# WINTER STORMS
# FREQUENTLY ASKED QUESTIONS

**Can I park my car on the street during a snow storm?**

Residents will be notified through the Swift911 system if there is a declared "Snow Emergency". Parking on the street once the Mayor declares a "Snow Emergency" is prohibited so that the plows can clear the streets. Cars still parked on the street during snow emergencies will be ticketed. To sign up to receive these calls, texts and/or emails, go to http://www.rvcny.us/swift911.html Even if a snow emergency has not been declared, it's best to keep cars off the roads during storms for safety reasons as well as to not interfere with plowing.

**What exactly does the snow removal entail?**

Once the snow starts to fall we put down brine-treated salt, which is more effective than rock salt, to try to keep the snow from freezing to the street. Once the salt stops working and snow begins to accumulate, we begin plowing. To prevent damage to the plow's blades, we need to wait until 3 to 4 inches of snow accumulates and cannot plow to the "blacktop". A round of plowing covers 13 snow plow sections by 17 trucks. Each round of plowing takes several hours and we usually do it twice although some storms require four or five rounds of plowing to ensure the streets are safe for travel. Since the streets need to be done for emergency vehicles, streets have priority over the parking lots.

**Why doesn't DPW plow all the roads in Rockville Centre?**

Rockville Centre plows all Rockville Centre-owned roads. Roads owned by the county and the state are the responsibilities of those municipalities and Nassau County or Town of Hempstead crews address those roads. County-owned roads are: Long Beach Road, Hempstead Avenue, Village Avenue, Lakeview Avenue, Merrick Road, and Peninsula Blvd. New York State owns Sunrise Highway.

**What is done for the parking lots?**

Parking lots are difficult to address since they are never empty of cars, especially the lots used for overnight parking. We do the best we can to address the problem because we know it's inconvenient for our residents and visitors to the village. In extreme cases we will need to close down lots to clear the snow, but we try not to do this since we realize that also is an inconvenience. Residents can help by keeping their cars out of the commuter and shopping lots during storms.

**How long after a storm do I have to clear my sidewalk?**

Sidewalks should be cleared as soon as possible after a storm, but village code states that sidewalks are to be cleared of snow and ice within 24 hours. Please be considerate of your neighbors who have wheelchairs, walkers and strollers, and clear the sidewalk and not just a small path. If sidewalks are not cleared within 24 hours, violators will be ticketed. Residents on corner properties are responsible for all sidewalks on their property, not just in front of their homes as well as clearing out the corner access ramps onto the street.

**What should I do with the fire hydrant in front of my house?**

Residents should remove any snow and ice from fire hydrants and clear a wide enough perimeter around the hydrant so firefighters can easily access the hydrant if needed.

**Where should I put the snow I clear from my sidewalks and driveway?**

It is against village code to sweep, throw, push or place, any snow which has accumulated upon private property, in or upon any street or public place because it creates a safety hazard so you should shovel and/or blow the snow onto your property.

**My power went out during the storm, who should I call?**

Heavy snow and high winds can lead to power outages caused by trees and tree limbs falling onto power lines. Our Electric Department responds to power outages and electric emergencies 24/7. In the event you lose power, residents can call 516-766-5800 to report an outage at any time. We will respond as quickly and safely as possible.

Please DO NOT go near any downed wires and always assume a downed wire is a live electric wire. Do not approach or drive over a downed wire. If a wire falls on a vehicle, occupants should stay inside the vehicle until help arrives.

**How is my scheduled garbage and recyclable pick-up affected during storms?**

As long as it's safe on the roads for our workers and equipment, we will adhere to the pick-up schedule. If sanitation service is disrupted, there will be an alert posted on the Village website. www.rvcny.us

**The storm ended over 24 hours ago, but there are still sidewalks that haven't been cleared. Who can I call?**

Residents can call the Building Department at 516-678-9247 to report any snow removal violations.

**The pipe leading from my home to the water main froze – who is responsible for repair?**

The thawing and/or repairing of frozen water services is the responsibility of the property owner. You can call the Water Department at 678-9301 and they will help locate your service and curb stop and troubleshoot the problem. You should also contact your plumber ASAP since according to the Village Code, the homeowner is responsible for the repair, including costs.

**Low temperatures and a possible storm are in the forecast and I'm going away. How can I prepare for the storm?**

Have a relative or neighbor check your home periodically while you're away to ensure that your heating system is working and that your pipes aren't frozen by running the water. Also arrange for someone to come and clear your sidewalks of snow in the event of a storm.