



# PUBLIC WORKS

## 2024 SNOW OPERATIONS RESOURCES

### PUBLIC WORKS SNOW OPERATIONS

[www.stpaul.gov/snow](http://www.stpaul.gov/snow)  
[www.stpaul.gov/snowemergency parkingmap](http://www.stpaul.gov/snowemergency parkingmap)

**Street Maintenance Office: 651-266-9700** (7 a.m. - 11 p.m. weekdays)

[PW-stmaint24hrstaff@ci.stpaul.mn.us](mailto:PW-stmaint24hrstaff@ci.stpaul.mn.us)

[snowemergency@ci.stpaul.mn.us](mailto:snowemergency@ci.stpaul.mn.us) (During Snow Emergencies Only)

651-266-PLOW (7569) – recorded message of current snow status

651-266-9850 (sewers) – blocked storm drain

651-266-8989 (DSI) – sidewalk not shoveled

**General Public Works** (8 a.m. – 4: 30 p.m. weekdays)

651-266-6100

[publicworksinfo@ci.stpaul.mn.us](mailto:publicworksinfo@ci.stpaul.mn.us)

**Ticketing and Towing Office (managed by PW)** (only open during Snow Emergencies)

- 651-266-9800, option 2 (request ticket and tow of car – **ONLY during CLEAN UP PHASE**)
- Online reporting form to report a vehicle: [www.stpaul.gov/snowticketing](http://www.stpaul.gov/snowticketing) (only open during Clean Up phase)
- After Snow Emergency ends (96 hours) call SPPD non-emergency at 651-291-1111 to report vehicles that have not moved in more than 48 hours.
- Snow Ticketers are SPPD Parking Enforcement Officers (PEOs) and temporary, on-call staff hired by PW.
- PW Ticketers follow the same Night and Day Plow Routes as the plows take
- PW Ticketers currently must hand-write all Snow Emergency Parking citations
- 2022-2023 snow season averaged 2,200 tickets issued and 700 tows per Snow Emergency

**Snow Impound Lot (managed by SPPD)** – Cathlin Lot (open Nov through April 15)

- 651-502-7480 - 1129 Cathlin Street (across from the State Fairgrounds)
- [stpaul.gov/impound](http://stpaul.gov/impound) to locate car by VIN or license plate
- To get a car out of impound lot, owner must be present with
  - Proof of vehicle ownership: title, bill of sale or lease agreement
  - Valid photo ID or driver's license
  - Proof of insurance for the vehicle
  - Cash, Visa, or Mastercard to pay (\$226.46 in 2024)
  - Keys to the vehicle

**Key Resources on Website ([www.stpaul.gov/snow](http://www.stpaul.gov/snow))**

- Sign up for [email & text alerts](#) (available in English, Spanish, Hmong, Somali, Oromo)
- Sign up for [voice mail message call](#) (available only in English)
- [Snow FAQs](#)
- [Ticketing & Towing Info](#)
- [Sidewalk Shoveling](#) (managed by DSI)
- [Alley Captain Resources](#) ([www.stpaul.gov/alleycaptains](http://www.stpaul.gov/alleycaptains))
  - Watch three presentations from 2023 Snow Summit & Alley Captain Conference:
    - Snow Operations 101, Alley Captain Panel, and ADA/Sidewalk Shoveling
- [Snow Emergency Parking Map](#) ([www.stpaul.gov/snowemergency parkingmap](http://www.stpaul.gov/snowemergency parkingmap))



# Snow Operations Facts and Information

## Current Winter Maintenance Standards

### **Arterial Streets (396 lane miles)**

- Plowed and treated to bare pavement in drive lanes
- Plow compacted snow in parking lanes
- *Plowed and treated during all winter events*

### **Residential Streets (1,186 lane miles)**

- Safe and passable
- Plow compacted snow
- Salt only high priority areas: hills & curves, intersections when slippery
- *Only plowed during snow emergencies*

### **Alleys (2,225 or 330 miles)**

- Not plowed or salted by City
- Responsibility of abutting property owners
- Many property owners volunteer together and pay for private contractor by their “alley captain”

## Winter Event: Any time Public Works responds to winter weather conditions

- Small: Anti-icing or deicing bridge decks overnight for frost (*2-7 trucks*)
- Medium: Salting and plowing operations on arterials and problem spots (residential hills, curves, etc.) with 2”-3” of snow (*10-30 plows*)
- Large (*need to call in Forestry, Sewers and Traffic Ops staff with CDLs*): Snow Emergency declared; plow all arterial and residential streets (*70-80 plows*)
  - Average 20-30 Winter Events per season.
  - 2022-2023 had 44 winter events, 7 Snow Emergencies, and 1-sided parking ban

## Garbage and Recycling

- Do not put recycling and garbage carts in the street!
- Find out about winter weather collection delays [stpaul.gov/wintercollection](http://stpaul.gov/wintercollection)

## Communications & Engagement

- Snow Emergency brochure - mailed to 81,000+ residents (July)
  - Translated versions online: Spanish, Hmong, Somali, Oromo, Karen, Burmese, Lao
- GovDelivery emails & text alerts (5 languages) – opted in 140,000 emails & texts
- Everbridge Resident Connect – recorded voice message (new 2024)
  - English only, reaches 168,800 registered residents, businesses, and organizations
- [Nextdoor](#) 85,000 members [Facebook](#) 34,000 followers
- [X/Twitter](#) 83,800 followers [Instagram](#) (new 2024)

## Snow Operations Facts

- 1,800+ Lane Miles (maintained by PW; *including 368 county and state lane miles maintained by PW by reimbursable maintenance agreement*)
- Park trails and sidewalks inside parkland (Parks)
- Multi-use bike trails (could be PW or Parks depending on location)
- Bridge Sidewalks (PW Bridge Division)
- Bus Stop Shelters, Light Rail stations/tracks (Metro Transit)
- Sidewalks (abutting property owners; corner properties to clear ped ramps into street)