

## Fairfax County Snow Removal Fact Sheet & Quick Reference Guide

### Who do I call about getting my street plowed?

The **Virginia Department of Transportation (703-383-8368)** is responsible for removing snow and ice from the thousands of miles of public roads (interstate, primary and secondary) in Fairfax County. Clearing is done on a priority basis, with interstates and high volume roads cleared first. Once the most heavily traveled roads and emergency routes are adequately clear, snow crews move to less-traveled roads and subdivisions.

Public roadways maintained by the **Virginia Department of Transportation** can typically be identified by a route number sign (a small rectangular sign with black numbers on a white background) posted at the intersection with other streets. Please contact the Northern Virginia District Office for additional information **(703-383-8368, TTY 711)**.

For additional information and VDOT service levels see: <http://www.virginiadot.org/about/resources/NoVa-Snow-Brochure.pdf>

How to find out VDOT current mobilization status and current updates visit: [www.virginiadot.org](http://www.virginiadot.org)

Customer Service available 24-hours a day during severe weather: (703)383-VDOT (8368)

Customer Service Email Hotline will delegate issues to the appropriate Area Headquarters: [NovaInfo@VDOT.Virginia.gov](mailto:NovaInfo@VDOT.Virginia.gov)

### Who is responsible for clearing snow from the sidewalks in my neighborhood?

While not legally obligated, residents and business owners are asked to keep sidewalks safe. As soon as feasible, please clear snow off sidewalks in front of your property so that all pedestrians including school children, people with disabilities and the elderly may walk securely. Neither the Virginia Department of Transportation nor Fairfax County has the resources or ability to clear snow or ice from public walkways or trails.

### Who do I call about snow removal at a county facility?

The Department of Public Works and Environmental Services (**703-934-2800**) is responsible for snow removal at most **general county facilities** (governmental centers, public safety and judicial complex, libraries, health, community centers, and the like). Clearing is performed on a priority basis, with government centers and public safety facilities having highest priority. During the storm, the Department attempts to keep the travel lanes open at Public Safety facilities. Once the precipitation has ceased, the Department makes a first pass at facilities opening travel lanes and handicap parking spaces. After completing this operation at all facilities, crews then return to clear the parking lots and sidewalks at all facilities. The operation may be modified depending on operational needs of the different facilities and the severity of the storm event. Public Works also clears snow from county-maintained park-and-ride and commuter rail station lots. For information, contact the **Maintenance & Stormwater Management Division** at **703-934-2800, TTY 711**, or by e-mail. <http://www.fairfaxcounty.gov/dpwes/navbar/faqs/snowremoval.htm>

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### Fairfax County Government Facilities

When the forecast calls for snow or ice, Fairfax County government operations strives to meet these goals for completing the initial snow plowing and treatment.

County Facility or Government Campus Site	0 to 2 inches	2 to 6 inches	6 to 9 inches	Ice and Freezing Rain
<b>County Government Center</b> includes Herryty and Pennino Building	Up to <b>6 hours</b> after the storm ends	Up to <b>8 to 12 hours</b> after the storm ends	Up to <b>12 to 24 hours</b> after the storm ends	Up to <b>6 hours</b> after the storm ends
<b>Public Safety Center</b> - Courts and Detention Centers - Pine Ridge EMCC				
<b>Police District and Fire Stations</b>				
<b>Magisterial District Offices</b>	Up to <b>6 hours</b> after the storm ends	Up to <b>12 hours</b> after the storm ends	Up to <b>18 to 24 hours</b> after the storm ends	Up to <b>6 hours</b> after the storm ends
<b>Commuter Parking Lots</b>	Up to <b>6 hours</b> after the storm ends	Up to <b>12 hours</b> after the storm ends	Up to <b>18 to 24 hours</b> after the storm ends	Up to <b>8 hours</b> after the storm ends
<b>Health Centers and Essential County Facilities</b>	Up to <b>12 hours</b> after the storm ends	Up to <b>18 hours</b> after the storm ends	Up to <b>24 hours</b> after the storm ends	Up to <b>12 hours</b> after the storm ends

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<b>Libraries, Community Centers and other Facilities</b>	Up to <b>12 hours</b> after the storm ends	Up to <b>12 to 18 hours</b> after the storm ends	Up to <b>1 day to 2 days</b> after the storm ends	Up to <b>12 to 18 hours</b> after the storm ends
<b>Road Maintenance and Improvement and subdivisions in Developer Default</b>	Up to <b>1 day</b> after the storm ends	Up to <b>1 to 2 days</b> after the storm ends	Up to <b>2 to 3 days</b> after the storm ends	Up to <b>1 day</b> after the storm ends

Note: These response times will vary depending upon the time of day, weekday or weekend, forecasted pavement and air temperatures, location in County, sequence of storm event, etc..

Prepared by Maintenance and Stormwater Management Division (703-934-2800), Department of Public Works and Environmental Services (Nov, 2007)