur on Saturday or Monday, depending on weather conditions.



## 1 Day of Inclement Weather

**YOUR RECYCLING AND TRASH COLLECTION DAY**



COLLECTION SUSPENDED



**THE NEXT DAY**

All regularly scheduled collections shift by one day that week.



COLLECTION RESUMED

## 2 Days of Inclement Weather

**TUESDAY COLLECTIONS**



COLLECTION SUSPENDED



**THURSDAY**  
Tuesday Missed Collections Pick-up



COLLECTION RESUMED

## 2 Days of Inclement Weather

**WEDNESDAY COLLECTIONS**



COLLECTION SUSPENDED



**FRIDAY**  
Wednesday Missed Collections Pick-up



COLLECTION RESUMED

## Food Scraps and Yard Trim

**MONDAY YARD TRIM COLLECTION**



COLLECTION SUSPENDED



**THE NEXT MONDAY**



COLLECTION RESUMED

**THURSDAY COLLECTIONS**



COLLECTION SUSPENDED



**SATURDAY**  
Thursday Missed Collections Pick-up



COLLECTION RESUMED

**FRIDAY COLLECTIONS**



COLLECTION SUSPENDED



**FOLLOWING MONDAY**  
Friday Missed Collections Pick-up (No yard waste/trim collection)



COLLECTION RESUMED

**Remember all collections can occur anytime from 6 a.m. to 8 p.m. Scheduled bulky trash collections suspended due to weather will be collected within seven (7) days.**



# OTHER WASTE COLLECTION FACILITIES IMPACTED BY SEVERE WEATHER



Brown Station Road Sanitary Landfill

Brown Station Road Residential Convenience Center



Missouri Avenue Solid Waste Residential Acceptance and Recycling Center in Brandywine

Prince George's County Organics Composting Facility



Residents should check the County and DoE's websites for up-to-date waste collection services during bad weather.



Contact PGC311 for additional information.



For tips on waste collection, visit [bit.ly/pgccollectionweatherpolicy](https://bit.ly/pgccollectionweatherpolicy) to help you through the winter months.





# HAPPY HOLIDAYS

from YOUR Department of the Environment



# CONTACT US



Office of the Director  
Email:  
[doecares@co.pg.md.us](mailto:doecares@co.pg.md.us)





# **Office of Community Relations 2024 Snow Summit**





# **WELCOME**

**Euniesha Davis, Director  
Office of Community Relations**

The Office of Community Relations ensures that County residents connect with government resources, agencies, and personnel. Our responsibility is to serve as a bridge between the government and its people.



## How to Connect to PGC311?

### PGC311 Mobile App and Web Portal

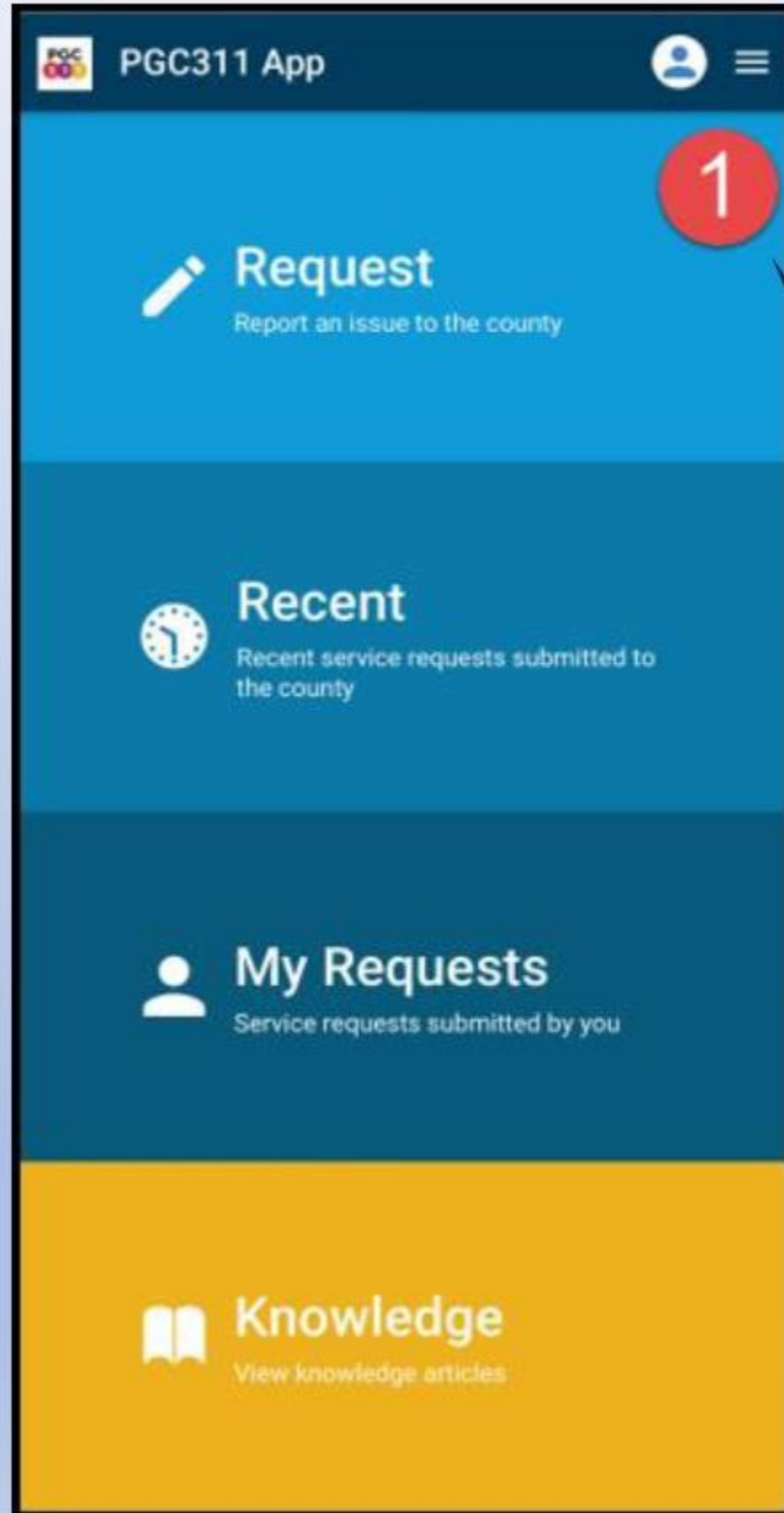
- The PGC311 mobile App and web portal, [www.PGC311.com](http://www.PGC311.com), are as accessible and helpful as a call to the PGC 311 Call Center and are available 24 hours a day, 7 days a week!

### PGC311 Call Center

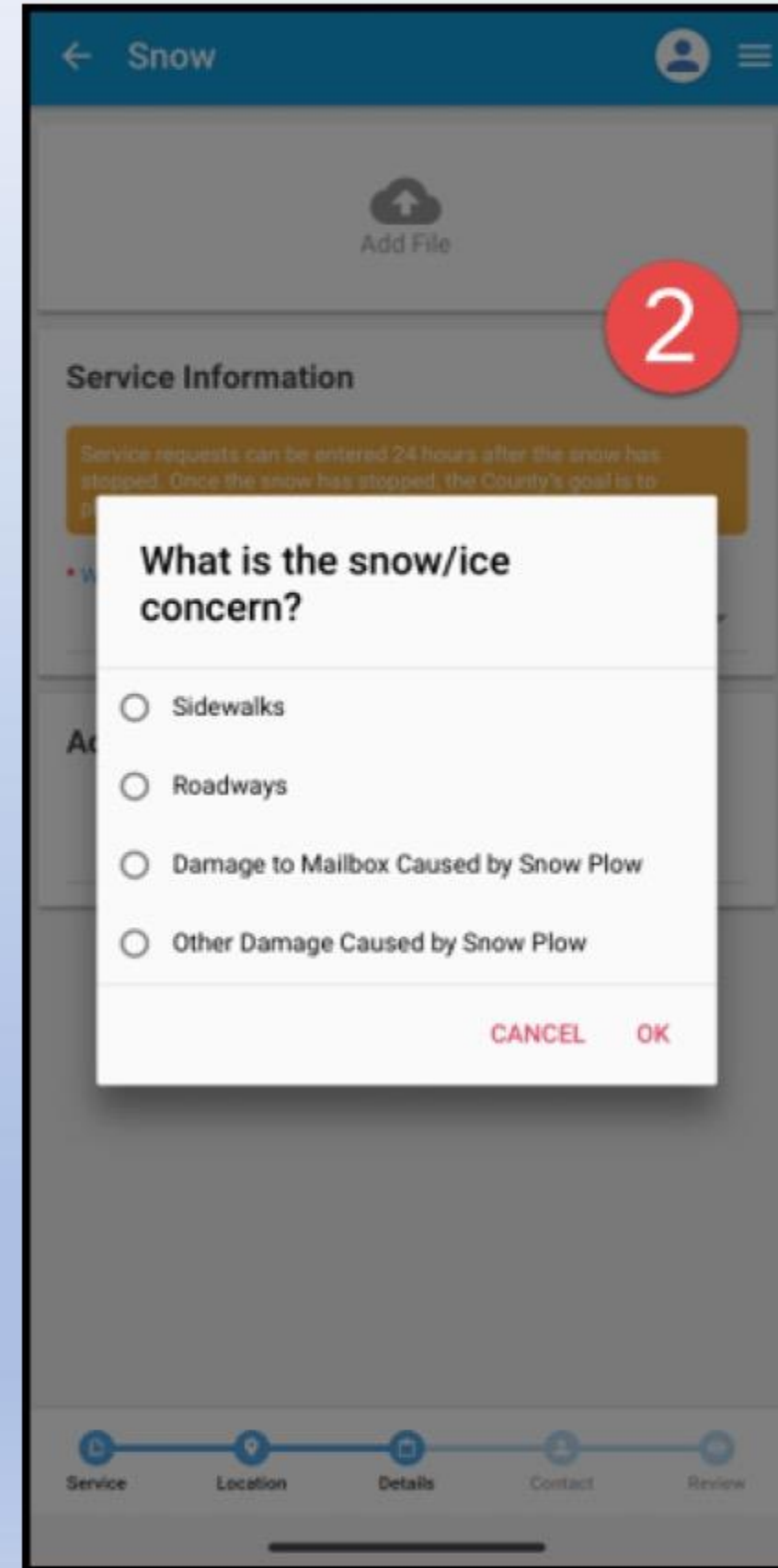
- The PGC311 Call Center is ready to assist during normal business hours.
  - Dial 3-1-1 or 301-883-4748
  - Monday through Friday, 7 AM to 7 PM
  - Hours may be extended if the CEX Office declares an emergency.



# Submitting a Snow-related Service Request Via PGC311 Mobile App



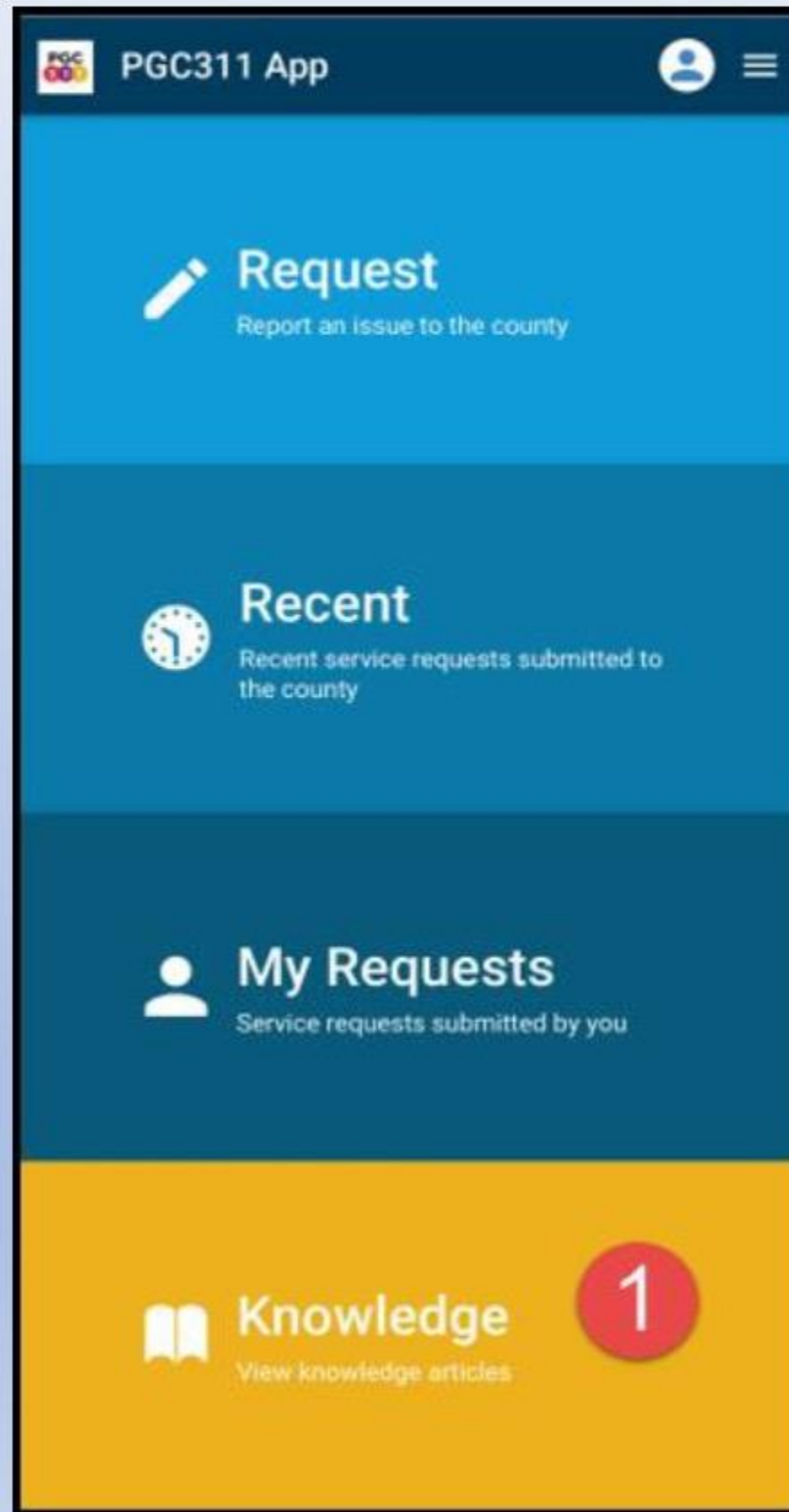
**Step 1.** Click the Request Tile to Select Your Snow-related Service Request Type



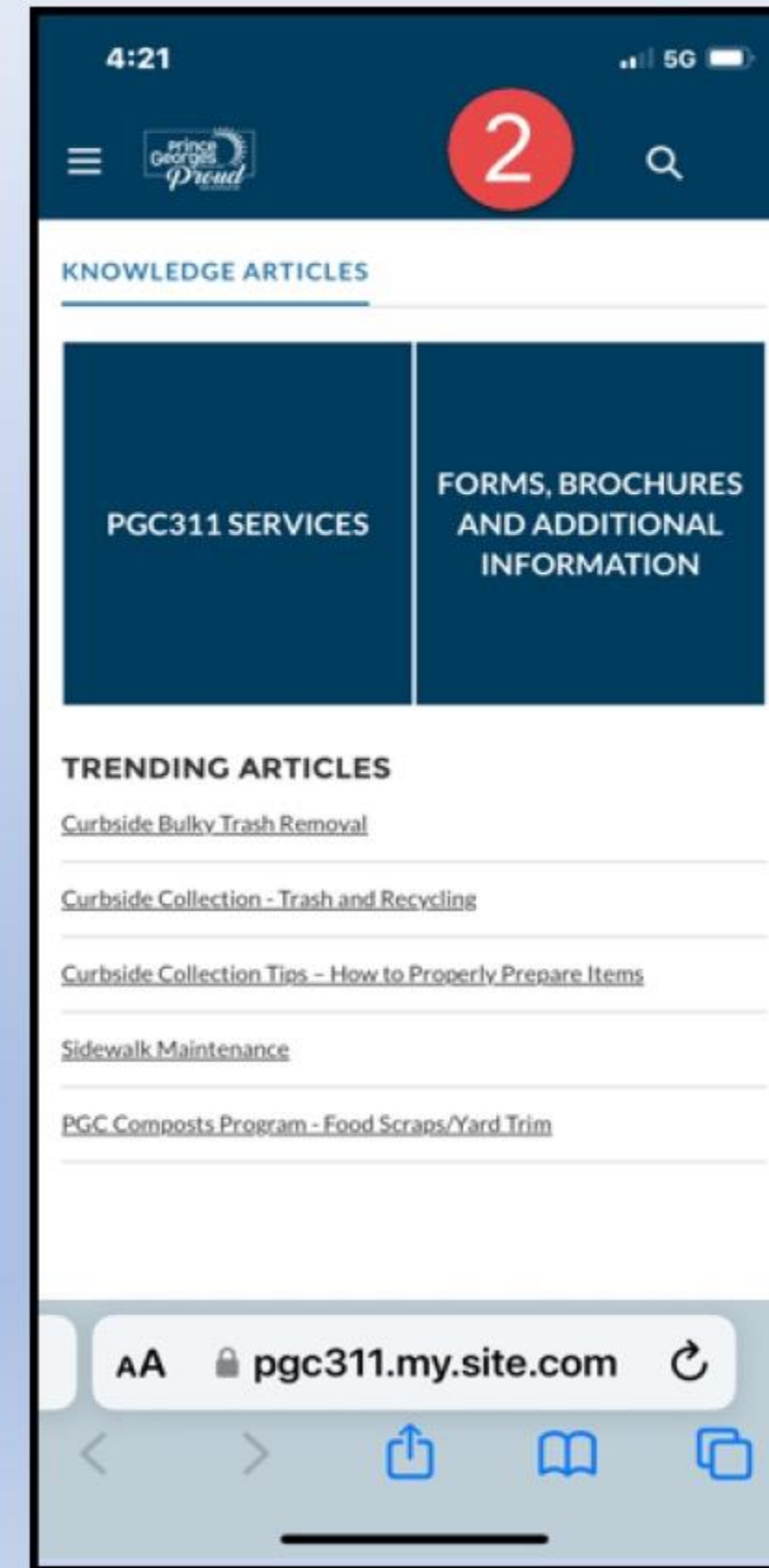
**Step 2.** Select the Option that Reflects Your Snow/Ice Concern



# Snow-related Knowledgebase Articles Available for Your Information



**Step 1. Select the Knowledge Tile to Seek Agency FAQ Information**



**Step 2. Use the Word Search Field to Display Snow-related Information**





# Snow-related Articles Available for Your Information

## Snow Removal on County Roadways

### 1. When will my street be plowed?

Snow emergency routes and primary roads are treated first, followed by secondary streets and finally residential streets including dead-ends and cul-de-sacs.

### 2. My driveway is blocked with plowed snow, what do I do?

You are responsible for clearing the snow from your driveway. It is best to shovel your driveway after the road has been plowed to avoid having driveways blocked by snow plowing operations. DPW&T does not have the resources available to unblock driveways.

### 3. I have a medical condition and need my street plowed right away.

The Department of Public Works and Transportation cannot prioritize roadways by medical needs of the residents. For medical emergencies, residents should call 911 immediately. Department of Public Works and Transportation works directly with the Fire and Police Departments on emergencies.

For assistance with transportation to medical appointments, residents should call the Office of Emergency Preparedness at 301-883-7838. The Office of Emergency Preparedness will assist in providing transportation with 4-wheel drive vehicles.

### 4. Where should I park my car?

If you have a driveway, use it. A parked car in the driveway means less area to shovel later. If on-street parking must be used, cars must be parked on the even-numbered side of the street during snow operations. Failure to do so could result in a fine and/or towing.

### 5. I live in a new development and I haven't seen a snow plow yet. Who do I call?

Call PGC311 (311 or 301-883-4748) or enter a service request. Inform the call taker that you live in a new development and they can determine if your roadway has been accepted into the County maintenance system. If it hasn't, you will need to contact your developer or citizens' association as it is their responsibility until the road has been accepted by the County.

## Snow Removal on Sidewalks

### 1. Who is responsible for snow removal on sidewalks?

Information about the responsibility of snow removal by individuals and businesses, from sidewalks. Section 23-150 of the County Code states that businesses and residents who own or lease property that abuts public sidewalks are required to clear the sidewalk abutting their property within 48 hours after the last snowflake falls. After 24 hours, a reminder in the form of a door hanger or notice may be issued to property owners. The Department of Permitting, Inspections, and Enforcement (DPIE) will issue a \$100 citation if they still have not cleared the sidewalks 48 hours or more after the end of the snow event. The \$100 citation can be issued for each day the snow and ice are not cleared from the abutting sidewalks. If the issue persists beyond a reasonable number of days, DPIE may send a contractor to clear the snow and ice and bill the cost to the owner or occupant. To report residences, apartment complexes and/or businesses who have not cleared the sidewalks abutting their properties, within 48 hours after snow stopped falling, please submit a service request under Snow - Complaints about Snow/Ice on Sidewalks.

### 2. What is the location of the sidewalk to be cleared?

**Single-family homeowners, Renters and Business Proprietors:** are responsible for the removal of snow/ice from the sidewalks abutting their homes or businesses.

**Private property, Business/Industrial, Apartment Complex:** Enforcement priorities are Business/Commercial areas and School Zones.



# Complete the Customer & Agency Services Survey Today!



- We want your feedback!
  
- Share your experience with submitting your concern using PGC311.
  - Call Center
  - Mobile App
  - Online Portal
  
- Share your experience with how the County Agency delivered services.
  
- You too can be a part of the County's continuous improvement of the PGC311 system.



**Just in Case you Missed It!**



**IMPORTANT**

**Please wait 48 hours until after the snowfall ends before submitting a service request for snow removal services.**





*Thank You!*

**Office of Community Relations**

**[311onthego@co.pg.md.us](mailto:311onthego@co.pg.md.us)**

**301-952-4729**

 **@pgc\_communityrelations**

 **@PGCCCommunity**



# DISTRICT 3 – PRINCE GEORGE'S COUNTY

December 17, 2024

# DISTRICT 3 (PRINCE GEORGE'S COUNTY)

- Laurel Maintenance Facility
  - Greenbelt Salt Barn
  - Metro Salt Barn
  - Tuxedo Salt Barn
- Upper Marlboro Maintenance Facility
  - Jones Point Salt Barn
  - Priest Bridge Salt Barn
  - TB Salt Barn

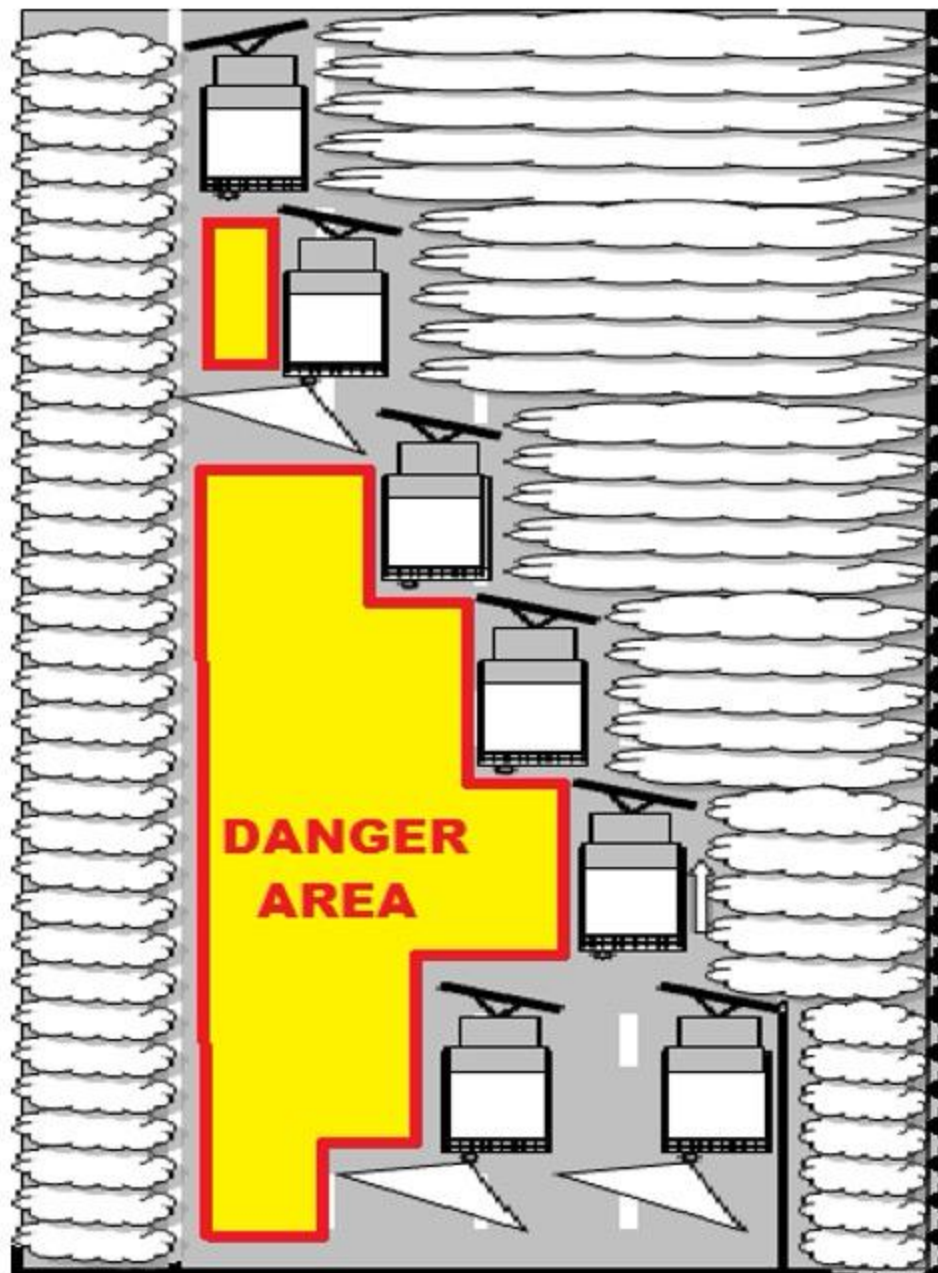


# MDOT-SHA PRINCE GEORGE'S COUNTY WINTER RESOURCES & STATISTICS

**ANNUAL AVERAGE TRAFFIC VOLUME - 3,216,815,754 = HEAVIEST VOLUME IN MARYLAND**

- Laurel Maintenance Facility
  - **817** Total Lane Miles of Roadway
  - **21,517** Tons of Salt in Storage Throughout Laurel's Salt Barns
  - **40** MDOT-SHA Plow Operators and Supervisors
  - **153** Contractor Plow Operators
- Upper Marlboro Maintenance Facility
  - **980** Total Lane Miles of Roadway
  - **19,283** Tons of Salt in Storage Throughout Upper Marlboro's Salt Barns
  - **40** MDOT-SHA Plow Operators and Supervisors
  - **144** Contractor Plow Operators

# PLOW OPERATIONS



- Do Not Crowd the Plows
- Operators Have Limited Visibility
- Stay Out of the Danger Areas
- Roadway Ahead of Plow Trucks Will Be Covered In Snow
- Safest Place to Drive During a Snow Storm is Behind Plow Trucks/Plow Trains
- Trucks are Operating as Fast and as They Safely Can



# STAY INFORMED



- **S.T.O.R.M** (Statewide Transportation Operations Response Map)
- **CHART** (Coordinated Highway Action Response Team)
  - [chart.maryland.gov](http://chart.maryland.gov)



# Prince George's Projects Update

## DPW&T, DPIE & WSSC Water

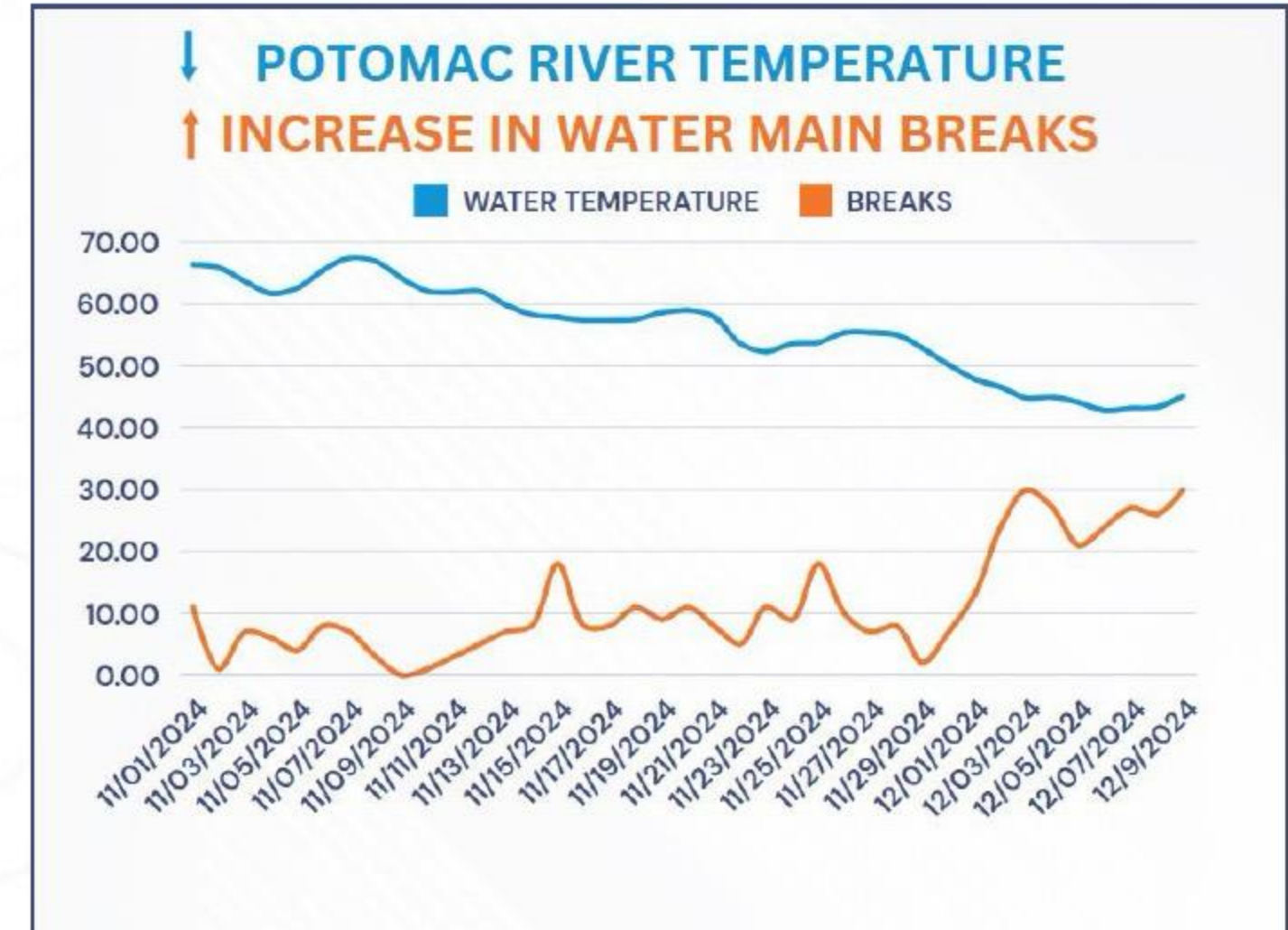
**Glen Diaz, Director, Utility Services Department**

December 17, 2024

# Winter is Water Main Break Season



- Temperatures drop = water main breaks increase
- Average approx. 1,700 water main breaks every year
  - 1,100 (65%) between Nov - Feb
- Breaks/leaks tied to Potomac River water temperature
  - Increase in breaks/leaks a few days after river temp hits a new low



# When a Water Main Breaks



**REPORT  
A WATER  
OR SEWER  
EMERGENCY**



 **301-206-4002**

 **EmergencyCallCenter@wsscwater.com**

 **WSSC Water Mobile App**  
Available on Apple App Store and Google Play



## WHEN A WATER MAIN BREAKS

The first step to repairing a water main break IS YOU.

- 

Report it to WSSC Water  
301-206-4002

**1**
- 

WSSC Water Inspector  
Dispatched

**2**
- 

MISS UTILITY  
Miss Utility  
Notified

**3**
- 

Valves  
Located  
& Closed

**4**
- 

Broken Main  
Located, Dug up  
& Repaired

**5**
- 

Excavation Site  
Filled in & Road  
Repairs Made

**6**

 Please be patient as we make repairs, which typically take between **4 to 6 hours** after crews have dug up and uncovered the damaged pipe. Repair times can vary based on pipe size, depth buried and other factors.

# Be Prepared

Make water part of your emergency kit.



**1-2 Gallons**  
water per person  
per day



Store enough to  
last each person  
at least **3 days**



Don't forget  
the **pets!**



## Be Prepared!

- Know when a break is in your neighborhood, so you can prepare for water service disruption
- Water main break repairs can take approx. six hours
- Extended power outages can create water restrictions
- Sign up for Customer Notification System to receive water/sewer emergency alerts

○ [wsscwater.com/cns](http://wsscwater.com/cns)



**CNS** Customer Notification System

Receive alerts about WSSC Water-related incidents near your home, office, school, or other important addresses.

Register for text or email alerts on up to three addresses.

**REGISTER AT WSSCWATER.COM/CNS**

# Protect Your Pipes

- Interior pipes and indoor water meters need area with temperatures of at least 55 degrees
- Tips
  - Turn off the water to outside faucets, remove hoses and drain the pipes
  - Tightly close all doors and windows, repair as necessary to seal out drafts.
  - The temperature where water meters and interior pipes are located should be at least 55 degrees Fahrenheit.
  - Consider insulation for pipes in colder areas of the home.
  - During an extended cold snap:
    - Leave kitchen and/or bathroom faucets running on a trickle to keep water moving (recommend doing this only when you're home)
    - Open cabinet doors to expose pipes to your home's warmth
- [wsscwater.com/winterready](https://wsscwater.com/winterready)



# Don't be Salty, Be Salt Wise

- Salt levels increasing in both drinking water sources: Potomac and Patuxent Rivers
  - Bad for aquatic life, pets, plants, lawns and people
  - Corrodes vehicles, concrete and water mains
  - Cannot be removed during filtration process
- Customers can do their part – Be Salt Wise
  - Shovel snow right away
  - Use less salt – 12-oz mug can cover large area
  - Sweep and reuse salt – Good for the environment and your pocketbook!
- [wsscwater.com/saltwise](http://wsscwater.com/saltwise)

## It's Easy as 1-2-3!

### 1 Shovel Right Away

Clear pavement and driveways before snow turns to ice. ❄️



### 2 Use Less Salt

If you must use salt, a 12-oz mug holds enough salt to treat a 20-foot driveway or 10 sidewalk squares.



### 3 Sweep & Reuse

Keep unneeded salt out of our waterways by sweeping and collecting for reuse. ❄️



# Helping Our Neighbors: Water Bill Assistance



## Promise.

Sign up for an affordable, flexible and interest-free payment plan. **Customers with a past-due balance of \$50 or more are eligible.**



## CUSTOMER ASSISTANCE PROGRAM (CAP)

CAP assists approved residential customers by **waiving fixed fees**, providing **free annual plumbing inspections** for water leaks and **much more.**



Eligible customers can access the Water Fund multiple times, **up to \$500 per year.**



## PipeER+

Provides a loan **up to \$10,000** to finance the repair, replacement or diagnostics of sewer or water on-property service line. The WSSC Water Federal Credit Union administers PipeER.



[wsscwater.com/assistance](https://wsscwater.com/assistance)





Tara H. Jackson  
Acting County Executive



Michael D. Johnson, P.E.  
Director



Thank you!