CHICAGO

Streets and Sanitation, Dept. of

SNOW REMOVAL PLAN

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1980

City of Chicago
Jane M. Byrne, Mayor

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OVERVIEW

SNOW PLAN '80

The winter of '79 virtually closed down the City of Chicago. To avoid a repetition of that situation, Mayor Jane M. Byrne ordered the development of Snow Plan '80.

The prime city agencies involved in Snow Plan '80 are: the Department of Streets and Sanitation, the Mayor's Office of Inquiry and Information (I & I), the Department of Human Services (DHS), the Mayor's Office for Senior Citizens and Handicapped (MOSCH), the Department of Health and the Police Department.

A crucial role--in the event of a major snow emergency--will also be played by community organizations and individual citizens. Given the obvious financial, personnel and equipment limitations of any urban government, community participation will be strongly emphasized in Snow Plan '80.

A departure point for Snow Plan '80 was a study of the problems and inadequacies of Chicago's snow operation during the blizzard of '79. That situation has been etched into history not only because of the brutality of its assault on Chicago, but also because of its wide-ranging effects on national and international travel and business.

The blizzard of '79 was an impressive learning experience. It has forced Chicago to examine and revise its winter operations.

Snow Plan '80 will work. It will clear and keep clear not only main traffic arteries, but also residential streets. It will keep Chicagoans realistically informed of weather and travel conditions. It will utilize the brute strength of machines and the willing energy of citizens in a coordinated effort.

What will the responsible agencies do to implement Snow Plan '80?

STREETS AND SANITATION

This department has developed a Quad Plan Snow Removal Program. The primary objective of the program is to provide for the safe, continuous movement of motor vehicle traffic by the removal of snow and ice from 3,500 miles of city streets.

The Quad Plan designation reflects four major operational phases. Each phase is progressive, i.e., identifying manpower and equipment resources to be mobilized in response to various winter conditions.

Major considerations of the Quad Plan are:

.The extreme variability of Chicago's winter weather;

.The prompt mobilization of appropriate snow operation personnel and equipment in anticipation of expected weather conditions;

.The coordinated enforcement of vehicular traffic and parking regulations;

.Public instruction and assistance.

Several significant changes from previous years characterize the Quad Plan for 1980:

.Inside plowing of residential streets by 150 4-wheel drive vehicles to maintain traffic lanes in neighborhoods.

.Experimental use of calcium chloride treated salt to accelerate the snow-melting process and to maintain salt effectiveness in sub-zero weather.

.A 50 per cent increase in the number of posted snow routes to include more than 500 miles of major city streets.

.A total ban of overnight parking on 100 miles of priority snow routes on an experimental basis during the entire winter season.

.An intensified ticket-tow enforcement plan of illegally parked vehicles, utilizing more than 200 tow trucks (a 16 per cent increase in the city's tow-truck fleet) and a simplified authorization form that will allow drivers to remove autos at a much faster rate than in past winters.

.The acquisition of $15 million worth of additional heavy equipment for snow removal operations including--

-a 40 per cent increase in dump truck vehicles.

-a 100 per cent increase in high-lift vehicles.

-an 80 per cent increase in snow blowers.

-the purchase of 6 road graders.

.The standardization of cross-city arterial route clearance, to provide for sequential clearance of priority streets in each district.

.An emergency community support plan to handle citizen requests for assistance in a major snow disaster.

INQUIRY AND INFORMATION

This department has been the central information clearing center of City of Chicago government for 25 years. Its role in Snow Plan '80 is pivotal.

In the event of a snow emergency, Inquiry and Information will have three major objectives:

.To provide adequate communication between citizens and government agencies.

.To provide timely referral of all service requests to departments involved.

.To provide feedback information about the state of the city to the Snow Plan coordinating office.

A prime goal of this department will be to ensure the uniformity and consistency of all snow emergency information flowing to and from the public, thereby avoiding the confusion of last winter.

If a snow emergency occurs, the Inquiry and Information staff will be augmented by additional employees from city departments not directly involved in emergency operations. These additional staffers will be well-trained in Inquiry and Information procedures before they are assigned to the department.

In addition, personnel from the Department of Human Services, the Department of Health and the Police Department will be stationed in Inquiry and Information to coordinate and expedite service requests to their home departments.

To further avoid confusion only one telephone number will be publicized, that of Inquiry and Information: 744-5000. Citizen calls to other departments regarding snow problems will be redirected to this central number.

Illinois Bell Telephone is already on alert for possible augmentation of Inquiry and Information's telephone communications capacity. A 50 per cent increase in this capacity can be effected in a matter of hours.

Inquiry and Information will also maintain a language bank of bi-lingual city employees. The bank will include employees reasonably fluent in languages commonly spoken in Chicago.

DEPARTMENT OF HUMAN SERVICES

The Department of Human Services will coordinate supportive services to citizens of public and private agencies during a snow emergency.

The Department of Human Services has an extensive community service network throughout the city. Focal points for service delivery will be the 14 Department of Human Services community service areas under the direction of thier community administrators.

The Department of Human Services community administrators will work with the Mayor's Office of Senior Citizens and Handicapped service area directors to assess local senior citizen needs and resources. Local snow emergency plans contain information regarding:

.Persons needing vitally scheduled medical treatment.

.Persons who live alone or are homebound.

.Vital service providers, such as hospitals and medical facilities.

.Resources available from private agencies and volunteer groups, including manpower and vehicles.

The Department of Human Services will provide leadership for community groups engaging in activities that will help unburden city services. These activities will include:

.Packaging of emergency food supplies.

.Distribution of needed food to Chicago Housing Authority housing complexes, senior citizen complexes, and individuals.

.Checking the well-being of homebound persons.

.Shopping for or filling prescriptions for the homebound.

.Organizing neighborhood snow-clearing operations for fire hydrants, sidewalks, etc.

Individuals and families who are forced to leave their homes due to fire or other emergencies preventing inhabitation of the unit will be temporarily relocated by the Department of Human Services in cooperation with private and volunteer agencies.

The Department of Human Services will continue to operate its heat restoration program to prevent disruption of fuel service to eligible persons who are unable to pay their fuel bills. The Department of Human Services will also assist fuel companies by facilitating snow clearance on delivery routes, in conjunction with Snow Command.

MAYOR'S OFFICE FOR SENIOR CITIZENS AND HANDICAPPED

The primary objectives of the Mayor's Office for Senior Citizens and Handicapped are to maintain necessary services to the elderly and handicapped during snow emergencies.

These services include:

.Home-delivered meals,

.Medical transportation,

.Shopping for the homebound,

.Gathering and referral of client information.

The Mayor's Office for Senior Citizens and Handicapped services are ongoing, which strengthens its ability to serve its clients during an emergency.

The Mayor's Office for Senior Citizens and Handicapped will insure services to his own clients first, and will then volunteer any additional manpower to assist in providing other citizens with essential services, as much as federal funding restrictions allow.

The Mayor's Office for Senior Citizens and Handicapped currently oversees the home delivery of meals to approximately 1,000 clients daily. Each of these clients will be provided with a three-day emergency food pack for use if a snow emergency interferes with scheduled deliveries.

The Mayor's Office for Senior Citizens and Handicapped is also providing survival brochures for its clients, detailing snow emergency procedures and telephone numbers. Lists of senior citizens and handicapped groups have been compiled by the Mayor's Office for Senior Citizens and Handicapped for possible use in volunteer service during a snow emergency.

DEPARTMENT OF HEALTH

During a snow emergency, the Department of Health's physicians, nurses and other health personnel will be available for service to the public. These personnel will be called upon to provide medical services of a minor nature at established neighborhood health centers.

Emergency health services will also be provided to homebound persons on a staff available basis.

If necessary, Department of Health medical personnel may be assigned to augment or relieve over-burdened hospital staffs.

A medical team--physician and nurse--will be assigned to the Mayor's Office of Inquiry and Information during a snow emergency to handle telephone requests from persons needing medical information and/or assistance.

Calls requiring special attention will be screened by the medical team in order to set priorities for home visits and emergency transportation.

City Neighborhood Health Centers, Maternal and Infant Care Centers and other medical institutions will have snow clearance priorities so that they may be accessible to personnel, patients and supply deliveries.

POLICE DEPARTMENT

The Chicago Police Department always has a crucial role in any City-wide emergency situation. That role is intensified during a snow emergency, when basic city services can be disrupted.

Like Streets and Sanitation, the Police Department has an enormous inventory of equipment to prepare and maintain for winter service. This is a priority.

Department of Human Services (DHS)
Senior Citizens and Handicapped Inquiry and Information (I & I)

The enforcement of snow-route parking ordinances is another priority. Working with Streets and Sanitation, the Police Department will vigorously enforce these ordinances during the snow season, to obtain compliance of the public before a problem develops.

Police manpower requirements become critical during a snow emergency. In the event of such a situation, an emergency traffic plan will go into effect, requiring that minor traffic accidents be reported at police district stations.

Lengthened shifts will also be instituted during a snow emergency in order to effectively maintain patrols.

During the 1979 snow emergency, the Police Department experienced an increase of 35 per cent in service calls. Stranded motorists received much police attention, pulling officers from their regular duties.

In conjunction with Snow Plan '80, the Police Department will work closely with Streets and Sanitation in keeping traffic arteries cleared, thereby lessening the number of stranded motorists.

The Police Department will continue to aid and transport the ill and injured where necessary, although the availability of other emergency personnel and vehicles should be enhanced by better functioning traffic arteries.

Police patrols will be increased when and where practical on mass transit facilities during a snow emergency. A dramatic increase in mass transit patronage during such a situation makes subway stations and other gathering areas for passengers prime picking grounds for a variety of criminal elements.

A special detail of police officers will be assigned to Snow Command operations when needed. This detail will aid Streets and Sanitation crews in the clearing of streets.

Officers assigned to snow removal crews may also be assigned to Ticket/Tow teams. A Ticket/Tow team consists of one or two police officers or parking enforcement aides and two or more tow trucks. The police personnel will issue citations on illegally parked vehicles. They will then instruct the two truck operators to remove the vehicles.

Whenever possible, citizens will be notified that their streets are being cleared and will be given an opportunity to remove their autos. Between 7 a.m. and 11 p.m., police vehicle loudspeakers will be used for this purpose. At other times, when manpower allows, a door-to-door notification can be made.

A new relocation report form has been designed for Snow Plan '80 towing operations. This will help speed street clearing and the ultimate collection of towing fees from the owners of illegally parked autos.

COMMUNITY PARTICIPATION

As was noted previously, no urban area can be buried by a major snowstorm and expect to recover quickly without the aid of citizens.

Community participation is a fundamental part of Chicago's Snow Plan '80. The "city that works" will continue to work through a snow emergency with planning that includes utilizing the energy of each neighborhood, block and individual.

To stimulate community planning and participation, "town hall" meetings will be held throughout the city. All segments of the community will be invited beginning the second week of November.

At these meetings, Snow Plan '80 will be discussed in detail. The emergency plans and procedures of each primary and support agency will be presented by these agencies' representatives.

Each community will be asked to assist overall Snow Plan operations in specific ways that will aid their particular area, and will help relieve city crews from incidental, but time consuming tasks.

Community assistance will include:

.Having youth groups, block clubs, etc., adopt fire plugs and sewer covers, keeping them clear and visible for the Fire Department and city crews;

.Maintaining sidewalks in passable condition so that older and handicapped persons are not forced to climb snow drifts or move along on ice-covered surfaces;

.Keeping an eye on neighborhood streets-intersections so that stalled vehicles can be moved quickly, avoiding delays in traffic and street clearing;

.Home storage of reasonable amounts of non-perishable foods so that shopping trips can be minimized, thus lessening burdens on streets, vehicles and transit systems;

.Eliminating non-emergency requests of city services so that those in real need can be better served;

.Planning for reasonable self-sufficiency in all areas of winter needs including:

-maintenance of private vehicles, thereby helping to cut down on abandoned autos,

-maintenance of home heating systems so that emergency repairs will not have to be made during critical snow conditions,

-maintenance of personal and family health to cut down on the need for emergency medical treatment.

Community participation will include the cooperation of all media outlets, from the major news operations to neighborhood newspapers, keeping citizens informed of changing conditions and priorities.

Cooperation and coordination are the keys to the success of Snow Plan '80. Cooperation must come from individuals and community groups. Coordination will be supplied by city agencies.

All snow operations will be tightly coordinated. Department heads or their designated assistants have been assigned specific tasks within their areas of responsibility.

Each area of the city is under the direct supervision of specific Streets and Sanitation personnel, who are in turn given direction and authorization from the central Snow Command office in City Hall.

Snow Plan '80 is an organized, practical approach to any snow emergency that might strike Chicago this winter. Hopefully it has eliminated the problems that characterized the winter of '79.

THE MAYOR'S OFFICE OF INQUIRY AND INFORMATION

THE MAYOR'S OFFICE OF INQUIRY AND INFORMATION

I. INTRODUCTION

The Mayor's Office of Inquiry and Information has been the central information clearing center of city government since 1955. Through the use of one easily remembered, highly publicized telephone number (744-5000), thousands of requests for service are routinely dealt with each year.

In the event of a snow emergency, the Mayor's Office of Inquiry and Information will have three major objectives:

1. to provide adequate communication between citizens and government agencies regarding the snow emergency;
2. to provide the timely referral of all service requests to departments involved;
3. to provide feedback information about the state of the City to the Office of Public Safety to assist it in carrying out its responsibilities for coordination.

To implement these objectives, this office will be providing the following services:

1. complaints and service requests from citizens will be received;
2. service requests will be referred to the appropriate departments;
3. current, accurate information concerning government emergency services will be disseminated.

While this office will be the primary source for snow emergency information, other departments will also be dealing with the public and passing on information. A prime goal in coordinating the overall Snow Plan will be to insure, that all information is uniform and consistent.

The office's basic function of complaint and service referral will continue during a snow emergency. Such complaints -- sanitation, buildings, animals, etc. -- will be dealt with as promptly as possible, insofar as the priorities and constraints of the Snow Emergency allow.

II. PREPARATION

In a Snow Emergency, the volume of calls received by this office will increase drastically. In order to provide adequate service, it will be necessary to expand the staff available to answer calls.

Additional personnel able to serve during a Snow Emergency will be recruited from other city agencies, including the Department of Planning, City and Community Development; the Department of Personnel; the Department of Revenue; and the Municipal Reference Library. Particular attention will be given to establishing a roster of bilingual city employees. This roster will include persons reasonably fluent in Spanish, Polish, and other languages commonly spoken in Chicago.

Persons recruited from other agencies and employees of the Mayor's Office of Inquiry and Information will attend a mandatory training seminar to familiarize them with the use of the automatic call distribution telephone system, the types of calls they may expect to receive, the information they will have to secure from callers, and the appropriate responses to give to

callers. They will be shown how to operate the telephone system, and will monitor live calls with an operator.

To assist in the training program, representatives of the Department of Human Services, the Mayor's Office for Senior Citizens and Handicapped, and other agencies will explain the various services and programs their representative departments can offer, particularly during a snow emergency. A representative of Illinois Bell Telephone Company will instruct staff in the principles of dealing with the public on the phone.

The Mayor's Office of Inquiry and Information will maintain an updated list of Inquiry and Information employees, department coordinators, and employees designated by other departments to serve with Inquiry and Information. This list will include home addresses and telephone numbers.

After the mandatory training program, a designated route system for all staff, both regular and those on loan from other departments, will be developed, in order to facilitate the pickup of staff should individual transportation become unfeasible. The Department of Streets and Sanitation may be called upon to assist in providing transportation.

The Mayor's Office of Inquiry and Information is developing a special two part form to process service requests. The appropriate departments will receive one copy; Inquiry and Information will retain the second as a control record.

Consultations have been held with Illinois Bell Telephone Company concerning telephone capabilities. In case of an emergency, additional lines and phones can be installed to increase communication capacity by

approximately 50 per cent. Installation can be accomplished on very short notice, in well under 24 hours.

The number of the Mayor's Office of Inquiry and Information 744-5000 will be widely publicized.

The Office of Public Information will give copies of all emergency information releases to the Office of Inquiry and Information prior to public release.

III. SNOW EMERGENCY MOBILIZATION AND OPERATIONS

In the event a Snow Emergency is declared, the Emergency Coordinator of the Mayor's Office of Inquiry and Information, will determine staffing needs. The Emergency Coordinator will then contact all staff, both from this office and those on loan from other agencies, and designate them to either report to work, or remain near a telephone where they can be reached. Employees will be expected to work eight to twelve-hour shifts and must be available throughout the emergency.

The Emergency Coordinator will contact all coordinators of all city departments involved in providing emergency services to inform them the Office of Inquiry and Information is mobilizing and will coordinate service needs with them.

The Emergency Coordinator and Deputy Director will assess the need for additional telephone service and contact Illinois Bell Telephone Company if the immediate installation of additional equipment is necessary.

To assist in the processing of calls, trained staff will be on duty in close proximity to the telephone operators. These persons, to be provided by the Department of Human Services, Mayor's Office for Senior Citizens and Handicapped, Department of Health, and others, will be able to classify requests for various services and determine which agency is appropriate to provide the service requested.

After service requests are received and classified, they will then be picked up by messengers provided by each of the departments involved. The messengers will bring the service request forms to their respective department for necessary response and action. If conditions permit, such messenger service should be provided on an hourly basis.

The Mayor's Office of Inquiry and Information will be the communications coordinator of all snow emergency information within the city government. Inquiry and Information will work with all department heads and supervisory personnel involved in snow emergency operations. Each department will provide Inquiry and Information with a list of their snow emergency personnel. This list will include home and work telephone numbers, and radio and page numbers.

The Mayor's Office of Inquiry and Information will provide other city departments with statistical reports detailing the numbers and types of calls received.

The Mayor's Office of Inquiry and Information will continue to receive its normal types of service requests, but the processing of these requests will be postponed until a state of emergency no longer exists.

Department of
Human Services (DHS)

Mayor's Office for
Senior Citizens and Handicapped (MOSCH)

Department of
Health (DH)

Police Department (PD)

Department of
Streets and Sanitation (S & S)

GOVERNMENT PUBLICATIONS DEPARTMENT

CITY OF CHICAGO - QUAD PLAN SNOW REMOVAL PROGRAM

BY

City of Chicago, Department of Streets and Sanitation (1979)

I. INTRODUCTION

The operational program which the City of Chicago utilizes for its snow removal activities is called the Quad-Plan Snow Removal Program. This program consists of four sequentially progressive phases or "plans" which respond to various winter weather conditions the City may experience. The operational outline of the Quad-Plan program is based upon three primary factors:

1) The anticipated accumulation of snow
2) The effect of associated weather conditions such as wind velocity and temperature
3) The cumulative impact of weather conditions on vehicular traffic flow

The Quad-Plan delineates the following program indicators for each of the four phases:

- The type of snow removal operation to be executed
- The manpower and equipment utilized in the operation
- The program route assignments

- The corresponding traffic and police enforcement plan (See Operational Overview - Table A, page 3)

II. ORGANIZATIONAL STRUCTURE

All snow removal program activities are under the operational jurisdiction and authority of the Commissioner of the Department of Streets and Sanitation. In conjunction with the Deputy Commissioner and the General Superintendent of the Bureau of Sanitation, he administers the City's snow removal program through the Bureau of Sanitation's Snow Command office located in City Hall, Room 702.

During the annual snow season, the Snow Command office is manned on a 24-hour basis to monitor all weather conditions. Through direct radio and telephone "hotline" contact, Snow Command relays all program directives to five geographic District offices and fifty Ward field offices throughout the city. (See Exhibits 1 and 2, pages 4 and 5)

III. PROGRAM INITIATION

The Murray and Trettle meteorological consultant firm provides regular weather reports to the City's Snow Command office on a round-the-clock basis. When a winter storm is forecast for the city, Snow Command receives immediate warning from the consultant firm who continues to monitor the progress of each storm's approach. The Snow Command office

TABLE A. SNOW REMOVAL PROGRAM

OPERATIONAL OVERVIEW

STORM PHASE	WEATHER CONDITION	INCHES OF SNOWFALL	ROUTE	TYPE OF OPERATION	EQUIPMENT SOURCE	EQUIPMENT TYPE	PARKING RESTRICTIONS	POLICE ENFORCEMENT	COMMUNITY SUPPORT AGENCIES
PHASE 1	Light Snowfall	Trace-3"	Primary and Secondary Arterials (174 Routes)	Salting	Sanitation	Spreader/Plows	No Restrictions	Normal	None
			Residential (Ward Basis)	Selected Inside Salting	Sanitation	Spreader/Plows			
PHASE 2	Moderate Snowfall	2"-10"	Primary and Secondary Arterials (174 Routes)	Tandem Plowing and Salting Some Removal	Sanitation	Spreader/Plows Refuse "Quick Hitch" Plows Snow-Blowers Semi-Trailers (as needed) Hi-Lifts (as needed)	No Parking on Designated Snow Routes	Ticket-Tow Program	None
					Other City Depts.	Tow Trucks			
			Residential (Ward Basis)	Salting After Arterials are Cleared	Sanitation	Spreader-Plows			
				Inside Plowing	Sanitation	4-Wheel Vehicles			
PHASE 3	Heavy Snowfall	7"-12"	Primary and Secondary Arterials	Tandem Plowing and Removal	Sanitation	Tow Trucks Spreader/Plows Refuse "Quick Hitch" Plows Snow-Blowers Semi-Trailers Hi-Lifts	No Parking on Designated Snow Routes	Ticket-Tow Program	Initiation of Community Support Mobilization plan
			Residential (Ward Basis)	Salting/Plowing as Required	Sanitation	Spreader/Plows 4-Wheel Vehicles			
			Vital Service Facilities	Assigned Facility Clearance	Other City Depts.	Tow Trucks Hi-Lifts Semi-Trailers			
PHASE 4	Major Blizzard	Over 12"	Primary and Secondary Arterials	Tandem Plowing and Removal	Sanitation	All Available Equipment	No Parking on Designated Snow Routes Removal of Cars upon Police Order	Ticket-Tow Program Task Force Traffic Control	Community Support Plan In Effect
			Residential (Ward Basis)	Plowing and Removal	Sanitation	Hi-Wheel Vehicles Hi-Lifts Semi-Trailers Spreader-Plows			
			Vital Service Facilities	Assigned Facility Clearance	Other City Departments	Tow-Trucks Hi-Lifts Semi-Trailers			
			Priority Task Force Arterial Routes	Task Force Plowing and Removal	Private Contractors (and available City equipment)	Semi-Trailers Hi-Lifts Road Graders Tow Trucks			

Human Services (DHS)

Senior Citizens and Handicapped (MOSOH)

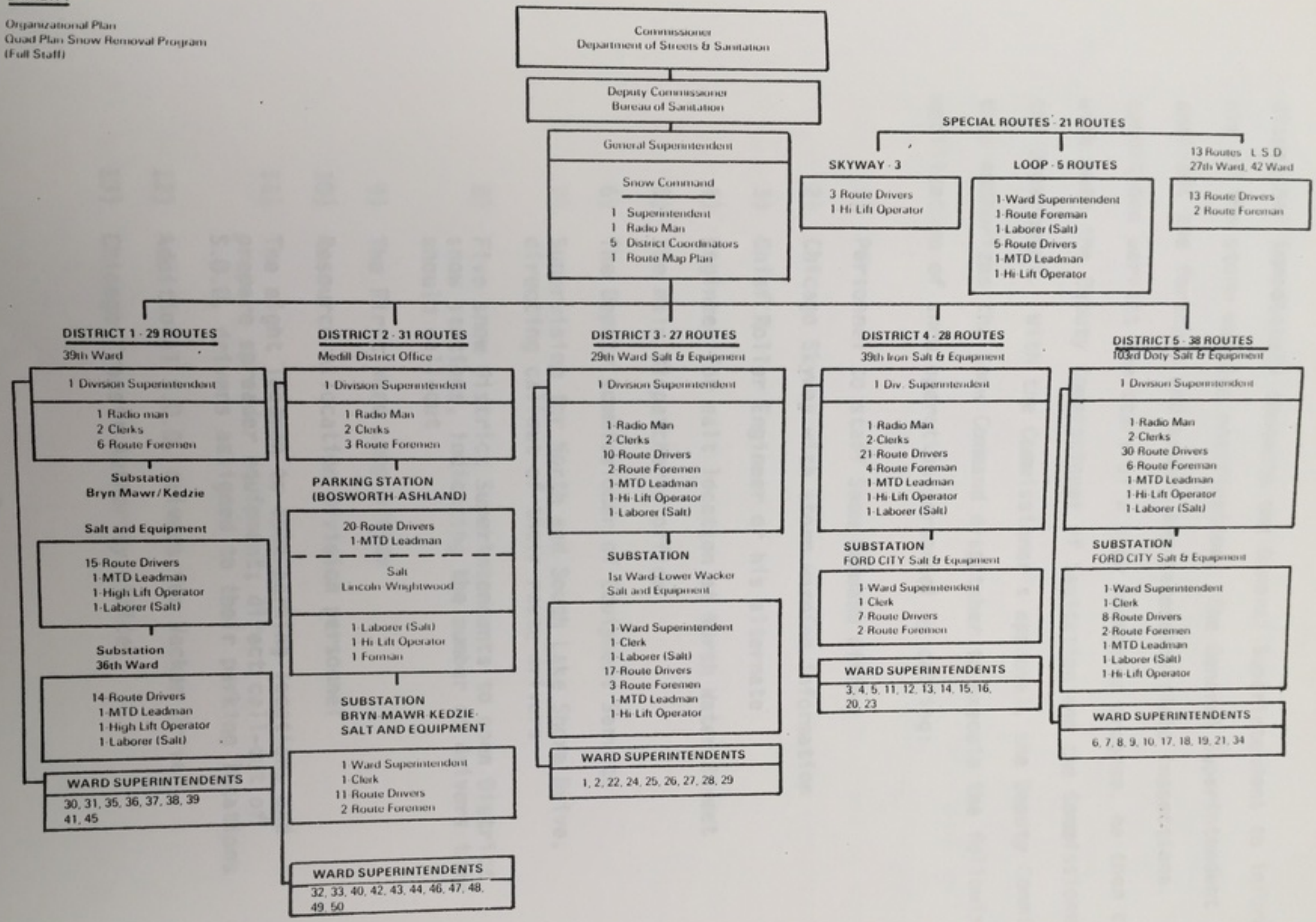
CITY OF CHICAGO

JANE M. BYRNE, Mayor

CITY OF CHICAGO
SNOW DISTRICT MAP

EXHIBIT I

Organizational Plan
Quad Plan Snow Removal Program
(Full Staff)



dispatcher immediately contacts the General Superintendent to inform him of the storm warning notification. The General Superintendent analyzes the forecast and orders any necessary field inspections. If conditions warrant the start of a snow operation program, he then confers with both the Deputy Commissioner of Sanitation and the Commissioner of the Department. With the Commissioner's approval, the Deputy Commissioner then authorizes the Snow Command dispatcher to execute the following mobilization of snow operation personnel by calling:

1) Personnel to staff Snow Command office
2) Chicago Skyway with storm warning information
3) Chief Roller Engineer or his alternate
4) Engineer for salt location at North Water Street
5) The main dispatcher's office
6) The Deputy Commissioner of Equipment Service
7) Supervision for North and South Lake Shore Drive, directing callout of their route drivers
8) Five snow District Superintendents to open District snow stations, indicating the number of drivers they should call-out
9) The First Ward Loop office
10) Resource Allocation Division personnel
11) The eight leadmen to open parking locations and prepare spreader equipment; direct call-out of S.O.D. drivers assigned to their parking locations
12) Additional S.O.D. drivers for Wacker Drive
13) Chicago Transit Authority office

14) Chicago Police Department

Upon arrival at the Snow Command office, the Deputy Commissioner assesses the latest updated weather information to determine the operational manpower plan which will be initiated (either Phase I, II, III, or IV), depending upon the weather conditions anticipated. The Deputy Commissioner then establishes contact with the designated press representative to issue an immediate media release indicating when parking restrictions on snow routes will be in effect and describing the type of Snow Alert to be issued (light, moderate, heavy or major blizzard). This alert will be relayed to the media with specific instructions for the public.

PHASE I

WEATHER CONDITIONS

- Light snowfall and/or icing
- Trace to 3 inches of snow
- Streets slippery unless treated

PROGRAM OPERATION

- Salt and/or sand spreading
- Plowing where necessary

ROUTES

- 174 Primary and Secondary Arterial Routes
- Selected residential street locations

PHASE I PROGRAM DESCRIPTION

The Phase I program outlines the dispatching of salt spreading equipment on 174 Primary and Secondary Arterial Routes throughout the City. This program responds to a forecast of light snowfall of 3 inches or less and/or anticipated icing conditions. (Salt spreading operations will be supplemented by a Phase II - Tandem Plowing/Inside Plowing program when snow accumulation or excessive drifting exceed Phase I program capabilities.)

MOBILIZATION PROCEDURES (See Phase I Mobilization Scheme, page 9)

Snow Command

Snow Command completes the program initiation call-out of personnel and instructs the five Snow Districts to begin their District/Substation manpower staffing.

Districts/Substations

Upon notification from the Snow Command Office, the District Superintendents call-out sufficient motor truck drivers, office personnel, laborers and supervisors as follows:

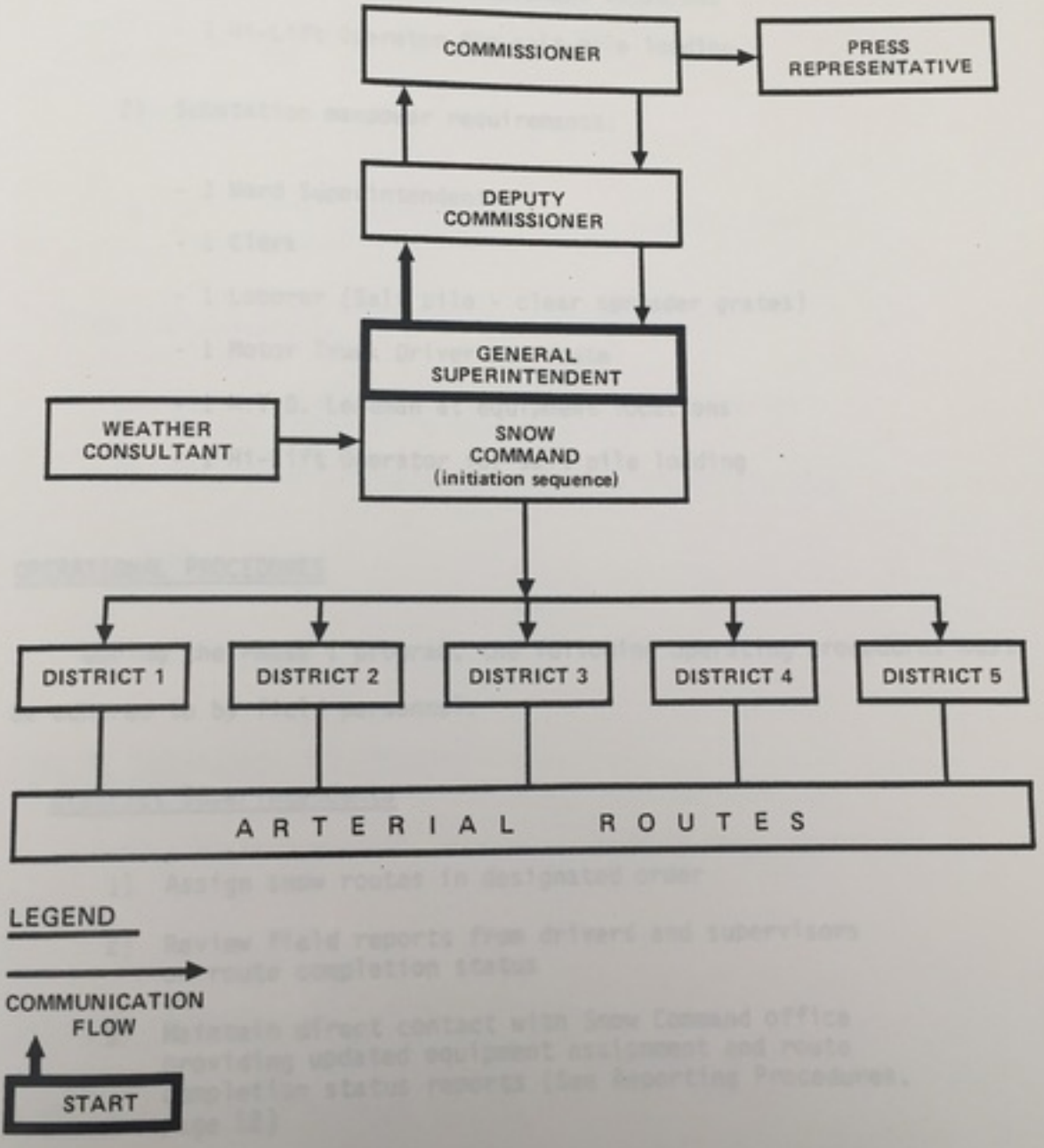
1) District manpower requirements

- 2 Clerks
- 1 Radio man
- 1 Laborer (Salt pile - clear spreader grates)

PHASE I

MOBILIZATION SCHEME

SALT SPREADING



- 1 Motor Truck Driver per route
- 1 Supervisor for every 5 routes
- 1 M.T.D. Leadman at equipment locations
- 1 Hi-Lift Operator for salt pile loading

2) Substation manpower requirements:

- 1 Ward Superintendent
- 1 Clerk
- 1 Laborer (Salt pile - clear spreader grates)
- 1 Motor Truck Driver per route
- 1 M.T.D. Leadman at equipment locations
- 1 Hi-Lift Operator for salt pile loading

OPERATIONAL PROCEDURES

During the Phase I program, the following operating procedures must be adhered to by field personnel:

District Superintendents

1) Assign snow routes in designated order

2) Review field reports from drivers and supervisors on route completion status

3) Maintain direct contact with Snow Command office providing updated equipment assignment and route completion status reports (See Reporting Procedures, page 12)

Motor Truck Driver Leadmen

1) Prepare equipment in cooperation with the Bureau of Equipment Service

Field Supervisors

1) Maintain on-site monitoring of assigned snow routes

2) Relay status reports to District Superintendent on route condition and completion

Motor Truck Drivers

1) Forward notification of equipment malfunctions to the Bureau of Equipment Service

2) Report route completion status to District office

Field Office Clerks

1) Maintain accurate time sheet records

PARKING ENFORCEMENT REQUIREMENTS

Under a Phase I program, no special parking restrictions are in effect.

REPORTING PROCEDURES

Field Inspections/Drivers Reports

Drivers will call-in route status reports to their District

office on a regular basis. Field supervisory personnel will conduct field surveys of all assigned routes to verify driver reports of route condition and completion and report their findings to the District office.

District Reporting Procedures

Each Snow District Superintendent must maintain an updated Salt and Plow Progress Report of his District operations in conjunction with the Snow Command office (See report form - Table B, page 13). This report details the following information for each designated snow route in each Snow District:

1) The route number
2) The City identification number of the truck(s) assigned to each route
3) The driver of each truck
4) The starting and finishing time of each driver
5) The starting and finishing time for each route
6) The amount of salt used on each route
7) The time of progress calls and the percentage of each respective route completed at that time
8) Any descriptive remarks (down equipment, route condition, etc.)

OPERATIONAL ANALYSIS/PROGRAM DECISION

At regularly established intervals (no longer than every 2 hours), the

TABLE B

DISTRICT _____

SALT AND PLOW PROGRESS REPORT

DATE _____

DISTRICT CLERK ON DUTY	IN	OUT

SNOW COMMAND CLERK ON DUTY	IN	OUT

INSTRUCTIONS

CLERKS ON DUTY WILL SIGN IN AND OUT TIMES. ALL INFORMATION MUST BE KEPT UP AND RELAYED TO SNOW COMMAND. USE ONLY MILITARY TIME ON THIS REPORT

ROUTE NUMBER	TRUCK NO	DRIVER	DRIVERS TIME START DATE	DRIVERS TIME START TIME	DRIVERS TIME FINISH DATE	DRIVERS TIME FINISH TIME	ROUTE TIME START DATE	ROUTE TIME START TIME	ROUTE TIME FINISH DATE	ROUTE TIME FINISH TIME	SALT USED	PROGRESS CALLS TIME	PROGRESS CALLS %	PROGRESS CALLS TIME	PROGRESS CALLS %	PROGRESS CALLS TIME	PROGRESS CALLS %	REMARKS

Deputy Commissioner will:

Review all District status reports

1) Percent of routes completed

2) Condition of completed routes

Review immediate weather forecast

1) Projected duration of storm

2) Intensification or gradual subsiding of conditions (wind, temperature, snow, etc.)

Issue program decision

1) Continue current operational program (by District or Citywide)

2) Terminate operational program (by District or Citywide)

3) Declare Phase II (See Phase II Plan)

PHASE II

WEATHER CONDITIONS

- Moderate snowfall
- 2 to 10 inches of snow
- Streets extremely dangerous without plowing

PROGRAM OPERATION

- Tandem plowing/salt spreading
- Inside plowing (4-wheel drive vehicles)

ROUTES

- 174 Primary and Secondary Arterial Routes
- Residential streets

PHASE II PROGRAM DESCRIPTION

The Phase II program outlines the dispatching of two types of snow plowing operations: 1) tandem plowing on 174 Primary and Secondary Arterial Routes, and 2) inside plowing of residential streets by four-wheel drive vehicles. This program responds to a forecast of 2 to 10 inches of snow and/or high-wind drifting conditions.

Snow District operations will utilize teams of one refuse truck equipped with a "Quick-Hitch" plow and one plow-equipped salt spreading truck working in tandem to plow and salt District arterial routes.

Each Ward Superintendent will direct the inside plowing of traffic paths on all residential streets within his Ward utilizing plow-equipped 4-wheel drive vehicles.

MOBILIZATION PROCEDURES (See Phase II Mobilization Scheme, page 16)

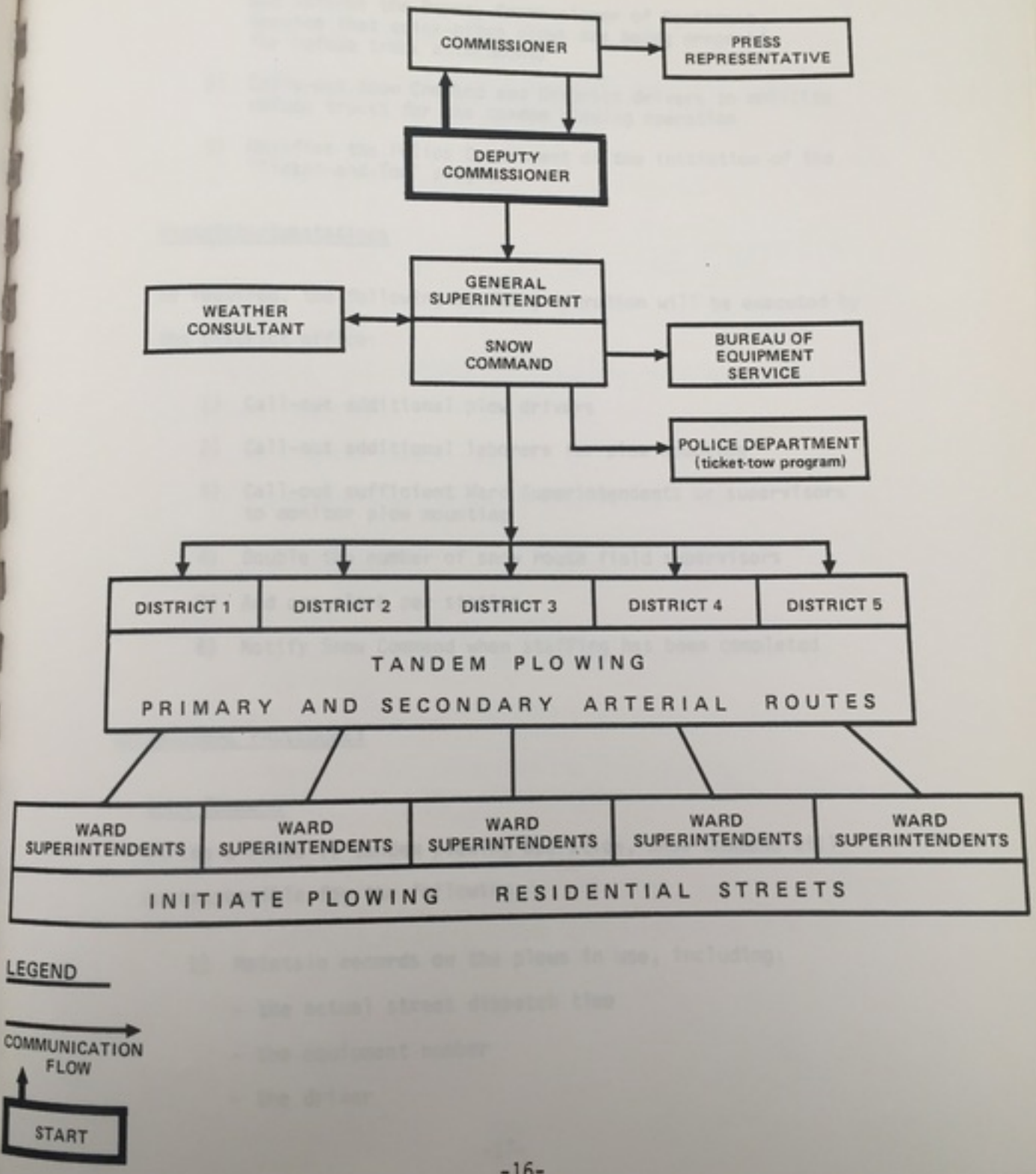
The Deputy Commissioner of Sanitation notifies the Commissioner of the Department of Streets and Sanitation that present weather conditions and snow accumulation are sufficient to warrant a tandem plowing operation. The Commissioner determines the extent and type of tandem plowing operation to be initiated.

Snow Command

1) Notifies the dispatcher of the Bureau of Equipment Service that the tandem plowing operation is being initiated. (Dispatcher notifies parking lot supervisors

PHASE II
MOBILIZATION SCHEME

TANDEM PLOWING - DISTRICTS
INSIDE PLOWING - WARDS



and informs the Deputy Commissioner of Equipment Service that quick-hitch plows are being prepared for refuse truck attachment)

2) Calls-out Snow Command and District drivers to mobilize refuse trucks for the tandem plowing operation

3) Notifies the Police Department of the initiation of the "Ticket-and-Tow" program

Districts/Substations

As required, the following staffing operation will be executed by the District office:

1) Call-out additional plow drivers

2) Call-out additional laborers for plow mounting

3) Call-out sufficient Ward Superintendents or supervisors to monitor plow mounting

4) Double the number of snow route field supervisors

5) Add one clerk per station

6) Notify Snow Command when staffing has been completed

OPERATIONAL PROCEDURES

Snow Command

During a Phase II tandem plowing operation, Snow Command will be responsible for the following:

1) Maintain records on the plows in use, including:

- the actual street dispatch time
- the equipment number
- the driver

- the route assigned

- the status of the route

2) Maintain progress reports on route completion from the Districts, drivers and supervisors (Route completion reports will specify the percentage of the route completed)

3) At the Deputy Commissioner's direction, call-out necessary relief drivers

4) Prepare an hourly report on total program progress (City-wide) for the review of the Deputy Commissioner

District/Substation

The respective field personnel will execute the following operational procedures:

1) Parking Lot Supervisors:

- Prepare plows for mounting on refuse trucks

- Direct re-setting of plows on blocks when program is completed

2) Laborers:

- As directed, assist in plow mounting at parking lot locations

3) Motor Truck Drivers:

- Report to designated parking locations, assist in the mounting of plows, and proceed to the District office for route assignments

- Plow assigned routes "in tandem" with spreader/plows (Refuse truck precedes spreader/plow in tandem formation)

- Remain on assigned routes unless otherwise directed by designated field supervisors

4) District Superintendents and Supervisors

- Assign routes to drivers for tandem plowing in established priority order

PARKING ENFORCEMENT REQUIREMENTS

When Snow Command announces that Phase II is in effect, snow route parking regulations will be instituted with ticketing of illegally parked cars. This program includes provisions to tow ticketed cars to designated snow-tow pounds, as required. Public announcements of the ticket-and-tow program will be made prior to its initiation.

When the snow depth is such that vehicles are no longer able to park adjacent to the curb, special "ticket-and-tow" teams will be set up to clear out illegally parked and double-parked cars that are blocking a lane of traffic.

"Ticket-and-tow" teams will consist of one squad car and at least three tow trucks. They will patrol those streets where double-parking is causing the most difficulty. (These streets will be identified by Snow Command based on current reports from the C.T.A., the Bureau of Street Traffic, the Fire Department and the Police Department.)

Whenever possible, ticketed cars will be towed to the closest City vehicle pound (as listed below) or to specially designated snow-tow pounds.

Pound Location	Approximate Capacity
3000 S. California Ave.	500 cars
3201 S. Western Ave.	950 cars
650 W. 83rd St.	950 cars
2555 W. Grand Ave.	650 cars
18th St. and LaSalle St.	500 cars
4615 W. Division St.	1,500 cars
3120 S. Wood St.	1,200 cars
110th St. and Doty Ave.	3,000 cars

If these pounds are full or if the number of illegally parked cars exceeds the ability of the "ticket-and-tow" teams to remove them to a convenient pound, ticketed cars will be relocated to the closest legal on-street location.

These "ticket-and-tow" teams will have as a first priority the clearing of all moving lanes of double-parked cars before returning to the clearance of curb lanes for curb-to-curb snow clearance.

Once a street has been cleared curb-to-curb, cars may once again park at the curb, subject to the normal daily parking regulations and provided there is no more snow forecast for the immediate future.

REPORTING PROCEDURES

Field Inspections/Drivers Reports

Field Supervisors must personally check the routes being plowed and report the status of route completion to their respective District offices. Spreader/plow drivers in the tandem group must maintain

communications with Snow Command and the District by reporting at least once every hour.

District Reporting Procedures

Each Snow District Superintendent must maintain an updated Salt and Plow Progress Report of his District operations in conjunction with the Snow Command office (See report form - Table B, page 13). Records must be maintained on the plows in use, including:

1) The actual street dispatch time
2) The equipment number
3) The driver
4) The route assigned
5) The status of the route

Ward Reporting Procedures

Ward Superintendents will report the number of completed inside plowing Sections and their corresponding Section numbers to their respective District offices at least once every two hours.

OPERATIONAL ANALYSIS/PROGRAM DECISION

At regularly established intervals (no longer than every 2 hours), the Deputy Commissioner will:

Review all field reports and conditions

1) Percent of routes completed

2) Condition of completed routes

3) Inside plowing program

Review immediate weather forecast

1) Projected duration of storm

2) Intensification or gradual subsiding of conditions (wind, temperature, snow, etc.)

Issue program decision

1) Continue current operational program (by District or Citywide)

2) Terminate operational program (by District or Citywide)

3) Declare Phase III (See Phase III Plan)

PHASE III

WEATHER CONDITIONS

- Heavy snowfall
- 7 to 12 inches of snow
- Streets impassable unless plowed

PROGRAM OPERATION

- Tandem plowing continued
- Inside plowing continued
- Vital Service Facility clearance

ROUTES/ASSIGNMENTS

- 174 Primary and Secondary Arterial Routes
- Residential streets
- Assigned Vital Service Facilities

PHASE III PROGRAM DESCRIPTION

The Phase III program introduces the clearance of Vital Service Facilities (hospitals, police and fire stations, nursing homes, etc.) throughout the City to supplement the Phase II programs of tandem and inside plowing. This program responds to a forecast of a long-term snow storm of 7 to 12 inches and/or high-wind drifting conditions.

Clearance of the Vital Service Facilities will be executed by four additional City agencies in accordance with pre-determined Ward assignments. The operational support provided by these agencies facilitates the continuous clearance of snow from City streets by the Department of Streets and Sanitation while maintaining public access to Vital Service Facilities in all City neighborhoods.

(When Phase III has been declared, the Emergency Community Support Plan is initiated to provide a coordinated response to citizen requests for assistance.)

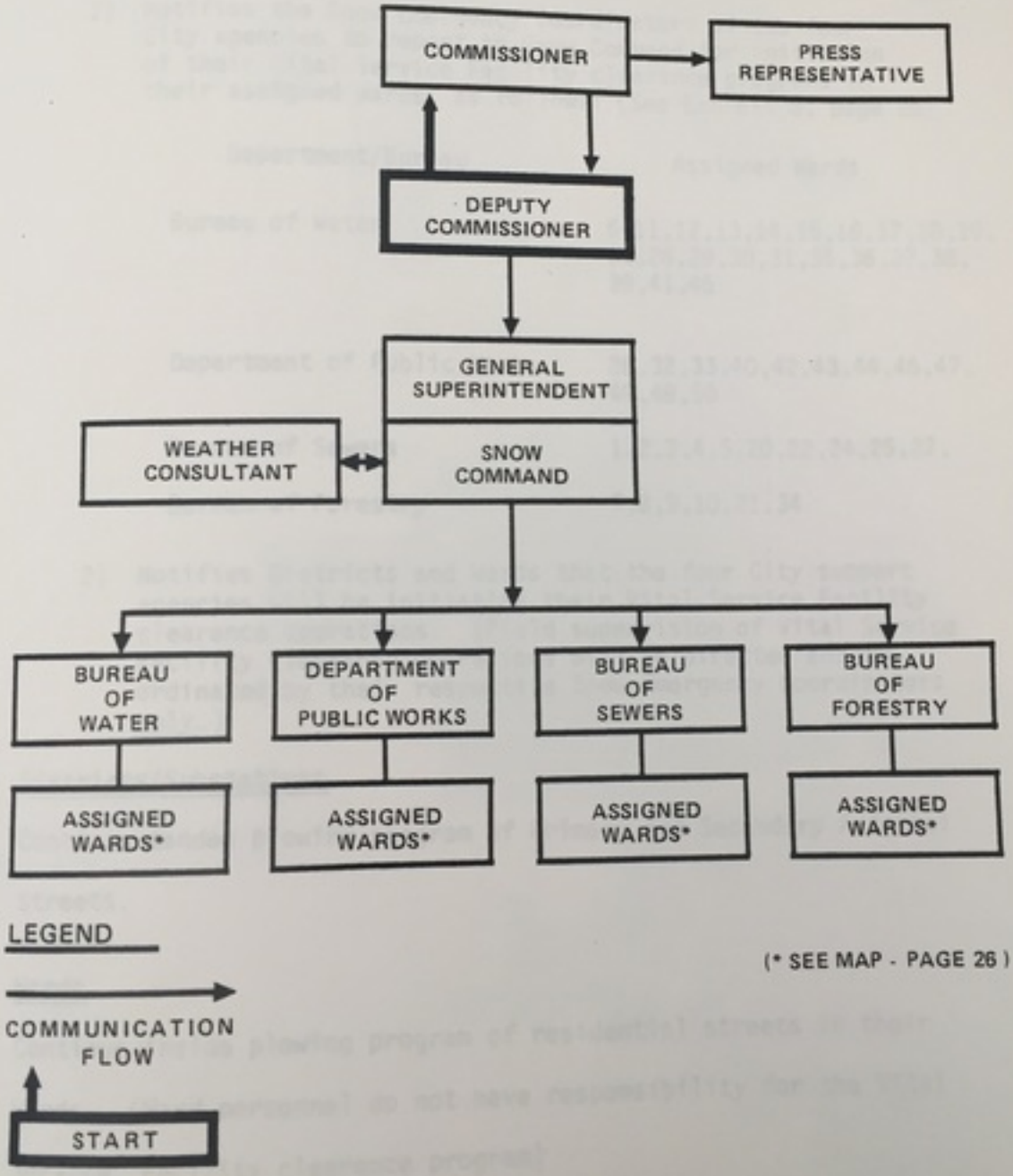
MOBILIZATION PROCEDURES (See Phase III Mobilization Scheme, page 24)

The Deputy Commissioner of Sanitation notifies the Commissioner of Streets and Sanitation that a prolonged heavy snow storm exists and will require clearance of Vital Service Facility locations. The Commissioner authorizes the call-out of the four City agencies assigned to perform Vital Service Facility clearance.

PHASE III
MOBILIZATION SCHEME

VITAL SERVICE FACILITY CLEARANCE

(NOTE: The phase III program of vital service facility clearance supplements the tandem/inside plowing program already in effect in phase II. The scheme below outlines the mobilization of additional city support agencies.)



(* SEE MAP - PAGE 26)

The Deputy Commissioner then notifies the Mayor's Office to initiate the Emergency Community Support Plan.

Snow Command

1) Notifies the Snow Emergency Coordinators of the four City agencies to report to Snow Command for initiation of their Vital Service Facility clearance programs in their assigned Wards, as follows: (See Exhibit 3, page 26)

Department/Bureau	Assigned Wards
Bureau of Water	6,11,12,13,14,15,16,17,18,19, 23,28,29,30,31,35,36,37,38, 39,41,45
Department of Public Works	26,32,33,40,42,43,44,46,47, 48,49,50
Bureau of Sewers	1,2,3,4,5,20,22,24,25,27,
Bureau of Forestry	7,8,9,10,21,34

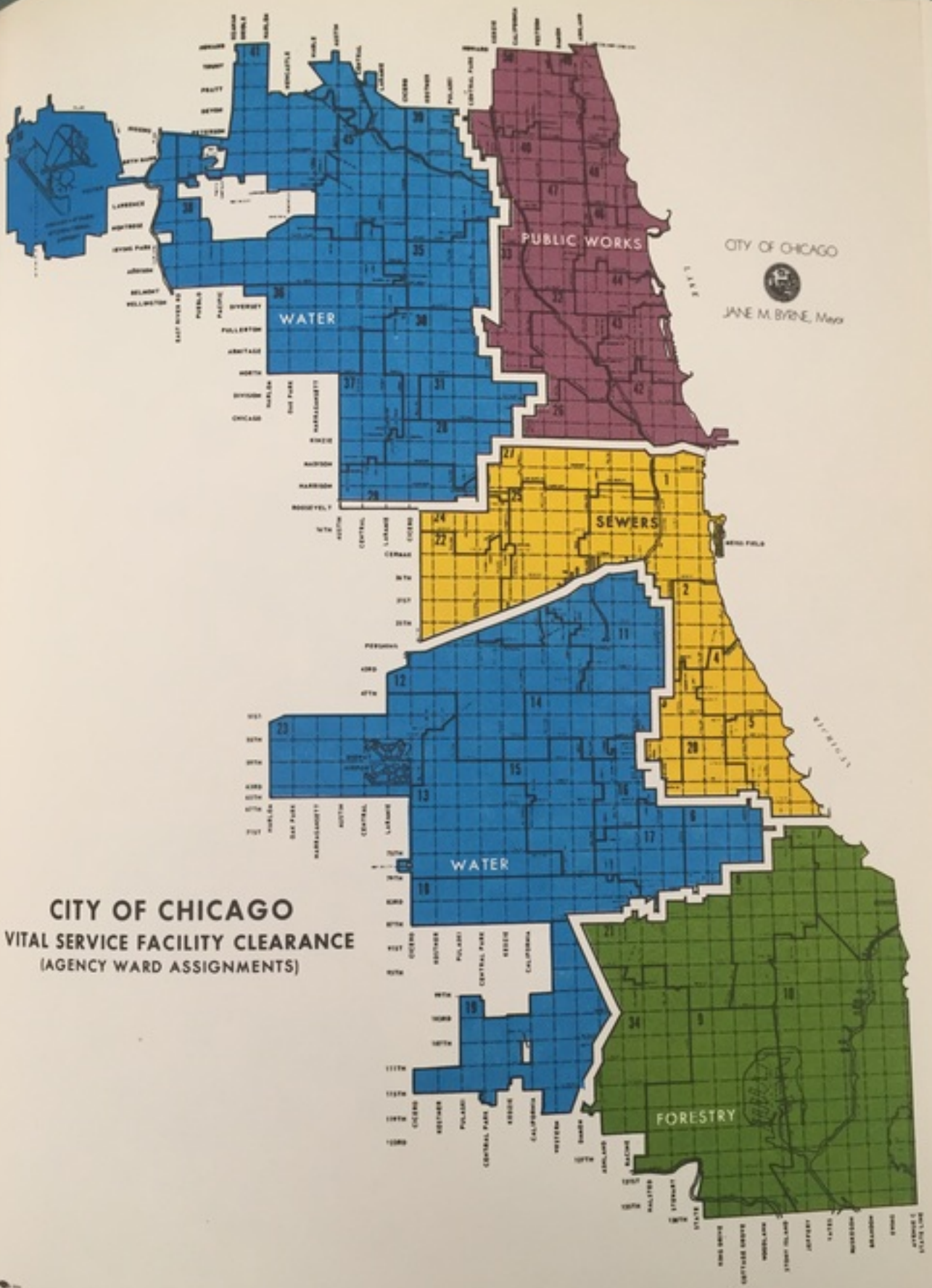
2) Notifies Districts and Wards that the four City support agencies will be initiating their Vital Service Facility clearance operations. (Field supervision of Vital Service Facility clearance operations will be directed and co-ordinated by their respective Snow Emergency Coordinators only.)

Districts/Substations

Continue tandem plowing program of Primary and Secondary Arterial streets.

Wards

Continue inside plowing program of residential streets in their Wards. (Ward personnel do not have responsibility for the Vital Service Facility clearance program)



CITY OF CHICAGO

VITAL SERVICE FACILITY CLEARANCE

(AGENCY WARD ASSIGNMENTS)

NO OVERNIGHT PARKING
3AM - 7AM
TOW-AWAY ZONE
CITY OF CHICAGO
JANE M. BYRNE, Mayor
CITY OF CHICAGO
PRIORITY ARTERIAL ROUTES
OVERNIGHT PARKING RESTRICTIONS
CHICAGO - O'HARE INTERNATIONAL AIRPORT
FOSTER
LAWRENCE
MONTROSE
IRVING PARK
ADDISON
BELMONT
WELLINGTON
EAST RIVER RD
PULASKI
PACIFIC
DIVERSEY
FULLERTON
ARMITAGE
NORTH
DIVISION
CHICAGO
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OAK PARK
AUSTIN
CENTRAL
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KEDZIE AVE.
CALUMET EXPWY.
KINGSBURY EXPWY.
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PARKING ENFORCEMENT REQUIREMENTS

Continue snow route parking regulations and attendant publicity. Also, continue special "ticket-and-tow" teams to clear out double-parked cars. (Contingent upon immediate weather conditions, available off-street parking locations will be announced to the public.)

REPORTING PROCEDURES

Vital Service Facility Clearance Agencies

1) Field operations supervisors for each agency will report to their respective Snow Emergency Coordinators on facility clearance status (No longer that every 2 hours)

2) Each agency Snow Emergency Coordinator will maintain an updated report with Snow Command detailing the following information:

   - The name and address of cleared Vital Service Facilities (by facility type)

   - The overall condition of facilities cleared (accessible or non-accessible)

Field Inspections/Drivers Reports

Continue reporting procedures as detailed in Phase II, page 20.

District Reporting Procedures

Continue reporting procedures as detailed in Phase II, page 21.

Ward Reporting Procedures

Continue reporting procedures as detailed in Phase II, page 21.

OPERATIONAL ANALYSIS/PROGRAM DECISION

At regularly established intervals (no longer than every 2 hours), the Deputy Commissioner will:

Review all field reports and conditions

1) Percent of routes completed
2) Condition of completed routes
3) Inside plowing program
4) Vital Service Facility program

Review immediate weather forecast

1) Projected duration of storm
2) Intensification or gradual subsiding of conditions (wind, temperature, snow, etc.)

Issue program decision

1) Continue current operational program (by District or Citywide)
2) Terminate operational program (by District or Citywide)
3) Declare Phase IV (See Phase IV Plan)

PHASE IV

SNOW DISASTER PLAN

WEATHER CONDITIONS

- Major blizzard (high winds, drifting snow)
- 12 or more inches of snow
- Imminent breakdown of entire street system

PROGRAM OPERATION (All Available Equipment)

- Tandem plowing continued
- Inside plowing/removal
- Vital Service Facility clearance continued
- Hired equipment "Call-Out" for Arterial Task Force Program

ROUTES/ASSIGNMENTS

- Primary and Secondary Arterial Routes
- Residential streets
- Assigned Vital Service Facilities
- Designated Priority Task Force Routes

PHASE IV PROGRAM DESCRIPTION

The Phase IV program implements the City's snow disaster plan to supplement all on-going snow removal operations of the Quad-Plan program. This final Phase responds to severe blizzard-like conditions with an accumulation of snow in excess of 12 inches.

The principal program operation of Phase IV is the mobilization of Task Force Teams of heavy equipment to remove and relocate snow from City streets. Task Forces will be comprised of tow trucks, high-lift loaders, semi-trailer trucks, and police squadrols. Snow Command will coordinate the assignment of Task Force teams on predetermined priority routes under the field supervision of each District office.

(During this Phase, the City's Emergency Community Support Plan will be in effect.)

INTERDEPARTMENTAL PROGRAM SUPPORT

Under Phase IV alert status, the Commissioner of Streets and Sanitation will direct the mobilization of all snow removal activities on a City-wide basis. The City agencies designated to supplement Phase IV operations are categorized as follows:

Snow Operations Support Agencies

The agencies listed below will maintain the availability of all man-power and equipment resources to be utilized as required in the

execution of snow removal/relocation operations:

Department of Public Works
Bureau of Water
Bureau of Sewers
Bureau of Forestry
Police Department
Fire Department
Bureau of Equipment Service
Department of Purchasing

Specific snow operation assignments will be coordinated by each agency's designated Snow Emergency Coordinator.

Community Support Agencies

The City agencies listed below will be responsible for providing snow emergency community support in response to citizen requests for assistance:

Mayor's Office of Inquiry and Information
Department of Public Safety
Department of Health
Department of Human Services
Department of Buildings
Mayor's Office for Senior Citizens
Department of Energy and Environmental Protection

(Each of these agencies will respond to those citizen requests for assistance which relate to their respective Department operations)

Administrative Support Agencies

The agencies in this category will maintain the availability of clerical and administrative personnel for assistance in the administration of the snow operation program:

Department of Development and Planning

Department of Personnel

City Clerk's Office

City Data Center

Municipal Reference Library

MOBILIZATION PROCEDURES (See Phase IV Mobilization Scheme, page 32)

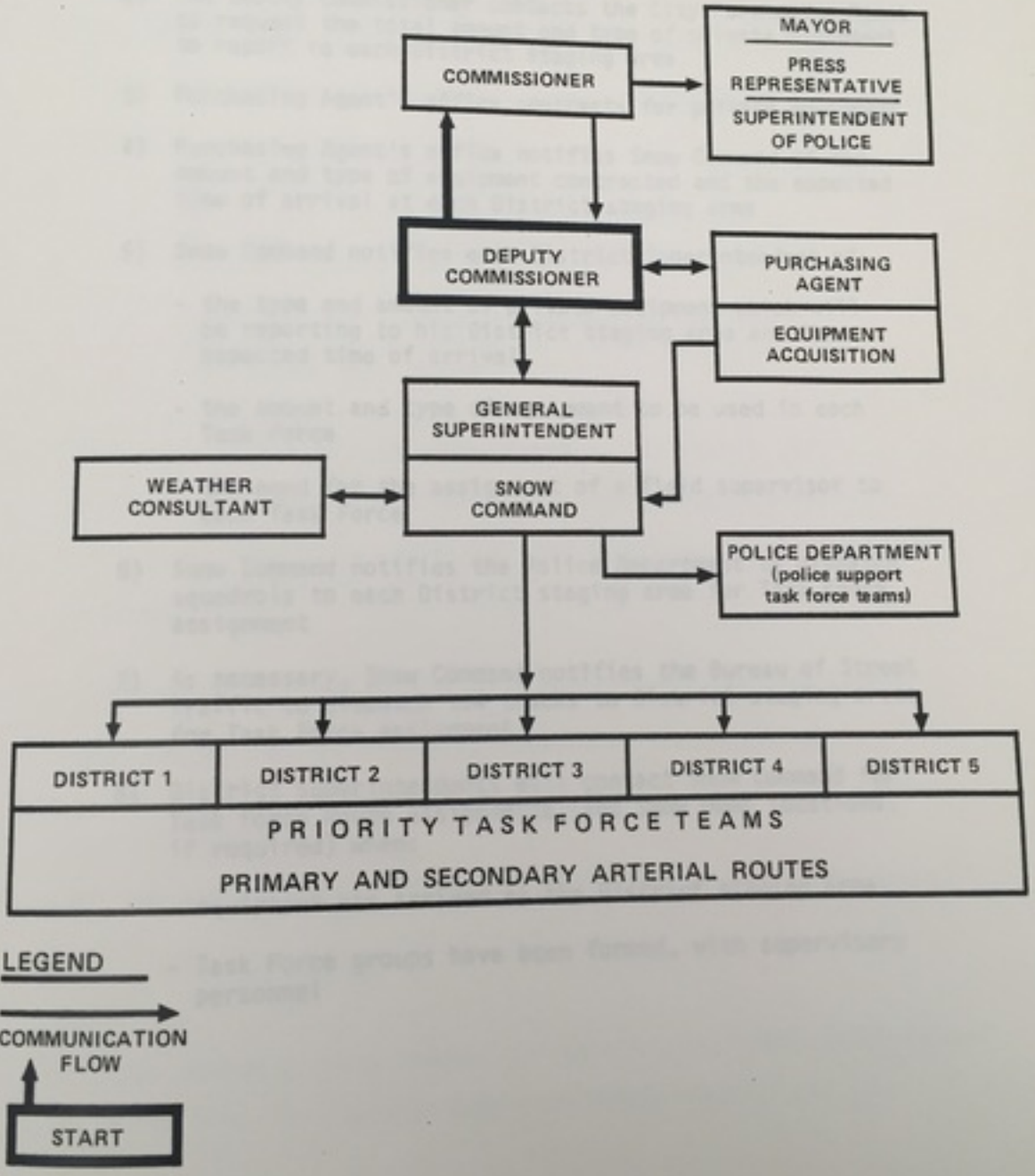
When it becomes evident that an excessive accumulation of snow demands its removal and relocation from major arterial streets, the Deputy Commissioner of Sanitation notifies the Commissioner of Streets and Sanitation of the need for Task Force mobilization. The Commissioner may then declare a Phase IV - Snow Disaster Plan. He immediately notifies the Mayor, the Superintendent of Police, and designated press representatives that the City's Emergency Snow Disaster Plan is being put into effect.

Following the declaration of Phase IV, the Commissioner establishes contact with the City Purchasing Agent for assistance in contracting any private heavy equipment which is necessary for Task Force team formation.

PHASE IV
MOBILIZATION SCHEME

TASK FORCE CLEARANCE
OF PRIORITY ARTERIAL ROUTES

(NOTE: The phase IV task force program on arterial routes supplements all operations of the phase II tandem/inside plowing program and the phase III clearance of vital service facilities. As city equipment on these programs becomes available, task force teams of city equipment will be formed to support private equipment task force groups.)



LEGEND

COMMUNICATION FLOW

START

The following mobilization sequence is then executed:

Task Force Mobilization Sequence

1) Snow Command determines the amount of private equipment required to initiate Task Force operations on all designated Priority Routes

2) The Deputy Commissioner contacts the City Purchasing Agent to request the total amount and type of private equipment to report to each District staging area

3) Purchasing Agent's office contracts for private equipment

4) Purchasing Agent's office notifies Snow Command of the amount and type of equipment contracted and the expected time of arrival at each District staging area

5) Snow Command notifies each District Superintendent of:

   - the type and amount of private equipment which will be reporting to his District staging area and the expected time of arrival

   - the amount and type of equipment to be used in each Task Force

   - the need for the assignment of a field supervisor to each Task Force

6) Snow Command notifies the Police Department to dispatch squadrols to each District staging area for Task Force assignment

7) As necessary, Snow Command notifies the Bureau of Street Traffic to dispatch tow trucks to District staging areas for Task Force assignment

8) District Superintendents will contact Snow Command for Task Force Route assignments (and Snow Dump locations, if required) when:

   - equipment has arrived at the District staging area

   - Task Force groups have been formed, with supervisory personnel

Vital Service Facilities

Phase III Vital Service Facility clearance operations will continue under Phase IV. As City Support Agencies (Public Works, Water, Sewers, Forestry) complete their Vital Service Facility clearance assignments, their respective Snow Emergency Coordinators will notify Snow Command of the amount, type and location of available equipment. Snow Command will then:

1) Notify each agency Snow Emergency Coordinator of the amount and type of equipment to report to a District staging area for Task Force formation

2) Issue Task Force Route assignments to the Snow Emergency Coordinators to be relayed when Task Forces have been formed

When a Task Force team has been formed at the staging area, the field supervisor will contact his Snow Emergency Coordinator for a Task Force Route assignment (and Snow Dump location, if required).

(City agency Task Force teams will remain under the direction of their respective Snow Emergency Coordinators at all times.)

Districts/Substations

Continue tandem plowing operations on Primary and Secondary Arterial Routes.

Wards

Continue inside plowing program and maintain availability of 4-wheel drive vehicles for possible emergency transportation use.

PARKING ENFORCEMENT REQUIREMENTS

"Ticket-and-Tow" teams will be assigned to assist each Task Force group to remove or relocate illegally parked cars from the streets that are being cleaned curb-to-curb.

Snow Route parking regulations will remain in effect. Ticket-and-tow manpower will be increased as necessary to maintain open traffic lanes on all arterial routes.

Off-street parking locations will be publicized for use as required.

REPORTING PROCEDURES

Field Inspections/Drivers Reports

Continue inspections and reports for tandem plowing operation.

District Reporting Procedures

Each snow District Superintendent will continue to maintain an updated status report on tandem plowing operations with Snow Command. (See Table B, page 13) In addition, field Task Force supervisors will report to their respective District office on an hourly basis and provide the following information:

1) The distance cleared on the assigned priority route as follows:
"On *(route street)* , from *(street)* to *(street)* ."

(Specific street names must be reported. Percentage figures will not be acceptable.)

2) The condition of the priority route:

- cleared curb-to-curb (both sides)
- number of lanes cleared (traffic, parking)

District Superintendents will report the status of Task Force Route clearance to Snow Command regularly (no longer than every two hours).

OPERATIONAL ANALYSIS/PROGRAM DECISION

At regularly established intervals (no longer than every 2 hours), the Commissioner, Deputy Commissioner and Snow Command personnel will confer on program status and:

Review all field reports and conditions

1) Status of Priority Task Force Route program
2) Percent of arterial routes completed
3) Condition of completed routes
4) Inside plowing program
5) Vital Service Facility program

Review immediate and long range weather forecast

1) Projected duration of storm
2) Intensification or gradual subsiding of conditions (wind, temperature, snow, etc.)
3) Forecast arrival and intensity of new storms

Issue program decision

1) Continue current operational program

2) Contract additional heavy equipment for expanded Task Force operation

3) Terminate any specific program (Tandem Plowing, Vital Service Facility clearance, Task Force operation)

4) Terminate entire Snow Operation (conditions near "normal")

SNOW ROUTE
NO PARKING
WHEN SNOW IS
OVER 2 INCHES DEEP
CARS WILL BE TOWED
CITY OF CHICAGO
JANE M. BYRNE, Mayor
CITY OF CHICAGO
DESIGNATED SNOW ROUTES
NORTHWEST HIGHWAY
PRATT
DEVON
PETERSON
LAWRENCE
MONTROSE
IRVING PARK
ADDISON
BELMONT
DIVERSEY
FULLERTON AVE.
ARMITAGE AVE.
NORTH AVE.
DIVISION ST.
CHICAGO AVE.
WASHINGTON BLVD.
MADISON
JACKSON BLVD.
ROOSEVELT RD.
16 TH ST.
CERMAK RD.
26 TH ST.
31 ST ST.
35 TH ST.
PERSHING RD.
43 RD ST.
47 TH ST.
51 ST ST.
55 TH ST.
59 TH ST.
63 RD ST.
MARQUETTE RD.
75 TH ST.
79 TH ST.
83 RD ST.
87 TH ST.
95 TH ST.
103 RD ST.
107 TH ST.
111 TH ST.
115 TH ST.
119 TH ST.
HOWARD
PULASKI
KEDZIE
CALIFORNIA
WESTERN
DAMEN
ASHLAND
RACINE
HALSTED
STATE ST.
KING DR.
COTTAGE GROVE
STONY ISLAND
JEFFERY
AVENUE O

NO OVERNIGHT PARKING
3AM - 7AM
TOW-AWAY ZONE
CITY OF CHICAGO
JANE M. BYRNE, Mayor
CITY OF CHICAGO
PRIORITY ARTERIAL ROUTES
OVERNIGHT PARKING
RESTRICTIONS
FOSTER AVE.
CENTRAL AVE.
DIVISION ST.
MADISON ST.
KEDZIE AVE.
79 TH ST.
103 RD ST.
CHICAGO-O'HARE INTERNATIONAL AIRPORT

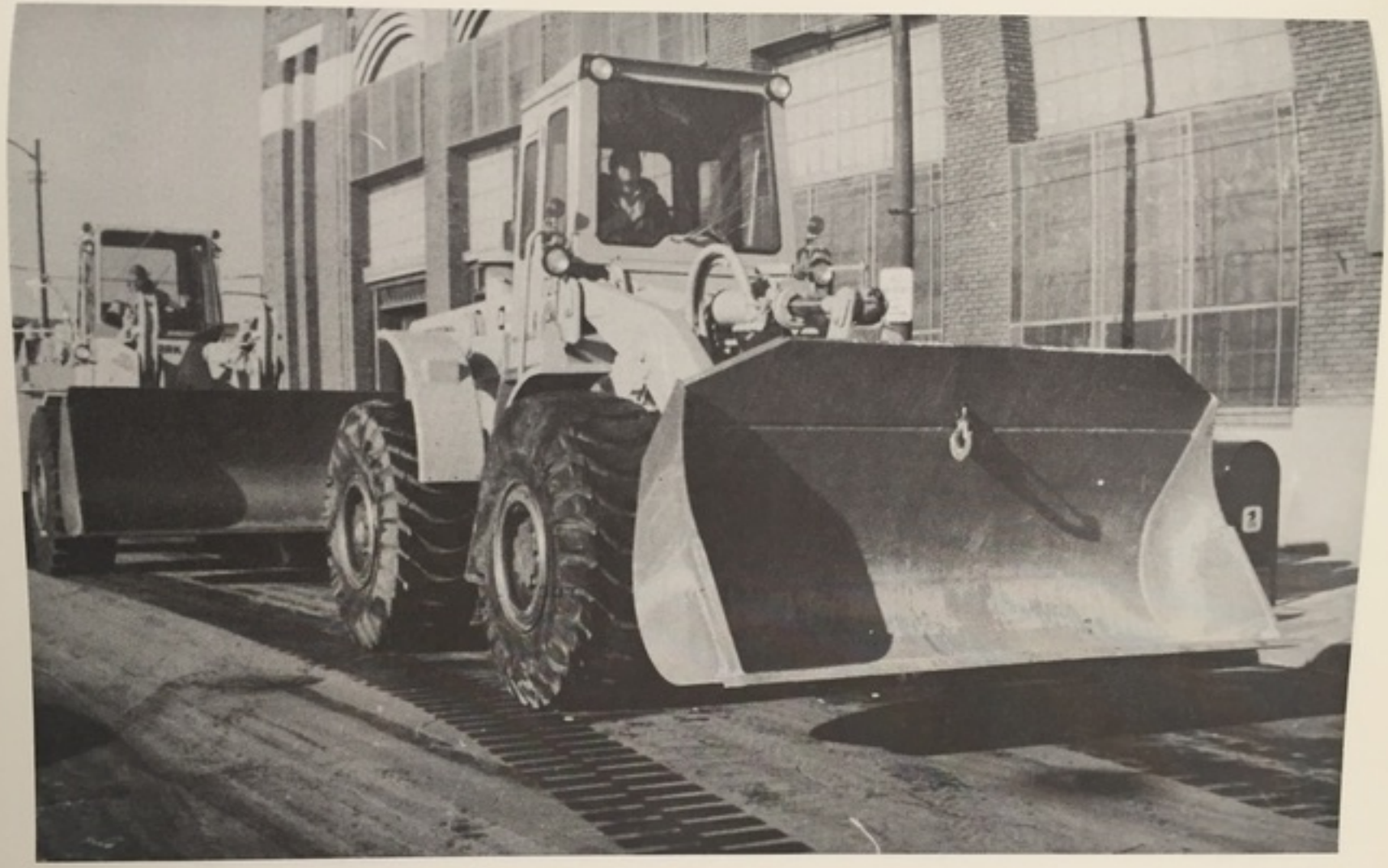
INTERNATIONAL SCOUT 4– WHEEL DRIVE VEHICLE

165 of these new items were purchased for this winter season.
They will be used for light or inside (street) plowing.

BOMBADIERS FOR SIDEWALK PLOWING

UNI–MOG SNOW BLOWER

REFUSE TRUCK WITH QUICK–HITCH A–FRAME FOR INSTANT SNOW PLOW MOUNTING



HI–LIFT

5 cubic yard capacity articulated hi–lift which can be used for snow removal or salt loading.

TRACTOR EQUIPPED WITH SNOW PLOW

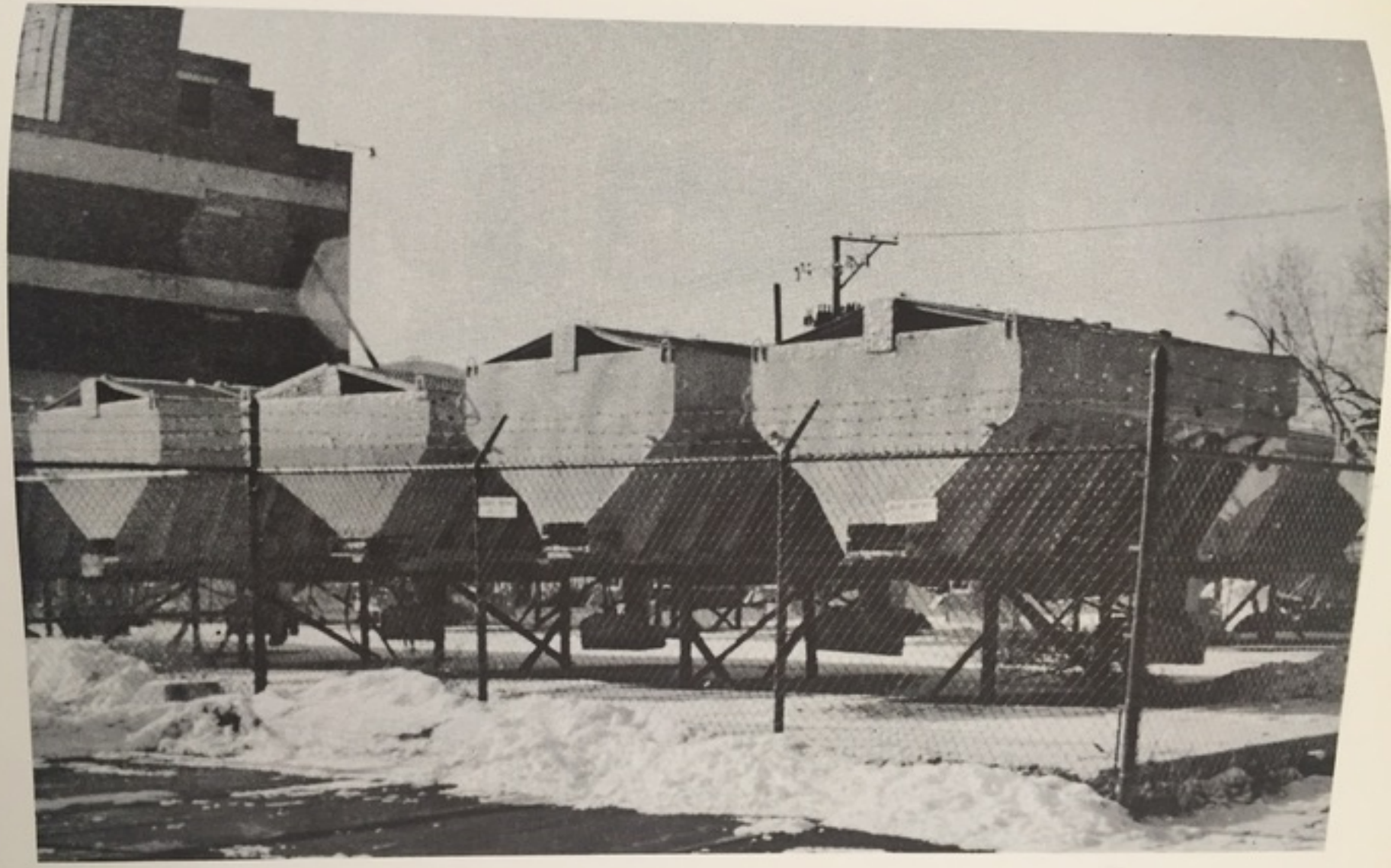
DUMP TRUCK SALT SPREADER WITH PLOW ATTACHED

This is a basic dump truck which can easily be converted to a snow piece of equipment. A V-insert is attached into the body of the truck. It contains a salt spreader in the rear, and has a plow mounted on front.

UNI–MOG SNOW BLOWER IN ACTION

DUMP TRUCK WITH V–INSERT FOR SALT SPREADING AND QUICK HITCH

For instant Plow Mounting



V–INSERTS

These are inserted into the bodies of dump trucks. Rock salt is then piled into the inserts and used to coat the streets for salting operations.

HEAVY DUTY TOW TRUCK

DEPARTMENT OF HUMAN SERVICES

The Chicago Department of Human Services will coordinate the supportive efforts of public and private service providers under emergency snow conditions. Those supportive efforts will address human emergency needs and facilitate the snow removal and emergency operations of primary agencies such as the Department of Streets and Sanitation and the Police and Fire Departments.

The Department of Human Services, as a major public service provider, has an extensive community service network which encompasses the entire city of Chicago. This network is enchored by community based service centers, outposts and delegate agencies including public and private agencies. The focal point for emergency planning and service delivery will be the fourteen Department of Human Services community service areas under the leadership of the respective community administrators.

NEIGHBORHOOD INVOLVEMENT

A 'town hall' meeting will be held in each of the fourteen Department of Human Services community service areas. All segments of the community will be invited. The emergency plans and procedures of each of the primary and support agencies will be presented by representatives of various agencies. The community will be asked to assist in specific ways to facilitate the implementation of emergency services.

LOCAL IMPLEMENTATION PLANS

Department of Human Services community administrators will collaborate with Mayor's Office of Senior Citizens and Handicapped service area directors to assess local senior citizens needs and resources. Volunteer groups, private agencies and local community organizations will assist in

in the drafting of emergency plans for each Department of Human Services service area. Local implementation plans will contain information such as:

1. Persons needing vitally scheduled medical treatment.
2. Persons who lack communication or are homebound.
3. Vital service providers such as hospitals and medical facilities.
4. Hospital and proprietary pharmacies having extended hours or 24-hour service.
5. Resources available from private agencies and volunteer groups, such as: manpower, facilities commodities and vehicles.
6. Activities which these groups will engage in.

The local implementation plans will reflect and be consistent with the overall policies of the city-wide emergency plan.

SUPPORTIVE ACTIVITIES

Department of Human Services will provide leadership to local community organizations and clubs to engage in activities that will enhance the city's capacity to meet emergency service needs (as described in the next section) and support the snow removal efforts.

Following are a few examples of the activities:

1. Packaging and delivery of emergency food packages.
2. Developing mechanism for dealing with need and distribution of food in Chicago Housing Authority housing developments and senior citizen complexes.
3. Checking the well being of the homebound or those

lacking communication.

4. Shopping for or filling prescriptions for the homebound.
5. Individuals, youth groups, block clubs, on each block will adopt a fire hydrant, an intersection, sidewalks, streets for parking, etc., to be responsible for clearing the snow.
6. Block clubs or organizations will work with ward superintendents to facilitate snow removal on the side streets. Where possible, stalled or stuck cars will be removed by groups of residents.

The Chicago Department of Human Services will cooperate with other city departments and private agencies to address the following service needs.

GENERAL CATEGORIES OF SERVICE

The experience of the Blizzard '79 has indicated that some general categories of service should be given priority. Those are services that are needed to sustain basic health needs and perhaps life. The services are as follows:

-- Emergency Food
-- Housing Assistance and Relocation
-- Medical Assistance
-- Heat/Utilities Restoration
-- Emergency Transportation
-- Shopping for home-bound

PERSONS LACKING MEANS OF COMMUNICATION

There are two groups of persons who probably would be in need of one or more of the above services and may not be identified. Individuals who do not have access to communication through a telephone, a radio or a television should be identified in order that they may be contacted during a snow emergency by a staff person or a neighbor. Pre-identification of these persons will be accomplished by the Department of Human Services working with the Department of Health (public nurses), Illinois Visiting Nurses Association, and the private agencies and senior clubs with whom the Mayor's Office of Senior Citizens is in contact. A window poster to be used by shut-ins when they are in need of assistance is being developed.

VITALLY SCHEDULED MEDICAL TREATMENT

Persons who require vitally scheduled medical treatment should be known to the Department of Human Services Community Service offices. Pre-identification of these individuals will avoid the receipt of treatment becoming an emergency. The process of pre-identification will require the coordinated efforts of the Department of Health, Mayor's Office of Senior Citizens and Handicapped, local medical facilities and the Chicago Hospital Council.

PLAN FOR SERVICE PROVISION

This section defines the service needs the Department of Human Services in cooperation with other public, private and community service providers will be addressing under emergency snow conditions.

EMERGENCY FOOD

The program is designed to assist individuals and families who generally fall into the following categories: the sick, the handicapped, the elderly, the shut-ins and the disabled. Since funds limit the number of emergency food packages that the Department of Human Services can provide, the Department of Human Services will employ a series of criteria to determine the severity of need.

In general, all emergency food requests made by senior citizens will be forwarded to the Mayor's Office for Senior Citizens and Handicapped to avoid duplication. The Department of Human Services and the Mayor's Office for Senior Citizens and Handicapped will work with building managers of the Chicago Housing Authority senior housing developments to develop a system of emergency food allocation. Building managers will organize food drives within each building. The process will create a stock of non-perishable food stuffs that can be distributed at the discretion of the building manager and floor captains to any resident needing emergency food. Furthermore, the Mayor's Office for Senior Citizens and Handicapped nutrition sites can increase their daily service load. If meals are available, persons can be serviced the same day or reservations can be made a day in advance with the staff person at the nutrition site. Funding constrain the number of meals that can be provided at a site during one week.

The Department of Human Services will work with the Chicago Housing Authority to organize building councils in family housing developments to assume some responsibility in assisting with emergency food needs. Young adults in housing developments will be organized to shop for those persons who have limited mobility due to the snow.

Food drives will also be conducted in family housing developments. The Department of Human Services and the Chicago Housing Authority should complete the details related to these activities by early November.

The Department of Human Services in cooperation with private service providers and community organizations will expand its capacity to meet emergency food needs. These private groups will assist with the packaging and delivery of goods. In addition, where feasible, when scheduled in-home food deliveries are made to the Mayor's Office for Senior Citizens and Handicapped clients, the contractor may deliver emergency food packages to families in the immediate area.

HOUSING ASSISTANCE AND RELOCATION

Individuals and families who are forced to leave their homes due to fire, or other physical debilitation to their housing unit will be temporarily relocated by the Department of Human Services in cooperation with private and voluntary resources.

The Department of Human Services will be working with the Chicago Housing Authority to identify units within housing developments which can be used for relocation. Procedures to implement this activity will be developed soon. Availability of space in private institutional residences will be explored by the Department of Human Services.

The Tenants Relocation Bureau, currently operated by the Deparment of Human Services, will also assist through its contacts in the community, to identify available housing and/or shelter.

MEDICAL ASSISTANCE

Medical assistance will be provided to those individuals requiring vitally scheduled treatment or are in need of medication on a regular basis such as diabetics.

Transportation to medical services will be provided by the Department of Human Services and the Mayor's Office for Senior Citizens and Handicapped. The Mayor's Office for Senior Citizens and Handicapped, where possible, will transport those persons who are not ambulatory, i.e., confined to a wheel chair. The Mayor's Office for Senior Citizens and Handicapped clients who are transported for medical services will be given priority, but the Mayor's Office for Senior Citizens and Handicapped will expand their capacity under emergency conditions by eliminating the transportation of handicapped persons to employment.

The Department of Human Services local community service staff in conjunction with private local community groups will assist persons in securing their necessary medication. The Mayor's Office for Senior Citizens and Handicapped clients who receive in-home assistance would have their medication obtained by those staff persons.

The Department of Human Services will be working with the Chicago Hospital Council and the Mayor's Office for Senior Citizens and Handicapped to identify hospital and proprietary pharmacies which have extended hours or 24-hour service. This listing will be delineated by Department of Human Services' service areas to facilitate expedient service delivery.

The Department of Human Service will be working with the Department of Health and the Chicago Hospital Council to identify in advance persons needing vitally scheduled medical treatment by geographic location and the day of the week the treatment is scheduled. This listing will also be delineated by the Department of Human Services community service area such that adequate preparation

can be made for transport. The Department of Human Services, the Department of Health and the Chicago Hospital Council will be working to identify medical facilities which provide treatments such as renal dialysis and determine whether under emergency conditions patients could be transported to the location nearest their home rather than the facility where they usually receive treatment.

The Department of Human Services' Community Intervention Teams, The Department of Human Services Community Service Emergency Staff and the Department of Health physician/nurse crisis teams will coordinate their assistance to families through the Department of Human Services central communications system.

HEAT UTILITIES/RESTORATION

The Department of Human Services operates a heat restoration program to prevent disruption of fuel service for eligible persons who are unable to pay their fuel bills. The Department of Human Services pays the fuel companies on behalf of the individual or family.

The Department of Human Services will also try to assist fuel companies in their deliveries through contacting Snow Command to provide clearance where possible.

As part of the Department of Human Services' on-going emergency services the Department of Human Services coordinates with the Mayor's Office of Information and Inquiry to restore heat and utility service when a multi-unit dwelling is involved or utility companies other than fuel suppliers.

EMERGENCY TRANSPORTATION

Transportation will be provided to individuals only in support of other emergency services. In no way will CTA services be supplemented or the emergency services provided by the Police and Fire Departments.

The Community Service staff will organize and work with other locally based city departments, local voluntary agencies and community organizations to determine local needs, such as persons lacking communication or persons vitally scheduled for medical treatment. Combined resources will then be assessed, such as vehicles, 24-hour pharmacies and food stores.

Guidelines will be established by the Community Services Divisions for the participation of the voluntary and neighborhood organizations in pre-identifying these persons and the frequency at which their treatment is needed.

Those persons who lack any form of communication may have gone unserved during the previous snow emergency.

These persons will be pre-identified through the organization of neighborhood groups, churches, and other service providers.

Shut-ins will be contacted by a neighbor, volunteer or staff person to determine if they have any emergency service needs.

TASKS TO BE ACCOMPLISHED PRIOR TO SNOW SEASON

Procedures Manual

A Procedures Manual will be prepared for all local Department of Human Services staff. It will describe emergency procedures, services and priorities for service delivery. Guidelines for implementing the emergency plan are:

-Radio Link between the Communication Center and the Department of Human Services mobile units in six police districts through which service can be dispatched as a result of a direct citizen call or a referral from the police.

-Direct telephone linkage between all the department's field installations, and the Communication Center through which staff can be mobilized and/or service rendered.

-Direct telephone linkage with the Mayor's Office of Inquiry and Information, (the telephone number most frequently publicized by the City-744-5000 to citizens in need of any type of City services), so that immediate referrals and responses can be made as a result of a citizen request.

-Emergency Services are also available to the deaf community through the use of a telecommunicator or TTY. This is the only message relay in Chicago which operate on a 24-hour basis under non emergency conditions.

Community Organization-The Department of Human Services provides city-wide service through its community service areas, each having a Community Service Center and Community Administrator who is responsible for the local service delivery and community organization activities. Within each service area, there are several Department of Human Services Programmatic offices, such as Corrections and Parent-Child Centers.

Transportation-Department of Human Services has the following vehicles that may be used for transporting medicine, food and individuals. They are;

-21 radio equipped vehicles (2 vans)

-12 vans (1 per service area)

-12 cars (1 per service area)

-4-16 passenger buses (Parent-Child Centers)

-3-66 passenger buses

-5-4 wheel-drive jeeps (on order)

Communications system of the Department of Human Services is a 24-hour, seven day a week Communication Center operated at 640 North LaSalle. Through the Communication Center the department can mobilize all of its neighborhood staff for community or city-wide emergencies.

Equipment and communication linkages between the Communication Center and the citizen in need of service are basically as follows:

- 744-4045 community-wide publicized emergency telephone number of the Department of Human Services through which citizens can directly request service. (Central number used during snow emergency).

- Direct telephone link to the Chicago Police Department through which they can directly request the Department's intervention for the citizen.

- Radio link to the Department of Streets and Sanitation through which they can dispatch mobile units in Police Districts 6 and 7 as a result of a Police request for intervention.

The Department of Human Services will compile an inventory of vehicular resources of the Department of Health, the Mayor's Office for Senior Citizens and Handicapped, the Department of Human Services and voluntary agencies in each community. Our ability to meet the emergency service needs is hindered by the insufficient number of snow-adaptable vehicles. The Illinois National Guard has such vehicles and we recommend that a cooperative agreement be drafted.

SHOPPING FOR THE HOME-BOUND

Shopping for essential items other than medication is provided under this service category. The Mayor's Office of Senior Citizens/Handicapped will attempt to directly serve or coordinate service to their mandated service population.

The Department of Human Services will provide secondary support for this activity for seniors and handicapped, but will be responsible for coordinating voluntary agencies and neighborhood organizations to shop for all the homebound in their community.

RESOURCES AVAILABLE

The Department of Human Services can provide staff, transportation, communications, and organization of local, public and voluntary resources.

Staff from all local Department of Human Services offices as well as central office supervisory personnel would be responsible for implementing the emergency services. This includes staff from the Community Service Centers and outposts, Corrections offices, Day Care Centers and Community Service Intervention Program.

TRAINING

Training of all local Department of Human Services staff will be conducted using the Procedures Manual as a basis.

Mayor's Office for Senior Citizens and Handicapped (MOSCH)
Department of Health (DOH)

MAYOR'S OFFICE FOR SENIOR CITIZENS AND HANDICAPPED

MAYOR'S OFFICE FOR SENIOR CITIZENS AND HANDICAPPED

I. INTRODUCTION

The Primary objectives of the Mayor's Office for Senior Citizens and Handicapped (MOSCH) are to maintain necessary services to the elderly and handicapped during snow emergencies, and to coordinate with other city agencies to assure that services to the elderly and handicapped will be delivered during a state of emergency.

Critical services to be provided in case of emergency are, in order of priority:

1. home delivered meals;
2. medical transportation;
3. shopping for the homebound;
4. information and referral.

Currently, the services provided by the Mayor's Office for Senior Citizens and Handicapped are not duplicated by other city agencies. The Mayor's Office for Senior Citizens and Handicapped's services are on-going; therefore, the Mayor's Office for Senior Citizens and Handicapped has the greatest capacity to service its own clients in an emergency.

Overall responsibility for providing emergency social services belongs to the Department of Human Services. The Mayor's Office for Senior Citizens and Handicapped will insure services to its own clients first, and will then volunteer any additional manpower to assist in providing other citizens with essential services. However, the Mayor's Office for Senior Citizens and Handicapped will assume a secondary role, since federal funding regulations restrict the use of Mayor's Office for Senior Citizens and Handicapped services to eligible clients.

II. PREPARATION

In order to be adequately prepared to meet the service needs generated by a major snowfall, the following preparations are being made.

The Mayor's Office for Senior Citizens and Handicapped currently oversees the provision of home delivered meals to approximately one thousand clients each day. Each of those clients will be provided with a three day emergency food pack, to be used should a snow emergency interfere with regularly scheduled deliveries. The packs are now being prepared and will be distributed on or about December 1. Vendors providing home delivered meals have been required to have an emergency plan on file with the Mayor's Office for Senior Citizens and Handicapped. The Mayor's Office for Senior Citizens and Handicapped will monitor contractor compliance with this requirement.

All home delivered meals, mobility limited, and home bound clients will receive survival brochures. The brochure will include a flyer, "What to do in Case of Emergency"; emergency telephone numbers, including that of the Mayor's Office of Inquiry and Information; central numbers for information and referral. The information will also be available to clients at congregate nutrition sites.

Department of Health (DH)
Police Department (PD)

With the anticipated cooperation of building managers at Chicago Housing Authority senior housing facilities, drives will be undertaken to stockpile emergency food reserves. While it would be desireable to have nutrition sites in Chicago Housing Authority facilities supplied with emergency food packs similar to those provided home delivered meals clients, current funding limitations preclude such action.

The directors of each of the five Service Areas (see attached map) have developed and will maintain inventories of senior citizens and handicapped groups and clubs and local service organizations which have indicated an interest and willingness to become involved in the Mayor's Office for Senior Citizens and Handicapped volunteer service. The lists of the names and addresses of the volunteer agencies will be maintained by the Mayor's Office for Senior Citizens and Handicapped Director of Group and Community Services.

Each Service Area office has prepared and will maintain an updated list, with an accompanying map of its area, identifying the following:

1. all Mayor's Office for Senior Citizens and Handicapped staff residing in the Service Area;
2. all crucial service providers, such as hospitals, physicians, pharmacies, and 24 hour supermarkets;
3. individuals and/or groups which may have equipment or facilities which could be mobilized in case of an emergency;
4. Department of Streets and Sanitation ward superintendents.

Each Service Area will be determined at the time of the emergency. Zone leaders will be supplied with lists of crucial service providers and volunteer groups in their respective zones.

The Personnel Unit of the Mayor's Office for Senior Citizens and Handicapped will prepare an updated listing of the names and phone numbers of Central Office staff who reside in each Service Area. Each Service Area Director shall maintain an updated list of his/her staff telephone numbers and addresses, and a similar address and telephone number file of Central Office staff who reside in that Service Area. The staff listing shall be updated no less than annually by the Personnel Unit.

The staff of the Technical Assistance Section will keep staff informed of legislation which impacts on emergency situations in addition to contributing any special knowledge developed through subject area expertise.

The Emergency Coordinator and each of the five Service Area Directors shall be authorized to draw amounts of up to $500 for emergency expenditures. This condition exists only when Director Idelle Goode or Deputy Director Walter O'Grady so decides. Such amounts will be allocated from the Mayor's Office for Senior Citizens and Handicapped contingency funds.

III. SNOW EMERGENCY MOBILIZATION AND OPERATIONS

In the event of an emergency, the Director, or the Deputy Director, and the Director of Operations for the Mayor's Office for Senior Citizens and Handicapped, will assess the situation to determine if special action to meet the needs of the handicapped and elderly is required.

The Director of Operations and Emergency Coordinator, will be responsible for the coordination of all operations for the Mayor's Office for Senior Citizens, and for coordinating the Mayor's Office for Senior Citizens and Handicapped activities with those of other agencies. In doing so he shall keep the Director of the Mayor's Office for Senior Citizens and Handicapped informed of all important developments affecting the agency and the elderly and handicapped citizenry of Chicago.

Upon declaration of an emergency, the Emergency Coordinator will estimate the numbers, location, and assignments of additional staff needed. He will also notify the two program operations section directors, and the five Area Service Directors that a state of emergency exists. In turn, the program operations section directors will contact the Mayor's Office of Inquiry and Information, and the Department of Human Services to inform them that the Mayor's Office for Senior Citizens and Handicapped is mobilizing its resources while assessing probable need for services.

The Service Area Directors will contact their non-elderly and non-handicapped staff. The other available Central Office staff living in the Service Area, will be assigned to report to the Service Area Office or instructed to remain near a telephone where they can be reached.

To assist coordination, the Emergency Coordinator will identify a Mayor's Office for Senior Citizens and Handicapped telephone hot line at the time of emergency. Staff will be able to call that number to receive or report relevant information.

The Service Area Director or his designee will contact the leaders of those senior citizen and handicapped organizations previously identified as offering their services in case of need. Those groups will be informed of manpower needs. The Service Area Directors will coordinate the provision of volunteer help to persons in need of services.

Staff who have previously been selected and trained for the task will report to the Mayor's Office of Inquiry and Information to assist its telephone operators in classifying and routing requests for service.

The Director of Group and Community Services will, in addition to supervising the five Service Area Directors, contact all food service vendors to insure that contracted services will be delivered. He will assist congregate nutrition sites and food service vendors in dealing with unforeseen problems affecting service. Developments affecting the Service Areas and nutrition sites shall be reported to the Emergency Coordinator.

The Director of Individual Services will contact home delivered meals, transportation and information and referral (I/R) vendors to insure these vendors are able to provide their contracted services. He will assist vendors in dealing with unforeseen developments affecting service, maintain all relevant I/R materials, and keep the Emergency Coordinator informed of all developments affecting individual services.

Contact will be maintained with the Department of Streets and Sanitation's Snow Command to expedite the clearing of snow from 90 nutrition sites, as well as the sites of food service and transportation providers, so that personnel and clients will have ready access to those facilities.

Nutrition sites, within their weekly allocation limits, will be able to accommodate additional persons in need of food if reservations are made in advance, or if additional food is available.

Emergency food deliveries will be coordinated with the Department of Human Services to avoid fragmentation and/or duplication of delivery efforts.

The Director of Community Education, in consultation with the Emergency Coordinator, Public Information, and Inquiry and Information, will inform the media of the opening and/or closing of nutrition sites, and the availability of other programs and services. Releyant information for these reports will be collected by the Director of Community Education.

Requests for assistance in obtaining medical care will be coordinated with the Department of Human Services. Particular attention will be paid to coordinating transportation routes so that the maximum possible use will be made of available vehicles. The Mayor's Office for Senior Citizens and Handicapped vehicles which are equipped to transport non-ambulatory persons, such as those in wheelchairs, will be supplemented as necessary with similar vehicles from private vendors, if funding can be arranged.

Seniors and handicapped in need of assistance in procuring urgently needed medication will be assisted by the Mayor's Office for Senior Citizens and Handicapped staff when they visit their clients. In-home contractors will also be utilized to provide essential services.

Utilizing volunteers and other resources, the Mayor's Office for Senior Citizens and Handicapped will coordinate shopping for essential items on behalf of the home-bound.

Department of Health (DH)
Police Department (PD)

DEPARTMENT OF HEALTH

DEPARTMENT OF HEALTH

The Chicago Department of Health, in its capacity of performing regulatory functions and providing various types of health services, has at its disposal a number of physicians, nurses and sanitarians. Should a major Snow Emergency occur, personnel will be available to assist the Office of the Mayor in a coordinated effort to alleviate problems caused by the situation. Transportation will be coordinated with other agencies.

Because of the extent or nature of the emergency, the Department of Health personnel may be assigned to assist. However, the role of the Department of Health in such an emergency is that of a resource agency. Physicians and nurses would be called upon to provide routine medical services and treat minor injuries at the established Neighborhood Health Centers. The Neighborhood Health Centers are not equipped to treat critically ill persons, nor to handle serious injuries.

During a Snow Emergency, the Commissioner's Office will be designated as the contact point for all assistance requests. Referrals from the Mayor's Office of Senior Citizens and Handicapped, the Department of Human Services and other official agencies will be directed to the nearest Department of Health facility, where appropriate action will be taken. A typical example of the type of emergency health services rendered are visits by staff members to those persons who are homebound.

Department of Health medical and sanitary personnel will finction from existing Department of Health facilities. If necessary, physicians and nurses may be assigned to bolster the staffs of community hospitals

Police Department (PD)

The Department of Health Neighborhood Health Centers and Maternal and Infant Care Centers, as well as hospitals and long-term care facilities should have priority in snow clearance, so that they will be accessible to personnel, patients, medical supplies, food and other necessities.

CHICAGO POLICE DEPARTMENT

CHICAGO POLICE DEPARTMENT

EMERGENCY CONDITIONS RESULTING FROM EXCESSIVE SNOWFALL AND SNOW ACCUMULATION

PURPOSE OF THIS REPORT

The purpose of this report is to discuss briefly the day-to-day responsibilities of the Chicago Police Department, the obligation to provide effective service and protection to the city's population, and the methods which we intend to employ, whereby continuous service and protection may be provided during periods when the city is virtually overwhelmed by snow, such as it was in the early part of 1979.

EMERGENCY RESPONSE PLANS, IN GENERAL

In viewing the Chicago Police Department's role during periods of heavy snow, it should be noted that it is a well-disciplined, quasi-military organization. Although our principal occupation consists of providing service in response to calls and recognized needs, we are governed by guidelines and plans which are set forth in numerous written directives.

PRIMARY RESPONSIBILITIES OF THE POLICE DEPARTMENT

The plans referred to above are mentioned to illustrate that the accumulation of excessive amounts of snow and the attendant blizzard conditions, which tend to bring vehicular traffic to a standstill, physically impede the department's efforts to fulfill its primary responsibilities. Those responsibilities are the protection of life and property. Therefore, the role that the police play in responding to the effects of a snowstorm is really a "means to an end." Until we can traverse the streets, we cannot provide the service which is expected of us. Consequently, the Chicago Police Department has prepared plans whereby, in supporting the other municipal departments which bear the responsibility for snow removal, we may partake in a combined inter-department, City-wide effort which will result in a systematic clearance of the streets. It must, however, be recalled that, while a certain percentage of our complement is involved in the snow removal process, the balance of the field personnel must truly extend themselves and use every innovative method conceivable to prevent crime and provide service to the citizenry.

THE AUTHORITY OF THE DEPARTMENT OF STREETS AND SANITATION

The Chicago Police Department recognizes the authority vested in the Commissioner of the Department of Streets and Sanitation and the authority delegated to the Deputy Commissioner of that department, once a "Snow Alert" has been declared by the Commissioner.

LIAISON TO BE ESTABLISHED AND MAINTAINED

A sworn exempt member of the Chicago Police Department will be designated by the Superintendent of Police to report, in person, to the Snow Command Office in Room 702 of City Hall. This member will maintain constant contact with the Deputy Commissioner of the Department of Streets and Sanitation in charge.

Liaison will be maintained on a 24-hour basis daily, throughout the emergency period. All requests for police assistance emanating from Snow Command will be relayed by the Police Department Liaison Officer to Chicago Police Department Headquarters, 1121 South State Street, where a Department-level, City-wide Snow Emergency Command Post will be maintained throughout all snow-related emergency periods. All assignments issued to Chicago Police Department members involved in snow removal will emanate from the Headquarters Snow Emergency Command Post.

THE BASIC PLAN

The Department of Streets and Sanitation has prepared a detailed plan entitled "Quad-Plan Snow Removal Program." This plan designates four phases of "Public Alerts" and designates them Phase I, Phase II, Phase III, and Phase IV. The Chicago Police Department has also adopted a four-phase plan which coincides with the "Quad-Plan Snow Removal Program" of the Department of Streets and Sanitation.

In harmony with "Quad-Four," the following basic plans have been formulated:

PHASE I

Light (trace to 3"). Streets are slippery unless treated. The Department's Emergency Traffic Plan may be implemented. Motorists involved in minor, property damage automobile accidents are directed to drive into the nearest district facility to report the accident.

PHASE II

Moderate snow (2" to 10"). Streets are extremely dangerous until plowed. The Emergency Traffic Plan will continue in effect. Snow route parking regulations will be enforced. The "Ticket and Tow Program" will be initiated, upon the request of the Deputy Commissioner of the Department of Streets and Sanitation. The Department's Headquarters Snow Emergency Command Post is activated to coordinate ticket and tow operations. Liaison by an assigned exempt member is personally established at the Department of Streets and Sanitation Snow Command Office. Communication between the Snow Command Office and the Headquarters Snow Emergency Command Post is maintained on a 24-hour basis.

PHASE III

Heavy snowfall (7" to 12"). Streets are impassable unless plowed. The Emergency Traffic Plan will continue in effect. Snow route parking enforcement and ticket and tow operations intensify.

PHASE IV

Major blizzard (over 12"). The imminent breakdown of the entire street traffic system is expected. The Emergency Traffic Plan continues. Traffic control in support of snow removal operations is initiated. Parking enforcement activities continue.

SUMMARY

As the weather moderates, a reduction in the intensity of operations can be anticipated. As the situation dictates, the Superintendent of Police, in conjunction with the Commissioner of Streets and Sanitation, will declare the termination of the plan or a reduction in forces committed to coincide with a less vigorous plan.

POLICE OPERATIONS DURING SNOW ALERTS, PHASES II, III, IV

Command Post

The Chicago Police Department's Headquarters Snow Emergency Command Post will be located at 1121 South State Street. It will be staffed by representatives from the Office of the First Deputy Superintendent and representatives of the Patrol, Criminal Investigation, and Communications Divisions. As mentioned previously, a sworn member of exempt rank will report in person to the Department of Streets and Sanitation Snow Command Office and act as the Liaison Officer between the two agencies.

Snow Clearing Priorities

Police facilities must be cleared of snow to enable the Police Department to conduct essential functions. The following "in-house" order of priority has been established regarding clearing of these facilities:

1. Areas which are necessary for maintaining police operations will be cleared first. Such areas include: police vehicle parking areas, gasoline pump locations, doorways and entrance/exit areas used by police officers in manning their vehicles and bringing in arrestees. Top priority must be given to driveways which connect police parking lots with public streets.

2. After police facilities have been cleared to allow operational mobility and safe access, maintenance teams will remove snow from areas used for parking of vehicles owned by Department members, and from any other places which improve the convenience and safety of persons using the facilities.

3. During periods of continuing snow fall, areas which have been plowed or shoveled will be salted to prevent icing and inspected on a continuing basis to determine whether additional snow removal is needed.

Extended Tours of Duty

Should a major snowstorm hamper traffic, on-duty police officers may be ordered to remain on duty until relieved by personnel from the oncoming watch, who may be late in reporting. If it appears that a snow emergency is imminent and manpower needs will increase, the length of police tours of duty may be extended to twelve hours.

When Transportation is Needed

In the event that conditions are such that street travel is seriously impeded, shuttle transport of police officers may be put into effect, either formally or informally. Squadrols and patrol cars will be used to assist officers who are attempting to report for duty.

Three-Member Units

When severe snow conditions exist, and if manpower availability allows, all district beat cars will be manned by three officers. There are two reasons for instituting three-person teams:

1. Extra help is available for pushing out vehicles stuck on ice or snow.

2. One officer can remain with the vehicle in the event police are needed on an impassable street and officers must respond on foot. The third officer can remain with the vehicle to provide security. In extremely cold weather, the auto's engine can be kept running, thus avoiding cold engine problems. When three officers are assigned to a beat car, two portable radios will be issued so that all personnel remain in contact with the Communication Operations Section.

Emergency Traffic Plan

During a severe snowstorm, police manpower is conserved through the institution of the "Emergency Traffic Plan." This plan requires that minor traffic accidents be reported at police district stations, thereby freeing police officers to perform duties of a more immediate nature.

Coordination With Support Agencies

It is expected that vital services, not directly related to primary police functions will be requested, in future snow emergencies. These may include delivery of drugs, medical supplies, and food; transportation of persons to hospitals for routine medical services; checking the well-being of "shut-in" or otherwise handicapped persons. Field units will be made aware of the availability of the Department of Human Services and the Department of Health to render assistance in such cases. Referral procedures will be explained.

Aid and Assistance to the Aged and the Infirmed

Under normal circumstances, police officers do not render non-emergency services to sick or injured persons. However, because of the isolating effects of a blizzard, it often becomes difficult to decide exactly what is emergency service and what is not. For this reason, police officers will respond to requests for service which appear to involve the vital needs of the aged and the infirmed. The officers will be responsible for evaluating problems and determining whether the assistance which is being sought is an immediate nature. While the officer's discretion should be carefully exercised, urgent or vital services will be performed. In case of less than immediate need, proper referrals will be made. If there is any doubt as to the urgency of a problem, a supervising sergeant will be summoned to make the decision. No person in need will be left in a helpless state.

Patrol of Mass Transit Facilities and Surrounding Areas

Snow and ice-covered bus routes and elevated train tracks cause hazardous operating conditions and lengthy delays in service. The inability of citizens to use their own autos will prompt many of them to use public transportation (often for the first time). This will result in large numbers of people waiting for extended periods of time at bus stops and "El" stations. This abnormal crowding of commuters gives rise to numerous incidents of purse-snatching, pocket-picking, minor disturbances, and injuries. Frequently, inexperienced bus or "El" riders take the wrong train or bus, end up on foot, alone, and in areas with which they are unfamiliar. Occasionally,such individuals become victims of robberies or other crimes. These facts indicate the need for increased coverage of the public transportation system. Mass transit police officers and safety aides should NOT be used for snow removal operations. They should be assigned, in uniform, to high visibility patrol on the rapid transit network. Extended shifts can be implemented when necessary. District beat cars will be directed to pay special attention to bus routes and "EL" stations, as well as areas adjacent to such locations, in order to provide added security.

Preventive Patrol in General

During a snow emergency, certain locations, by their very nature, will be extremely vulnerable to criminal attack. Special attention will be given by all field units to shopping centers, parking lots, and temporary auto relocation areas.

Intra-Department Manpower Resources

Manpower for snow removal operations should be drawn from the following sources in the event of a snow emergency:

1. Traffic Division, <u>including</u> parking enforcement aides.

2. Patrol Division

   a. Special Operations Group (expect the Mass Transit Unit)

   b. District Personnel

      (1) Crossing Guards (when schools are closed due to weather)

      (2) Tactical units

3. Criminal Investigation Division

4. Training Division (especially if a recruit class is in session)

5. Bureau of Inspectional Services

6. Bureau of Community Services

Police officers assigned/detailed to snow removal operations will report to designated locations as specified by the Superintendent of Police. Individual officers will be assigned to locations nearest their homes whenever possible. The detail will be administered by the Headquarters Snow Emergency Command Post.

INSTRUCTION, DIRECTION, COORDINATION AND INSPECTION

Instruction

Police officers assigned to snow clearing/removal operations will attend roll calls, where they will be instructed concerning their specific duties. The primary functions of these personnel are to ticket illegally parked vehicles which will be towed or relocated and to control traffic. Those officers assigned to traffic control will prohibit unauthorized vehicles from entering a street which is being cleared. Mars lights will be kept in operation when practicable, and vehicle loudspeakers will be used to assist in diverting motorists. One-person units will be utilized for traffic control assignments whenever it is feasible.

Ticket and Tow Teams

Officers assigned to snow clearing/removal crews may be assigned to Ticket/Tow Teams. Ticket/Tow Teams consists of one or two police officers or parking enforcement aides and three or more tow trucks. The police personnel will issue citations to illegally parked vehicles. They will then instruct the two truck operators to remove the vehicles. Whenever possible, citizens will be notified that their streets are being cleared, and will be given an opportunity to remove their autos. Police vehicle loudspeakers will be used for this purpose between the hours of 0700 and 2300. At other times, when manpower allows, door-to-door notifications will be made.

Coordination and Supervision

The Department of Streets and Sanitation supervisor is in charge of all personnel at his assigned snow clearing/removal site. He has the authority, in the absence of a police supervisor, to direct the efforts of police personnel assigned to his crew. Whenever possible it would be advisable for Department of Streets and Sanitation supervisors or foremen to confer with police supervisors who will direct subordinate members.

Convoy Escorts

Police officers assigned to snow clearing/removal operations may be directed to provide convoy escort for snow removal equipment which is being transported to various locations.

Inspection

Police inspectors will monitor snow clearing/removal operations in their staff capacity, being alert to violations of Department rules and regulations. They will also report, through proper channels, any incidents involving inefficient use of manpower or equipment.

Vehicle Relocation Procedures

When motor vehicles are being relocated as a snow route parking enforcement measure, or as part of a snow clearing/removal operation, they will normally be towed to an auto pound, a pre-designated off-the-street site, or an adjacent, non-arterial street location, which has been cleared. A police officer or a parking enforcement aide will initiate this process by placing a hang-on citation on the vehicle to be towed. The Department of Streets and Sanitation will furnish to the Chicago Police Department information regarding the present locations of relocated vehicles.

IMPROVING SERVICE BY OVERCOMING THE COMMUNICATION TIME LAG

During snow emergencies an adequate number of Department vehicles equipped with mobile computer terminals (SMART CARS) will be detailed to the Special Operations Group (S.O.G.) of the Patrol Division. Members trained to operate the mobile computer units will also be detailed to the S.O.G. These members will work with the Ticket and Tow Teams.They will receive incoming data concerning relocated motor vehicles and wil transmit said data, via mobile computer, to a predetermined land-based computer terminal/ printer, from which point the information will be entered into the main computer system.

PRECLUDING ARTIFICIALLY INFLATED AUTO THEFT STATISTICS

When practicable, each ticketed motor vehicle which is being relocated will be "checked out", via mobile computer, to determine whether or not it is a stolen vehicle. A "double-check" follow-up system will be carried out by the Auto Theft Section after the incoming printouts have been received and the relocation information has been entered into the system. These precautionary measures are certain to result in the recovery of outstanding stolen motor vehicles.

OVERCOMING THE COMMUNICATION TIME LAG: VANDALISM PREVENTION

The prompt transmittal of relocation data resulting from this innovative plan will provide owners of relocated vehicles with prompt receipts of information regarding the location of their vehicles. This will preclude many false auto theft reports and will also obviate many acts of vandalism and theft which occurred last year, simply because automobile owners were unable to learn the location to which their vehicle had been moved.

CONCLUSION

The Chicago Police Department, with the cooperation of other City departments, fully intends to reduce the crippling effects which previous snowstorms have had on local commerce and industry. Inter-department communication appears to be the key to a successful, systematic CITY OF CHICAGO PLAN. We can adapt our operations to accommodate clearly identified, practical needs.