



City of Rockville

**MEMORANDUM**

January 6, 2010

TO: Mayor and Council

FROM: Jenny Kimball, Assistant City Manager *JK*

VIA: Scott Ullery, City Manager *SU*

SUBJECT: December 2009 Snow Operations

From December 18 to December 20 a significant storm dropped approximately 20 inches of snow in Rockville. The City took action prior to December 18 to prepare for a storm event, implemented snow removal operations through the weekend, and completed an after action briefing to assess performance and improvements.

This memo documents the After Action Review conducted on December 23, 2009, which highlights the City's actions before, during and after the storm. It describes lessons learned that will help us improve future performance and provides an update on our efforts to secure reimbursement for expenses from the federal government. Detailed information is attached in memos from the Communication Division in the City Manager's Office, Department of Recreation and Parks, Department of Public Works, and the Police Department.

**Event Highlights**

Staff focused on maintaining communication with the public, removing snow from roadways, removing snow from priority sidewalks and City facilities, and responding to all public safety needs.

**Pre-Event Actions:**

- Broadcast "Winter Weather Tips" on Rockville Channel 11. Provided notification of the snow emergency declaration and the City's Inclement Weather Policy via press release, Rockville 11, web, Facebook and Twitter.
- Planned staff coverage to allow shifts to clear snow 24/7 from City streets. Ensured salt barn was stocked.
- Arranged for appropriate staff coverage, stocked up on chemicals, and reviewed the Snow and Ice Emergency plan for City facilities, rights-of-way sidewalks, bike paths and other critical pedestrian routes.

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- Identified seniors who need assistance clearing snow from their property and sidewalk.

#### Event Actions:

- Regularly updated the information on the web, Facebook and Twitter on the status of snow plowing efforts, City facility closings, and impacts on refuse and recycling service.
- Cleared snow from the eleven 'A' priority locations and approximately 120 other school walks, sidewalks, bridges, bike paths, parks and major cross walks.
- Plowed City streets, tracked progress, and responded to resident inquiries and requests throughout the storm event.
- Operated the stock room and repaired equipment and vehicles.
- Maintained full staffing of police officer and communications personnel for the duration of the storm and used four wheel drive vehicles to respond to calls-for-service. The vast majority of calls-for-service involved disabled or stranded vehicles and questions about snow plowing.
- Participated in all Montgomery County Emergency Management Conference Calls.

#### Post Event Actions:

- Web, Facebook and Twitter updates continued and a crawler about the storm was placed on The Rockville Channel. Channel 11 also filmed a special interview the Mayor Marcuccio, the Public Works Director and the Recreation and Parks Director.
- Inspected private commercial and residential properties for compliance with the ordinance on snow removal from public use paved areas. Issued 182 warnings (door tags) and 26 citations with fines of \$100. Of the citations issued, 17 or 65% were for vacant properties.
- Arranged volunteer snow removal assistance for 14 seniors who were identified in advance of the storm. Arranged a contractor to offer assistance at a discounted rate for an additional 14 requests received after the storm. Continuing to recruit volunteers to assist with future storms.

### **Significant Follow Up Actions**

#### Pedestrian Access

When large amounts of snow fall, removal from the Friendship Bridge presents unique challenges. In future events of this magnitude, staff will post better signs to inform pedestrians of the status of the bridge. When fewer inches of snow fall, a three-foot wide path can be cleared.

Other key pedestrian routes require special attention. For example, sidewalks fronting vacant properties on major pedestrian routes that are not cleared for several days, if at all, may need to be acted on more quickly than our current enforcement approach achieves. Also, even when sidewalks are clear, large snow piles at major pedestrian road crossings should be cleared more quickly. Recreation and Parks is investigating the feasibility of maintaining a list of on call contractors to clear and treat these areas.

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### Snow Removal from City Streets

Staff will change the current storm emergency policy on alternative parking to provide more effective curb-to-curb clearing on primary roads. Staff will focus attention on areas with a large amount of on-street parking.

Staff identified some improvements related to personnel. First, the City will clarify upon hire which employees are "essential" and must be available for emergency events like snow storms. Staff will also provide more snow removal cross training in advance of the winter season for essential employees, and identify additional employees to train for snow operations. The Department of Public Works will consider longer shifts to provide adequate downtime for crews between shifts, and improve procedures to ensure smooth and efficient shift changes.

The Fleet Services staff in the Department of Public Works successfully completed 84 work orders during the three-day storm. The department will implement some staffing and procedural changes to better manage the very large volume of vehicle and equipment repairs needed during a large storm event.

### Communications

An upgrade to the City's Cable TV equipment is underway. The new equipment will provide for remote access. The enhanced capability will allow staff to change Rockville 11 content from home and will be in place by next winter.

### Other

The emergency generator at the Rothgeb Drive facility can turn on unnecessarily and without warning to staff. Staff is exploring a system that would notify personnel when the generator kicks on so staff can respond in a timely manner.

Public Works will work with the Information & Technology Department to improve the access to e-mail at the Rothgeb facility.

The Department of Public Works plans to make some equipment available for use by Recreation and Parks to support snow removal from sidewalks. Staff will explore the need and funding available to purchase additional equipment, such as another dump truck with plow and saltbox, loader and backhoe capability, and sprayer for pre-treating roads and bridges.

### **Federal Reimbursement**

The City, in conjunction with Montgomery County and other municipalities, is requesting reimbursement for costs associated with the storm. Staff shared information about the City funds expended with the Maryland Emergency Management Administration (MEMA). The cost estimates are found on page 36 of this memo. The Governor's Office will send all of the

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information gathered by MEMA in a request for reimbursement to the Federal Emergency Management Administration (FEMA). FEMA will determine whether to issue a federal disaster declaration for the State of Maryland. If they do, then the formal application process for federal reimbursement will begin. Montgomery County staff report that if the City submits a formal application, it may take up to a year to receive any federal reimbursement.

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cc: Burt Hall  
Michelle Poche Flaherty  
Craig Simoneau  
Terry Treschuk



City of Rockville

**MEMORANDUM**

January 6, 2010

TO: Scott Ullery, City Manager

FROM: Craig Simoneau, Director, Department of Public Works *CSH*

SUBJECT: Public Works After Action Review - Storm beginning 12-18-09

This memo outlines Public Works' activities to prepare for and respond to the snow storm that began on December 18, 2009. Based on the department's experience, we identified specific items that were successful and should be continued in future storm events. Those are marked with "S". Items marked with "I" could benefit from improvement and will be addressed by staff in preparation for future snow events.

**Pre-planning Activities**

- S – Initial decision to go to two shifts and to designate a preplanned start time was key to good execution.
- I – Storm came a bit earlier than National Weather Service and others forecasters predicted. Initial response time of 9:30 or 10 pm, instead of 11 pm, would have been better.
- I – Consider 14-16 hour shifts in future large storms to provide more effective downtime for crews and reduced need for time-consuming shift changes. This needs to be balanced with transition from regular time, at the front and back ends, and the confidence that we will successfully be able to get future shifts in for shift changes.
- I – Consider having all essential employees sign an acknowledgement upon hire that they understand they are essential employees and they could be called upon to perform duties, such as snow and disaster response and agree to do so.
- I – Better identification and training of two full crews and alternates before the winter season so that we don't have to use alternates who are unprepared and take up costly time to direct them to perform the task during critical pre-planning hours.
- I – Expand the pool of alternate operators beyond Streets, Utilities and Refuse. We were fortunate that refuse workers were available otherwise we would have been shorthanded for two full shift. Consider getting CDL and training for other volunteers, as needed.
- Hotel

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- S– Preplanning for hotels was excellent including getting Steve Sokol authority to pay on his credit card. Thanks for coordination with Purchasing.
- I – Explore different hotel.
- S – New salt barn in concert with ensuring it was full prior to the storm helped us through the event. We would have possibly run out of salt on Tuesday with the old salt dome.

### Operations

- I – Shift Change needs improvement
  - Storm Manager and Crew Supervisors arrive one hour early.
  - Develop checklist for operators and crew supervisors for quicker more thorough hand off.
  - Develop better tools to track what has been completed (Route name lists, automated vehicle tracking)
- I – Give e-mail capability to dispatcher.
- I – Develop ability to monitor public works e-mail during storm event.
- S – Stockroom manning went well.

### Maintenance

- I – During large storms employ a shop lead/foreman in addition to mechanics.
- I – Develop formal maintenance status report at shift changes with assessment of how long vehicles might take to get up.
- I – Develop system where Fleet Maintenance determines whether operator will stay with the vehicle or return to Operations and communicate status to Dispatch.
- I – Conduct formal review of stockage level for storm operations with Operations, Fleet, and Stockroom, including MREs.

Equipment needs – consider funding additional equipment needs for snow and ice operations, including more loader and backhoe capability, another dump truck with plow and saltbox, and a sprayer for pretreating roadways and bridges. Public Works developing list.

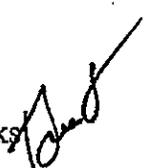
- Review storm emergency policy of alternate parking. Current plan does not work. It is likely not feasible to expect residents to move cars to alternate sides of the street in a coordinated fashion to get curb-to-curb clearance in area with large amount of on-street parking. Consider other options including prohibiting parking on primary roads and others where adequate driveway and garage parking is available.



City of Rockville  
MEMORANDUM

January 5, 2010

TO: Scott Ullery, City Manager

FROM: Burt Hall, Director of Recreation and Parks 

SUBJECT: December 19-20 Snow Storm -- After Action Report  
Department of Recreation and Parks

**Recreation and Parks Department Snow Responsibilities**

The Recreation and Parks Department coordinates with Public Works and Police to support snow clearing operations in two major categories: City facility parking lots and access pathways; and rights-of-way sidewalks, bike paths, routes to school paths, totaling approximately 30 miles. The rights-of-way sidewalks and paths cleared by the City are those not contiguous to a residential or commercial address. Recreation and Parks also clears a number of "pork chop" islands associated with "hot right" intersections, to make pedestrian movements safer and easier. Finally, Recreation and Parks monitors all City facilities during storm events to ensure key operating systems are okay.

**Pre- Event Planning:**

Per the Parks and Facilities Division Snow and Ice Emergency Procedure Manual, a snow duty supervisor is scheduled starting in October for each two-week period through the end of April. It is the responsibility of that supervisor to establish a list of available personnel, coordinate with all facilities for hours of operation and closings, stock up on chemicals and notify staff of work schedules prior to every predicted weather event. The snow duty supervisor, crew leader and Superintendent of Parks and Facilities met on 12-18-09 to review planned operations for the predicted weather event.

**Staffing:**

The Parks and Facilities Divisions were fully staffed with both Parks and Facilities personnel during the entire event. During the overtime hours of the event, staff operated under 12-hour shifts. During this period approximately 10-12 staff were on duty around the clock. Their primary responsibility was keeping the 11 priority "A" locations, identified in the attached Parks and Facilities Division Snow and Ice Emergency

Procedures Manual clear of snow. Approximately \$18,000 in overtime and \$800 for chemicals was spent during the 12-19-09 storm. During the regular work hours crews removed snow from approximately 120 other locations including school walks, sidewalks, bridges, bike paths, parks and major cross walks.

**Vehicles/Equipment:**

The Parks and Facilities Division utilized all equipment available including trucks with plows and salt spreaders, skid steer loader, tractors with snow blowers, walk behind snow blowers, salt spreaders and hand shovels. One truck and plow went out of service because of mechanical failure. During the event the Parks Mechanic made 12 repairs to small engine equipment. Repairs included flat tires, bent tire rims, replacing chains and welding plows.

**Issues:**

Other than the depth of snow, no major issues interrupted the snow removal procedures.

One issue unrelated to the storm occurred at the Rothgeb Drive facility. Staff believes there was a power fluctuation from Pepco that caused the breaker that feeds power to the facility to trip, therefore kicking on the facility back up generator. The generator performed well and provided power to the entire facility. Facility staff was unaware that the generator was running until Sunday morning when the generator finally ran out of fuel. Staff had the facility back on line within about 20 minutes. Staff is exploring a system that would notify personnel when the generator kicks on.

Another issue staff is dealing with is the snow clearing strategy for the Friendship Bike/Ped Bridge over I-270 at MD Rt. 28, which presents some unique challenges. In this large snow event, if standard snow clearing equipment were used, snow would have been pushed off the bridges onto I-270 and the southbound on ramp, which is not acceptable. In smaller snow events, it is often feasible to clear a 3-foot wide path without throwing snow off the bridges. In this past storm, staff did not attempt to clear a path on the bridge. Barricades were placed at each end of the bridge with signs notifying pedestrians the bridge was closed. The barricades did allow willing pedestrians to go around them and cross the bridge. Staff is reviewing this strategy, but initially this appears to be a reasonable way to handle the Friendship Bridge during large snow events. One improvement for the next event will be to post signs with more explanation of the status, i.e., "The bridge is not cleared of snow; pedestrians are urged to find an alternate route, but may cross the bridge at their own risk."

**Snow Shoveling Assistance For Senior Citizens**

**Attachments:**

- A) Memorandum – Snow Removal Services to Senior Citizens
- B) Snow and Ice Emergency Procedures – Parks and Facilities

cc: Steve Mader, Superintendent of Parks and Facilities  
Betsy Thompson, Superintendent of Recreation



City of Rockville

**MEMORANDUM**

January 5, 2010

**TO:** Burt Hall, Director of Recreation and Parks

**FROM:** Lorraine Schack, Senior Citizen Support Service Supervisor *LS*

**VIA:** Betsy Thompson, Superintendent of Recreation *BT*

**SUBJECT:** Snow Removal Services to Senior Citizens – December 19, 2009 Storm

Prior to the predicted snowstorm of December 19, fourteen seniors signed up with Senior Services for snow removal assistance. One family was spending time out of town and asked for volunteers to clear the snow when needed. A neighbor handled this storm. Of the thirteen remaining requests, all were assigned to volunteers. Between December 18 and 21, Senior Services received another fourteen calls for snow removal. At this time, each volunteer was already handling two or more homes and was unable to shovel additional walkways due to the large amount of snow that had fallen.

Fortunately, the "Home Maintenance Program" has developed excellent working relationships with a number of local contractors, one of which offered to take on these later requests at a discounted rate. The seniors were given the contractor's name and number to make arrangements to retain this service. The majority of the seniors took advantage of the offer and were very pleased with the result.

Following the storm, staff contacted all 28 seniors to check on their welfare and to ensure they had a clear, safe path to their homes. Those who were serviced by the contractor were told that staff are continuing to look for volunteers in the community and they would be kept posted of any updates.

Staff are diligently preparing for the next storm by continuing to recruit for volunteers, inquiring with youth and civic groups to help, and contacting contractors to determine their interest in offering discounts for seniors.

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City of Rockville

ATTACH A

**Parks and Facilities Division**

**2009 – 2010**

**SNOW AND ICE**

**EMERGENCY PROCEDURES**



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# GOAL

**Efficient, timely and cost effective snow and ice removal from public walks, municipal grounds and parking lots assigned to the Parks and Facilities Division.**

## **Directives and Responsibilities**

### GENERAL INFORMATION

- A. Overtime Snow Duty is for a two-week period. It starts Monday at 7 a.m. and ends two weeks later on Monday at 7 a.m. SEE DUTY DATES ON THE FIRST PAGE. This allows for a supervisor to continue weekend overtime snow operations until regular workday start time begins.
- B. Starting time for a snow/ice weather event is 4 a.m. If the weather is **INCLEMENT** prior to 4 a.m., prudent judgment will dictate earlier starts.
- C. In the event of a severe emergency snow or ice storm, ALL essential personnel will be put on alert by the Superintendent of Parks and Facilities. Twelve-hour emergency shifts may be invoked and further instructions for all Supervisors will follow. Twelve-hour employee shifts are listed in the back of this document.
- D. The Police Dispatcher and/or Public Works Snow Duty Foreman may call Parks and Facilities Snow Duty Supervisors at the beginning of a snowstorm. However, the Parks Snow Supervisor should be aware of snow starts and be fully prepared.
- E. The Snow Supervisor will be responsible for calling in appropriate staff and should have a list of volunteers prepared prior to an event starting.

### DUTY SUPERVISORS RESPONSIBILITIES

Duty Supervisors shall:

- A. Be totally prepared every evening and especially on Fridays for the weekend.
- B. Be aware of the snow forecasts and current snow conditions in the City of Rockville vicinity at all times. Check National Weather Service and NOAA. Use prudent judgment and not rely solely on TV or other communications.
- C. Be on-site (or assigned crew leader) and available by cell phone or two-way radio at all times throughout the entire storm.

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- D. Contact their crew(s) before quitting time if they anticipate bad weather and make sure their crews is ready and willing to respond.
- E. Ensure that the Public Works Building walkways and City hall walkways, ramps and driveways are cleared of snow and OPEN at all times during the entire storm. A small crew can generally handle this assignment.
- F. Ensure that the following facilities are free from snow on walks, ramp and driveways by 8:30 a.m. on weekdays (use their discretion for utilization of staff):
- City Hall – including Montgomery County parking lot at Maryland Ave. and Fleet St.
  - Civic Center Complex
  - Lincoln Center Community Center
  - RedGate Driveway
  - Senior Center
  - Swim Center
  - Thomas Farm Community Center
  - Twinbrook Recreation Center
- G. After each overtime period, **fill out** an EMERGENCY OVERTIME SNOW REPORT (attached and also on the Q Drive) detailing time of notification and arrival, date of the event, snow depth and nature of storm, staff, hours worked, locations worked, and equipment and supplies used.

### CREW MAKEUP

- A. Every effort must be made to distribute overtime equally.
- B. Supervisors are expected to fully follow the AFSCME's Union Agreement on overtime. However, under the current Union Agreement, all L-scale workers are required to work if requested.
- C. Crew size on overtime should be limited to six workers. Prudent judgment must prevail. If it is a **major storm**, supervisors must make wise decisions.
- D. If a snow emergency exists, the Parks Equipment Mechanic, **Pat Tarquinio (301-217-9078)**, must be called in to keep equipment running.

### EQUIPMENT AND SUPPLIES

- A. All necessary equipment must be fueled and ready to go. Trailerable equipment must be pre-loaded and stored under cover.
- B. Supplies of chemicals, sand, gloves, etc. must be stocked and prepared for ease of use.
- C. Be constantly aware of the in-stock materials. Don't rely on the next person to restock. Keep the supplies up to a reasonable level.
- D. Ensure that Truck #236 has its snowplow on and ready in advance of a snowstorm.

- E. The parks and facilities division will have its own Truck #445 with chemical spreader and plow attached. The unit shall be 100 percent responsible for applying chemicals and pushing snow on all City building driveways and parking lots. The Duty Supervisor will call the unit into service at the beginning of a snow emergency. The unit shall start assignment by spreading chemicals and plowing items on the items.
- F. All stock storage facilities should be supplied with winter calcium. See Stock Storage Areas list.

### **USE OF CHEMICALS AND SAND**

- A. Absolutely no use of salt on sidewalks. Use the calcium chloride stored in the stockroom or, if closed, from the various stockpiles. Salt is for roads and asphalt bike paths only.
- B. When using salt from mechanical spreaders, be sure the overthrow does not go into flowerbeds, turf areas or tree root systems.
- C. Do not use sand close to City Hall entrances. It gets tracked in and makes a mess.
- D. Use the calcium chloride prudently. This material is very, very expensive. If weather is severe, use it; if not, use it sparingly.
- E. Please do not salt anywhere near the corten steel bridges in the parks or overpasses. Salt causes corrosion of bridge structure. Advise all staff: No Salt – No Salt – No Salt
- F. Do not use salt anywhere around the Parks Mechanical Building.

### **SPECIAL NOTES**

- A. The AFSCMED Union Agreement on overtime must be strictly followed.
- B. When there are events ongoing at the Civic Center and/or Senior Center, their support personnel will use calcium chloride to temporarily provide coverage of walks. The Parks Supervisor on duty will be responsible to keep these supplies stocked
- C. No plows are to be used on corten steel bridges. Plows may cause damage to the decking fasteners and cause the decking to become unattached. This includes Lakewood Bridge.
- D. Use rubber blade plow ONLY for Thomas Farm Community Center parking lot.

## **Important Note**

### **Please Read Before Continuing**

The following pages list "A", "B" and "C" Priorities by Crew Supervisor's responsibility. When these areas are completed, it is the responsibility of the Crew Supervisor to contact his/her Supervisor for further instructions. Other areas may not be completed, so it is important to utilize all staff to complete all areas as soon as possible.

#### **OVERTIME – "A" PRIORITY LOCATIONS**

##### **Parking Lots**

- 1) Beall-Dawson Historical Park
- 2) City Hall
- 3) Bouic House
- 4) Civic Center Park
- 5) Elwood Smith Park
- 6) Lincoln Park
- 6) Montgomery County at Maryland Ave. & Fleet Street (surface parking lot)
- 7) Pump House
- 8) Senior Center
- 9) Swim Center
- 10) Thomas Farm Community Center (rubber plow blade only)
- 11) Twinbrook Recreation Center

##### **CAUTION**

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

## OVERTIME – “A” PRIORITY LOCATIONS

### Facility Grounds, Bridges and Walks (Check Building Program Schedules)

- 1) City Hall - Police entrance, all ramps and walks around building and parking lots – Bouic House (use special stock chemicals)
- 2) Civic Center – walks and steps around the Mansion, Cottage, Social Hall, Theatre and ramp; parking lots, and Recreation Services, Tug Building, Nature Center areas
- 3) Courthouse Square Park walks – 32 Courthouse Square and 20 Courthouse Square
- 4) Lincoln Park Community Center – walks around building
- 5) Maryland Avenue – Argyle Street to Potomac Valley Road, Potomac Valley to Falls Road (both sides)
- 6) Promenade Park – stairs and elevator to Metro
- 7) Public Works Building (PWAB) – walks around building
- 8) Senior Center – driveway, parking lot, handicap ramp and front entrance walk
- 9) Swim Center – front entrance and parking lot
- 10) Thomas Farm Community Center
- 11) Twinbrook Recreation Center Park and Annex – roadway, walks and parking lot around buildings

### After the above eleven priorities are completed, continue with the following.

- 1) Beall-Dawson Historical Park - walks around the building and parking lot
- 2) Broome Gym – front entrance steps (check and chemical if needed)
- 3) \*Elwood Smith Center – walks around the building and parking lot
- 4) Lakewood Bridge
- 5) Lincoln Park Metro Bridge
- 6) Montgomery County Parking Lot – Fleet Street and Maryland Avenue (surface parking lot)
- 7) Montrose Park – walks around the building and grounds
- 8) New Street Bridge – next to Saint Mary's Church
- 9) \*Pump House – walks around the building and parking lot
- 10) RedGate – driveway
- 12) \*Rockcrest Park – walks around shelter, Broadwood Drive and the one leading to Crawford Drive
- 12) Woottons Mill Park – Haller Drive Way & vehicle bridge
- 13) Wootton Parkway Bike Path – near school walks is first priority and then all other areas

*\*Clear only when scheduled for use within 24-48 hours.*

### CAUTION

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

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## Horticulture Crew Supervisor – Victor Salguero

### REGULAR TIME – “A” PRIORITY

- 1) Broome Gym – front entrance steps (check and use chemical if needed)
- 2) Civic Center – walks/steps around Mansion, Social Hall, Theatre, parking lots, Public Works Inspection walks and salt Theatre ramp
- 3) Public Works Building (PWAB) – walks around building
- 4) Thomas Farm Community Center – all walks & walks leading to the community center parking lot, use rubber plow blades ONLY

### School Walks

- 1) Baltimore Road – from Gladstone Drive to town houses (right side)
- 2) Dean Drive – Dean to Broadwood
- 3) Wainwright Avenue – Wainwright to Ridgeway (between houses)

### REGULAR TIME – “B” PRIORITY

- 1) Fallsgrove Park
- 2) Grandin Avenue – Grandin to Veirs Mill service drive (between houses)
- 3) Grandin Avenue – length of Lone Oak Park from Woodburn to first house past park
- 4) Holland Road – dead end next to Lewis Avenue (steps at side of property)
- 5) King Farm Park – all walks directly adjacent to and through park
- 6) Lewis Avenue – Halpine Road to Rockland Avenue (rear of homes)
- 7) Mary Trumbo Park – all walks directly adjacent to and through park
- 8) Mattie Stepanek Park
- 9) Mattie Stepanek Dog Park – parking lot only
- 10) Village Green Park – all walks directly adjacent to and through park

### REGULAR TIME – “C” PRIORITY - CROSSWALKS/HOT RIGHTS

- 1) Edmonston Drive at Wootton Parkway – westbound Edmonston Drive to eastbound Wootton Parkway
- 2) MD Route 355 at Church Street – from northbound 355 to eastbound Church Street
- 3) N. Horners Lane at S. Stonestreet Avenue – southbound N. Horners Lane to Westbound Park Road
- 4) Wootton Parkway at Edmonston Drive – eastbound Wootton Parkway to eastbound Edmonston Drive

### CAUTION

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

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## Rights-of-Way Crew Supervisor – Richard Tyler

### REGULAR TIME – “A” PRIORITY

- 1) Lakewood Bridge
- 2) Maryland Avenue – from Argyle Street to Potomac Valley Road; Potomac Valley to Falls Road
- 3) Wootton Parkway (all of the parkway)

### School Walks

- 1) Falls Road – school walks and Falls Road Bike Path
- 2) Gerard Street – parkland between Currier Court and school property
- 3) Greenplace Terrace – parkland between Gerard and Lochness Court, Lochness and Fallswood
- 4) Horizon Hills – all walks within
- 5) New Mark Esplanade – New Mark to Scandia Way
- 6) South Fallsmead Way – Wootton Parkway to first house (both sides) and steps

### REGULAR TIME – “B” PRIORITY

- 1) Cabin John Parkway and West Lynfield Drive - corner
- 2) Copperstone Court and Ritchie Parkway - corner
- 3) Crestview Drive - between 1729 – 1725
- 4) Dundee Road – Wootton Parkway to townhouses
- 5) Fallsgrove Bike Path
- 6) Feather Rock Drive – pathway between 705 and 707 - 719 and 721
- 7) Hungerford Stoneridge SWM Path – from Wootton Parkway to Cabin John Road
- 8) Hurley Avenue – Watts Branch to Monet Drive Bridge to Rt. 28 (not church property)
- 9) Longhill Drive – Pebble Ridge Court to Richview Court
- 10) Oakenshield – from Oakenshield to Potomac Woods Park
- 11) Rockville Church of Christ – Rt. 28 near Crofton Hill Lane
- 12) Seven Locks Road – from Wootton Parkway to sediment pond
- 13) Watts Branch Parkway – Hurley to Aintree Drive parkland between Fallswood Court and Brookcrest
- 14) Watts Branch Parkway – parkland walks between Gerard and Lochness Ct., Lochness and Fallswood Dr.
- 15) West Edmonston Drive and Ritchie Parkway - corner
- 16) Windy Knoll Court to Glenora Terrace
- 17) Woottons Mill Park – all walks within park

**Rights-of-Way Crew Supervisor – Richard Tyler (Cont.)**

**REGULAR TIME – “C” PRIORITY – Crosswalks/Hot Rights**

- 1) Wootton Parkway at Fleet Street – Westbound Wootton Parkway to Northbound Fleet Street
- 2) Wootton Parkway at Falls Road – Eastbound Wootton Parkway to Southbound Falls Road

**CAUTION**

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

## Athletic Fields Supervisor – Arthur Thomas

### REGULAR TIME – “A” PRIORITY

- 1) City Hall - police entrance: all ramps and walks around building and parking lots: Bouic House walks and parking area (Note: City Hall has special treatment chemicals – special events staff to assist crew on regular time).
- 2) Courthouse Square Park walks and 32 Courthouse Square
- 3) Middle Lane
- 4) New Street Bridge - Stonestreet - bridge and walkways (access to Veirs Mill Road)
- 5) Promenade – steps and elevator to Metro (promenade stairs and elevator)
- 6) Town Center Plaza – path between Library and City portion of plaza

### School Walks

- 1) First Street – housing project to Taft
- 2) Maryvale Park – sidewalks on First Street along park property, footbridge and walks within park

### REGULAR TIME – “B” PRIORITY

- 1) Baltimore Road – across from Taylor Avenue next to brick wall
- 2) East Gude Drive
- 3) Monroe Street – walks within James Monroe Park and in front of park
- 4) New First Street Metro underpass and walks
- 5) Park Road – Stonestreet to Rt. 355, both sides
- 6) Rockville Heights SWM steps

### REGULAR TIME – “C” PRIORITY – Crosswalks/Hot Rights

- 1) Falls Road at Great Falls Road – Southbound Great Falls Road to Westbound Falls Road
- 2) Maryland Avenue at Fleet Street – Northbound Maryland Avenue to Eastbound Fleet Street
- 3) Maryland Avenue at MD 28 – Northbound Maryland Avenue to Eastbound MD 28
- 4) MD 355 at MD 28 – Eastbound MD 28 to Eastbound MD 355
- 5) MD 355 at MD 28 – Southbound MD 355 to Westbound MD 28
- 6) MD 355 at MD 28 – Westbound MD 28 to Northbound MD 355
- 7) MD 355 at N. Washington Street – Southbound MD 355 to Southbound N. Washington Street

### CAUTION

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

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## Western Parks Crew Supervisor – William Pritchard

### REGULAR TIME – “A” PRIORITY

- 1) Elwood Smith - walks around building and parking lot and salt truck
- 2) Redgate – driveway, salt truck
- 3) Senior Center – driveway, parking lot, handicap ramp, all walks, and salt truck
- 4) Swim Center – front entrance, parking lot, and salt truck

### School Walks

- 1) College Gardens Park – walks within the park leading to College Gardens Elementary
- 2) Fordham Street – Pitt Place to Princeton
- 3) Forest and Dawson – corner to Swim Center and within parkland
- 4) Mannakee & Martins Lane – walks leading to outdoor pool parking lot
- 5) Mannakee Circle - within the circle
- 6) Oakenshield Dr. to Potomac Woods Park - asphalt path between houses
- 7) Princeton Place - Madison Street to Montgomery College
- 8) Welsh Park - all walks leading to Beall School
- 9) Yale Place - school property to College Parkway

### REGULAR TIME – “B” PRIORITY

- 1) Carnation Drive – parkland between Aster Boulevard and Larkspur Terrace, Crocus to Senior Center
- 2) College Parkway – Yale Place to end of park property, from Watts Branch Park to Nelson Street
- 3) Gaither Road – along City-owned wooded sections
- 4) Nelson Street – across from Anderson Avenue
- 5) Nelson Street – College Parkway to Aster Boulevard
- 6) Potomac Woods – walkways
- 7) Princeton Place – parkland between College Parkway and Columbia Ave. between Columbia and Duke St.
- 8) Research Boulevard – walks
- 9) Rutgers Street – Yale to shopping center
- 10) West Gude Drive – walkways
- 11) Yale Place – Rutgers Street to dead end of Yale Place

### CAUTION

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

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## Forestry Crew Supervisor – Rocky Reynolds

### REGULAR TIME – “A” PRIORITY

- 1) Beall-Dawson Historical Park – walks around building and parking lot, W. Montgomery Ave. (use rubber blade plow)
- 2) Rockcrest Park – walks around shelter, Broadwood Drive and the one leading to Crawford Drive
- 3) Twinbrook Recreation Center – all walks around building adjacent to Twinbrook Parkway and leading to Vandegrift Avenue; both foot bridges

### School Walks

- 1) Edmonston Drive – Lewis to Rt. 355 (John Brown Bridge)
- 2) Friends Park
- 3) Veirs Mill Service Drive – south side of school crossing to Wade Ave.
- 4) Veterans Park – sidewalk, Veirs Mill to Rt. 355, park side only

### REGULAR TIME – “B” PRIORITY

- 1) First Street Park – Maple Avenue to Anita Court
- 2) Grandin Ave Park – Walk to playground (brick hand shovel)
- 3) Hillcrest Park – Edmonston Drive to Wade Avenue
- 4) Jacquelin T. Williams Park – South Adams and West Jefferson Street – sidewalks
- 5) King Farm Homestead – driveway & walk adjacent to Rt. 355
- 6) Marcia Lane – path leading into Rockcreek Park
- 7) Twinbrook Bike Path – from Twinbrook Park to Rockcrest Park and the entrance to Crawford Drive
- 8) Twinbrook Park – both foot bridges, walks to shelter, community center and sidewalk on Twinbrook Parkway length of park
- 9) Twinbrook Parkway – bridge to Chapman Avenue

### REGULAR TIME – “C” PRIORITY – Crosswalks/Hot Rights

- 1) MD 355 at Congressional Lane – Southbound MD 355 to Westbound Congressional Lane
- 2) MD 355 at Twinbrook Parkway – Northbound 355 to Eastbound Twinbrook Parkway
- 3) Twinbrook Parkway at Chapman Avenue – Southbound Chapman Avenue to Westbound Twinbrook Pkwy

### CAUTION

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

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## Eastern Parks Crew Supervisor – William Powers

### REGULAR TIME – “A” PRIORITY

- 1) Lincoln Park Metro bridge
- 2) Lincoln Center – walks around building and salt truck
- 3) Montrose Park – walks around building and grounds
- 4) Pump House (NIP) – walks around building and parking lot, and salt truck

### School Walks

- 1) Cabin John Parkway – W. Edmonston to Leverton Road, park side
- 2) Dogwood Park – school walk through the park up to New Mark Esplanade from Cabin John Parkway
- 3) Fleet Street – from Monroe to Park Street School
- 4) Ritchie Parkway – small strip between house and shopping center to Mount Vernon

### REGULAR TIME – “B” PRIORITY

- 1) Dawson Farm Park – bridge and walk
- 2) Dover Road – from Horners Lane to SWM pond
- 3) East Jefferson Street – from Rollins Avenue to Lorraine Drive, west side
- 4) Elwood Smith bike path – Fleet Street to E. Lynfield Drive
- 5) Fleet Street - from Fleet Street to Mount Vernon
- 6) Frederick Avenue – Unity Footbridge over railroad track to Rt. 355
- 7) Halpine Road and E. Jefferson Street
- 8) Montrose Woods walk
- 9) Mount Vernon – from Jefferson to auto dealer, Blandford to Colonial Court
- 10) Mount Vernon – from Mount Vernon to parking lot off Ritchie Parkway leading to 7-11 store
- 11) North Farm Park sidewalks
- 12) Ritchie Parkway – small strip between house and shopping center to Mt. Vernon
- 13) Silver Rock Park – Maple Avenue, Edmonston Drive and Claggett Drive

### CAUTION

**When plowing snow on walkways, driveways, and parking lots, please try not to disturb turf areas, trees, shrubs, concrete curbs, concrete wheel stops, signposts, light posts, etc.**

## Stock Storage Areas

The following locations will need to be checked for winter calcium stock and re-supplied as necessary.

<u>LOCATION</u>	<u>AMOUNT</u>
<ul style="list-style-type: none"> <li>• City Hall Police Station (sally port)</li> </ul> <p><u>Note:</u> A five-gallon airtight container with calcium chloride and aggregate is to be stored inside City Hall ramp area</p>	6 bags
<ul style="list-style-type: none"> <li>• Swim Center (as directed)</li> </ul>	6 bags
<ul style="list-style-type: none"> <li>• Glenview Mansion (basement)</li> </ul>	8 bags
<ul style="list-style-type: none"> <li>• Social Hall (boiler room)</li> </ul>	6 bags
<ul style="list-style-type: none"> <li>• Senior Center (boiler room)</li> </ul>	6 bags
<ul style="list-style-type: none"> <li>• Lincoln Center (as directed)</li> </ul>	6 bags
<ul style="list-style-type: none"> <li>• Parks Open Bay at Public Works Complex</li> </ul>	150 bags
<ul style="list-style-type: none"> <li>• PWB Locker Room Entrance</li> </ul>	1 bag
<ul style="list-style-type: none"> <li>• Thomas Farm Community Center</li> </ul>	6 bags
<ul style="list-style-type: none"> <li>• Twinbrook Recreation Center</li> </ul>	6 bags

## What to Eat on Snowplowing Nights

(From September 2002 Public Works Magazine – Snow Emergency List)

Road crews often battle snow and sleet through the night. Recent research on sleep deprivation has revealed some ways to lessen the effects of sleep loss. What you eat before and during nighttime work can cause sleepiness. During nighttime hours, the body slows down. It does not want to digest a donut, cheeseburger, and most other fast foods. Greasy, heavy protein foods bring on sleep. Operators can still enjoy eating with well-balanced meals and snacks. Such meals are compatible with a slower, nighttime digestive system.

### Main Meal Before Night Work

- Light protein foods – chicken, turkey, fish, cooked beans and peas
- Low fat foods only – no heavy fats such as fried foods or donuts: vegetables, fruits, breads, pasta, and/or potatoes
- Low fat or skim milk, cheeses and yogurt

### Meals During Breaks

- Soup and salad
- Soup and a light sandwich
- Light protein foods
- Vegetables

### Snacks Before and During Work

- Low fat dairy products
- Fruit
- Popcorn, cereal, plain cookies and/or baked crackers

### What to Avoid

- Coffee and tea (caffeine)
- Smoking and chewing tobacco (nicotine)

Caffeine and nicotine are stimulants initially, but soon become depressants that make the heart beat slower.

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## For Severe Emergency Weather Events Only 12-Hour Shifts

The following shifts were developed to pre-organize staff in the case of a severe emergency weather event, as declared by the Superintendent of Parks and Facilities.

### Shift A (East Parks, Facilities & Horticulture)

Angel, Isabel  
 Ayala, Alfredo  
 Calles, Sipriano  
 Ceglar, Louis  
 Chactana, Wirmer  
 Cockrell, Robert  
 Deniker, Joseph  
 Dronenburg, Lewis  
 Fasolina, Dianne  
 Fergus, Paul  
 France, William  
 Glover, Alonzo  
**Kibiloski, Mark**  
 King, Roger  
**Kramer, Alexandra**  
 Lemus, Francisco (*Temp – no benefits*)  
 Lemus, Marco  
 Malveaux, Donald  
 Medrano, Jose  
 Pocasangre, Walter  
 Orndorff, Rob  
 Ruiz, Jose  
 Powers, William  
 Reed, Charles  
 Salguero, Victor  
**Tarquino, Patrick**  
 Testerman, Charles  
 Thomas, Timothy  
 Tusing, John  
 Tyler, Richard  
 Vann, Clifton  
 Williams, Sam

### Shift B (Ballfields, Forestry, West Parks & ROWs)

Brown, Eugene  
 Butler, James  
 Cary, Elise  
 Connelly, Larry  
 Critzer, Mike  
 Cross, James  
**Dinsmore, Toni**  
 Dubon, Alex  
 Durant, Jerome (*P/T - benefited*)  
 France, Kyle  
 Gilmartin, Charles  
 Grubbs, Brendon (*Temp – no benefits*)  
 Johnson, Jerrod  
 Mason, William  
 McDonald, Eugene  
 Noll, Wayne  
 Parker, Calvin  
 Perez, Paula  
 Phipps, Clayton  
 Pierson, Derrick  
 Pritchard, Robert  
 Pritchard, William  
 Reynolds, Rocky  
 Seal, Seal  
 Smith, Todd  
**Tarquino, Patrick**  
 Thomas, Arthur  
 Thomas, Bradley  
 Tusing, Justin  
 Young, Farron

- **Bold Names** – As Needed
- **On Call** – For All Facilities' Emergencies  
 Jason Beale, Greg Gonzales, Noel Gonzolez, Tony Tilford



City of Rockville

**MEMORANDUM**

December 31, 2009

TO: Scott Ullery, City Manager

FROM: T. N. Treschuk, Chief of Police *TNTreschuk* 12-31-09

SUBJECT: Snow Storm 12-19-09: After Action Report  
Public Safety Review

***Staffing:***

The Police Department was fully staffed with both police officers and communications personnel for the duration of the storm. Several officers and communications personnel who live a distance away were provided lodging within the City in between duty shifts. This definitely worked to our advantage, and ensured the appropriate number of personnel were available for duty.

Police Officers worked twelve-hour shifts, and communication personnel worked eight and ten-hour shifts.

***Vehicles/Equipment:***

The Police Department utilized four (4) wheel drive vehicles for the duration of the storm (one police SUV, one parking enforcement vehicle, and two code enforcement units). Assigned officers were paired together in the vehicles to ensure two officers arrived on calls-for-service when needed.

Police vehicles were removed from the City Hall parking lot and placed in the county covered parking at the Stella Warner Building. This allowed the city parking lot to be relatively clear of vehicles for snowplow removal.

***Calls-for-Service:***

On Saturday, December 19, 2009, approximately 90% of calls-for-service involved disabled vehicles and stranded motorists.

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December 31, 2009

On Sunday, December 20, 2009, approximately 70% of the calls-for-service were questions about when would their streets be plowed, or concerns about plows pushing street snow into their cleared out driveways.

Calls to our communication center averaged between 15-20 calls-for-service/information an hour. The City Police Communications Center assisted the Public Works Department in handling telephone calls from the community when a power outage shut down the Public Works phone system for a short time. Once power was restored, and contact re-established with the Public Works dispatch, all calls received were passed on to them.

***Emergency Management Group Staffing:***

The Police Department, as the primary department for maintaining liaison and communication with the County public safety emergency staffing, participated in all emergency management status update conference calls concerning the storm. Conference calls were three times a day, from Friday, December 18, 2009, through Sunday evening, December 20, 2009. The City Manager also participated in these calls. Information garnered from these calls provided valuable information concerning county road plowing status reports, closures of public facilities and schools, etc.

***Enforcement of Clearing of Sidewalks After the End of the Storm:***

A report from the Community Enhancement/Code Enforcement Unit is attached.

TNT:mer



City of Rockville

**MEMORANDUM**

December 31, 2009

TO: T. N. Treschuk, Chief of Police 

FROM: Victor Sajauskas, Supervisor of Community Enhancement/Code Enforcement

VIA: Mike England, Major

SUBJECT: Snow Enforcement

The City's snow ordinance states that all sidewalks, steps, driveways, parking spaces and similar paved areas for public use shall be kept in a proper state of repair and free of all snow, ice, mud and other debris. Snow must be removed by the owner and or operator of every premise within twenty-four (24) hours after the end of a snowfall resulting in three inches (3") or less accumulation, and within forty-eight (48) hours after the end of a snowfall resulting in more than three inches (3") accumulation. The snow must be removed in such a manner as to provide a safe, unobstructed, passable path of travel between and within properties, said path to be a minimum of thirty-six inches (36") width.

**A. Commercial/business properties:**

The following priority schedule for inspections of commercial/business is:

1. Areas and locations providing essential services such as Metro, health care services, and bus stops;
2. Central Business District: Town Center, North and South Washington Streets, West Montgomery Avenue, Middle Lane, Hungerford Drive, Jefferson Street, and Rockville Pike;
3. Shopping Centers such as Wintergreen, Congressional, College Plaza, Burgundy, and Maryvale;
4. Other commercial/business properties throughout the City.

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December 31, 2009

The nonresidential code inspector is to follow the above priority schedule. The severity of the snowstorm will dictate whether the inspector completes the inspections within that time frame allotted for snow removal.

If the owner or agent has failed to remove the snow by the time of our initial inspection and warning notice of twenty-four (24) hours or forty-eight (48), a Citation with a \$100.00 fine is to be issued. In addition, the City may contract a private contractor to remove the snow or ice from the property and bill the cost to the property as a tax lien.

**B. Residential areas:**

The priority enforcement of the City's snow policy for residential areas consists of:

1. School areas and sidewalks leading to the schools;
2. Locations with a high amount of pedestrian traffic such as Maryland Avenue, Monroe Street, Martins Lane, Baltimore Road, Great Falls Road, West Montgomery Avenue, North Horners Lane, Veirs Mill Road;
3. Other residential areas.

After the proper time limit (24 or 48 hours) from the last snow fall, the inspectors will post or hand deliver a door tag or warning notice to the properties that failed to remove the snow. The door tag/notice will require the occupant to remove the snow from the public sidewalk in twenty-four/forty-eight hours. Failure to remove the snow by the date indicated will result in the issuance of a citation. In addition, a contractor can be hired to remove the snow and bill the cost to the property owner as a tax lien.

In both residential and commercial/business public areas icy conditions must be removed or treated within twenty-four/ (24) hours after the end of icy precipitation in a manner sufficient to provide a reasonable non-slick surface. The areas must be treated and maintained in a manner sufficient to prevent the repeated melting and refreezing of ice.

**In regards to the December 2009 snow storm:**

Area I - Upper Twinbrook area. Twenty-four (24) door tags for snow removal were issued. Six (6) citations with fines of \$100 each were issued after the expiration date of the door tags. Four (4) of those were for vacant properties.

Area II - Lower Twinbrook area and Montrose area. Twenty-nine (29) door tags for snow removal were issued. In addition, four (4) citations for failure to remove snow after warning. All citations were for vacant properties.

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December 31, 2009

Area III - East Rockville and Hungerford areas. Thirty-eight (38) door tags for snow removal were issued. No citations were issued.

Area IV (Includes the Commercial/business areas of Rockville) – West End, Fallsgrove and Potomac Woods areas. Thirty-five (35) orders were issued for removal of snow. No citations issued

Area V – King Farm and Lincoln Park areas. Fifty -six (56) door tags for snow removal were issued. In addition, sixteen (16) citations were issued for failure to remove snow after warning. Out of the 16 citations nine (9) properties were vacant.

**Property on South Adams and West Montgomery Road:**

After inspecting 100 West Montgomery Avenue all public sidewalks were cleared of snow. There was snow on the apron of the driveway and to the sidewalk leading to the residential property. The owner of the property was contacted and he indicated that the snow would be removed.



City of Rockville

**MEMORANDUM**

December 21, 2009

**TO:** Scott Ullery, City Manager

**FROM:** Michelle Poché Flaherty, Acting Communication Manager

**SUBJECT:** Communication regarding December 19 snow event

The following is a summary of the Communication Division's coordinated efforts to communicate developments related to the snow event of December 19, 2009. Our efforts included the timely issuance of a press release, Website updates, Facebook and Twitter broadcasts, Channel 11 notifications and more. Throughout the weekend, Communication staff were in contact with the City Manager and department heads via phone and email to monitor developments and coordinate messaging.

**Pre-Event**

- During the week of December 14 in anticipation of winter weather, Rockville Channel 11 began kicking off its news broadcast with "Winter Weather Tips." This piece reviews how the City is prepared for winter storms, highlights our inclement weather policy, and provides residents with tips on preparing for winter.
- On the afternoon of Friday, December 18, Public Information Office (PIO) staff issued a press release announcing the City Manager had declared a snow emergency as of midnight that night. (Our press releases are sent to a list of 588 recipients, including local news organizations and Rockville Central, which picked up and promoted info from the release.)
- On the afternoon of Friday, December 18, Web staff posted to the City's home page a special notice in a red box in the center of the page that announced the City Manager had declared a snow emergency as of midnight that night. The notice included a link to the City's Inclement Weather Policy web page, which features phone numbers for checking the status of specific city programs and services, and details of the City's Snow Emergency Plan.
- On the afternoon of Friday, December 18, PIO staff issued a similar announcement to all Rockville fans and followers via Facebook and Twitter.
- On the afternoon of Friday, December 18, Channel 11 staff activated the station's bulletin board to post Inclement Weather information. This preformatted series of written messages summarizes the City's Inclement Weather Policy. It ran throughout the weekend between scheduled broadcasts.

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### During Event

- On the afternoon of Saturday, December 19 at approximately 2:30 PM, Web staff updated the City's homepage special notice to clarify that all city facilities were closed until further notice.
- On the afternoon of Sunday, December 20 at approximately 1:00 PM, Web staff updated the City's homepage special notice to report that primary roads had been cleared, and to highlight a special phone number to call for snow plowing assistance. We repeated that City facilities remained closed and also confirmed that recycling and refuse would be collected on Monday.
- Shortly thereafter, the same information was broadcast to Rockville fans and followers via Facebook and Twitter. Half a dozen Rockville fans commented on Facebook that they appreciated the timely notifications and the great service from the roads crews.
- At approximately 10:00 PM on Sunday evening, Web staff updated the City's homepage special notice again to confirm that City facilities would be open on Monday.
- Shortly thereafter, the same information was broadcast to Rockville fans and followers via Facebook and Twitter.
- While our current technology allows our employees to update our Website and Facebook/Twitter announcements from their homes during such an emergency, our cable technology does not allow for remote access. (New equipment to be purchased this year will correct this.) Therefore, there was no way for crawlers to be added to Rockville Channel 11 during the event without bringing cable staff into the station from home to man the station throughout the weekend for each update. We did not believe there was an emergency announcement that warranted such action.
- At approximately 8:30 PM on Sunday evening, PIO staff broadcast a voicemail to all City employee work telephone extensions that the City would be open for business on Monday with a liberal leave policy in place. A similar email message was sent to all employees with email accounts at approximately 10:00 PM on Sunday evening.

### Post-Event

- On the morning of Monday, December 21, Web staff updated the City's homepage special notice to confirm that all city facilities are open and refuse/recycling service is underway.
- On the morning of Monday, December 21, PIO staff issued Facebook and Twitter announcements to confirm that Rockville facilities were open and refuse/recycling service is underway.
- On the morning of Monday, December 21, onsite Channel 11 staff added a crawler across the screen to confirm that Rockville facilities are open today.
- On the morning of Monday, December 21, Channel 11 staff filmed a special interview with Mayor Marcuccio, Public Works Director Craig Simoneau and Recreation and Parks Director Burt Hall to review the City's response to the first snow event of the season, and our readiness for the next storm.

