

# Snow Plowing

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**Q: Why did I receive a ticket on my car?**

It is illegal to park any vehicle on the street during snow removal operations. Vehicles parked on the streets cause problems for snow removal and traffic movement. Tickets will be issued and in some instances, vehicles may be towed if parked too long on the street. It is unlawful to park on any streets during the time of snow falls and within the 24 hours following the end of the any snow.

## Reduce First, then Recycle

A study commissioned by the Oregon Department of Environmental Quality to assess drinking water delivery systems helps bolster the principle that "reducing first, then recycling" is the best environmental path to follow.

The study concludes that drinking tap water and recycling single-use bottles are equally effective ways of keeping waste out of landfills and incinerators, but most effects on the environment from bottled water occur from manufacturing and transportation, not disposal. Recycling single-use water bottles, at best, offers only moderate reductions in environmental impacts.

If you have single-use water bottles, please recycle them. But it's better to avoid them in the first place. Just because a product can be recycled doesn't necessarily make it the best environmental choice.

If bottled water must be purchased, the study recommends using the thinnest bottles and purchasing water that is bottled locally. Impacts of driving to the store can also be large, so avoiding extra shopping trips helps, as does recycling when the single-use bottles are emptied.



# Stormwater Winter Tips

As we move from fall rains to snow and ice there are still practices everyone can do to prevent excessive storm water runoff. Salt and other deicing chemicals are two of the most widely used agents during snow and ice seasons here are a few tips that everyone should practice.

1. Shovel snow before it turns to ice to limit the need for de-icing chemicals like rock salt.
2. Shovel snow onto permeable surfaces including gently sloping and level landscape and grassy areas so as the snow melts it will soak into ground rather than directly into nearby storm drain or stream.
3. Sodium Chloride, rock salt, is the cheapest and most common de-icing product but Calcium Chloride has more benefits. Calcium Chloride doesn't have the chemical additives that rock salt has; it is less harmful to vegetation, and only one-third as much needed. It also works well at low temperatures (25 degrees F).

If you must use de-icing chemicals, follow these suggestions:

- Control application of chemical de-icers, a little goes a long way, avoid applying to much
- Limit chemical applications near environmentally sensitive areas, such as drinking water cells
- Sand can be used as a substitute to salt to assist with traction on driveways.
- Consider using salt substitutes that are less harmful to the environment and to concrete walkways, including Calcium Chloride and Calcium Magnesium Acetate.

There you have it. Some easy practices everyone can do to help reduce storm water run-off. Please remember what goes down the storm drains end up in our drinking glass.

# Citizens Communications Committee

Windsor Heights is in the process of developing a Citizens Communications Committee to come up with ideas for further implementing the marketing plan and for communicating with general public. This committee will meet with city staff and representatives from the Windsor Heights Council to come up with a strong, detailed oriented plan for marketing Windsor Heights to the entire metro. If you are interested, or to find out more information, please email or call Marketa Oliver at moliver@windsorheights.org or 279-3662.

See us on the Web at [www.windsorheights.org](http://www.windsorheights.org)!

# City of Windsor Heights

AMERICA'S CROWN COMMUNITY NEWSLETTER

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# All About Snow Plowing

**Q:** I just cleared my driveway/sidewalk and the snow plow put more snow in it. Is there anything that can be done about this?

Unfortunately, there is no good solution to this problem that would not severely delay snow plowing in Windsor Heights. Public Works clears snow from the major streets first (University Avenue, 73rd Street, then 70th Street). Next, drivers make two passes on every residential street to allow movement of traffic. If Public Works tried to push the snow back to the curb at this time on every street, the last part of the town would not be cleared of any snow for at least 9 hours. This would not allow residents and emergency vehicles access to parts of the town for too long a period of time.



**Q: Can the City push the snow to the side of the street without sidewalks?**

This option simply is not available to the City. If the City were to do this, twice as much snow would be put on one side of the street as the other, causing homeowners with driveways on the other side of the street to work twice as hard to shovel their driveways. Public Works does its best to limit how far snow gets plowed into the front yards and onto sidewalks, but sometimes it simply cannot be avoided, due to how close sidewalks in some areas are to the curb and also due to the amount and type of snow on the ground.

**Q: Why can't the City raise the plow at a driveway that has obviously been cleared already to avoid putting snow in it?**

This question is a common question received during the winter season. Unfortunately, this option is not available to our snow plow operators. The time it would require to lift the snow plow at each driveway would have a negative effect on how clean the streets are in the entire town. In addition, snow would pile up in front of the driveway on the road itself because the snow plow would not have plowed in that area. The primary goal of the snow plow operator is to get the street clean for residents and emergency vehicles as quickly and safely as possible. Any delay in this can have a negative effect on everyone. Also, there is a certain speed necessary to keep the snow moving to the side of the street.

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City of Windsor Heights  
the heart of it all

1133 66th Street  
Windsor Heights, IA 50324  
(515) 279-3662  
[www.windsorheights.org](http://www.windsorheights.org)

# Citizen Satisfaction Survey



To improve City services, the City Council has to fully understand the needs of the community and measure citizen satisfaction with City services. To achieve this goal, City leaders have approved a plan to conduct a Citizen Satisfaction Survey this January and February. Citizens will be randomly selected to participate by the Institute of Social and Behavioral Research (ISBR) at Iowa State University in a phone survey which will take approximately 10 minutes. Approximately 350-400 citizens will be selected to participate. Utilizing statistical sampling will allow the City to more precisely measure public perception of City services. After phone surveys are completed, all citizens will have the opportunity to fill out and return a written version of the survey to City Hall. If you or anyone in your household is randomly selected, please participate in the survey. Written copies of the survey will be available for all citizens to fill out after the phone survey has been completed. Results of written survey will also be compiled and made available to the public. Questions about the survey can be directed to City Hall at 279-3662.

## Contact Us! City of Windsor Heights

**Emergency Phone Numbers**  
**Fire Department** .....911  
**Police Department** .....911

**Non-Emergency Phone Numbers**  
**Police/Fire** .....286-3632  
**City Hall** .....279-3662

**Mayor** .....Jerry Sullivan  
**Council Members:**  
 Charlene Butz  
 Betty Glover  
 Dave Jenison  
 Steve Peterson  
 Diana Willits

**City Admin.** ...Marketa George Oliver  
**Chief Financial Off.** ...Colleen Pingrey  
**Fire Chief** .....Christopher Cross  
**Police Chief** .....Gary Walters  
**Public Works Director** Jason Van Ausdall  
**Director of Comm. Svcs.** Josh Heggen

**Police Department:**  
 Police Dispatch .....286-3632  
 Police Admin/Records .....277-4453  
 Police Investigations .....277-4455

**Fire Department** .....279-3662

**Public Works Dept.** .....279-3662  
**Colby Park Reservations** ...279-3662  
**Building Inspector** .....279-3662  
**Animal Control** .....279-3662

2 City Council Meetings - 1st and 3rd Mondays of every month.

JANUARY & FEBRUARY						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	4	5	6	7	8	9
	City Council Meeting 5:15 PM (City Hall)					
10	11	12	13	14	15	16
	KWHB Meeting 7 PM (City Hall)	Mayor's Hour 9-10 AM (City Hall) WH Foundation meeting 8 PM (City Hall)				
17	18	19	20	21	22	23
	City Council Meeting 5:15 PM (City Hall)					Community Coffee Club 9 AM (Grounds for Celebration)
24	25	26	27	28	29	30
						Chamber's Legislative Coffee 9 AM (3E) All residents invited
31	1	2	3	4	5	6
	City Council Meeting 5:15 PM (City Hall)					
7	8	9	10	11	12	13
	KWHB Meeting 7 PM (City Hall)	Mayor's Hour 9-10 AM (City Hall) WH Foundation meeting 8 PM (City Hall)				
14	15	16	17	18	19	20
	City Council Meeting 5:15 PM (City Hall)					
21	22	23	24	25	26	27
						Community Coffee Club 9 AM (Grounds for Celebration)

## NEWS BRIEFS

### Pet License

Dog and cat owners are reminded to have their pets licensed and tagged. This allows the City to quickly notify their owners should the pets stray and be picked up. Licenses cost \$10.00 for altered pets and \$20.00 for unaltered pets. There is an additional \$1.00 per month penalty if your pet is not licensed prior to April 1. Pets must have proof of their current rabies vaccination from their vet, with a minimum of 6 months remaining before expiration. Thank you to all who have registered.

### Sister City Representative

The City of Windsor Heights is currently looking for a sister city representative to serve on the regional commission. If you are interested, or to find out more information, please email or call Marketa Oliver at moliver@wind-sorheights.org or 279-3662.

### At Your Service ... Sewer Problems

Residents experiencing slow drains and/or sewer back ups are encouraged to call the Public Works department at 279-3662 or after hours at 286-3333. Public Works will check the main and clean any blockages. Blockages located in the home sewer system are the responsibility of the home owner. Windsor Heights has a scheduled inspection and maintenance program. Be advised, according to case law, municipalities cannot be held responsible for any damage resulting from sewer back-ups if they maintain an inspection and maintenance program.



**Iowa One Call**  
 Residents undertaking projects involving digging and excavating are

1-800-292-8989  
 www.iowaonecall.com

reminded to call Iowa One Call. Under Iowa statute if you plan to dig deeper

than 12 inches, you are required to make the toll-free call at least 48 hours before digging. The service is FREE to anyone who requests it. Use of Iowa One Call eliminates the risk of service disruption in homeowners' and neighbors' yards. It also greatly reduces risk of severe personal injury, and even death. Before any digging or excavation starts, Iowans need to know they should first call Iowa One Call at 1-800-292-8989 to have their utilities marked. It's not only in their best interest, it's the law.

## Winter Weather Reminders

With winter upon us, the City of Windsor Heights would like to remind residents of the ordinances that pertain to snow and ice. If you have any questions or concerns about the City's snow ordinance, please do not hesitate to call City Hall at 279-3662.

### What about vehicles during the snow?

The City received many comments on the recent citizen survey about the snow ordinance. Many people were unclear when the City's snow ordinance takes effect and therefore did not know when they should have vehicles removed from the street. The code states that it is unlawful to park on any streets during the time of snow falls and within the 24 hours following the end of the any snow fall. Any vehicle parked on the street during a snow fall or within 24 hours after a snow fall faces the possibility of receiving a fine or impoundment. It is important to remember the times when you cannot be parked on the street. The snow ordinance automatically goes into effect when a snow begins to fall and stays in effect for the 24 hours after the snow fall has finished.

### What about my sidewalks during or after it snows?

It is the responsibility of the abutting property owners to remove snow and ice accumulations promptly from sidewalks. If the property owner does not remove snow and/or ice accumulations within a reasonable time, the City may do so and ultimately assess the costs against the property owner for collection in the same manner as property tax. For purposes of enforcement, a reasonable time period is generally 48 hours after the snow or ice accumulations end. While the City realizes it can be frustrating to finish clearing your driveway and then have the plow come by, the snow removal policy adopted by the City Council indicates that snow placed in driveways by City plows is the responsibility of the property owner to remove. Snow from a private driveway may not be placed on or pushed across a City street.