

# 2023-2024 Saint Paul Citywide Enterprise Approach to Snow Operations/Snow Emergencies

City established five cross-departmental working groups:

- **Snow Operations**
  - Inventoried current equipment
  - Trained several on-call city staff to plow using pick up trucks, including Mayor Carter
  - Reviewed bike path and trail maintenance with Parks and PW
  - Reviewed other cities and municipalities snow operations models
    - Talked and visited with other city winter ops staff
    - Held a table top exercise for a 1-sided snow operations model
  - Continued conversations and partnerships with SPPS, Ramsey County, MnDOT, Metro Transit
- **HR – Hiring/Recruitment/Retention**
  - Hired approximately 100 ticketers from external candidates and internal city staff
  - Increased street maintenance staffing, promotions and filling vacancies, including adding 4 new FTEs
- **Ticketing and Towing**
  - Negotiated new towing contract, with a lower towing cost and requires them to have a towing manager for snow emergencies
  - Proposing new ordinance language to allow ROW inspectors to ticket year-round for parking violations that directly impact street maintenance operations (sweeping, plowing, ROW permits)
- **Private Snow Plowing Operations**
  - Reviewed and proposing new ordinance language updates for sidewalk and private plowing operations
  - DSI worked with private contractor for mitigating sidewalk shoveling complaints
  - Created new education flyers/handouts for businesses and residents to educate where they can put snow (NOT in the street)
- **Communications and Engagement**
  - Held successful first-ever community Snow Summit and Alley Captain Conference
  - Created new Alley Captain resource page with documents and videos
  - Created new partnership with Everbridge – Resident Connect as a communications tool, which includes sending a recorded voice mail message (English only) to approximately 168,000 resident and business landlines and mobile phones registered in Saint Paul proper.
  - Secured a Block 19 parking ramp for free parking during the Night and Day Plow phases of a Snow Emergency for anyone to use
  - Added new signage and language at LRT and BRT stations in Saint Paul with Metro Transit
  - Added City Instagram to social media platforms to educate and inform about snow operations and snow emergencies