

### Q3 Do you have any comments or suggestions for improvement to add regarding District snow removal, including treatment for ice?

Answered: 242 Skipped: 171

#	RESPONSES	DATE
1	the sidewalks in general were very icy. there a lot of older people in the area, which may be why many of the sidewalks don't get cleared. those that were shoveled could have used salt or sand..	1/28/2025 2:19 PM
2	Used too much salt	1/28/2025 5:14 AM
3	Side streets are neglected.	1/28/2025 3:18 AM
4	I actually wish they would use less salt. But I was very impressed with the condition of the streets after the snow events this month.	1/27/2025 9:42 PM
5	The most recent encounter was one of the best responses I've experienced in many years. The treatment/removal was timely and efficient.	1/27/2025 8:41 PM
6	Incredible job getting main streets plowed and treated, followed by side streets. Very much appreciated.	1/27/2025 8:25 PM
7	No, you guys did good, thank you!	1/27/2025 8:20 PM
8	The major thoroughfares, our Connecticut and Nebraska, seemed to be well treated and plowed. But the small streets in our neighborhood were not. Quesada St NW in particular has been like an ice rink, with cars sliding down it. It's dangerous, as there are so many children who walk around this neighborhood and cars have been sliding through intersections.	1/27/2025 7:11 PM
9	My wife and I are walkers. Many residents did not clear their walks at all. There needs to be some City enforcement of residents responsibility to clear there walks.	1/27/2025 6:36 PM
10	More often	1/27/2025 3:01 PM
11	Issues with no snow/ice removal in alleyway on 28th St. Very dangerous conditions, especially at each end of the ally.	1/27/2025 2:17 PM
12	no	1/27/2025 2:02 PM
13	I think the District commitment is about right and the few times it snows, people should just relax and enjoy it.	1/27/2025 1:44 PM
14	More treatment is necessary if it rains right after treatment. Treatment is needed on ramps, instead of having snow piled there by removal truck	1/27/2025 12:05 PM
15	Was timely and competent.	1/27/2025 11:49 AM
16	Tey came by and put ice melt solution and salt etc. down twice, but when the roads were open with no cars, they could have widened the streets more. It's almost like some plow drivers don't know what to do or how to plow--it's just bizarre. For example Pinehurts Circle could have been cleared totally as there are no cars there. The smaller pick up plows can easily maneuver and widen areas instead of just doing one narrow strip... Yet all they do is dump and dump and dump more salt/road treatment. Have a look at the huge pile of salt or ice melt that likely fell off a truck just past Stuyvesant Stree heading east on WEstern/ The pile was so huge you could damage an axle. It's still there but smaller now that cars have run over it so much. Just great for our nearby streams after the next rain, assuming the street drains work as leaves are still blocking nearly all drains!!! I did see what looked like a small pickup drop some salt in the alley which was nice. Not sure if a district plow or a private contractor someone paid for. Did not appear to be a district truck, but maybe the city contracted it out who knows...	1/27/2025 11:46 AM
17	There was no treatment on public sidewalks.	1/27/2025 10:53 AM
18	Salt as quickly as possible after plowing the side streets. Also, if you can focus on the hilly	1/27/2025 10:43 AM

## District Snow Removal and Leaf Collection

streets that would be great.

19	It has to be very difficult for the district to have to deal with winters with no snow or ice to the other extreme of 6 to 10 inches of snow and rain/ice. Considering that I feel they do a very good job.	1/27/2025 10:24 AM
20	The road was plowed right down the middle and chemicals were applied.	1/27/2025 10:22 AM
21	The alley behind my house in the 3700 block of Military Road was a dangerous sheet of ice for about a week. It took that long for the alley to be salted	1/27/2025 10:15 AM
22	The alleys took a long time to be cleared, and I saw the trash crew really struggling on pickup day!	1/27/2025 9:56 AM
23	Knock on doors of people on busy corners who don't clear and ask if District can help them	1/27/2025 9:46 AM
24	No	1/27/2025 9:45 AM
25	do not block drive way of residence houses while removing the snow	1/27/2025 9:25 AM
26	The excessive salt piles on the road are really problematic and concerning for the environment. The plowing worked well this year but the salting is extremely excessive and not spread out well.	1/27/2025 9:11 AM
27	Mandate property owners to shovel snow in front of their homes and businesses. If unable, the District should do so.	1/27/2025 9:09 AM
28	Alleys should be part of the portfolio for snow removal, inasmuch as they are essential to certain city services.	1/27/2025 8:54 AM
29	We live at 2711 Jenifer St NW. The area was not plowed between 28th and the alley where I and several elderly neighbors with caregivers and families live. An ice sheet formed and even with sturdy winter boots I slipped from 1-6 until 1-24. One neighbor called to report on or around 1-7 and was told "two days" nobody came.	1/27/2025 8:43 AM
30	The streets are generally passable soon after a storm and they are often well salted. The problem I see is with individual homeowners who do not clear their sidewalk. This is especially true, it seems, for people who live on corners.	1/27/2025 8:42 AM
31	I remember when residents had to hire private companies to clear neighborhood streets. This is great.	1/27/2025 8:00 AM
32	3 senior households in our street had signed up for snow removal help but were not contacted.	1/27/2025 6:10 AM
33	Unsure what the city is using for ice treatment. I would hope it would be something that would not harm the environment or pets.	1/27/2025 6:03 AM
34	Side roads (28st NW (off of Military Rd NW) was not treated at all.	1/27/2025 3:18 AM
35	DC did an okay job with the first snow. But for the second snow, on Sunday, Jan. 19, my street wasn't treated at all for two days and was very icy. On Monday, a car got stuck going up our hill and only was "freed" after neighbors pushed the car (several of these neighbors fell on the ice while pushing); a car coming down our street lost control and slid into a parked car, then zoomed off without leaving a note; I saw two other people fall on our icy street when going to their cars; and I canceled plans to drive somewhere because of the icy conditions on our street. The road wasn't treated until Tuesday afternoon. But then, DC seemed to come back several times in the next day or so to add more salt, when it was no longer needed, resulting in way too much salt now on our street!	1/26/2025 11:50 PM
36	Need more salt on icy side streets	1/26/2025 11:43 PM
37	Who is responsible for clearing the snow/ice from bus stops, parks that replaced the slip lanes on Utah/Tennyson, and curb cuts at the end of sidewalks. Is anyone from the city responsible or does this burden fall to neighbors? Some of these areas are still icy as of Sunday, January 26, three weeks after the initial storm.	1/26/2025 11:22 PM
38	The alleys and the streets around the triangle on Chevy Chase Pkwy were not plowed. That should be addressed	1/26/2025 11:17 PM
39	Better treatment of alleyways where garbage collection is impaired by snow	1/26/2025 11:09 PM

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40	They did pre treat but I'm not sure they plowed.	1/26/2025 10:51 PM
41	Side streets had 1 plow go down Patterson St between Nevada and Broad Branch 1 time. Snow was built up by the plow and pushed to the south side of the east-west street where it was unlikely to melt. Meantime the side streets in nearby Montgomery County were nicely cleared. The contrast was striking.	1/26/2025 10:10 PM
42	Can only speak for my area	1/26/2025 10:06 PM
43	I know parked cars are a problem but I think removal crews could have gotten closer.	1/26/2025 9:58 PM
44	they could have done a better job using salt to mitigate the ice	1/26/2025 9:40 PM
45	Quicker salting. Also wish DC would remind homeowners about their obligation to clean their sidewalks. It was the sidewalks that bothered me the most as I walked my dog twice daily.	1/26/2025 9:34 PM
46	Plow the road into Rock Creek Park at Rittenhouse	1/26/2025 9:29 PM
47	1st snowfall clearance was sufficient, but streets should have been pre-treated for the second light snow as the forecast very cold weather created unacceptable streets. Waiting for warm weather is not an acceptable strategy	1/26/2025 9:26 PM
48	Plow and salt residential side streets sooner/more frequently and plow or salt alleys so garbage and recycling can be picked up	1/26/2025 9:25 PM
49	They completely disregard the same roads every time.	1/26/2025 9:24 PM
50	I live on a one block street that for many years would be neglected for days after snow. The past few years it has been really good and I have been able to get to work in the mornings.	1/26/2025 9:24 PM
51	The side streets needed more small plow and salting.	1/26/2025 9:22 PM
52	A little too much salt in front of my house	1/26/2025 9:18 PM
53	Additional snow removal and salting on secondary roads would be welcomed, although I recognize that it would be an additional expense.	1/26/2025 8:29 PM
54	Treat hills!!! Legation Street between 30 Street and 30th place was a sheet of ice and DC311 did not respond to request to salt for days after request for assistance.	1/26/2025 8:28 PM
55	The road was plowed once but there was no salt treatment and black ice lingered on our neighborhood streets for days!!!	1/26/2025 8:24 PM
56	Better removal on side streets would be appreciated.	1/26/2025 8:00 PM
57	The original, larger snowfall was handled very well. The follow-up weather pattern resulted in a number of neighborhood streets left with dangerous, icy conditions for several days. I was very surprised when untreated roads were left in this condition for this length of time.	1/26/2025 7:49 PM
58	Both the roads and sidewalks across neighborhoods need to be top priorities after a snow storm given residents need to drive on the roads and walk the neighborhoods. Though the roads were reasonably plowed, the sidewalks were not in good shape. This made it difficult to get walk or run without risking falls or significant injuries.	1/26/2025 7:28 PM
59	It would be great to have the alleys plowed too - but it's not as vital as the main travel roads.	1/26/2025 7:14 PM
60	In years past, our street has been cleared within a day, at most 2. This year it took longer. I realize between the Carter funeral and the pres inauguration, city services had a huge workout. So I understand that and don't want to be too critical. They recall do a great job with leaf and snow removal.	1/26/2025 6:16 PM
61	Please plow and treat alleys. Our alley was icy for weeks making it dangerous for cars and preventing trash trucks from coming.	1/26/2025 5:26 PM
62	Clean all public alleys which were left in treacherous conditions	1/26/2025 4:35 PM
63	Treating side streets and additional snow removal	1/26/2025 3:54 PM
64	Salt Remove snow	1/26/2025 3:39 PM
65	After the 1st storm, we only had one pass from a very small snowplow, leaving our street an icy mess. Please plow the alleys so we can get recycling pickup. And please enforce the	1/26/2025 3:24 PM

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	shoveling fine. It's dangerous to walk my dog on the sidewalks.	
66	Pretreating before the ice would have been really helpful. Tennyson near 31st was so icy for so long	1/26/2025 3:18 PM
67	Main streets were great but many streets, especially those on a hill, were lvey for a whole week. No trucks until a 311 for sand was placed.	1/26/2025 3:01 PM
68	no	1/26/2025 2:45 PM
69	DPW needs to follow up to see whether its snow and ice removal has been successful. Does it require additional treatment? Some streets in the neighborhood were icy and unsafe, even after initial treatment.	1/26/2025 2:45 PM
70	Could use a little more attention to alleys once streets are cleared, so that trash and recycling can serve.	1/26/2025 1:39 PM
71	Plow or shovel the ADA curb cuts!!!! I was stuck in my home for 2 weeks because I could not walk over the ice and snow mounds.	1/26/2025 1:03 PM
72	Alleys still remain icy and were very dangerous to navigate	1/26/2025 12:57 PM
73	The first bout of snow I'd rate good—the ice/snow from last Sunday beyond awful. Our street (Jocelyn) was a sheet of ice and dangerous, as it is a hill. Despite numerous 311 requests (several of which were marked as “completed” despite the city not putting any salt down or plowing) the requests were ignored.	1/26/2025 12:46 PM
74	Concerned about salt on roads bordering park land. I observed A LOT of salt on Oregon Ave at the base of trees. This will kill them. Perhaps trucks could move further away from tree lines.	1/26/2025 12:45 PM
75	Clear alleys so garbage and recycling can access	1/26/2025 12:04 PM
76	The District needs to get on top of ice, particularly in Eastern Chevy Chase.	1/26/2025 12:00 PM
77	More treatment for ice on some of the smaller neighborhood streets so we can get to main roads safely!	1/26/2025 7:24 AM
78	Goethe trucks out early and often.	1/26/2025 12:51 AM
79	Remember the side streets. Take another sweep the next day to remove snow that is boxing in cars parked on the street. Most important, remind the RESIDENTS that it is their responsibility to clear sidewalks. Lots of folks in my neighborhood clearly don't know this, or choose to ignore it. Is this a city ordinance? Are there penalties? If so, enforce the law.	1/25/2025 8:27 PM
80	snow removal went ok. the ice on some streets remained treacherous.	1/25/2025 6:09 PM
81	Oregon Avenue was cleared very well. I know it's a snow emergency route,, and I greatly appreciate the attention DPW spent pretreating, plowing and salting. When salting the street where I live, the salt was not well distributed, and there remains a long pile (almost berm-like) in the middle of the street.	1/25/2025 5:54 PM
82	Treating the alleys was a great idea!	1/25/2025 5:48 PM
83	Use less salt and more sand. Encourage residents to reduce driving and use more bus and subway.	1/25/2025 5:41 PM
84	Use less salt. There are piles of salt all over streets. This is not good for run off into local waterways.	1/25/2025 5:31 PM
85	Use less salt.	1/25/2025 5:18 PM
86	They didn't seem to treat the ice on side streets as quickly as they could during this recent storm and extremely cold weather.	1/25/2025 4:36 PM
87	There was a very icy patch on Rittenhouse Street between Utah and Broad Branch Road after the most recent snow dump and cars were losing traction and skidding severely on that stretch (which is also downhill). That patch may not have been well salted before the snow came.	1/25/2025 4:16 PM
88	We have a lot of ice in our alley - no recycling pick up since late December. Not sure why. Trash was picked up the last two weeks. 311 has been called twice. Still no pick up but maybe on Monday. . .	1/25/2025 4:11 PM

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89	I give credit to the City that it has to prioritize the Carter funeral and then the inauguration, but they were slow to plow side streets after the first storm and didn't bother salting for the ice that developed from the second storm.	1/25/2025 3:39 PM
90	Its hard to maneuver in the icy alleyways with those trucks. We don't want them sliding into wall and fences and hurting the DC employees and damaging both the truck and what they ran into. I would rather roll my bins down to the street. The DCDPW Compost pick up have been great as well.	1/25/2025 3:26 PM
91	how about just doing it?	1/25/2025 3:15 PM
92	Attention to intersections to not become dumping zones. Some intersection removal capability vs moving the piles is needed especially when it is known that extended cold periods are projected. Major avenue sidewalk clearing should be required and part of a jurisdictional and related contractual services budget.	1/25/2025 2:51 PM
93	Snow removal was fine. Icing and salting has not been as good, creating very slippery conditions this week. District also needs to enforce requirement for residents to remove sidewalk ice and snow. Just no excuse for icy sidewalks this long after the storm.	1/25/2025 2:41 PM
94	Please encourage neighbors to shovel their walks. Otherwise elderly people risk falling on ice.	1/25/2025 2:35 PM
95	The clearing was excellent, but too much salt substance is used on the roads. It hangs around in piles until it eventually washes down the storm drains.	1/25/2025 1:53 PM
96	Less salt, please.	1/25/2025 1:44 PM
97	Our recycling hasnt been picked up all week, I presume in part because the pick up is in an alley that was not plowed. But its been driveable for the past 4 days or so but still no pick up.	1/25/2025 1:41 PM
98	Anticipate refreezing and try to clear to pavement.	1/25/2025 1:33 PM
99	Our street, Tennyson Street, was a sheet of ice and snow until yesterday (Friday, January 24) when it appears that a truck must've come through and gotten the ice off the road. It was treacherous to try to leave the house, to get safely into a car across the street, to get into a car by the curb without having to cross the street the main roads like Connecticut and Nebraska were very well cleared, but I know we were not the only side street that seemed to be ignored given that the roads in Virginia and Maryland were clear, including side streets much earlier, I think DPW could do a better job in the future	1/25/2025 1:31 PM
100	The sidewalk on Nebraska Avenue from Fessenden St., NW to Brandywine St., NW, was absolutely treacherous for three weeks. Several people fell because the ice was never treated. It is a hill and the main sidewalk for students and teachers at Deal and Jackson Reed. I was unable to walk to work for three weeks. It was a disgrace.	1/25/2025 1:13 PM
101	They should make an effort to make sure that ramps to crosswalks are cleared especially along arterials such as Connecticut Ave. They also need to enforce regulations for snow removal with commercial business owners. There can be no excuse why Safeway and CVS do not adequately clear the ice and snow from their entire frontages, including the side streets.	1/25/2025 1:13 PM
102	Snow removal was adequate but the salt was gone by the time icing set in. The ice made our street dangerous. I called 311 and two days later an inadequate amount of salt was put down. The city emailed to say the job was completed. Another truck did a good job two days after that	1/25/2025 12:56 PM
103	Treatment for the first and bigger snowstorm was excellent in my view. Our street (Tennyson Street) was plowed and treated during the storm. The treatment for the second storm came several days late although I chalked that up to the need for DPW to focus on streets downtown and around the Capitol which I thought was understandable. Although I have heard a lot of grumbling about trash pickup, I thought that was handled very well (for both trash and recycling). We like on an alley that is a dead end and it is often passed by in big snowstorms but that did not happen with either snowstorm. Excellent work in my view on the trash pickup.	1/25/2025 12:56 PM
104	It seemed that the District lacks the capacity to keep plowing and salting through a 24-hour period, which mattered for this snowstorm because snow fell over a long period of time.	1/25/2025 12:55 PM
105	Sidewalk that are not in front of of any residential or commercial buildings did not get treated, making them treacherous. Alley ways are not treated at all which makes it dangerous for all including trash collectors.	1/25/2025 12:49 PM

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106	There was very little salt/sand on hills. Extremely dangerous driving conditions many days after the snow fell.	1/25/2025 12:48 PM
107	Sure. DC should do sidewalks for those who need the help, without waiting for an invitation. I don't know how this would work in terms of identifying eligible people. DC should also clear sidewalks that are not associated with a specific household. Portions of sidewalk on Oregon, for instance, belong to developments but not to individuals. Some of those walks are still icy. (Not Chatsworth. Chatsworth frontage on Oregon is clear.)	1/25/2025 12:46 PM
108	Work on access at corners. They are mostly clogged by plowed snow.	1/25/2025 12:33 PM
109	28th and 29th Street were not ploughed until late and were not treated for ice. I slipped and fell while out running three times. It's a disgrace. The city's service is shambolic.	1/25/2025 12:27 PM
110	This is not strictly snow removal but our recycling, and many others', was not collected for two weeks. I believe this was due to lack of snow removal in alleys. D.C. did not keep residents informed on this despite many calls to 311.	1/25/2025 12:22 PM
111	Attention to corners. Plows form large berms that make sidewalks impassable at corners.	1/25/2025 12:15 PM
112	Believe they did a good job in making a path down the streets. Icy streets were difficult to manage because of the freezing weather we experienced for the first time in years. Better rounding with the salt trucks maybe? Even if that would mean several days later,	1/25/2025 11:57 AM
113	put less salt	1/25/2025 11:54 AM
114	Why do the trucks leave giant piles of salt? It's definitely not done that way in actual cold weather climates.	1/25/2025 11:49 AM
115	1) Pre-treat all roads -- including small streets and alleys -- <b>before</b> the snow and ice starts. Once thick ice forms it's very hard to remove. 2) Ticket (with a hefty fine) store owners (and the US Postal Service!) who don't clear sidewalks and walkways around their stores within a certain period of time. 3) Inform the community that seniors can apply for and receive an exemption from having to clear snow from sidewalks that border their homes. Provide a list of snow shovelers to seniors so they can hire someone to clear their sidewalks. The community should also probably resign itself to having to walk around snowy/icy sidewalks that seniors could not clear by themselves -- or couldn't afford to pay to have cleared by others.	1/25/2025 11:47 AM
116	Information on when to expect which streets and alleys to be cleared. And sticking to it.	1/25/2025 11:42 AM
117	They are doing an amazing job while we are asleep! I live on Utah.	1/25/2025 11:38 AM
118	Bruce Sherman is on the job! We just got an email from him indicating an icy water break and what he is doing to address it. He rocks!	1/25/2025 11:16 AM
119	How about actually plow streets and not lie on the website it's been done when it hasn't. If I have to shovel my walk within 8 hours maybe have dc government subject to similar standards	1/25/2025 11:15 AM
120	After the snow on January 5-6 they did an excellent job clearing streets. For the more recent wintry mix on January 19, our street was never treated and the refreeze resulted in dangerous icy conditions. Our block is on a hill and I witnessed multiple near collisions as well as cars getting stuck trying to go up the hill. We were lucky no pedestrians were injured when cars were unable to stop at the bottom of the hill.	1/25/2025 11:13 AM
121	It took a very long time to treat side streets.	1/25/2025 11:13 AM
122	The first weekend snow removal was excellent; the second snow over MLK weekend was much less satisfactory. The side streets remained icy for over a week with multiple cars skidding in and around Lafayette drop off each morning. One car had to be pushed uphill to not back up the whole line and the immediate side streets by us (esp Tennyson and Stephenson) were very icy.	1/25/2025 11:04 AM
123	Maybe way too much salt	1/25/2025 11:04 AM
124	Snow removal on Oregon Ave was excellent, but the side roads are still icy many days after the last snowfall. The extreme cold temps are partially to blame, but the roads being left untreated is definitely contributing.	1/25/2025 11:03 AM
125	only the center of the street was treated. The sides of the streets were still icy causing issues when parking, turning into a driveway, walking.	1/25/2025 11:00 AM

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126	The city never treats the portion of Jenifer st just east of 28 st. It has had ice for weeks.	1/25/2025 10:34 AM
127	The part of Jenifer Street between 28th Street and the alley to the east was not plowed during the first storm, despite both the snow plow app and a 311 request showing that it was.	1/25/2025 9:49 AM
128	It took a while after the Jan. 6 snow to do anything about the alleys. Especially since trash/recycling/compost is collected in the alleys, DPW should treat them to minimize disruptions.	1/25/2025 9:33 AM
129	I liked that they salted the alley this time.	1/25/2025 9:13 AM
130	Icy and untreated sidewalks remained a challenge for more than two weeks after the storm throughout the ANC, even along sidewalks next to some of our busiest roadways, including Western, Utah, and Nevada. This forced pedestrians on to the street for to avoid slipping and falling. Many bus stops remain iced over too. As an example, the sidewalk/bus stop at Utah and Tennyson was still icy as of Jan. 24. Because it isn't in front of a home, no one seems responsible for cleaning or treating it. DDOT could not clearly say who was responsible, e.g., DDOT's DSG, WMATA, homeowners, or community volunteers. Some intersections are also icy and hazardous for pedestrians. Too bad the ANC and individual Commissioners failed to remind homeowners of their responsibility and to assist residents in addressing the icy sidewalks and bus stops, a hazard for anyone venturing out during January. Finally, a grateful thanks to those who cleared the sidewalks in front of their homes.	1/25/2025 8:33 AM
131	It appears that the streets were not pretreated in advance of the second snow/ice storm. Perhaps that would have made the streets safer. Also it would be helpful to do some enforcement of having residents clear their sidewalks of snow. Combined with the icy streets, it remains difficult to walk or ride a bike in the area.	1/25/2025 8:24 AM
132	I do wish the District could find a way to do Alley snow removal. However, overall, I'd rather keep the snow removal and salting budget small, since snow usually melts quickly, and focus on sidewalks near metro, and emergency services for sick and disabled until the snow melts	1/25/2025 7:45 AM
133	I understand neighborhood streets might not be cleared immediately but days after the storm many were still impassable and even Utah was covered with ice and dangerous. I know from experience DCPS is reluctant to close because of the number of students relying on school meals. This makes it especially problematic that streets are dangerously icy. Just not an adequate response for a major metropolitan area.	1/25/2025 12:20 AM
134	On Greenvale street, DPW only plowed one lane; leaving our Street covered in snow. They made a second sloppy pass leaving four feet of snow from the curb and blocking us in a send time. Usually, our street is cleanly plowed, so this was an unwelcome precedent.	1/25/2025 12:13 AM
135	Treat the alleys so DPW can safely pick up recycling and trash. The city didn't do anything noticeable on the streets during the last ice storm and I couldn't even safely access my car.	1/24/2025 11:48 PM
136	Our street was salted and plowed after the first snow, but nothing was done after the second snow so our street was a sheet of ice for four days. So suggestion for improvement would be ensuring that roads are salted and plowed.	1/24/2025 11:45 PM
137	More ice melt/sand needed on the roads. More plowing needed before the snow turns to ice. This was an unusually icy winter season. I had to chip the half inch thick ice off my front steps with a hammer. It was super hard to remove the icy piles of snow at the end of my driveway from when the plows plowed my street. I also cleared the icy piles of snow at the end of my elderly neighbor's driveway because I was afraid she would skid on the ice when backing out of her drive way. When temps are very low for a prolonged period of time, it would be useful for the plows to try not to leave big piles of snow at the end of driveways. Fortunately, DC doesn't often get a lot of snow or a prolonged period of freezing temps that prevent the snow and ice from melting. As Mayor Barry used to say, "DC is not a snow city."	1/24/2025 11:27 PM
138	The alleys were really tough to navigate and while it might not be the District's responsibility it would have been great to get some snow removal on the track at Lafayette. Families have been trudging over snow and ice for 2 weeks at drop off and pick up	1/24/2025 11:08 PM
139	Sidewalks on Nebraska between fessenden and Chesapeake where sheets of ice for many days. Those sidewalks face public land and weren't the responsibility of a homeowner. Lots of kids walking to and from school on those sidewalks, would like the city to prioritize those sidewalks in the future. Otherwise, very happy with snow removal from streets.	1/24/2025 10:16 PM
140	Perhaps earlier, an additional or more frequent clearings of side streets	1/24/2025 9:36 PM

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141	Don't dump piles of salt. Be efficient not wasteful.	1/24/2025 9:28 PM
142	Maybe salt neighborhood roads before the snow where the District doesn't plow.	1/24/2025 9:08 PM
143	Our street was cleaned, the alley was not.	1/24/2025 8:41 PM
144	The sidewalk between 28th and 29th on Military was not cleared properly. Who is in charge of that area? Residents or the City?	1/24/2025 8:36 PM
145	The city plowed all adjacent streets but failed to touch the section that I live on.	1/24/2025 8:21 PM
146	Happy with street clearance but WAY TOO MUCH SALT THROUGHOUT STREETS AND ALLEYS	1/24/2025 8:10 PM
147	Send a plow to our street more than once.	1/24/2025 7:49 PM
148	It seemed that 29th NW off Military Road was never scraped or salted in these last storms	1/24/2025 7:42 PM
149	The alleys need to be salted and cleared so that trash can be picked up and residents can drive safely.	1/24/2025 7:33 PM
150	Better treatment for ice would be helpful since virtually no plowing was done after the storm that dropped very little snow.	1/24/2025 6:05 PM
151	Be proactive. Get quickly to the side streets, intersections, and crosswalks.	1/24/2025 3:02 PM
152	I think they did a good job on some roads, but completely missed on others- maybe use arial drone surveys? Take a look today at Jennifer East of Wisconsin there are blocks with mounds of snow taking up parking in the street. makes it difficult to park and get around.	1/24/2025 1:46 PM
153	Yes. 1. When prior notice of potential serious ice and/or snow is public, pre-treat streets to prepare. 2. Do NOT leave streets wholly untended, requiring residents and ANC commissioners to keep bugging the feckless mayor's office and the feckless bureaucrats for attention.	1/24/2025 1:16 PM
154	District piles snow at corners of sidewalks and in spaces in front of residents' homes. This makes it difficult to walk in the neighborhood and in some cases hinders residents' ability to enter and exit homes.	1/24/2025 12:02 PM
155	Some streets were never plowed- 3700 block of Oliver st	1/24/2025 11:46 AM
156	Need to improve on plowing side streets and need to Plow Alleys and Salt. Many people park in the back of the house and can't get out.	1/24/2025 11:34 AM
157	After 1st storm, snow removal was excellent. After the second, our street was untreated and icy until today (the 24th) when it is warming up. Also, the pile up of snow/ice at intersections made walking and crossing streets difficult and close to impossible for pedestrians, even though sidewalks were mostly cleared by residents. I suggest having a follow-up crew added to clear the intersections.	1/24/2025 11:29 AM
158	sidewalks should also be treated; elderly residents cannot do this.	1/24/2025 11:17 AM
159	While it is difficult to properly plow and de-ice the streets with cars parked on both sides, plowing the middle of the streets is not particularly effective. The neighborhood streets are often too narrow for cars to pass one another with parked cars on both sides of the street such that, even on a good day, driving can be difficult when cars are approaching from different directions. The snow and ice removal process further complicated the issue and I found myself stuck in the snow pushed to the sides of the road on several occasions. At one point, I simply stopped using my car. Perhaps, we could ask people to park only on one side of the street so that the plows could do a more effective job.	1/24/2025 10:43 AM
160	During the first storm, removal was good as DC put down salt. The second storm it was terrible in our area. We didn't see a plow and no salt put down on Jocelyn St until 1/23. A BIG issue is people shovel a tiny path and do not clear the corners by the crosswalks making it dangerous to walk even if the streets and sidewalks are cleared otherwise!	1/24/2025 10:10 AM
161	It would be helpful if the ANC sent notes of leaf collection/snow removal date changes when, due to acts of nature, the snow and/or leaves did not fall prior to the collection/removal dates, so citizens can position leaves and/or snow where DC workers can remove the leaves/snow.	1/24/2025 9:58 AM

## District Snow Removal and Leaf Collection

162	My block was never treated after the 01.19 storm, and it's been icy and dangerous all week. Otherwise, previous storms this season were handled adequately.	1/24/2025 9:23 AM
163	Our street was plowed and salted twice which was sufficient for our situation. I was amazed. In prior years we have had less attention.	1/24/2025 9:19 AM
164	Should pick up xmas trees	1/24/2025 9:03 AM
165	Just use sand. Leave your car at home & take the bus.	1/24/2025 8:28 AM
166	How many fines has the district issued for people failing to clear their sidewalks? It's been weeks since the major storm and some people have not cleared their walks. If the city isn't enforcing this requirement at this time, then what's the point of even having the requirements on the books? And after the stretch of cold days, I think the city should do more to address the streets that are completely iced over.	1/24/2025 8:05 AM
167	pay more attention to curb cut outs--it's an ice field!	1/24/2025 7:51 AM
168	Our street was plowed many times the day the snow stopped. Our alley was also cleared and salted. It was quite impressive! (ANC 3E)	1/24/2025 1:06 AM
169	My complaint is not about the city but the many neighbors who did not clean their walks and surprised how many sidewalks now are sheets of ice untreated w salt. It has been difficult to do dog walking in the neighborhood.	1/23/2025 11:43 PM
170	Prompt thorough treatment and removal	1/23/2025 11:31 PM
171	Need better enforcement of requirement for property owners to get rid of the snow in front of their properties.	1/23/2025 11:03 PM
172	Streets were mostly good but neither the city nor the homeowners cleared the sidewalks at intersections. I am nearly 85, a resident for over 50 years. I still clear my walks, my public walks and often my neighbors'. I no longer drive so I walk to get groceries. Negotiating huge piles of ice so that I could cross at intersections is really scary--and still is. Maybe the road crews could do those intersections if the homeowners are not willing to do them.	1/23/2025 11:02 PM
173	Quicker snow removal and treatment for ice. We had almost non.	1/23/2025 10:59 PM
174	I appreciate the quick plowing of residential streets after the early January snow, and the proactive treatment of roads with the weather this past week.	1/23/2025 10:20 PM
175	main road clearance good. side roads and alleys not as good.	1/23/2025 9:37 PM
176	One significant issue after the larger snow storm was the area controlled by DPR near Lafayette elementary school. The school itself (and volunteering parents) did a good job on the front sidewalks of the school, however, many neighbors access the school through the back (track side). The entrance on that side (coming off 33rd street near Patterson) is DPR. That walkway was never shoveled or salted meaning kids could not approach safely.	1/23/2025 9:23 PM
177	Clarify who is responsible for pathways at corner. Let's come together as a community and get the corners cleared.	1/23/2025 9:22 PM
178	Snow removal was not followed with treatment for ice which has only been good on the main roads.	1/23/2025 9:21 PM
179	The big problem is snow removal for pedestrians, not cars. Snowplow dump snow completely block access to crosswalks. Although sidewalks are homeowners' responsibility, the sidewalks front of parks and public spaces are a no man's land, icy and dangerous.	1/23/2025 9:18 PM
180	Better after Jan. 6 snow than after more recent snow/ice. Top of our block too slippery this week for light-weight cars.	1/23/2025 9:03 PM
181	Thanks for treating alleys. Need to do better allowing pedestrian access at intersections.	1/23/2025 9:01 PM
182	The roads have been so icy. They need to continue to treat the roads for several days, not just right after the storm. The roads in Chevy Chase, Maryland are significantly better.	1/23/2025 8:57 PM
183	The alleys need to be addressed. Since leaves weren't collected trees and snow are towering over debris	1/23/2025 8:53 PM
184	Clear and deice the PUBLIC ALLEYS!!! The day after the snowfall, my car slide down the last	1/23/2025 8:32 PM

## District Snow Removal and Leaf Collection

20 ft of the Kanawha St. alley as I hit the horn as the car entered Chevy Chase Pkwy...had there been a ped or car, I would have hit them. Once my car hit the cleared pavement, I came to a stop. To avoid a future expensive and embarrassing lawsuit, clear and deice the alleys once the streets are done. Is this the Nation's Capital or a Cow Town? Tom Beckman

185	They never plowed our side street and didn't salt our road until many days later. Treating all roads ahead of time with salt would be great and not forgetting side streets	1/23/2025 8:23 PM
186	Our street was plowed and salted promptly after the first storm. Bravo! But it was never plowed or salted after the storm which means our street, Upland Terrace off Western, is fit for ice skating. Still!	1/23/2025 8:21 PM
187	plow/salt Northampton St NW more than once every 12 hours	1/23/2025 8:19 PM
188	If the alleys are impassable for trash and recycling, the city needs to treat them. We haven't had recycling in four weeks.	1/23/2025 8:14 PM
189	Figure out a way to have residents lut trash out where it can be picked up. Failing to pick up trash long after alleys are clear is poor.	1/23/2025 8:05 PM
190	Make side streets one-side parking only	1/23/2025 8:04 PM
191	clear side streets faster	1/23/2025 8:00 PM
192	Very poor recycling pickup as well	1/23/2025 7:54 PM
193	Please salt the alleys.	1/23/2025 7:40 PM
194	Pay attention to alleys! They're always forgotten.	1/23/2025 7:34 PM
195	No	1/23/2025 7:20 PM
196	I think salt applications ended roo early following the second snow. The extreme cold caused re-melt, resulting in ice. I think enforcement of sidewalk clearing in commercial areas (Connecticut Ave.) was lacking.	1/23/2025 6:28 PM
197	only problem were the homeowners who do not shufle their walks and cause danger to pedestrians	1/23/2025 6:22 PM
198	Salt's rough on the environment, is it not? Consider mixing in sand.	1/23/2025 6:09 PM
199	could have continued to salt more in the side streets	1/23/2025 6:00 PM
200	Suggestion: The city could clear some of the sidewalks with small snow blowers or plows, the way they do in snowier cities. //Now for the complaining .... Actually, I have more a complaint about the sidewalks not being cleared by the owners than I do about the city. // Too much salt in some places and not enough clearing of snow & slush & then ice on the streets where there is only sidewalk on 1 side or no sidewalk. Since homeowners are supposed to clear the sidewalks in front of their property ... selfish? just to clear a tiny path to their own vehicle or only the sidewalk between house and driveway but not all the way to the end of the sidewalk ... often the same people who have "No" or "Be considerate (not to have dog pee on their grass)" but can't clear the sidewalk?	1/23/2025 5:20 PM
201	Icy still. Need to treat during sunlight hours for salt to be effective.	1/23/2025 5:18 PM
202	Understand the difficulty of the cold weather pattern but have never seen such ineffective salting/sanding in my 14 years in this house.	1/23/2025 5:15 PM
203	Our street was not plowed or treated and remains an unsafe sheet of ice even today 1/21	1/23/2025 5:12 PM
204	Not sure why there is still confusion with regard to Unicorn Lane...it IS a DC street!! Therefore leaves should be collected and snow should be plowed!!!!	1/23/2025 5:11 PM
205	After weeks of fishtailing vehicles and slip-sliding pedestrians on sheets of solid ice throughout Barnaby Woods, DPW salted the streets two days ago with some powerful agent (that hurts doggy paws), just in time for the thaw.	1/23/2025 5:02 PM
206	Roads remained hazardous (ice) for several days following the last snowfall. Many many roads appeared entirely untreated except for the first snowfall and plow	1/23/2025 5:02 PM
207	They did a great job and I appreciate their service. This was a usually cold and icy snow situation, and I don't fault the crews for that. However, The roads around Lafayette this week	1/23/2025 4:57 PM

## District Snow Removal and Leaf Collection

were super icy and unsafe during drop off. Some extra snow melt on those roads could go a long way. Northampton in particular was extremely icy on both sides of Lafayette.

208	Main arteries are plowed and treated in a timely manner but side roads are not adequately plowed and treated for ice. Consequently, some side streets are hazardous for drivers, pedestrians and parked cars.	1/23/2025 4:50 PM
209	DC has not been very good in removing snow and ice on streets in this neighborhood, with the exception of Utah, which had ok (not great) snow and ice removal.	1/23/2025 4:37 PM
210	Ice is tricky, needing reapplication when sun is shining— need attention paid especially to intersections and hills	1/23/2025 4:35 PM
211	I think it is unrealistic to expect DC to plow alleys. But given the length of the current cold wave, I think the city could have started treating ice in alleys after street plowing was completed.	1/23/2025 4:30 PM
212	visit all the streets with the plow and ice melt mixture during and immediately after the snow fall.	1/23/2025 4:18 PM
213	Our city snow removal gets better and better!	1/23/2025 4:11 PM
214	This rating is only for streets and the first snow. You're was limited Removal for the 2nd snow and much more ice on the roads than for the first, larger snow	1/23/2025 4:10 PM
215	It does not appear that the streets in our neighborhood (Tennyson and 31st Place) were adequately treated for the ice we got in the second storm. But the snow removal was fine.	1/23/2025 4:07 PM
216	31st St seemed to have been missed on most of the plow truck routes. Street was still icy through 1/22.	1/23/2025 3:37 PM
217	Plough the side streets too!!! Don't salt roads two days prior to snow	1/23/2025 3:37 PM
218	Living on a main thoroughfare places my street on a high priority.	1/23/2025 3:35 PM
219	The alleys are extremely dangerous, akin to ice luges. Are alleys included in the snow removal plan?	1/23/2025 3:31 PM
220	I was not there for snow removal. I cannot comment. However, if you are over 60 something and you have filled out the proper forms, DC is supposed to shovel your sidewalks. I am wondering if my sidewalk was shoveled. I do not recall seeing the Austin's shoveled in the past, but that is recollection only. Meanwhile, ECC/Maret did not shovel their sidewalk in a previous snow because it is closed. That then would be the same for me and for the Austins. This should be clarified. Claudia	1/23/2025 3:30 PM
221	Be more mindful of blocking driveways with plowed snow. After hour of clearing our drive and a portion of the street (in public space) the city plow completely blocked our driveway with snow and ice. I realize this isn't always possible but just be more aware.	1/23/2025 3:28 PM
222	Appreciated the focus on getting salt on roads quickly What isn't helpful are the people who shovel their snow on to street, esp after being plowed	1/23/2025 3:22 PM
223	Treat side roads!! Ice remaining on many side roads near Tennyson and near Rittenhouse Streets	1/23/2025 3:14 PM
224	While the main streets were addressed, the side streets were left untouched. This has resulted in hazardous driving and walking conditions. In fact, I saw a neighbor slip on the ice as he attempted to enter his car, which was parked on 31st Place. Thankfully he was not seriously hurt but he could have been.	1/23/2025 3:12 PM
225	The removal of snow and ice was good in some areas and seemed nonexistent in others.	1/23/2025 3:10 PM
226	I think it could always be better in terms of full road clearance but the main roads were clear pretty quick and we had a lot of snow. I don't think anyone can expect that all roads are fully cleared immediately.	1/23/2025 3:07 PM
227	Increased sidewalk clearance of public sidewalks, enforcement in clearing of neighborhood sidewalks	1/23/2025 3:06 PM
228	The Salt truck dumped salt. Does the city or those who are subcontracted out own salt spreader trucks rather than dumping the salt in piles?	1/23/2025 3:04 PM

## District Snow Removal and Leaf Collection

229	Yes they should treat for ice on the side roads	1/23/2025 3:03 PM
230	You have swiftly addressed areas of concern on roads. Thank you. I was saddened to see Knollwood did not shovel their sidewalks. They did the small blacktop path near Tennyson and 29th. They did not touch the sidewalk along Tennyson St. it is now packed ice. Poor neighbor; poor custodian of their residents.	1/23/2025 2:51 PM
231	Need to deal with ice on smaller roads that lead into larger main traffic roads. It is very easy to slide onto the main roads, especially when the smaller road has a downhill slope. This is extremely dangerous	1/23/2025 2:49 PM
232	Snow treatment and removal was very good. I didn't give excellent because of a few streets in my neighborhood seemed untreated and were icy.	1/23/2025 2:48 PM
233	If it's possible more strategic distribution of snow/ice melter. Our street, which is a side street off Utah was in great shape, so thank you. But it looked like other streets in the neighborhood were still very icy.	1/23/2025 2:48 PM
234	Be more nimble in DC's response. Just because in the past snow melted and didn't reice doesn't mean it will happen again. Seems like the trucks left after the first snow. A 2nd pass of deicing was necessary.?	1/23/2025 2:47 PM
235	The city did a good job of plowing even side streets when there was several inches of snow, but several neighborhood roads appeared untreated and slippery for days after an inch of snow on Sunday. The district did appear to respond to 311 requests to come and treat individual slick spots.	1/23/2025 2:42 PM
236	The roads near my house remained icy for many days after the last storm. More salt was needed on Tennyson and surrounding streets	1/23/2025 2:35 PM
237	Salt before the storm not after.	1/23/2025 2:35 PM
238	All streets need to be plowed AND salted. I know several people that became stuck in vehicles due to ice on an incline street.	1/23/2025 2:32 PM
239	ice on tennyson street was bad	1/23/2025 2:32 PM
240	My street, a one block stretch dead ending in a cul de sac, was very late getting plowed and initially inadequately treated with salt. As a result an exorbitant amount of salt was then needed to combat ice build up. Unfortunately half of the end of the cul de sac was never plowed or treated and as a result there is still an enormous sheet of ice. While it is just one block it was disappointing to see snow removal teams take zero care or thoughtfulness to clear our street in a way that makes sense for how residents use it. Our street is Moreland Pl. NW	1/23/2025 2:27 PM
241	Suggestion: please be careful to remove snow and ice especially at intersections that have a slope. Example: Moreland and Oliver. This is where cars often slide on the ice or get stuck in the snow.	1/23/2025 2:27 PM
242	No	1/23/2025 2:26 PM